

Agency ePIC online Police Information Check system for Calgary Police Service

<http://www.calgary.ca/cps/Pages/home.aspx> Select Police Information Check, Calgary Police Service – Website access



SELECT ICON

ON RIGHT HAND SIDE OF SCREEN

BEGIN TO CREATE YOUR AGENCY ACCOUNT

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

<http://www.calgary.ca/cps/Pages/home.aspx> Select Police Information Check, Calgary Police Service

The screenshot shows the top section of the ePIC website. At the top left is the Calgary Police Service logo. To its right, it says 'Processing Submissions Received On May 10th, 2014'. Further right is the text 'POLICE INFORMATION CHECK' and an 'Exit Application' link. Below this is a large image of a man in a blue shirt talking to children on a soccer field. To the right of the image is a 'Welcome' section with placeholder text. Below the text are three buttons: 'Perform Personal Police Information Check' (green), 'Create Agency Account Profile' (blue), and 'Login With My Existing Account' (light blue). At the bottom is a 'More Information' section with two links: 'Alberta Volunteer Website' and 'RCMP Vulnerable Sector'.

If the agency representative 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 representative must complete the 3 steps, plus the approval process done by the CPS PICU Administration, prior to becoming an agency available in the ePIC Online System.

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 PICU 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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I agree

[Back](#) [Continue](#)

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:

- Organization Name
- Office Telephone Number
- VOAN (If applicable)
- Uploaded Alberta Volunteer VOAN acceptance letter (If applicable)

- Credit Card information (if applicable)
- Agency Address
 - Street Number and Name
 - City
 - Province
 - Postal Code
- Agency Mailing Address (If applicable)
- Your Contact Information
 - First Name
 - Last Name
 - Email
 - Confirm Email
 - Password
 - Confirm Password
- Additional Contacts (If applicable)

Agency Information Step 2 of 3

Please provide your information below to create an account for your agency access to the Police Information Check ePIC Online System.

Agency Name <input style="width: 95%;" type="text" value="eSolutionsGroup"/>	Office Telephone Number <input style="width: 95%;" type="text" value="800-265-6102"/>
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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

Will all your applicants require a Vulnerable Sector Search?
 Yes No

Is this organization registered with Volunteer Alberta? If so, you must supply your 10 digit VOAN Identifier number (Volunteer Organization Authorization Number)
[Click here to learn more about Alberta VOAN program](#)
 Yes No

Please enter your VOAN identifier number (Volunteer Organization Authorization Number)

VOAN#	<input style="width: 90%;" type="text" value="1234567890"/>
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Upload your scanned Alberta Volunteer VOAN acceptance letter identifying your agency's unique number
Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif

File

✔ Upload
👁 View
🗑 Remove

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 require a Vulnerable Sector Search to be conducted upon renewal?
 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

Agency Details

Please provide your agency details below.

Agency Address

Street Number and Name

3445 - 114th Avenue SE, Suite 205

City

Calgary

Province

Alberta

Postal Code

T2Z 0K6

Agency Mailing Address (Only if different from agency address)

Contact Details

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

Your Contact Information

Please provide your 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.

Your password must contain a minimum of 8 characters, with one upper case letter and one numeric character.

NOTE: Your email address must contain your agency name in the address. For example jsmith@youragencyname.com. Use of a generic email address will not be accepted.

First Name

Timothy

Last Name

Smith

Email

ePIC@calgarypolice.ca

Confirm Email

ePIC@calgarypolice.ca

Password

.....

Confirm Password

.....

#2 Contact Information

Please provide the contact details below and an automated email notification will be delivered to the contact to complete their account details.

First Name

Karen

Last Name

Smith

Email

ePIC@calgarypolice.ca

Confirm Email

ePIC@calgarypolice.ca

 Remove Contact

 Add Another Contact

Back

Continue

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)

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.

During the registration process you will also indicate whether or not your agency works with the Vulnerable Sector.

You will be able to distinguish whether you are registered with Volunteer Alberta and supply your agencies number for billing to them.

Your agency will be given the option to cover the costs for all of their applicants if they so choose.

You will be allowed to have up to a maximum of 3 contacts per agency.

Your email address must contain your agency name in the address. **For example:** **jsmith@youragencyname.com** Use of generic emails will not be accepted or registered.

SUCCESS

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

Success

Step 3 of 3

Thank you for confirming your email address.

Your agency application will be reviewed by the Police Information Check Unit. 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 to home](#)

RETURNING AGENCY

The returning agency representative to the ePIC Online System can easily log into the application through the main website of the ePIC Online System. The returning agency representative simply needs to access the ePIC Online System through the following link: <http://www.calgary.ca/cps/Pages/home.aspx>. Select Police Information Check, Calgary Police Service icon on the right side of page.

Agency Login

The *Agency Login* page will prompt the agency representative with a secure email and password prompt to access their agency dashboard on the PIC online system which allows the agency to view applications shared with the agency and update agency information.

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

Forgot Password

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

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

Dashboard

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

Dashboard

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec imperdiet vestibulum odio, at tristique nulla lobortis sed. Sed elementum, arcu at mattis porttitor, lacus tortor eleifend urna, et venenatis eros quam at nulla. Mauris id fringilla risus. Vestibulum at pellentesque ipsum. Fusce iaculis enim at metus consectetur sollicitudin. Suspendisse vel volutpat odio. Fusce tristique leo tincidunt nibh pharetra, a laoreet urna elementum. Morbi ipsum ligula, ornare ut pellentesque vel, tempor a metus. In vestibulum mi nec interdum porta. Vivamus non justo pharetra, accumsan nulla ut, pharetra enim. Curabitur lorem odio, scelerisque nec lorem id, bibendum dapibus velit. Nullam lacinia eget risus eget luctus. Ut aliquet nibh rhoncus cursus tincidunt. Nullam at lorem ac nisl scelerisque posuere eu quis augue. Praesent molestie dui vitae metus ultricies pulvinar. Curabitur in adipiscing felis.

View Applicant Results

Change Account Information

Approve Pending Applications

Log Out

View Applicant Results-

View Applicant Results

The *View Applicant Results* page allows an agency representative 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.

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 representative.

- Previously Viewed Results

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

The *View Application Results* sections will be automatically sorted by the date submitted with the newest PIC application on top.

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 to the applicant on successful submission. The Reference # is used to quickly refer to the PIC application if the applicant or agency requires assistance or has questions related to the PIC application.
- **Date Submitted**
The Date Submitted column is the date the PIC application was completed and submitted to the CPS PICU for review.
- **Name**
The Name column is the name of the applicant that requested the PIC application.
- **Type**
The Type column is the value selected by the applicant during the PIC application when identifying the reason why the PIC is being requested.
- **Vulnerable Sector Completed**
The Vulnerable Sector Completed column is the value provided by the CPS PIC if the PIC was put through a Vulnerable Sector Search.

The results displayed on the *View Applicant Results* will only be available to the agency representative for **6 MONTHS**. After which, the results will be automatically deleted from the ePIC Online System including all personal information, uploaded documents and results.

If the result is highlighted in blue it indicates that the application result shared with the agency has not been viewed by anyone in the agency yet, and that it is considered new.

The agency representative can click on the *“Result”* button for any of the application results to view the result documents provided by the CPS PICU and shared by the applicant. This option, when clicked, will automatically redirect the agency representative to the Application Result ([Section 5.6 – Application Result](#)).

Applicant Result(s)

Welcome to the Applicant Result(s) for the Police Information Check Unit - Calgary Police Service.

The following are results shared with your agency. These results are only available for **6 months**; after which they will be purged from the system.

New Results 2	Previously Viewed Results 100 +				
Reference	Date Submitted	Name	Type	Vulnerable Sector Completed	
20140301-00005	03/01/2014 17:54	Tim Smith	Employment	No	Result
20140101-00001	02/01/2014 16:00	Karen Taylor	Volunteer	Yes	Result

[Back to Dashboard](#) [Log Out](#)

Application Result

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

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

The results displayed on the *Your Application Result* will only be available to the agency representative for **6 MONTHS**. After which, the results will be automatically purged from the ePIC Online System including all personal information, uploaded documents and results.

Application Result

You are currently viewing the result of a shared Police Information Check dated **03/01/2014 17:54** with the reference number **20140301-00005** for **Timothy Grant Vogelsang**

The following result was shared with your agency. The result will only be available for **6 months**, after which it will be purged from the system.

Document	Format	
Attend Letter	Microsoft Word	View
Clear VS Letter	Microsoft Word	View
Clear Non-VS Letter	Microsoft Word	View
<hr/>		
Explanation Letter	Adobe PDF	View

[Back to Results](#) [Log Out](#)

Approve Pending Applications – Payments for applicants

Approve Pending Applications

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. The Police Information Check must be completed for the agency, and not shared, for the agency to be responsible for payment.

Approve Pending Application(s)

Welcome to the Approve Pending Application(s) for the Police Information Check Unit - Calgary Police Service.

The following are Police Information Check submissions associated with your agency that require your approval or non approval for payment on the system.

Reference	Date Submitted	Name	Type	Vulnerable Sector Completed		
20140301-00005	03/01/2014 17:54	Tim Smith	Employment	No	✓ Approve	✗ Not Approved
20140101-00001	02/01/2014 16:00	Karen Taylor	Volunteer	Yes	✓ Approve	✗ Not Approved

[Back to Dashboard](#)

[Log Out](#)

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

If the agency representative 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 ✕

You are about to approve the selected Police Information Check for payment through your agency.

Are you sure you want to approve?

✓ Approve Close

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

If the agency 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:

✕ Not Approved ✕

Please provide a reason for the non approval of the selected Police Information Check. The reason will be sent back to the applicant.

- A Police Information Check is no longer required
- Applicant is not known to this Agency
- Other (Specify reason in 50 characters or less)

Please specify other reason

✕ Not Approved Close

Change Account Information

Change Account Information

The *Change Account Information* page will allow the agency representative 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.

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

- Agency Name
- Office Telephone Number
- VOAN (If applicable)
- Uploaded Alberta Volunteer VOAN acceptance letter (If applicable)
- Credit Card information (if applicable)
- Agency Address
 - Street Number and Name
 - City
 - Province
 - Postal Code
- Agency Mailing Address (If applicable)
- Your Contact Information
 - First Name
 - Last Name
 - Email
 - Confirm Email
 - Password
 - Confirm Password
- Additional Contacts (If applicable)

Your agency representative has the opportunity to add and remove contacts with a maximum of two (2) additional agency representatives 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 PICU Administration.

Once the agency representative 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 PICU Administration to review and approve the changes to the agency account profile.

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