

# E-SOLUTION FAQ FOR Toronto Police Service (TPS) Vulnerable Sector Check

## AGENCY QUESTIONS

### 1. How long does it take to process a police reference check with TPS?

The estimated response time for applications is 7-10 business days but may fluctuate due to volume and time of year. Please see our up-to-date processing timelines for information on when you can expect to receive your completed record check results or check the progress of your application after accessing your account.

### 2. How can applicants share their results with my agency?

Once the application has been completed and the record check results have been made available to the applicant, they will need to log into their account and click on “application status”. A completed application will have an option for them to share their results by clicking on the “share” icon to provide consent and configure access/security. By providing their consent, they are allowing others to securely view the results of your police check. Further instructions are provided when you click the “share” icon. Your consent to share your results can be revoked by you at any time by selecting “no” on that screen and saving your choice.

Alternatively, applicants can also share their results by saving their document as a PDF file and forwarding that file to your agency or by printing their results and providing your agency with a hard copy.

### 3. Can I print the results?

Yes, results can be printed.

### 4. What are acceptable forms of identification?

Acceptable forms of government issued identification

- Photo Identification: Driver's Licence | Government Employment Card | Military Employment Card | Age of Majority Card | Canadian Citizenship Card | Indian Status Card | International Student Card | Passport | Permanent Resident Card | Firearms Acquisition Certificate | Ontario Photo Card | BYID Card (LCBO) | Canadian National Institute for the Blind Card |

- Non-Photo Identification: Birth Certificate | Baptismal Certificate | Hunting Licence | Fishing Licence | Ontario Outdoors Card | Hospital Card | Immigration Papers

NOTE: Ontario Health Cards cannot be accepted for identification purposes (Health Cards and Numbers Control Act, 1991 section 2.2(1)).

#### **5. What if the Agency would like to pay for an applicant's Vulnerable Sector Check?**

No, the Agency cannot pay for the applicant's vulnerable sector check. The Agency can reimburse the applicant if they choose.

#### **6. How can I validate the results I receive?**

The results of a TPS background check will have the date in the bottom left-hand corner to show when the results were issued. The badge number of the issuing clerk will be at the bottom of the page as well. The results will need to have the Toronto Police Service seal, and this can be viewed in the bottom right-hand corner of the page. Lastly, our results bear a watermark of our logo across the page.

#### **7. Can applications still be submitted via mail?**

Applying online is a more efficient process, but we will be providing all agencies with a PDF application form that can be provided to your applicants if they need to apply by mail.

#### **8. How do I access the application site?**

To apply, click on this link <https://www.tps.to/police-checks> to access the application site and click on 'Register for an Adult Police Record Check-Fill out Form' (if you have already registered, click on 'Already Have An Account' to log in). When you register your account, you will be required to fill out your information on the registration page.

Once completed, click on the **Process my Registration** button. Once registration is complete, you will be taken to a new page that will display your Username as well as your Temporary Password. (Please note that you will also receive this information to the email that you provided in your registration.)

NOTE: Agency code (referred to as Program Number/Organization code) is mandatory to submit your application. Code is given by the agency only.

**9. I forgot my password – can you reset it? What should I do?**

The Toronto Police Service unfortunately does not have access to your account so we are unable to reset your password for you. Please use the “forgot password?” link on the secure login page or in the upper right corner of the Police Solutions website. To reset your password, you will need your user name, email address and the answer to one of the security questions you selected when you registered your account.

**10. When I try to log in I get the message “unable to locate account”.**

Please note that your user name and password are case sensitive. Please ensure that you type the username and password exactly as shown in the email you received when you registered your account.

**11. What type of payment do you accept?**

Acceptable forms of payment are: Visa, Visa Debit, MasterCard, American Express.

**12. I do not have a credit card. Can I use my parent's credit card?**

Yes. The payment process is handled through our partner Moneris Solutions Canada. The name on the payment card does not have to be the same as the name on the record check.

However, 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. If an applicant fails the online authentication process they must attend in person to verify their ID.

**13. Why did I fail the authentication process?**

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.

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.

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.

**14. Do I have to attend in person at 40 College Street, Toronto, to verify my ID if I fail the online authentication process?**

No, you're not required to attend in person to verify your ID but may do so if you wish. Alternatively, our staff upon dealing with your application, will send you a message to upload two pieces of government issued ID (one with a photo and your signature and one with your full name and date of birth) and a clear picture of you holding both of them beside your unobstructed face. You will also be asked to include proof of residency if different from your identification.

**15. The results of my background check are password protected – how can I access them?**

The PDF results are automatically locked for security reasons. Instructions on how to unlock your PDF PIC results were provided in the email you received. The password is your DOB in the following format: YYYYMMDD. Please note if you applied with the wrong DOB the password will be that wrong DOB.

**16. My Account at TPS has been locked for 24 hours. What happened?**

There are 2 reasons why your account may be locked for 24 hours:

- You entered incorrect information while attempting to reset your password or retrieve your username.
- You selected "NO" for the confirmation of residence when applying for a Police Record Check.

**17. How do I get a copy of my receipt with TPS?**

You can download a copy of the receipt by logging into your account. Click on shield 5 (payment shield).

**18. Can I cancel my application with TPS and get a refund?**

We are unfortunately unable to issue refunds for individuals who have applied.