

Completing Individual Background Checks and/or Setting up your Organization's Account to Manage Background Checks

The Tennis Professionals Association (TPA), through the Coaching Association of Canada (CAC), has partnered with Sterling Talent Solutions (Sterling) to offer a convenient, affordable, customizable and secure online background check process. This service is accessible through Sterling's designated *Tennis in Canada* landing page available on i) your PTA website or ii) the TPA website.

There are generally three types of background checks available in Canada. Sterling's preferred rate applies to the second tier Check, the Enhanced Police Information Check (E-PIC). The E-PIC goes beyond a standard Canadian criminal record check by including additional searches of local police information.

To complete your Enhanced Police Information Check (E-PIC) or to set up an account for your Club/Organization, follow the step-by-step instructions provided below.

Step-by-Step Instructions

FOR CLUBS/ ORGANIZATIONS

- From your PTA website (Coaching or Clubs tab) or the TPA website (Coaching in Canada or Member Benefits tab), access Sterling's designated Background Screening webpage for *Tennis in Canada*
- Choose "Register your Club/Organization"
- Complete the **My BackCheck Account Setup Form for Organizations**
(there is no cost to your club/organization to set up your myBackCheck account. You will only complete this form once and it just takes a few minutes.)
- Click 'Submit'

Within 48 hours of completion, your Sales Contact at myBackCheck, **Iain Murray**, will contact you. Iain will confirm the details of your account. You may also contact Iain directly by Phone: 604.455.5614 or Email: Iain.Murray@sterlingts.com.

- Once your account is confirmed, you will receive your username and password link for 'myBackCheck.com'. You can now login to the myBackCheck.com website and begin sending invitations to individuals connected with your organization (i.e. staff, volunteers, full-time coaches, contract workers) to complete their checks.
- When an invitation is sent, the Individual receives an email invitation to register their Check
- Your organization will have the option to pay for Individual background checks or indicate that the cost will be applicant paid. The discounted fee is available regardless of which party pays for the Check.
- Your myBackCheck.com account will track all individual Checks connected to your club/Organization. Your account is automatically updated when Checks are complete.

****Note:** You may invite individuals to register a Check directly from your organization's myBackCheck.com account. Alternatively, individuals may register through the *Tennis in Canada* landing page and choose to share their Check with your organization. Either way, the Check will be available for viewing from your myBackCheck.com account.

Your screening package provides a discounted rate of \$25 for the Enhanced Police Information Check (E-PIC), as well as, a centralized location to manage and track all individual background checks initiated by or shared with your organization. The discounted rate can be paid by your organization or passed onto the applicant. Your organization will be invoiced monthly for any background checks that you choose to cover.

FOR INDIVIDUALS

A. Ensure your Check is registered under the correct province

****skip this step if an organization has sent you a direct email invitation**

- From your PTA website (Coaching or Clubs tab) or the TPA website (Coaching in Canada or Member Benefits tab), access Sterling's designated Background Screening webpage for Tennis in Canada
- Choose "Complete My Check"
- From the drop-down menu, choose your province/ tennis association
- If prompted, choose your location or role
- Click 'Complete my Check'

B. Create your my BackCheck.com account

- Whether you are beginning your Check through the *Tennis in Canada* landing page or from a direct email invitation from a tennis organization, you will be directed to the myBackCheck.com website:
 - i. Login to myBackCheck.com and proceed to Section C. If you do not have a myBackCheck a/c,
 - Click 'Register Here'
 - Complete all of the required fields on the myBackCheck account form and hit 'Register'
 - Check your Email: you will receive an email with a link to activate your account.

C. Complete your Check

- Step 1: Once logged into myBackCheck.com, you will be asked to enter your Identity Information
 - Complete all required fields
 - You will be prompted for payment by Visa or Mastercard unless a requesting organization has arranged to pay for your Check
 - Click 'save' and continue to step 2
- Step 2: Disclosure of Criminal Records
 - Complete required fields to disclose any previous criminal convictions
 - Click 'save' and continue to step 3
- Step 3: Review and Consent
 - Confirm that the information you provided is accurate
 - Agree to the consent and terms of use
 - Click 'save' and continue to step 4
- Step 4: Verify your Identity:

Identity verification is mandatory for all Criminal Record Checks in Canada. This is not a credit check and will not affect your credit rating in any way. 90% of candidates will verify their ID online successfully. The remaining 10% can proceed with traditional ID verification – please see [FAQs](#) for further instructions.

 - Check box to provide consent to TransUnion Authentication
 - Click 'Continue to Identity Challenge Questions'
 - You will see the following message: *"Please complete this form in one sitting and do not click the 'back' button during the exam."*
 - Click 'Continue'
 - Answer the individual questions to confirm your identity
 - Once complete, you will see a message that reads:
"Your Criminal Check is now processing. Thank you! You have successfully verified your identity with TransUnion Authentication."
 - Click 'myAccount'. Your status will read "Sent to Police". You will receive an email notification when your Check is available (one business day)

D. Viewing and Sharing your Results

- Once your Check is complete, it is always accessible through your myBackCheck.com account
- If you were invited to complete a Check by an organization, your Check will automatically be shared with the requesting organization
- If you initiated your own Check, then you will be able to share your Check as many times as you like for FREE by i) sharing with any organization registered on myBackcheck.com or ii) inviting an organization to join for free and view your Check.