

## **Police Information Check w/VS for Volunteer Instructions**

You will be receiving an email from [calgary@policesolutions.ca](mailto:calgary@policesolutions.ca) that will say: "You have been invited by Fish Creek Little League to apply for a Police Information Check w/VS for Volunteer 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.

Register For  
Your Police  
Information Check  
**CLICK HERE >>**

Registration Information (* = mandatory field)		[With Voucher]
* First Name: <i>your first name</i>		
* Last Name: <i>your last name</i>		
* City of Residence: <i>Calgary, Alberta</i>		
* Phone (daytime): <i>your day time phone</i>		
* Email Address: <i>your email address</i>		
* Email Address (verify): <i>your email address for verification</i>		
* Security Question 1:		
* Security Answer 1: <i>answer to security question 1</i>  (case sensitive)		
* Security Question 2:		
* Security Answer 2: <i>answer to security question 2</i>  (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>		
<b>Process My Registration</b>		

**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 VSPN account.

We have multiple websites/modules - VSPN vouchers are located in the **VA (Volunteer Alberta) website/module:**

<https://www.policesolutions.ca/checks/services/calgaryva/>

*\*Please note the "va" in the web address – This is for online VSPN applications only via an email voucher sent by your agency.*

We highly **recommend saving your security questions and answers** as you will need them if you ever forget your password. If you try to change your password you must use the **EXACT security questions and answers from your initial registration**. Your answers must also be in the EXACT case as when you first registered. (ex: CAPS or lower case).

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:

Voucher Incomplete Application #20240709- <span style="background-color: black; color: black;">REDACTED</span> -- Calgary Police Service						
Date Started	Report	Documentation / Date Provided	Demographics / Date Provided	Voucher Status	Authentication Status	Application Status
2024-Jul-09	PIC Emplo...	Pending	Pending	Pending	Pending	Report Selection Required
<span style="color: yellow;">click shield &amp; go to stage</span> <span style="color: yellow;">1</span> <span style="color: grey;">2</span> <span style="color: grey;">3</span> <span style="color: grey;">4</span> <span style="color: grey;">5</span> <span style="color: grey;">6</span>						

**DO NOT CLICK “NEW APPLICATION” – you will receive an error.**

## **PLEASE USE THE EXACT DESCRIPTIONS AS NOTED BELOW:**

Reason for the Police Information Check (VA)	(* denotes mandatory, no acronyms)
<p><b>NOTE: Due to the nature of the Criminal Records Act and the RCMP rules governing this, only one (1) Volunteer and only one (1) Organization can be listed on your Police Information Check w/VS check. If you require a Police Information Check w/VS check for more than one (1) Volunteer or Organization, you must submit separate applications for which you may be required to pay if not under the Volunteer Alberta program.</b></p>	
<p>* Volunteer: Coach Description of the position, such as board of directors, file clerk, ticket sales etc.</p>	
<p>* Organization: Fish Creek Little League Volunteer agency to which you are submitting this check to.</p>	
<p>* Vulnerable Clientele Duties: Baseball Coach for ages 3-17 Responsibility details should include how you will be interacting with the clientele AND include their age range.</p>	

### **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.

### **Downloading Results**

When your results are ready, you will receive an email from [calgary@policesolutions.ca](mailto:calgary@policesolutions.ca) asking you to log back into your account.

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

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

You have access to download your completed results on your account for 90 days. Please check your downloads/files folder on your device and SAVE a copy.

**PLEASE FORWARD A COPY OF YOUR PIC RESULTS TO [SAFETY@FCLL.CA](mailto:SAFETY@FCLL.CA)**

