

PSSO Guide

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Logging into the PSSO System

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

Columbia Criminal Record Checks		
	Organization Online Access	
	Submit and manage criminal record checks for your employees or volunteers	
	Select your login method: Business BCeID Account	
	IDIR Account	
	Need to register an account with the Criminal Records Review Program? Register now	
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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.

BRITISH COLUMBIA Per	sonnel Security Screening	Office					[→ lintin, Land + II PSSG:EX
Menu	Public Safety and So	olicitor General					
Application Statuses	Application Stat	tuses					
ldentity Verification	We are currently proce 10 business days for o	essing applications that do NO nline applications and 20 bus	T require follow-up within: iness days for manual applicatior	15.			
Manual Submissions	Active applications (for the last	365 days)					
	4 Verify Identity	1 In Progress 🛈 🤅	5 Awaiting Third ① 0 Awaiting Third ① 0 Awaiting Third	aiting ① 1 Under Assessment	Ū		
	Completed applications (for the	e last 365 days)					
	0 Completed - (i) Risk Found	0 Closed - No ① ①	Closed - No 🛈 1 Can Consent D App	celled by (j)			
	Search applicant's name or	email or case ID			<u>२</u>	l.	
	Awaiting Applicant	vaiting Third Party 🕲 In Pro	ogress 🕲 Under Assessment 🕲	Verify Identity			
	Applicant Name	Email	Submitted On \downarrow	Case ID	Status		
	Carabilitates	Logidane/posterra	2024-03-20	PSV-3DPHOIFANR	In Progress	✓ Delegates	
	David Puddy	Louis distinity projects	2024-02-26	PSS-MGGJ9NBZRO	Awaiting Third Party	Delegates	
	Britney Spears	348.84899400	2023-11-29	CAS-2023-R9Q0M7068	Verify Identity	✔ Delegates	 Verify Applicant
	George Costanza	Lost Schrödigenie au	2023-11-21	PSS-P7G0T6958	Awaiting Third Party	Delegates	
	Jerry Seinfeld	and delay period	2023-11-17	CAS-2023-V6Z2Y6941	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 Applicant	Waiting for the applicant to provide additional information.
Completed	Criminal record check completed.
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.
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.

Columbia Pers	sonnel Security Screening Office					Ex Bullis, Savah & Philodes
Menu	Public Safety and Solicitor G	eneral				
Application Statuses Griminal Record Checks Identity Verification Manual Submissions	Criminal Record Checks Criminal Record check links will expire 14 Search applicant's name or email	days after being sent		Q		Add Request
	Applicant Name	Email	Job Title	Request Sent	Viewed	
	David Puddy	Karakultutte (typedie au	Mechanic	2024-02-23	Yes	S Cancel
	Peter Griffin	to a distange to as	Firefighter	2024-02-21	No	S Cancel
	Art Vandelay	jacicalization being a decar	Architect	2024-02-21	No	😵 Cancel
						1 - 3 of 3 < < > >
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To initiate a new criminal record check invitation, select Add Request

A pop-up window will appear. Enter the applicant's name, email address, and job title. Select service type **Public Service Employment Check** 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 Criminal Record check	ord Checks Klinks will expire 14 days after being sent			
Search applicant's nam	ne or email			٩
Applicant Name	Add Criminal Record Check		and white	Request Cont - Married
	Given Name	Surname	Email	Job Title
	Service Type Public Service Employment Check	\sim		
	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 <u>BC Services Card Login</u> to verify an applicant's identity. The BC Services Card Login is a secure and easy way to prove who you are when accessing <u>government services online</u>.

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 <u>government-issued ID</u> 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.

Columbia Per	rsonnel Security Screen	ing Office						Detts, Sarah & PSSS:EX
Menu	Public Safety and	Solicitor Gene	eral					
Application Statuses Criminal Record Checks Identity Verification	Identity Verifi	ication	nation			_		
Manual Submissions	Search applicant's name	e or email or case ID Date of Birth	Job Title	Email	Submitted On	Q Case ID		
	Britney Spears	2011-06-14	Performer	Sanda Baltali gendera A	2023-11-29	CAS-2023- R9Q0M7068	🛛 Confirm	8 Reject
	Jerry Seinfeld	1999-01-04	Comedian	Sarah Baltategochoc 4	2023-11-17	CAS-2023-V6Z2Y6941	Confirm	😣 Reject
	seat lions	1995-01-11	Policy	Sanah Jindhaiji yana ku a A	2023-11-16	CAS-2023-R7G5Z6939	Confirm	😵 Reject
	jana Epigenies	1998-11-10	Policy	Branca/Dombolinger N.03	2023-11-01	CAS-2023-Y5P0X6882	Confirm	😣 Reject
							1 - 4 of	14 < < > >
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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.

BRITISH COLUMBIA Per	sonnel Security Screening Office					Dr. Beens, Karalt COMBIGEX
Menu	Public Safety and Solicitor General					
Application Statuses Criminal Record Checks Identity Verification Manual Submissions	Manual Submissions Enter the applicant's information and submit their application Applicant Information Applicant has only a given name OR a surname					
	Legal Given Name	Middle Name 1 (optional)	Middle Name 2 (optional)		Legal Surname	
	Email	Phone Number	Date of Birth	Ê	Birthplace	
	BC Drivers Licence (optional)	Sex (optional)	▼ Job Title		Employee ID (optional)	
	Does the applicant have a previous name?					
	Mailing Address Address Completed by Canada Post Start typing a street address or postal code + Add address manually	Country Q. Canada	*			
	Declaration I certify that, to the best of my knowledge, the information I h I have verified the identity of the applicant for this criminal rec	we provided and will provide as necessary is complete and accu ord check (opportat)	ate			
				Cance	el	Submit

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.

Columbia Per	sonnel Security Screening Off	ïce					C→ C
Menu	Public Safety and Solic	itor General					
Application Statuses Criminal Record Checks Identity Verification	Application Status	ees g applications that do NOT require applications and 20 business da	e follow-up within: ys for manual applications.				
Manual Submissions	Active applications (for the last 365 of 4 Verify Identity () 1 I	days) In Progress ① 6 Await 365 days)	ing Third ① 0 Awaiting Applicant	1 Under Assessment	٥		
	0 Completed - ① 0 Risk Found ①	Closed - No Close Response O Close	d - No ③ 1 Cancelled b ent ④ Appl.	y ③	م =		/
	Awaiting Applicant S Awaitin	ng Third Party 🕲 In Progress 🗞	Under Assessment ⊗ Ver Submitted On ↓	ify Identity 🕲 Case ID	Status		
	Louis Islam.	lask hore/genie or	2024-03-20	PSV-3DPHOIFANR	In Progress	Delegates	
	David Puddy	Louis Josin Pypeles an	2024-02-26	PSS-MGGJ9NBZRO	Awaiting Third Party	Delegates	
	Britney Spears	here and a second secon	2023-11-29	CAS-2023-R9Q0M7068	Verify Identity	Delegates	✓ Verify Applicant
	George Costanza	Send-Anthritypnin og	2023-11-21	PSS-P7G0T6958	Awaiting Third Party	Delegates	
	Jerry Seinfeld	Search-distribution (2023-11-17	CAS-2023-V6Z2Y6941	Verify Identity	Delegates	 Verify Applicant



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

Select Add Delegate

ess	Manage Delegates fo	or PSS-P7G0T6958	
days)	Name	Emall	
No	5000-0005 *	@gov.bc.ca	
casa ID	Close		Add Delegate

ons tha	at do NOT re	quire follow-up within:			
ons an	id 20 busines	s days for manual applications.			
r	Manage	Add Delegate			
	wanage	Given Name	Surname		
s)	Name			_	
	Januaria I	Email			
e ID		Cancel	Save		
Party	n 😢 🛛 In Pr	ogress 🔕 Under Assessme	ent 🛛 Verify Identity 🛇		

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

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.



anage Delegates f	or PSS-P7G0T6958	
Name	Emall	
pero tonto	@gov.bc.ca	D Remove
Saudi Barra *	@gov.bc.ca	D Remove
Close		Add Delegate

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.

BRITISH COLUMBIA	Persor	nnel Securit	y Screenin	g Office App	lication				
			1 Checklist	Organi	2 ization Information	3 Log In	4 Personal Information	5 Terms and Conditions	6 Application Submitted
					To submi	it this crimina	l record check for	m, you will need:	
					Your BC Services If you don't have t	Card Account Login (re	commended), or other govern op, you can set it up now and r	ment issued identification. return to this application process	
					when you have co	mpleted that process.			
							Start		
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Confirm the details on the screen and select **Next**.

BRITISH C <mark>OLUMBI</mark> A	Personnel Sec	curity Screening C	Office Application				
		0	2	8	4	6	6
		Checklist	Organization Information	Log In	Personal Information	Terms and Conditions	Application Submitted
			Confirm the fo	llowing inforn	nation related to y check	your criminal record	
			Ministry Ministry Of Public Safe	ty And Solicitor General	Job Title Administrator		
				Previous	N	ext	
Home Disclaimer	Privacy Accessil	bility Copyright Co	ontact 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 C <mark>OLUMBI</mark> A	Personnel Securi	ty Screening Office	Application				
		0	2	8	4	6	6
		Eligibility Check	Organization Information	Log In	Personal Information	Terms and Conditions	Application Submitted
				Те	erms of Use		
			Terms of Use for Submitting a Cril. In these Terms of Use, 'you' or 'you (the 'Site') on their own behalf to si Screening Office. These Terms of Use are an agreeme represented by the Minister of Publi where applicable, any associated se indicate that you accept these Term conditions set out below. Your failure to abide by these Terms In addition, the Province reserves the Indicate that the Public terms of the terms of the terms of the Public terms of the terms of the terms of the terms of the terms of the terms of the terms of the terms of the terms In Addition, the Province reserves the Indicate the terms of terms of terms of terms of the terms of term	minal Record Check ur ⁻ includes the indi- abmit an online requ- ent between you and ic Safety and Solicitic ic Safety and Solicitic s of Use, and in com- s of Use may result in he right to pursue ar he above Terms of	contine didual using or accessing the Electronic test for a criminal record check administ list Majesty the King in Right of the Pr referent al the "Province" and the goo revice" and, together with the Site, the sideration of your use of the Services, sy n the suspension or cancellation of you we unseepression or cancellation of you we unseepression at taw or in equity. The suspension of the Services of the Services of Use	Criminal Record Check Portal stered by the Personnel Security rowince of British Columbia, "Services"). By clicking the box to roou agree, to the terms and ar use of or access to the Services.	
			Р	revious	Nex	t	
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Choose to submit the criminal record check using the BC Services Card Login or without the BC Services Card Login.

BRITISH COLUMBIA	Personnel Security Scree	ening Office Applicati	n					
	Cherk	list Organization		Persona	d	Terms and Conditions	6 Application Submitted	
			What is vo	our prefer	red log in or	otion?		
		Use	Preserved Method Preserved Method Token to login Skip the identity confirmation Skip the identity confirmation Writh your employer Apply faster	p or BC n step	Continue w If you don't have can still c	ithout your BC Services Card Login a BC Services Card account you omplete the application.		
				Previo	pus			
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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.

BRITISH COLUMBIA Personnel	Security Screening (Office Application					
	0	0	0		6	6	
	Eligibility Check	Organization Information	Log In	Personal Informatio	on Terms and Conditions	Application Submitted	
		Leg	Confirm al name must mate	n your informat	ion ed identification		
	Legal Give Costan:	in Name Za	Middle Name 1 ((optional)	Middle Name 2 (optional)		
	Legal Sun George	name	Email George.Costanza	a@Test.com	Phone Number		
	🗌 I ha	ve one legal name					
			Previous		Next		
Home Disclaimer Privacy Acc	essibility Copyright C	ontact Us					



BRITISH C <u>OLUMBI</u> A	Personne	l Security Screening	Office Applicat	tion					
		0	0		0			6	6
		Eligibility Check	Organization Ir	nformation	Log In	Pers	onal Information	Terms and Conditions	Application Submitted
					Your pe	ersona	l information		
				Date o	f birth must ma	tch your g	overnment-issued ident	tification	
			Date of Bir	th			Birthplace		
			BC Drivers	Licence # (optional	0		Sex (optional)		
			BC Govern	ment Employee II	D (optional)				
				P	revious		Next	t	
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Enter the requested personal information. Select **Next**.

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

BRITISH Columbia	Personnel	Security Screening	Office Application				
		Eligibility Check	Organization Information	O Log In	4 Personal Information	I erms and Conditions	6 Application Submitted
			Ha	ave you ever	had a previous na	ime?	
				O No			
				• Yes			
			Previous Names Given Name (optional)		Middle Name 1 (optio	inal)	
			Middle Name 2 (optional)		Surname		
			G Add Anoth	er Name			
				Previous	Next	t	
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Enter in mailing address. Select **Next**.

BRITISH C <u>OLUMBI</u> A	Person	nel Securit	y Screenin	g Office Applica	ation						
			0	0		0	- 4	I	6		•
		Eligib	ility Check	Organization	Information	Log In	Personal Inf	ormation	Terms and Conditions	s Application	Submitted
						What is y	our mailing	g address?	,		
				Address 0	Completed by C	anada Post	م	Country Canada		-	
				Start typing + Add add	g a street address o dress manually	r postal code					
						Previous		Next			
Users Disalsings	Deiverer	A	Convertent	Content lin							
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Review the information in the online form. If everything is accurate Select **Next**. If changes are required, select **Previous**.

BRITISH C <u>OLUMBI</u> A	Personnel Security S	Screening Office App	olication					
		Eligibility Check	Organization Information	Dog In	4 Personal Informatio	'n	S Terms and Conditions	G Application Submitted
				Review the fo	llowing infor	mation		
			Organization Information	Ministry PSSO	Job Titl Admir	le 1	1	
			Contact Information	Contact Given Names Costanza	Georg	t Surname je	1	
				Email George.Costanza@	Phone Test.com (555) !	Number 555-5555		
				Date of Birth 2004-06-02 BC Drivers Licence	Birthpl Victor Sex	lace ia, Canada		
				 BC Government Empl 	M loyee ID			
				Previous Names Mailing Address	Finitish Colum	ibia, Canada	a, V8Z 7X9	
				Previous		Next		
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Eligibility Check Organization Information Log In Personal Information Terms and Conditions Application Submitted Consent to a Criminal Record Check Declaration Certify that, to the best of my knowledge, the information I have provided and will provide as necessary is complete and accurate.
Eligibility Check Organization Information Log In Personal Information Terms and Conditions Application Submitted Consent to a Criminal Record Check Declaration Declaration Information I have provided and will provide as necessary is complete and accurate.
Consent to a Criminal Record Check Declaration Certify that, to the best of my knowledge, the information I have provided and will provide as necessary is complete and accurate.
fin not a robot
Previous Next

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

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

British C <u>olumbi</u> a	Personnel Security Sc	reening Office Appl	ication				
		0	0	0	0	6	G
		Eligibility Check	Organization Information	Log In	Personal Information	Terms and Conditions	Application Submitted
			Co	onsent to a	a Criminal Record C	heck	
			PERMISSION, WAIVER and REL Pursuant to Section British Columbia Fre when hereby core nad/or arrests. Othe corrections, or crow result of the crimina I authorize the relea Ministry of Public Sa becastle believe Deci	EASE 8(1) of the Privacq edom of Informa ent to a check for r documents or in a counsel may be l record check. see of this informa fety and Solicitor	y Act of Canada, and Sections 32(tion and Protection of Privacy Ac records of criminal convictions, nformation in the custody of the accessed in order to assess any atton to the Personnel Security Sc General for the purposes of dete	b) and 33(2)(c) of the (FOIPPA), by my signature outstanding dranges, police, the courts, information found as a reening Office of the rmining my suitability for	
				Previous	Sub	mit	
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Application successfully submitted. The applicant will receive an email confirmation.

BRITISH COLUMBIA Personnel Secu	urity Screening Office App	lication				
	0	0	0	ø	0	6
	Eligibility Check	Organization Information	Log In	Personal Information	Terms and Conditions	Application Submitted
			Appli	cation Submitted		
		Thank you for Program.	submitting your	application to the Criminal Reco	rds Review	
		Your application is required.	n will be reviewe	ed shortly. We will contact you if	further information	
				Close		
Hama Dieslaimar Drivasy Accossibi	lity Conversiont Contact Us					
Home Disclaimer Privacy Accession	inty copyright contact us					