



How to submit your references electronically (eReference)

This guide will provide step-by-step instructions on how to submit your references 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.

We recommend reading the email and complete the request as soon as possible to avoid any delays in the hiring process. Be sure to notify your references (a.k.a referees) and advise they will receive an email requesting them to complete your reference check online.



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.

Hi Sammy! Great to meet you in your interview today. As mentioned, please provide 2 professional references. Thanks!

[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 eReferences. The name of the employer you applied to will appear in its place. *

Step 2: Adding details to your Candidate dashboard

At the top of your dashboard, you will see how many references have been requested by the organization you applied to. All references will be contacted via email.



The screenshot shows the top navigation bar with the Charity Village logo, a hamburger menu, the text 'Français', and user profile icons. Below this is an orange notification banner with a white exclamation mark icon. The banner text reads: **Employment References** Please provide at least **2 reference(s)** by clicking 'Add Reference' below. The number '2' is highlighted with a red box.

Scroll down the page and select **Add Reference**. The information fields will then appear for you to fill in. Please make sure ALL details are filled in correctly before you click **Submit**.

One you click **Submit**; an email will be sent to your reference requesting for them to complete it. If you happen to make a mistake while filling in the reference information, you have the option to remove the reference from your dashboard and start again.

This screenshot shows the 'eReference Checks' section. It includes a 'Report Details' box with the following information: File Number: F03BD7, Requested: 11/12/2021, Invite Accepted: 11/12/2021, User Created: 11/12/2021, Final Consent: 11/12/2021, Completed: Requested By: CharityVillage Demo, Reason for Request: Employment. Below this is a 'Results' section showing 'Current Status: Awaiting Action' and instructions to 'Enter your references below. Once submitted, your references will receive a notification.' At the bottom, there is an 'Information' section with a 'Submit' button and an 'Add Reference' button, both of which are highlighted with red boxes.

This screenshot shows the 'Information' form for adding a reference. It contains several input fields: 'First Name *' (with a red error message 'First name is required'), 'Last Name *' (with a red error message 'Last name is required'), 'Organization', 'Relationship' (a dropdown menu), 'Email *' (with a red error message 'Reference email is required'), and 'Telephone'. A 'Cancel' button is located at the bottom right of the form. A 'Submit' button is highlighted with a red box at the bottom of the page. A red speech bubble icon is visible in the bottom right corner.



Step 3: Status of reference submitted

All references you create will have a status that says **Awaiting Action**, until it's been completed and will be identified as **Pending References**.

To add another reference, click **Add Reference** located at the bottom right

The screenshot shows the 'eReference Checks' page. At the top, there is a navigation bar with the Charity Village logo, the language 'Français', and user icons. The main content area is titled 'eReference Checks' and contains a 'Results' section. In the 'Results' section, the 'Current Status' is 'Awaiting Action', which is highlighted with a red rectangular box. Below this, there is a text prompt: 'Enter your references below. Once submitted, your references will receive a notification.' The 'Information' section follows, with a 'Pending References' dropdown menu currently set to 'jane doe'. At the bottom of the form, there are two buttons: 'Submit' and 'Add Reference'.

If your reference has not completed the request within 3 days of them receiving it, please follow up with them to complete it as soon as possible.

Once completed, it will appear in your employer's account dashboard for review. If your employer requires any further information, they will contact you.

Still have questions?

Please email CharityVillages Customer Service Representative (CSR) Samantha Schofield (samantha@charityvillage.com)