



# Criminal Records Review Program

## eCRC Online Service using BC Services Card

### Frequently Asked Questions (FAQs)

---

#### 1. What is the BC Services Card?

The BC Services Card is a government-issued identification assigned to BC residents that provides access to government services. For more information, see [BC Services Card](#).

#### 2. How can I use the BC Services Card to apply for a criminal record check online?

The Criminal Records Review Program (CRRP) is now accepting the **mobile** BC Services Card as Electronic Identity Verification (EIV). After you have entered your organization's access code, you will have the option to "Login with a BC Services Card" to apply and consent to a criminal record check. Your BC Services Card must be activated to use this online service.

#### 3. Do I need a mobile device to apply for a criminal record check online?

Yes, a mobile device is required to access the [BC Services Card App](#). This includes an iPhone, android, iPad, or tablet. **The app will just be used to verify who you are when you log in to the online service.**

You may use any device (computer, tablet, mobile phone, etc.) to complete your criminal record check submission through the online service. For further information, see [Log-in on any device – computer, laptop, tablet or phone](#).

#### 4. How do I activate and set up my mobile BC Services Card?

To activate and use your mobile BC Services Card, you must verify your identity. Available options include [Verify Your Identity by Video](#) (through a video call or by sending a video) or [Verify Your Identity in Person](#). Please note, a mobile device is still required when verifying your identity in person.

#### 5. I have a BC Services Card without photo; can I still apply for a criminal record check online?

Yes, the BC Services Card without photo is now being accepted. When you use a non-photo BC Services Card, additional ID with a photo is needed. For more information, see [Non-Photo BC Services Card](#).

#### 6. If I am not able to apply for a criminal record check online with BC Services Card, am I able to still complete a criminal record check?

Yes. Please contact **your organization** via email or phone and request a manual criminal record check form. Your organization will be responsible for verifying your identity with two valid pieces of identification. Consent forms must be submitted directly by the requesting



## Criminal Records Review Program eCRC Online Service using BC Services Card Frequently Asked Questions (FAQs)

---

organization.

7. What is the criminal record check fee to use the BC Services Card?

The criminal record check fee is \$28 and credit card payment must be approved before the Criminal Records Review Program will process your criminal record check. It is important to note that this fee has not changed with the implementation of the BC Services Card and volunteer organizations which have volunteers working with children or vulnerable adults will still have the criminal record checks completed at no cost.

8. What if I'm having trouble logging in to the online criminal record check application with my BC Services Card?

For assistance with your BC Services Card, see [Contact Us](#). For assistance with your organization access code, please contact **your organization**.

9. I have a BC Services Card; will I still need an access code to complete the online criminal record check?

Yes. Prior to being able to request a criminal record check online, you must enter your organization-specific access code. If you do not have the access code, please contact **your organization** directly.

10. Once I submit my online criminal record check using a BC Services Card, how long does it take to process?

As processing times may vary, for the latest information please visit [Criminal Record Check BC](#).

11. How do I know my privacy and security are being protected when using my BC Services Card?

The BC Government takes people's privacy and security seriously. The BC Services Card is one of the most trusted forms of identification in BC. For assistance with your BC Services Card, see [Privacy & Security](#).