

## Step-by-step: Applicant instructions for Online Background Check myBackCheck.com (facilitated by Sterling Talent Solutions)



Below is what the **secure link** to begin your online criminal records check.

An email notification will be sent to the Director of the Office of Catholic Youth confirming that your criminal records check has been completed through Sterling Talent Solutions.

You will also receive an electronic notification in your email 24-hours after submission to view your results online through your secure account.

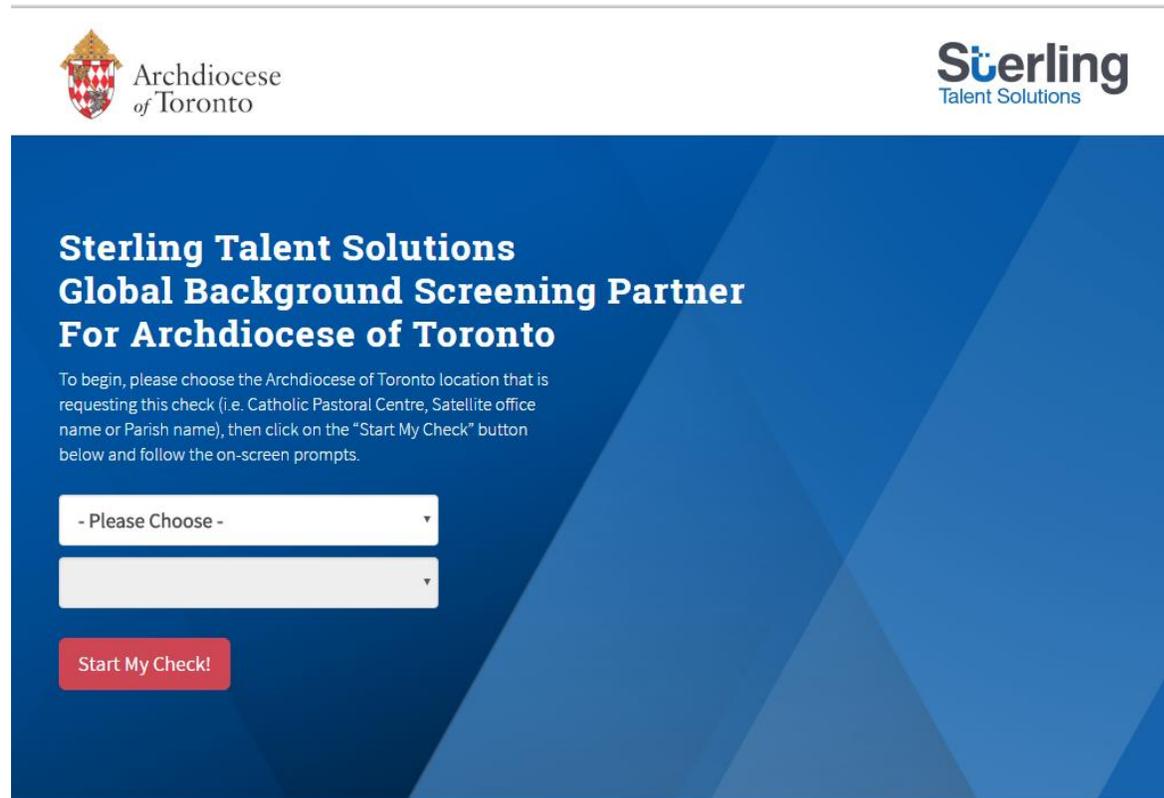
There is **no cost** to you for this search. Please ensure that you are using the secure link in this document and not through a google search to avoid the “self-serve” option.

**Click the link (or copy/paste link into your web browser) to start the check:**

[www.sterlingtalentsolutions.ca/Archdiocese-of-Toronto](http://www.sterlingtalentsolutions.ca/Archdiocese-of-Toronto)

The image shows a screenshot of the myBackCheck.com landing page. On the left, the Archdiocese of Toronto logo is displayed above the text: "As part of the Archdiocese of Toronto's screening process, you are required to complete a Criminal Record Check online via myBackCheck.com". Below this, it states "This check can be completed in these simple steps" and lists three steps: 1 REGISTER (Create your personal account by visiting www.sterlingtalentsolutions.ca/Archdiocese-of-Toronto), 2 PROVIDE CONSENT (Provide your information and consent to the check online), and 3 VERIFY ID (Complete the questions relating to your credit file and address history to prove your identity online; should you fail the online ID verification process, simply print the ID Verification form and take it along with 2 pieces of ID to your nearest Canada Post location, as per the directions provided). On the right, the myBackCheck.com logo and phone number 1.877.455.6699 are shown. A yellow arrow points from the text "Link to the landing page to start the check" to the URL in the screenshot. The Sterling Talent Solutions logo is visible in the bottom right corner of the screenshot.

**Your screen should appear like this:**



Archdiocese  
of Toronto

**Sterling  
Talent Solutions**

**Sterling Talent Solutions  
Global Background Screening Partner  
For Archdiocese of Toronto**

To begin, please choose the Archdiocese of Toronto location that is requesting this check (i.e. Catholic Pastoral Centre, Satellite office name or Parish name), then click on the "Start My Check" button below and follow the on-screen prompts.

- Please Choose -

Start My Check!

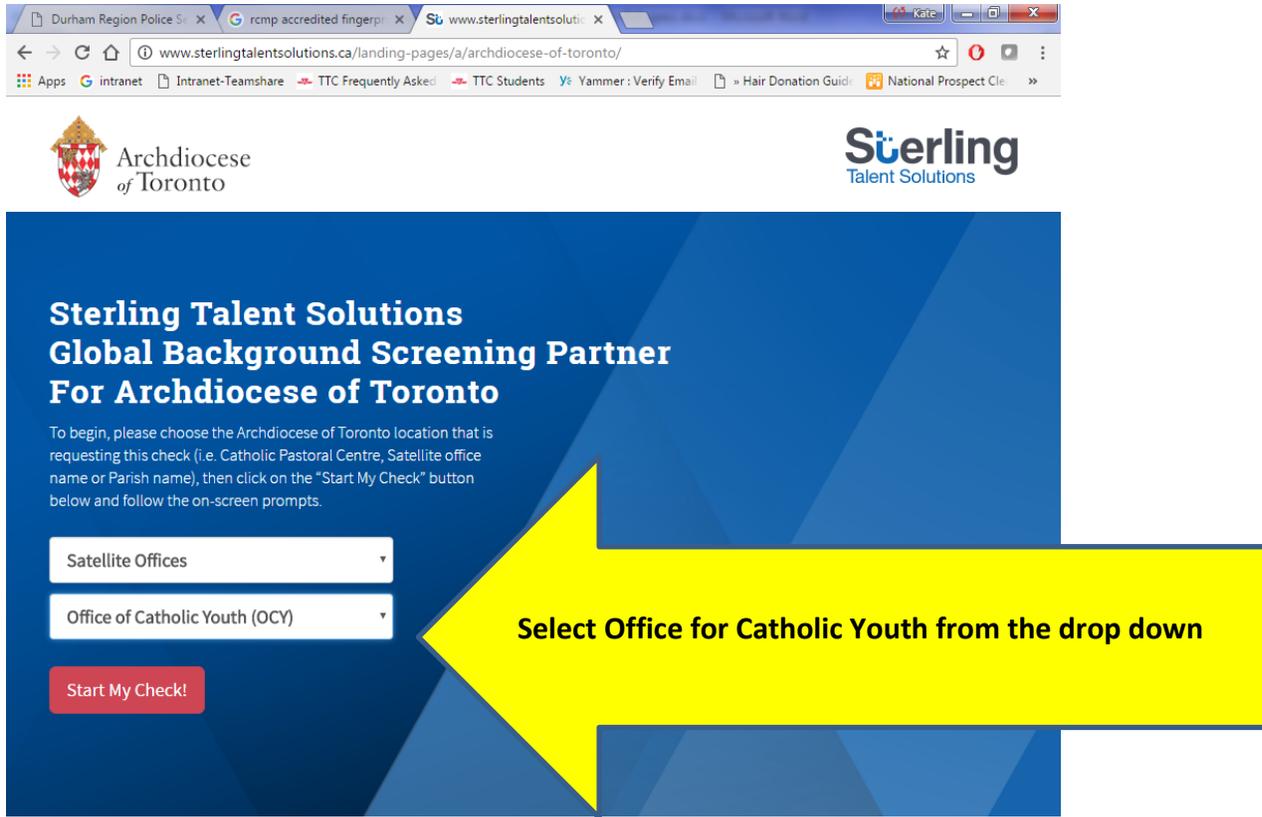
## About Sterling Talent Solutions

Sterling Talent Solutions provides hiring peace of mind by delivering a simpler, smarter background screening experience for organizations worldwide. Our comprehensive suite of background screening solutions deliver accurate, reliable results and tools to maintain compliance throughout the hiring cycle. With 20 offices in nine countries and growing, our team of more than 3,700 employees proudly serves over 50,000 customers around the world, from small businesses to Fortune 100 and FTSE 100 companies. Visit us at [www.sterlingtalentsolutions.ca](http://www.sterlingtalentsolutions.ca).

**Please follow the prompts to complete the screening process:**

1. Select from the 1<sup>st</sup> drop down menu – (i.e. Satellite Offices )
2. Select from the 2<sup>nd</sup> drop down menu  
– scroll down the list to locate Office of Catholic Youth
3. Click on the **red button** – Start My Check!

## Sample – Screen Shot:



**Sterling Talent Solutions**  
**Global Background Screening Partner**  
**For Archdiocese of Toronto**

To begin, please choose the Archdiocese of Toronto location that is requesting this check (i.e. Catholic Pastoral Centre, Satellite office name or Parish name), then click on the "Start My Check" button below and follow the on-screen prompts.

Satellite Offices

Office of Catholic Youth (OCY)

Start My Check!

Select Office for Catholic Youth from the drop down

## About Sterling Talent Solutions

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# Step-by-step: Applicant instructions for Online Background Check myBackCheck.com (facilitated by Sterling Talent Solutions)



## The screen will appear with an option to register online:

1. Select the black button on the page – **“Register Here”**

myBackCheck.com  
Order • Store • Manage & Share your background check  
myBackCheck.com Registration

Company : Archdiocese of Toronto  
Location : Office of Catholic Youth (OCY)  
Role : Enhanced Police Information Check

**New to myBackCheck.com?**  
Please complete and submit the following form to advance to registration and begin your check.

**Register Here**

**Already a myBackCheck.com account holder?**  
If you already have a myBackCheck.com account, please provide the necessary information above and log in below.

**Login (for Account Holders)**

User Name  Password   
[Trouble logging in?](#)

**Login**

Powered by **BackCheck** Canada's Largest Background Checking Company  
Checkwell Decision Corporation © 2011 All Rights Reserved [Privacy Policy](#)



# Step-by-step: Applicant instructions for Online Background Check myBackCheck.com (facilitated by Sterling Talent Solutions)



By selecting the “**Register Here**” button, the screen will advance to the section where you can do the following:

1. **Create Account.** Enter your user name, password and security questions to create your personal account.
2. **Check Your Email.** Sterling Talent Solutions will send you an email with a link to activate your account for security purposes.
3. **Log in and complete your checks.** Once logged in, you can view and accept invitations to complete a Criminal Records Check, or order one for yourself.

\*Do not enter your Social Insurance Number – this is optional NOT required.

myBackCheck.com

Order • Store • Manage & Share your background check

[About](#) | [FAQ](#) | [Contact](#) | [Français](#)

Home

## Account Registration for Individuals

Welcome to myBackCheck.com! The following form will allow you to create a personal account with us. All fields marked with \* are mandatory. If you have questions about our website or services, please refer to the [FAQ](#) or [contact us](#).

### General Preferences

Language

English

### Your Profile Information

First Name \*

Last Name \*

Province \*

[Select]

Date of Birth (YYYY/MM/DD) \*

Email \*

Verify Email Address \*

Phone Number (including Area Code) \*

Phone Extension

Choose a User Name \*

For your security, please ensure your password has at least 8 characters containing the following; one uppercase letter, one lowercase letter, and one number.

Password \*

Confirm Password \*

### Getting Started

- 1 **Create Account.**  
Enter a username, password and some security questions to create your personal account.
- 2 **Check Your Email.**  
We will send you an email with a link to activate your account (for security purposes).
- 3 **Log in and Complete Your Checks.**  
Once logged in, you can view and accept invitations to complete a Criminal Record Check, or order one for yourself.

### Already have an account?

[Login Now](#)

### Security Questions ?

Who was your childhood hero?

What high school did you attend?

What is your favourite song?

What is your favorite sport?

What is your mothers maiden name?

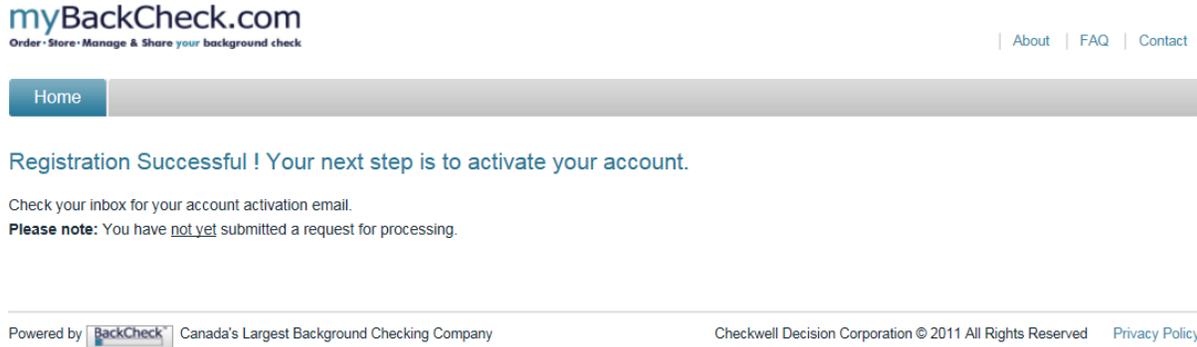
# Step-by-step: Applicant instructions for Online Background Check myBackCheck.com (facilitated by Sterling Talent Solutions)



## 4. Log back into your email account to begin the online check:

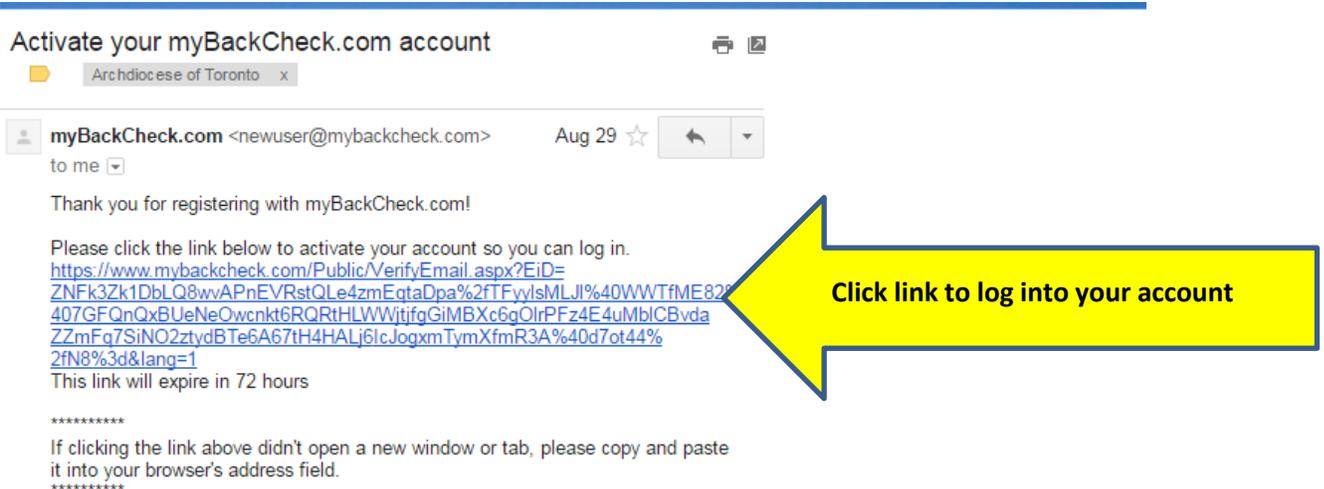
Once you have registered with Sterling and have created an account, the screen should appear like this below.

The next step is to log into your email and click on the link in your email.



When you log into your email account, your email in-box should have a message from mybackchek.com which appears with a link in the email. **The email message will appear with a long link (similar to the link below).**

To start the check and log into your personal account, **click on the link in your email.** Sometimes this message may appear in your junk folder.



# Step-by-step: Applicant instructions for Online Background Check myBackCheck.com (facilitated by Sterling Talent Solutions)



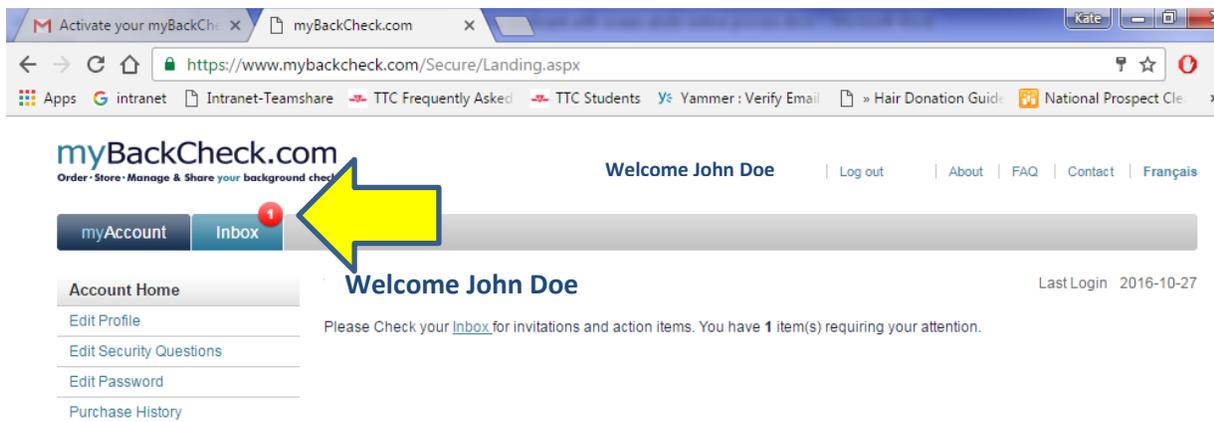
The screen will appear with a log-in to your personal account set up with Sterling Talent Solutions.

Enter the **user name and password** that you have created in the fields below.



The screen should appear like this with a welcome message.

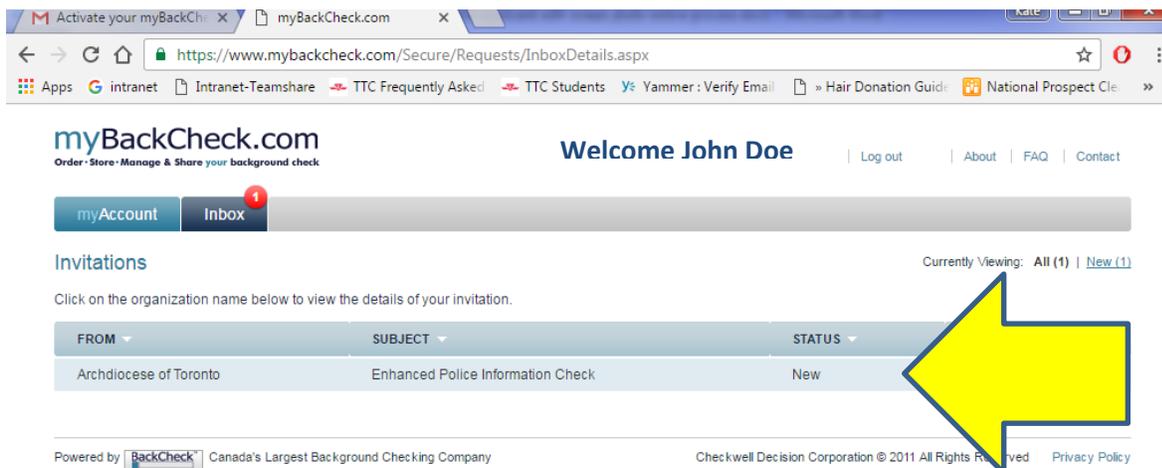
Double **click on “inbox”** and the screen should appear like this:



# Step-by-step: Applicant instructions for Online Background Check myBackCheck.com (facilitated by Sterling Talent Solutions)

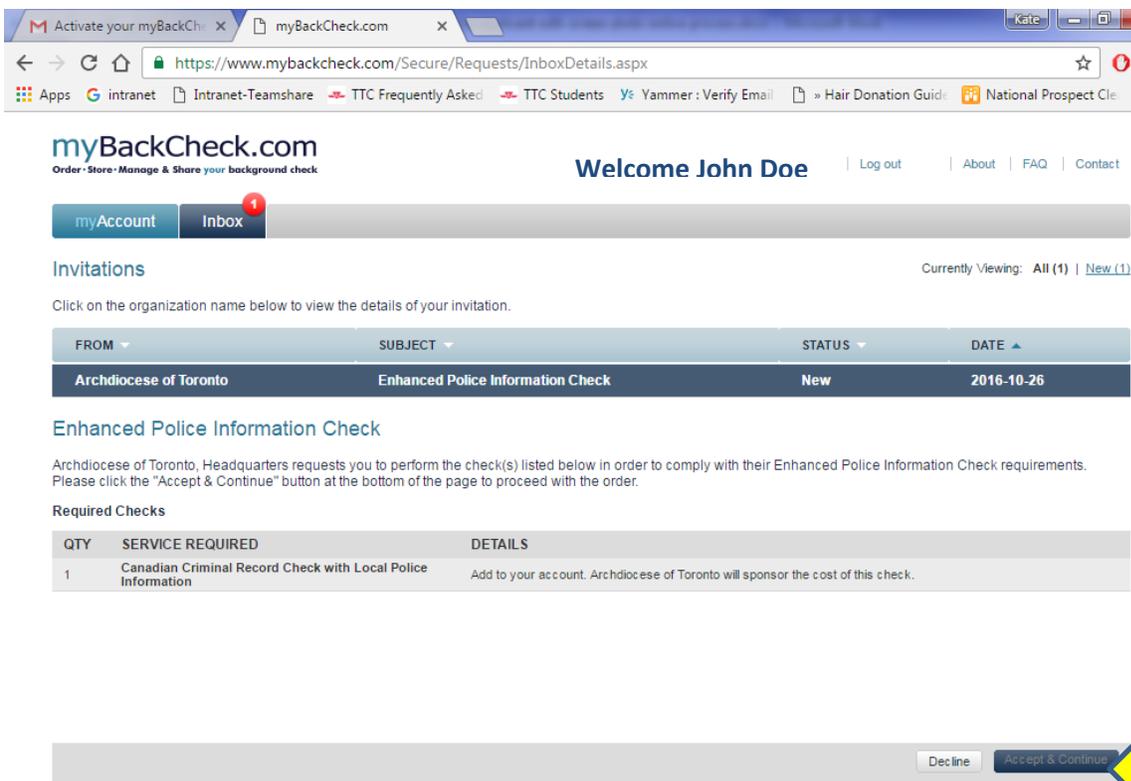


Double **click on “blue bar”** and the screen should appear like this:



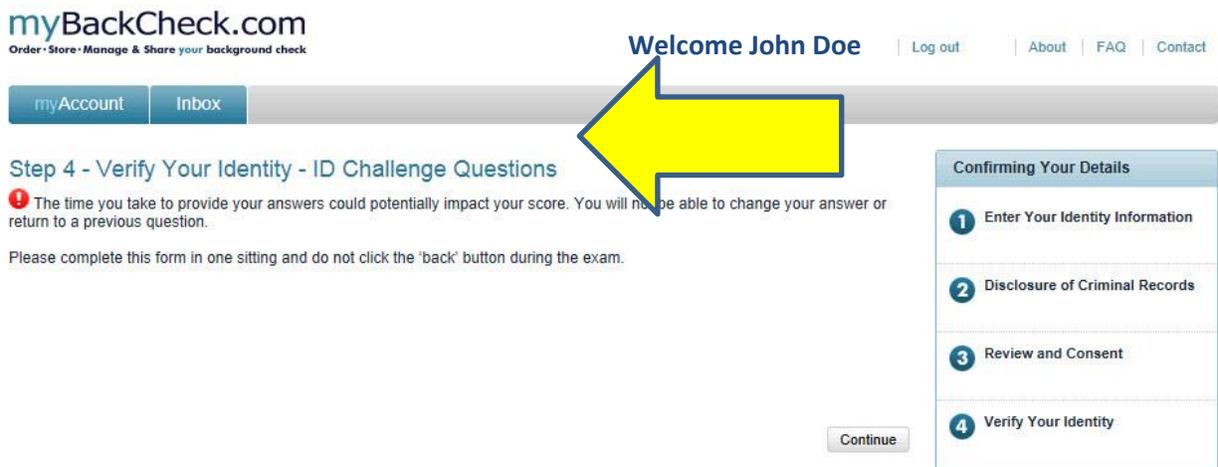
**Click on the invitation** – this is the text marked from “**Archdiocese of Toronto**”

At the bottom right corner of the screen, **double click on the button to “accept”** search



## 5. Verify your identity:

- The process will now allow you to respond to 4 personalized security questions.
- Double click on your **“my account”** to start the check
- Please try to complete within a few minutes to the best of your ability.
- TransUnions ID verification platform is time sensitive and the security questions are based on your personal credit history.
- Only TransUnion’s system will confirm whether your responses match their databases based on your selection. The questions are multiple choice.



The screenshot displays the myBackCheck.com interface. At the top left is the logo and tagline: "myBackCheck.com Order · Store · Manage & Share your background check". To the right, it says "Welcome John Doe" with links for "Log out", "About", "FAQ", and "Contact". Below this is a navigation bar with "myAccount" and "Inbox" buttons. A large yellow arrow points to the "myAccount" button. The main content area is titled "Step 4 - Verify Your Identity - ID Challenge Questions" and includes a warning icon and text: "The time you take to provide your answers could potentially impact your score. You will not be able to change your answer or return to a previous question." Below this is a "Continue" button. On the right side, there is a "Confirming Your Details" sidebar with a list of steps: 1. Enter Your Identity Information, 2. Disclosure of Criminal Records, 3. Review and Consent, and 4. Verify Your Identity.

**Information re: Electronic Identity Verification Process (EIV)**

- This process is facilitated through TransUnion and uses Electronic Identity Verification (EIV) and is based on your credit history.
- A credit check is not being conducted and this will not affect your credit rating.
- You will not require any electronic copies of ID to complete the process.

Canadian Criminal Record Check

Back to myAccount

Step 4 - Verify Your Identity

myBackCheck.com is proud to offer TransUnion Authentication. Verify your identity online by answering multiple choice questions generated from your credit history that only YOU should be able to answer.

Provide consent below and click "Continue to Identity Challenge Questions" to complete ID verification online. ID verification is mandatory for all Criminal Record Checks in Canada.

Please keep in mind:

- This is not a credit check and will not affect your credit rating in any way.
- Some or even all of the questions may not be related to your credit file. TransUnion does this on occasion as a fraud protection measure.
- Only you are able to view your questions. myBackCheck.com and TransUnion do not view the automatically generated questions or any of your responses.
- Should you be unable to confirm your identity online, additional identity verification options will be presented.

For information on your credit file, please call TransUnion at 1-877-559-5585.



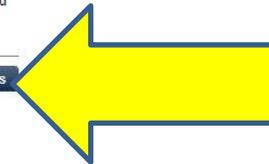
Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

\* I understand that continuing to the next page implies consent to TransUnion Authentication, which includes accessing information held in my personal consumer credit file for the purpose of identity verification.

Back to Step 3

Continue to Identity Challenge Questions



**6. In the event that you are unable to verify your identity online:**

- You will receive the following notification in your email with the option to download the Canada Post ID Verification Form - the message will indicate **“the results of the exam were inconclusive”**
- **You are given the option to try to answer your ID questions again online, and you will receive 4-6 different questions. It is your option to decide if you prefer to try again, or to go in person to Canada Post.**
- This form should be taken in person along with 2 forms of ID and may be presented at any Canada Post location
- The Canada Post representative will scan the document and transmit this information confirming that they have viewed your ID in person
- This information is sent to myBackCheck.com to authorize the search

myBackCheck.com

Order • Store • Manage & Share your background check

Welcome: Melody ZEEB

Log out

About

FAQ

Contact

myAccount

Inbox

Back to myAccount

The results of the exam were inconclusive.

What can you do now?

**Try Online ID Verification Again**

If you wish to revise the information you provided, attempt the process again by clicking the **Try again** button. Note that providing your Social Insurance Number can improve TransUnion's ability to locate your information.

Try Again

**Click here to TRY QUESTIONS FOR A 2<sup>ND</sup> TIME:**

OR

Continue with In-Person ID Verification:

Your Option(s):

**Canada Post ID Verification**

Download and print the Canada Post Physical ID Verification Form by clicking on the button below. Present the form to a Canada Post Retail Clerk at a participating Canada Post location, along with two pieces of ID. One must be government-issued photo ID; the second ID must display your full name. See page 1 of the form for acceptable ID options.

The Canada Post Retail Clerk will verify your ID and fax the completed form to myBackCheck.com to proceed with your check.

To find a participating Canada Post location near you, [click here](#).

**Click to try download CANADA POST ID FORM**

Download Form

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

Acceptable pieces of ID

- Provincial Driver's License
- Foreign Driver's License
- Canadian Passport
- Foreign Passport
- Provincial ID Card



## **PAGE 2**

### **SAMPLE ONLY:**

### **CANADA POST IDENTITY VERIFICATION FORM**

**myBackCheck.com**

Order • Store • Manage & Share your background check

Available at



#### **Instructions for Canada Post Identification Verification**

To have your ID verified by Canada Post, follow these simple steps:

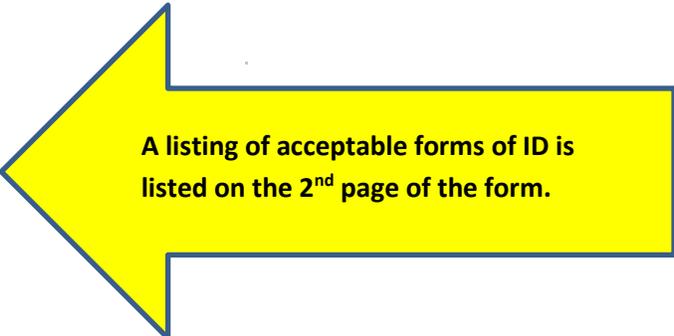
1. Print the "Canada Post ID Verification Form" and visit [www.backcheck.net/canadapost](http://www.backcheck.net/canadapost) to find a participating Canada Post retail location in your area.
2. Take the form, along with two (2) pieces of appropriate ID, and present them to a Canada Post retail clerk to verify your information. Please read below for acceptable types of ID.
3. The Canada Post retail clerk will scan the completed form and IDs and send them directly to us for processing. The clerk will return the form to you and provide a receipt as confirmation of the transaction.

#### **Acceptable types of ID for Physical ID Verification**

Primary ID must be government-issued photo ID containing your name, signature, and date of birth.

##### **Examples:**

- Provincial Driver's License
- Foreign Driver's License
- Canadian or Foreign Passport
- Provincial ID Card
- Canadian Citizenship Card
- Canadian Permanent Resident Card
- Certificate of Indian Status



**A listing of acceptable forms of ID is listed on the 2<sup>nd</sup> page of the form.**

Secondary ID may be any type of ID displaying your full name, ideally government-issued.

##### **Examples:**

- Additional primary ID as listed above
- Birth Certificate
- Marriage Certificate
- Student ID Card

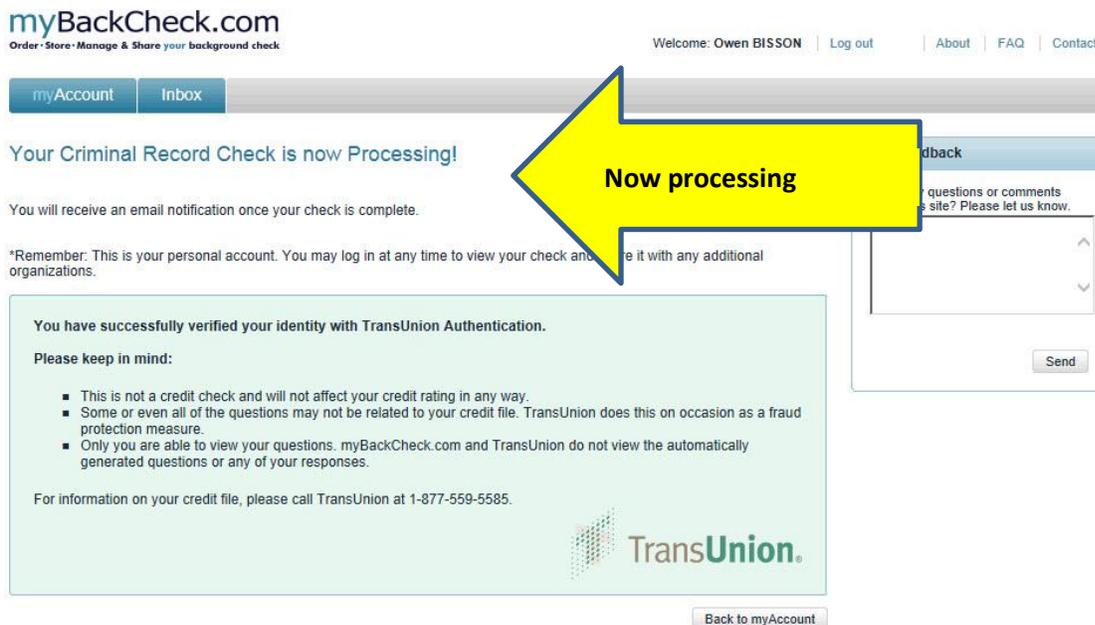
## 7. Electronic Notification:

- If your identity has been verified by TransUnion’s electronic ID authentication questions, the email notification that you will receive in your personal email will appear as below:

### **“Your Criminal Record Check is now Processing”**

- Your report will be sent to your personal email from myBackCheck.com (Sterling Talent Solutions)
- The Human Resource Department will receive an electronic notification that you have been cleared to work.
- We will then notify the Director of the Office of Catholic Youth of your final clearance to work as a volunteer or employee.

### **Your screen will appear like this if ID is verified electronically:**



The screenshot shows the myBackCheck.com website interface. At the top, it says 'myBackCheck.com' and 'Order • Store • Manage & Share your background check'. There are navigation links for 'myAccount' and 'Inbox'. A yellow arrow points to the main content area which displays 'Your Criminal Record Check is now Processing!'. Below this, there is a message: 'You will receive an email notification once your check is complete.' A large green box contains the following text: 'You have successfully verified your identity with TransUnion Authentication. Please keep in mind: This is not a credit check and will not affect your credit rating in any way. Some or even all of the questions may not be related to your credit file. TransUnion does this on occasion as a fraud protection measure. Only you are able to view your questions. myBackCheck.com and TransUnion do not view the automatically generated questions or any of your responses. For information on your credit file, please call TransUnion at 1-877-559-5585.' The TransUnion logo is visible at the bottom of this box. A 'Back to myAccount' button is at the bottom right of the page.

If you have any technical questions, please contact the support centre at myBackCheck.com at 1-877-455-6699. A team of representatives are available to assist you with questions from 8am-9 pm EST

**OR**

Questions concerning the status of your report, please contact Human Resources, Volunteer Screening Department @ the Archdiocese of Toronto at 416-934-3400 EXT. 517.