



## **Online Criminal Records Review Act Check Application Process for BC Housing Suppliers - User Guide**

**Supply Chain Management  
BC Housing Management Commission  
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## 1. Overview

This document has been developed to help guide BC Housing Suppliers on how to process online Criminal Record Check application for their employees, subcontractors/trades who will be providing services or performing work on BC Housing project in accordance with the [Criminal Records Review Act](#).

## 2. What is the Criminal Records Review Act (CRRRA)?

The BC Criminal Records Review Act states: “All individuals who work with children or vulnerable adults or have unsupervised access to children or vulnerable adults in the ordinary course of their employment, or in the practice of an occupation, or during the course of an education program and who are employed by or licensed by or receive regular ongoing operating funds from the provincial government are covered under the BC Criminal Records Review Act.”

## 3. Do I need to complete a Criminal Record Check?

All Suppliers, their employees, subcontractors/trades who are providing services or performing work on BC Housing property must pass a CRRRA check through the Ministry of Public Safety and Solicitor General Criminal Records Review Program (CRRP) prior to working on projects that place them around children and/or vulnerable people.

**Note: RCMP clearance or any other third-party clearances are not acceptable and will not be considered equivalent.**

## 4. How do I complete a Criminal Record Check?

There are two options in which you can complete a criminal record check (CRC) with BC Housing:

- a. Online (requires a BC Services Card & App)
- b. Manual (requires a [Microsoft Teams](#) virtual meeting to confirm identification)

The online option is recommended if you are the holder of a BC Services card.

For more information on the BC Services card click [here](#).

## 5. Instructions for Online/Electronic CRC Submissions

The below steps describe how you can complete an online electronic criminal record check (eCRC) application. These steps are for **NEW** applications only.

- a. Log onto: <https://justice.gov.bc.ca/criminalrecordcheck>

The screen below will be displayed:

The screenshot shows the 'Criminal Record Check' portal. At the top, it says 'BRITISH COLUMBIA Criminal Record Check'. Below the header, the title 'Criminal Record Check' is displayed. A paragraph explains that in British Columbia, users who work or volunteer with children or vulnerable adults must complete a criminal record check. A section titled 'How do I submit a CRC request online?' lists requirements: being at least 12 years old, having a BC Services Card, and having an access code from the organization.

- b. Input in the box below, the Access Code provided by BC Housing. **\*Do not share this access code with anyone nor post on a public domain.**

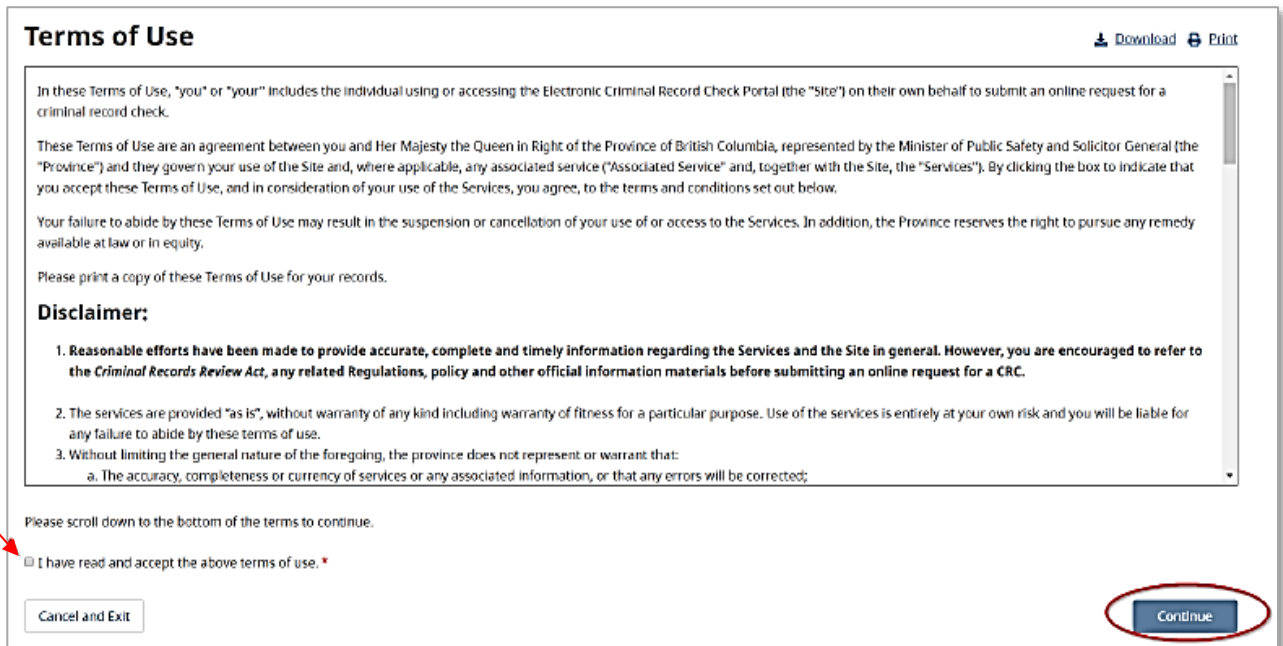
This screen is titled 'I'm ready'. It features a text input field for an access code and a blue 'Continue' button. Below the input field, a message reads: 'Enter the access code provided by your organization. An access code is required to proceed with the online submission \*'.

- c. Next, the below screen will appear with BC Housing's organization Information prepopulated. By selecting continue, you consent to having your information released to BC Housing.

The 'Organization Information' screen displays prepopulated details for BC Housing - Contractors CRC. It includes fields for Organization Name, Address (1701-4555 Kingsway, Burnaby, BC), Phone Number (778-452-5511), Role of Applicant (EMPLOYEE), and Works with category (Children & Vulnerable Adults).

This screen provides a warning and consent notice. It states that users must log in with a BC Services Card and that a fee is required for employee applicants. It also informs users that their information will be released to the organization. At the bottom, there are 'Cancel' and 'Continue' buttons, with the 'Continue' button circled in red.

- d. Next, acknowledge that the terms of use have been reviewed by selecting the check box as shown below. Select the **Continue** button to proceed.



**Terms of Use** Download Print

In these Terms of Use, "you" or "your" includes the individual using or accessing the Electronic Criminal Record Check Portal (the "Site") on their own behalf to submit an online request for a criminal record check.

These Terms of Use are an agreement between you and Her Majesty the Queen in Right of the Province of British Columbia, represented by the Minister of Public Safety and Solicitor General (the "Province") and they govern your use of the Site and, where applicable, any associated service ("Associated Service" and, together with the Site, the "Services"). By clicking the box to indicate that you accept these Terms of Use, and in consideration of your use of the Services, you agree, to the terms and conditions set out below.

Your failure to abide by these Terms of Use may result in the suspension or cancellation of your use of or access to the Services. In addition, the Province reserves the right to pursue any remedy available at law or in equity.

Please print a copy of these Terms of Use for your records.

**Disclaimer:**

1. Reasonable efforts have been made to provide accurate, complete and timely information regarding the Services and the Site in general. However, you are encouraged to refer to the *Criminal Records Review Act*, any related Regulations, policy and other official information materials before submitting an online request for a CRC.
2. The services are provided "as is", without warranty of any kind including warranty of fitness for a particular purpose. Use of the services is entirely at your own risk and you will be liable for any failure to abide by these terms of use.
3. Without limiting the general nature of the foregoing, the province does not represent or warrant that:
  - a. The accuracy, completeness or currency of services or any associated information, or that any errors will be corrected;

Please scroll down to the bottom of the terms to continue.

I have read and accept the above terms of use. \*

Cancel and Exit Continue

- e. To apply for a criminal record check online, you must use your BC Services Card to verify your identity online. Click **Login with a BC Services Card** to proceed.



**BRITISH COLUMBIA** Criminal Record Check

## Apply for a Criminal Record Check

To apply for a criminal record check online, you must use your [BC Services Card](#).

If it's your first time using your BC Services Card to access an online service, you need to set up your account for use online. Completing a one-time security check to verify your identity.

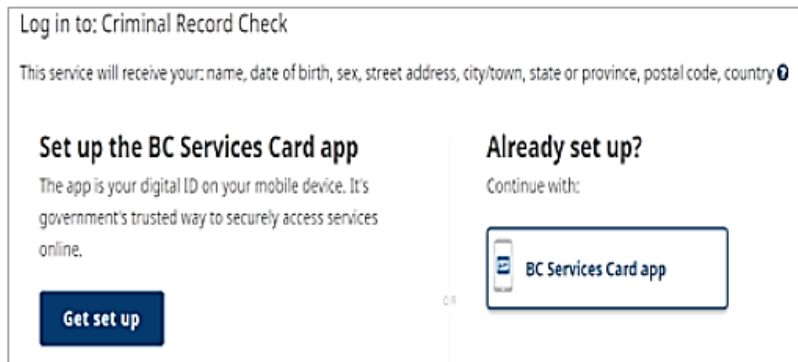
Please select an option below:

I have a BC Services Card Login with a BC Services Card

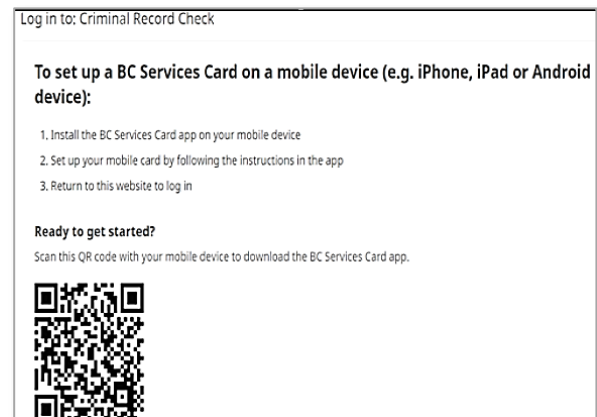
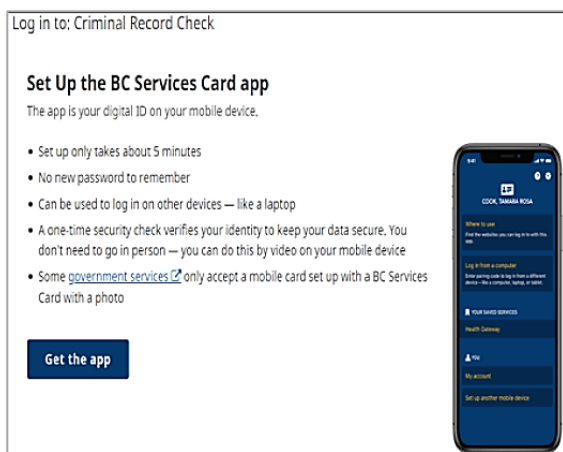
[I do not have a BC Services Card.](#)

**Note: If you do not have a BC Services Card, please email [crc@bchousing.org](mailto:crc@bchousing.org) for further information on how to apply for a criminal record check manually.**

- f. Once you have selected the **Login with a BC Services Card** button, you will be directed to the BC Services Card app instruction page. If you have the app select **BC Services Card App** otherwise select **Get Set Up** to download the app.



- g. If you selected **Get Set Up**, the following page will appear. Click **Get the app and you** will be directed to the set up BC Services Card on a mobile device page.



- h. Follow procedure to set up the BC Services card app on your mobile device and return to the website when you conclude the set-up steps. Click **Continue login**.



- i. Next you will see the below page and a pairing code will be generated.

Log in to: Criminal Record Check


**Enter this pairing code in the app with your mobile card**

PMR VPQ

Pairing Code


This code is only used one time. You don't need to remember it.

**Need Help?**  
To access services on this device, you can use your mobile card on another device.




**1**

Open the BC Services Card app on the mobile device with your mobile card




**2**

Enter the pairing code provided above - in the mobile app and follow the directions in the app



**3**

Come back to this device to get to the website



- j. Upon entering the pairing code on your mobile device, you will be asked to return to the website. Your personal information will appear, select **Continue** to proceed.

Log in to: Criminal Record Check

**This service will receive the following identity information:**

Name	<input type="text"/>
Date of Birth	<input type="text"/>
Sex	<input type="text"/>
Street Address	<input type="text"/>
City/town	<input type="text"/>
State Or Province	<input type="text"/>
Postal Code	<input type="text"/>
Country	<input type="text"/>

**Continue**

- k. Next you will be directed to the criminal record check application form. You must fill out the form accurately and truthfully. Greyed out fields are pulled directly from BC Services Card and cannot be edited. If changes are required to these fields, you will need to update your personal information with [BC Services Card](#), [ICBC](#) or [Address Change BC](#).

BRITISH COLUMBIA Criminal Record Check

### Criminal Record Check - Application

Complete the application form below to continue.

**PERSONAL INFORMATION**

**First Name**  
CRC

**Middle Name**  
Kerrie

**Last Name**  
FOUR

**PREVIOUS NAME** - Including birth name, previous name, maiden name, and/or alias

**First Name**  
[Empty]

**Middle Name**  
[Empty]

**Last Name**  
[Empty]

- l. Once you complete filling, Click **Continue** button to proceed.

**Street \***  
123 Fake Ave

**City \***  
Victoria

**Province \***  
BRITISH COLUMBIA

**Postal Code \***  
V1V 1V1

**Country**  
CANADA

Entering your mailing address in this application will not update your BC Services Card Address. To update your BC Services Card information you must contact [Service BC](#), [ICBC](#) or [AddressChangeBC](#).

Cancel **Continue**

- m. Next, review that the data entered is accurate. If you notice an error, there is an option to Edit the Application. If the information is accurate, check the certification checkbox and select the **Submit** button to proceed.



Country	CANADA
Primary Phone Number	250 555-5555
Personal Email Address	doyouwanttobuild@snowman.com
<b>Mailing Address</b>	
Mailing Address	123 Fake Ave
City	Victoria
Province	BRITISH COLUMBIA
Postal Code	V1V 1V1
Country	CANADA
<b>DECLARATION</b>	
<input checked="" type="checkbox"/> I certify that, to the best of my knowledge, the information I have provided and will provide as necessary is complete and accurate. *	
<a href="#">Edit Application</a>	<a href="#">Submit</a>

- n. Review and select each check box on the consent page at the bottom of the page.

Criminal Record Check

## Consent for Criminal Record Check

I, *CRC FOUR*, consent to the following:

**CONSENT**

I hereby consent to a criminal record check pursuant to the *Criminal Records Review Act (CRRA)* to determine whether I have a conviction or outstanding charge for any relevant or specified offence(s) as defined under that Act (CRRA check). I hereby consent to a check of available law enforcement systems as further described below, including any local police records. \*

I hereby consent to a Vulnerable Sector search to check if I have been convicted of and received a record suspension (formerly known as a pardon) for any sexual offences as per the *Criminal Records Act*. For more information on Vulnerable Sector searches, please visit the Royal Canadian Mounted Police (RCMP) website: <http://www.rcmp-grc.gc.ca/en/types-criminal-background-checks>. I understand that as part of the Vulnerable Sector search, I may be required to submit fingerprints to confirm my identity. In addition, where the results of a check indicate that a criminal record or outstanding charge for a relevant or specified offence(s) may exist, I agree to provide my fingerprints to verify any such criminal record. \*

- o. After ticking the check boxes in the step above, select the **Continue** button.

This consent is valid from the date signed.

## CRRP Collection Notice

The Security Programs Division (SPD) will collect your personal information for the purpose of fulfilling the criminal record check requirements of the *Criminal Records Review Act* and in accordance with section 26(c) of the *Freedom of Information and Protection of Privacy Act* (FoIPPA). Additionally, SPD may collect personal information under section 26(e) of FoIPPA for the purpose of evaluating the Criminal Records Review Program and activities to better serve you. Should you have any questions about the collection, use, or disclosure of your personal information, please contact the Policy Analyst of the Criminal Records Review Program, Security Programs Division via mail to PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1; email to [criminalrecords@gov.bc.ca](mailto:criminalrecords@gov.bc.ca); or by telephone at 1-855-587-0185 (option 2).

Cancel and Exit

Continue

- p. You will then be taken to another page to complete payment. As at the published date of this guide, the cost of a criminal record check is \$28.

The screenshot shows the 'Internet Payments Program' interface for British Columbia. At the top left is the BC logo and 'BRITISH COLUMBIA' text. At the top right is a 'Help ?' link. The main heading is 'Internet Payments Program'. Below it is a section titled 'Credit Card Payment'. A red message states 'Account BCElectronicSecuritySB is in test mode'. There are logos for VISA, Mastercard, American Express, and Online. The form fields are: Invoice/Order Number: 6167; Amount: \$28.00 CAD; Payment Method: Card (dropdown); Card Type: VISA (dropdown); Card Number: (input field); Expiration Date: 01 / 2020 (dropdowns); Card CVD: (input field) with a 'What's this?' link. At the bottom are 'Cancel' and 'Pay Now' buttons.

- q. Once payment is approved, you will be provided with confirmation and service number. Please screenshot, **print** or **download** this page as the CRRP is not able to reproduce a copy of this.



- r. Your request for a criminal record check has now been submitted to the CRRP and is in progress. **Once the check is concluded, a CRRA Check clearance letter will be sent to the email address you provided in your application form and to BC Housing.**

## 6. Instructions for Sharing Online/Electronic Submission

To share an existing CRRA check with BC Housing, you must have had a CRRA check completed by the CRRP within the last 5 years for the same “works with” category and must be the holder of a BC Services card. If you are not the holder of a BC Services card please email [crc@bchousing.org](mailto:crc@bchousing.org).

**Please Note: If the criminal record check was completed by another authority, such as the local police department or RCMP, a new CRRA check application through CRRP must be completed.**

If you qualify for the online sharing option, you need to follow steps (a) to (m) as described above. If you are eligible to share your criminal record check, it will be presented at the Information Review page after you log in to <https://justice.gov.bc.ca/criminalrecordcheck> and input your personal details.

Country	CANADA	
<b>DECLARATION</b>		
<input checked="" type="checkbox"/> I certify that, to the best of my knowledge, the information I have provided and will provide as necessary is complete and accurate. *		
<b>SHARE YOUR EXISTING CRIMINAL RECORD CHECK</b>		
If you are an employee or volunteer, you can share the results of your valid criminal record check at no cost. You have an existing valid criminal record check.		
<b>Note:</b> An organization can decide whether or not they will accept a shared criminal record check result and may ask you to consent to a new criminal record check.		
<a href="#">Edit Application</a>	<a href="#">Share Previous CRC</a>	<a href="#">Submit New CRC</a>

If you choose to share your previous valid criminal record check, you will be directed to a page where you will be required to **Consent to Share a Criminal Record Check**.



BRITISH COLUMBIA

## Criminal Record Check

### Consent to Share a Criminal Record Check

I, *CRC TWO*, consent to the following:

#### CONSENT

- I understand that to share the result of a criminal record check, I must have completed a criminal record check within the last 5 years through the Criminal Records Review Programs (CRRP) and the sharing request must be for the same type of check as previously completed, either for children, vulnerable adults, or both children and vulnerable adults. \*
- I confirm I have completed a criminal record check within the past five years with the CRRP which did not result in a determination of risk to children and/or vulnerable adults as defined in the *Criminal Records Review Act*. I understand no details will be disclosed to the organization I am applying to, only the result. I hereby consent to share the result of the completed check with the organization I am applying to. \*
- I understand that if the Registrar determines I do not have a criminal record check to share according to the above criteria, I will be promptly notified. \*

I understand that within 5 years of the date of my completing this Consent to Share a Criminal Record Check form, should the CRRP make a determination that I pose a risk to children and/or vulnerable adults, the Deputy Registrar will promptly provide notification to me and to the persons and entities (organizations) identified on this Consent to Share a Criminal Record Check. \*

Cancel and Exit

Continue



BRITISH COLUMBIA

## Criminal Record Check

### Application Submitted

[Print](#)

Thank you for submitting your application to the Criminal Records Review Program.

[Download](#)

Your application will be reviewed shortly. We will contact you if further information is required.

Service Number	648826
First Name	CRC
Last Name	TEN
Organization	VOLUNTEER DAYCARE FOR ASTRONAUTS

**No payment is required** for sharing a criminal record check.

## 7. Frequently Asked Questions

1) **My employees and I already have a criminal record check with RCMP why do I need to complete another check with BC Housing?**

RCMP clearances or any other third-party clearances do not satisfy the requirements of BC Housing contracts and the [Criminal Records Review Act](#). Therefore, they are not acceptable and will not be considered equivalent. Only CRRP Checks conducted by CRRP will be accepted.

2) **I do not have a BC Services Card. What is the next step?**

To complete your application using the eCRC online service, you will need a BC Services Card and the BC Services Card App. If you do not have a BC Services card, please email [crc@bchousing.org](mailto:crc@bchousing.org) to apply for the manual processing of your application. Please note that manual submissions will involve a [Microsoft Teams](#) virtual identification meeting.

3) **I have an existing criminal record check clearance obtained from another organization. Is any further action required?**

All clearance letters must be addressed to BC Housing for each applicant. We cannot accept previous clearance letters obtained from the CRRP that are addressed to a different organization. In this instance you will be able to share your criminal record check with BC Housing at no extra charge. You may share your criminal record check online if you are the holder of a BC Services Card or manually if you are not the holder of a BC Services card.

4) **I'm not sure if I have a BC Services card to complete my application online through the eCRC portal?**

The BC Services Card is a government-issued identification card assigned to BC residents that provides access to government services. For more information on the BC Services card please click [here](#). Please note, a combined BC Services card & driver's license is also acceptable.

5) **Can all of my employees complete their criminal record checks with the same access code you have provided for the online application?**

Yes, provided they have all been assigned to the BC Housing project, and all have a valid, in-date BC Services Card to complete their application online. If not, they will need to have the Supplier CRC Representative contact [crc@bchousing.org](mailto:crc@bchousing.org) to complete their application manually.

6) **I have already completed my criminal record check with the CRRP, I need to share my application with BC Housing, but I am being asked to pay again when I have already paid the processing fee of \$28. Why is this happening?**

If you already have a criminal record check with the CRRP and you are sharing your application, your details must match what is already in the CRRP system. If there are variances between the information provided, then the system might recognize that you are a new applicant and will ask you to pay again. Please contact 1-855-587-0185 option #2 to speak with the Criminal Record Review Program directly about this issue.

7) **I do not want to download the BC Services Card App on my phone. What can I do in this instance?**

If you are eligible to complete your application online and do not want to download the BC Services Card App, then your application will be processed manually. Please note, if you choose to process your application manually, BC Housing will have to verify your identity through a [Microsoft Teams](#) virtual meeting.

8) **I am not expected to be on site throughout the project, do I still require a criminal record check?**

No, you do not require a CRRRA check if you are not working on site. Only Suppliers, their employees, subcontractors/trades who will be providing services or performing work on-sites that place them around children and/or vulnerable adults are required to pass a CRRRA check before performing work on the BC Housing site.

9) **There is a fee of \$28 that I am being asked to pay to complete my criminal record check and I do not feel that I need to pay this. How do I proceed?**

All Applicants are required to pay a processing fee of \$28 if your application is new and you do not have an existing criminal record check. There is no charge for sharing an existing criminal record check provided that the check was already conducted through the CRRP for the same “works with” category.

10) **I am a manual applicant, and I can see there is a completed forms folder in the link that I was sent. Can all my employees upload their completed forms to this folder?**

Yes, the Supplier CRC Representative can coordinate and upload each employee (Applicant) manual form and IDs to the completed forms folder. It is important that forms and ID's are uploaded separately and labelled using the first and last name of each Applicant **e.g. John Doe CRR010 Form, John Doe ID Passport, John Doe ID Driver's License. Please upload the CRR010 of each Applicant as one document and the IDs as another document.**

11) **I have over 100 employees that have already completed criminal record checks with the CRRP. Why do we need to do this again?**

BC Housing requires all clearance letters to be addressed to BC Housing and there is a need to ensure that your criminal record check was conducted under the same “works with” category. Any clearance letters that are not addressed to BC Housing will not be accepted. This will mean you will have the option to share your criminal record check with us either through the online portal if you have a BC Services card or manually if you are not the holder of a BC Services card.

12) **I am a manual applicant and I have not received the link to complete my criminal record check application, why has this happened?**

If you have not received the link in your inbox, please check your junk/spam folder. Sometimes the link will be sent there.

13) **The access code you have provided does not work when I try to complete my application online. Why is this happening?**

Please ensure that there are no spaces after you enter the access code into the online portal. Please refresh the page and try again. If the code still does not work, please reach out to [crc@bchousing.org](mailto:crc@bchousing.org) for assistance.

## 8. More Questions?

For information or assistance regarding the BC Services Card, please contact the BC Services Card Help Desk:

Telephone: 1-888-356-2741

Email: [servicebc@gov.bc.ca](mailto:servicebc@gov.bc.ca)

The Ministry of Public Safety and Solicitor General Criminal Records Review Program (CRRP) holds the authority on the CRRA check process. Inquiries regarding **eCRC technical issues, CRRA check application processing, or CRRA check requirements** can be directed to:

Ministry of Public Safety and Solicitor General (MPSSG)

Telephone: 1-855-587-0185 (option 2)

Email: [criminalrecords@gov.bc.ca](mailto:criminalrecords@gov.bc.ca)

For **procedural inquiries** regarding the Criminal Record Check process not already covered in this guide, please contact:

BC Housing

Email: [crc@bchousing.org](mailto:crc@bchousing.org)

For additional information about the Criminal Records Review Act (CRRA), please visit: <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check>.



## Step 1

When a supplier has been selected, the BC Housing contract administrator will issue a Declaration of Criminal Records Review Act Form to the supplier to fill out.

- Fill the form with name, work title, email address and contact phone number.
- For applicants with active criminal record checks for the same category (children and vulnerable adults), the clearance expiry date should be included in the expiry date column.

Supplier Name:	(Required)
Submission Number:	(Shown if applicable, "NA" if not)
Description of Services:	(Shown if applicable)
Location:	(Shown for residential where address work will occur)
BC Housing Contract Administrator Name:	(Shown for name of BC Housing administrator)

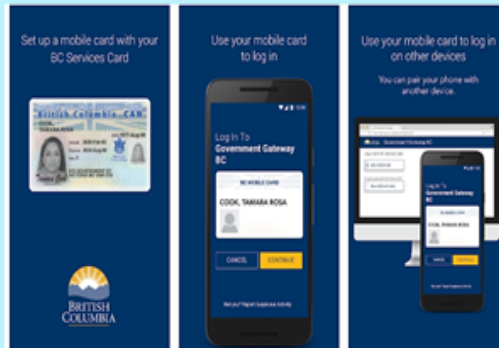
Supplier Name:					
Supplier CRC Representative:					
Supplier CRC Representative Email Address:					
Individual's Legal Name	Work Title & Company Name	Individual's Email Address	Individual's Telephone Number	Clearance Expiry Date Month/Year	CRCR Check Option

## Step 2



## Step 3

- A BC Services Card is a government-issued identification card assigned to BC residents that provides access to government services.
- For the eCRC application process the applicant must have activated their BC Services card through the BC Services App on their mobile device.
- A combined Driver's license and BC Services card is also acceptable. A non-photo BC Services Card will also be acceptable.
- BC Housing will not carry out ID verification for applications submitted online through the eCRC portal.



## Step 4

- Identity verification is required for all manual application process.
- Some examples of acceptable primary ID are passport, driver's license, and permanent residency card. Some examples of acceptable secondary ID are an employee card, student card, secure certificate of Indian status and foreign birth certificate.
- One of the pieces of identification must be government-issued and include the applicant's name, date of birth, signature, and photo



## Step 5

### PROCESS FLOW EXAMPLE

