ePIC APPLICANT INSTRUCTION MANUAL

Electronic Police Information Check (ePIC) WEBSITE ACCESS

http://www.calgary.ca/cps/Pages/home.aspx

Select **Police Information Checks**

ePIC APPLICANT INSTRUCTION MANUAL

CALGARY POLICE SERVICE

Processing Applications Received On

March 15, 2021 POLICE INFORMATION CHECK

DUE TO THE COVID 19 VIRUS, please try our on-line Police Information Check system (ePIC) which has <u>NEW functionality</u> and ease.

If you are not able to use this system please attend Westwind's Headquarters, District 5 Saddle Ridge, District 7 Country Hills, or District 8 Midnapore. Physical distancing and masks are required. Capacity restrictions are in effect which may result in line ups outside the buildings. Please prepare for the weather conditions.

Thank you for your patience and understanding during this time.

Police Information Check, Calgary Police Service

Welcome

Calgary Police Service, Police Information Check has added **NEW FUNCTIONALITY** to the electronic Police Information Check **(ePIC) online system,** allowing more individuals who currently reside in Calgary the ability to apply for their Police Information Check (PIC) online.

WHAT'S NEW

- **Equifax ID verifier has been replaced** with applicants submitting a selfie photo holding the same two pieces of government issued ID they will be providing with their application
- **Applicants can now apply online for non-registered ePIC Agencies "Agency Not Listed"**
- Applicants may apply online for "**Immigration**" and "Other" purposes
- **Minors over the age of 12 can apply online**

PIC for ePIC Registered Agencies - Applicants will receive their Police Information Check result electronically. Once shared with the primary agency, Applicants can electronically share their result with other registered ePIC agencies that accept shared results. (**Includes** Volunteer Alberta VSPN registered agencies)

PIC for Non-Registered Agencies (Agency Not Listed) - Applicants will type the name of the Agency and will receive their Police Information Check in the mail. Applicants can electronically share their result with other registered ePIC agencies that accept shared results. (**Excludes** Volunteer Alberta VSPN registered agencies)

PIC for "OTHER" purpose – Applicants **must provide name of Agency.** Applications for "Personal Reasons" will be rejected.

Please note for the purpose of the ePIC online system the term "Agency" will also include reference to a company or an organization.

Questions

- What is a Police Information Check?
- What databases are searched?
- What information will be disclosed on a Police Information Check?
- How do I complete my Police Information Check online?
- I am having difficulties paying the Police Check online, what should I do?
- FAQ's for Applicants
- I am a new Agency, how do I set up my Agency account online?
- FAQ's for Agencies
- What accessibility does this online system support?
- How do I verify who I am online?

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RCMP Vulnerable Sector More Information

- Language Translation of Calgary Police consent and ID forms
- Agency Instructional Manual
- Applicant Instructional Manual
- RCMP Vulnerable Sector
- RCMP FAQ's vulnerable sector checks

Please ensure you have **JavaScript enabled on your browser**

If you are using a **MAC-Safari browser DO NOT hit the back arrow** on your browser. This is known to cause problems with some web-based systems.

Our Mission: "To assist in promoting a safe community for our citizens and vulnerable persons through administering thorough, accurate and complete police information background checks for individuals and organizations."

Our Vision: "To provide the highest level of service for individuals and organizations of our community through ensuring integrity, confidentiality, timeliness, quality and value. To continually seek improvement for the delivery of essential information for public safety and well-being of our citizens."

Choose the following:

Perform Personal Police Information Check - to create a personal account and to submit an application.

Create Agency Account Profile - to register and create an Agency account.

Login with Existing Account - for individuals and Agencies who have already created accounts.

For assistance please contact: cps-picunit@calgarypolice.ca or call 403 428-2052

Start an ePIC Police Information Check (ePIC) by clicking on the "**Perform a Personal Police Information Check**" button.

*** **Note All Applicants:** To apply for a Police Information Check
Select <u>Perform Police Information Check</u> below.

↓

✔ Perform Personal Police Information Check
📁 Create Agency Account Profile
👤 Login With Existing Account
🔊 Would you like to leave feedback?

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EXIT OR SAVE THE APPLICATION

There are 15 steps involved in completing an ePIC Application. You may exit or save the application at any time or choose to have the system erase all of the personal information and uploaded documents that you have included.

SAVE APPLICATION FOR LATER

Your application may be saved for 14 days since the start of your submission and can be resumed at any time. If the application is not submitted w ithin 14 days, the application will automatically be deleted from the ePIC Online System including all personal information and uploaded documents.

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QUESTIONS & MORE INFORMATION

Use the **Questions section or More Information** to assist you to find out further information. Click on the question/more information to view a pop up to find out more.

Questions

- What is a Police Information Check?
- What databases are searched?
- What information will be disclosed on a Police Information Check?
- How do I complete my Police Information Check online?
- I am having difficulties paying the Police Check online, what should I do?
- FAQ's for Applicants
- I am a new Agency, how do I set up my Agency account online?
- FAQ's for Agencies
- What accessibility does this online system support?
- How do I verify who I am online?

More Information

- Agency Instructional Manual
- Applicant Instructional Manual
- RCMP Vulnerable Sector
  RCMP FAQ's vulnerable sector checks

LEAVE FEEDBACK

At any time during the application, leave your feedback by clicking on the "Would you like to leave feedback" button located at the bottom of each screen. Rate Calgary Police Services website or services and/or leave specific feedback.

Back

Continue

🔊 Want to leave your feedback?

ePIC APPLICANT INSTRUCTION MANUAL

PROCESS

STEP 1 OF 15 - CHECKLIST

The Checklist page is the first page displayed when starting the Electronic Police Information Check (ePIC) application. This page will summarize all of the information and documents required to successfully apply. The purpose of this page is to identify all information and documents required prior to advancing too far into the process.

Be sure to read through the checklist thoroughly before advancing through ePIC application by clicking the "Continue" button.

Checklist

Please review this Checklist to ensure you have everything required BEFORE proceeding with your Online Application

Before continuing, please ensure you have **JavaScript enabled on your browser**

- You will be required to have **your own personal unique email address** for creating your account. We do not recommend using work email addresses in the event of access change.
- To apply online, you must provide your Social Insurance Number (SIN) which is necessary to create **your unique applicant account**.
- You will need to provide the **exact name of the Agency**.
  - **ePIC Registered Agencies** select Agency name from drop-down menu
  - **Non-Registered ePIC Agencies** type full Agency name in the "Agency Not Listed Name" field
- You will be required to **download a picture of yourself (selfie photo)** holding the two pieces of Government issued identification you will be submitting with your application. ID must be clear enough to read.
- If you require a PIC for an unpaid practicum, you will be required to upload a copy of the Unpaid Practicum Letter provided to you by the Agency. (Letters must be on agency letterhead with the date, applicants name, position for unpaid practicum and name/signature of authorized agency contact.)
- If you require a PIC for a volunteer position, you will be required to upload a copy of the Volunteer Letter provided to you by the Agency. (Letters must be on agency letterhead with the date, applicants name, position of volunteer, VSPN number if applicable and it requires the name/signature of authorized agency contact.)
  - VSPN Volunteer PICs can only be made via ePIC when the Organization is a registered ePIC Agency. **'Agency Not Listed' can not be utilized for VSPN PICs.**
- Agency letters **must** be dated within **6 months** of you making a PIC application.
- Payment method can be either Interac, Credit Card (VISA/Mastercard), and Visa Debit. (BMO is no longer supporting Interac Online. Another method of payment will be required.) Some Agencies may have chosen to pay for their applicants, please verify with the Agency.
- If applicable, you will have the option of Self-declaring any history of criminal conviction(s) and will require information including offence, date, court location and disposition/sentence.
- You will be required to upload **two pieces of government issued identification**, one must be photo identification. Listed below is the **only** acceptable government issued identification for this application and cannot exceed 4 MB in size. **EXPIRED IDENTIFICATION CANNOT BE ACCEPTED.**
- We are requesting your Social Insurance Number(SIN) as a unique identifier associated and linked to your User Name and account. If you do not wish to provide your SIN, you may visit the Calgary Police Service district office to request your Police Information Check.

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Acceptable Valid Government Issued Photo Identification
One must be selected from this column

- Driver's Licence (**Interim Operator's Licence NOT valid ID**)
- Alberta Photo Identification Card (Issued through Registry Agent Offices)
- Passport
- Permanent Resident Card (past expired date is acceptable)
- Firearms Licence
- Nexus Card
- Secure Certificate of Indian Status Card (Federally issued)
- Aviation Document Booklet
- Refugee Protection Claimant Document-Certified
- Student ID for Minors (**between the ages of 12 to 15** who do not have any of the above photo ID)

Please ensure the photo portion with personal information is viewable

To be able to apply online it **must** be for the following reasons:

- Employment
- Volunteering
- Adoption
- Paid / Unpaid Practicum
- Immigration
- Other

Acceptable Valid Government Issued Identification

- Provincial Healthcare Card
- Birth Certificate
- Marriage Certificate
- Immigration Papers
- Citizenship Card
- Citizenship Certificate

You will not be able to apply online if any of the following reasons apply to you.

- You are not a resident of Calgary
- You do not have a specific Agency when requesting the police check
- You are under the age of 12

Note: If you cannot apply online or wish not to proceed online, please visit our website to learn how to make application at a Calgary Police District location:

http://www.calgary.ca/cps/Pages/Public-Services/Police-Information-Checks.aspx

Personal information in this application is collected pursuant to the Freedom of Information and Protection of Privacy Act and the Police Act. Questions or concerns should be directed to: Calgary Police Service, Police Information Check at 403.428.2052.

Cancel

Continue

Want to leave your feedback?

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ePIC APPLICANT INSTRUCTION MANUAL

STEP 2 OF 15 – GETTING STARTED

This is the first page that the ePIC Online System will begin to collect your information. All questions on this page are required.

Getting Started

Please provide the following details for your application.

NOTE: If you are using a MAC-Safari browser DO NOT hit the back arrow on your browser. This is known to cause problems with some web based systems.

Do you currently live in Calgary? *
● Yes ○ No

How long have you lived in Calgary?
If you have ever moved away from Calgary *ONLY* list the most recent length of time since moving back to Calgary.

Years   Months
[0 ⌄]   [0   ⌄]

What are you applying for: *
○ Employment
○ Volunteer
○ Adoption
○ Immigration
○ Paid Practicum
○ Unpaid Practicum
○ Security Guard / Locksmith / Private Investigator
○ SSIA Business Licence for a Director and/or an Officer of the Business (Any owner or partner of a security business)
○ Other

☐ I acknowledge it is a criminal offence to provide falsified information. This includes any required documentation, fraudulent use of any identification, and credit or debit card information.

Once you have provided answers and they have been validated by the ePIC Online System, you can advance in the application process by clicking the "Continue" button.

In order to continue with the ePIC application, **you must be a resident of Calgary**. If an answer you have provided is not valid, you will not be able to continue with the online application. An error message will appear indicating the reason your application is not valid.

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STEP 3 OF 15 – AGENCY INFORMATION - registered ePIC Agencies

The agency is the company/organization requesting completion of the PIC for either employment, volunteer, adoption, paid/unpaid practicum, security purposes or other. The agency information will be associated with the ePIC application to help aid the PIC employee performing the check to know what agency they are dealing with, and whether the agency requires a Vulnerable Sector search.

Some agencies are **registered ePIC Agencies**, which their company/organization names can be searched and selected from the AGENCY field. Registered ePIC agencies determine whether they are responsible for the payment of the application. This is controlled by them under the creation of their agency profile on the ePIC online system. Agency name will be entered into the "Which agency you are applying for" field and selected from the drop-down menu.

PIC for ePIC Registered Agencies - Applicants will receive their Police Information Check result electronically. Once shared with the primary agency, applicants can electronically share their result with other registered ePIC agencies that accept shared results.

Agency Information

Step 3 of 15

ISC: Protected B

PIC for ePIC Registered Agencies - Agency has created an account on ePIC

- Type Agency name in drop down menu **"Which agency are you applying for?"**
- **Select Agency** from generated Agency names

PIC for Non-Registered Agencies - Agency does not have an account on ePIC

- Type Agency name in drop down menu **"Which agency are you applying for?"**
- If Agency not listed, **POP UP** will be generated
- Type **full Agency name** in "Agency Not Listed Name"
- <u>ONLY ONE AGENCY NAME</u> is to be indicated

NOTE: Full name of Organization/Agency must be provided when applying for Police Information Check (PIC).

Non-Registered Agencies "Agency Not Listed Name": "Unknown" "To Be Determined" "N/A" "Seeking Employment" "Self" is NOT acceptable. The name of Organization/Agency/etc. will be indicated on the Police Information Check letter and **MUST be the correct full name** of the Organization/Agency. **ONLY <u>ONE (1) AGENCY</u> IS TO BE LISTED.**

Which agency are you applying for? *

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STEP 3 OF 15 – AGENCY INFORMATION - non-registered Agency "AGENCY NOT LISTED"

If an agency is not registered with ePIC, select "**Agency Not Listed**". You will be able to manually type the name of the agency in the "**Agency Not Listed**" field. **Please ensure only ONE agency name is provided**. If multiple agencies are listed, **ONLY the first agency** will be used for your ePIC. **No changes** will be made after your ePIC is completed.

 VSPN Volunteer PICs can only be made via ePIC when the Organization is a registered ePIC Agency. **"Agency Not Listed"** <u>can not</u> be utilized for VSPN PICs.

PIC for Non-Registered Agencies (Agency Not Listed) - Applicants will type the name of the Agency and will receive their Police Information Check in the mail. Applicants can electronically share their result with other registered ePIC agencies that accept shared results.

Agency Information

PIC for ePIC Registered Agencies - Agency has created an account on ePIC

- Type Agency name in drop down menu "**Which agency are you applying for?**"
- **Select Agency** from generated Agency names

PIC for Non-Registered Agencies - Agency does not have an account on ePIC

- Type Agency name in drop down menu "**Which agency are you applying for?**"
- If Agency not listed, POP UP will be generated
- Type full Agency name in "Agency Not Listed Name"
- ONLY ONE AGENCY NAME is to be indicated

NOTE: Full name of Organization/Agency must be provided when applying for Police Information Check (PIC).

Non-Registered Agencies "Agency Not Listed Name": "Unknown" "To Be Determined" "N/A" "Seeking Employment" "Self" is NOT acceptable. The name of Organization/Agency/etc. will be indicated on the Police Information Check letter and MUST be the correct full name of the Organization/Agency. ONLY ONE (1) AGENCY IS TO BE LISTED.

Which agency are you applying for? *

Calgary Zoo

ⓘ The agency you are searching for does not appear to have an account on the ePIC Online System. Please enter the full name of the agency you want to add below.

Please ensure only one agency is provided per application. If necessary, only the first agency listed will be considered for this application.

Agency Not Listed Name:

Calgary Zoo

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STEP 3 OF 15 – AGENCY INFORMATION

Renewal Application should only be selected when directed by the Organization/Agency.

Is this Police Information Check a new or renewal application for the agency? *

○ New Application   ○ Renewal Application

*A **new application** is when you are new to the Agency and you have not previously completed a PIC for them.*

*A **renewal application** is when you are currently active with this Agency and they are requesting you to renew your PIC.*

NOTE: <u>Only</u> select renewal if the Agency specifically states it is for a renewal, otherwise select New Application

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STEP 4 OF 15 – CONSENT TO SEARCH AND DISCLOSURE OF PERSONAL INFORMATION

The Consent to Search and Disclosure of Personal Information page will prompt you to review the terms of conditions and agree prior to moving forward with the PIC application. You must agree to each of the 4 pre-determined checkboxes available on the page prior to advancing in the PIC application process.

Once each of the "I Agree" statements have been read through carefully and checked off, you can advance in the application process by clicking the "Continue" button.

Consent to Search and Disclosure of Personal Information Step 4 of 15

Terms of Conditions

ISC: Protected B

I consent to the Calgary Police Service (the "Police Service") conducting the following searches about me:

A.   Criminal convictions, conditional and absolute discharges and other related information about me contained in Canada's National Repository of Criminal Records.

B.   Criminal and provincial statute dispositions and any pending criminal or provincial statute charges before the Alberta courts as identified in the Justice Online Information Network.

C.   Current court orders, warrants, prohibition orders, probation orders, peace bonds, recognizance orders in Alberta and current outstanding out of province warrants identified in the Canadian Police Information Centre.

D.   Information obtained from local police records, which may include a query of the Police Information Portal, in which I was the subject of a police investigation where a risk to public safety exists. A decision to disclose information described here in section D will be made by the Police Service upon consideration of several factors including the nature of the responsibilities of the position applied for, the individuals with whom I will be interacting, the frequency and recency of the occurrences, any demonstrated patterns of behaviour and the reliability of the information contained in the records.

E.   **Vulnerable Sector Check**: completed <u>when required</u> by the Requesting Agency because you will be responsible for the well-being of children, the elderly, people with disabilities or other vulnerable populations. It is the Police Service that determines or verifies that the position you are applying for meets the requirements for a vulnerable sector check.

A Vulnerable Sector Check is required when you will be in a position of trust or authority over vulnerable persons including children, the elderly and people with disabilities. A Vulnerable Sector Check involves a search of the automated criminal records (pardoned sex offender) retrieval system maintained by the RCMP to identify the existence of sex offences for which a record suspension or pardon exists. A Vulnerable Sector Check also includes a search of local police records to determine if any patterns of behaviour exist that may result in harm to a vulnerable person.

- ○ A police record consists of information created or gathered by police. It may include information such as criminal charges and convictions, non-conviction information such as acquittals, findings of not criminally responsible by reason of mental disorder, stays of proceedings, participation in alternative measures and other diversionary programs, investigations, and occurrences that did not result in charges being laid. A police record may also include non-criminal contact with police. Even if you have never been charged or convicted of an offence a police record may exist as a result of an interaction with the police, including interactions due to mental health issues or as a result of an investigation conducted by police, whether you knew about the investigation or not. Information created or gathered by police is retained in accordance with the Police Service's records retention schedule. If you require further information about the Police Service's retention schedule, please contact the Police Service responsible for completing your Police Information Check.

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☐ I agree

I understand that the Police Service will not disclose this information to the Requesting Agency without further consent from me.

I acknowledge that I understand when a Vulnerable Sector Check is required and, if required, I consent to the Vulnerable Sector Check.

☐ I agree

I consent to a search being made in the automated criminal records retrieval system maintained by the Royal Canadian Mounted Police to find out if I have been convicted of, and have been granted or issued a pardon for, any of the sexual offences that are listed in the schedule to the *Criminal Records Act*.

I understand that if, as a result of giving this consent, a search discloses that there is a record of my conviction for one of the sexual offences listed in the schedule to the *Criminal Records Act* in respect of which a pardon was granted or issued, that record shall be provided by the Commissioner of the Royal Canadian Mounted Police to the Solicitor General of Canada, who may then disclose all or part of the information contained in that record to a police force or other authorized body. That police force or authorized body will then disclose that information to me.

☐ I agree

I give my consent to the Police Service to use any and all information about me that it has found after completing the above identified searches, including information obtained from local police records, to complete a Police Information Check and I give my consent to the Police Service to disclose the results of the searches to me in a Police Information Check.

I understand that it is my decision whether I provide the results of the searches to any other person or organization. I understand that further information about the Police Information Check process is available in the Alberta Police Information Check Disclosure Procedures which are available on the Police Service's website.

☐ I agree

By signing this form or by accepting an electronic consent, I confirm that I have fully informed myself and understand the content, meaning and effect of this consent and release of liability and I declare that the information provided by me is accurate and may be verified by the Police Service through police information databases if required.

Language translations of above consent form

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STEP 5 OF 15 – CREATE ACCOUNT

An account must be created. This account will allow you to return to your application in the future, check on the status of an application submission, review results and share results with ePIC registered Agencies.

Create Account

Step 5 of 15

ISC: Protected B

Please provide your information below to create an account for the online PIC.

Creating an account allows you to return in the future to check on the status of an application, review and share results with agencies registered on the ePIC system.

NOTE: You must have a unique email address. A unique email address means that two or more people cannot use the same email address. If you do not have a unique email address you can create a new email account with one of the many service providers online.

Your password will need to be a minimum of 8 characters, with one upper case letter and 1 numeric character.

Email *	
Confirm Email *	
Password *	
Confirm Password *	

ACCOUNT EMAIL CONFIRMATION

Once you have received the automated email notification and clicked on the link in the email to verify your email address, you will automatically be redirected to the ePIC online system to continue with the process of submitting your ePIC application.

STEP 6 OF 15 – SUPPORTING DOCUMENTATION

The Supporting Documentation page will collect the required government issued photo identification and / or non-photo identification.

You must upload **a maximum of two (2) pieces** of identification with at least one (1) being from the photo identification column. **Please ensure documents are viewed prior to submission to ensure visible and in order.**

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Supporting Documentation

Please select the two pieces of government identification to be used, one must be photo identification. Below is the only acceptable identification.

Note: If the identification that you upload does not match your selection your application will be rejected and no refund will be issued.

👍 Successfully uploaded Birth Certificate

Acceptable Valid Government Issued Photo Identification
One must be selected from this column

- ☑ Driver's Licence
- ☐ Alberta Photo Identification Card (Issued through Registry Agent Offices)
- ☐ Passport
- ☐ Permanent Resident Card
- ☐ Firearms Licence
- ☐ Nexus Card
- ☐ Secure Certificate of Indian Status Card (Federally Issued)
- ☐ Aviation Document Booklet
- ☐ Refugee Protection Claimant Document - Certified
- ☐ Student ID for Minors (between the ages of 12 to 15 who do not have any of the above photo ID)

Acceptable Valid Government Issued Identification

- ☐ Provincial Healthcare Card
- ☑ Birth Certificate
- ☐ Marriage Certificate
- ☐ Immigration Papers
- ☐ Citizenship Card (Issued within the last 5 years)
- ☐ Citizenship Certificate

Uploads

Please provide the selected government identification for your application below. **Please ensure the photo portion, your name and date of birth is viewable.**

You will only be able to upload one document at a time and can only load documents that do not exceed 4MB in size.

📄 **Birth Certificate**	📄 **Driver's Licence**
Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif	Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif
File birth cert.docx	File drivers licence.gif
✔ Upload ⊕ View 🗑 Remove	✔ Upload ⊕ View 🗑 Remove

☑ I have viewed my uploaded documentation and ensure all information on document is visible.

Please ensure you **VIEW** both of your uploaded documents before continuing. This may cause your application to be rejected if not correct. NOTE: **NO REFUNDS** will be issued if application is rejected.

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STEP 7 OF 15 – YOUR PERSONAL INFORMATION

The Your Personal Information page will prompt you with the questions required to complete your **UNIQUE applicant profile** and to **complete your Electronic Police Information Check (ePIC) application**.

Your Personal Information

Please provide the following details about yourself. This information will be used to create your unique applicant account.

We are requesting your Social Insurance Number(SIN) as a unique identifier associated and linked to your User Name and account. If you do not wish to provide your SIN, you may visit the Calgary Police Service district office to request your Police Information Check.

First Name *

- I **do** have a middle name
- I **do not** have a middle name

Middle Name *

Last Name *

Date of Birth *

(YYYY/MM/DD, E.g. 1982/11/24)

Place of Birth *

| | Alberta ⌄ | |
| Country | Province | City |

SIN Number *

Confirm SIN *

Your Current Residing Address

Please ensure to use your **OWN** address not another person or agency address.

| Street # * | Apartment # | Street Name * | Type * | Direction |
| | | | ⌄ | ⌄ |

| City | Province | Postal Code * |
| Calgary | Alberta | |

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STEP 7 OF 15 – YOUR PERSONAL INFORMATION – SELFIE UPLOAD

To verify your identity, you must upload a photo of yourself holding the **same two pieces of Government issued identification you provided with your application**. As shown in the below avatar, ensure that your face is visible, and the two pieces of identification can be clearly seen. **The text on each piece must be legible to read the details in your photo.**

Ensure you review the uploads as you will be prompted with a confirmation message that you have verified the images for accuracy and visibility. PIC reserves the right to reject your PIC application if the requirements are not met. **Refunds will not be provided under any circumstance.**

Selfie Upload

To verify identity, **upload a selfie photo** of yourself holding the two pieces of Government issued identification you will be submitting with your application. ID must be clear enough to read.

Do not exceed 4MB in size.

Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif

File   selfie.png

✓ Upload   ⓘ View   🗑 Remove

☑ I have viewed my uploaded selfie and ensure all information on document is visible.

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STEP 9 OF 15 – APPLICANT INFORMATION

The Applicant Information page will collect all of the detailed information required. This information will include personal information, birth date information, place of birth, telephone numbers, current residing address and mailing address (if different from current residing address).

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STEP 10 OF 15 – REASON FOR APPLICATION

The Reason for Application page will collect the information regarding why you are performing the PIC application and also collect any supporting documentation to identify if you are applying for a legitimate volunteer or unpaid practicum position. The questions displayed on the page are dynamic and change based on your answers. Reponses to specific questions may trigger further questions.

You may apply for a Police Information Check (PIC) for one of the following reasons:

➢ **Employment**

➢ **Volunteer**
  - You will be able to upload a letter from the Volunteer Organization/Agency
  - A Volunteer Screening Program Number(VSPN) should appear on the letter if the organization is registered with Volunteer Alberta
  - If a volunteer letter issued from the volunteer agency is unavailable, you will be charged the standard fee for your PIC

Volunteer

Do you have a volunteer letter issued from the agency? *
● Yes ○ No

Upload your scanned volunteer letter issued from the agency *
Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif

File   vol letter.doc

[✔ Upload] [⊙ View] [🗑 Remove]

Is this agency registered with a Volunteer Screening Program Number (VSPN)? If so your letter will contain a 10 digit VSPN identifier number *
○ Yes ● No

Please ensure you <u>view</u> any uploaded documents <u>before</u> selecting continue - to ensure your application does not get rejected. No refunds will be issued if your application is rejected.

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➢ **Adoption** - the application will be automatically identified as a Vulnerable Sector Search

➢ **Paid Practicum**

➢ **Unpaid Practicum**
   - You will be able to upload a unpaid practicum letter issued from your institution
   - If an unpaid practicum letter issued by the agency is provided, the fees for the PIC application will be lowered to $15 and you will not be charged the standard full fee

---

Unpaid Practicum

Do you have an unpaid practicum letter issued from the institution? *

○ Yes   ○ No

Please ensure you view any uploaded documents before selecting continue - to ensure your application does not get rejected. No refunds will be issued if your application is rejected.

➢ **Immigration –** indicate Country

➢ **Other –** for any other purpose not covered in listed categories

➢ **Security Guard / Locksmith / Private Investigator** - the application will be automatically identified as a Vulnerable Sector Search

➢ **SSIA Business Licence for a Director and/or an Officer of the Business -** the application will be automatically identified as a Vulnerable Sector Search

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STEP 10 OF 15 – REASON FOR APPLICATION

Provide a brief description of job or purpose description.

"Unknown", "To be Determined", Seeking Employment", "Self", etc. are not valid descriptions.

Please provide job / purpose description *

STEP 10 OF 15 – REASON FOR APPLICATION

Identify if you will be in a position of trust. **To meet the legal requirements for a Vulnerable Sector check**, **the nature of the positon** – not the person – **must cause the person to have authority, or trust of, children or vulnerable persons.**

I will be working or volunteering in a position of authority or trust with the following vulnerable sector members and I will require a Vulnerable Sector Search *

Click here to learn more about Vulnerable Sector Search

☐ Disabled ☐ Children / Youth ☐ Elderly ☐ Patients

☐ I will <u>NOT</u> be working or volunteering in a position of authority or trust with the above sector members and I <u>DO NOT</u> require a Vulnerable Sector Search

ePIC APPLICANT INSTRUCTION MANUAL

STEP 11 OF 15 – SELF DECLARATION FORM

The Self-Declaration Form page will only be displayed if you have opted to complete the Self-Declaration form online in Step 1- - Reason for Application. This page will collect all Canadian offences.

Self-Declaration

Have you ever been fingerprinted and/or convicted of a CRIMINAL OFFENCE IN CANADA for which you have not received a record suspension (pardon)? *

● Yes ○ No

Would you like to fill out your Self-Declaration form online? *

● Yes ○ No

Self-Declaration Form

Step 11 of 15

ISC: Protected B

You have chosen to declare you have been fingerprinted for a criminal offence in Canada for which you have not received a pardon/record suspension on your PIC Application. Please list the following information on this Self Declaration in order to waive the fingerprint confirmation requirement to allow the Calgary Police Service, Police Information Check to disclose this information directly to yourself.

Offences

Please provide details on ALL CANADIAN convictions.

Offence 1

Please indicate the conviction details in full and the conviction date to the best of your knowledge.

Offence

Sentence

Date (YYYY/MM/DD)   Location of Court

City / Town   Alberta

⊕ Add Another Offence

☐ I agree   I certify that the information in this Self-Disclosure of Personal Information is true and accurate to the best of my knowledge.
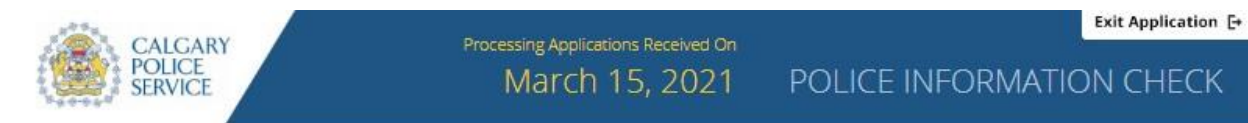
Personal information on this form is collected pursuant to the *Freedom of Information and Protection of Privacy Act* and the *Police Act*. Questions or concerns should be directed to: Calgary Police Service, Police Information Check at 403 428-2052.

ePIC APPLICANT INSTRUCTION MANUAL

STEP 12 OF 15 – SUMMARY OF APPLICATION

The Summary of Application page will highlight application details and cost of the PIC.

ePIC APPLICANT INSTRUCTION MANUAL

STEP 13 OF 15 – SUMMARY OF PAYMENT

If you are required to pay, you will be redirected to the City of Calgary ePayment application. This is handled through The City of Calgary-Bambora, a secure site for ePayment.

If you require a payment receipt you must provide your email address in the payment screen.

Summary of Payment

Step 13 of 15

ISC: Protected B

Your PIC application has _not_ been submitted.

Please take a moment to review a brief summary of your payment for your PIC prior to continuing.

Description	Quantity	Price
Police Information Check	1	$55.00
	SUBTOTAL:	$55.00
	TOTAL:	$55.00

If you choose to save your information and pay later, please select Exit Application in the top right hand corner.

If you require a receipt - you _must_ enter your email account in the address information portion of the ePayment system. Once payment is successful a receipt will automatically be emailed to the email address provided. Failing to do so, will result in no receipt and you will be required to use your bank statement as proof of payment. Receipt **will not be provided** by Calgary Police Service - Police Information Check.

Note: If you are paying by a Debit/Bank card, you will not receive a receipt, you will need to use your bank statement as proof of payment. (BMO is no longer supporting Interac Online. Another method of payment will be required.)

Refunds will NOT be issued.

** All prices are in Canadian Dollars **

Back

Continue to Pay By Credit Card

Continue to Pay by Debit / Debit Visa

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CALGARY POLICE SERVICE

ePIC APPLICANT INSTRUCTION MANUAL

STEP 14 OF 15 – PAYMENT

Payment

Account calgarypolice is in test mode
Address Information

Name:	
Phone Number:	
Address Line 1:	
Address Line 2:	
City:	
Province:	Alberta
Postal Code:	
Country:	Canada
Email:	

Please enter your credit card and click 'Pay'.

VISA   MasterCard   DISCOVER   American Express   Interac Online

Invoice/Order Number:	20210325-00001-01-002
Amount:	$15.00 CAD
Payment Method:	Card
Name on card:	
Card Type:	VISA
Card Number:	
Expiration Date:	01 / 2021
Card CVD:	

What's this?

Go Back   Pay

ePIC APPLICANT INSTRUCTION MANUAL

STEP - SUCCESS

Once the application has been successfully submitted, a Success page will be displayed. If you identified yourself as a volunteer PIC with an authorized VSPN number attached. If your ePIC application was submitted for an agency that covers payments, payment for fees are not required.

Success

You have successfully submitted your PIC to be reviewed by the Police Information Check.

Reference Number: 20210405-00002

To find out the status of your PIC; you can log back into the website ePIC to view the date the Police Information Check is "Processing Applications Received On." You will receive an automatic email notification once results are made available for your review.

If you have any questions please contact epic@calgarypolice.ca. Include your Reference Number 20210405-00002 in your correspondence.

Exit

You may now exit your ePIC profile. When your Police Information Check has been completed, you will receive an email from Police Information Check directing you to sign back into your ePIC account.

Hello,

You recently submitted an online Police Information Check application to be completed for the following Agency:

Reference Number: **20210405-00002**
Agency Name: **CALGARY ZOO**

The Police Information Check Team have made result(s) available for your review. **You will now need to share your results with the above agency.**

You can access these result(s) by logging into the ePIC Online System with your previous established account credentials. You can login using the following link provided:

http://policeinformationcheck.calgarypolice.ca/

Sincerely,

Police Information Check, Calgary Police Service

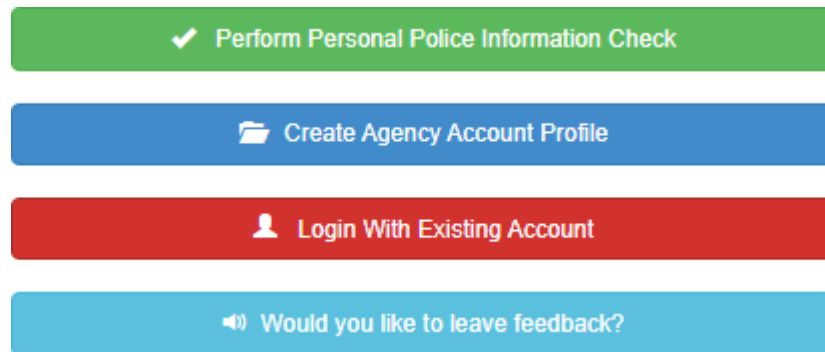[This is an automated email notification – please do not reply to this email as it is not monitored]

ePIC APPLICANT INSTRUCTION MANUAL

RETURNING APPLICANTS

Easily log into the application through the main website of the ePIC Online System. To acce ss the ePIC Online System, go to:

http://www.calgary.ca/cps/Pages/home.aspx

Click on "Login with My Existing Account." You may login as an applicant or an existing agency

ePIC APPLICANT INSTRUCTION MANUAL

APPLICANT LOGIN

The Applicant Login page will prompt you with a secure email and password prompt to access your personal dashboard on the ePIC Online System which allows you to access your previously saved application or previously submitted application results for review. The email and password to access your secure personal dashboard was created when you submitted your online application.

Applicant Login

ISC: Protected B

Provide your credentials to log into the ePIC online system. If you do not have an account, or forgot your password please click on the appropriate link in the box below

Provide Your Credentials

Email

Password

Login   Clear   Forgot your password?
                              Go Home?

➢ **Forgot Password**

If you have forgotten the password for your account created during the PIC application process, choose "Forgot your password?". The forgot password function will prompt you for the email address you used when completing your PIC application, and will automatically send an email notification to you with next steps on how to reset your password.

ePIC APPLICANT INSTRUCTION MANUAL

Forgot Password

ISC: Protected B

You have selected you forgot your password. Provide your email address you used when setting up your account. We will send you an email notification to this email address to inform you of the next steps to reset your password.

Provide Your Email

Email

Confirm Email

[Reset My Password] [Clear] Want to Login?
Go Home?

> **Dashboard**

Once you have successfully logged in, the dashboard will appear. Select any of the following options including creating a new application, continue to complete a previously saved application, review the results of a previous submitted application or log out of the ePIC system.

Dashboard

ISC: Protected B

Welcome to your personal account dashboard. From here you will be able to select the appropriate box below to proceed with your PIC.

Selections below will only be available if applicable to your personal account.

New Application - Apply for a New PIC

Continue to Complete Previously Saved Application - Resume a previously saved application (Only if saved within the last 14 days)

Review Results - **Review** application status, **view** results of completed applications and **share** your results with an ePIC registered Agency (you will not be able to print your results for security purposes)

Log Out - Close out your Personal Account Dashboard

[New Application]

[Review Results]

[Change Email]

[Log Out]

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ePIC APPLICANT INSTRUCTION MANUAL

➢ **New Application**

This will only be available if you do not already have a previously saved application.

➢ **Continue to Complete a Previously Saved Application**

You many only resume a previously saved application within 14 days since the start of the submission. Otherwise the previously saved application will be automatically deleted from the ePIC system including all personal information and uploaded documents.

When you choose this option, you will automatically be redirected to the last step saved in the previous saved application. All information entered and documents uploaded will be retained.

This option will only be available if you have previously saved an application.

➢ **Review Results**

Easily view previously submitted application results online.

➢ **Change Email**

Update your ePIC profile with your new email.

Change Email

ISC: Protected B

You have selected to change your email address. Provide your new email address below, we will send an automated email notification to confirm your new email address.

Provide Your New Email

Email

Confirm Email

[Change Email] [Clear]

ePIC APPLICANT INSTRUCTION MANUAL

> **Logout**

Securely log out of the dashboard and return to the main Welcome screen. Once logged out of the secure area, all information available within the secure area will be unavailable and securely cleared from the browser.

> **Your Submitted Application**

The Your Submitted Application(s) page allows you to easily view previously submitted application results online. The results displayed on this screen are individual Police Information Check applications and their current status in the background check process.

Your Submitted Application(s)

Welcome to Your Submitted Application(s) for the Police Information Check - Calgary Police Service.

Any applications will be available for **12 months**.; after which the results, all personal information and uploaded documents will be purged from the system.

Reference #	Date Submitted	Agency	Vulnerable Sector Search	Status	
20210405-00002	04/05/2021 09:38	CALGARY ZOO	No	Completed	⊕ Result
20210405-00001	04/05/2021 08:04	MORSE CONSTRUCTION	No	Completed	⊕ Result
20210404-00001	04/04/2021 20:29	SAFEWAY	No	Completed	⊕ Result

The columns displayed in the listing are the following:

Reference #

The Reference # column is the automatically generated number assigned to each submitted PIC application and displayed on successful submission. The Reference # is used to quickly refer to the PIC application if you or agency requires assistance or has questions related to the PIC application.

Date Submitted

The Date Submitted column is the date the PIC application was completed and submitted to the CPS PIC for review.

Agency

The Agency column is the agency selected during the PIC application when identifying which agency the PIC is being requested by.

ePIC APPLICANT INSTRUCTION MANUAL

Vulnerable Sector Search

The Vulnerable Sector column is the value provided by CPS PIC if the Police Information Check was put through a Vulnerable Sector Search.

Status

The Status column is the current status of the PIC application in the queue. The available values are defined by the CPS PIC system:

- Processing
- Rejected
- Completed

Status

Processing - Police Information Check is still working on your application

Clear/Attend/Explanation - highlighted in green, you can view your results

Rejected - highlighted in red, incorrect information supplied, you will need to reapply

The results displayed on the Your Submitted Application(s) will only be available for **12 MONTHS**. After which, the results will be automatically deleted from the ePIC Online System including all personal information, uploaded documents and results.

Your Application Result

The Your Application Result page will display the result documents of a previously submitted application that has been reviewed and responded to by CPS PIC.

Easily **view the result documents** online by clicking the "**View**" option which will allow you to view the document in read only mode. The document cannot be printed or saved to the desktop.

ePIC APPLICANT INSTRUCTION MANUAL

Your Application Result

ISC: Protected B

You are currently viewing the result of your PIC dated 04/05/2021 09:38 with the reference number 20210405-00002.

You can now View and **Share your results** with ePIC registered Agencies.

Any applications will be available for 12 months.; after which the results, all personal information and uploaded documents will be purged from the system.

Document	Format	Agency	
Clear Non VS Letter	Adobe PDF	CALGARY ZOO	Q View C Share

Note: Your agency will not be able to view your result unless you 'share' your result with them.

If desired, select 'Back to Results' below. Then select 'Share' to be able to electronically submit the results of your PIC with your agency.

If your original agency is a **registered ePIC agency**, you must share the results with them **before** sharing the results with another registered ePIC agency.

If your original agency is not an ePIC registered agency **"Agency Not Listed"** (you manually entered the name of the organization/company), you will receive your completed Police Information Check in the mail. *You may share your results with other registered ePIC agencies that accept shared results.*

If you made **application for a Security Guard / Locksmith / Private Investigator licence or SSIA Business Licence for a Director and/or an Officer of the Business**, you will receive your completed Police Information Check in the mail. *You may share your results with other registered ePIC agencies that accept shared results.*

Some agencies will not accept shared results. If you receive an error message indicating that the agency will not accept shared results, you will need to make a new application with the agency you selected.

To Share your result with an ePIC registered Agency, start typing in the Agency name in the drop-down box. You will see the **ePIC registered Agency names** start to populate. Select the correct Agency and then click the **Share button** to send your result to the Agency selected.

Ensure you are sharing your result with the correct Agency. Once a result is shared with an Agency it cannot be withdrawn.

ePIC APPLICANT INSTRUCTION MANUAL

Share Your Application Result

Please indicate the ePIC registered Agency you would like to share your result with:

To Share your result with an ePIC registered Agency, start typing in the Agency name in the drop-down box. You will see the ePIC registered Agency names start to populate. Select the correct Agency and then click the Share button to send your result to the Agency selected.

- If your application was for an ePIC registered Agency, you must share your results first with this Agency before sharing with any other ePIC registered Agency.
- If your application was for a "non registered ePIC agency "Agency Not Listed", Security Guard / Locksmith / Private Investigator licence or SSIA Business Licence for a Director and/or an Officer of the Business you will be receiving your completed Police Information Check in the mail. You may share your result with any ePIC registered agency that accepts shared results.

Ensure you are sharing your result with the correct Agency. Once a result is shared with an Agency it cannot be withdrawn.

Available Agencies

Select the agency from the list below and click the *Share* button to grant access to your result.

Selected Agencies

No Agencies Selected ...

✔ Share Results

You will receive confirmation once your result has been successfully shared with **an ePIC registered Agency.**

✔ **Successfully Shared Result with Agency** ×

ISC: Protected B

You have successfully shared this result with ABC PET TRAINING.

If you have finished sharing results, we recommend that you use the **Logout** button.

Otherwise, if you would like to continue sharing your results please use the **Close** button.

Log Out   Close

When finished, ensure you **Log Out** of your applicant profile.