



Volunteer Information Matching System (VIMS) Step by Step Screening Guide 2016/2017 Season

Web Address: https://my.usfirst.org/FIRSTPortal/Login/VIMS_login.aspx

More FIRST Youth Protection Program Resources:

<http://www.firstinspires.org/resource-library/youth-protection-policy>

Please use the most updated browser version. If you are working on a campus or company with strong firewalls, please be aware you may encounter issues. We recommend you access FIRST systems on a home network. FIRST systems are not supported by mobile platforms.

FIRST Volunteer Resources Department

Questions? Comments? Concerns?

volunteer@firstinspires.org

1 | Page

updated 9/27/2016

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How do I get screened?

Volunteers need to apply to an Event in order to initiate screening

- Log into your Volunteer Information & Matching System (VIMS) account.
https://my.usfirst.org/FIRSTPortal/Login/VIMS_login.aspx
- If you don't have an account, please create a new account before proceeding. If you need additional guidance, please reference the [VIMS User Guide](#).

*NOTE: You must be **13 years or older** to volunteer and create a VIMS account. You must be 16 or older to volunteer at FIRST Championship.*

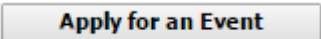
Volunteers 17 years and younger (minors), and volunteers with a permanent residence outside of the U.S. and Canada, do not require to be screened. However, everyone is required to agree to the YPP policy by check the box at the bottom of the profile screening. Agreeing to the YPP policy will change the screening status to "N/A" for those who don't need to go through screening.

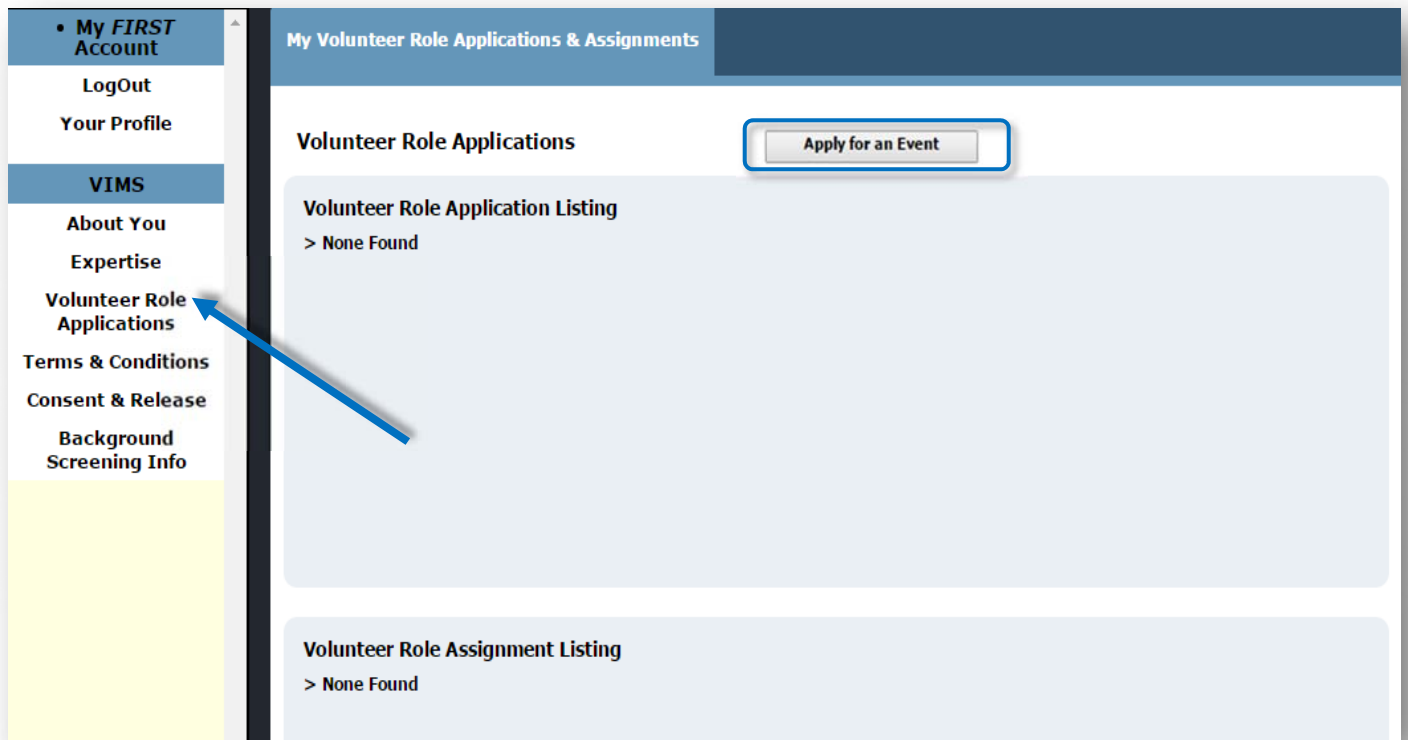
The screening process may take several days to complete. You will receive an email when screening has completed, and your status will update in your VIMS account.

Passed screening is valid for up to 3 years.

To begin the process:

Select an Event

- Click on **"Volunteer Role Applications"** in the left hand navigation bar.
- Click on 



- Select a Program(s):

NOTE: Multiple programs may be in your area. You are able to search multiple events at the same time. If a program/event is not listed, please use your regional contact.

<http://www.firstinspires.org/about/contact-us>

- Select the Country
- Select State/Province -or- type in your Zip/Postal Code
- Click "Search Events"

Select Event(s)

• indicates a required section or field

Apply for an Event

• **Select Program(s):**

- ☐ FRC - [FIRST Robotics Competition](#)
- ☐ FTC - [FIRST Tech Challenge](#)
- ☐ FLL - [FIRST LEGO League](#)
- ☐ Jr.FLL - [Junior FIRST LEGO League](#)

• **Select Country:** -Select-

• **Select one of the following options:**

› **Select State/Province** -Select-

- or -

› **Specify Zip/Postal Code** **and Radius:** 10 miles

[Search Events](#) [Clear Search](#) **Don't see your state/province or any events in your area?**
[Find a local/regional contact!](#)

You are able to search multiple programs in a given area. Select all programs you are interested in.

- Events will populate at the bottom of the screen.
- Click on the “Select” hyperlink, adjacent to the event the User would like to volunteer.

TOP

Select	Event Type	Event Name	Location	Date
Select	FIRST	FIRST Event	City, State/Province	MM/DD/YYYY - MM/DD/YYYY

- Fill out the Role Application and Click “Submit” (See “Add Role” Instructions below)
- Fields marked with a **Red Dot** are required.

Select One or More Roles

- Select the Role you would like to Add
- Click on “Add”
- Use Green Arrows to order roles for preference.

Select Roles for Event

• indicates a required section or field

Role Application for Specified Event

Program	Event	Location	Date(s)
FIRST	FIRST Event	City, State/Province	MM/DD/YYYY - MM/DD/YYYY

• Apply For Role(s) at Event:

Select one or more roles from the list below, then click **Add-->** to add to the selection list at right, **in order of assignment preference (First Selection = highest preference)**. Role is added to box in **Red**; use arrows at right to adjust preference settings. Up to five roles may be selected for this event.

For more information on a role, select it, then click **Display Role Description** below (displays in a separate tab/window).

Assign me as needed
Audio Visual
Field Builder Assistant
Field Builder
Kickoff Coordinator
Kit Distribution
Robot Quick Build Trainer
Team Check-In/Registration
Workshop Trainer

Click on a role, and then click "Add"

Add -->

--> Remove

First Selection:



Second Selection:



Third Selection:



Fourth Selection:



Fifth Selection:



Display Role Description

No Role Description Available

• Select Day(s) Available:

Check the day(s) you are able to volunteer for this event.

☐ Monday (MM/DD) ☐ Tuesday (MM/DD) ☐ Wednesday (MM/DD) ☐ Thursday (MM/DD) ☐ Friday (MM/DD)

Please select ALL days you are available.

- Some events have pre-event/post-event volunteer needs. Pre-/Post-event days will be displayed in **unbolded red**.

Please apply to ALL dates that you can volunteer, commenting on any time restrictions that you may have on those dates.

• Select Day(s) Available:

Check the day(s) you are able to volunteer for this event.
Pre-event/post-event dates are displayed in **unbolded color**.

☐ Thursday (11/20) ☐ Friday (11/21) ☐ Saturday (11/22)

NOTE: If you have specific times you are available, please add that into the "Time Availability/Comments" section.

After selecting roles and days available, click “**Apply for Selected Role(s)**”



The screenshot shows a form titled "Time Availability/Comments (300 characters maximum):". Below the title is a text area with the instruction: "Please describe any specific time availability limitations, or any other information you wish to provide to the *FIRST* representative responsible for this event's volunteer assignments." The text area is empty. At the bottom of the form are two buttons: "Apply For Selected Role(s)" and "Cancel". The "Apply For Selected Role(s)" button is highlighted with a blue border.

- An automated email confirming your application has been received will be sent to the email address provided. **THIS DOES NOT MEAN YOU HAVE BEEN ASSIGNED TO A ROLE NOR SUCCESSFULLY PASSED SCREENING.** The User will be sent an email with the assignment once they pass screening and when the Volunteer Coordinator has finalized the assignment. The User can also find the assignment under “Volunteer Role Assignments” when it becomes available.

Getting to the Screening Page

- Applying to an event will trigger screening. You may defer screening to another time; however, you must complete the screening process in order to volunteer for a *FIRST* event. If you defer screening, you will be prompted to initiate screening the next time you login to VIMS.
- Please Read Instructions & Click “Go to Screening Website”.
-
- Click on “Go to Screening Website”

YPP Screening Required

Youth Protection Program (YPP) Screening Required

FIRST requires that all US and Canadian volunteers, 18 years of age and older, applying for an event role must complete screening every 3 years. If you were screened in the last 3 years, you will not be required to complete screening this season.

Visit the [FIRST Youth Protection Program home page](#) for additional information, and to view a brief video explaining the program.

Go to Screening Website: This button will transfer you to the screening agency's website where you can complete your screening order. Some firewalls may block access to this portal. If this occurs, we recommend completing your screening order from a home computer. Do not attempt to complete your screening order using a mobile device.

Continue to VIMS: This button will allow you to begin the screening process at a later time, continuing to run VIMS in this login session.

Please note that you will not be eligible to be assigned to a role at a *FIRST* event until you have submitted your screening order and received a "Passed" status. If you were previously screened, your profile will indicate that your status is "Passed". We encourage you to begin the screening process as soon as possible.

If you have any question please contact the Youth Protection Department at 1-800-871-8326 Ext. 250, or at SafetyFIRST@usfirst.org.




Go to Screening Website

Continue VIMS

You will be redirected to the Screening Website (Verified Volunteers).

- If you choose to defer, “Continue VIMS”
 - You will be able to apply to additional events and update your account, but until you have completed and passed the screening process, you will not be able to be assigned to any event.
 - The next time you log in to VIMS, you will be automatically prompted to continue to screening.

Login



Volunteer

Visit the [FIRST Youth Protection Program home page](#) for additional information, and to view a brief video explaining the program.

Step 1: Begin by selecting the **I Agree to Screening** button below.

Step 2: The button text will change to **Go to Screening Website**, and will then take you to the screening company's website where you can start the screening process.

You may complete screening at a later time using the **Continue VIMS** button, continuing to run VIMS in this login session.

Please note that you will not be eligible to be assigned to a role at a *FIRST* event until you have completed the screening form and passed screening. We therefore encourage you to begin the screening process as soon as possible.

I Agree to Screening

Continue VIMS

FIRST extends our greatest thanks to our volunteers who make our programs successful. We thank you for supporting our mission, and making a difference in the lives of our young people.

Start Here
[Must be 13 or older]

Create FIRST Account

- After successfully submitting your YPP screening, you will be presented the below message to indicate that your Screening is in Progress. Screening on average takes 8-36 hours to complete.

Youth Protection Program (YPP) Screening In Progress

Thank you for completing the YPP screening form for US volunteers. Your screening is now in progress and you do not have to take any further action at this time.

Once you have passed screening, you will be eligible for assignment to your *FIRST* event role applications.

The **Continue VIMS** button below will resume VIMS operation.

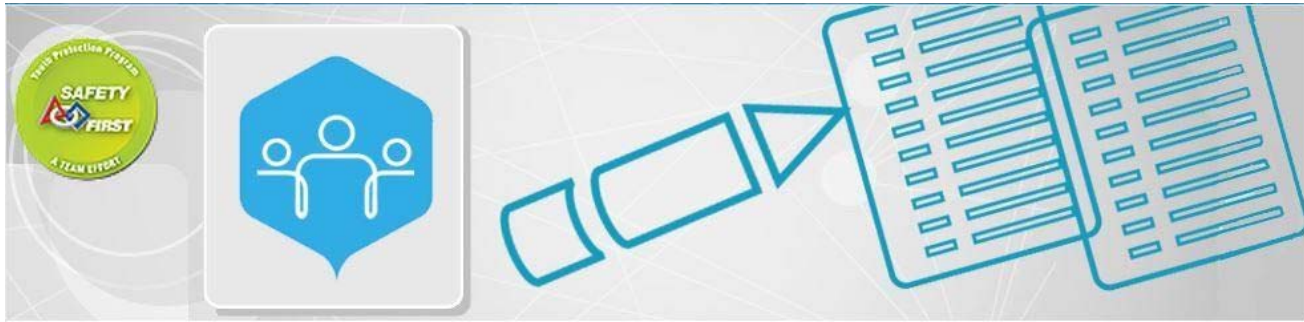
Continue VIMS

[Must be 13 or older]

U.S. Screening Process via Verified Volunteers

- Once you select “Go to Screening Website”, you will be redirected to Verified Volunteers *FIRST* screening portal.
- Enter the requested information **exactly** as entered in VIMS.

** If you have to make a correction, do it AFTER you have logged into your screening account.*



Welcome to Verified Volunteers!

Now that you have registered with **US FIRST**, you will need to create an account with **Verified Volunteers** before placing your background check order.

For security purposes only, please enter a few details about yourself below using the same data that was entered during your registration with US FIRST.

Your Information

Email Address*

Date of Birth

Month* Day* Year*

5-Digit Zip Code

5-digit ZIP Code*

[Continue >](#)

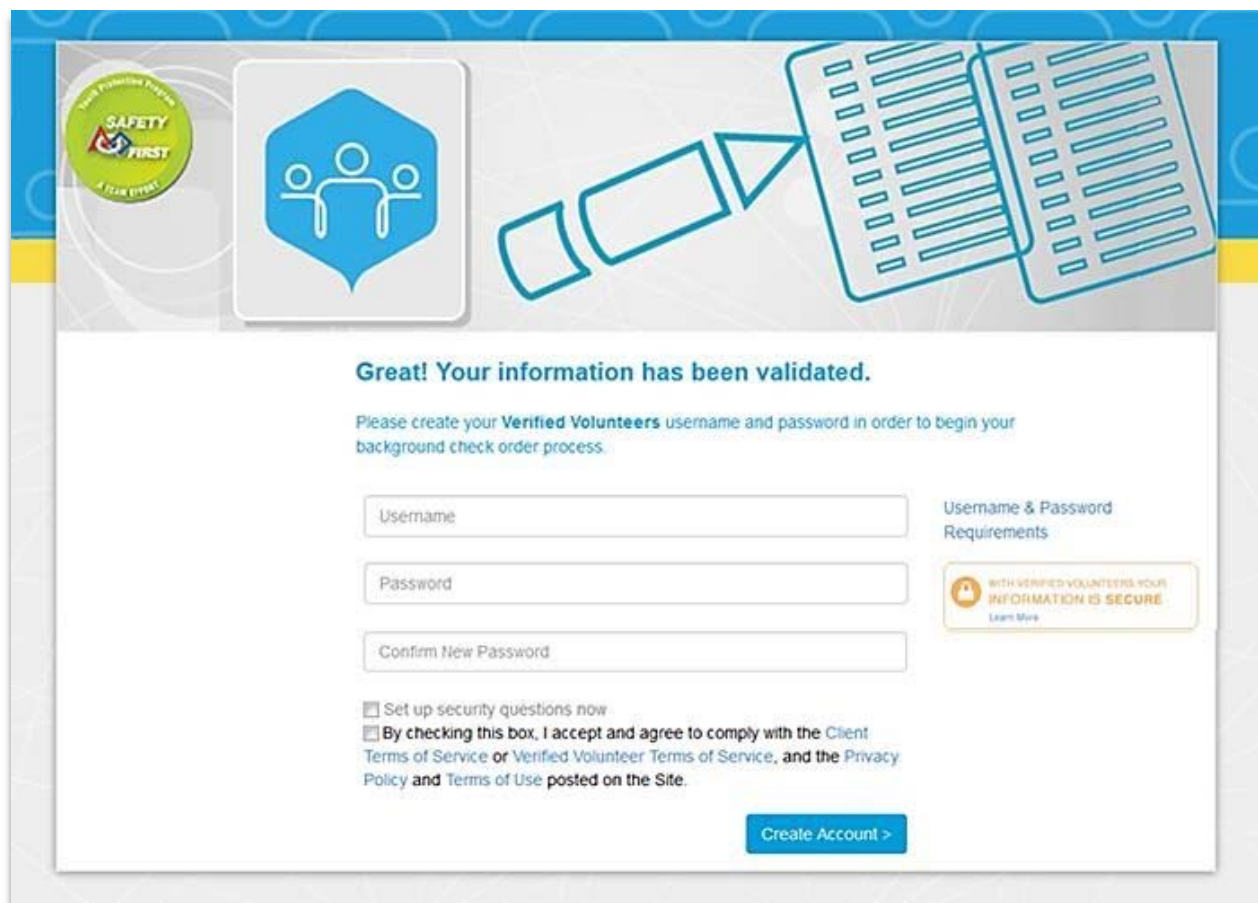
Please contact Verified Volunteers directly for any questions related to your account on the Verified Volunteers website:

Phone: 855-326-1860

Email: theadvocates@verifiedvolunteers.com

Next, you will be asked to create an account.

- Create a Username and Password to be used in Verified Volunteers.



The screenshot shows a web form for creating a Verified Volunteers account. At the top, there is a header with a 'SAFETY FIRST' logo, a group of three people icon, and a magnifying glass over a document icon. The main heading reads 'Great! Your information has been validated.' Below this, a subheading says 'Please create your Verified Volunteers username and password in order to begin your background check order process.' The form includes three input fields: 'Username', 'Password', and 'Confirm New Password'. To the right of the 'Password' field is a link for 'Username & Password Requirements'. Below the input fields are two checkboxes: 'Set up security questions now' and 'By checking this box, I accept and agree to comply with the Client Terms of Service or Verified Volunteer Terms of Service, and the Privacy Policy and Terms of Use posted on the Site.' A blue 'Create Account >' button is at the bottom right. A yellow callout box on the right says 'WITH VERIFIED VOLUNTEERS YOUR INFORMATION IS SECURE' with a 'Learn More' link.

- Once you have created your Username/Password, click “Get Verified” to continue.



The screenshot shows the 'Welcome to Verified Volunteers!' page. The header includes the 'SAFETY FIRST' logo and the tagline 'Propelling Nonprofits | Empowering Volunteers'. The main heading is 'Welcome to Verified Volunteers!'. Below this, a subheading reads 'Obtaining your background check is easy:' followed by two bullet points: 'Your Verified Volunteers account is already active.' and 'Simply click “Get Verified” below to proceed.' A large blue 'Get Verified' button is at the bottom right. On the left, there is a section with the 'SAFETY FIRST' logo and text stating 'US FIRST TEST requires all of their volunteers to pass a Verified Volunteers background check.'

Step 1: Fill out Your Personal Information.

- NOTE: Your information should have been transferred over from VIMS and prepopulate the fields. Make sure everything is correct and complete any missing fields.
- Once all necessary fields have been filled, click “Save & Continue”.

4 Easy Steps to Getting Verified

US FIRST TEST requires you to have a background check to volunteer

A **V1** Basic Criminal Locator Check will be conducted on you. [Learn More](#)

In areas where administrative courts charge Verified Volunteers fees for access to information, the fees will be passed along and the amount will be reflected in the total cost during Step 4 of the order process.

Step 1 of 4
This short process should take you between 2-3 minutes to enter your information so we can get your order submitted.

WITH VERIFIED VOLUNTEERS, YOUR INFORMATION IS SECURE
[Learn More](#)

* denotes required information

Your First Name
First Name*

Your Middle Name
Middle Name
Do not have a middle name

Last Name
Last Name*

Date of Birth
Month: [dropdown] Date: [dropdown] Year: [dropdown]

Your Social Security Number
SSN: [input] [input] [input]
☐ No SSN

WITH VERIFIED VOLUNTEERS, YOUR INFORMATION IS SECURE
[Learn More](#)

Gender
Gender [dropdown]

Contact Information
Phone Number* [input] Email* [input]

Save & Continue

- Your Social Security Number (SSN) **IS NOT** required. Click the “No SSN” box if you do not wish to provide your SSN.

Your Social Security Number

SSN: [input] [input] [input]

☒ No SSN

WITH VERIFIED VOLUNTEERS, YOUR INFORMATION IS SECURE
[Learn More](#)

Step 2: Provide Current Address.

4 Easy Steps to Getting Verified

Your Current Address

200 Bedford Rd

Address Line 2

Merrimack

New Hampshire

United States

03054

How long have you lived at this address?

From* mm/yyyy


Present





Back

▶ Save & Continue

Step 2 of 4

Ok, you're on to Step 2. Please continue to enter the information requested, then select Save & Continue

**WITH VERIFIED VOLUNTEERS, YOUR INFORMATION IS SECURE**
[Learn More](#)



Step 3: Review and acknowledge where prompted.

- Read the consent form and click the appropriate boxes indicated you have read and understood the information provided.
- Electronically Sign your name


4 Easy Steps to Getting Verified

You, as a consumer, have a number of rights when it comes to your personal information and your background check report. US FIRST TEST is required by law to provide you with information regarding those rights and to gain your consent for a background check before allowing you to continue with your order. Please review and sign, by checking the boxes, to indicate your consent to begin the background check process and to acknowledge your rights under the Federal and applicable State Fair Credit Reporting Act(s).

Step 3 of 4

You're almost there! Please review the information to the left and acknowledge **where prompted** to continue with your background check order.

[Print Consent and Rights](#)



WITH VERIFIED VOLUNTEERS, YOUR INFORMATION IS SECURE

[Learn More](#)

Consent to Use of Electronic Records and Signatures

You have the opportunity to complete and sign documents, as well as receive notices and other documents related to your volunteer application and background check, in electronic rather than paper form. To agree to these uses of electronic documents and signatures, and to sign this document with the same effect as physically signing your name, click the "Sign" button at the bottom of this page after reviewing the information below:

In order to sign, complete and receive documents electronically you will need the following:

- A personal e-mail address

☐ I acknowledge receipt of the preceding Consumer Financial Protection Bureau's "A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT."

☐ I have read the Disclosure Regarding Volunteer Background Report provided by Verified Volunteers and this Authorization to Obtain Volunteer Background Report. By my signature below, I hereby consent to the preparation by Verified Volunteers, a consumer reporting agency located at 113 South College Avenue, Fort Collins, CO, 80524, (855) 326-1860, www.verifiedvolunteers.com, of background reports regarding me and the release of such reports to any organization I authorize and its designated representatives, to assist the organization in making a volunteer decision involving me at any time after receipt of this authorization and throughout my volunteerism, to the extent permitted by law. To this end, I hereby authorize, without reservation, any state or federal law enforcement agency or court, educational institution, motor vehicle record agency, credit bureau or other information service bureau or data repository, to furnish any and all information regarding me to Verified Volunteers and/or the organization itself, and authorize Verified Volunteers to provide such information to the organization. I agree that a facsimile ("fax"), electronic or photographic copy of this Authorization shall be as valid as the original.

☐ I understand that by typing my name where indicated below, I consent to the use of electronic records and signatures in the manner described above, and the electronic storage of such documents.


Your First Name

Values must equal

Your Last Name

[Back](#)

[▶ Save & Continue](#)

 **FIRST** FOR INSPIRATION AND RECOGNITION OF SCIENCE AND TECHNOLOGY

Step 4: Review Your Personal Information.

- Review, confirming the information is correct.
- *FIRST* will pay for the Background Check, however, the option to donate is available. If you do not wish to donate at this time, please click “Not at this time” and proceed to checkout.
- Click **“Submit Order”**. Please be sure to click “Submit Order” to start the screening process.

4 Easy Steps to Getting Verified

Confirm your personal information is correct

Name: First and Last Name DOB: MM/DD/YYYY
SSN: No SSN Phone: 5555555555
Gender: Gender Email: email@domain.com

☐ The information above is correct. [Go Back & Edit](#)

Step 4 of 4
Last step! Please review your personal information carefully and then provide payment information as necessary.

Help US FIRST TEST Pay for your Volunteer Background Check

The cost to US FIRST for your volunteer background check is . If you are able to help defray the cost to the agency at this time, please consider a contribution.

And, by the way, any cost paid by you may be tax deductible! Please check with your tax advisor.

☐ I will pay \$ to cover US FIRST cost of the order.

☐ Not at this time

Sign up for the Volunteer Fast-Pass

☐ Yes! I would like to purchase the Fast-Pass for:

☐ No thank you.

What's a Fast-Pass?

It gives you the ability to share this background check with an unlimited number of organizations in the Verified Volunteers community for an entire year – at no cost to the organization. Plus, when you share your check, you can earn rebates of up to \$8 towards the cost of your next background check.

Who can I share my Fast-Pass with?

You can share your background check with any organization in the Verified Volunteers community, as long as your level of screen meets the minimum level accepted by that organization.

Your Background Check Order # 1683 [Questions](#)

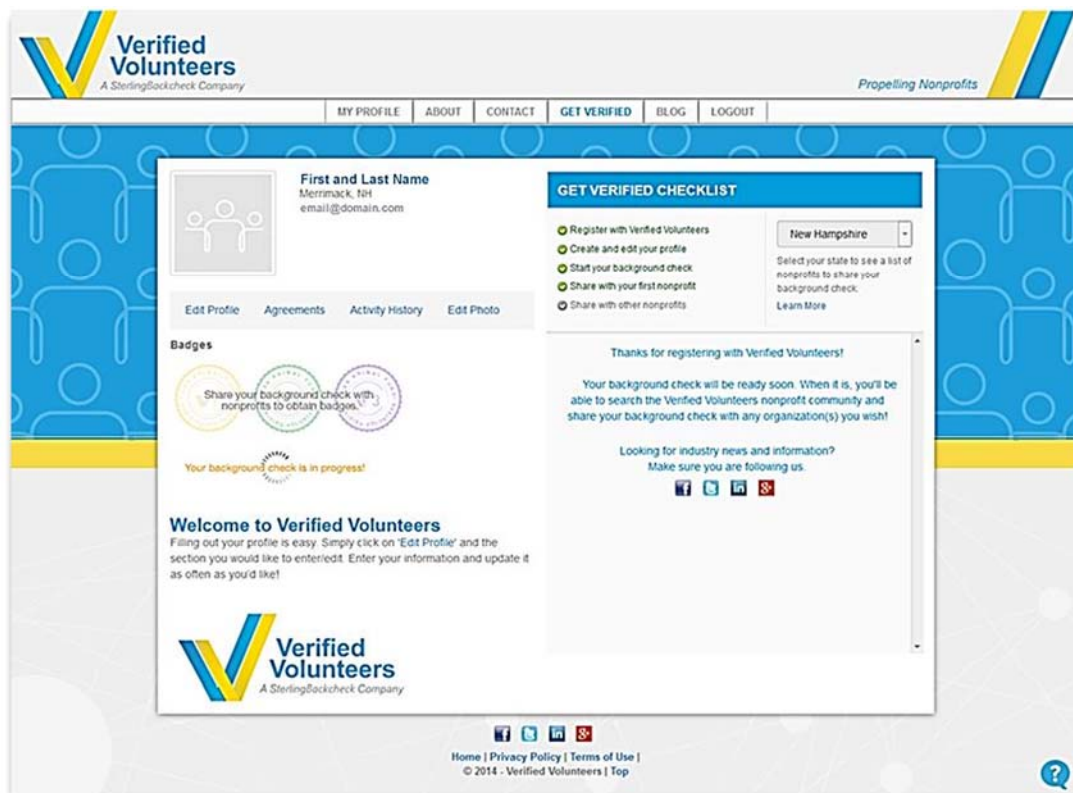
Item	Source Fee	Price
Level 1: Basic Criminal History Record Locator Search		
Government Watch List Search (OFAC)	Included	
50 State DOJ Registered Sex Offender Search	Included	
Total cost of Background Check		
Amount Paid by US FIRST TEST		
Sub-Total		\$0.00
Tax		\$0.00
Amount paid by me		\$0.00

[Submit Order](#)

- Save your order number for you records. You may want to add that they will receive an email with their order number and another email when their background check has been completed and sent to *FIRST*.



If you select “Go to My Profile”:



Canada Screening Process via myBackCheck

After applying to an event and going through the prompts, Canadian Residents will be redirected to the Canadian screening company's website: myBackCheck.com.

For more information or find out how to Verify your Identity in person, please refer myBackCheck.com training video: <http://vimeo.com/30137373>.

If you need assistance at any point within the myBackCheck website, please contact:

877-455-6730

support@mybackcheck.com

- You will be redirected to myBackCheck.com when you choose "Go to Screening Website" after applying to an event or by clicking "I Agree to Screening" upon logging into VIMS
- Check the Inbox to see if you have any invitations for screening.
- Click on the invitation to be screened for *FIRST*.
- Click "Accept & Continue".

myBackCheck.com
Order - Share - Manage & Share your background check

Welcome: Brittany Cornfoot | Log out | About | FAQ | Contact

myAccount | **Inv**

Invitations Currently Viewing: All (2) | Near (2)

Click on the organization name to view the details of your invitation.

FROM	SUBJECT	STATUS	DATE
Checkwell Decision Corporation	Comp Check with EID	New	2013-01-29
myBackCheck Self-Service	Criminal Record Check with Certificate	New	2013-01-29

Criminal Record Check with Certificate

myBackCheck Self-Service, British Columbia requests you to perform the check(s) listed below in order to comply with their Criminal Record Check with Certificate requirements. Please click the "Accept & Continue" button at the bottom of the page to proceed with the order.

Required Checks

QTY	SERVICE REQUIRED	DETAILS
1	Canadian Criminal Record Check	Add to your shopping cart: \$59.00

Decline **Accept & Continue**

Powered by **BackCheck** Canada's Largest Background Checking Company

Checkwell Decision Corporation © 2011 All Rights Reserved | Privacy Policy

- Your Check is paid for by *FIRST*. When prompted, click “Purchase” to continue to the Consent Form.
- Complete Canadian Criminal Record Check and add any personal information that is required.

myBackCheck.com
Order Store Manage & Share your background check

Welcome: Brittany Cornfoot | Log out | About | FAQ | Contact

myAccount | **Inbox** | Shopping Cart

Canadian Criminal Record Check | Back to myAccount

Step 1 - Enter Your Identity Information
To fulfil the requirements for a Canadian Criminal Record Check, you must provide the necessary personal information below.

Identity and Contact Details

First Name *
Brittany

Middle Name(s)

Last Name *
Cornfoot

Maiden Name(s)

Aliases and Other Names

If applicable, list all aliases or additional names below. If you have multiple entries, please use commas to separate the information (ex: Katherine, Kathy).

First Name(s)

Middle Name(s)

Last Name(s)

☐ I do not have any maiden names, aliases or additional names other than those listed above. Any legal names used prior to a legal name change are also listed in the information above.

Personal Information 3/35

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

- Review the information you have provided. Read and agree to the Terms and Conditions.

myBackCheck.com
Order Store Manage & Share your background check

Welcome: Brittany Cornfoot | Log out | About | FAQ | Contact

myAccount | **Inbox** | Shopping Cart

Canadian Criminal Record Check | Back to myAccount

Step 3 - Review and Consent

Please confirm that the information that you have provided is accurate

Details

- Name: Brittany Cornfoot
- Date of Birth: 07/18/1983 (First, middle, last)
- Gender: Female
- Eye colour: Green
- Height: 66 inches/171 cm
- Born: July 18, 1983 • Toronto, British Columbia, Canada

Residence

- 1234 Main St, Toronto, Ontario, Canada M1M 1M1

Previous Residences

- 5678 Elm St, Toronto, Ontario, Canada M1M 1M1

Consent and Terms of Use

[View as PDF](#)

This request is made in compliance with the applicable provincial or municipal public sector privacy legislation in the province in which I am residing which allows a public body or municipality to disclose my personal information to me upon my request.

I, myBackCheck.com Terms of Service and Consent:

GENERAL

This agreement is between Checkwell Decision Corporation ("myBackCheck.com") and you ("the User"), and governs the terms and conditions for the use of the myBackCheck.com service ("the Service"). This Consent and Terms of Use document constitutes the entire understanding between the User and myBackCheck.com regarding your use of the

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

- Continue to Verify Your Identity by clicking, “Continue to Identify Challenge Questions”.

myBackCheck.com
Order • Store • Manage & Share your background check

Log out | About | FAQ | Contact

myAccount | Order | Inbox

Canadian Criminal Record Check

Step 4 - Verify Your Identity

Click "Continue to Identify Challenge Questions" to enter eIDentifier and complete ID verification online. Please note that ID verification is mandatory for all Criminal Record Checks in Canada.

Please keep in mind:

- eIDentifier is not a credit check and will not affect your credit rating in any way.
- Some or even all of the questions may not be related to your credit file. Equifax does this on occasion as a fraud protection measure.
- Only you are able to view your questions. myBackCheck.com and Equifax do not view the automatically generated questions or any of your responses.

For more information about eIDentifier please visit www.equifax.ca

EQUIFAX

Back to myAccount

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

Back to Step 3 | Continue to Identify Challenge Questions

Powered by **BackCheck** Canada's Largest Background Checking Company

Checkwell Decision Corporation © 2011 All Rights Reserved | Privacy Policy

- Answer the provided questions.
 - NOTE: No one sees these answers but you, nor does answering these questions impact your credit in anyway.
 - You can also Verify Your Identity in person. Please refer to the myBackCheck.com training video: <http://vimeo.com/30137373>.

myBackCheck.com
Order • Store • Manage & Share your background check

Log out | About | FAQ | Contact

myAccount | Order | Inbox

Step 4 - Verify Your Identity - ID Challenge Questions

Back to myAccount

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

Note

Remember:

1. This is NOT a credit check and it does NOT affect your credit rating in any way.

1. Your credit file indicates you may have a loan or financing arrangement which was opened approximately February 2007. Please choose the credit provider for this account from the following options.

☐ ANIQUE BANK

☐ GOLD KEY SALES/LEASE

☐ RQYAL BANK

☐ S324 HOLDINGS LTD

☐ NONE OF THE ABOVE

2. Please choose the range within which your payment falls for the previously referenced account.

☐ \$1 - \$49

☐ \$50 - \$99

☐ \$100 - \$149

☐ \$150 - \$199

Electronic ID Verification with eConsent (TransUnion) FAQ

What is Online ID Verification?

BackCheck has partnered with TransUnion to offer EIV to individuals as a means of verifying their identity online when completing a Criminal Record Check. Created by TransUnion, and used by Canada's largest financial institutions, EIV is currently the highest level of online identity authentication, replacing the use of photocopied ID. It features an interactive question set, based on information that would normally be contained out-of-wallet. This process is similar to any sensitive online transaction such as online banking or receiving a credit report, and the individual's credit score will not be affected in any way. In short, TransUnion and BackCheck ensure that applicant is who they say they are.

How does it Work?

An applicant's TransUnion credit file is used to confirm their identity through verification of personal information such as full name and date of birth, as well as the use of an interactive set of questions relating to their personal credit history. Privacy is protected and information is secure. Only the applicant has access to view the questions presented and the responses.

Typical Questions

TransUnion's interactive query features a set of multiple-choice questions based on an applicant's personal credit history.

Typical questions involve information that is contained "out-of-wallet" such as:

- Which financial institution provides your auto loan?
- Which financial institution provides your student loan?
- Within what range does your monthly payment fall for your home loan?
- Which account did you open in approximately January 2009?

What happens when an applicant fails online ID verification?

Most people pass, but some individuals may not be able to proceed online for the following reasons:

- No credit file found
- A security flag was identified
- Personal information provided did not match the information on file at TransUnion
- Candidate's unable to successfully answer questions accurately.

If an applicant fails online ID verification, they will be asked to proceed with traditional (in-person) ID verification by printing their BackCheck Consent Form and presenting two pieces of ID. Applicants can verify their identification through one of the following:

Canada Post: BackCheck has an exclusive partnership with Canada Post. Applicants can visit one of over 5,000 participating Canada Post locations nationwide. Visit our post office locator at www.backcheck.net/canadapost

Hiring Manager: Applicants can present their form to a hiring manager at the requesting organization. Once satisfied that the ID's belongs to the individual, they will complete the form themselves, sign it, and fax (1.866.323.3097) or email the form to orders@backcheck.ca

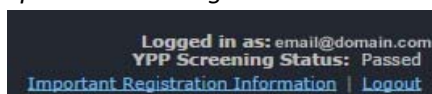
Notary Public: Applicants can present their form to a notary public. Once satisfied that the ID belongs to the individual, they will complete the form themselves, sign it, and fax (1.866.323.3097) or email the form to orders@backcheck.ca

How do I know what my Screening Status is?

The screening status is located at the top right hand corner of each page in VIMS, above the Logout button.

Significance of YPP Screening Status

- Passed – *passed screening*



Logged in as: email@domain.com
YPP Screening Status: Passed
[Important Registration Information](#) | [Logout](#)

- Unscreened – *have not submitted your screening request*

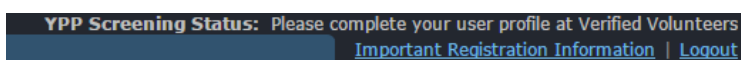


Logged in as: email@domain.com
YPP Screening Status: Unscreened
[Important Registration Information](#) | [Logout](#)

- Why this may happen and how to address this?

- Have not applied to a *FIRST* event. - *Apply for an event and go through screening.*
- Chose to “Defer” screening. - *Upon login, select “I Agree to Screening” and go through the above steps.*
- Did not click “Submit” in Verified Volunteers. - *Return to Verified Volunteers, use your username/password and login. Follow the above steps.*
 - <https://app.verifiedvolunteers.com/Mains/Home>
 - Only use this option if you have created a Verified Volunteers profile. You MUST create a profile through the above steps in order to be linked to *FIRST*.

- Please complete your user profile at Verified Volunteers– *Incomplete profile with verified volunteers*



YPP Screening Status: Please complete your user profile at Verified Volunteers
[Important Registration Information](#) | [Logout](#)

- If Canada- 'Please check your status at myBackCheck
- You currently have no roles which require Screening-*Volunteers outside of US/Canada need not require screening*
- In Process- *screening request submitted*
- You have not yet agreed to the YPP Policies for this Season - *Haven't agreed to terms and conditions*
- Inactive- *Unavailable*
- N/A-*Not Applicable for minor or person outside of the US and Canada*
- Screening in Progress – *screening has been submitted*



Logged in as: email@domain.com
YPP Screening Status: Screening in Progress
[Important Registration Information](#) | [Logout](#)

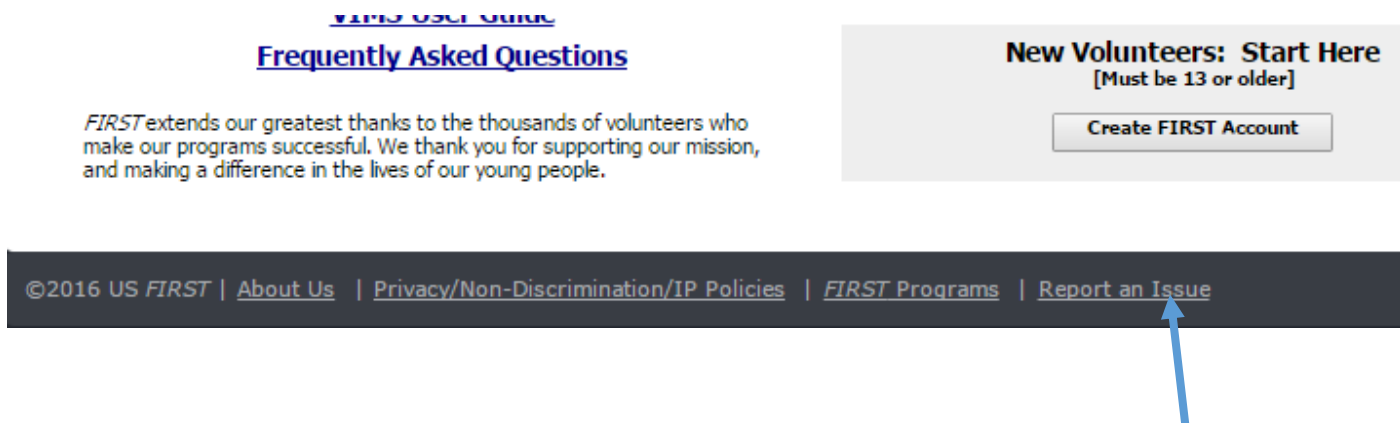
- Screening may take as long as 48 to 72 hours.

If you have concerns over your screening, please contact safetyfirst@firstinspires.org

How to Report a Bug or Issue

There are two ways to report a bug in the *FIRST* Volunteer Information Matching System:

- 1) Click on “Report an Issue” at the bottom of the VIMS login screen.



You will be presented with an issue reporting form.

A screenshot of the issue reporting form. It has a title bar that says 'The information you provide below regarding issues or suggestions is essential to maintaining and developing our volunteer systems. Thank you for taking the time to provide feedback. *Required'. The form has five input fields: 'First Name *', 'Last Name *', 'E-mail Address *', 'Browser *', and 'Description *'. The 'Description' field is a large text area. Below the 'Description' field, there is a small text that says 'What browser were you using when error occurred? (i.e., Chrome, IE, Firefox, Safari)'. At the bottom right of the form is a 'Submit' button.

- 2) Email volunteersystems@firstinspires.org

- Please be detailed in describing the issue and include which browser and version you were using when the issue occurred. If possible, please include screenshots.