

# Voucher Instructions for the Applicant

You will be receiving an email from [calgary@policesolutions.ca](mailto:calgary@policesolutions.ca) that will say: “You have been invited by *YOUR ORGANIZATION’S NAME* to apply for a Police Information Check (w/VS) for (type of PIC) with the Calgary Police Service.”

Click the link in the email to redeem your voucher.

Register an account by clicking this red icon and provide the information below.



Registration Information (* = mandatory field)	[With Voucher]
* First Name: <input type="text" value="your first name"/>	
* Last Name: <input type="text" value="your last name"/>	
* City of Residence: <input type="text" value="Calgary, Alberta"/>	
* Phone (daytime): <input type="text" value="your day time phone"/>	
* Email Address: <input type="text" value="your email address"/>	
* Email Address (verify): <input type="text" value="your email address for verification"/>	
* Security Question 1: <input type="text"/>	
* Security Answer 1: <input type="text" value="answer to security question 1"/> (case sensitive)	
* Security Question 2: <input type="text"/>	
* Security Answer 2: <input type="text" value="answer to security question 2"/> (case sensitive)	
* Agree to EULA: <input type="checkbox"/> <a href="#">View agreement ...</a>	
* Agree to FG Consent: <input type="checkbox"/> <a href="#">View statement ...</a>	
* Agree to Police Consent: <input type="checkbox"/> <a href="#">View consent ...</a>	
<a href="#">Process My Registration</a>	

**PLEASE NOTE:** For privacy reasons, we strongly recommend that you use an email account ***to which only you have access, and that you can check regularly for messages from the police regarding the status of your application.***

As part of the process, the police may need to send you email correspondence regarding your application. In some instances, these emails may contain highly confidential information concerning records found during their background queries, and requests for details to help determine whether or not those records belong to you, or another person with a similar name and/or birthdate.

For this reason, and to ensure your personal privacy, please keep this in mind when providing an email address in your account set-up.

Or log in if you have an existing account.

We highly recommend saving your security questions and answers as you will need them if you ever forget your password.

Once logged in, your vouchered application will appear on your screen. Select the first yellow shield to begin your application. An example is shown below:

Incomplete Application #20230825-154645 -- Calgary Police Service						
Date Started	Report	Documentation / Date Provided	Demographics / Date Provided	Voucher Status	Authentication Status	Application Status
2023-Aug-25	PVSC Volun...	Pending	Pending	Pending	Pending	Report Selection Required

**DO NOT CLICK “NEW APPLICATION” – YOU WILL BE CHARGED \$\$ IF YOU DO**

## **Authentication**

Once you reach Shield #5, you will be asked to authenticate your ID to proceed. We will be using the TransUnion Authentication engine to validate your identity.

Please be advised that your authentication session is subject to defined time limitations, including the time it takes to respond to each question. If you exceed time limits, your session will fail and you will need to follow the next steps given to you in order to complete the application process.

You will be asked a series of "out of wallet" questions - information based on your personal consumer credit data that a person would reasonably be expected to know without having to take time to look up answers or consult other sources. This ensures the integrity of the process, and that the person authenticating is actually the applicant themselves, and not someone impersonating you.

## **Failed Authentication**

It is possible that TransUnion may not be able to confirm who you are online.

There can be many reasons for authentication failure, such as incorrect answer, no credit history or not enough of a credit history, navigating away from the question pages or session time out, or if you are a new resident to Canada. Further, each question is individually timed, and failing to answer the question in a timely manner may result in an authentication failure.

The authentication process will not be successful if you do not have an established personal credit history in Canada. Credit history can be established through credit cards, bank loans, cell phones, chequing accounts, car loans, etc. The questions and answers are generated based on information on your credit file held by TransUnion. Authentication failures may be viewed as an opportunity to ensure the data in your credit file is up-to-date and correct. Concerns regarding the accuracy of information on your consumer credit report should be addressed with TransUnion.

You can obtain a copy of your personal credit report for review and corrections, please contact TransUnion at 1-800-663-9980 or visit [www.transunion.ca](http://www.transunion.ca). Once you have verified your identity with them, they can help you understand why information has appeared.

## **Uploading ID**

If you fail authentication, you will be required to upload two pieces of government issued ID and a picture of yourself holding your two pieces of ID (a selfie) under shield #2 to complete your application. You are not required to complete this step if you passed authentication.

Please note: IDs and selfies are verified individually by the Calgary Police Service, this is not done automatically when your IDs are uploaded. You will receive a message when your IDs have been verified and your police information check is in the queue to be processed.

## **Uploading Volunteer/Unpaid Practicum Letter**

If you have a volunteer or unpaid practicum letter, please upload it after authentication by clicking on the yellow shield #2.

Please note: letters are verified individually by the Calgary Police Service, this is not done automatically when your document is uploaded. You will receive a message when your letter has been verified and your police information check is being processed.

## **Downloading Results**

When your results are ready, you will receive an email from [calgary@policolutions.ca](mailto:calgary@policolutions.ca) asking you to log back into your account. You will only have 60 days to download your completed record check.

Our website to log back in here: <https://www.policolutions.ca/checks/services/calgary/>

Once logged into your account, you will click the red seal icon to download your results.

Your results are password protected. The password to open the PDF document is your date of birth in this format YYYYMMDD (no spaces or dashes). For example, if your date of birth is October 15, 1972, your 'PDF PASSWORD' will be 19721015.

