



## How to submit your details for a Criminal Record Check electronically (Basic or Enhanced)

This guide will provide step-by-step instructions on how to submit your Basic or Enhanced Criminal Record Check electronically.

**Please Note:** the organization you applied to is using CharityVillage’s background screening tools services to conduct your reference checks. CharityVillage has partnered with Screening Canada to provide this service. For more information about Screening Canada, please click [here](#).

**Step 1:** You will receive an email from CharityVillage asking you to click the **Review the Request** button to provide consent to the organization you applied to and CharityVillage to continue with your file.



**Hi Samantha,**

CharityVillage Demo works with CharityVillage to perform candidate screening. In order to proceed with your file, please click the button below to grant CharityVillage Demo and CharityVillage your consent to continue with the necessary checks.

[Review the Request](#)

If you have any questions, feel free to reply to this email or [contact our customer success team](#).

Thank you,  
CharityVillage Demo

\* For this tutorial, “CharityVillage Demo” is the organization requesting you to submit details for a Criminal Record Check. The name of the employer you applied to will appear in its place. \*

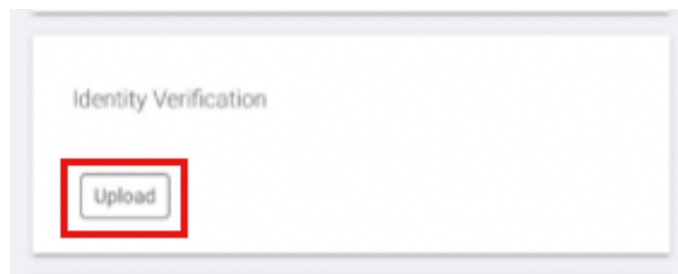
**Please Note:** You must read and follow the email instructions from CharityVillage carefully and action as soon as possible to avoid any delays in the hiring process. To begin this process, you will need:



- 2 pieces of ID
- A Web Camera

## Step 2: Adding details to your Candidate dashboard – Uploading 2 pieces of Identification Documents (ID)

At the top of your dashboard, you will see an overview of your file. The middle white box **Identity Verification** is where you upload your 2 ID's – please click **Upload**.



One you click **Upload**; a pop-up screen will appear called **ID Upload**. You will be asked to select 2 different pieces of ID from a dropdown menu, Input the ID number, and upload a clear photo of your ID document in the **Click to Upload** box. Please make sure ALL details are filled in correctly before you click **Submit**.

A screenshot of the "ID Upload" pop-up form. The form has a title "ID Upload" and a paragraph of instructions: "Please upload clear, in-focus photos of the front side of your ID's, ensuring the entire ID visible, and that it is not expired or unreadable. If it is a photo ID, your photo should be fully visible in the upload." The form contains two rows of input fields. The first row has a dropdown menu labeled "Identity Document 1 \*" and a "Document # \*" field. The second row has a dropdown menu labeled "Identity Document 2 \*" and a "Document # \*" field. To the right of each row is a dashed box containing a "Click to upload" button with an upward arrow icon. At the bottom of the form, there are three buttons: "Submit" (highlighted with a red border), "Clear", and "Cancel".



### Step 3: Verifying your Identification Documents

You will now see your uploaded information in the Identity Verification box and will need to verify your identification. Click the **Verify** button to do so.

Identity Verification

Status: Not Verified

Driver's License (issued by Canadian province or territory): [REDACTED]

Provincial or Territorial Health Cards: [REDACTED]

Upload Verify

There are two ways to verify your ID:

1. **Electronic Identification (eID)** - eID uses personal information collected by a Canadian Credit Bureau to verify a candidate's identity. You are required to answer a series of questions by the system.

**OR**

2. **If eID fails: LiveVideo ID** – You will be connected with a Screening Canada team member who has the authorization to verify your ID instantly over video chat. It will only take a few minutes. This can be done straight away during regular Monday-Friday business hours. Otherwise, you may need to schedule a time.

Once this process is completed, the criminal background search will begin. You can access your results from your candidate dashboard and export the information into a PDF file for your records.

### Still have questions?

Please email CharityVillages Customer Service Representative (CSR), Samantha Schofield ([samantha@charityvillage.com](mailto:samantha@charityvillage.com)).

**ACCEPTABLE ID LIST** – The next page provides a list of acceptable ID's for Step 2 of this process.



## **PRIMARY AND SECONDARY ID (ID #1)**

- Driver's License (issued by Canadian province or territory)
- Foreign Driver's License
- Canadian Passport
- Foreign Passport
- BC Driver's Licence and Services Card
- Photo BC Services Card
- Permanent Resident (PR) Card
- Canadian Citizenship Card
- Secure Certificate of Indian Status Card
- Canadian National Institute of The Blind (CNIB) Identification Card
- Federal, Provincial or Municipal Identification Card
- Military Family Card
- Firearms Acquisition Certificate (FAC) or Possession/Acquisition License (PAL)

## **SECONDARY ID ONLY (ID #2)**

- Provincial or Territorial Health Cards
- Government Employment Card
- International Student Card
- Age of Majority Card
- Birth Certificate
- Baptismal Certificate
- Non-Photo BC Services Card
- Hunting License
- Fishing License
- Boating License
- LCBO/Age of Majority Card
- Outdoors Card
- Hospital Card
- Canadian Blood Donor Card
- Immigration Papers
- Student ID
- City/Municipal Library Card
- Utility bill (water, electricity, taxes or Lease agreement showing both name and address will be accepted - to be used only in cases where the Applicant does not have a Secondary piece of ID).