

Comparison of Current vs. New Applicant Based Online Service

	Legacy eCRC (Equifax)	New eCRC (BC Services Card)
Electronic Identity Verification (EIV)	<ul style="list-style-type: none"> • Uses credit reporting agency, Equifax to verify applicant identity. • In order to qualify to submit a consent to a criminal record check (CRC) online, the applicant must: <ul style="list-style-type: none"> • have a minimum Canadian credit history of at least six months; • have been residing in Canada for two years or longer; • correctly answer a set of security questions unique to their personal credit history; and • have a current Canadian address. • Applicant is allotted two attempts to answer the set of EIV security questions. • If unsuccessful, the applicant is locked out of the system for 72 hours. 	<ul style="list-style-type: none"> • Uses BC Services Card to verify applicant identity. Available options include: Verify Your Identity by Video (through a video call or by sending video) or Verify Your Identity in Person. • In order to qualify to submit a consent to a criminal record check online, the applicant must have an activated BC Services Card. • If applicant is unable to login with their BC Services Card, they can retry 3 times before their account is locked. The applicant can re-attempt their login after 30 minutes. • Applicant will not be prompted with security questions. • The new eCRC pulls applicant's first name, last name, date of birth, sex, and address from the BC Services Card, limiting data entry required by applicant.
Browser Capabilities	<ul style="list-style-type: none"> • Browser capabilities: <ul style="list-style-type: none"> ○ Internet Explorer 11 or later version ○ Mobile devices are not supported 	<ul style="list-style-type: none"> • Browser capabilities: <ul style="list-style-type: none"> ○ Chrome ○ Firefox ○ Safari ○ Edge ○ Mobile devices are supported
Sharing a previous criminal record check	<ul style="list-style-type: none"> • The applicant can choose the option to share a previous CRC on the online service home page (where access code is entered). 	<ul style="list-style-type: none"> • If an applicant has a valid criminal record check to share, the system will automatically provide the option to the applicant after completing login with BC Services Card. The applicant can choose whether to share a current CRC or submit a new request. • If no option is provided to share a CRC, the applicant did not meet the requirements to share a CRC.