



## ePIC Agency Instruction Manual

The ePIC Online System allows for agencies to register online for an agency account profile. The registration of an account is subject to the approval of the CPS PIC Administration. Once approval has been provided to the agency, the agency will be available for new PIC applicants to be able to select when performing their PIC online. Also, the agency contacts can sign into the system and start to review applicant results shared with their agency.

Agencies do not need to be registered, applicants applying to non-registered agencies will receive a hardcopy letter in the mail.

However, if you wish to receive online notifications of shared results, have the option to pay on behalf of your applicants and view results through a convenient online portal, please register for an ePIC agency account. Registered agencies will also be able to accept shared results from other agencies, making it more convenient and time efficient for both applicants and agencies.

### Electronic Police Information Check (ePIC) WEBSITE ACCESS

<http://www.calgary.ca/cps/Pages/home.aspx>

### Select **Police Information Checks**





## ePIC Agency Instruction Manual



Processing Applications Received On

March 15, 2021

POLICE INFORMATION CHECK



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**DUE TO THE COVID 19 VIRUS**, please try our on-line Police Information Check system (ePIC) which has **NEW functionality and ease**.

If you are not able to use this system please attend Westwind's Headquarters, District 5 Saddle Ridge, District 7 Country Hills, or District 8 Midnapore. Physical distancing and masks are required. Capacity restrictions are in effect which may result in line ups outside the buildings. Please prepare for the weather conditions.

Thank you for your patience and understanding during this time.

Police Information Check, Calgary Police Service

### Welcome

Calgary Police Service, Police Information Check has added **NEW FUNCTIONALITY** to the electronic Police Information Check (**ePIC**) online system, allowing more individuals who currently reside in Calgary the ability to apply for their Police Information Check (PIC) online.

### WHAT'S NEW

- Equifax ID verifier has been replaced with applicants submitting a selfie photo holding the same two pieces of government issued ID they will be providing with their application
- Applicants can now apply online for non-registered ePIC Agencies **"Agency Not Listed"**
- Applicants may apply online for "Immigration" and "Other" purposes
- **Minors over the age of 12 can apply online**

**PIC for ePIC Registered Agencies** - Applicants will receive their Police Information Check result electronically. Once shared with the primary agency, Applicants can electronically share their result with other registered ePIC agencies that accept shared results.

(Includes Volunteer Alberta VSPN registered agencies)

**PIC for Non-Registered Agencies (Agency Not Listed)** - Applicants will type the name of the Agency and will receive their Police Information Check in the mail. Applicants can electronically share their result with other registered ePIC agencies that accept shared results.

(Excludes Volunteer Alberta VSPN registered agencies)

**PIC for "OTHER" purpose** – Applicants **must provide name of Agency**. Applications for "Personal Reasons" will be rejected.

Please note for the purpose of the ePIC online system the term "Agency" will also include reference to a company or an organization.

## Questions

- What is a Police Information Check?
- What databases are searched?
- What information will be disclosed on a Police Information Check?
- How do I complete my Police Information Check online?
- I am having difficulties paying the Police Check online, what should I do?
- FAQ's for Applicants
- I am a new Agency, how do I set up my Agency account online?
- FAQ's for Agencies
- What accessibility does this online system support?
- How do I verify who I am online?



## ePIC Agency Instruction Manual

### More Information

- [Agency Instructional Manual](#)
- [Applicant Instructional Manual](#)
- [RCMP Vulnerable Sector](#)  
[RCMP FAQ's vulnerable sector checks](#)

Please ensure you have **JavaScript enabled on your browser**

If you are using a **MAC-Safari browser** DO NOT hit the back arrow on your browser. This is known to cause problems with some web-based systems.

***Our Mission:** "To assist in promoting a safe community for our citizens and vulnerable persons through administering thorough, accurate and complete police information background checks for individuals and organizations."*

***Our Vision:** "To provide the highest level of service for individuals and organizations of our community through ensuring integrity, confidentiality, timeliness, quality and value. To continually seek improvement for the delivery of essential information for public safety and well-being of our citizens."*

Choose the following:

**Perform Personal Police Information Check** - to create a personal account and to submit an application.

**Create Agency Account Profile** - to register and create an Agency account.

**Login with Existing Account** - for individuals and Agencies who have already created accounts.

For assistance please contact: [cps-picunit@calgarypolice.ca](mailto:cps-picunit@calgarypolice.ca) or call 403 428-2052

## QUESTIONS & MORE INFORMATION

Use the **Questions** section or **More Information** to assist you to find out further information. Click on the question/more information to view a pop up to find out more.

### Questions

- [What is a Police Information Check?](#)
- [What databases are searched?](#)
- [What information will be disclosed on a Police Information Check?](#)
- [How do I complete my Police Information Check online?](#)
- [I am having difficulties paying the Police Check online, what should I do?](#)
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- [What accessibility does this online system support?](#)
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### More Information

- [Agency Instructional Manual](#)
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- [RCMP Vulnerable Sector](#)  
[RCMP FAQ's vulnerable sector checks](#)



## ePIC Agency Instruction Manual

### LEAVE FEEDBACK

At any time, leave your feedback by clicking on the **Would you like to leave feedback** button located at the bottom of each screen. Rate Calgary Police Services website or services and/or leave specific feedback.

Back

Continue

🔊 Want to leave your feedback?

If the agency contact would like to start the registration of an agency account profile, they will need to click on the **Create Agency Account Profile** button to start. The agency contact must complete the 3 steps, plus the approval process done by the CPS PIC Administration, prior to becoming an agency available in the ePICOnline System.

✔ Perform Personal Police Information Check

📁 Create Agency Account Profile

👤 Login With Existing Account

🔊 Would you like to leave feedback?



## ePIC Agency Instruction Manual

### TERMS OF SERVICE

The **Terms of Service** page will be the first page displayed when registering for an agency account profile with the ePIC Online System. This page will summarize the process of approval for new agency account profiles with the CPS PIC Administration, all required information to successfully create an agency account profile on the system and the regulations for creating an agency account profile.

Once you have reviewed the contents of this page and agreed to the terms of service, advance in the agency account profile creation process by click the **Continue** button.

### Terms of Service

Step 1 of 3

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TO BE COMPLETED BY **AGENCY/ORGANIZATIONS ONLY.**

If you are an applicant go back to the main page and select "Perform PIC" <https://policeinformationcheck.calgarypolice.ca/>

#### Registering and Creating an Agency Account-

Agencies must have a Head Office in Canada to be permitted to create an Agency account profile and utilize the ePIC system.

Agency representatives are required to register all detailed information regarding the Agency in order to create an Agency account profile. Agency representatives, referred to as 'Contacts', will have the capability to login with their unique credentials (email and password) and represent the Agency on the ePIC online system.

An Agency may have a minimum of 1 Contact to a maximum of 3 Contacts.

An Agency email will be required for each Contact person to successfully create an account.

The Agency name must be in the domain of the email address- **generic email addresses will not be accepted.**

Agencies will indicate if their Agency works with the Vulnerable Sector and if a Vulnerable Sector Search is required.

Agency account profiles will be approved by the Police Information Check prior to being available on the ePIC Online System. The account created for the Agency will not be activated until approved. An email notification will be sent to the Agency Contact(s) upon approval.

Returning Agency Contacts may login to the ePIC Online System by clicking on the *Login With Existing Account* option, to access the secure login prompt.

Agency profile and/or credit card information may be updated at any time by logging in to *Agency Dashboard - Change Account Information* icon.

#### Contacts –

Contacts will receive automated email notifications when a PIC application result is shared with the Agency.

Contacts may also view, save and print applicant results for a period of 12 months from date of completion.

If an Agency account has been inactive for 6 months the ePIC Online System will send an automated email notification to the Agency Contact(s) 14 days prior to the account being marked as inactive and archived in the system. Contacts will be able to continue with their Agency profile or delete the account. If no action is taken the account will automatically be deleted within 14 days from receiving the email notification.



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### VSPN-

The Volunteer Screening Program (VSP) is administered by Volunteer Alberta. As part of the financial assistance portion of VSP, **eligible non-profit organizations** may receive a Volunteer Screening Program Number (VSPN).

As of July 1, 2017, a Volunteer Screening Program Number (VSPN) is required to access the Fee Waiver.

Eligibility criteria applies! Visit the [VSP website](#) to see if your organization qualifies or to submit an application.

Interested in learning more about the program and how Volunteer Alberta can support your non-profit organization with volunteer screening? Please visit the program website for information and resources - <http://volunteeralberta.ab.ca/vspn>

### Payment –

Agencies have the option to pay for their applicants' PIC's. Credit card information will be required in order to link to the City of Calgary ePayment system. A Payment Card Inquiry compliant environment securely stores credit card information outside of the ePIC Online System.

### Letters -

Agencies working with volunteers or unpaid practicum students, will need to supply their applicants with a Volunteer or Unpaid Practicum Letter. This letter is to be uploaded onto the ePIC online system when an applicant applies for a PIC.

Letters must be on the [agency's letterhead](#) and include the following information:

- Date
- Applicant's full name
- Position of the volunteer or unpaid practicum
- VSPN and approved position code(s) (if applicable)
- Signature of the Agency representative or designate (Electronic signatures will be accepted)

Without a letter, applicants will be charged for a standard PIC.

## View-Print-Save –

Agencies have the option to view, print, or save applicant results for their intended purposes directly related to their Agency only. **Note:** Applicants are not able to print/email/save their PIC letter/results for security purposes.

### Share-

**Agencies** cannot share Applicant results or disseminate to any other person or Agency. All information shall be destroyed after use or maintained in such a manner to prevent unauthorized access.

**Applicants** may share their own information directly with others or other Agencies. Information supplied by the Applicant cannot be altered in any manner.

If an Applicant chooses to share a PIC result, which was originally completed for another Agency, the onus will be on each Agency to decide if they wish to accept a shared PIC. Agencies will determine if the purpose of the PIC is relevant for their own purposes.

### Vulnerable Sector/No Vulnerable Sector -

Applicant shared results which have not had a Vulnerable Sector Search completed will **NOT** be permitted to share with an Agency, whom has identified a Vulnerable Sector Search is mandatory for their Agency.



## ePIC Agency Instruction Manual

### Disclaimer -

PIC's can only provide information found at the time of the check, based on information provided by the applicant. The Calgary Police Service does not guarantee completeness of the results and is limited to information available on search databases. The search does not include information found in any other jurisdiction's local police information systems; nor does it include court information from any other provinces, except convictions registered on the National Repository for Canada, and information entered onto the Canadian Police Information Centre system. Checks are based on Canada-wide information only.

All Agencies utilizing the ePIC online system agree to indemnify and hold harmless the City of Calgary, the Chief of Police and the Calgary Police Service (CPS) from all manner of actions, causes of action, proceedings, claims, losses, damages, demands and expenses of whatsoever nature and kind which may be brought or made against the City of Calgary or the CPS or which the City, the Chief or the CPS may suffer, sustain, pay or incur as a result of, or in connection to, the search, collection and release of this information.

Agencies understand the Calgary Police Service is providing the ePIC online system as a service and is in no way commenting on the suitability of the Applicant for the position being sought.

Agencies understand, by means independent from the CPS, the implications of any law including, but not limited to the common law, the Youth Criminal Justice Act, the Alberta Human Rights Act, the Canadian Human Rights Act, or any other relevant statute, as it applies to hiring/approving volunteers and employees with particular respect to what information might constitute a "bona fide" reason for refusing to hire an Applicant or accept the Applicant as a volunteer.

I acknowledge and agree

PIC's are conducted in compliance with Criminal Records Act (CRA), Freedom of Information and Protection of Privacy (FOIP) Act, and Youth Criminal Justice Act (YCJA). All information will be retained in compliance with the Calgary Police Service Records Retention schedule.

The Calgary Police Service (CPS) is a public body as defined under the Freedom of Information and Protection of Privacy Act (FOIP) and is required pursuant to section 35 and section 40 of the Act, as well as any other legislation and CPS policy, to ensure appropriate collection, use and disclosure of personal information.

Cancel

Continue



## ePIC Agency Instruction Manual

### AGENCY INFORMATION

The **Agency Information** page will collect all of the detailed information regarding your agency account profile. This information will include specifics regarding the agency details (address, mailing address) and the contacts to be able to login and represent the agency on the ePIC Online System.

The following fields are mandatory on the page, and must be filled in prior to advancing to the next step:

➤ **Agency Name**

- Multiple agencies cannot have identical agency names. If your agency name is already registered, you must provide a unique name to differentiate your agency. (**IMPORTANT** to ensure you provide your exact agency name to all of your applicants when they are to apply online). **Agency selection cannot be modified after an application is submitted.**

➤ **Office Telephone Number**

➤ **Head Office in Canada**

- You are also required to have a head office in Canada. If you do not have a head office in Canada, you will not be able to advance in the registration process.

➤ **Vulnerable Sector**

- During the registration process you will also indicate whether or not your agency works with the Vulnerable Sector.
- You will also confirm if all your applicants require a Vulnerable Sector Search. If not required for all applicants, please ensure you advise those applicants they **DO NOT** require a Vulnerable Sector search. Otherwise, a vulnerable sector search will be conducted automatically.
- The Vulnerable Sector (VS) requirement is intended for individuals who are specifically in a **position of trust or authority of a person's care**, that being a youth/child, elderly, temporary and/or permanently disabled, patients in care **and responsible for the well-being of a child or vulnerable person**. To meet the legal requirements for a vulnerable sector check, the nature of the position – not the person – must cause the person to have authority over, or trust of, children or vulnerable persons. **The vulnerable sector selection cannot be modified after an application is submitted.**

For more information regarding the Vulnerable Sector check please refer to below link:

<https://www.rcmp-grc.gc.ca/en/types-criminal-background-checks>



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- **Volunteer Screening Program Number (VSPN)**
  - You will be able to distinguish whether you are registered with Volunteer Alberta and supply your agencies VSPN number for billing to them.
- **Uploaded Alberta Volunteer VSPN acceptance letter (If applicable)**
- **Credit Card information (if applicable)**
  - Your agency will be given the option to cover the costs for all applicants.
- **Renewal Police Information Checks**
  - Your agency will confirm if you require applicants to renew their Police Information Check
  - If yes, agency will confirm if a Vulnerable Sector Search is to be conducted upon renewal
- **Shared Police Information Check Results**
  - Your agency has the option to accept other Police Information Checks that applicants have completed for other agencies
- **Agency Address**
  - Street Number and Name
  - City
  - Province
  - Postal Code
  - Agency Mailing Address (If applicable)
- **Agency Contact Information**
  - You will be allowed to have up to a maximum of 3 contacts per agency.
  - Contact email address must contain agency name in the address. **For example: jsmith@youragencyname.com** Use of generic emails will not be accepted.
    - First Name
    - Last Name
    - Email
    - Confirm Email
    - Password
    - Confirm Password
    - Additional Contacts (If applicable)



# ePIC Agency Instruction Manual

## Agency Information

Step 2 of 3

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TO BE COMPLETED BY **AGENCY/ORGANIZATIONS ONLY.**

If you are an applicant go back to the main page and select "Perform PIC" <https://policeinformationcheck.calgarypolice.ca/>

Please provide your information below to create an account for your Agency and to be able to access the Police Information Check ePIC Online System.

All Agencies must have a unique user agency name, as ePIC will not accept duplicate names. Please ensure you supply the unique agency name to all your applicants when directing them to apply online.

**Note:** When registering your Agency name, leave out the word 'The' at the beginning of your agency name. Also, refrain from using brackets ( ) in your name, this causes errors in the programming

**CHANGE OF PRIMARY CONTACT:**

If you are switching a registered Contact, #2 or #3, to the Primary Contact for your Agency - select "Make Primary Contact".

If you are replacing the Primary Contact with a non existing contact, you may overwrite the primary contact information with the new contacts details.

At anytime, you may remove #2 or #3 Contacts information by selecting "Remove Contact".

Agency Name \*

Office Telephone Number \*

Does your agency have a head office in Canada? \*

Yes  No

Does your agency deal with the Vulnerable Sector? \*

[Click here to learn more about Vulnerable Sector Search](#)

Yes  No

Is your agency a non-profit organization approved under the Volunteer Screening Program? If yes, you must supply your 10 digit Volunteer Screening Program Number (VSPN) \*

[Click here to learn more about Volunteer Screening Program and eligibility requirements](#)

Yes  No

Does your agency cover the cost associated with performing a Police Information Check for applicants? \*

Yes  No

Does your agency require applicants to renew their Police Information Checks? \*

Yes  No

Does your agency want to accept other Police Information Checks that applicants have completed for other agencies? \*

[Click here if you require clarification](#)

Yes  No



## ePIC Agency Instruction Manual

### Agency Details

Please provide your agency details below.

Agency Address				
Street # *	Apartment #	Street Name *	Type *	Direction
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>
City *	Province		Postal Code *	
<input type="text"/>	<input data-cs="2" data-kind="parent" type="text" value="Alberta"/>		<input type="text"/>	

Is your agency's mailing address the same as above?  Yes  No

Street # *	Apartment #	Street Name *	Type	Direction
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>
City *	Province *		Postal Code *	
<input type="text"/>	<input data-cs="2" data-kind="parent" type="text" value="Alberta"/>		<input type="text"/>	

### Contacts

Your agency can have a maximum of 3 contacts associated. Please note that you are required to have at least 1.

Primary Contact Information	
<p>Please provide your primary account details below and select a password to login to the Police Information Check ePIC Online System. If the Police Information Check Unit is required to contact the agency, you will be the primary contact for all correspondence.</p> <p>Your password must contain a minimum of 8 characters, with one upper case letter and one numeric character.</p> <p><b>NOTE:</b> Your email address must contain your agency name in the address. For example <a href="mailto:jsmith@youragencyname.com">jsmith@youragencyname.com</a>. Use of a generic email address will not be accepted.</p>	
First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email *	Confirm Email *
<input type="text"/>	<input type="text"/>
Password *	Confirm Password *
<input type="text"/>	<input type="text"/>

[Add Another Contact](#)



## ePIC Agency Instruction Manual

### CREATE ACCOUNT

Agency contact will receive an email to confirm their email address. This **MUST BE** confirmed within 24 hours of receiving the email in order for contact to continue to create the Agency account profile. If you do not receive the email, check your **junk folder**.

### Create Account

Step 2 of 3

You should receive an automated email notification at [jsmith@youragencyname.com](mailto:jsmith@youragencyname.com) to confirm your email address.

Please check your email and click the link to confirm your email address and continue to create your Agency account profile. **This must be done within 24 hours of receiving this email.**

If you do not receive the email notification within the next 5 minutes, please check your **junk** folder or use the option below to send the email notification again.

If you have **still** not received an email notification **after** an additional **5** minutes, please check with your Information Technology department as your security settings may require adjustment to allow receipt of emails from [noreply@calgarypolice.esolutionsgroup.ca](mailto:noreply@calgarypolice.esolutionsgroup.ca)

Send Confirmation Email Again

### SUCCESS

The **Success** page will indicate that the agency account profile needs to be approved by the CPS PIC Administration prior to being available in the ePIC Online System to share application results. The account created for the agency contact will not have access to login to the ePIC Online System until the CPS PIC Administration approves the agency account profile.

### Success

Step 3 of 3

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Thank you for confirming your email address.

Your Agency application will be reviewed by the Police Information Check. Once your Agency has been approved, you will receive an email notification that your Agency account is now active. (Approximately 2 business days)

If you have any questions regarding your Agency application please feel free to [email us](#).

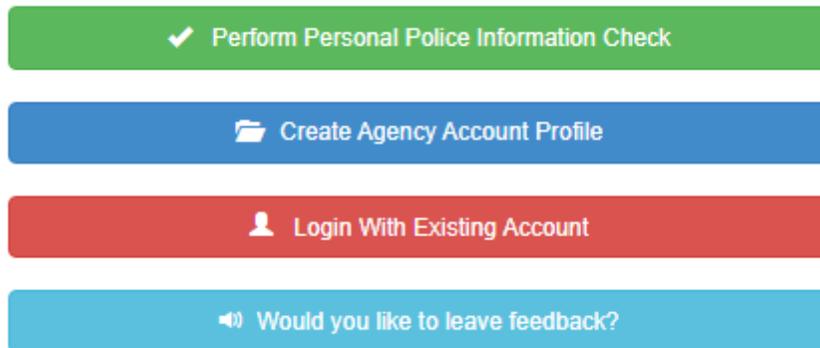
Return Home



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### RETURNING AGENCY

The returning agency contact can easily log into their account through the main website of the ePIC System. The agency contact simply needs to access ePIC through the following link: <http://www.calgary.ca/cps/Pages/home.aspx> select **Police Information Checks** and **Login With Existing Account**.

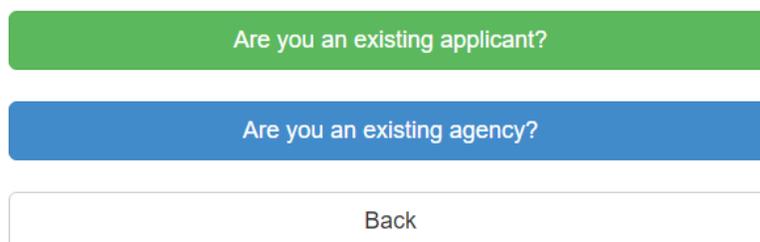


### LOGIN WITH EXISTING ACCOUNT

Agency contact will select **Are you an existing agency?**

## Login With Existing Account

Please select below if you are an existing applicant or an existing agency to be taken to the appropriate login page.





## ePIC Agency Instruction Manual

### AGENCY LOGIN

The **Agency Login** page will prompt the agency contact to provide their email and password credentials to access their ePIC agency dashboard which allows the agency to view applications shared with the agency and update agency information.

If the agency contact has not created an account, they can use the **Want to create an account?** option that will take them through the process of creating an agency account profile on the ePIC Online System.

If the agency contact has forgotten their password, they can use the **Forgot your password?** link on the login prompt.

### Agency Login

Provide your credentials to log into the ePIC online system. If you do not have an account, or forgot your password please click on the appropriate link in the box below.

### Provide Your Credentials

Email

Password

[Login](#) [Clear](#) [Want to create an agency account?](#)  
[Forgot your password?](#)  
[Go Home?](#)



## ePIC Agency Instruction Manual

### FORGOT PASSWORD

The **Forgot Password** page is available to your agency contact if they have forgotten the password for their account created during the agency account profile registration process. The forgot password function will prompt the agency contact for their email address used for their contact information on the agency and will automatically send them an email notification to inform them of the steps required to reset their password.

Once a new password has been selected and validated, contact will be automatically redirected to the **agency Dashboard**.

### Forgot Password

You have selected you forgot your password. Provide your email address you used when setting up your account. We will send you an email notification to this email address to inform you of the next steps to reset your password.

### Provide Your Email

Email

Confirm Email

[Reset My Password](#)  [Want to Login?](#)  
[Go Home?](#)



## ePIC Agency Instruction Manual

### DASHBOARD

The **Dashboard** page will be displayed after successful login to the ePIC Online System.

### Dashboard

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Dear Agency Contact(s)

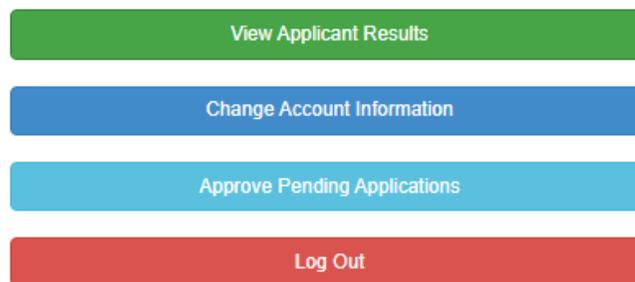
This is your main Dashboard screen. This will allow you to manage your account and view applicant PIC results.

If your agency has chosen to pay for your applicants' PIC application, you will see '**Approve Pending Applications**' icon to authorize payment.

Agencies have the option to view, print, or save applicant results for their intended purposes directly related to their Agency only.

Agencies cannot share Applicant results or disseminate to any other person or agency. All information shall be destroyed after use or maintained in such a manner to prevent unauthorized access.

If an Applicant chooses to share a PIC result, which was originally completed for another Agency, the onus will be on each Agency to decide if they wish to accept a shared PIC. Agencies will determine if the purpose of the PIC is relevant for their own purposes.



### VIEW APPLICANT RESULTS

The **View Applicant Results** page allows an agency contact to easily view shared application results online. The results displayed on this screen are individual Police Information Check applications that have been shared by applicants with the associated agency. Results will be automatically sorted by the date submitted with the newest PIC application on top.

The **View Applicant Results** page will be separated into two (2) sections:

➤ **New Results**

- The **New Results** section will display all PIC applications shared with the agency that have not been viewed by an agency contact.

➤ **Previously Viewed Results**

- The **Previously Viewed Results** section will display all PIC applications shared with the agency that have been viewed by an agency contact.



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### Applicant Result(s)

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Welcome to the Applicant Result(s) screen. This will allow your Agency to view shared applicant results.

Agencies have the option to view, print, or save applicant results for their intended purposes directly related to their Agency only.

Agencies cannot share Applicant results or disseminate to any other person or Agency. All information shall be destroyed after use or maintained in such a manner to prevent unauthorized access.

New Results **1**    Previously Viewed Results **1**

Reference #	Date of Result	Name	Document	Vulnerable Sector Search	
20210420-00021	04/20/2021 14:27	WENDY SMITH	Clear Non VS Letter	No	<input type="button" value="View"/>

Once an Agency Contact has viewed a shared applicants' result, it will automatically move to the [Previously Viewed Results](#) tab.

[Back to Dashboard](#)

[Log Out](#)

### APPLICATION RESULT(S)

The **Application Result(s)** page will display the result documents of a Police Information Check application that has been shared by an applicant with the agency.

The agency contact can easily view the result documents online by clicking the **View** option which will allow the agency contact to view the document online and print. The document will be automatically watermarked in the top right corner with a box that reads **Printed by AGENCY NAME on DATE**. The agency contacts have the ability to also save the documents to their desktop. Click the **Save** button which will provide the agency contact with the same document but will include a watermark of **VOID** over top of the document.

Once agency contact views the **New Results**, result will be moved to **Previously Viewed Results**.

The results displayed in **Application Result(s)** will only be available to the agency contact for **1 YEAR**. After which, the results will be automatically purged from the ePIC Online System including all personal information, uploaded documents and results.



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The columns displayed in the listing are the following:

### Reference #

The Reference # column is the automatically generated number assigned to each submitted PIC application and displayed on successful submission. The Reference # is used to quickly refer to the PIC application if applicant or agency requires assistance or has questions related to the PIC application.

### Date of Result

The Date of Result column is the date the Police Information Check (PIC) was completed.

### Name

The Name column is the name of the applicant that requested the PIC application.

### Document

The Document column shows the result of the completed PIC as well as whether a Vulnerable Sector search was conducted.

### Vulnerable Sector Search

The Vulnerable Sector column is the value provided by CPS PIC if the Police Information Check was put through a Vulnerable Sector Search.

## CHANGE ACCOUNT INFORMATION

The **Change Account Information** page allows the agency contact to update the agency account profile. This information will include specifics regarding the agency details (address, mailing address) and the contact to be able to login and represent the agency on the ePIC Online System.

Your agency contact has the opportunity to add and remove contacts with a maximum of two (2) additional agency contacts as contacts to the agency account profile. These contacts will have the ability to receive automated email notifications when a PIC application result is shared with the agency, and view application results shared with the agency when logged in. **Please note that each contact for an agency has their unique login credentials (email and password).** The password for additional contacts added to the agency account profile will be established after the updates to the agency account profile have been successfully approved by the CPS PIC Administration.



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Once the agency contact has made the necessary adjustments to the agency account profile and has clicked the **Save and Update** button an automated email notification will be sent to the CPS PIC Administration to review and approve the changes to the agency account profile.

Once the CPS PIC Administration has approved the changes to the agency details, an email notification will be sent to the agency contacts.

### APPROVE PENDING APPLICATIONS – [payments for applicants](#)

The **Approve Pending Applications** page will display all of the pending Police Information Check submissions to the agency waiting for approval or rejection for immediate payment. This **Approve Pending Applications** section will only be available to agencies that have indicated that they will be paying for Police Information Checks for their applicants.

Agency contacts will receive an email notification to inform them that a Police Information Check is awaiting approval on payment. If this email is not acted upon within 14 DAYS, the **PIC application will be deleted from the ePIC system.**

### Approve Pending Application(s)

ISC: Protected B

Welcome to the Approve Pending Application(s) screen.

The following are payment requests for applicant PIC submissions associated with your Agency. These requests require your Agency to either approve or not approve payment.

**NOTE:** You may need to upgrade your browser to be compatible with the security feature in the payment screen. If you encounter problems with the payment screen please select [Update browser](#)

Reference #	Date Submitted	Name	Price	Vulnerable Sector Search	
20210422-00003	04/22/2021 12:28	WENDY SMITH	\$55.00	No	<input type="button" value="✓ Approve"/> <input type="button" value="✗ Do Not Approve"/>

**Note:** If payment is not accepted application will automatically be deleted from the ePIC online system. An email notification of payment or non-payment will be sent to the applicant.

If Agency does not act within 14 days, after receiving notification, the application will automatically be deleted.

**If you require a receipt** - please ensure you have entered your email account when setting up your credit card on the ePayment system. You would have provided this information when you were setting up your ePIC account. Once payment is successful a receipt will automatically be emailed to the email address provided.

Note: If you are paying by a Debit/Bank card, you will not receive a receipt, you will need to use your bank statement as proof of payment.



## ePIC Agency Instruction Manual

Once a PIC application has been submitted for approval or non-approval, the agency contacts will receive an automated email notification.

If the agency contact clicks the **Approve** button, they will be prompted with the following confirmation message to confirm their intention to pay for the Police Information Check.

### Approve Pending Application for Payment

You are about to approve the application 20210422-00003 for payment.  
Are you sure you want to continue with this approval?

Yes, Approve Application for Payment

Cancel

If the agency contact confirms the approval, the PIC will be automatically submitted to the CPS PIC for review and a confirmation email will be sent.

If the agency contact chooses the **Not Approved** button, they will be prompted with the following confirmation message and asked to provide a reason to confirm the non-approval for the Police Information Check. **PIC application will be deleted from the ePIC system.**

### Do Not Approve Application for Payment

You are about to not approve the application 20210422-00003 for payment.

- A Police Information Check is no longer required
- Applicant is not known to this Agency
- Other (provide reason below)

Please specify other reason:

Yes, Do Not Approve Application for Payment

Cancel



## ePIC Agency Instruction Manual

### TRANSACTION HISTORY

For agencies who make payment on behalf of their applicants, agency contact can review transaction history by signing into their **agency account**, clicking on the **Provide Credit Card** icon, select **Continue** in the Billing Information, then access the **show transaction history** in the bill portion.

Please provide your Credit Card (Securely)

 Provide Credit Card

### Billing Information

Name:

Phone Number:

Address Line 1:

Address Line 2:

City:

Province/State:

Postal/Zip Code:

Country:

Email:

### Credit Card Information

Card Type:

Name on Card:

Card Number:

Expiry Date: Month  Year

Credit Card CVD:  [What's this?](#)

### LOG OUT

When finished, agency contact will **Log Out** of agency profile.