

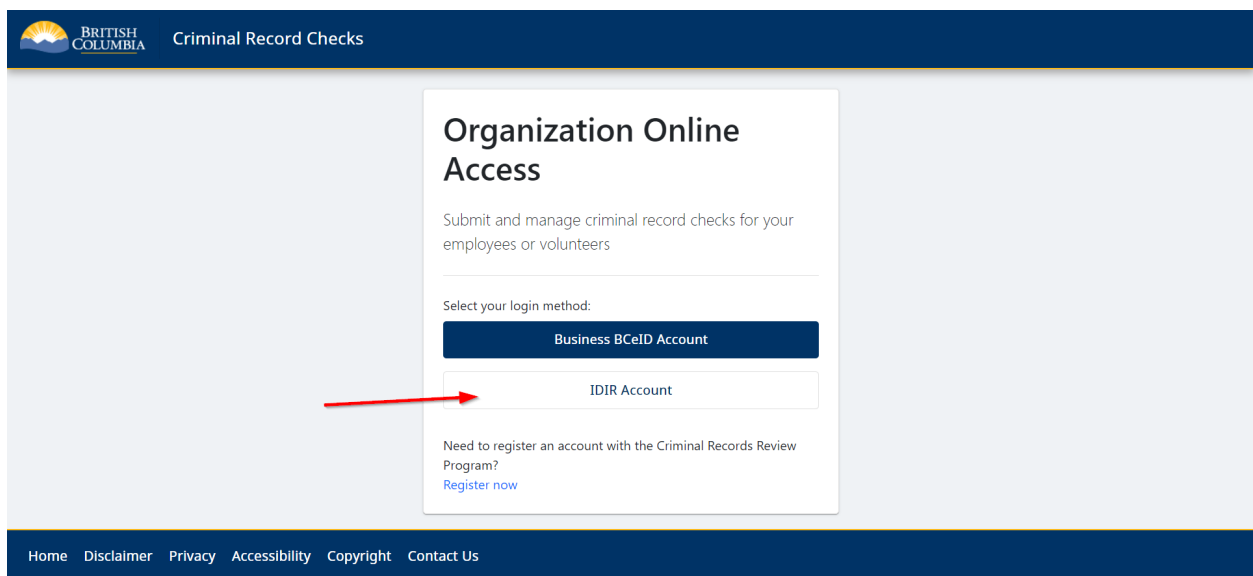
PSSO Guide

Contents

Logging into the PSSO System.....	1
Application Statuses.....	2
Statuses.....	2
Sending a Criminal Record Request.....	3
Identity Verification.....	4
Manual Submissions.....	5
Adding Delegates.....	5
Applicant Process to Submit a Criminal Record Check.....	8

Logging into the PSSO System

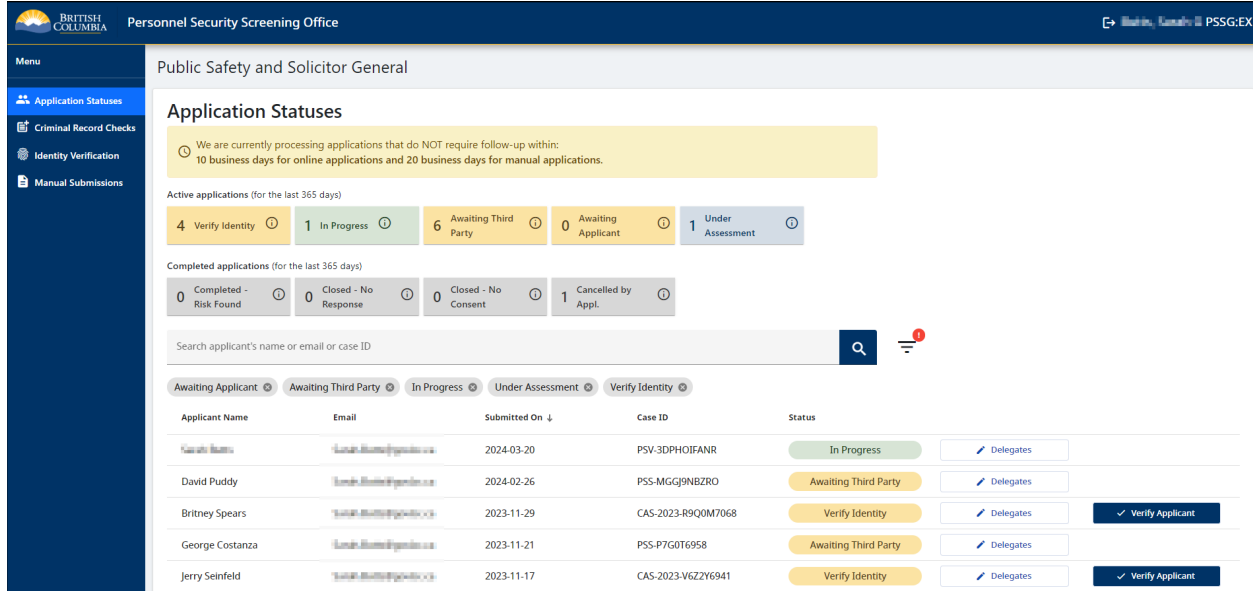
From the login page, select **IDIR Account** and log in with your own IDIR login credentials.



The screenshot shows the 'Organization Online Access' login page. At the top left is the British Columbia logo and the text 'Criminal Record Checks'. The main content area is a white box with the title 'Organization Online Access' and the subtitle 'Submit and manage criminal record checks for your employees or volunteers'. Below this is a section 'Select your login method:' with two buttons: 'Business BceID Account' (dark blue) and 'IDIR Account' (white with a red arrow pointing to it). At the bottom of the box, there is a link 'Register now' for users who need to register an account.

Application Statuses

Upon successful login, you will be directed to the **Application Statuses** dashboard. This provides an overview of the status of all criminal record checks initiated by your IDIR, as well as those initiated by others who have designated you as a delegate.



The screenshot shows the 'Application Statuses' dashboard for the Personnel Security Screening Office. It features a navigation menu on the left with options like 'Application Statuses', 'Criminal Record Checks', 'Identity Verification', and 'Manual Submissions'. The main content area displays a summary of application counts for various statuses: 4 Verify Identity, 1 In Progress, 6 Awaiting Third Party, 0 Awaiting Applicant, and 1 Under Assessment. Below this, there are completed application counts: 0 Completed - Risk Found, 0 Closed - No Response, 0 Closed - No Consent, and 1 Cancelled by Appl. A search bar and filter tabs are also present. A table lists individual applications with columns for Applicant Name, Email, Submitted On, Case ID, and Status, along with action buttons like 'Delegates' and 'Verify Applicant'.

Applicant Name	Email	Submitted On	Case ID	Status	Actions
Sarah Batts	Sarah.Batts@psso.ca	2024-03-20	PSV-3DPHOIFANR	In Progress	Delegates
David Puddy	David.Puddy@psso.ca	2024-02-26	PSS-MGGJ9NBZRO	Awaiting Third Party	Delegates
Britney Spears	Britney.Spears@psso.ca	2023-11-29	CAS-2023-R9Q0M7068	Verify Identity	Delegates, Verify Applicant
George Costanza	George.Costanza@psso.ca	2023-11-21	PSS-P7G0T6958	Awaiting Third Party	Delegates
Jerry Seinfeld	Jerry.Seinfeld@psso.ca	2023-11-17	CAS-2023-V6ZZY6941	Verify Identity	Delegates, Verify Applicant

Statuses

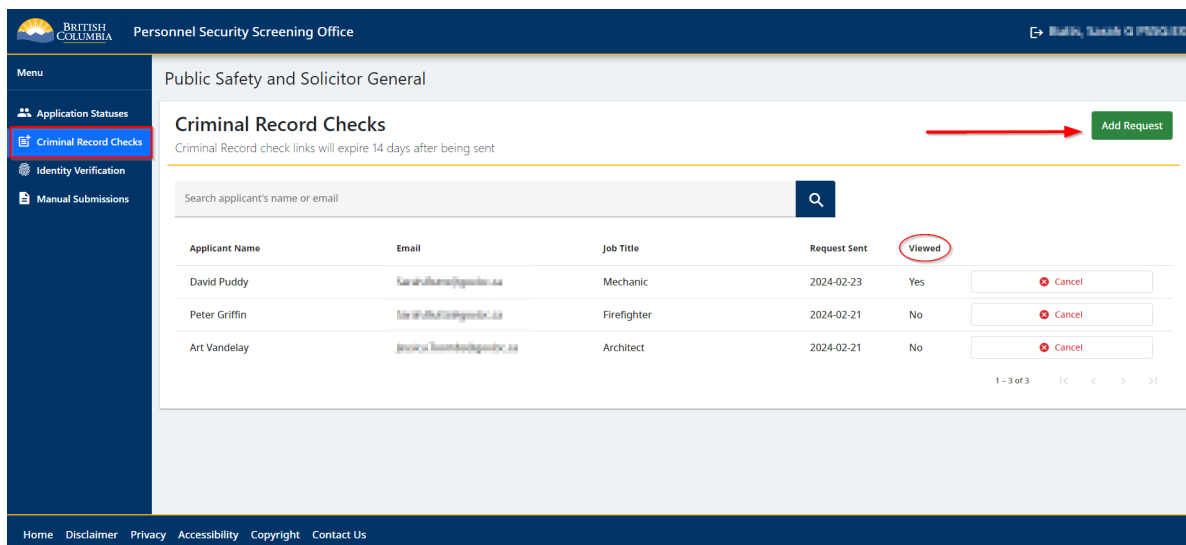
Verify Identity	The applicant has submitted their CRC application, and the hiring manager must confirm that they have checked the applicant's government issued photo ID.
In Progress	The application is currently undergoing the screening process.
Awaiting Third Party	Waiting for information from an external party.
Awaiting Applicant	Waiting for the applicant to provide additional information.
Under Assessment	The application is in risk assessment.
Completed - Risk Found	The applicant is not cleared due to risk found.
Closed - No Response	No response from applicant.
Closed - No Consent	The applicant did not consent to the CRC.
Cancelled by Applicant	Applicant withdrew their criminal record check.
Incomplete	Incomplete application received.
Completed - Cleared	Criminal record check completed - no risk
Cancelled by Organization	Organization cancelled the application

Sending a Criminal Record Request

Select **Criminal Record Checks** in the left-hand panel.

A list of applicants will display that have received an invitation but have not yet completed their criminal record check application. If the applicant has opened the email invitation, the **Viewed** column will display 'yes'. Once the applicant has submitted their criminal record check, it will no longer show on this screen and will appear on **the Application Statuses** page.

To initiate a new criminal record check invitation, select **Add Request**



Public Safety and Solicitor General

Criminal Record Checks

Criminal Record check links will expire 14 days after being sent

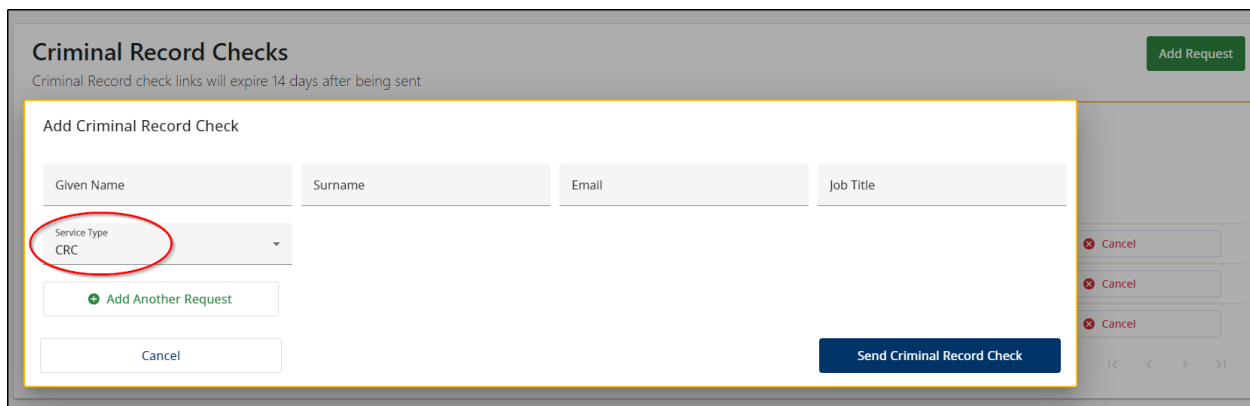
Search applicant's name or email

Applicant Name	Email	Job Title	Request Sent	Viewed	
David Puddy	David.Puddy@psstbc.ca	Mechanic	2024-02-23	Yes	Cancel
Peter Griffin	Peter.Griffin@psstbc.ca	Firefighter	2024-02-21	No	Cancel
Art Vandelay	Art.Vandelay@psstbc.ca	Architect	2024-02-21	No	Cancel

1 - 3 of 3

A pop-up window will appear. Enter the applicant's name, email address, and job title. Select service type **CRC** for a standard criminal record check for a public service employee.

If there is more than one person who requires a criminal record check, select **Add Another Request**, and enter their details. This can be repeated as many times as required.



Criminal Record Checks

Criminal Record check links will expire 14 days after being sent

Add Criminal Record Check

Given Name Surname Email Job Title

Service Type
CRC

Add Another Request

Cancel

Send Criminal Record Check

The applicant will receive a link via email where they can complete their criminal record check application securely online. Once they have submitted their criminal record check, it will appear on the **Application Statuses** page.

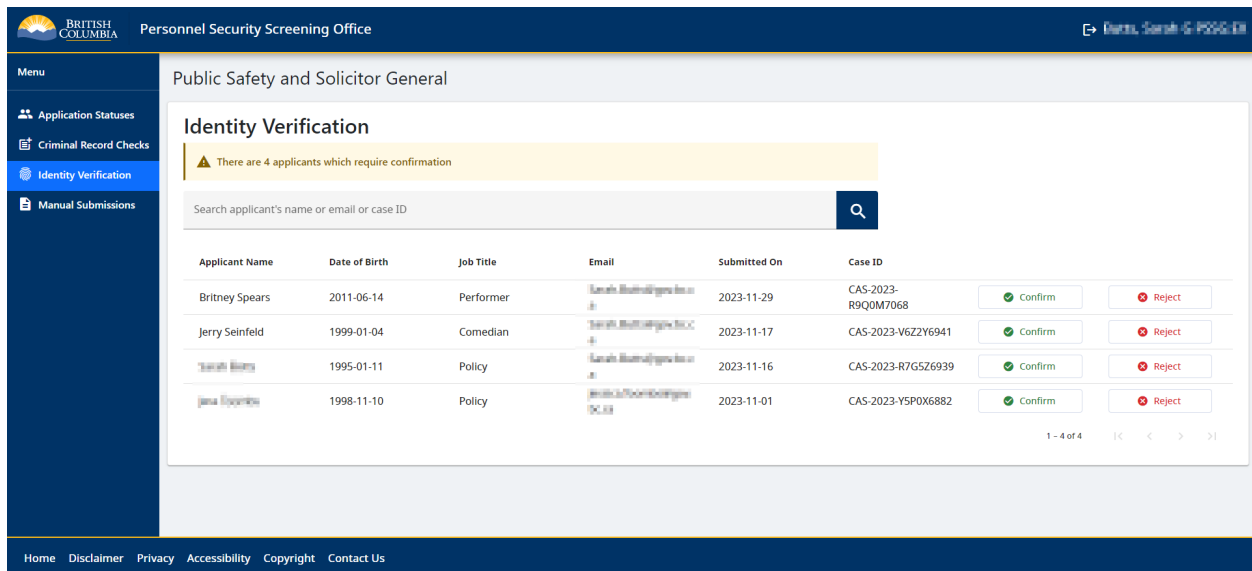
Identity Verification

The online criminal record check form uses the [BC Services Card Login](#) to verify an applicant's identity. The BC Services Card Login is a secure and easy way to prove who you are when accessing [government services online](#).

[Learn how to set up the BC Services Card Login.](#)

If the applicant lives in another Canadian province or territory and does not have a physical BC Services Card, they can still set up the BC Services Card Login and submit an online criminal record check. They will need two pieces of [government-issued ID](#) to verify their identity.

When an individual chooses not to use the BC Services Card Login, they can still submit their criminal record check securely online. Once they have completed their criminal record check application, you will receive a notification to log into the PSSO system to complete the ID verification requirement and submit to the PSSO for processing.



Personnel Security Screening Office

Public Safety and Solicitor General

Identity Verification

⚠️ There are 4 applicants which require confirmation

Search applicant's name or email or case ID

Applicant Name	Date of Birth	Job Title	Email	Submitted On	Case ID	Confirm	Reject
Britney Spears	2011-06-14	Performer	[Redacted]	2023-11-29	CAS-2023-R9Q0M7068	Confirm	Reject
Jerry Seinfeld	1999-01-04	Comedian	[Redacted]	2023-11-17	CAS-2023-V6Z2V6941	Confirm	Reject
[Redacted]	1995-01-11	Policy	[Redacted]	2023-11-16	CAS-2023-R7G5Z6939	Confirm	Reject
[Redacted]	1998-11-10	Policy	[Redacted]	2023-11-01	CAS-2023-Y5P0X6882	Confirm	Reject

1 - 4 of 4

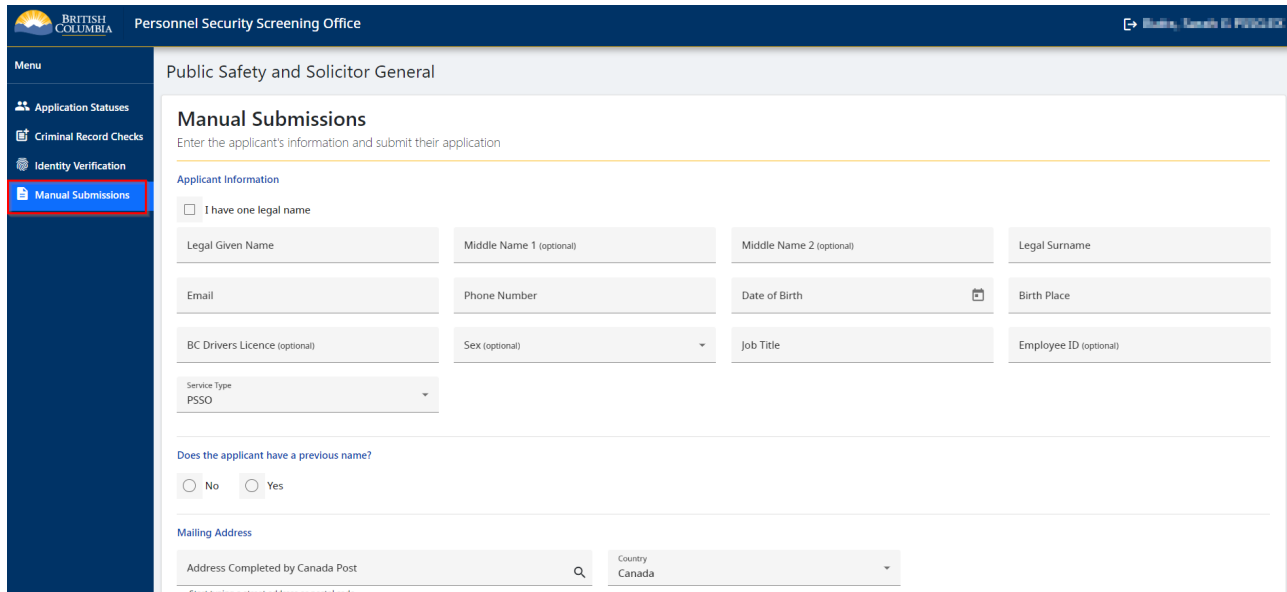
Home Disclaimer Privacy Accessibility Copyright Contact Us

You can choose to use a video call or in person to verify the applicant's identity. You must confirm that the date of birth and name as shown on the **Identity Verification** page, match the ID documents that the applicant provided. Once completed, select the **Confirm** button and the criminal record check is sent for instant processing.

Manual Submissions

If a new hire does not have access to a computer or mobile device, a manual form can be requested from the PSSO.

Select **Manual Submissions** on the left-hand side of the PSSO system to enter the information and submit the criminal record check for processing.



The screenshot shows the 'Manual Submissions' form in the Personnel Security Screening Office (PSSO) system. The form is titled 'Manual Submissions' and includes a sub-header 'Enter the applicant's information and submit their application'. The form is divided into several sections:

- Applicant Information:** This section contains several input fields:
 - I have one legal name
 - Legal Given Name, Middle Name 1 (optional), Middle Name 2 (optional), and Legal Surname
 - Email, Phone Number, Date of Birth (with a calendar icon), and Birth Place
 - BC Drivers Licence (optional), Sex (optional) (dropdown), Job Title, and Employee ID (optional)
 - Service Type (dropdown menu with 'PSSO' selected)
- Does the applicant have a previous name?:** This section has two radio buttons: 'No' and 'Yes'.
- Mailing Address:** This section includes an 'Address Completed by Canada Post' field with a search icon and a 'Country' dropdown menu set to 'Canada'. A small note below reads 'Start typing a street address or postal code'.

Adding Delegates

If you require someone else to be able to view a criminal record check that you submitted, you can add them as a delegate.

From the **Application Statuses** page, select the **Delegates** button in the row next to the criminal record check you would like a colleague to have access to.

Personnel Security Screening Office

Public Safety and Solicitor General

Application Statuses

We are currently processing applications that do NOT require follow-up within:
10 business days for online applications and 20 business days for manual applications.

Active applications (for the last 365 days)

4	1	6	0	1
Verify Identity	In Progress	Awaiting Third Party	Awaiting Applicant	Under Assessment

Completed applications (for the last 365 days)

0	0	0	1
Completed - Risk Found	Closed - No Response	Closed - No Consent	Cancelled by Appl.

Search applicant's name or email or case ID

Applicant Name	Email	Submitted On	Case ID	Status	Delegates	Verify Applicant
David Puddy	David.Puddy@gov.bc.ca	2024-03-20	PSV-3DPHOIFANR	In Progress	Delegates	<input type="button" value="Verify Applicant"/>
Britney Spears	Britney.Spears@gov.bc.ca	2023-11-29	CAS-2023-R9QM7068	Verify Identity	Delegates	<input type="button" value="Verify Applicant"/>
George Costanza	George.Costanza@gov.bc.ca	2023-11-21	PSS-P7G0T6958	Awaiting Third Party	Delegates	<input type="button" value="Verify Applicant"/>
Jerry Seinfeld	Jerry.Seinfeld@gov.bc.ca	2023-11-17	CAS-2023-V6Z2Y6941	Verify Identity	Delegates	<input type="button" value="Verify Applicant"/>

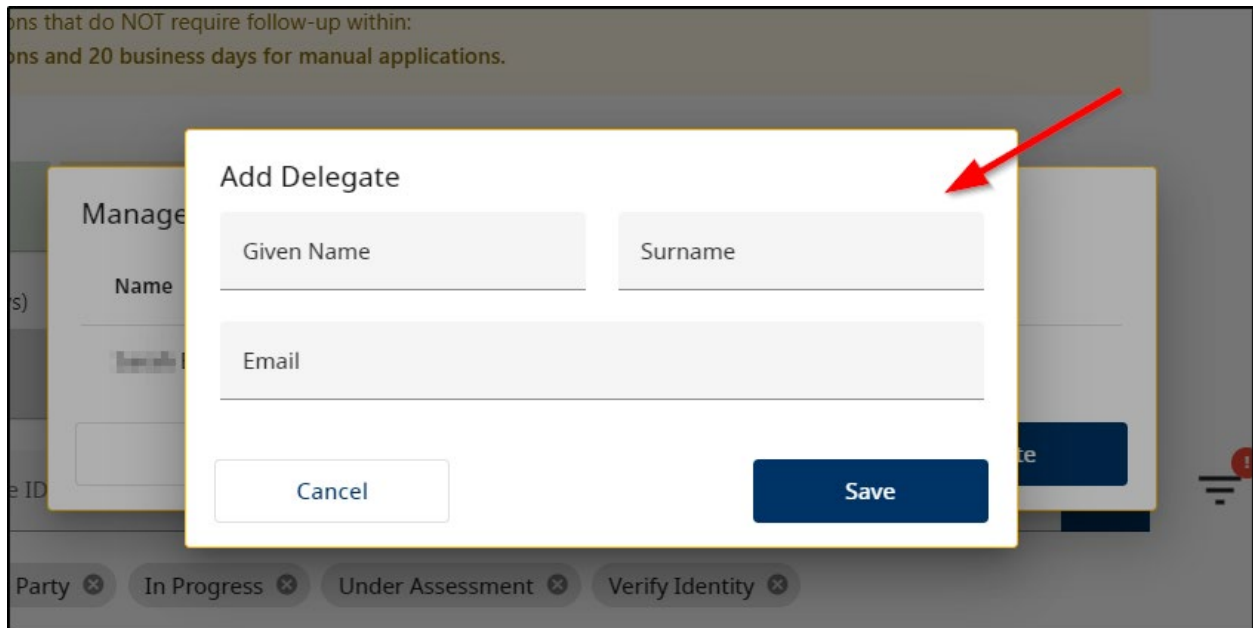
A pop-up will appear. Delegates for that specific check can be managed here.

Select **Add Delegate**

Manage Delegates for PSS-P7G0T6958

Name	Email
David Puddy	David.Puddy@gov.bc.ca

Enter in the delegate details – name and email address. Select **Save**.



ons that do NOT require follow-up within:
ons and 20 business days for manual applications.

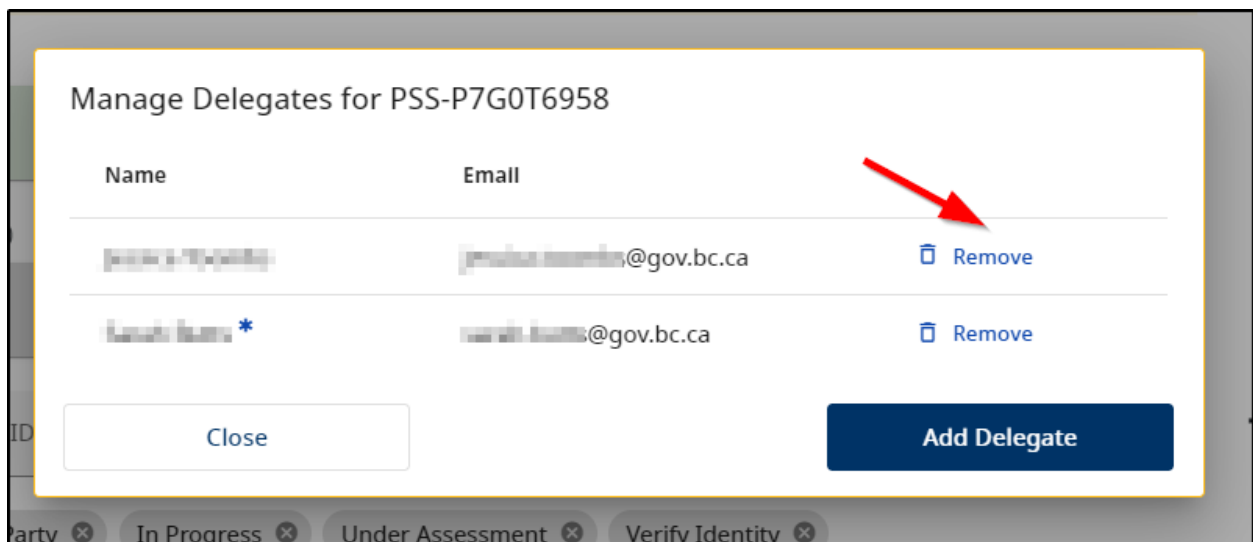
Add Delegate

Given Name	Surname
Email	

Cancel Save

Party × In Progress × Under Assessment × Verify Identity ×

Delegates for that criminal record check will now appear in the Manage Delegates pop-up. If a delegate no longer requires access to that criminal record check you can remove them by selecting the **Remove** button.



Manage Delegates for PSS-P7G0T6958

Name	Email	
[redacted]	[redacted]@gov.bc.ca	Remove
[redacted] *	[redacted]@gov.bc.ca	Remove

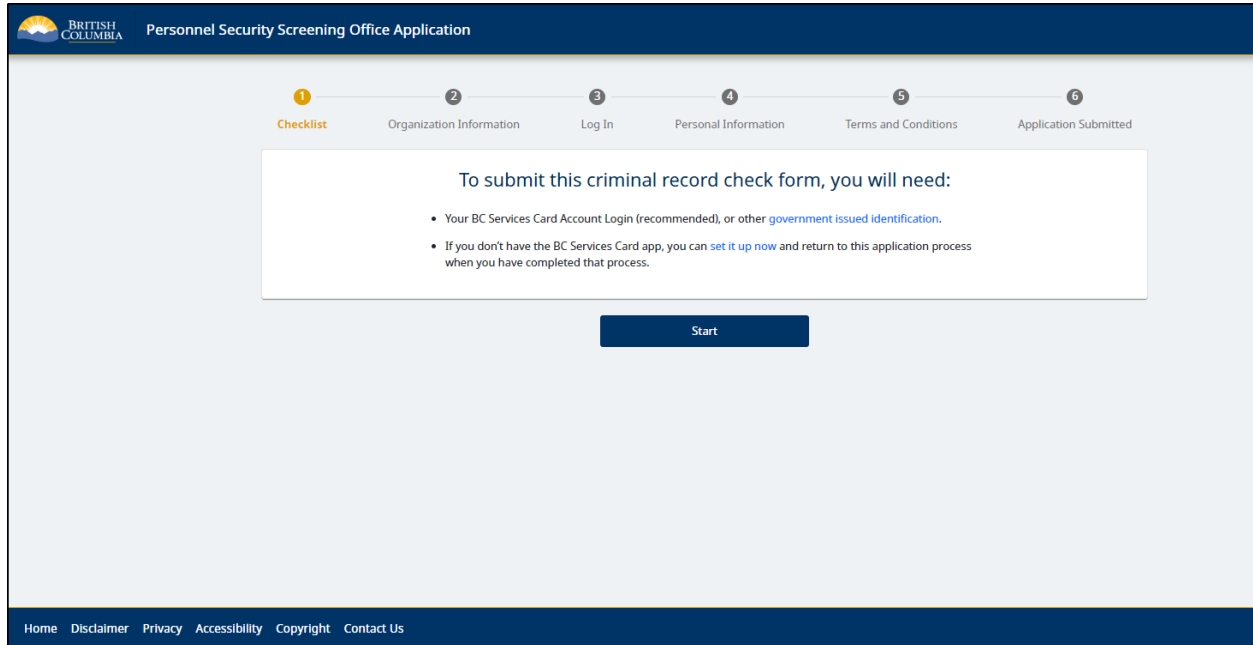
Close Add Delegate

Party × In Progress × Under Assessment × Verify Identity ×

Delegates who are added to a criminal record check will receive an email notifying them of the access.

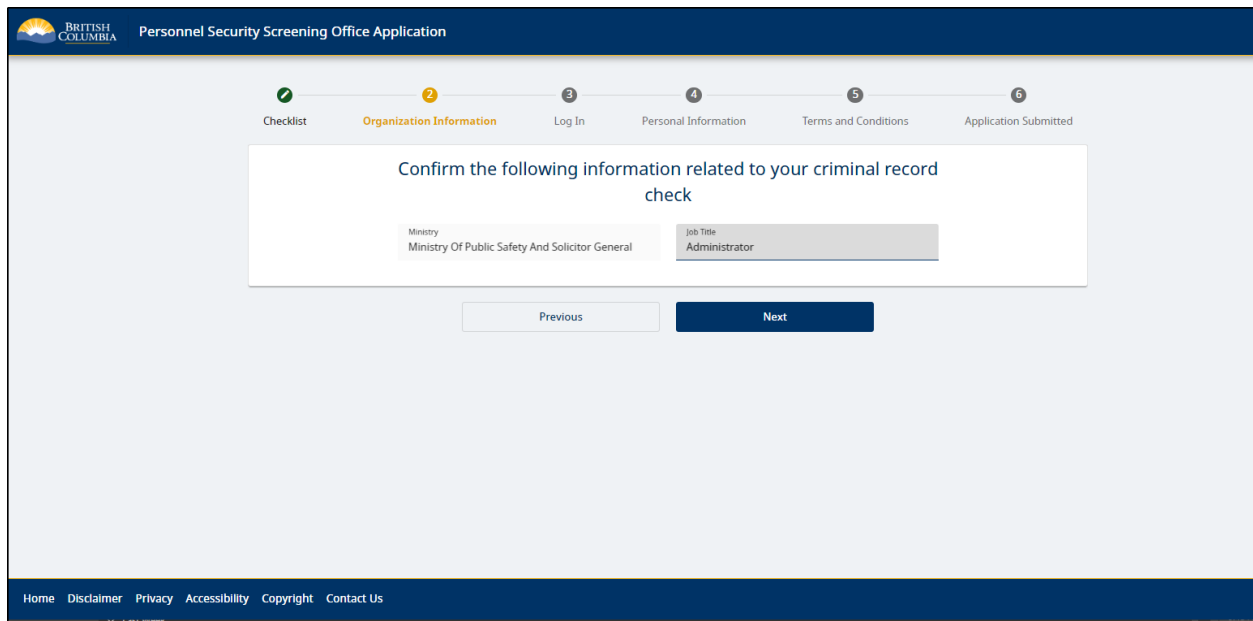
Applicant Process to Submit a Criminal Record Check

The applicant will receive an email with a secure link to the online criminal record check form.



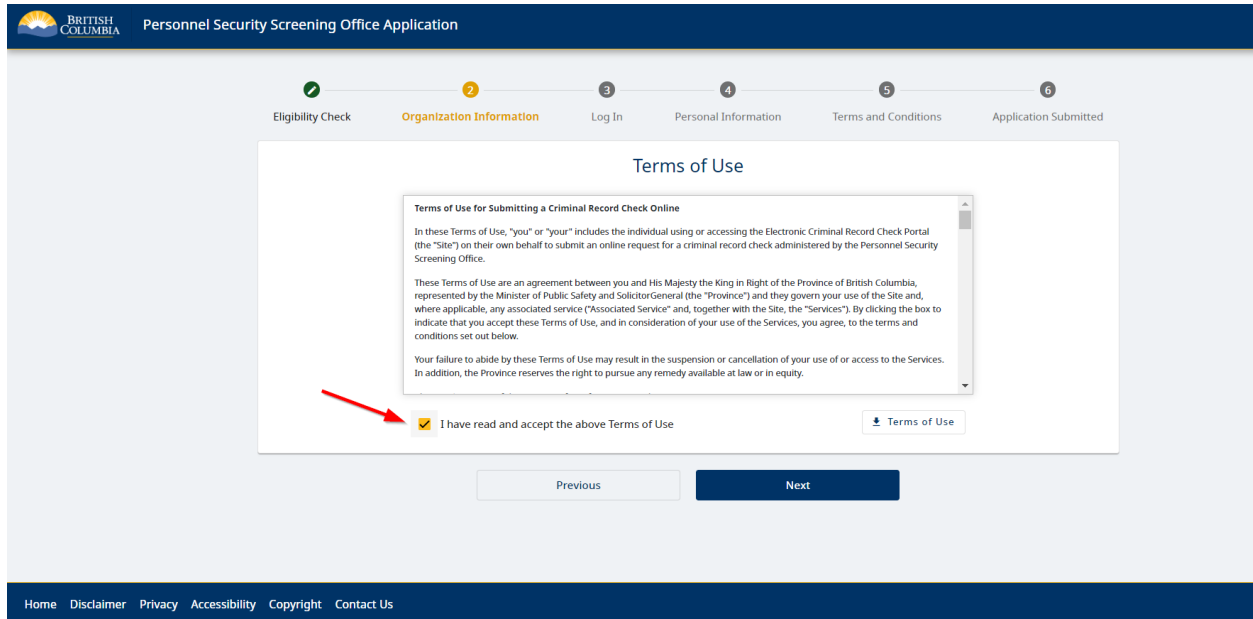
The screenshot shows the 'Personnel Security Screening Office Application' interface. At the top, the British Columbia logo and the title are visible. Below the title is a progress bar with six steps: 1. Checklist (highlighted in orange), 2. Organization Information, 3. Log In, 4. Personal Information, 5. Terms and Conditions, and 6. Application Submitted. The main content area contains a white box with the heading 'To submit this criminal record check form, you will need:' followed by two bullet points: 'Your BC Services Card Account Login (recommended), or other [government issued identification](#).' and 'If you don't have the BC Services Card app, you can [set it up now](#) and return to this application process when you have completed that process.' Below this box is a dark blue 'Start' button. At the bottom of the page is a dark blue footer with links for Home, Disclaimer, Privacy, Accessibility, Copyright, and Contact Us.

Confirm the details on the screen and select **Next**.



The screenshot shows the 'Personnel Security Screening Office Application' interface at Step 2: Organization Information. The progress bar at the top shows Step 1 (Checklist) as completed with a green checkmark, and Step 2 (Organization Information) as the current step, highlighted in orange. The main content area contains a white box with the heading 'Confirm the following information related to your criminal record check'. Below this heading are two input fields: 'Ministry' with the value 'Ministry Of Public Safety And Solicitor General' and 'Job Title' with the value 'Administrator'. Below these fields are two buttons: a light grey 'Previous' button and a dark blue 'Next' button. At the bottom of the page is a dark blue footer with links for Home, Disclaimer, Privacy, Accessibility, Copyright, and Contact Us.

Tick the check box in the Terms of Use for submitting a criminal record check online once they have been read and accepted. Select **Next**.



BRITISH COLUMBIA Personnel Security Screening Office Application

Eligibility Check **2** Organization Information 3 Log In 4 Personal Information 5 Terms and Conditions 6 Application Submitted

Terms of Use

Terms of Use for Submitting a Criminal Record Check Online

In these Terms of Use, "you" or "your" includes the individual using or accessing the Electronic Criminal Record Check Portal (the "Site") on their own behalf to submit an online request for a criminal record check administered by the Personnel Security Screening Office.

These Terms of Use are an agreement between you and His Majesty the King in Right of the Province of British Columbia, represented by the Minister of Public Safety and Solicitor General (the "Province") and they govern your use of the Site and, where applicable, any associated service ("Associated Service") and, together with the Site, the "Services"). By clicking the box to indicate that you accept these Terms of Use, and in consideration of your use of the Services, you agree, to the terms and conditions set out below.

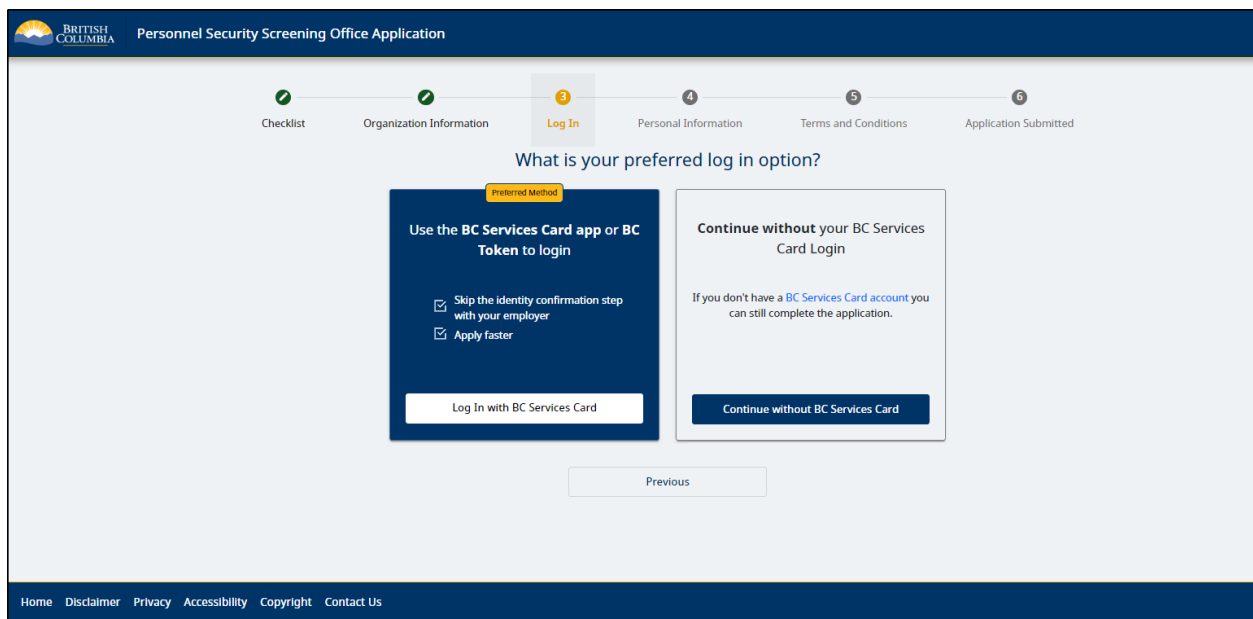
Your failure to abide by these Terms of Use may result in the suspension or cancellation of your use of or access to the Services. In addition, the Province reserves the right to pursue any remedy available at law or in equity.

I have read and accept the above Terms of Use [Terms of Use](#)

Previous **Next**

Home Disclaimer Privacy Accessibility Copyright Contact Us

Choose to submit the criminal record check using the BC Services Card Login or without the BC Services Card Login.



BRITISH COLUMBIA Personnel Security Screening Office Application

Checklist Organization Information **3** Log In 4 Personal Information 5 Terms and Conditions 6 Application Submitted

What is your preferred log in option?

Preferred Method

Use the BC Services Card app or BC Token to login

- Skip the identity confirmation step with your employer
- Apply faster

Log In with BC Services Card

Continue without your BC Services Card Login

If you don't have a BC Services Card account you can still complete the application.

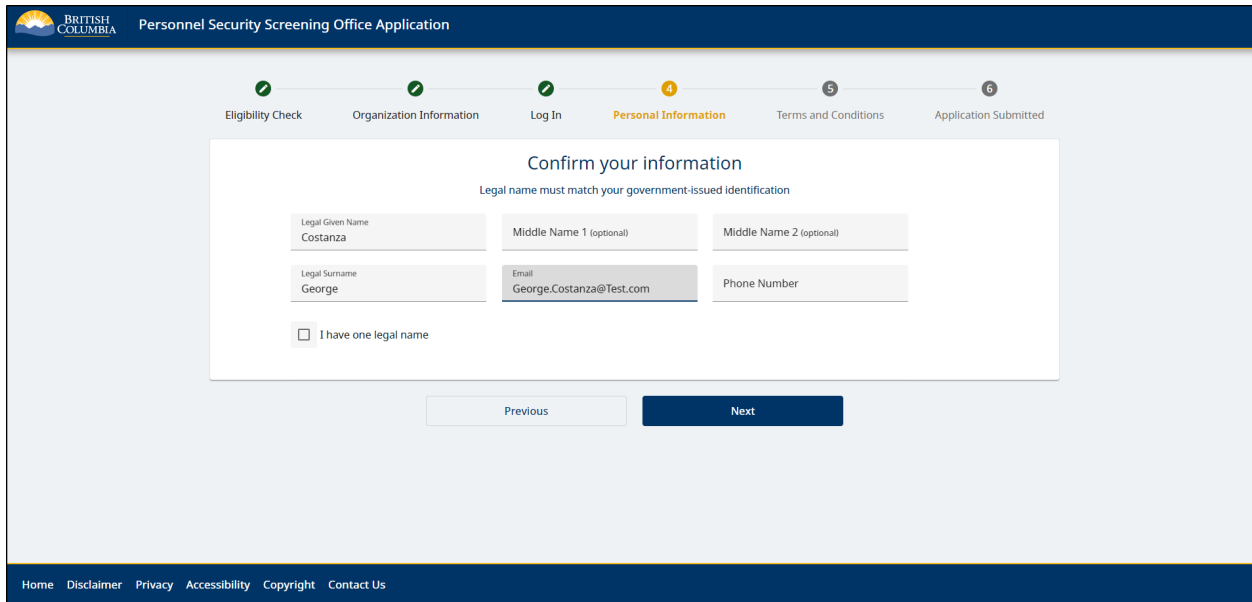
Continue without BC Services Card

Previous

Home Disclaimer Privacy Accessibility Copyright Contact Us

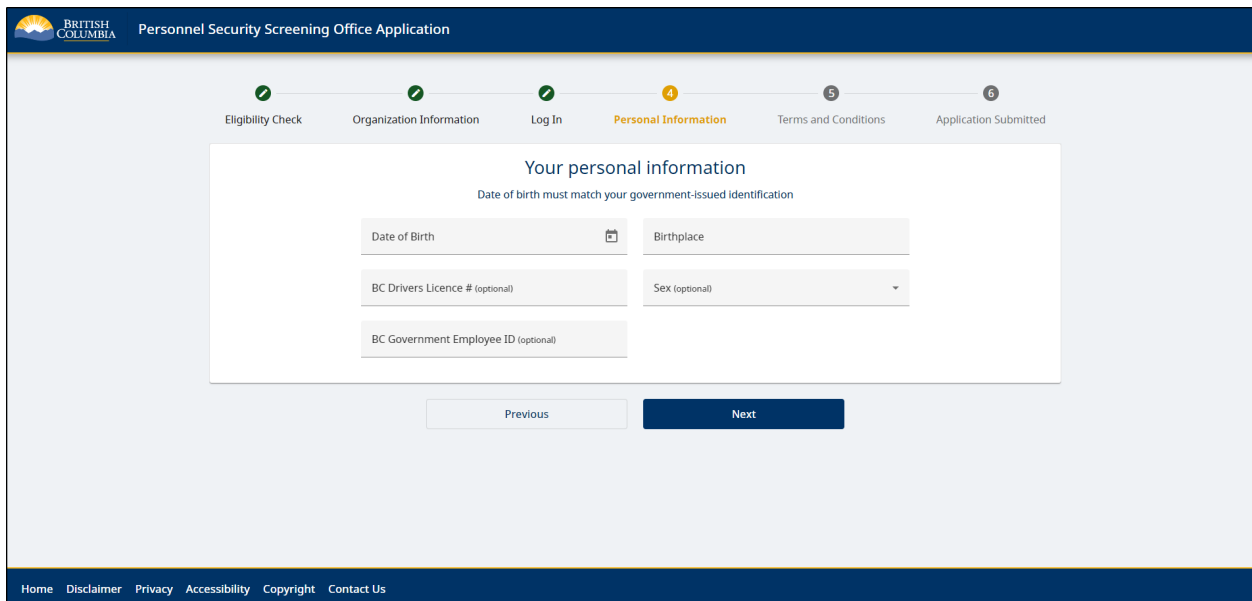
Confirm full name, email, and enter phone number. Select **Next**.

***Note** when the BC Services Card Login is used, some of the form fields will pre-populate with information retrieved from the BC Services Card.



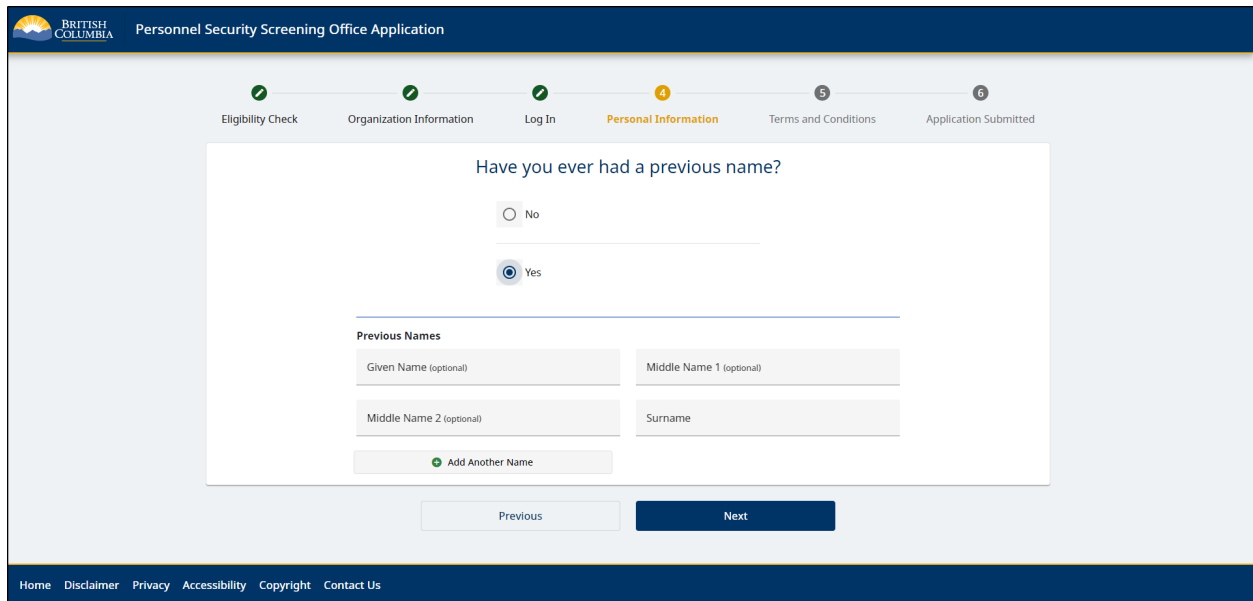
The screenshot shows the 'Personnel Security Screening Office Application' interface. At the top, the British Columbia logo and the application title are visible. A progress bar indicates the current step is 'Personal Information' (step 4), with previous steps 'Eligibility Check', 'Organization Information', and 'Log In' marked as complete, and subsequent steps 'Terms and Conditions' and 'Application Submitted' pending. The main content area is titled 'Confirm your information' with the instruction 'Legal name must match your government-issued identification'. The form contains the following fields: 'Legal Given Name' (Costanza), 'Middle Name 1 (optional)', 'Middle Name 2 (optional)', 'Legal Surname' (George), 'Email' (George.Costanza@Test.com), and 'Phone Number'. There is also a checkbox labeled 'I have one legal name'. At the bottom of the form are 'Previous' and 'Next' buttons. A footer at the very bottom contains links for Home, Disclaimer, Privacy, Accessibility, Copyright, and Contact Us.

Enter the requested personal information. Select **Next**.



The screenshot shows the 'Personnel Security Screening Office Application' interface. The progress bar indicates the current step is 'Personal Information' (step 4), with previous steps 'Eligibility Check', 'Organization Information', and 'Log In' marked as complete, and subsequent steps 'Terms and Conditions' and 'Application Submitted' pending. The main content area is titled 'Your personal information' with the instruction 'Date of birth must match your government-issued identification'. The form contains the following fields: 'Date of Birth' (with a calendar icon), 'Birthplace', 'BC Drivers Licence # (optional)', 'SEX (optional)' (with a dropdown arrow), and 'BC Government Employee ID (optional)'. At the bottom of the form are 'Previous' and 'Next' buttons. A footer at the very bottom contains links for Home, Disclaimer, Privacy, Accessibility, Copyright, and Contact Us.

Enter in alias details if applicable. Select **Next**.



BRITISH COLUMBIA Personnel Security Screening Office Application

Eligibility Check Organization Information Log In **Personal Information** Terms and Conditions Application Submitted

Have you ever had a previous name?

No

Yes

Previous Names

Given Name (optional) Middle Name 1 (optional)

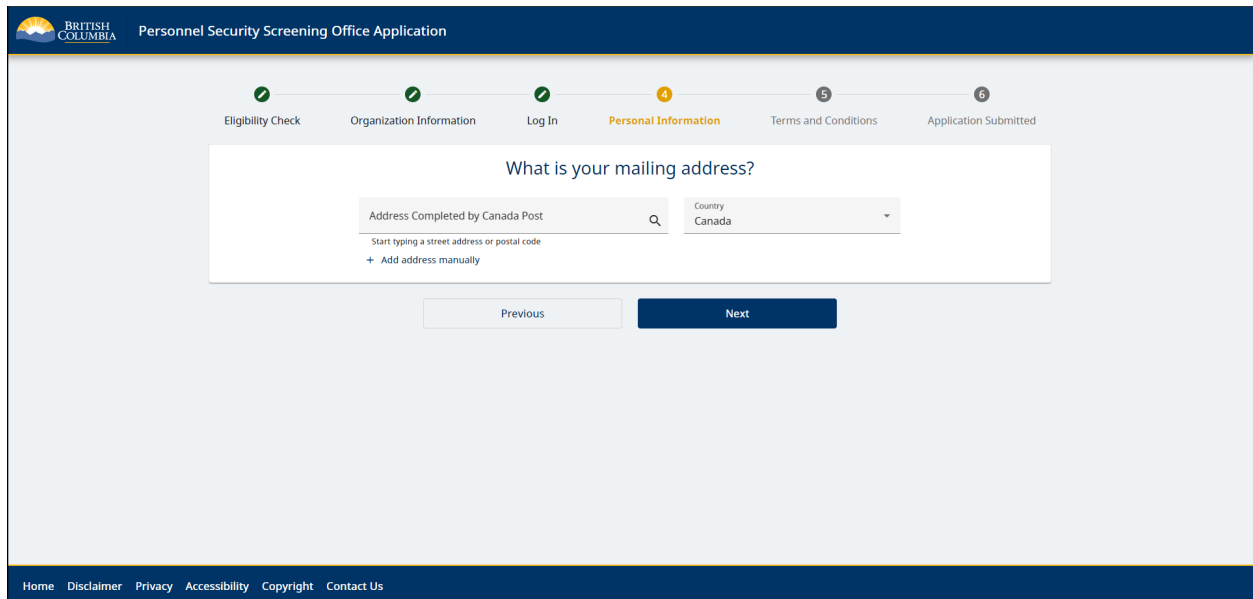
Middle Name 2 (optional) Surname

[+ Add Another Name](#)

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Enter in mailing address. Select **Next**.



BRITISH COLUMBIA Personnel Security Screening Office Application

Eligibility Check Organization Information Log In **Personal Information** Terms and Conditions Application Submitted

What is your mailing address?

Address Completed by Canada Post Country

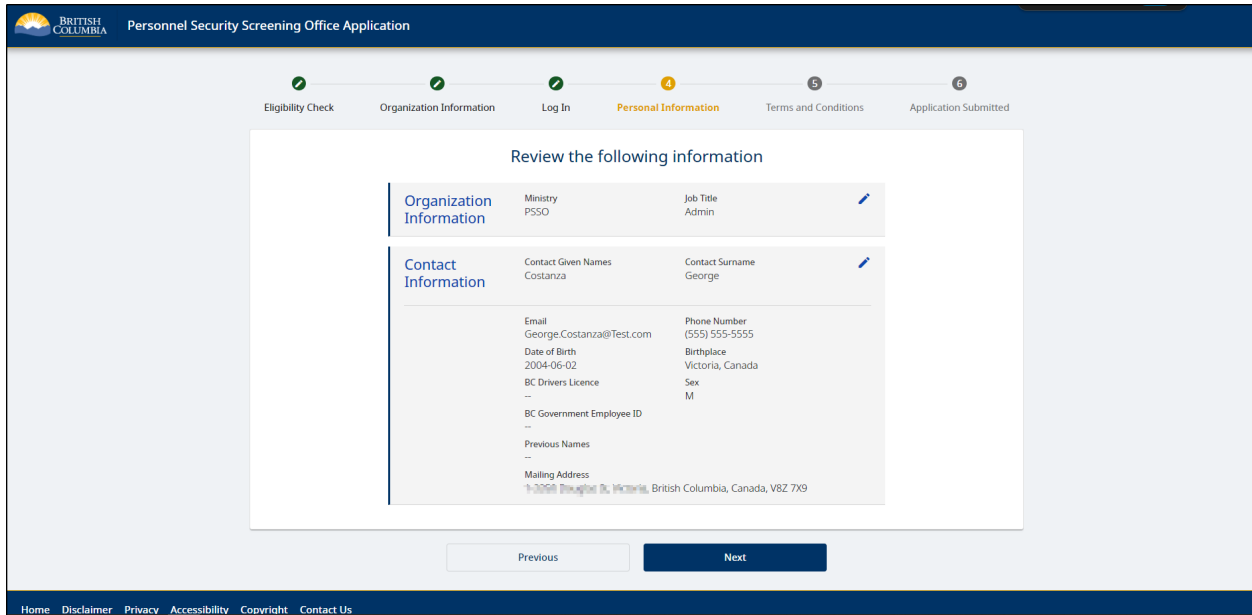
Start typing a street address or postal code

[+ Add address manually](#)

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Review the information in the online form. If everything is accurate Select **Next**. If changes are required, select **Previous**.



BRITISH COLUMBIA Personnel Security Screening Office Application

Progress: Eligibility Check (1) Organization Information (2) Log In (3) **Personal Information (4)** Terms and Conditions (5) Application Submitted (6)

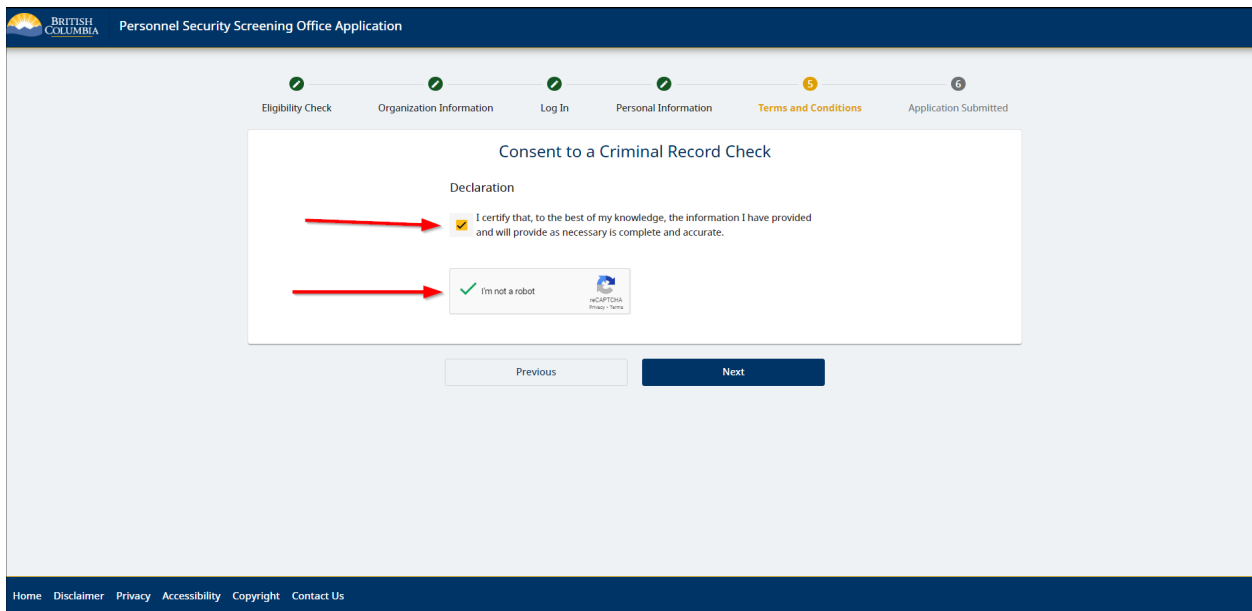
Review the following information

Organization Information	Ministry	Job Title	
	PSSO	Admin	Edit
Contact Information	Contact Given Names	Contact Surname	Edit
	Costanza	George	
	Email	Phone Number	
	George.Costanza@Test.com	(555) 555-5555	
	Date of Birth	Birthplace	
	2004-06-02	Victoria, Canada	
	BC Drivers Licence	Sex	
	--	M	
	BC Government Employee ID	Previous Names	
	--	--	
Mailing Address	1-1000 Douglas St, Victoria, British Columbia, Canada, V8Z 7Y9		

[Previous](#) [Next](#)

Home Disclaimer Privacy Accessibility Copyright Contact Us

Check the declaration tick box and complete the CAPTCHA. Select **Next**.




BRITISH COLUMBIA Personnel Security Screening Office Application

Progress: Eligibility Check (1) Organization Information (2) Log In (3) Personal Information (4) **Terms and Conditions (5)** Application Submitted (6)

Consent to a Criminal Record Check

Declaration

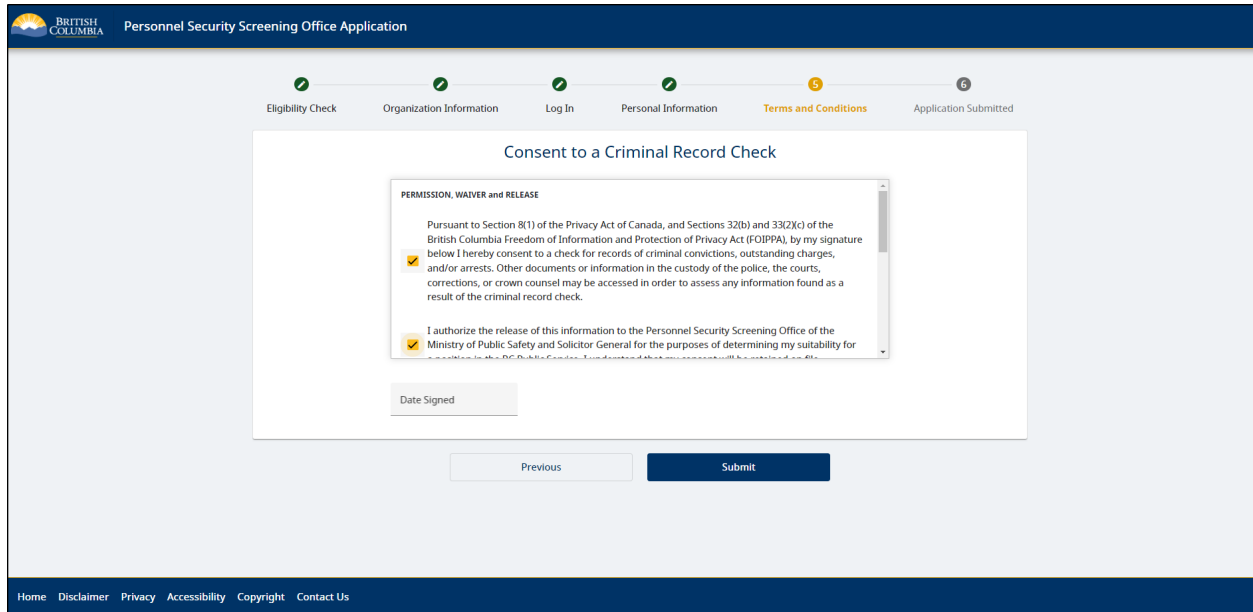
I certify that, to the best of my knowledge, the information I have provided and will provide as necessary is complete and accurate.

I'm not a robot 

[Previous](#) [Next](#)

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Check each tick box to consent to the criminal record check. Select **Submit**.



BRITISH COLUMBIA Personnel Security Screening Office Application

Eligibility Check Organization Information Log In Personal Information **Terms and Conditions** Application Submitted

Consent to a Criminal Record Check

PERMISSION, WAIVER and RELEASE

Pursuant to Section 8(1) of the Privacy Act of Canada, and Sections 32(b) and 33(2)(c) of the British Columbia Freedom of Information and Protection of Privacy Act (FOIPPA), by my signature below I hereby consent to a check for records of criminal convictions, outstanding charges, and/or arrests. Other documents or information in the custody of the police, the courts, corrections, or crown counsel may be accessed in order to assess any information found as a result of the criminal record check.

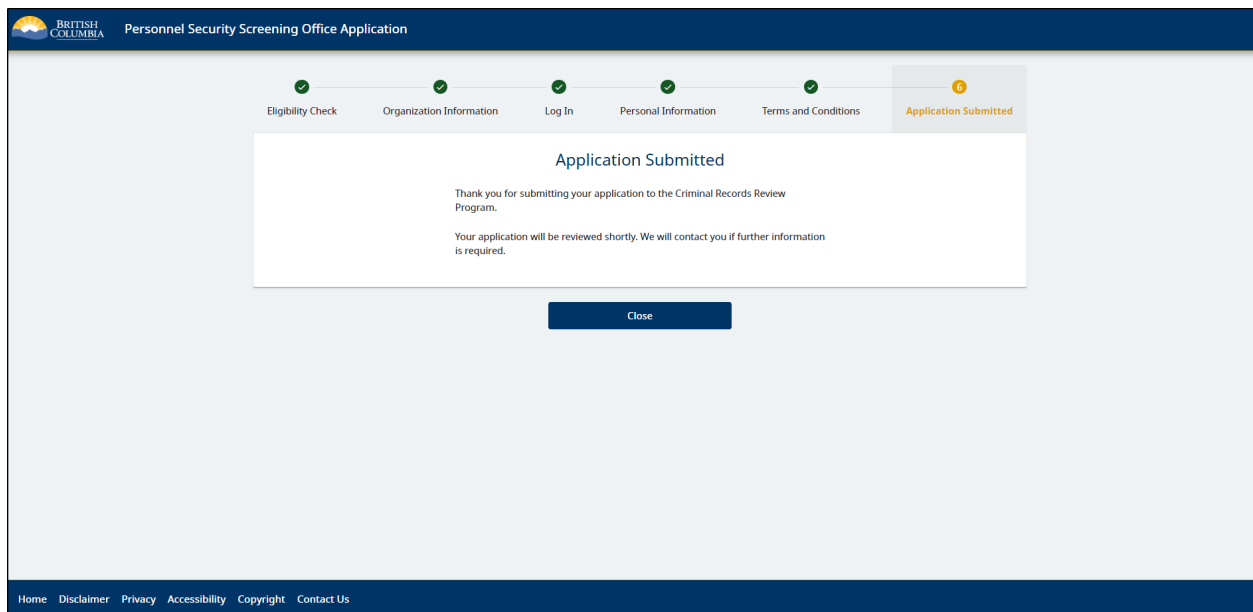
I authorize the release of this information to the Personnel Security Screening Office of the Ministry of Public Safety and Solicitor General for the purposes of determining my suitability for employment with the BC Public Safety. I understand that my personal information will be used for:

Date Signed

Previous Submit

Home Disclaimer Privacy Accessibility Copyright Contact Us

Application successfully submitted. The applicant will receive an email confirmation.



BRITISH COLUMBIA Personnel Security Screening Office Application

Eligibility Check Organization Information Log In Personal Information Terms and Conditions **Application Submitted**

Application Submitted

Thank you for submitting your application to the Criminal Records Review Program.

Your application will be reviewed shortly. We will contact you if further information is required.

Close

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