

The College of Nurses of Ontario myBackCheck Applicant Guide

Please use this guide to assist you with completing your background check for the College of Nurses of Ontario (CNO) and read through the requirements carefully before starting.

Requirements for completing your background check through myBackCheck.com;

- An individual myBackCheck account
 - If you have already registered for an individual account and have an existing username and password, please skip to the *Completing your Background Check* section on page 6
 - If you do not have an individual account, you will need to register for one first using the CNO landing page link. Please proceed to the *New User – Steps to Registering for an individual myBackCheck account* on page 1
 - You must have a Canadian address to complete your background check. If you do not currently reside in Canada, please enter your last known Canadian address. If you have never lived in Canada you will not be able to complete this check please [contact a representative at CNO](#).

- Your CNO Application number (8-9 alphanumeric code)
 - You can find this number on your MYM Account under My Applications OR on your status letter sent to you about your application for reinstatement
 - If you have more than one open application with CNO, only provide one application number. CNO will make sure that your Canadian Police Criminal Record Check Requirement is updated on both applications.
 - If you are a current member of the CNO do not use your registration number. You must use your application number to request your Canadian Police Criminal Record.

- A valid credit card
 - only Visa and Mastercard are accepted (pre-paid credit cards are not accepted)

If you have any questions prior to starting your check, please do not hesitate to reach out to our myBackCheck.com Applicant Support team at support@mybackcheck.com or toll-free at **1-877-455-6730**.

New User – Steps to Registering for an individual myBackCheck account

To ensure you are registering for a new myBackCheck account affiliated with your check for the College of Nurses of Ontario, you must access the **Register Here** button through the following landing page;

<https://www.sterlingtalentsolutions.ca/landing-pages/c/cno/>

1. Select **Start My Check!** and have your Application Number with CNO ready; located in your MYM account under My Applications or on the status letter sent to you about your application for reinstatement.



Sterling Talent Solutions
Global Background Screening Partner
for the College of Nurses of Ontario

To begin, please click on the "Start my check" button below, register for an account and follow the on-screen prompts.

Please ensure you have your College of Nurses of Ontario Application Number ready; you will be required to enter this information on the following page.

Start My Check!

Sterling Talent Solutions
Partenaire mondial de vérifications
d'antécédents
de l'Ordre des infirmières et infirmiers de
l'Ontario

Pour commencer, s'il vous plaît cliquez sur le bouton ci-dessous et suivez les instructions à l'écran.

Assurez-vous d'avoir votre numéro de demande d'admission à l'Ordre des infirmières et infirmiers de l'Ontario en main. On vous demandera de le saisir dans la page suivante.

Démarrer ma vérification

2. You must enter your **Application Number with CNO**, as this is a mandatory field, and then click on **Register Here** button to create a new individual account. (If you already have an account, please refer to the *Completing your Background Check* section on page 6 to begin your check).

myBackCheck.com
Order · Store · Manage & Share your background check
myBackCheck.com Registration

[About](#) | [FAQ](#) | [Contact](#) | [Français](#)

Company : The College of Nurses of Ontario

Location : Headquarters

Role : Enhanced Police Information Check

New to myBackCheck.com?

Please complete and submit the following form to advance to registration and begin your check.

Step 1 - Enter Required Information

Application Number with CNO

Register Here

Already a myBackCheck.com account holder?

If you already have a myBackCheck.com account, please provide the necessary information above and log in below.

Login (for Account Holders)

3. After clicking on Register Here, you will be directed to the myBackCheck.com Account Registration for Individuals page. Enter in all required information, marked with an asterisk (*) and then click on **Register** at the bottom of the page.

**Note: If you already have an account, please return to the College of Nurses of Ontario landing page to input your Application Number and log in there: <https://www.sterlingtalentsolutions.ca/landing-pages/c/cno/>*

myAccount

Inbox

Account Registration for Individuals

Welcome to myBackCheck.com! The following form will allow you to create a personal account with us. All fields marked with * are mandatory. If you have questions about our website or services, please refer to the [FAQ](#) or [contact us](#).

General Preferences

Language

English

Your Profile Information

First Name *

Last Name *

Province *

[Select]

Date of Birth (YYYY/MM/DD) *

Email * ?

Verify Email Address *

Phone Number (including Area Code) *

Phone Extension

Choose a User Name * ?

Getting Started

1 Create Account.

Enter a username, password and some security questions to create your personal account.

2 Check Your Email.

We will send you an email with a link to activate your account (for security purposes).

3 Log in and Complete Your Checks.

Once logged in, you can view and accept invitations to complete a Criminal Record Check, or order one for yourself.

Already have an account?

[Login Now](#)

For your security, please ensure your password has at least 8 characters with 1 upper case letter, 1 lower case letter, 1 number, 1 special character and no repeating characters.

Password *

Re-enter Password *

Security Questions ?

Who was your childhood hero? *

What high school did you attend? *

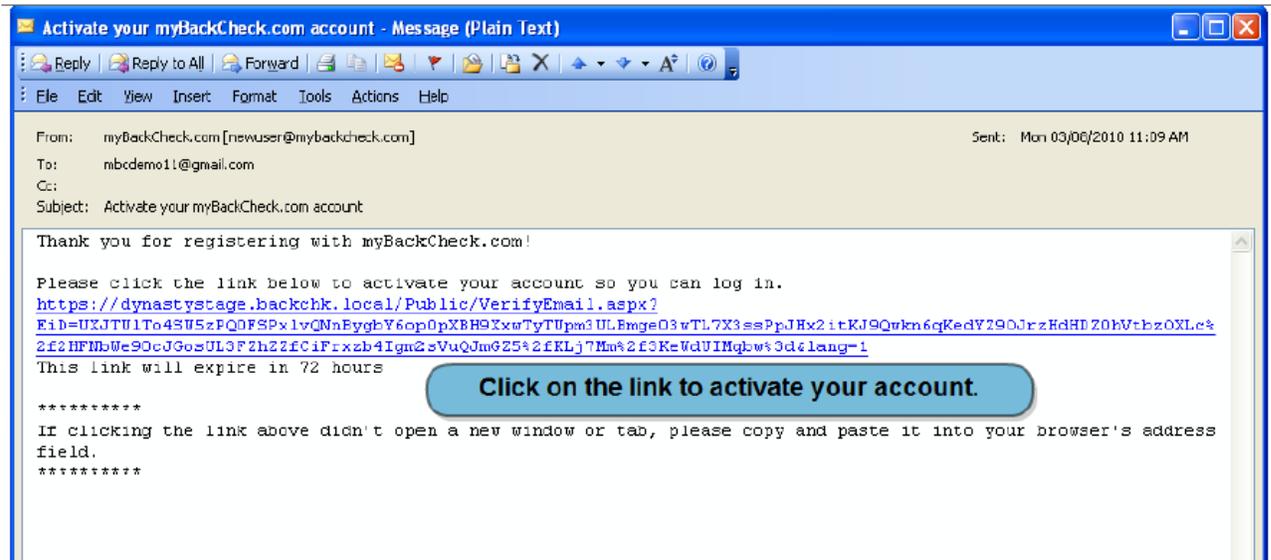
What is your favourite song? *

What is your favorite sport? *

What is your mothers maiden name? *

Register

- Upon registering successfully, an email will be sent to the email address you provided. Click on the link provided in this email to activate your account. This link will expire in 72 hours if your account is not activated. Should you fail to activate your account, you will need to re-register for a myBackCheck account.



5. Once your account has been successfully activated you will be presented with the option to log in and view your general myBackCheck account - **Please do not log in here. You must log in through the College of Nurses of Ontario's landing page <https://www.sterlingtalentsolutions.ca/landing-pages/c/cno/> to ensure your Application Number is captured with your check.**

Completing your background check

Please note that you must input a Canadian address to complete your background check. If you do not currently reside in Canada, please enter your last known Canadian address. If you have never lived in Canada you will not be able to complete this check; please [contact a representative at CNO](#).

1. Select **Start My Check!** on the College of Nurses of Ontario landing page;

<https://www.sterlingtalentsolutions.ca/landing-pages/c/cno/>



Sterling Talent Solutions
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for the College of Nurses of Ontario

To begin, please click on the "Start my check" button below, register for an account and follow the on-screen prompts.

Please ensure you have your College of Nurses of Ontario Application Number ready; you will be required to enter this information on the following page.

Start My Check!

Sterling Talent Solutions
Partenaire mondial de vérifications
d'antécédents
de l'Ordre des infirmières et infirmiers de
l'Ontario

Pour commencer, s'il vous plaît cliquez sur le bouton ci-dessous et suivez les instructions à l'écran.

Assurez-vous d'avoir votre numéro de demande d'admission à l'Ordre des infirmières et infirmiers de l'Ontario en main. On vous demandera de le saisir dans la page suivante.

Démarrer ma vérification

2. Enter your **Application Number with CNO** (8-9 alphanumeric number) located in your MYM account under My Applications or on the status letter sent to you about your application for reinstatement. Enter your existing or newly created User Name and Password for your individual myBackCheck account at the bottom of the screen and click on **Login**.

New to myBackCheck.com?

Please complete and submit the following form to advance to registration and begin your check.

Step 1 - Enter Required Information

Application Number with CNO

Register Here

Already a myBackCheck.com account holder?

If you already have a myBackCheck.com account, please provide the necessary information above and log in below.

Login (for Account Holders)

User Name

Password

[Trouble logging in?](#)

Login

- Once successfully logged in, click on the **Inbox** tab (note: you should have a notification about 1 unread message). Next, click on the message bar from the College of Nurses of Ontario. The option to **Accept & Continue** will appear at the bottom of the page in order to proceed with payment options.

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

Welcome: **Marena ROJAS** | [Log out](#) | [About](#) | [FAQ](#) | [Contact](#)

myAccount **Inbox** ²

Invitations Currently Viewing: **All (5)** | [New \(2\)](#)

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

FROM	SUBJECT	STATUS	DATE
BackCheck Sales Demo	Enhanced Police Information Check	New	2018-09-24
College of Nurses of Ontario	Enhanced Police Information Check	New	2018-09-24
BackCheck Sales Demo	Org Paid - Enhanced Police Information Check	Accepted	2018-09-24
BackCheck Sales Demo	Criminal Record Check	Accepted	2017-01-05
BackCheck Sales Demo	Criminal Record Check	Expired	2017-03-16

Enhanced Police Information Check

College of Nurses of Ontario, Headquarters requests you to perform the check(s) listed below in order to comply with their Enhanced Police Information Check 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 with Local Police Information	Add to your shopping cart. \$23.00

- Fill in all required (*) information and then select **Purchase** at the bottom of the page. Note: Only Visa and Mastercard are accepted (prepaid credit cards are not accepted).

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Order - Store - Manage & Share your background check

Welcome: **Marena ROJAS** | [Log out](#) | [About](#) | [FAQ](#) | [Contact](#)

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Purchase myBackCheck.com Service

Review your order and click 'Purchase'

Cardholder Details

First Name *	Marena	Last Name *	ROJAS
Email Address	marena.rojas@sterlingts.com	Phone Number (including Area Code)	(514) 555-5555

Billing Address

Unit #		Street Address *	123 MAIN
City	MONTREAL	Province/State	Quebec
Country	Canada	Postal/Zip Code	J7V8P5

Order Details

Quantity	Service	Price
1	Canadian Criminal Record Check with Local Police Information	\$23.00

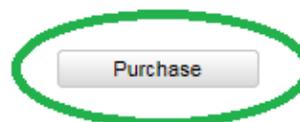
Sub Total:

Tax:

Order Total:

All Amounts In CAD

Please have your Visa or Mastercard ready. Payment must be completed within 30 minutes to avoid session timeout.



5. Enter in your credit card details and select **Process Transaction**

Mandatory fields marked by *

Item Details				
Description	Product Code	Quantity	Price	Subtotal
Canadian Criminal Record Check with Local Police Information	36	1	\$23.00	\$23.00
			HST:	\$2.99
			Total (CAD):	\$25.99

Customer Details

Customer ID: M, ROJAS

Email Address: marena.rojas@sterlingts.com

Note:

Billing Address

First Name: Marena

Last Name: ROJAS

Company:

Address: 123 MAIN

City: MONTREAL

Prov/State: Quebec

Country: Canada

Postal Code: J7V8P5

Phone: (514) 555-5555

Fax:

Payment Details

Transaction Amount: \$25.99 (CAD)  

Order ID: 1022473

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*: 

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

[Process Transaction](#) [Cancel Transaction](#)

6. A confirmation of a successful purchase will appear. Click on **Back to myAccount** or the **myAccount** tab to begin steps for your background check.

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Welcome: [redacted] | [Log out](#) | [About](#) | [FAQ](#) | [Contact](#)

[myAccount](#) [Inbox](#) ² [Shopping Cart](#)

Thank you for accepting the Canadian Criminal Record Check invitation from [redacted].

[Back to myAccount](#)

 Proceed to [myAccount](#) and press the Continue button to complete the online form.

7. An invitation to process your check will appear on this page, select **Continue** to begin filling out your forms.

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Welcome: **Marena ROJAS** | Log out | About | FAQ | Contact | Français

myAccount | **Inbox** ²

Account Home
Edit Profile
Edit Security Questions
Edit Password
Purchase History

Welcome Marena ROJAS Last Login 2018-09-24

Please Check your [inbox](#) for invitations and action items. You have **2** item(s) requiring your attention.

Press Continue to submit your information.

SERVICE NAME	STATUS	DATE COMPLETED	REQUESTING ORGANIZATION	
 Canadian Criminal Record Check with Local Police Information	Requires Action		BackCheck Sales Demo	
 Canadian Criminal Record Check	Requires Action		BackCheck Sales Demo	

8. Fill in all required information (marked with an *) and at the bottom of each page, click on **Save & Continue** until all forms have been completed. The following pages contain examples of each form you should be completing; please skip ahead to the end of this document for more information on the **Verify Your Identity** section.

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Order • Store • Manage & Share your background check

Welcome: **Marena ROJAS** | [Log out](#) | [About](#) | [FAQ](#) | [Contact](#)

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Canadian Criminal Record Check with Local Police Information [Back to myAccount](#)

Step 1 - Enter Your Identity

Information
To fulfill the requirements for a Canadian Criminal Record Check with Local Police Information, you must provide the necessary personal information below.

Identity and Contact Details

<p>First Name * <input type="text" value="Marena"/></p>	<p>Middle Name(s) <input type="text"/></p>
<p>Last Name * <input type="text" value="ROJAS"/></p>	<p>Maiden Name(s) <input type="text"/></p>

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).

<p>First Name(s) <input type="text"/></p>	<p>Middle Name(s) <input type="text"/></p>
<p>Last Name(s) <input type="text"/></p>	

* 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.

Confirming Your Details

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

Personal Information

Gender: * Female Male Eye Colour *

Height: ft. in. *

Birth Information

Date of Birth (YYYY / MM / DD) * Country of Birth *

City of Birth * Province/State of Birth *

Residence Information

Apartment Number Street Address *

City * Province *

Previous Residence Information

Please submit information for any Canadian address where you have resided in the past 5 years by clicking "+Add Address" after each entry.

Previous Apartment Number Previous Street Address *

Previous City * Previous Province *

Previous Country * Previous Postal Code *

Previous Residence

Optional Personal Information

Providing your SIN number is optional but useful in locating and verifying your file with TransUnion. Please note that myBackCheck.com does not retain this information after your check is completed.

Social Insurance Number

Canadian Criminal Record Check with Local Police Information

[Back to myAccount](#)

Step 2 - Disclosure of Criminal

Records

If you have any Canadian criminal convictions to disclose, please provide them below. Otherwise, click the checkbox at the bottom of the page and proceed to Step 3.

Previous Convictions

If you have any existing adult Canadian criminal or federal convictions for which you have not received a pardon/record suspension please provide ALL details below. By entering no details you are indicating that you have never been convicted of an adult criminal offence for which you have not received a pardon/record suspension.

Click [here](#) for additional information about Declaration of Criminal Records and what should be disclosed.

Approx. Conviction Date YYYY/MM	Convicted Offence
<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>
Location of Conviction	Penalty/Disposition Received
<input type="text"/>	<input type="text"/> <input type="button" value="Add"/>

* By checking this box, I understand that failing to provide a complete and accurate disclosure may lead to additional fees and/or fingerprinting at my local police agency or an accredited fingerprinting company should my complete conviction history be required.

Confirming Your Details

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

Canadian Criminal Record Check with Local Police Information

Step 3 - Review and Consent

[Back to myAccount](#)

Please confirm that the information that you have provided is accurate

Details

- Name: Marena ROJAS
- Other Name(s) Used: none provided
- Gender: Female
- Eye colour: Black
- Height: 53 inches/135 cms
- Born: January 01, 1984 - Calgary, Alberta, Canada

Residence

- 123 MAIN, MONTREAL, Quebec, Canada J7V8P5

Previous Residences

- 123 MAIN, CALGARY, Alberta, Canada T7T4M4

Confirming Your Details

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

Consent and Terms of Use

[View as PDF](#)

This request is made in compliance with the applicable federal, 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 or my agent upon my request.

1. 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 Service. myBackCheck.com reserves the right to change these terms from time to time.

SERVICE

All myBackCheck.com services are owned and operated by Checkwell Decision Corporation.

The myBackCheck.com Criminal Record Check, Local Police Information, and Vulnerable Sector Search services act as an interface for police-conducted searches of records and other information held within the Canadian Police Information Centre (CPIC) and other police data sources. The CPIC database is managed by the Royal Canadian Mounted

* I agree to the Consent and Terms of Use outlined above.

Furthermore I acknowledge that any failure to provide complete and accurate information may disqualify me from placement with the requesting organization (if applicable).

[Do Not Save, Back to Step 2](#)

[Save & Continue to Step 4](#)

Canadian Criminal Record Check with Local Police Information

[Back to myAccount](#)

Step 4 - Verify Your Identity

Identity verification is mandatory for all Criminal Record Checks in Canada. Please read all the information below carefully before proceeding.

myBackCheck.com is proud to offer TransUnion Authentication - verify your identity online through a few simple multiple-choice questions that only YOU should be able to answer. These questions are based on the type of information typically found in a consumer credit bureau report. Your responses will automatically be compared to the information contained in your personal credit bureau file with TransUnion, an external credit reporting agency. If your responses match, we will confidently verify your identity. This process also protects you against identity theft.

Please keep in mind:

- This is not a credit check and will not affect your credit rating in any way.
- Only you are able to view your questions. myBackCheck.com and TransUnion do not view or log the automatically generated questions or any of your responses.
- Don't worry if you aren't able to verify your identity online, many individuals can't for a variety of reasons. Should you be unable to confirm your identity online alternative convenient options will be presented.

Provide consent below and click "Continue to Identity Challenge Questions" to complete ID verification online.



Confirming Your Details

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

* I understand that continuing to the next page implies consent to TransUnion Authentication, which includes accessing information held in my personal consumer credit file for the purpose of identity verification.

[Back to Step 3](#)

[Continue to Identity Challenge Questions](#)

Verify Your Identity using Electronic ID Verification

A series of multiple choice questions will be asked to validate your identity. Should you fail to answer these questions correctly, the following page will appear allowing you **Try Again** or follow an alternate ID verification method listed in the *Your Option(s)* boxes;

*If selecting an alternate method, please be sure you read the instructions carefully before downloading the forms and review the types of Acceptable pieces of ID on the right hand side of the screen.

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[Back to myAccount](#)

TransUnion was not able to generate authentication questions due to an insufficient personal credit history.

What can you do now?

Try Online ID Verification Again

If you wish to revise the information you provided, attempt the process again by clicking the **Try again** button. Note that providing your Social Insurance Number can improve TransUnion's ability to locate your file.

[Try Again](#)

OR

Continue with In-Person ID Verification:

Continue with In-Person ID Verification:

Your Option(s):

Canada Post - Physical Identity Verification

To have your ID verified by Canada Post, please follow these simple steps:

1. Click on the **Download Form** button below and then save the document. You will need to take the barcode to Canada Post either using your smart phone or by printing the pdf form.
2. **Two pieces of ID and Proof of Residence** must be presented at Canada Post:
 - One piece of ID must be government-issued photo ID
 - The second piece of ID must display your full name
 - Proof of Residence must contain your current address
 - See page 1 of the form for acceptable ID and Proof of Residence options
3. The Canada Post retail clerk will scan the barcode on this form and then verify your IDs. Verification of your identity will then be sent to us electronically.

To find the nearest postal outlet, go to [Canada Post - Find a Post Office](#). Before going to the Canada Post location, we recommend calling them to confirm that they are able to process your Physical Identity Verification.

[Download Form](#)

Confirming Your Details

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

Acceptable pieces of ID

- Provincial Driver's License
- Foreign Driver's License
- Canadian Passport
- Foreign Passport
- Provincial ID Card
- Canadian Citizenship Card
- Canadian Permanent Resident Card
- Certificate of Indian Status

What happens next?

myBackCheck will automatically send your completed criminal record check to the College of Nurses of Ontario. Within 72 hours, you will be able to see whether you met the requirement if you check your College of Nurses of Ontario application on Maintain Your Membership.