

VSPN Quick Reference

To sign into your account, please login here: <https://policiesolutions.ca/checks/services/calgaryva/organization.php>

You can also access this page by selecting “login” from the main website, then selecting Organization Login.



Calgary Police Service
Police Information Checks (VA)

 [Login](#) | [Register](#) 
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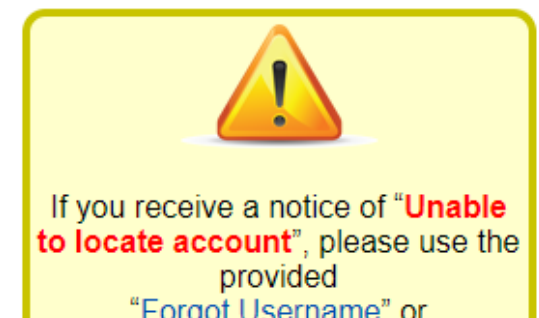
[Organization Login](#)

Secure Login

-- European Union residents may not apply to this platform. --

Login Credentials (* = mandatory field)	
* User Name:	<input type="text" value="your user name"/>  (case sensitive)
* Password:	<input type="text" value="your password"/>  (case sensitive)
* Agree to EULA:	<input type="checkbox"/> View agreement ...
* Agree to FG Consent:	<input type="checkbox"/> View statement ...
* Agree to Police Consent:	<input type="checkbox"/> View consent ...

[Log Me In](#)



We recommend updating your password after your first login.

After signing into your account, you will see the following main page:

Overview Users About Us Contact Add User

Overview

Program Number - 1234567890 → your agency's VSPN

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

to add any other agency contacts

Police Information Check w/VS						[max/purchase: 100]
Reason	Turnaround	Min. Age	Check Fee	Processing / Auth Fee	Available	
Volunteer <i>individuals receiving no compensation either in form of payment or school credits</i>	~10 business days		\$0.00	-	10	<div style="display: flex; align-items: center;"><div style="margin-right: 10px;">↑ the number of vouchers you have purchased</div><div style="display: flex; align-items: center;"><div style="margin-right: 5px;">→ to issue a voucher</div><input type="text" value="* Qty: #"/><div style="margin-left: 5px;">↓ to view issued vouchers</div></div><div style="margin-left: 10px;">↓ to purchase vouchers</div></div>

To add vouchers to your account, type the amount you would like to issue in the Quantity field and select BUY.

To issue a voucher to an applicant, select the envelope icon. It will bring you to the page below where you can enter your applicant's name, email address and Volunteer Alberta's position code corresponding with the applicant's volunteering role. When you click the email icon, the applicant will receive an email inviting them to apply for a Police Information Check by your agency. They will click the link and follow the same registration/application process as anyone else using the online solution.

Voucher Issue

Police Information Check w/VS - Volunteer

Purchased: 2023-Jun-13 10:53:17 by SUZIE SMITH		Expires: 2024-Jun-13 10:53:16
Voucher #	Issued To	Redeemed By
2afbe66b4949c10abf36c7180d3ea9f4	<div style="border: 1px solid #ccc; padding: 5px;"> <p>* Name: <input type="text" value="John Smith"/></p> <p>* Email: <input type="text" value="johnsmith@you.ca"/></p> <p>* PC #: <input type="text" value="001 "/></p> </div> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="Email"/> </div>	-
6faf3fe0490ad2f34e2c0b283065d8a7	<div style="border: 1px solid #ccc; padding: 5px;"> <p>* Name: <input type="text" value="recipient name"/></p> <p>* Email: <input type="text" value="recipient email"/></p> <p>* PC #: <input type="text" value="position code"/></p> </div> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="Email"/> </div>	-

→ your applicant's position code for their volunteer role, from Volunteer Alberta

Once an applicant has redeemed their voucher, you will be able to see the date/time it was redeemed in the right and left fields. This does not mean the applicant has received their results from their police information check yet, only that the applicant has redeemed the voucher you provided for them.

Voucher Issue

Police Information Check w/VS - Volunteer

Purchased: 2023-Jun-13 10:53:17 by SUZIE SMITH		Expires: 2024-Jun-13 10:53:16
Voucher #	Issued To	Redeemed By
<p>Issued: 2023-Jun-13 11:10:40</p> <p>Redeemed: 2023-Jun-13 11:19:12 → date and time the applicant redeemed their voucher</p> <p>2afbe66b4949c10abf36c7180d3ea9f4</p>	<p>JOHN SMITH</p> <p>applicant's email</p> <p>PC # 001</p> <p>2023-Jun-13 11:10:40</p>	<p>JOHN SMITH → name of applicant that redeemed your voucher</p> <p>applicant's email</p> <p>PC # 001</p> <p>2023-Jun-13 11:19:12</p>
<p>6faf3fe0490ad2f34e2c0b283065d8a7</p>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>* Name: <input type="text" value="recipient name"/></p> <p>* Email: <input type="text" value="recipient email"/></p> <p>* PC #: <input type="text" value="position code"/></p> <p style="text-align: right; margin-top: 5px;">Email</p> </div>	<p>↓</p> <p>date and time the applicant redeemed their voucher</p> <p>-</p>

When an applicant receives their results in their account, they can download the letter in PDF format to print or to send to your agency. Your organization cannot view their results online unless the applicant chooses to share them with you directly via PDF document or using the 3rd party sharing feature.

Adding More Organization Contacts

If you would like to give other members of your organization access to your voucher account, you can select “add user” in the top right corner of the screen. Fill out the organization contact’s information in the screen below and add the profile. If you would like to give your team member access to purchase vouchers and add more members, you can list them as Admin.

Manage User

New User (* = mandatory field)

Is Active:	<input checked="" type="checkbox"/>
Is Admin:	<input type="checkbox"/>
* Email:	<input type="text" value="email"/>
* First Name:	<input type="text" value="first name"/>
* Last Name:	<input type="text" value="last name"/>
* Phone:	<input type="text" value="phone"/>
Fax:	<input type="text" value="fax"/>




Add Profile



select "add user"
to add any
contacts within
your organization
that require access
to the voucher
account

Once the profile has been added, you can then view the new user's username and provide them with their temporary password to register. They will be prompted upon registration to create a new password. At any time, if one of your organization's contacts forgets their password, you can select the blue lock icon on the right to issue them another temporary password.

Users

	Username	Full Name / Email	Temp Pass	Security Questions	Status	Admin	Created	Last Login	
1.	pol12456482	ANDERSON, LAUREN <i>email address here</i>	INjpxz26_!	not set	Active	---	2023-Jun-14	---	
2.	pol8558927	PORTER, PATRICK <i>email address here</i>		not set	Active	Yes	2023-Jun-13	---	
3.	pol12456235	SMITH, SUZIE <i>email address here</i>		not set	Active	Yes	2023-Jun-13	---	

FAQ's

1. Can my volunteers apply with a VSPN letter in person at the Westwinds Headquarters?

No, volunteers who qualify under the VSPN program from Volunteer Alberta must be issued a voucher from your organization to complete their free police check. If they were to attend our Westwinds location, they would be charged the \$21.25 reduced volunteer fee. Additionally, if they were to attempt to apply online themselves without the voucher, they would be charged the \$21.25 fee.

2. What happens after I issue my applicant a voucher?

Once you issue them a voucher, they will receive an email notifying them that they are being asked to complete a police information check on your organization's behalf. They will click the link in the email (automated by calgary@policolutions.ca) and they can complete a free police information check on your agency's behalf.

3. How do my volunteers share their results with me through the new solution?

Applicants do not share results within the solution anymore. Applicants who apply for PICs for your organization in our new solution will be receiving their results digitally via *secured PDF document*, which they can download from their account and share with you in any fashion required – digital upload to your internal database, sent to you via email, printed, etc.

4. Where do my volunteers upload their VSPN letter?

Your VSPN volunteers are no longer required to provide a volunteer VSPN letter as you are now providing the Volunteer Alberta position code in the voucher itself.

5. What if my applicant does not have an email, can they still receive a VSPN voucher?

Currently, the VSPN voucher system is completely online and requires an email address from the applicant. If your applicant does not personally own an email, they are welcome to use a family member or trusted friend's email address instead – please note that for privacy reasons, we highly encourage the applicant has access to their own email (they can be created for free online). As part of the process, the police may need to send them email correspondence regarding their application so they will need to have access to the email account that is being used.

6. I'm having trouble logging into my agency account; I know I have already registered an agency account online with CPS.

Please ensure you are accessing the correct website and logging in here as an organization, not as an applicant:

<https://www.policolutions.ca/checks/services/calgaryva/organization.php>

Note that this is not the same website used for all regular paid police information check applicants – it is a website specifically created for VSPN vouchers.

Please also ensure you are using the username created for you – your agency account username is not your email.

7. My applicant says they did not receive an email; can I re-issue the voucher?

If the applicant has not redeemed their voucher, you can send the voucher email again by clicking the blue email button. They need to ensure their email server is not blocking calgary@policerolutions.ca from coming through however as they won't receive the second email if it's continuing to be blocked.

8. My applicant no longer requires a police information check; can I re-use their voucher for someone else?

Yes, you can re-issue unused vouchers. If your applicant has redeemed the voucher by clicking the link and starting the process (the right field would indicate that it was redeemed), then the voucher cannot be re-used.