



eConsent User Guide

Last Update: 10/2018

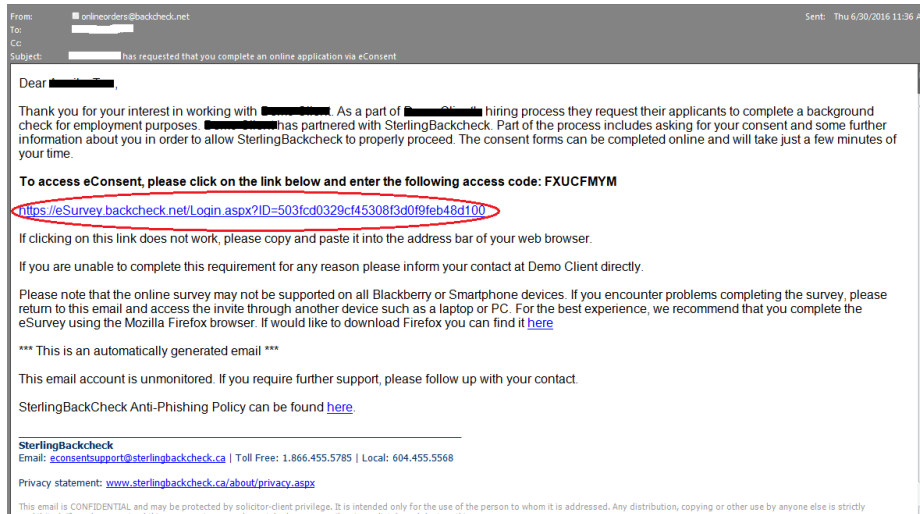
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Welcome to Sterling's eConsent forms, where your information and consent is all given online. You are one step closer on completing your application with your potential/current employer. Please follow the detailed instructions below to accomplish your consent forms online and initiate a background check required by your hiring manager.

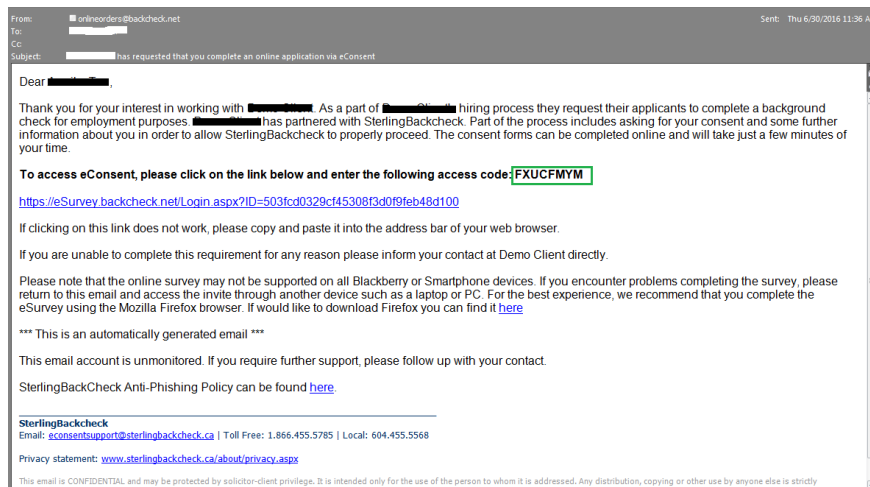
STEP 1. Accessing the eSurvey link

Please note that before accessing the eSurvey link, you will need to ensure that you are using Google Chrome, Internet Explorer, or Firefox as these are the best browsers for compatibility.



STEP 2. Entering the Access Code

Once you have opened the eSurvey link, it should prompt you to enter an access code which is found on the initial email sent. Please note that if copying and pasting does not work, you will need to type the access code manually. It should all be in capital letters.




BackCheck™ Phone: 1.866.455.5785
Email: econsentsupport@sterlingbackcheck.ca
Web: www.sterlingbackcheck.ca

[Change Language](#)

SterlingBackcheck is committed to keeping your personal information secure and requires that you take a few steps to protect your information.

Please start by entering the Access Code provided in your invitation email.

Note: Please type the Access Code manually if pasting does not work.



*Access Code


SterlingBackcheck provides employment screening and background check services for companies of all sizes and in all industries, including healthcare, manufacturing, staffing, retail and transportation.

View SterlingBackcheck's Privacy Notice here: <http://www.sterlingbackcheck.ca/About/Privacy.aspx>

STEP 3. Creating log in credentials

After entering the access code, you should be automatically routed to a page for you to create a password and enter your month and year of birth. This will serve as your log in to start filling out the eConsent forms.

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You may need more than one session to complete your eConsent forms. Please take a moment to create some login credentials to make sure no one else can access your information. 

Create a password that is at least 8 characters long and meets at least 3 of the following criteria:

- Contains at least 1 uppercase letter
- Contains at least 1 lowercase letter
- Contains at least 1 number
- Contains at least 1 symbol

*New Password *Confirm Password

Please enter your month and year of birth. Note: This is to help with password resets and will not be provided to the requesting organization.

*Month/Year of Birth
[Select]

STEP 4. Log in page

Once you have created your password and registered your month and year of birth, you will be prompted to log in to start filling the forms. This page is where you can choose your language of preference: English or French.

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Ready to complete your eConsent forms?

Please enter the credentials you created and click the Log In button to continue. Your date of birth will not be disclosed to the requesting organization unless you enter it in your eConsent forms.

*Password [Forgot my Password](#)

*Month/Year of Birth
[Select] [Trouble with Month/Year of Birth?](#)

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Welcome [REDACTED],

[REDACTED] has requested that you complete a background check for employment/contract purposes. The following eConsent forms gather personal information and other details relevant to the checks being performed. This information will be submitted to [REDACTED] and SterlingBackcheck upon completion and the results of the background check will be provided to [REDACTED].

Please ensure that you complete your eConsent forms as swiftly as possible. You can periodically save your progress through the forms in the event that you are not able to complete them in one sitting. However, for security purposes, these forms will only remain active for a limited time (usually a few days), after which time they will become inactive and any information entered may be lost.

Please contact SterlingBackcheck if you have any questions regarding your eConsent forms.

STEP 5. Signing and submitting forms


After filling out all necessary information needed for your background check via tabs in the eSurvey, you will need to check that you read the fine print and electronically sign the form. If you are using a computer, you will use a mouse. If you are using a smart phone, iPad, or tablet, use your finger.

I confirm that I have read and agree with the above statements.

Please sign your signature with your mouse in the box below to agree to the above terms and click Submit. You may retry signing as many times as you like with the "Try Again" button.

TIPS

1. Write slower than you would on paper.
2. Try as many times as you would like until you are happy with your signature.
3. If signing produces straight lines please disable your Bit Torrent Add On in your browser's toolbar and click Try Again.



Try Again

Submit

Click on your mouse button and move the mouse as you would a pen. Write slower than you would on paper.

Step 6: Download your forms or Proceed to EIV

Please note that Step 5 may or may not be the last step that you will need to complete as this will depend on the services your company has requested.

If the company you have applied with has requested that you complete your ID verification online, you will be brought to the Electronic ID Verification (EIV) page. Here, you will be asked a series of questions based on your credit history through TransUnion.

If you are not prompted to do the EIV process, you can download a copy of your consent forms for your record. You are now done the eConsent process. Please follow up with your hiring manager if you have questions about the status of your check.

Contact Us

If you have further questions, please reach out to our eConsent support team who can help.

- Phone: 1-866-455-5785
- Email: iconsentsupport@sterlingbackcheck.ca

Our hours of operation are 9 am to 8 pm EST.