

Toronto Police – Vulnerable Sector Check Application Guide


1. To apply for a Vulnerable Sector Check with the Toronto Police Service, you will need to obtain an Agency Code from the organization that is asking you to apply for this background check. This is a sixteen-character code that is unique to your agency.
2. Visit our website (<https://www.tps.ca/services/police-record-checks/>) to access the link for our application site. You have two options available:
 - Register for an adult police record check account – for new users who have not yet applied with us
 - Already have an account? Log in [here](#) to submit a new record check request – for users who have previously applied and created an account

POLICE RECORD CHECKS

The Toronto Police Service (TPS) offers three types of record checks via our online system.

1. Criminal Record Check
2. Criminal Record & Judicial Matters Check
3. Vulnerable Sector Check

If you are unsure what type of record check you require, contact the agency/organization requesting the check so they can verify. The TPS does not make the decision on behalf of the organization.



[About TPS](#)[Data & Maps](#)[My Neighbourhood](#)[Media Centre](#)[Services](#)[Careers](#)[Contact](#)

Criminal Record and Judicial Matters Check

Vulnerable Sector Check

Youth Applications

REGISTER FOR AN ADULT POLICE RECORD CHECK ACCOUNT

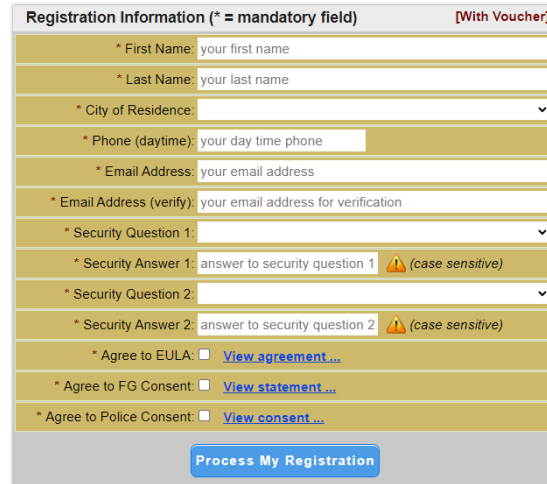
FILL OUT FORM

ALREADY HAVE AN ACCOUNT? [LOG IN HERE](#) TO SUBMIT A NEW RECORD CHECK REQUEST

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Registering an Account

1. To register an account, you will be required to fill out your information on the registration page. Once complete, click on the **Process My Registration** button.



The form is titled "Registration Information (* = mandatory field)" and includes a "[With Voucher]" link in the top right. It contains the following fields: First Name, Last Name, City of Residence (dropdown), Phone (daytime), Email Address, Email Address (verify), Security Question 1, Security Answer 1 (with a warning icon and "(case sensitive)" text), Security Question 2, Security Answer 2 (with a warning icon and "(case sensitive)" text), Agree to EULA (checkbox and "View agreement..." link), Agree to FG Consent (checkbox and "View statement..." link), and Agree to Police Consent (checkbox and "View consent..." link). A blue "Process My Registration" button is at the bottom.

2. Once registration is complete, you will be taken to a new page that will display your Username as well as your Temporary Password.
Please note that this information will also be sent to your email that you had provided in your registration.

Thank you for registering.

*** This is a registration notice only, you still need to log in then start and complete your background check.

Your account information is as follows: (please note that these are case sensitive)

- Username: 84185448
- Password: ILdnqv34+@

- I ... the upper case letter I (for example: India)
- L ... the upper case letter L (for example: Lima)
- d ... the lower case letter d (for example: delta)
- n ... the lower case letter n (for example: november)
- q ... the lower case letter q (for example: quebec)
- v ... the lower case letter v (for example: victor)
- 3 ... the number three
- 4 ... the number four
- + ... the plus symbol
- @ ... the at symbol

3. You can now log in directly by clicking on the **LOG IN** button.
If you close your browser, you can always log back in with your existing information.
 - To log in to your account, you will need to enter your User Name and Password.
 - Once complete, click the **Log Me In** button to continue to our Report Selection.

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The screenshot shows a login form titled "Login Credentials (* = mandatory field)". It contains four rows of input fields: "User Name" with a placeholder "your user name" and a warning icon; "Password" with a placeholder "your password" and a warning icon; "Agree to EULA" with a checkbox and a link "View agreement..."; "Agree to FG Consent" with a checkbox and a link "View statement..."; and "Agree to Police Consent" with a checkbox and a link "View consent...". Below these fields is a blue "Log Me In" button and two links: "Forgot Username?" and "Forgot Password?".

Submitting an application

1-Report Selection

1. On the Report Selection page, select the type of Vulnerable Sector Check that you would like to apply for (ie. Employment, volunteer, unpaid student placement, etc.). Then, you are required to fill in:
 - Position (Description of your position for your organization)
 - VSC Organization Code: **202310TPSONDFEEA**
 - Vulnerable Clientele Duties (Responsibility details)
 - List which vulnerable sectors you will be working with (list all that apply) (Are you dealing with children? Elderly? etc.)
2. Once complete, you will need to check the box for Vulnerable Sector (VS) Consent and click **Submit and Continue >>>** button to continue.

The screenshot shows a form titled "Reason for the Police Record Check" with a note in red text: "NOTE: Due to the nature of the Criminal Records Act and the RCMP rules governing this, only one (1) Position and only one (1) Government Organization requesting this check can be listed on your Vulnerable Sector Check (VSC) record check. If you require a Vulnerable Sector Check (VSC) record check for more than one (1) Position/Government Organization requesting this check, you must submit separate applications." The form has four sections, each with a mandatory field (*), a question mark icon, and a description: 1. "Position:" with a text input field and the description "Description of the position, such as coach, teaching assistant, personal support worker, etc)."; 2. "Government Organization requesting this check:" with a text input field and the description "The name of the municipal, provincial or federal government organization you are submitting this police check for."; 3. "Vulnerable Clientele Duties:" with a text input field and the description "Responsibility details should include how you will be interacting with the clientele AND include their age range."; 4. "List which vulnerable sectors you will be working with (list all that apply)::" with a text input field and the description "Indicate Children / Elderly / Physically Disabled / Mentally Disabled".

3. The next page is the demographics page. Here, you will need to enter all your information into the mandatory and applicable fields.

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3-Demographics

4. For convenience, some fields of data entered during the account registration will automatically roll into the corresponding fields.

For some fields, you can click the “not applicable” check boxes if you do not have this information to enter into your application.

Example: No Driver’s License – Click the “Not Applicable” check box and the fields disappear.

Canadian Driver's License Information (* denotes mandatory)	
? (if you don't have a Canadian Driver's License, please check the box below)	
* Not Applicable: <input type="checkbox"/>	* Driver's License #: driver's license number
	* Province of issue: <input type="text"/>

Canadian Driver's License Information (* denotes mandatory)	
? (if you don't have a Canadian Driver's License, please check the box below)	
* Not Applicable: <input checked="" type="checkbox"/>	

5. If you are unable to complete the forms at a single time, click the **Save For Later **** button at the bottom of the page.
6. Once you have entered in your information in all the mandatory fields, you can now submit your application by clicking on the **Submit and Continue >>>** button.

If you have missed any of the mandatory field, you will be re-directed to the same page but it will display the missing or invalid information in your application on the top of the page.

Warnings detected, please try again or contact the police service at toronto@policesolutions.ca:

- Missing mandatory field (Middle Name)
- Missing mandatory field (Former Last Names)
- Missing mandatory field (Personal-Gender)
- Missing mandatory field (Personal-Place of Birth)
- Invalid format for (Date of Birth - yyyy)
- Invalid format for (Date of Birth - mm)

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4 – Fee Payment

- Before finally submitting your application for processing, you are shown a red box with the demographic information that you have provided. This is the last chance before authentication that you can go back and fix any mistakes. If you need to go back and fix any of your information, you can do so by clicking the below.



Please ensure the information below is accurate as it will be used for the Identity Authentication process. Once the voucher has been redeemed, these details cannot be changed, and you can only attempt authentication one (1) time. If it is incorrect, please go back to the [Demographics page](#) **NOW** and make any required updates before the application is locked. Once redeemed, any new or modified information will have to be provided to the police via e-mail to toronto@policesolutions.ca.

Information to be used for Identity Authentication - Please Verify			
First Name	SMITH	Street Address	970 UPPER WENTWORTH ST
Middle Name	(none provided)	Apt/Unit/Suite/Box	
Last Name	JOHN	City	Toronto
Gender	Male	Province	Ontario
Date of Birth	1950-May-05	Postal Code	M1M 1M1
Phone	(111) 111-1111		

The bottom of the page shows your order details.

FEES ARE NON-REFUNDABLE.

Order Details

All prices listed are in Canadian funds. Applicable taxes are included.

Qty	Rate	Description	Total
1	\$70.95	Vulnerable Sector Check - Employment	\$70.95
		Sub-Total	\$70.95
		HST (13%)	\$0.77
		Total	\$71.72

Currently accepting the following for **credit card** payments: VISA, VISA Debit, Mastercard, Mastercard Debit, American Express

Click 'I Agree, Proceed With Payment' to proceed with payment. **Only click the button once.** Using the 'Back' or 'Refresh' button after you press the 'I Agree, Proceed With Payment' button may result in aborted payments.

I Agree, Proceed With Payment >>>

To continue to the payment page, click

I Agree, Proceed With Payment >>>

This will take you to the payment page, where you will enter the information for your credit card.

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Fee Payment



Cardholder Name

Card Number

MMYY

CW ?

Total **\$71.72**

Cancel

Place Your Order

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5– Authentication

- Authentication is the final step for applying for your Vulnerable Sector Check, this process will use your credit report history to authenticate your identity. Before you start the processing for verifying your identity, you will be once again shown the information you have entered on the demographics page, but it can now no longer be changed. If your information is incorrect, you will need to email the Toronto Police at toronto@policesolutions.ca



Authentication

Please note: If you feel there are **errors or omissions** in your information, **DO NOT re-apply**. Email us with the information to be amended. We can edit this information in the system so everything appears correctly on the completed background check.

YOUR APPLICATION WILL NOT PROCEED UNTIL YOU AUTHENTICATE YOUR I.D.
CLICK THE BUTTON BELOW TO CONTINUE.

The following information will be used for the Identity Authentication process. This information was also displayed on the voucher redemption page and at that point you were able to make changes. If this information is incorrect, your only option is to contact the police via email.

Information to be used for Identity Authentication			
First Name	SMITH	Street Address	970 UPPER WENTWORTH ST
Middle Name	(none provided)	Apt/Unit/Suite/Box	
Last Name	JOHN	City	Toronto
Gender	Male	Province	Ontario
Date of Birth	1950-May-05	Postal Code	M1M 1M1
Phone	(111) 111-1111		

8. You will be given one chance at authentication. TransUnion will prompt questions based off of your personal consumer credit data in which it will give you a set time limit to answer each question correctly.
 - Please note that Toronto Police Service will have NO access to your consumer credit report, authentication questions or answers.
9. To start your Authentication, you will need to click **Proceed With Authentication >>>**
10. Once you have started the TransUnion Authentication process, you will be given one question at a time. You will select your answer from the multi choices and click on **Submit Answer >>>**. You are also being timed on how long it take you to answer a question.

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Question #1

time allowed: 120s / time taken: 3s

What are the last four(4) digits of your Social Insurance Number? [176]

☐ 8264

☐ 6543

☐ 4770

☐ 2736

☐ 8949

Abandon/Cancel **

Submit Answer >>>

You can abandon/cancel your Identity Authentication by clicking **Abandon/Cancel **** button. You will then be provided alternate ways on how to authenticate your identity.

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Failed-Authentication

There can be many reasons for authentication failure, some of which are session timeout, incorrect answers or navigating away from the question pages. If you have failed the authentication, you will be provided information on alternate ways to authenticate your identity, this information is also emailed to your email address provided.



Authentication

Please note: If you feel there are **errors or omissions** in your information, **DO NOT re-apply**. Email us with the information to be amended. We can edit this information in the system so everything appears correctly on the completed background check.

Identity Authentication has failed due to insufficient information on your credit file to reliably authenticate you.

Unfortunately, TransUnion was unable to complete your on-line authentication. As noted, this could have been the result of an insufficient credit history, incorrect answers, or a system timeout.


You have already submitted payment for the police check. Do not re-apply and pay again.







To continue with your online application, you are required to upload two pieces of government issued ID and one picture of you holding your two photo IDs. Please include proof of residency if different from your identification.

Please follow the instructions below:

- Take a photo of two pieces of government issued ID and save them to your computer (ensure ID is clear and legible).
- Take a picture of you holding those same ID's and save it to your computer.
- Log in to your online account to review your application status.
- Click on shield #2 where it says, "Documents requested".
- It will ask you to upload the required documents.
- You can hit "browse" to find the pictures on your computer.
- hit "upload".
- Once our employees manually review your identification, you will receive a message stating that the images have been uploaded and that your record check is in the queue to be processed.



11. If you have failed your authentication, you can take a photo of two pieces of government issued ID as well as take a photo of yourself holding those same ID's and upload those documents to your application. Once your photos are ready, you can upload them by click on the  on the top of your page.

Incomplete Application #20230731-111141 -- Toronto Police Service						
Date Started	Report	Documentation / Date Provided	Demographics / Date Provided	Voucher Status	Authentication Status	Application Status
2023-Jul-31	VSC Emplo...	Documentation Required By Police	Completed 2023-Jul-31	Completed 2023-Jul-31	Failed / No-Hit 2023-Jul-31	Authentication Failed - Read notes below
click shield & go to stage						
     						





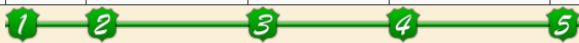
12. You will now be re-directed to the Documents required page, here you will click on the **Choose File** button to upload your photos that you have taken. You can only upload one photo at a time.

- Click Choose File.
- Locate your photo with your two pieces of identification. (PHOTO #1)
- Select Open.
- Click Upload
- Click Choose File
- Locate your photo (selfie) with you holding up those two pieces of ID. (PHOTO #2)
- Select Open

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h. Click Upload

13. Once you have uploaded your identification, the  icon will change to  as well as show you the files that you have uploaded.


Incomplete Application #20230731-111141 -- Toronto Police Service						
Date Started	Report	Documentation / Date Provided	Demographics / Date Provided	Voucher Status	Authentication Status	Application Status
2023-Jul-31	VSC Emplo...	Completed 2023-Jul-31	Completed 2023-Jul-31	Completed 2023-Jul-31	Failed / No-Hit 2023-Jul-31	Authentication Failed - Read notes below
click shield & go to stage 						

Description	When	File Size
Se**ie.jpg	2023-Jul-31 12:12:12 pm	49.10 kb
Me*****id.jpg	2023-Jul-31 12:11:51 pm	49.10 kb

Upload Documentation [<10 MB]

We accept the following file types:
bmp, csv, dff, dng, docx, gdoc, gdocx, gif, jfif, jpe, jpeg, jpeg2, jpeg3, jpg, keynote, numbers, odf, odg, ods, odt, ott, oxps, pages, pdf, png, pptx, psd, rtf, sdc, tga, tif, tiff, txt, webp, xlsx, xps

* Document: No file chosen



14. Once you have correctly submitted your photos for authentication. Your application status will not change until the Toronto Police verify your uploaded identification. The Toronto Police via email will contact you if more information is required.
15. Once your application has been submitted and you have either authenticated your identification through TransUnion or through uploading your identification photos, the Toronto Police will process application in the order they are received.
16. You will receive an email from the Toronto Police once your application has been completed, this email will contain the link and instructions on how to download your results.

Your record check has been completed and the results can be downloaded from our website. The document will be available for ninety (90) days.

*** The Certificate you download is the original. Mailed certificates are no longer being provided ***

1) Open this website in your web browser: <https://dev.policesolutions.ca/checks/services/toronto2/results-quick.html?doc=4273e14e5f489034bbc76769ad498a46>

2) If prompted, enter this document number: 4273e14e5f489034bbc76769ad498a46

3) You will be prompted for a PIN, enter this value: 197b25c9

4) You will also be asked to provide the correct details to one (1) of the following items you entered on the demographics page when you applied:

Date of Birth
Telephone
Postal Code

5) When you open the PDF document, you will be prompted for a password. This is your date of birth as provided when you applied. It is in the format of YYYYMMDD (no spaces, dashes or hyphens),

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Accessing Your Results

1. Once you click the link in your email, you will be taken to the Secure Access page, the Document number field should be automatically filled in. You will need to enter your PIN that is given to you in your email as well as you will be asked to enter either your date of birth, telephone number or your postal code. You will also need to agree to the EULA. Once complete, click on the **Access Document** button.

Secure Access

Credentials (* = mandatory field)	
* Document:	4273e14e5f489034bbc76769ad498a46
* PIN:	application PIN
* Telephone:	application phone
* Agree to EULA:	<input type="checkbox"/> View agreement ...
Access Document	

Quick Download Record Check

Please click on the "seal" below to download the PDF document.



2. Click the download button to down your results.


You can also access your results by logging into your account directly with your username and password. Once logged in, you can now access your results as well as share them with your agency if needed.

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Application Status

For security, you should change your password.
[CLICK HERE >>](#)

Submitted Application #20230731-111141 -- Toronto Police Service

Date Started	Report	Documentation / Date Provided	Demographics / Date Provided	Voucher Status	Authentication Status	Application Status
2023-Jul-31	VSC Emplo...	Not Needed	Completed 2023-Jul-31	Completed 2023-Jul-31	Passed By Police	

This document is not shared - you have **not** provided consent to share this document.
Click the "share" icon to provide consent and configure access/security.



click shield & go to stage

1

2

3

4

5

6

← To Download

← To Share