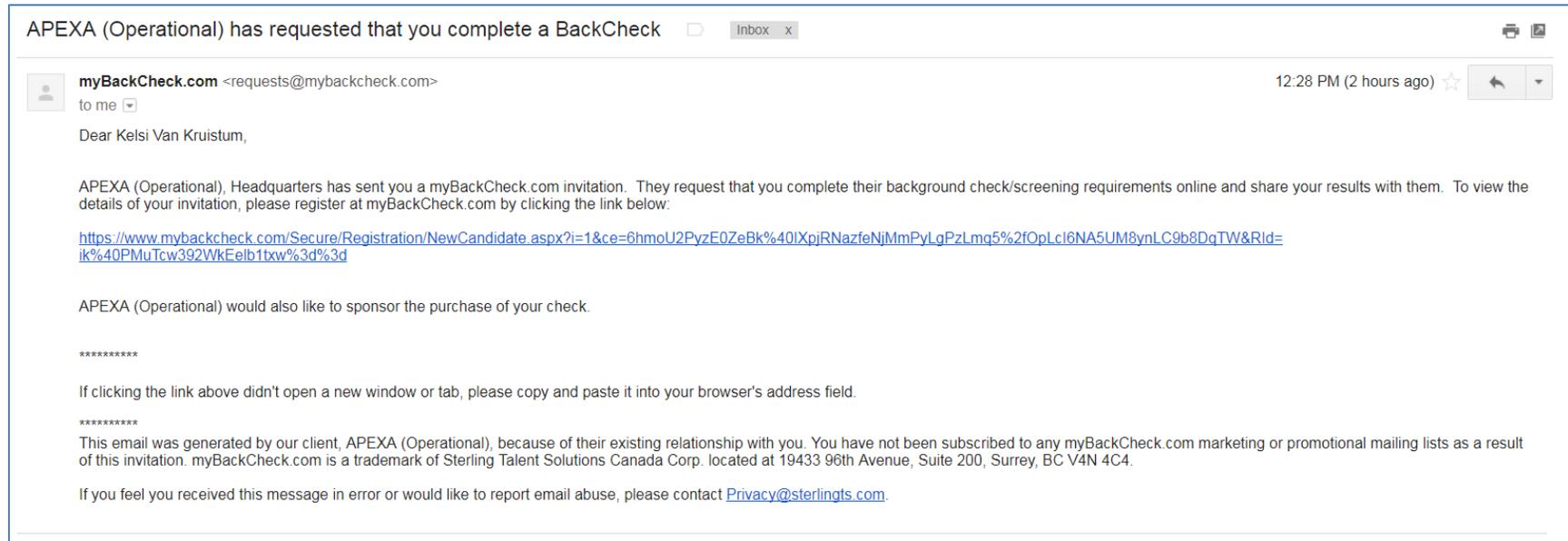


1. Advisor will receive an email from “myBackCheck.com” telling them that APEXA has requested a BackCheck. This email contains the link the advisor needs to set up their account on the BackCheck portal.



2. Clicking on the link in the email will direct the advisor to the registration page. The advisor will be asked to provide some personal information, choose a username (they will need to remember their username), enter a password and select some security questions for which they will need to provide answers. After completing all of the information, they should click **Register** to complete their account setup.

Account Registration for Individuals

Welcome to myBackCheck.com! The following form will allow you to create a personal account with us. All fields marked with * are mandatory. If you have questions about our website or services, please refer to the [FAQ](#) or [contact us](#).

General Preferences

Language

English

Your Profile Information

First Name *

Last Name *

Province *

[Select]

Date of Birth (YYYY/MM/DD) *

Email * ?

k.vankruistum@gmail.com

Verify Email Address *

k.vankruistum@gmail.com

Phone Number (including Area Code) *

Phone Extension

Choose a User Name * ?

For your security, please ensure your password has at least 8 characters containing the following; one uppercase letter, one lowercase letter, and one number.

Password *

Confirm Password *

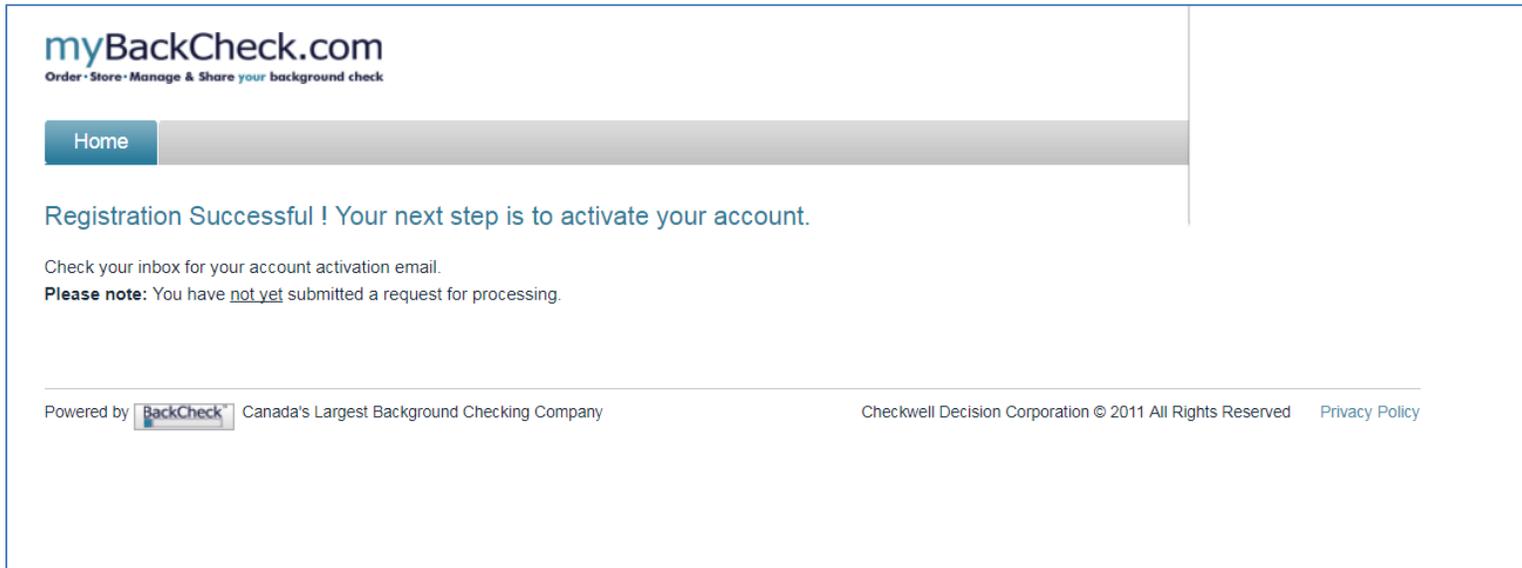
Getting Started

- 1 Create Account.**
Enter a username, password and some security questions to create your personal account.
- 2 Check Your Email.**
We will send you an email with a link to activate your account (for security purposes).
- 3 Log in and Complete Your Checks.**
Once logged in, you can view and accept invitations to complete a Criminal Record Check, or order one for yourself.

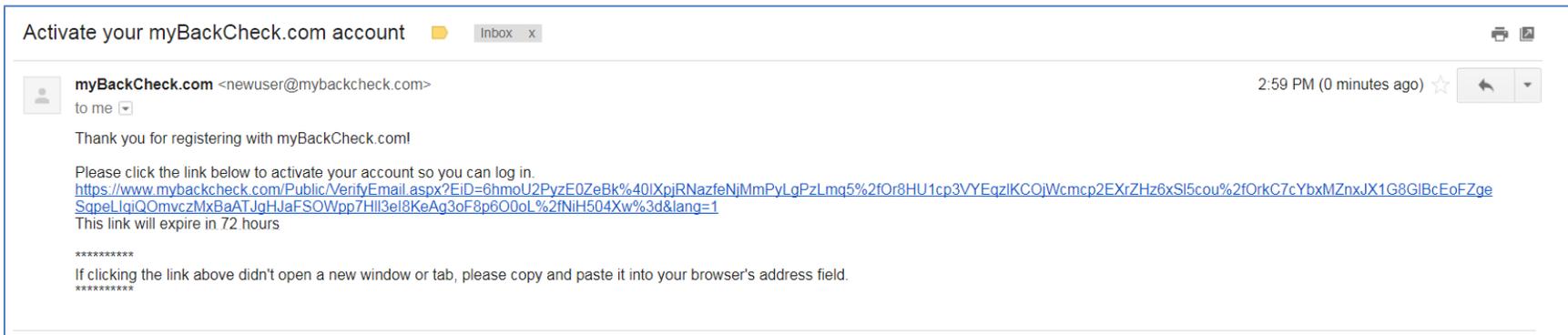
Already have an account?

Login Now

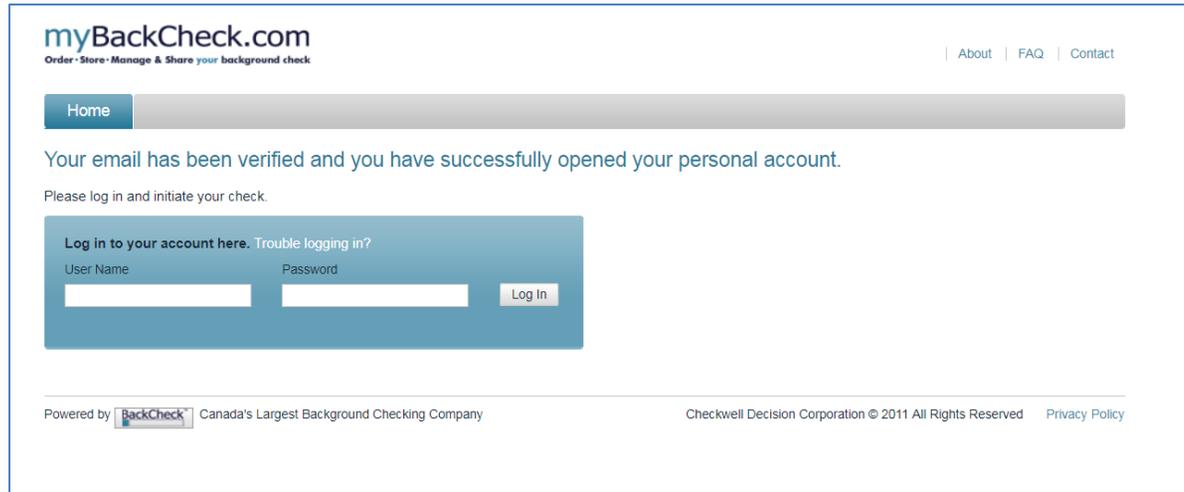
3. After clicking **Register**, the advisor will receive confirmation that their registration was successful. Their next step is to access their email inbox to verify their account.



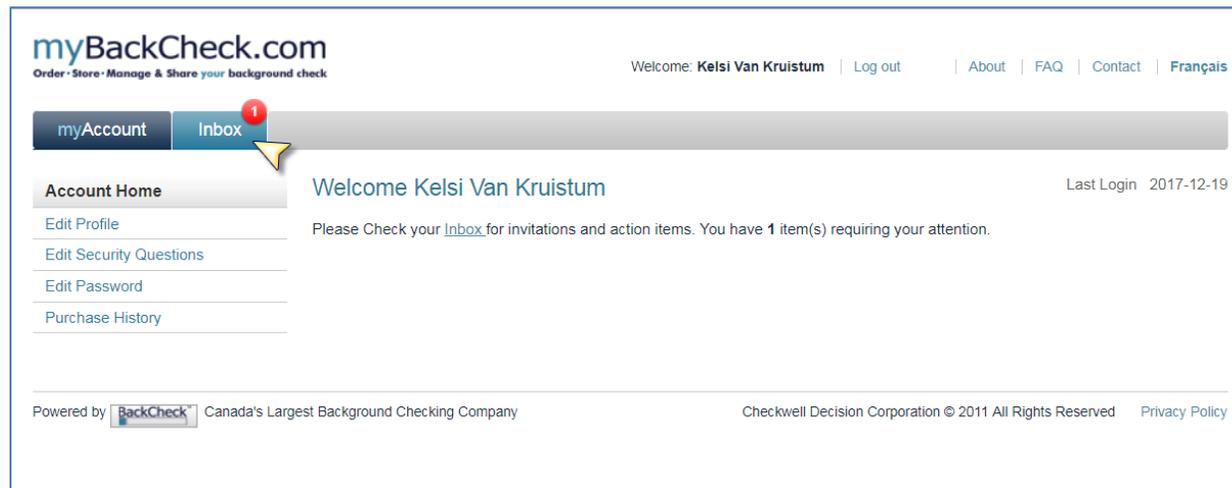
4. The advisor will receive a confirmation email. To activate their account, they'll need to click on the link in the email.



- 5. Clicking on the link in the email will send the advisor to the login page – they will need to enter the login details they established in **Step 2** and click **Log In**.



- 6. After logging into the BackCheck portal, the advisor will be directed to the BackCheck portal landing page. To access their background check invitation, they will need to click on their **Inbox** from the top left-hand corner.



7. Once they've selected the Inbox, they should see an invitation from APEXA in their inbox. The advisor needs to click on the invitation.

The screenshot shows the myBackCheck.com website interface. At the top left is the logo "myBackCheck.com" with the tagline "Order • Store • Manage & Share your background check". To the right, it says "Welcome: Kelsi Van Kruistum" with links for "Log out", "About", "FAQ", and "Contact". Below this is a navigation bar with "myAccount" and "Inbox" (which has a red notification bubble with the number "1"). The main heading is "Invitations" with a sub-heading "Currently Viewing: All (1) | New (1)". Below this is a text prompt: "Click on the organization name below to view the details of your invitation." A table lists the invitation details:

FROM	SUBJECT	STATUS	DATE
APEXA (Operational)	Canadian Criminal Record Check	New	2017-12-19

At the bottom of the page, it says "Powered by BackCheck Canada's Largest Background Checking Company" and "Checkwell Decision Corporation © 2011 All Rights Reserved Privacy Policy". A yellow mouse cursor is pointing at the "APEXA (Operational)" link in the table.

8. Clicking on the invitation will open a box below the invitation which will describe the type of background check that Backcheck is performing on behalf of APEXA. The advisor should select **Accept & Continue** to accept the invitation for the background check (see following page).

Invitations

Currently Viewing: **All (1)** | [New \(1\)](#)

Click on the organization name below to view the details of your invitation.

FROM	SUBJECT	STATUS	DATE
APEXA (Operational)	Canadian Criminal Record Check	New	2017-12-19

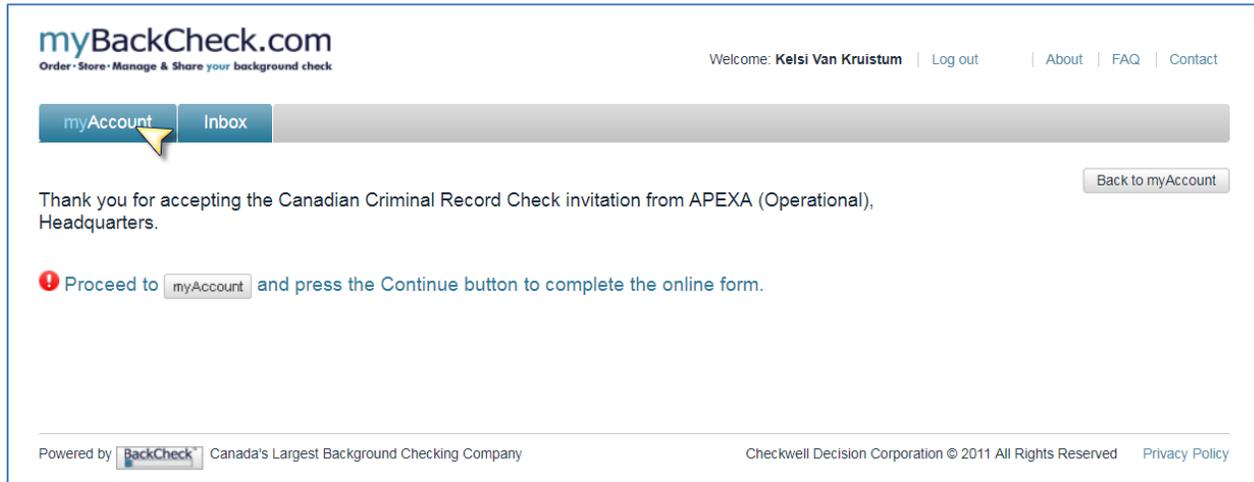
Canadian Criminal Record Check

APEXA (Operational), Headquarters requests you to perform the check(s) listed below in order to comply with their Canadian Criminal Record Check requirements. Please click the "Accept & Continue" button at the bottom of the page to proceed with the order.

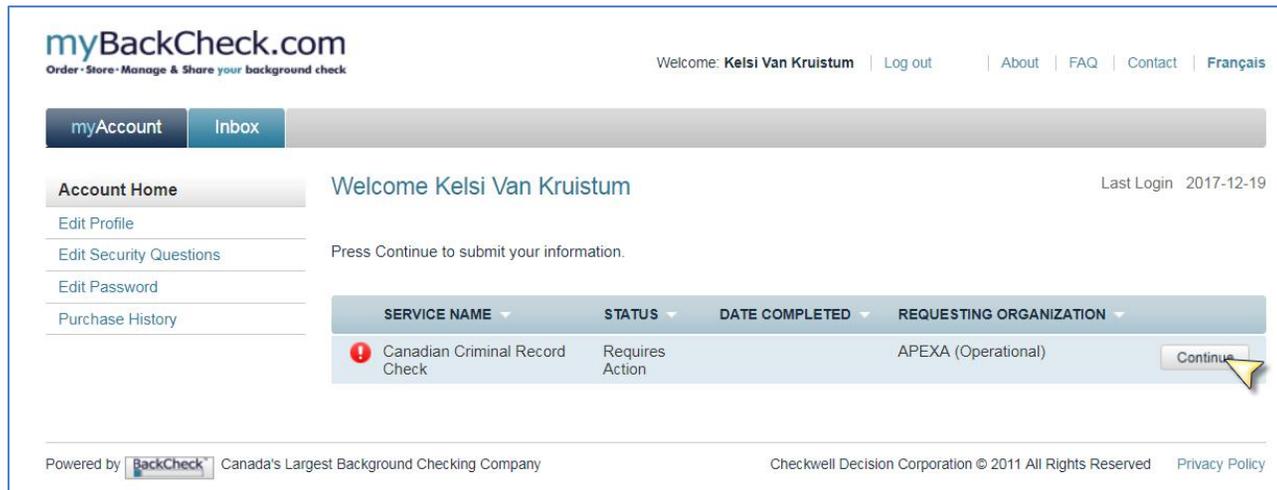
Required Checks

QTY	SERVICE REQUIRED	DETAILS
1	Canadian Criminal Record Check	Add to your account. APEXA (Operational) will sponsor the cost of this check.

9. After accepting the invitation, the advisor will be directed to the confirmation page that they have successfully accepted the invitation and will be directed to the “myAccount” area of the portal to complete the online form. The advisor needs to select **myAccount** from upper left-hand corner.



10. The advisor should now see the pending Canadian Criminal Record check and should select **Continue** to begin.



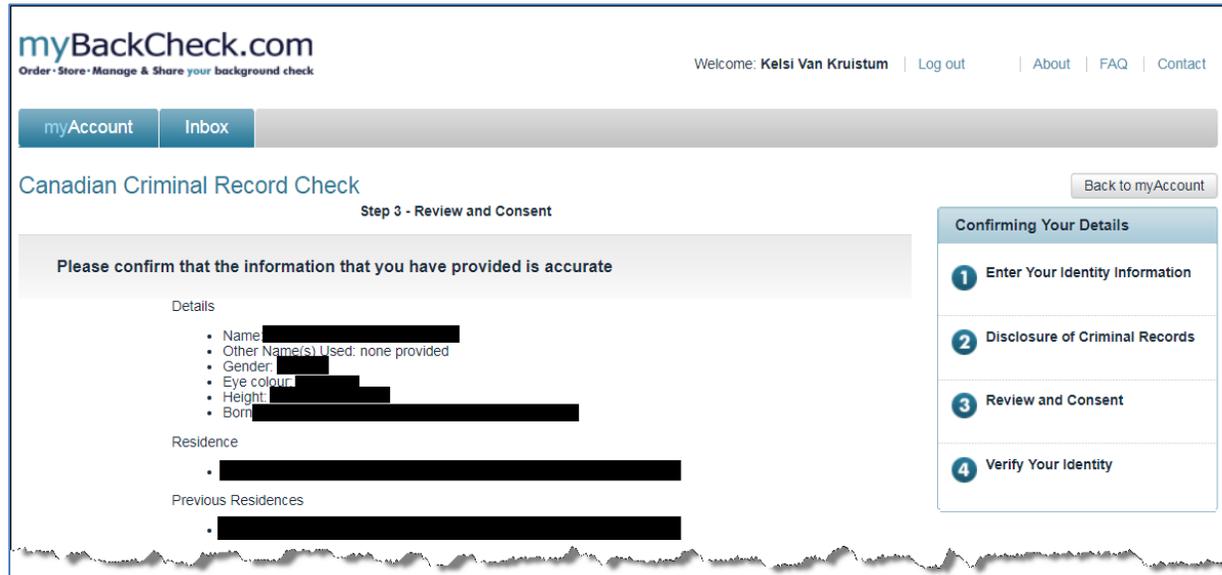
11. The advisor will be brought to **Step One** of the Backcheck process, which is to enter additional personal information.

The screenshot shows the 'myBackCheck.com' website interface for a 'Canadian Criminal Record Check'. The user is logged in as 'Kelsi Van Kruistum'. The page title is 'Canadian Criminal Record Check' and the current step is 'Step 1 - Enter Your Identity Information'. A sidebar on the right, titled 'Confirming Your Details', shows a progress indicator with four steps: 1. Enter Your Identity Information (active), 2. Disclosure of Criminal Records, 3. Review and Consent, and 4. Verify Your Identity. The main content area contains two sections: 'Identity and Contact Details' and 'Aliases and Other Names'. The 'Identity and Contact Details' section has four input fields: 'First Name *' (containing 'Kelsi'), 'Middle Name(s)', 'Last Name *' (containing 'Van Kruistum'), and 'Maiden Name(s)'. The 'Aliases and Other Names' section has a text area for instructions and two input fields for 'First Name(s)' and 'Middle Name(s)'. A 'Back to myAccount' button is located in the top right corner.

12. Once they have completed Step One, **Step Two** is a disclosure of criminal records.

The screenshot shows the 'myBackCheck.com' website interface for a 'Canadian Criminal Record Check'. The user is logged in as 'Kelsi Van Kruistum'. The page title is 'Canadian Criminal Record Check' and the current step is 'Step 2 - Disclosure of Criminal Records'. A sidebar on the right, titled 'Confirming Your Details', shows a progress indicator with four steps: 1. Enter Your Identity Information, 2. Disclosure of Criminal Records (active), 3. Review and Consent, and 4. Verify Your Identity. The main content area contains a section titled 'Previous Convictions' with a text area for instructions and a link for more information. Below the text area are four input fields: 'Approx. Conviction Date YYYY/MM' (with a dropdown arrow), 'Convicted Offence', 'Location of Conviction', and 'Penalty/Disposition Received' (with an 'Add' button). A 'Back to myAccount' button is located in the top right corner.

13. **Step Three** in the process is Review and Consent where the advisor reviews the information provided and provides consent to run the check.



14. **Step Four** is the final part of the process – Identity verification – where the advisor will be lead through a series of questions to verify their identity (see next page).

myAccount

Inbox

Canadian Criminal Record Check

[Back to myAccount](#)

Step 4 - Verify Your Identity

Identity verification is mandatory for all Criminal Record Checks in Canada. Please read all the information below carefully before proceeding.

myBackCheck.com is proud to offer TransUnion Authentication - verify your identity online through a few simple multiple-choice questions that only YOU should be able to answer. These questions are based on the type of information typically found in a consumer credit bureau report. Your responses will automatically be compared to the information contained in your personal credit bureau file with TransUnion, an external credit reporting agency. If your responses match, we will confidently verify your identity. This process also protects you against identity theft.

Please keep in mind:

- This is not a credit check and will not affect your credit rating in any way.
- Only you are able to view your questions. myBackCheck.com and TransUnion do not view or log the automatically generated questions or any of your responses.
- Don't worry if you aren't able to verify your identity online, many individuals can't for a variety of reasons. Should you be unable to confirm your identity online alternative convenient options will be presented.

Provide consent below and click "Continue to Identity Challenge Questions" to complete ID verification online.



- * I understand that continuing to the next page implies consent to TransUnion Authentication, which includes accessing information held in my personal consumer credit file for the purpose of identity verification.

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 **Verify Your Identity**

[Back to Step 3](#)

[Continue to Identity Challenge Questions](#)

If the advisor's ID verification is successful, this is the end of the process. They will be made aware that their background check was successful and they can exit the portal.

If the advisor's ID verification was unsuccessful, they will be given an option to **Try Again** to answer additional ID verification questions (see screenshot below) or they can proceed to be verified at a Canada Post office (see the instructions as they are provided below).

The screenshot displays a user interface for handling an inconclusive ID verification exam. At the top right, there is a "Back to myAccount" button. The main heading reads "The results of the exam were inconclusive. What can you do now?". Below this, a light blue box titled "Try Online ID Verification Again" provides instructions: "If you wish to revise the information you provided, attempt the process again by clicking the **Try again** button. Note that providing your Social Insurance Number can improve TransUnion's ability to locate your file." A "Try Again" button is located at the bottom right of this box. A horizontal line with a central "OR" icon separates this from the next section. The section is titled "Continue with In-Person ID Verification: Your Option(s):". It features a light blue box for "Canada Post - Physical Identity Verification". This box explains the process: "To have your ID verified by Canada Post, please follow these simple steps:" followed by a three-step list: 1. Download and save a form. 2. Present two pieces of ID and proof of residence at a Canada Post location, with sub-points for ID requirements. 3. The Canada Post clerk will scan the form and verify the IDs. Below the list, it advises finding a postal outlet and recommends calling to confirm. A "Download Form" button is at the bottom right. To the right of the main content, there are two vertical panels. The top panel, "Confirming Your Details", lists four steps: 1. Enter Your Identity Information, 2. Disclosure of Criminal Records, 3. Review and Consent, and 4. Verify Your Identity. The bottom panel, "Acceptable pieces of ID", lists seven types of identification: Provincial Driver's License, Foreign Driver's License, Canadian Passport, Foreign Passport, Provincial ID Card, Canadian Citizenship Card, Canadian Permanent Resident Card, and Certificate of Indian Status.

Back to myAccount

The results of the exam were inconclusive.
What can you do now?

Try Online ID Verification Again
If you wish to revise the information you provided, attempt the process again by clicking the **Try again** button. Note that providing your Social Insurance Number can improve TransUnion's ability to locate your file.

Try Again

OR

Continue with In-Person ID Verification:
Your Option(s):

Canada Post - Physical Identity Verification
To have your ID verified by Canada Post, please follow these simple steps:

1. Click on the **Download Form** button below and then save the document. You will need to take the barcode to Canada Post either using your smart phone or by printing the pdf form.
2. **Two pieces of ID and Proof of Residence** must be presented at Canada Post:
 - One piece of ID must be government-issued photo ID
 - The second piece of ID must display your full name
 - Proof of Residence must contain your current address
 - See page 1 of the form for acceptable ID and Proof of Residence options
3. The Canada Post retail clerk will scan the barcode on this form and then verify your IDs. Verification of your identity will then be sent to us electronically.

To find the nearest postal outlet, go to [Canada Post - Find a Post Office](#). Before going to the Canada Post location, we recommend calling them to confirm that they are able to process your Physical Identity Verification.

Download Form

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

Acceptable pieces of ID

- Provincial Driver's License
- Foreign Driver's License
- Canadian Passport
- Foreign Passport
- Provincial ID Card
- Canadian Citizenship Card
- Canadian Permanent Resident Card
- Certificate of Indian Status