

**Ministry of the
Attorney General**

Court Services Division
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Date: July 11, 2019

To: Contractors requiring Contractor Security Screening Clearance (CSSC)

Subject: Online Vendor of Record (VOR) for CSSCs

A new Ontario Public Service (OPS) online VOR arrangement has been established with Triton Canada Inc., to permit fast, efficient, and cost-effective contractor CSSC processing.

The online VOR option is available to all applicants, such as authorized court transcriptionists (ACTs), non-ministry court reporters, freelance court interpreters, and interpreter test markers, who are required to obtain or renew their CSSCs.

To initiate the CSSC process using the online VOR, the applicant must first contact their company security officers (CSO) or program area managers (PAM) to commence the steps. CSOs and PAMs may reach out to applicants directly where appropriate.

For a list of the relevant CSOs and PAMs, please refer to **Appendix A**.

A step-by-step instructional guide on how to complete the CSSC process under the VOR arrangement is attached here as **Appendix B**. Applicants must ensure they read the guide carefully and understand what the requirements are before commencing an application.

For more information and resources on the CSSC process, applicants can visit <https://www.doingbusiness.mgs.gov.on.ca/> and click on the [Information for Vendors](#) section.

Thank you,

Court Services Division
Ministry of the Attorney General

**APPENDIX A:
Company Security Officers (CSO) and Program Area Managers (PAM)**

If you are a/an...	... please contact
Authorized court transcriptionist (ACT)	The independent service provider that maintains the list of ACTs.
Non-ministry court reporter	The supervisor/manager of your reporting agency/organization.
Ministry accredited freelance court interpreters	Your ministry contact at the Court Interpretation Unit
Interpreter test markers	The supervisor/manager at your interpreting agency/organization.

Individual Contractor Step-By-Step Instructions

The following document is a step-by-step instructional guide on how to request security screening checks, utilizing **Triton** Canada Inc. under the Vendor of Record (VOR) arrangement.

All screening check requests must be initiated by the Ministry Program Area Manager (PAM).

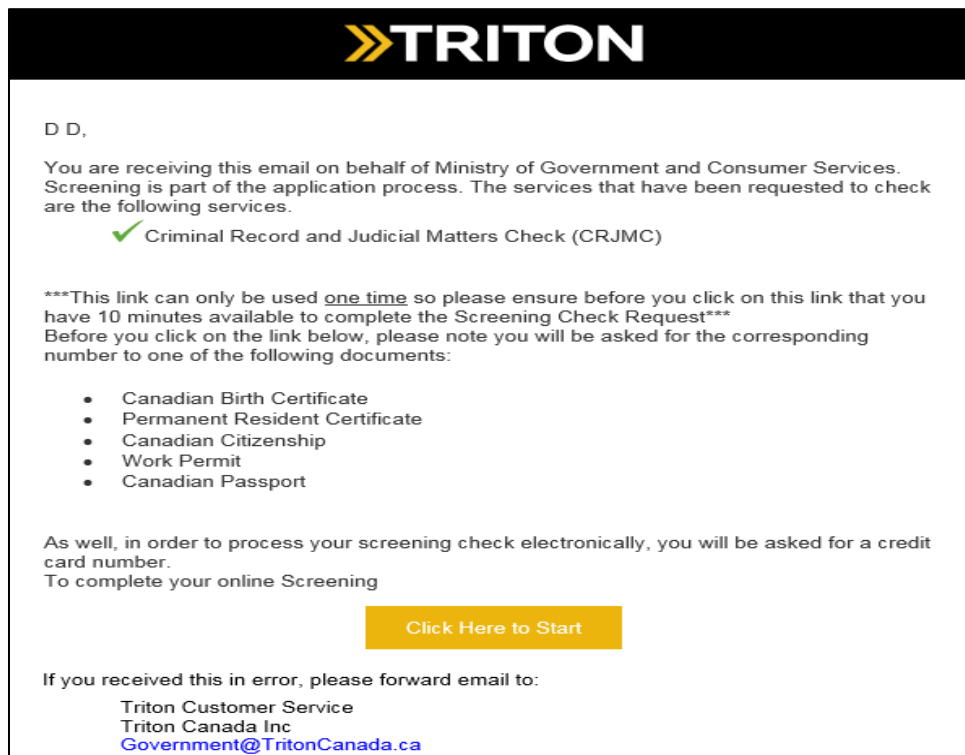
An electronic invitation (E-vite) will be sent to your email account from Triton containing the link to complete the screening check process. Note: if you do not receive the email in your inbox, check your junk mail folder, and/or contact the Ministry PAM.

Step 1 – E-vite

Please ensure you read all applicable information on the E-vite before proceeding.

Click on “**Click Here to Start**” to begin the screening process.

Important: The link can only be used one time. You have approximately 10 minutes to complete the screening check request before the link expires. The E-vite will inform you of the type of checks that are required. Please note you have **30 calendar days** to click the link and activate the screening check, after which time the link is no longer valid. If the link has expired before you completed your screening check, contact the PAM to reinitiate the screening check.



Step 2 – Personal Information

Complete the online form by providing additional personal information.

- **Middle Name** if applicable
- **Place of Birth**
- **Maiden Name(s) or Alias (Other Names)** if applicable
- **Phone number** (Daytime number that you can be reached at if additional information is required)
- **Date of Birth**
- **Gender**

Personal Information

● ○ ○ ○ ○ ○

First Name

Middle Name

Last Name

Email


Place of Birth

City, Country
Please enter your birth location

Maiden Name(s) or Alias (Other Names)

Telephone

Please enter your phone number

Birth Date
 

Gender
 Male
 Female

I agree to the [terms of use](#) of this website.

I would like a copy of my Criminal Record Check (CRC) sent to me at the email address above. I agree that the results of my Criminal Record Check (CRC) will be emailed to me at the email address above. I also understand that my personal information and possible derogatory information will be exposed to that email address.
I understand that by checking this box I am only receiving a copy of my Criminal Record Check (CRC) and that this is not my clearance decision.

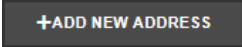
[Withdraw my application](#)

You will be required to agree to the terms of use by clicking on “I agree to the terms of use of this website”.

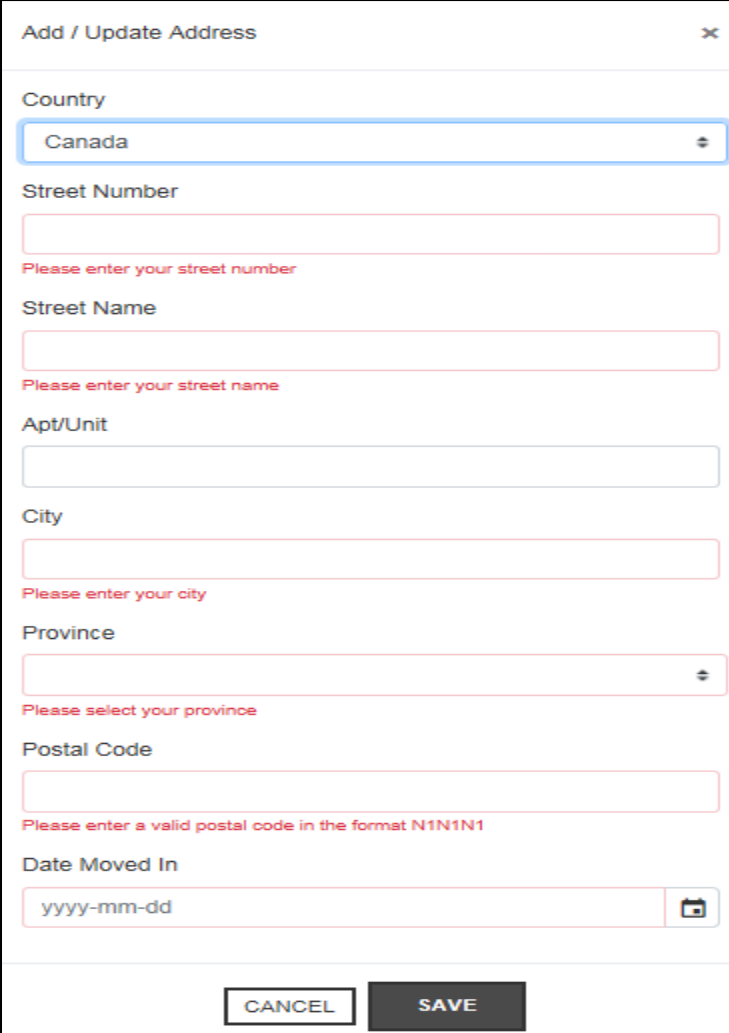
You also have the option to request an electronic copy of your police check.

Click “NEXT” to continue.

Step 3 – Address History

You are required to enter your full address history for the past five years (months and years). Please ensure there are no gaps. Click on the  icon to add addresses.

Select the country of residence by using the drop-down menu. Complete all required fields and click “SAVE”. Add additional addresses if applicable.



The screenshot shows a mobile application form titled "Add / Update Address". The form contains the following fields and elements:

- Country:** A dropdown menu with "Canada" selected.
- Street Number:** A text input field with a red border and the error message "Please enter your street number".
- Street Name:** A text input field with a red border and the error message "Please enter your street name".
- Apt/Unit:** A text input field.
- City:** A text input field with a red border and the error message "Please enter your city".
- Province:** A dropdown menu with a red border and the error message "Please select your province".
- Postal Code:** A text input field with a red border and the error message "Please enter a valid postal code in the format N1N1N1".
- Date Moved In:** A date picker field with the placeholder "yyyy-mm-dd" and a calendar icon.
- Buttons:** "CANCEL" and "SAVE" buttons at the bottom.

Click “NEXT” to continue.

Step 4 – Driver’s Abstract (Driver’s Record Check)

If a Drivers Abstract (Driver’s Record Check) is required, complete the section below and click on “NEXT”.

Note: This screen will only appear if a Driver’s Abstract (Driver’s Record Check) is a requirement for the contract.

Driver’s Abstract

● ● ● ● ● ● ● ●

Drivers license issuing location:

Drivers licence number

PREVIOUS
NEXT

Step 5 – Criminal Record and Judicial Matters Check (CRJMC)

You will be provided with the opportunity to declare all unresolved charges and/or convictions you have received in relation to the offence provisions of federal statutes including, but not limited to, the Criminal Code (Canada) and the *Controlled Drugs and Substances Act* (Canada), subject to the exceptions listed below.

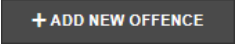
Do not disclose the following information:

- If you have received a pardon for a previous conviction in accordance with the *Criminal Records Act* (Canada) do not disclose the conviction.
- If you have been found guilty of an offence and received an absolute discharge on a date more than one (1) year ago, do not disclose the conviction.
- If you have been found guilty of an offence and received a conditional discharge on a date more than three (3) years ago, do not disclose the conviction.
- If you have been charged with, or convicted of an offence under a provincial statute (Provincial Offences) do not disclose the charge or conviction, unless a driver record check is required (see below).
- If as a young person, you were subject to charges that were dealt with under the *Youth Criminal Justice Act*, or its predecessors the *Young Offenders Act*, or the *Juvenile Delinquents Act* do not disclose that information.

If a driver record check is required, provide details of all unresolved charges and/or convictions you have received in relation to the offence provisions of the *Ontario Highway Traffic Act*.

If you have nothing to declare, indicate ‘Not Applicable’ or ‘N/A’ in the space provided.

You have two options:

If you select “Yes,” the following box will appear where you can identify convictions and/or pending charges. Click “**SAVE**”. Click on  for any additional convictions and/or pending charges.

Add / Update Offence ✕

Offence

Required field

Year of conviction

yyyy
📅

Location

Required field

Penalty

Required field

CANCEL
SAVE

If you have no criminal offence to declare select “No.”

Criminal Record and Judicial Matters Check (CRJMC)

● ● ● ● ●

Have you ever been convicted of a criminal offence?

Yes
 No

In the section below identify all unresolved charges and/or convictions you have received in relation to the offence provisions of federal statutes including, but not limited to, the *Criminal Code (Canada)* and the *Controlled Drugs and Substances Act (Canada)* , subject to the exceptions listed below.

Do not disclose the following information:

- If you have received a pardon for a previous conviction in accordance with the *Criminal Records Act (Canada)* do not disclose the conviction.
- If you have been found guilty of an offence and received an absolute discharge on a date more than one (1) year ago, do not disclose the conviction.
- If you have been found guilty of an offence and received a conditional discharge on a date more than three (3) years ago, do not disclose the conviction.
- If you have been charged with, or convicted of an offence under a provincial statute (Provincial Offences) do not disclose the charge or conviction, unless a driver record check is required (see below).
- If as a young person, you were subject to charges that were dealt with under the Youth Criminal Justice Act, or its predecessors the Young Offenders Act, or the Juvenile Delinquents Act do not disclose that information.

If a **driver record check** is required, provide details of all unresolved charges and/or convictions you have received in relation to the offence provisions of the *Ontario Highway Traffic Act*.
If you have nothing to declare, indicate 'Not Applicable' or 'N/A' in the space provided.

Step 6 – Legal Status in Canada

Click the “Yes” or “No” to indicate if you are legally allowed to work in Canada.

Provide your legal status in Canada – Select one of the listed documents and provide the document number.

Legal status to work in Canada

Yes No

Please check and provide one of the following document numbers

Canadian Birth Certificate Number Landed Immigrant Certificate Number Canadian Citizenship Number Work Permit Number

Canadian Passport Number Non Resident

Document No

Required field

Step 7 – Review

You are prompted to review and confirm the personal information you have entered.

Review

● ● ● ● ●

Please review the following information for accuracy:

Full Name	D D
Birth Date:	1980-01-01
Email:	
Telephone	(123) 456-7890
Place of Birth:	Toronto Canada
Gender	Male
Current Address:	1 Street City, Ontario N1N1N1
Criminal Offences:	none

Please review these details carefully. When you click the Next button, online identity verification will begin and you will not be able to return to change your answers.

If you need to go back and correct the information, select “**PREVIOUS,**” otherwise select “**NEXT**” to continue.

Step 8 – Authorization and Consent

You will be directed to the consent and release section and asked to confirm the Terms and Conditions to indicate that you have read and consented to the security screening check(s) requested.

Authorization and Consent

● ● ● ● ● ○

Please read the following terms and conditions. You may proceed after accepting all terms and conditions.

Criminal Record and Judicial Matters Check (CRJMC)

I have read and accept these terms and conditions
Required field

I hereby release and discharge forever Her Majesty the Queen in right of Ontario and any or all her respective directors, employees, servants, and agents, including their successors and assigns, from any and all actions, claims and demands for damages, loss or injury howsoever arising, except as a result of negligence or wilful misconduct which may hereafter be sustained by myself as a result of the collection, use and disclosure of information about me by Her Majesty the Queen in the right of Ontario and her agents, including Triton Canada Inc. and its agents, in relation to security screening checks. I further declare that all the information provided in this application is true and complete. I authorize and consent to a Criminal Record and Judicial Matters Check (CRJMC) to be conducted by Triton Canada Inc. and its agents (or their partnered police service provider or RCMP accredited third party agency) by using the personal information I have provided on this form and obtained by Triton Canada Inc. and its agents (or their partnered police service provider or RCMP accredited third party agency). I authorize and consent to a Criminal Record and Judicial Matters Check (CRJMC) conducted by Triton Canada Inc. and its agents (or their partnered police service provider or RCMP accredited third party agency) the results of which will be shared with Contractor Security Screening (CSS), Supply Chain Ontario (SCO), Ministry of Government and Consumer Services (MGCS). I authorize and consent to the release of records and information about me held by police and authorized agencies that are required by Triton Canada Inc. and its agents (or their partnered police service provider or RCMP accredited third party agency) and Contractor Security Screening (CSS), Supply Chain Ontario (SCO), Ministry of Government and Consumer Services (MGCS) to conduct a Criminal Record and Judicial Matters Check (CRJMC).

Notice of Collection

I have read and accept these terms and conditions
Required field

Personal information provided in accordance with this form will be collected and used by CSS, SCO, MGCS for the purpose of conducting and assigning an Ontario Public Service contractor security screening clearance. The collection of personal information is authorized by the Contractor Security Screening Operating Policy, issued by the Management Board of Cabinet under section 3 of the Management Board of Cabinet Act, RSO 1990, Chapter M-1. The collection of this information is also governed by subsection 8(3) of the Police Record Checks Reform Act, 2015, SO 2015, Chapter 30 and the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31. Questions about the collection of personal information under this program may be directed to the Manager of CSS, SCO, MGCS, 222 Jarvis St, 7th Floor, Toronto, ON, M7A 0B6. Email: AskContractorScreening@ontario.ca. or by telephone at: (647) 776-2410.

The Triton platform provides for electronic signature. If the yellow **“Sign Here,”** icon does not appear on your screen the system will not permit you to sign the authorization and consent via electronic signature using your mouse. If this occurs reload/refresh your screen by pressing **“F5”**.

We require a signature to confirm that you accept all terms and conditions.

SIGN HERE

CLEAR SIGNATURE

Place your cursor in the box shown above, click and drag to create your signature. If you are using a smart phone or tablet, simply use your finger to draw your signature. When done, you will be able to proceed.

NEXT

Authorization and Consent

●●●●●○

Please read the following terms and conditions. You may proceed after accepting all terms and conditions.

Criminal Record and Judicial Matters Check (CRJMC)
 I have read and accept these terms and conditions

Notice of Collection
 I have read and accept these terms and conditions

We require a signature to confirm that you accept all terms and conditions.

J. Smith

CLEAR SIGNATURE

Place your cursor in the box shown above, click and drag to create your signature. If you are using a smart phone or tablet, simply use your finger to draw your signature. When done, you will be able to proceed.

NEXT

Click “NEXT” to continue.

Step 9 – Payment

Contractors are responsible for all costs of screening checks.

Full completion of the credit card information is required. Missing or incorrect information may cause a delay in the processing of your check. If using a paper-based method, include the payment page with your submission to Triton Canada Inc.


Triton accepts Visa, MasterCard and American Express, and PayPal. Once payment is processed a receipt will be provided electronically or in paper format as applicable.


You are prompted to provide credit card payment. Enter your credit card number (with

no spaces or hyphens), expiration date, and the CCV 3-digit code found on the back of your credit card and click “**Submit.**” If paying by PayPal, click on “**PayPal Checkout**” to proceed to payment.

Payment			
Description	Qty	Rate	Amount
Criminal Record and Judicial Matters Check (CRJMC)	1	\$39.95	\$39.95
		Subtotal	\$39.95
		HST	\$5.19
		Total	\$45.14

Choose a way to pay

 Card

 PayPal

SUBMIT

Step 10 – Electronic Identification Verification

Triton uses TransUnion to perform electronic identity verification (EIV) in the online process. Electronic identity verification (EIV) is an RCMP approved process, in accordance with CPIC policy and applicable privacy laws, whereby the identity of a contractor is verified through answering questions from the contractor’s consumer credit file.

The EIV process asks the contractor personal questions that should only be known by the actual contractor. TransUnion does not request a credit report on the contractor. EIV is used solely to verify the identity of the contractor. Contractors must correctly answer three out of four questions related to their personal Canadian credit bureau history in order to pass EIV.

Step 1: The verification of identity process is started by entering the mandatory data elements: name, date of birth, and address information.

Step 2: This information is validated by TransUnion.

Step 3: The contractor is prompted with four questions from their credit file, and they must answer three correctly. The questions generated will be unique to the individual contractor.

Sample EIV questions:

Online Forms

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You will now be asked a series of multiple-choice questions generated from your personal Canadian credit file. This technology is known as Electronic Identity Verification.

These questions pertain to the information on your credit file. When going through the process, ensure you answer the questions as they pertain to you. Some of these questions may include (but will not be limited to) the following:

- "What are the last 3 digits of your Social Insurance Number?"
- "In 2013, you lived on which of the following streets?"
- "How old are you today?"

PLEASE NOTE

This is not a credit check and does not impact your credit score. It is simply used to verify your identity online.

PREVIOUS NEXT

Online Forms

TIME REMAINING: 0:58

Who is your current cellular phone provider?

- ROGERS COMMUNICATIONS CA
- TELUS
- PC MOBILE
- VIRGIN MOBILE
- NONE OF THE ABOVE

NEXT

Step 4: If the assessment score is equal to the threshold set by the RCMP, the application is deemed to be verified and the screening platform continues to the next step.

Step 5: If you do not pass the EIV, or if EIV is not available to you (e.g. not enough or no Canadian credit history), you will receive instructions to download paper-based forms. Follow instructions on the screen below to complete your screening check. Contractors using the paper-based method must submit a certified photocopy of two pieces of acceptable ID (refer to **Appendix A**) along with their completed paper forms to Triton.

Online Forms

Note: If these steps are not completed, we will not be able to process your request.

Your identity was unable to be confirmed due to the answers you provided to the identity questions generated from your personal credit file. Please follow these steps to complete your submission:

1. Click the link below.

[Download this document and print](#)

2. Have your Program Area Manger or Company Security Officer sign Identification Verification Section as well as section D .
3. Photocopy 2 pieces of identification, 1 piece must be valid government issued with your picture, signature and current, present address
4. Send all forms and copies of ID through secure courier to TRITON, 2235 Sheppard Ave East, Suite 1503, Toronto, ON M2J5B5

A receipt has been emailed to the address on file.

[Print off Receipt here:](#)



Step 11 – Confirmation of Electronic Identity Verification (EIV)

You will receive a confirmation number if your Electronic Identity Verification (EIV) was successful that indicates your security check is in progress.

A receipt will be sent to the email address provided in the online form.

If you require assistance, or for more information, please contact Triton at 1-866-840-2787 or by email at Government@TritonCanada.ca.

Appendix A

List of Valid Types of Identification

The individual must provide two (2) pieces of acceptable and valid (not expired) ID to the approved verifier (Company Security Officer (CSO), Program Area Manager (PAM) or authorized ministry official.

One ID must be government issued and include the individual's first and last name, gender, date of birth, signature and photo.

If neither of the IDs includes an address, e.g. a Driver's Licence or Ontario Photo Card, the individual can show a recent utility bill, property tax or federal income tax statement to the CSO or PAM to verify their current address. The CSO or PAM should not include a photocopy of the address document in their ID submission.

Please note: Health Cards and SIN cards are NOT acceptable forms of ID.

Acceptable (Government Issued) Photo ID

- Driver's Licence (includes driver's licences issued by another province, territory or a foreign jurisdiction) If the expiry date is on the back of the card, then photocopy both sides. The address on the Driver's Licence must match the address on the individual's Consent form. If the applicant has applied for a new Driver's Licence to reflect an address change, then photocopy the temporary licence and submit it with a photocopy of the Driver's Licence that has the old address.
- Ontario Photo Card
- Canadian Military Employment/Canadian Military Family Card
- BYID (issued by the LCBO) for individuals ages 19-35
- Passport (Canadian or Foreign)
- Nexus Card or Enhanced Driver's Licence
- Canadian Citizenship Card
- Permanent Residence Card
- Canadian National Institute for the Blind (CNIB) Identification Card
- Certificate of Indian Status Identity Card
- Firearms Acquisition Card or PAL – Possession and Acquisition Licence

Acceptable Non-Photo ID

- Birth Certificate
- Baptismal Certificate
- Hunting Licence
- Outdoors Card (photocopy both sides)
- Canadian Blood Donor Card
- Canadian Immigration Papers

If the individual does not have 2 pieces of acceptable ID, they may obtain either an Ontario Photo Card, a passport on an expedited basis or a BYID card (19-35 years of age).

Appendix B

Screening Check Definitions

Criminal Record and Judicial Matters Check (CRJMC)

This is a search through the Canadian Police Information Centre (CPIC) maintained by the Royal Canadian Mounted Police (RCMP) and a search through provincial and municipal police databases, using an individual's name and date of birth, for information relating to the offence provisions of federal legislation including the *Criminal Code (Canada)*, the *Controlled Drugs and Substances Act (Canada)* and the *Youth Criminal Justice Act (Canada)*. The search will include records of previous convictions, convictions for which a pardon has been granted (where disclosure is authorized under the *Criminal Records Act (Canada)*), findings of guilt under the *Youth Criminal Justice Act (Canada)*, findings of guilt that have resulted in absolute or conditional discharges (disclosed within one (1) and three (3) years respectively), any outstanding charges and related information (e.g., an arrest warrant), as well as court orders (excludes mental health related orders and family court restraining orders). The RCMP may require verification of identity through fingerprint comparison before the information can be released.

Fingerprinting Service

Fingerprinting service is a process whereby a subject provides fingerprints. Fingerprints are typically necessary when identity verification is required to release a criminal record check result when criminal record information exists.

Driver's Record Check

This check is conducted where driving is a requirement for the contract and a valid driver's licence is required. It involves a check of provincial databases for information regarding driving history using the individual's driver licence number. This check provides a history of *Highway Traffic Act* and *Criminal Code of Canada* convictions and any current suspensions, along with the driver's current listed address and licence status.

Credit Check

This is a security screening check based on results provided by a Canadian credit bureau to determine if an individual has any adverse credit information. As part of this check, information collected may include credit score and any relevant bankruptcies, legal proceedings, collection actions and court orders. Information obtained as part of the search will only be used for the purpose of assessing an individual's clearance status.

Out-of-Country Driver's Record Check (US and/or International)

This check is conducted where driving is a requirement for a contract/position and where a valid driver's licence is required. When the individual has lived outside Canada

for more than six (6) months (consecutively) within the last five (5) years, an out of country driver records check from the jurisdiction(s) in which they have resided is required. This check includes information such as current suspensions, along with the driver's current listed address and licence status.

Out-of-Country Police Certificate (US and/or International)

This check is a summary of the candidate's criminal record or a declaration of the absence of any criminal record from a law enforcement agency in another country outside of Canada. Police certificates are different in each state/country and may be called police clearance certificates, good conduct certificates, judicial record extracts, etc. Where an individual has lived outside of Canada for more than six (6) months within the last five (5) years, an out-of-country police certificate from the jurisdiction(s) in which they have resided is required.

Appendix C
Triton Pricing Summary

Check Type:	Pricing per Check/Service
Criminal Record and Judicial Matters Check (CRJMC)	\$ 39.95
Fingerprinting service (excludes cost of CRJMC)	\$ 75.00
Driver's Record Check (Ontario only)	\$ 19.95
Credit Check	\$ 16.95
Canadian Province (non-Ontario) Driver's Record Check – All available Non-Ontario Provinces	\$ 25.00
US Police Certificate – All available States	\$ 99.00
US Driver's Record Check – All available States	\$ 50.00
International Police Certificate – All available Countries	\$ 199.00
International Driver's Record Check	\$ 199.00

Note: Prices DO NOT include taxes

For more information, please contact Triton at 1-866-840-2787 or by email at Government@TritonCanada.ca.