

School Bus Ontario (SBO) – Online Criminal Background Check Service

The SBO Online Criminal Background Check Service is an alternative to manually submitting a CRJMC or VSC to the Ontario Ministry of Transportation (MTO) when obtaining a class B or E school bus class Drivers Licence. It can be accessed [here](#) or through an invite sent by member companies.

What Type of Check is Needed When Obtaining a Class B or E?

At minimum, a CRJMC is required, however the higher level VSC is also accepted. The SBO Online Background Check is done through MyBackCheck (MBC) and is known as an “E-PIC”. This is equivalent to a CRJMC but is not a VSC. The lowest level background check known as a CRS is not accepted.

- A CRJMC is a “Criminal Records and Judicial Matters Check” and is often referred to as a Level 2 police check.
- A VSC is a “Vulnerable Sector Check” it includes all items in a CRJM plus some additional database verifications for people who will be working with vulnerable persons.

More detailed information on the various types of checks available can be viewed [here](#).

Who Can Use the SBO Online Criminal Background Check Service?

Only individuals with a completely clear criminal history can use the SBO Online Service. An individual with any criminal history must manually submit a CRJMC or VSC to MTO instead. Keep in mind that an impaired driving conviction is a conviction under the *Criminal Code of Canada*, meaning the online background check cannot be used.

What Issues Will Delay Processing of my SBO Online Criminal Background Check?

1. Failure to enter your name into the online background check system exactly as it appears on your drivers licence. Failure to match your name exactly (including all middle names, initials, etc.) will result in your check being rejected by MTO. **Please see Appendix A of this document for further guidance.**
2. Failure to enter the gender as it appears on your drivers licence. If your drivers licence identifies your gender as “X”, then the gender should be left blank when applying for the online background check.
3. Failure to enter your birthday properly. Common issues are typos or reversing date and month.
4. Waiting to share your results with MTO. You must manually share your background check results with MTO; this is not done automatically. Waiting too long to share your results with MTO will create issues in finding your background check for processing. Make sure you share your background check results as soon as they are returned to you. This is done by selecting “View

and Share” next to your results and then selecting “Ministry of Transportation of Ontario – Headquarters” from the list of available organizations.

5. Sharing of ineligible results. The SBO Online Criminal Background Check will return results for both a Canadian Criminal Record Check and Local Police Information. Both of these results must show “Clear”. If either of these show something different, such as “Not Clear” or “Defer to Local Police”, a CRJMC or VSC must be manually submitted to MTO instead.

When Will My Online Background Check (MBC) be Shown on my Driving Record?

Properly completed and shared Online Background Checks completed through SBO via MBC should appear on your driving record within 2-3 business days. Please account for weekends and government holidays when factoring in this time.

Your online MBC done through SBO can only be processed by the MTO Driver Improvement Office. It cannot be processed or viewed by ServiceOntario or DriveTest. Until your Online Background Check is applied to your driving record, ServiceOntario and DriveTest will have no record of receiving it. If you call or show up at either of these organizations while waiting for processing, you may be advised that there is no record of receiving your check. This is likely not the case as the unprocessed check cannot be “seen” by these organisations.

Questions around the status of your Online Background Check (MyBackCheck or MBC) must be directed to the Driver Improvement Office at 1-416-235-1036 or 1-800-303-4993. SBO can also assist in tracking the status of your background check. When contacting MTO or SBO, please confirm that you are inquiring about the online “MyBackCheck” or “MBC”, and not a manually submitted CRJMC or VSC.

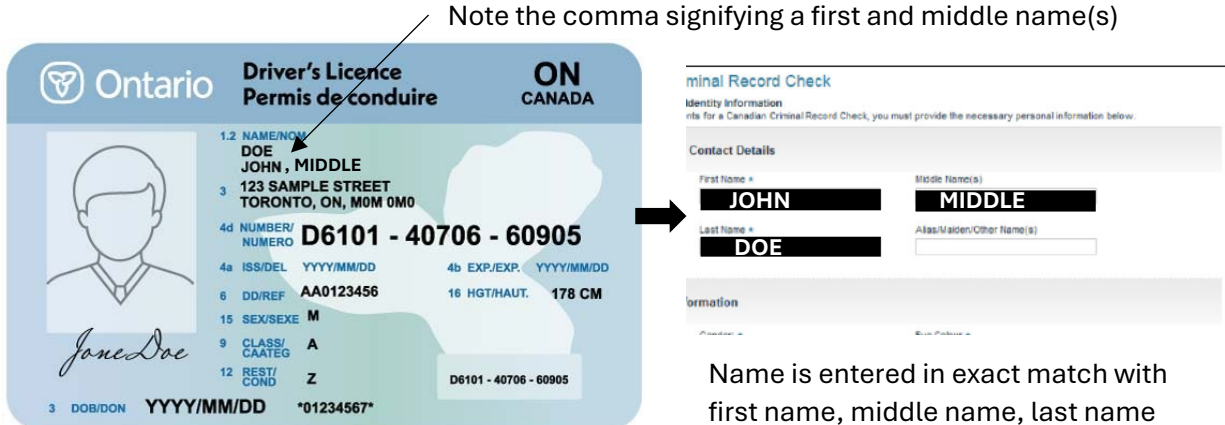
What do I Need to Confirm Before Contacting SBO or MTO About my Online Check?

- ☐ Has your online check been shared with MTO? Please confirm the date the check was completed and shared.
- ☐ Has it been at least 3 business days since you shared your online check?
- ☐ Does the name entered in your online check **exactly** match the name on your licence?
- ☐ Does the gender entered in your online check **exactly** match the gender on your licence?
- ☐ Does the date of birth entered in your online check **exactly** match the date of birth on your licence?
- ☐ Are both results shown on your online check “Clear”?

Appendix A – Name Guidance

Drivers with Middle Names or Initials

Note the comma signifying a first and middle name(s)

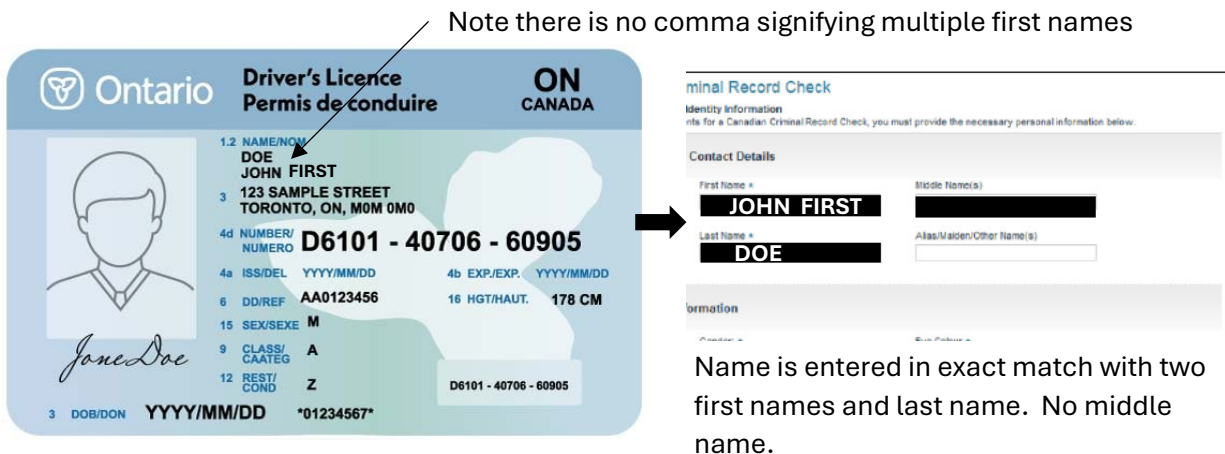


The image shows an Ontario Driver's Licence for John Doe, Middle. The name is listed as "DOE JOHN, MIDDLE". An arrow points from the text "Note the comma signifying a first and middle name(s)" to the comma in the name. To the right is a Criminal Record Check form. The "First Name" field contains "JOHN" and the "Middle Name(s)" field contains "MIDDLE". The "Last Name" field contains "DOE".

Name is entered in exact match with first name, middle name, last name

Drivers with Multiple First Names

Note there is no comma signifying multiple first names

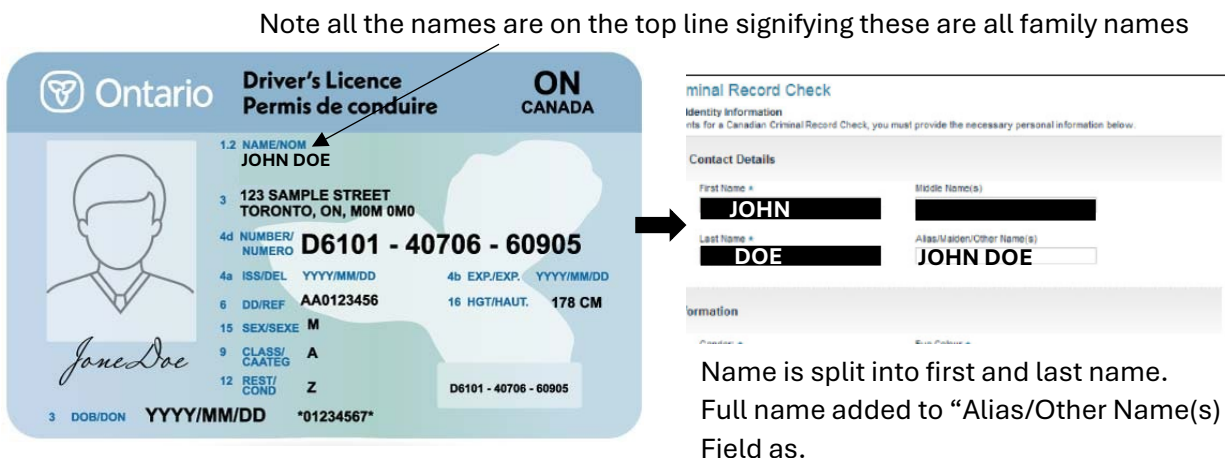


The image shows an Ontario Driver's Licence for John First Doe. The name is listed as "DOE JOHN FIRST". An arrow points from the text "Note there is no comma signifying multiple first names" to the name. To the right is a Criminal Record Check form. The "First Name" field contains "JOHN FIRST" and the "Last Name" field contains "DOE".

Name is entered in exact match with two first names and last name. No middle name.

Drivers with Family Names Only

Note all the names are on the top line signifying these are all family names



The image shows an Ontario Driver's Licence for John Doe. The name is listed as "DOE JOHN DOE". An arrow points from the text "Note all the names are on the top line signifying these are all family names" to the name. To the right is a Criminal Record Check form. The "First Name" field contains "JOHN" and the "Last Name" field contains "DOE". The "Alias/Maiden/Other Name(s)" field contains "JOHN DOE".

Name is split into first and last name. Full name added to "Alias/Other Name(s)" Field as.