PSSO Guide

Contents

Logging into the PSSO System

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

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.
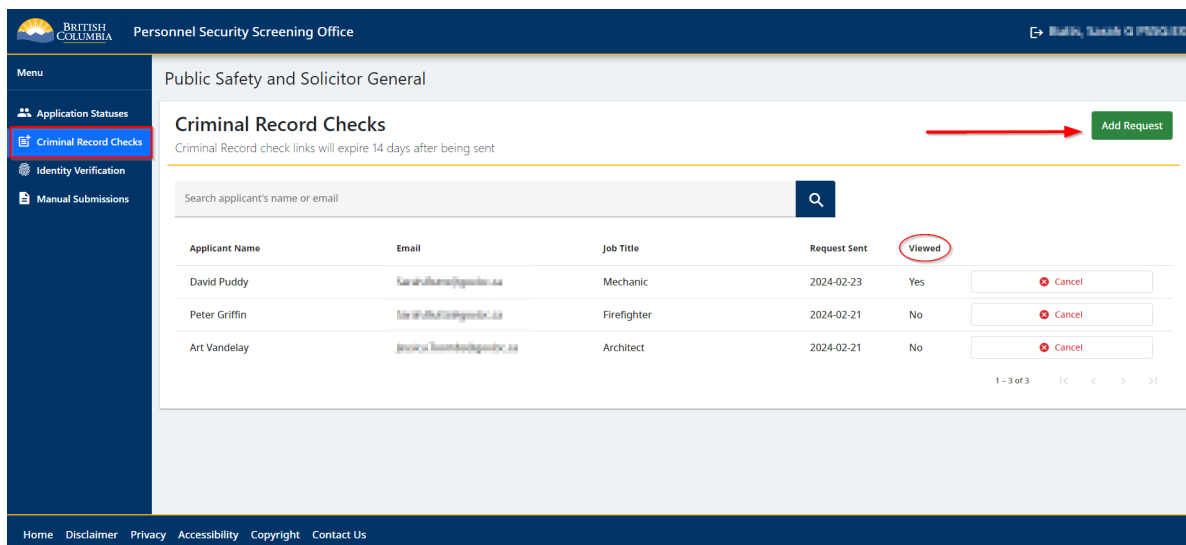

Statuses

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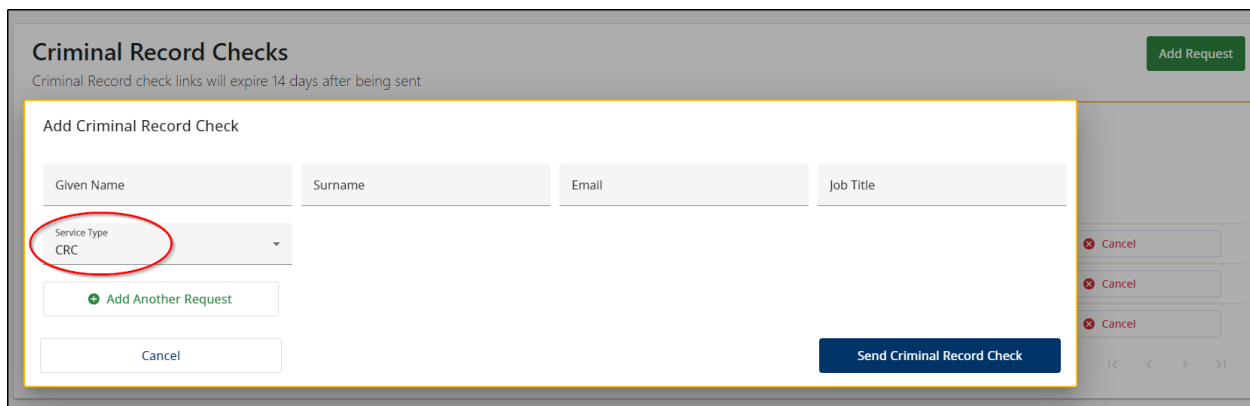
A pop-up window will appear. Enter the applicant's name, email address, and job title. Select service type **CRC** for a standard criminal record check for a public service employee.

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.

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.
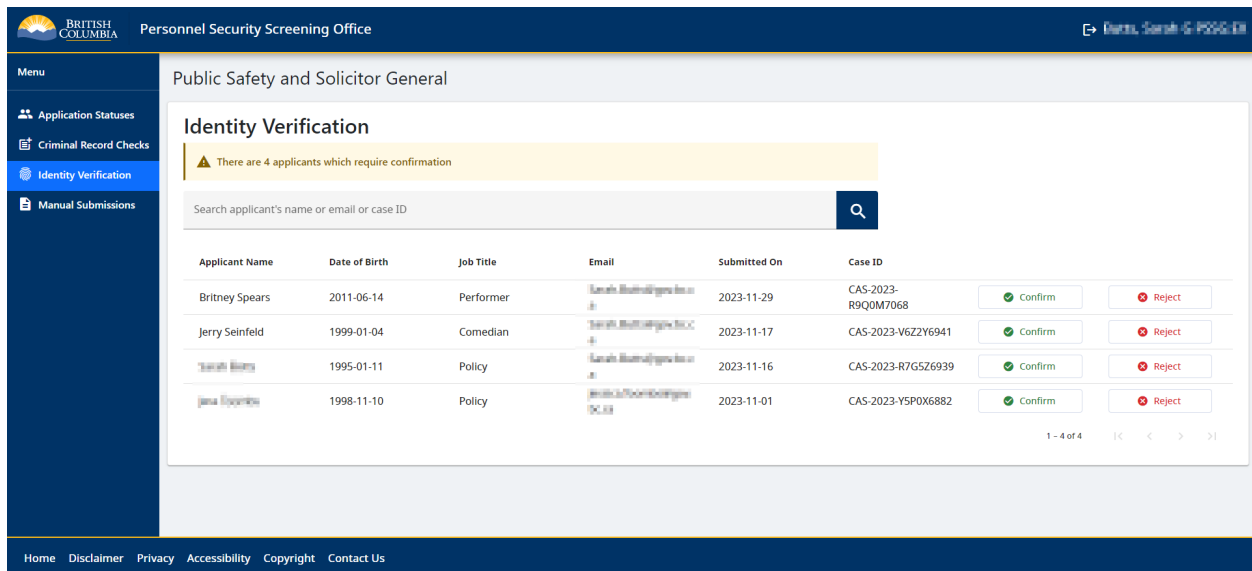
Identity Verification

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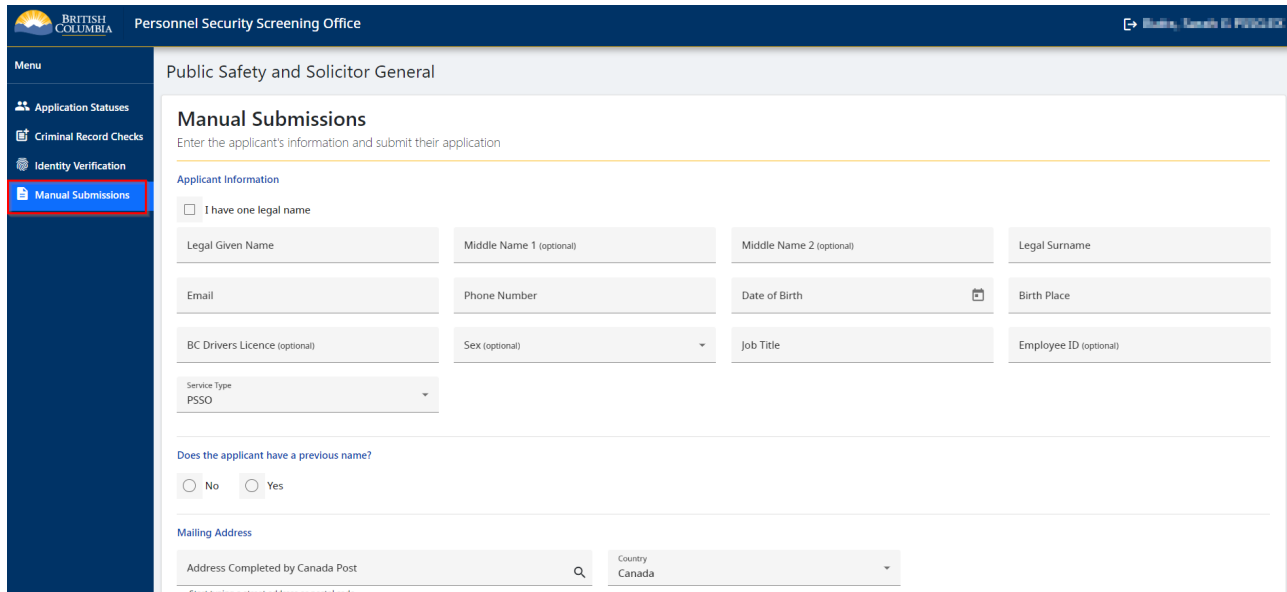
You can choose to use a video call or in person to verify the applicant's identity. You must confirm that the date of birth and name as shown on the **Identity Verification** page, match the ID documents that the applicant provided. Once completed, select the **Confirm** button and the criminal record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

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.

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

Select **Add Delegate**

Enter in the delegate details – name and email address. Select **Save**.
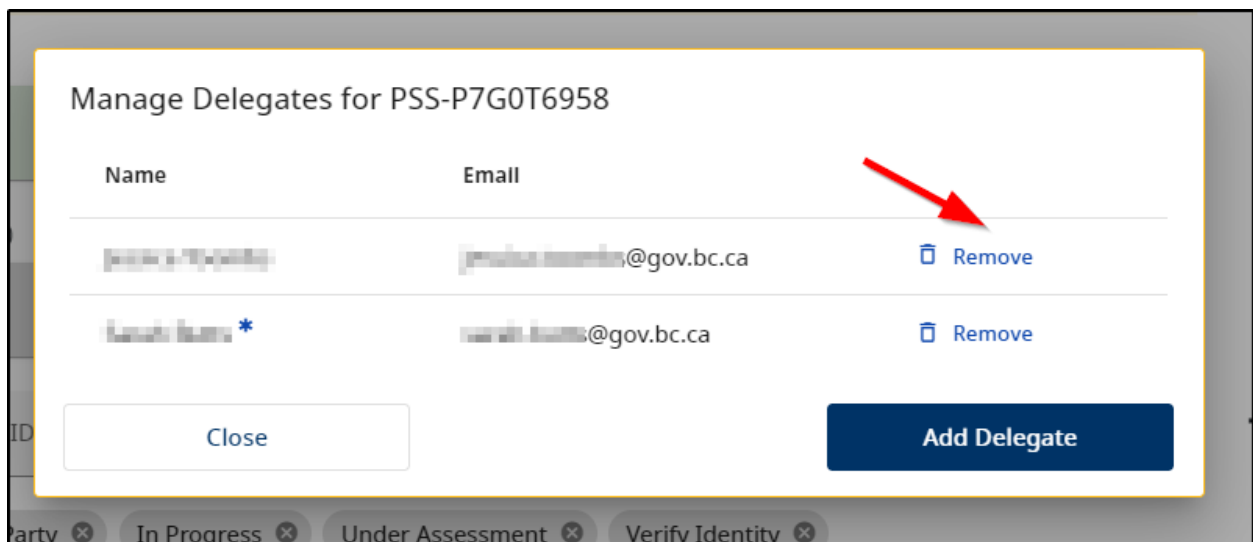
Delegates for that criminal record check will now appear in the Manage Delegates pop-up. If a delegate no longer requires access to that criminal record check you can remove them by selecting the **Remove** button.
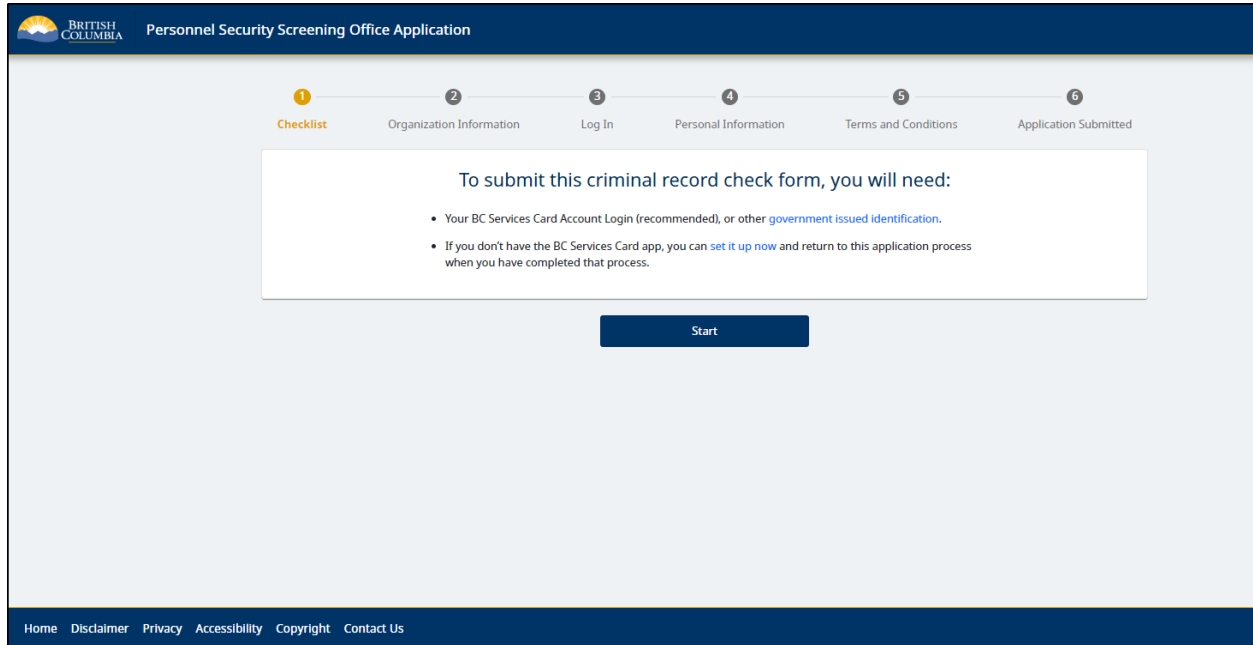
Delegates who are added to a criminal record check will receive an email notifying them of the access.
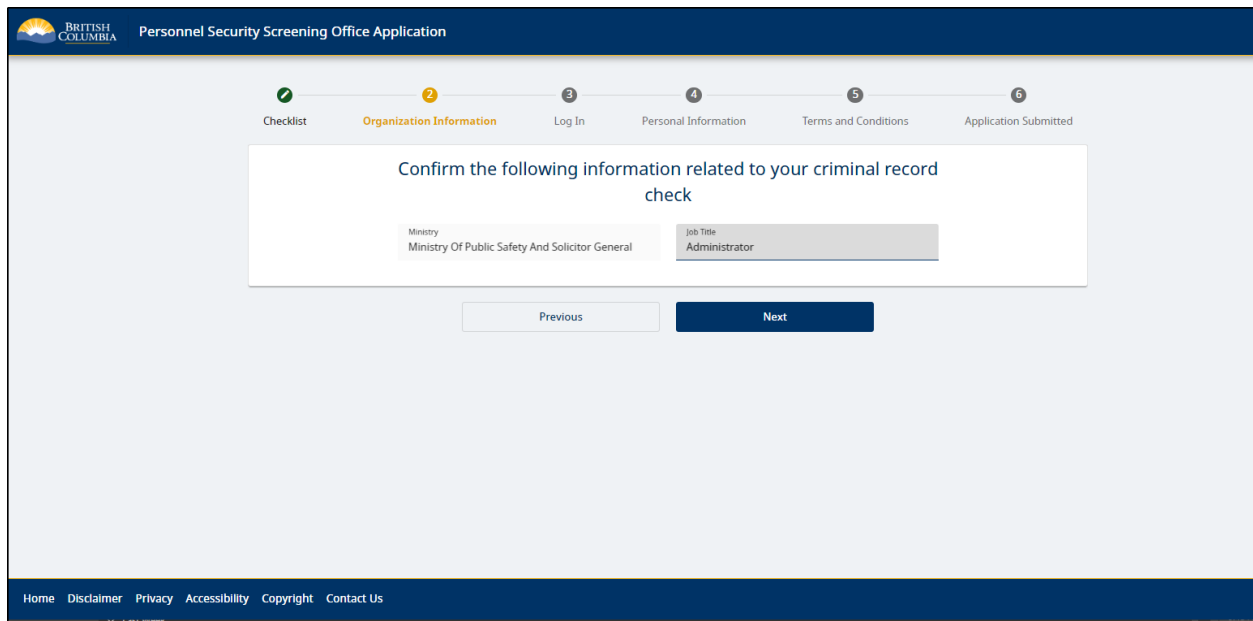
Applicant Process to Submit a Criminal Record Check

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

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

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**.

Choose to submit the criminal record check using the BC Services Card Login or without the BC Services Card Login.
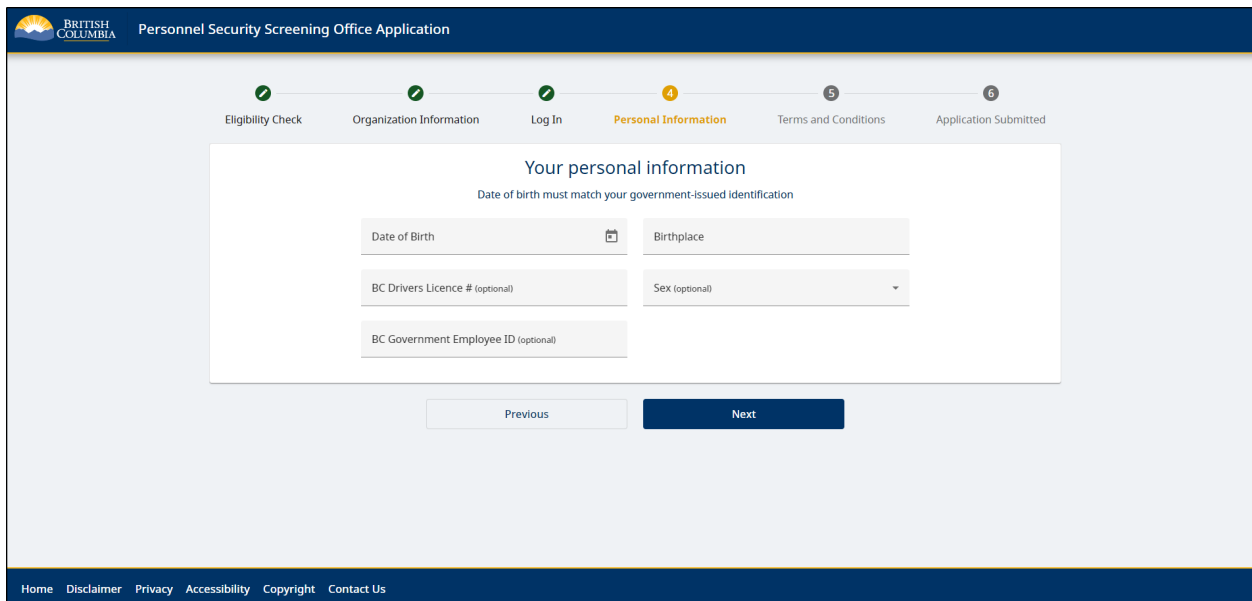
Confirm full name, email, and enter phone number. Select **Next**.

*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.

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

Enter in alias details if applicable. Select **Next**.
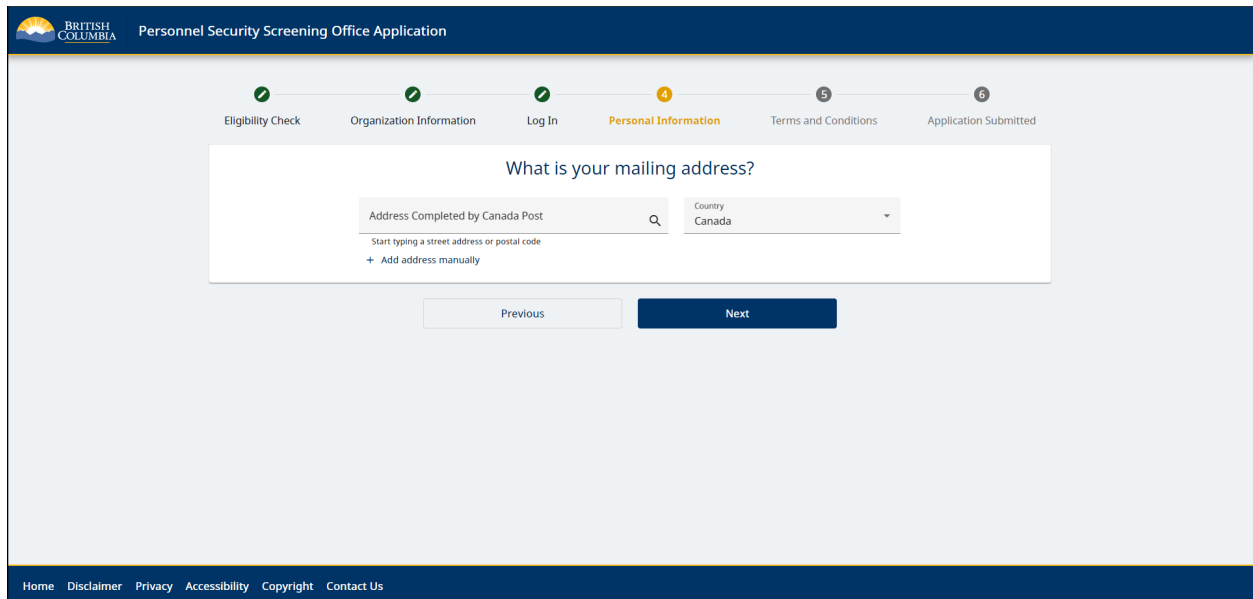
Enter in mailing address. Select **Next**.
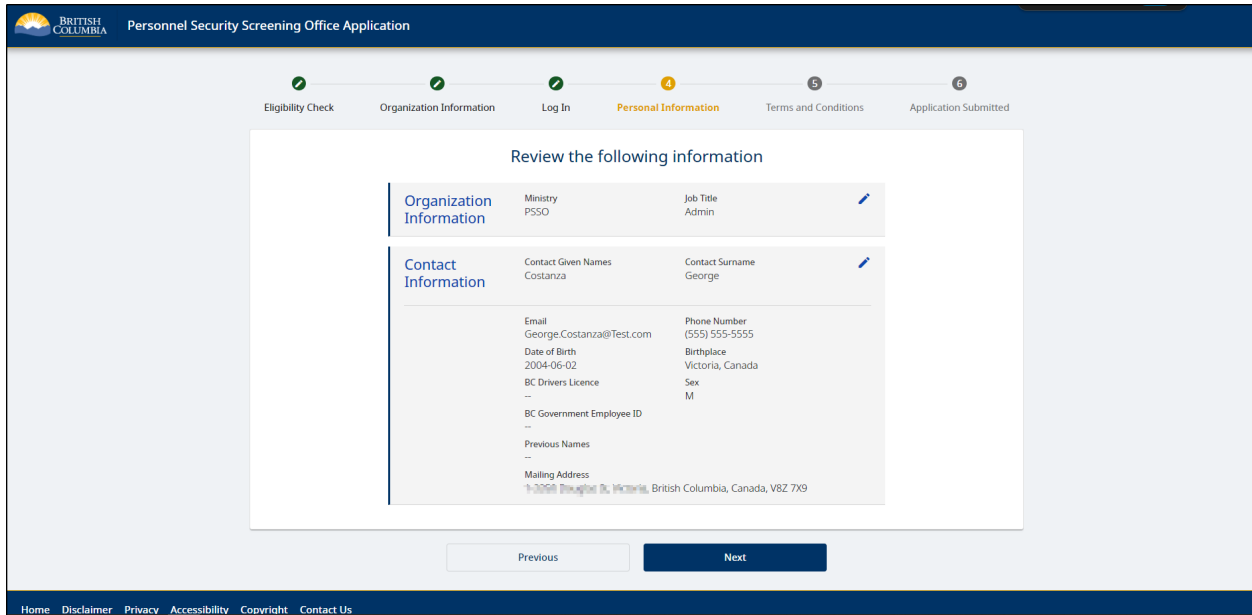
Review the information in the online form. If everything is accurate Select **Next**. If changes are required, select **Previous**.

Check the declaration tick box and complete the CAPTCHA. Select **Next**.
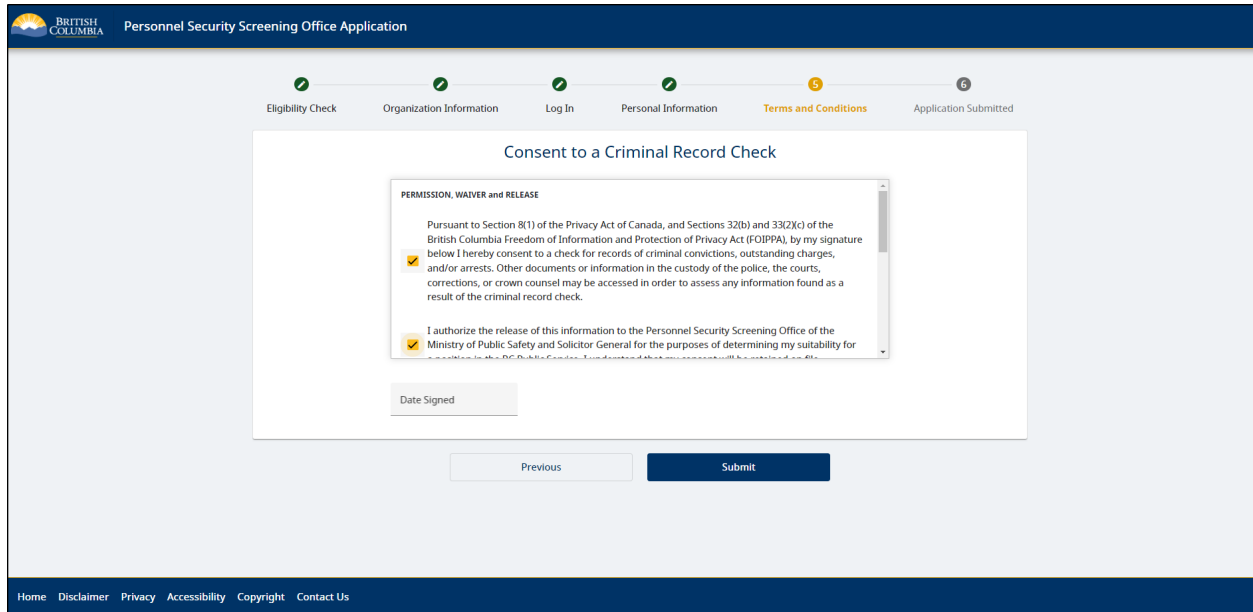
Check each tick box to consent to the criminal record check. Select **Submit**.

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