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## Overview

Under the Criminal Records Review Act (CRRRA), specified organizations are required to ensure anyone within their organization working with children or vulnerable adults directly, or having, or potentially having unsupervised access to children or vulnerable adults, submits a criminal record check. For more information, visit the Criminal Records Review Program (CRRP) Criminal Record Check website at:

<https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check>

Criminal Record Check Online (CRC Online) provides an efficient, convenient and secure way to submit criminal record check requests (CRC requests) and payment electronically. Once you have registered with CRC Online, many advantages are offered. The organization can:

- Store an organization profile so identifying information does not have to be re-keyed in each time a criminal record check (CRC) is started
- Choose a preferred method of electronic payment
- Generate access codes to give to individual applicants so they may key in their own CRC request form information (applicants may only enter CRC requests, they do have access to other features offered in CRC Online).
- Run various status reports on CRC requests submitted under their organization profile

These advantages may result in cost and time savings for your organization. There is no mailing or cheque processing required, and the data entry is done at the source.

## Getting Started – Steps to Registering

- Clients representing organizations outside of government require BCeID ‘identification’ to access CRC Online.
- Clients representing organizations within government may use their IDIR ‘identification’ to access CRC Online.

Whether you are using BCeID or IDIR to access the online system, the ‘identification’ needs to be ‘authorized’ by the Criminal Records Review Program to enter the system. Information on the identification setup process and how to authorize the identification to access the online system is outlined below.

### Step One – Appoint a Primary User

To get started, the organization must name a ‘**Primary User**’ (also referred to as the Business Account Manager) to act on the organization’s behalf. This person is responsible for administering and monitoring access to the CRC Online for the organization.

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Secondary users: There may be other employees in the organization that require access to CRC Online. These employees are referred to as the organization's 'secondary users'. Where relevant, important information on secondary users and how to set up their access to CRC Online, is noted below.

## Step Two – Setting up an Identification to Access to CRC

### BCeID (organizations external to government)

BCeID is an online system (separate from CRC Online) that makes it possible for an 'authorized user' of an organization outside of government to participate in government online services via a log-in ID and secure password. There is no charge for setting up and using a BCeID account.

NOTE: the Criminal Records Review Program does not manage BCeID – it is a separate process organizations must complete prior to accessing the CRC Online.

Although there are two types of BCeID – authorized users from organizations must have a **Business BCeID** to sign on to CRC Online. A Business BCeID allows access to online services where the organization's identity must be verified. The authorized user is acting in a business capacity, not as an individual.

To register with BCeID or to get more information, go to: [www.bceid.ca](http://www.bceid.ca)

Limited information is provided below on what to expect when entering the BCeID process.

#### Primary User

The organization's primary user goes to [www.bceid.ca](http://www.bceid.ca) and applies online for a Business BCeID. The BCeID program will then contact the primary user. BCeID checks to make sure the organization is a valid organization and the named 'primary user' is a valid employee. This process of validation is called 'identity proofing'. When 'identity proofing' is complete, the primary user receives a letter from the BCeID program with a validation code for their Business BCeID. The primary user can then log on to BCeID and validate their ID.

#### Secondary User

If, at any time, the organization appoints a secondary user(s) to be given access to CRC Online under the organization's profile, it is the primary user, not the BCeID program, who creates a Business BCeID and is responsible for identity proofing of the secondary user(s). It is important that organization employees DO NOT share the same Business BCeID and access to CRC Online. Also, the primary user must notify CRRP if a secondary user is no longer employed or no longer needs access to CRC Online.

**Once the Primary User has successfully setup a BCeID, the BCeID must be 'authorized' to enter the CRC Online . . . see Step Three.**

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## IDIR (government organizations)

IDIR provides a username and password for B.C. government staff to access computer systems. Anyone working directly for government is given an IDIR identification. There is no need to apply for a separate IDIR identification to access CRC Online.

**Before the Primary User for an organization can sign on to CRC Online using an IDIR, the IDIR must be 'authorized' by the Criminal Records Review Program . . . see Step Three. Once completed Step Three, then skip to Step Five.**

### Step Three – Complete the Criminal Records Review Program Online Service Agreement.

The organization's primary user completes and signs the CRRP Online Service Agreement. The agreement is mailed or faxed to CRRP. The Online Service Agreement outlines the responsibilities of the organization and the organization's primary user. The agreement also outlines the responsibilities of CRRP when criminal record checks are processed through CRC Online.

This agreement can be downloaded from: <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/consenting-to-a-record-check/consenting-online>

The Online Service Agreement asks for information that will become the organization's online service profile. The organization's profile (name, address and payment type\*) will display on CRC Online main screen once the primary user has signed in. Once setup, the organization's profile information can be changed by contacting CRRP (see page 11 of this guide).

**Payment Type:** There are two options for electronic payment: credit card and drawdown account. The online service agreement requires the primary user to specify the payment method that will be used by the organization. (Payment options are found on page 5 of this guide and information on incomplete payments is described on page 7.)

### Step Four – CRC Online PIN and Subscription Code (applies to BCeID users Only)

Once the organization's primary user has successfully registered with BCeID and has sent CRRP the completed and signed Online Service Agreement, CRRP will provide the primary user a temporary PIN (personal identity number) and a subscription code. The subscription code authorizes you to access CRC Online.

If, at any time, secondary users are set up by the primary user, the secondary users also require their own temporary PIN and subscription code from CRRP.

**Many government services can be accessed with a BCeID; however, it is the subscription code provided by CRRP that ensures the high level of security into CRC Online. The subscription code**

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registers (authenticates) you with CRC Online. For this reason, there is one more step that must be completed before you can enter CRC Online.

## Step Five – Enter CRC Online for the first time

### IF you're using a BCeID

When ready to start the online Criminal Record Check process for the first time, the PIN number and subscription code are required.

1. Go to the BCeID website: [www.bceid.ca/subscribe](http://www.bceid.ca/subscribe)
2. Select 'Yes, I have a BCeID already' and select 'Next'
3. Enter your BCeID username and password, and select 'Next'
4. On the 'Activate your subscription code' screen, enter the subscription code and select 'Next'
5. On the 'Enter your Party ID and acronym for the service (PIN number)' screen, enter the PIN number and select 'Next'
6. After successfully entering the PIN number, you need to close your browser. Then open a new browser and you enter CRC online at <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/consenting-to-a-record-check/consenting-online>
7. Select the 'Sign In' button, this takes you to the BCeID logon page.
8. Enter your BCeID username and password and select 'Next'. The online service Welcome page will be displayed and you have successfully signed in.

### IF you're using an IDIR

After you have sent the completed Online Service Agreement to the Criminal Records Review Program (Step 3) and received confirmation that your IDIR user id is linked to the organization you represent:

Go to the CRRP website at <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/consenting-to-a-record-check/consenting-online>

1. Select the 'Sign In' button, this takes you to the BCeID logon page.
2. Click the tab 'government employees', enter your IDIR userid and password and select 'Next'
3. The online service Welcome page will be displayed and you have successfully signed in.

AFTER the first visit to CRC Online, authentication is established and authorized users can access CRC Online directly at <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/consenting-to-a-record-check/consenting-online>

You will sign in using your BCeID or IDIR as applicable, which in turn will direct you to the eservice.

## Payment Information and Options

### Fee Payable for each Criminal Record Check Request

There is a \$28 non-refundable processing fee per criminal record check request (CRC request). The online service accepts two forms of payment from organizations: pre-established draw-down account withdrawal or credit card. Your preferred payment option is established in the online service agreement.

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CRC requests submitted by individual applicants using access codes provided by the organization may be paid for, by the organization, by either using their established payment option, or using the applicant's credit card information. Applicants may not pay for CRC requests directly.

### **Draw-Down Account**

The draw-down account option allows organizations to keep funds in a secure account, pre-authorizing the Criminal Records Review Program (CRRP) to withdraw fees per CRC request submitted online. The CRRP will provide the organization with a monthly statement to assist in monitoring the account.

The CRC Online main page displays the organization's draw-down account balance so it may be easily monitored. If funds are low, the organization provides CRRP with a certified cheque or money order (made payable to the Minister of Finance) to replenish the account. Or the account may be replenished through your organization's VISA or MasterCard by faxing or mailing the CRRP a completed Application for Pre-Authorized Credit Card Usage form (download the form from [CRRP website](#)). Please email the CRRP at [criminalrecords@gov.bc.ca](mailto:criminalrecords@gov.bc.ca) to request a Pre-Authorized Credit Card Usage form.

If the organization's draw-down account balance is zero, but the organization has CRC requests in pending that require payment, the CRC online service will allow the organization to opt to pay for the currently outstanding CRC requests using the organization's credit card.

To establish a draw-down account, provide the following information on your organization's letterhead:

- Name of organization
- Contact name
- Mailing address
- Area code and phone number
- Specify in the letter your request: to establish a draw-down account for criminal record check

Along with the letter requesting a draw-down account be established, include sufficient payment. As a guideline, it is suggested payment is included for the number of criminal record checks needed for a minimum of two months. Each request for a criminal record check is \$28.00 (a non-refundable processing fee).

### **Credit Card Payment**

The credit card option allows organizations to enter VISA, MasterCard or American Express information when paying for submitted CRC requests.

The system is set up for individuals to submit their CRC requests online through the organization's profile, but does not have a payment component – all payments are to be made by the organization. However, the applicant can provide their credit card information to the organization to enter on their behalf.

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A credit card information entry is required each time the organization is ready to provide payment for CRC request(s). After paying, either a receipt will be generated if the payment was successful, or a declined message if there was a problem with the transaction. If there was a problem, there is the option to try again so you may enter new or correct credit card information. Declined payments will remain in an 'incomplete status' in the 'Pay for Pending' section (for more information, see page 5, Unpaid CRC Requests/Unsuccessful Payments).

### **Pre-Authorized Credit Card Information**

If the organization prefers the credit card option to pay for CRC requests, they may wish to take the convenient step of storing their credit card information (VISA, MasterCard or American Express) with the secure electronic payment service provider. This pre-authorizes the CRRP to automatically charge to the organization's credit card.

Once the credit card number is stored, the online service provides the organization with a page for updating credit card information. **Should the organization wish to remove their stored credit card information, they must contact the Criminal Records Review Program.**

Note – even if the organization's credit card information is stored online, the option to use the applicant's credit card for single CRC requests remains available.

### **Changing Payment Method**

The payment option (credit card or draw-down account) the organization originally selected when they submitted their online service agreement may be changed by contacting the Criminal Record Review Program (see page 11).

### **Unpaid CRC Requests / Unsuccessful Payments**

CRC requests entered online but not yet paid for will be held in the 'Pay for Pending' section for a period of 14 days starting the day the request was entered. After creating a service and saving it without payment, it takes the system approximately 20 minutes to update and show up in "pay for pending". There is an option to delete any requests within the 14 day period. After 14 days unpaid CRC Requests are automatically deleted from the system. The Criminal Records Review Program cannot process CRC Requests if payment is not received.

To help organizations ensure CRC Requests submitted are paid and therefore, processed, CRC Online has an alert feature. An alert message is automatically generated, and is clearly visible when entering the online system.

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## **Giving Access to Individual Applicants – creating ACCESS CODES**

There are advantages to allowing individuals you are responsible for under the Criminal Records Review Act to key in their own request for a criminal record check through your organization's profile in the online service. They are given a separate online page to sign into using a secure access code the organization provides. The applicants key in and verify their own information.

The primary or secondary user signs in to the organization's profile and selects 'Generate Access Code'. A new, single-use number is generated (access code) and the web address to the site for individual applicants will pop up in a separate window which is to be printed and provided to the applicant.

When the applicant signs in using the access code, they will be presented first with the organization's name and address as verification they are in correctly. The applicant is advised on screen that should there be a discrepancy in the organizations information and what deem to be correct, they can sign out and advise the organization of the problem.

The applicant is advised that there is a processing fee that must be paid, but that it does not have to be paid during their online session. How payment is to be made is to be discussed with the individual applicant – either the organization will pay the fee or the applicant will by giving the organization their own credit card information.

Once the applicant has keyed in their CRC request, the system asks the applicant to print the completed form, sign and date it, and provide the form to the organization. The organization's responsibility is to ensure the signed copy is kept on file as outlined in the online service agreement. It is imperative that the organization monitor the "Pay for Pending" section of their CRC online account to ensure payment is submitted.

## **Status of Criminal Record Check Applications – Running Reports**

The ability to check the status of criminal record check applications is a feature only offered to organizations that use CRC Online. Organizations have the ability to view the status of criminal record checks submitted by their organization. An authorized organization user can generate reports by searching an applicant name and date of birth or a selected date range.

### **'Works With' Category**

There are three choices for the 'works with' category:

- works with children
- works with vulnerable adults
- works with children and vulnerable adults



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Using the online service, Consent to a Criminal Record Check is submitted by the organization on behalf of the applicant. From within the online service, the 'works with' category is indicated. It is the organizations responsibility to let the applicant know what works with category is selected on their behalf.

An organization's default 'works with' category is provided when completing the Online Service Agreement. This default 'works with' category may be changed by the organization from within the online system for a single application only. If you want to change the default 'works with' category for the organization, so the 'works with' category is changed for all applications sent on behalf of the organization, contact the Criminal Records Review Program to update your Online Service Agreement.

NOTE: applicants entering their own information using an ACCESS CODE to access CRC Online cannot change the organizations default information.

## Schedule Types

An organization's default schedule type is provided when completing the Online Service Agreement. This default schedule type may be changed from within the online system for a single application only. If you want to change the default schedule type for the organization, so the schedule type is changed for all applications sent on behalf of the organization, contact the Criminal Records Review Program to update your Online Service Agreement.

- **Schedule A** -----the individual is an employee working with children and/or vulnerable adults and does not qualify under any of the following schedules.
- **Schedule B** -----the individual is an applicant for membership to a governing body, is applying for, or has certification, or a letter of permission under the Independent School Act, or is a registered student in a post secondary education program that includes a practicum component involving work with children and/or vulnerable adults.
- **Schedule C** ----- the individual is a volunteer, a resident aged 12 or older, or owner/operator of a licence-not-required child care facility.
- **Schedule D** -----the individual is an owner-operator applying for a child care or adult care facility licence, or a resident aged 12 or older at a licensed child care facility.
- **Schedule E** -----the individual is an employee or a volunteer at a licensed child care or adult care facility.

If it is unclear if an individual is included under the Act, please contact the Criminal Records Review Program for clarification. Schedule F is not available with CRC Online.

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## Definitions Used with CRC Online

### *Access Code*

The CRRP provides registered organizations with access codes that serve as a 'password' to allow individuals to submit a criminal record check through the secure Criminal Record Check Online Service.

### *Applicant*

For the purpose of this process, an applicant means all individuals (current or new to their position or circumstance) who work with children and/or vulnerable adults directly or having or potentially having unsupervised access to children and/or vulnerable adults, in the ordinary course of employment, in the practice of an occupation, or during the course of an education program, and who are employed by or licensed by, or receive operating funds from the provincial government. For more information see website at: <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/who-must-be-checked>

### *Service ID Number*

This is a unique identifying number which is generated for each criminal record check service created in the Criminal Records Review Program. The applicant service number is for tracking purposes.

### *BCeID*

The British Columbia Electronic Identity Program (BCeID) online service, offered through the B.C. Government's Corporate Authentication Program, enables citizens and businesses to identify themselves to secured government online services and access these services through the Internet with a single password.

### *BC Express Pay*

This is the B.C. Government's common interface for Internet credit card payment operated through the Ministry of Finance, Provincial Treasury.

### *Draw-Down Account*

The organization deposits funds into an account with the Criminal Records Review Program from which fee payments are automatically drawn per requests for criminal record check submitted by the organization.

### *Electronic Payment Service Provider*

Global Payments Inc., Canada is the electronic payment service provider contracted to accept payments through the Internet, on behalf of the CRRP, to provide organizations with secure credit card processing. Global Payments has enabled a complete suite of Internet Gateway service providers designed to allow merchants to accept most major credit cards over the Internet in a safe and secure environment.

### *Contact*

Within the Criminal Record Check Consent form, the person identified as 'Contact' is the person in the organization to receive correspondence from the Criminal Record Review Program.

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### ***Criminal Records Review Program (CRRP)***

The Criminal Records Review Program is the part of the Ministry of Public Safety and Solicitor General. The program is responsible for processing criminal record checks under the Criminal Record Review Act in order to determine the risk an individual may pose when working with children and/or vulnerable adults. The Deputy Registrar makes the determination if the individual presents a risk.

### ***Criminal Records Review Act – located on BC Laws website [www.bclaws.ca](http://www.bclaws.ca)***

British Columbia's [Criminal Records Review Act](#), which came into force January 1, 1996, was designed to help protect children from individuals whose criminal record indicates they pose a risk of physical or sexual abuse. Since January 1, 2011 the Act includes mandatory checks for individuals working with vulnerable adults. Refer to the full Criminal Records Review Act for information such as definitions, the use of information, the effects of finding an individual is a risk.

### ***Pending Criminal Record Check Requests***

Unpaid CRC requests accumulate in this area awaiting payment from the organization so processing may begin. Submissions may stay in pending for a period of 14 days then they are deleted.

### ***Pre-Authorized Credit Card***

The organization may opt to store their credit card information with the CRRP and give them pre-authorization to charge payments against that card each time a CRC request is submitted online.

### ***Organization***

For the purpose of this process, an organization is, but is not limited to: an employer, licensing agency, governing body, Office of Independent Schools, licensed and unlicensed child care facilities, licensed or provincially funded adult care facilities, and Post Secondary Institutions that falls under the Criminal Records Review Act

### ***IDIR***

IDIR provides identification of B.C. government staff to access computer systems. Anyone working directly for government is given an IDIR identification. There is no need to apply for a separate IDIR identification to access CRC Online. A government employee wanting to use their IDIR ID to access CRC Online must first have their IDIR 'authenticated' by the Criminal Records Review Program.

## **Contact the Criminal Records Review Program**

Phone: Call toll-free at 1-855-587-0185

Facsimile: 250 356-5987

Website: <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check>

E-Mail: [criminalrecords@gov.bc.ca](mailto:criminalrecords@gov.bc.ca)