Step 7: Police Records Checks



STRENGTHENING THE CARING COMMUNITY

Renewal Online EPIC – Password Reset

If you are a volunteer who has previously completed an EPIC using the online system and are now required to complete a renewal EPIC with the same email address, but have forgotten your password, please follow the steps below:

- Click on the following link to start a renewal EPIC: <u>www.sterlingtalentsolutions.ca/Archdiocese-of-</u> <u>Toronto</u>
- Upon clicking the link, the following page should open. For the first drop-down menu, please choose either "Parishes (A-R)" or "Parishes (S-Z)" depending on the parish you are volunteering at. <u>Please note:</u> parishes beginning with "St." fall under "Parishes (S-Z)"
 For the second drop down menu, please choose the pame of your parish.

For the second drop-down menu, please choose the name of your parish.

Archdiocese of Toronto	Scerling Backcheck
Sterling Backcheck Global Background Screening Partner For Archdiocese of Toronto	
You are only authorized to enter this site as an employee or volunteer of the Archdiocese and for th getting an EPIC to fulfill those requirements, you are prohibited from entering this site for personal anything outside of the Archdiocese use and will therefore be responsible for all costs.	e purpose of reasons or
To begin, please choose the Archdiocese of Toronto location that is requesting this check (i.e. Empl Catholic Pastoral Centre, Satellite office name or Parish name), then click on the "Start My Check" b follow the on-screen prompts.	oyees Only – button below and
– Please Choose –	
· ·	
By submitting this application, you are confirming that this is being completed for the sole purpose Archdiocese of Toronto and as authorized by the Archdiocese of Toronto.	of the
Yes, I confirm Start My Check!	
A This page uses https protocol and is secure.	

• Once both drop-down menus have been chosen, please check off "Yes, I confirm" and then click on "Start My Check!"



Step 7: Police Records Checks



• Once a new j	page opens, please s	skip the "New t	o myBackCheck	k.com?" section	and click on "Trouble
logging in" a	t the bottom of the	page.			
Order - Store - Manage & Sha	NECK.COM are your background check				
myBackCheck.	com Registration				
Company : Arc	hdiocese of Toronto				
Location : Yo	our Parish Name				
Role : Enhance	ed Police Information Ch	eck			
New to myBackChe	ck.com?				
Please complete and sul	bmit the following form to advance to re	gistration and begin your check	k.		
Step 1 - Enter	Required Information				
	[Select]	•			
			Register H	lere	
Already a myBackC	heck.com account holder?				
If you already have a my	BackCheck.com account, please provid	le the necessary information al	bove and log in below.		
Login (for Acco	unt Holders)				
	User Name	Password			
	Trouble logging in?				
			l l	Login	

• Once a new page opens, please type your email address that was used when you previously completed your last EPIC then click "Reset password".

e Personal Security Questions you selected when you continue.
Retrieve Username Reset Password

Step 7: Police Records Checks



Please check your email as the online system will provide you with a link to reset your password. The email you receive should look like the photo below. Please click the link to reset your password.

		myBackCheck.com support@mybackcheck.com <u>via</u> backgroundcheck.onmicrosoft.com to me *	Thu, Feb 22, 4:19 PM	☆	٢	<hr/> ← :
		Un message en français suivra.				
		Kelly-Jean ARIZO,				
		This email has been sent from <u>www.myBackCheck.com</u> .				
		You have received this email because a user account password reset was requested by you on myBackCheck.com.				
	If you did not request this password change, please IGNORE and DELETE this email immediately. Only continue if you wish your password to be reset!					
		We require that you "validate" your password recovery to ensure that you requested this action by clicking the time sensitive link below before completing the password reset process. The link below will direct you you answerd when you registered. This link will only work until 2/25/2024 1:19:11 PM Pacific Standard Time.	to a page with your Per	rsonal S	ecurity	Questions
		https://www.mybackcheck.com/Public/VerifyEmail.aspx?EID=N91fw6r0dr3aR9bUzO9imojjONATR%2fprx3hmvc81JBZFptC1G8pQk6D7nzV3%2flLHbRMmnZh4%2fm%2fg1N5PVgCESaXMrBgIte9s9NcOzjTStYMJC sb7Poo4800TM06swgd6%2fZg0Xt5Ko%3d8lang=1	2e%2fccLWhzDy67LM	Old7RN	<u>lkqcjMS</u>	<u>3ri0w0TQ</u>

		If clicking the link above didn't open a new window or tab, please copy the following web address and paste it into your browser's address field.				
		If you have any questions or concerns, please do not hesitate to contact us.				
		Sincerely,				
		myBackCheck.com Support / Soutien myBackCheck.com Sterling BackCheck				
		Need help or have questions?				
		imbouniteerien een ninteerien een ninteerien eek				
		www.mybackchack.com				

• The link will open to a new page where the online system will ask you to answer a few of your security questions to validate your identity. Once you have answered the questions correctly, you will be able to reset your password, log in and start a your renewal EPIC.

If you encounter any difficulties in the middle of completing your EPIC, please feel free to reach out to the Sterling Client Support Line at 1 877-455-6730 or you can email <u>support@mybackcheck.com</u>.

If you have completed your EPIC and want to ensure that it has been received, please have your Volunteer Screening Coordinator contact the Volunteer Screening Department.