

IMPACT



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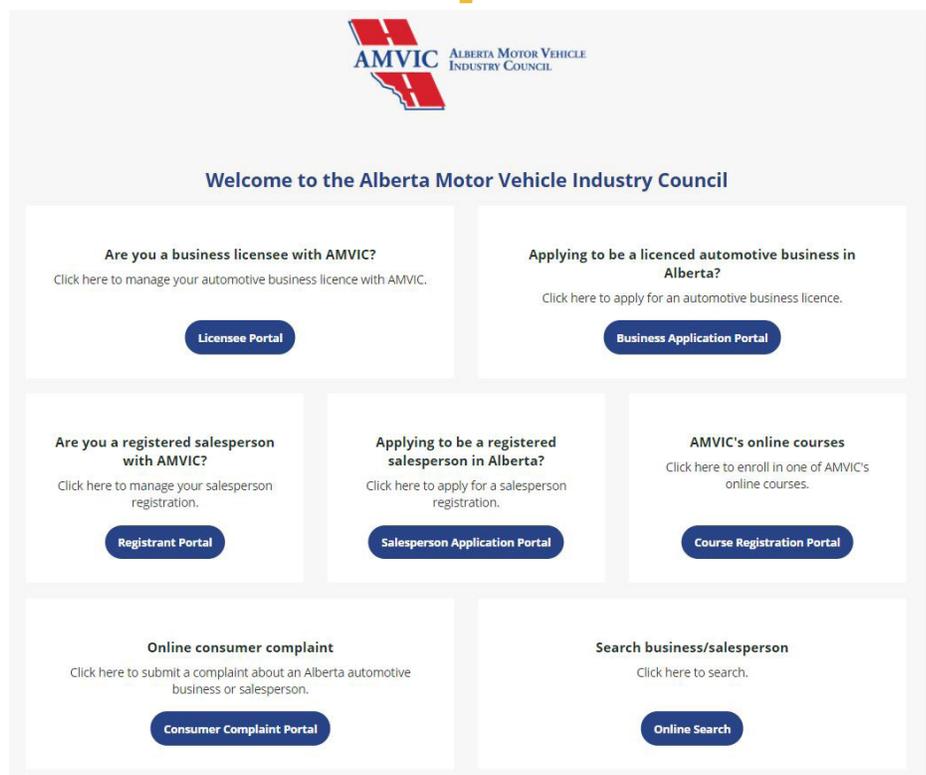
AMVIC improves online portal

A new software system that runs AMVIC Online (the online portal that hosts business, salesperson and consumer complaint accounts) launched on Tuesday, March 16, 2021. The updated AMVIC Online software (Open Regulate) provides numerous benefits, including:

- a new look which will make it easier to navigate the portal and help users find where they want to go and what they want to do;
- multiple automatic reminders of upcoming deadlines such as renewals will make it easier to manage accounts and increase efficiencies;
- paying levies and renewals online is more straightforward now;
- more than one password for each automotive business allowing for multiple users at any given time;
- changes to business principals and technicians only taking a fraction of the time; and
- users having the ability to voluntarily close a licence or registration online.

Go to amvic.org and click on **LOGIN** at the top right corner to explore the new online portal.

If you have questions please email licensing@amvic.org or call AMVIC at 1-877-979-8100 ext. 2001.



New password requirements:

After March 16, instead of using your business number to login, businesses will use the email address on file with AMVIC. You will need to set up a new password to access your AMVIC Online account, which can be done through the forgotten password process.

Salespeople will continue to login with your email address, however you will have to change your password through the forgotten password process.

Did you know?

AMVIC Online allows you to use the same account across many different task areas. For example, a salesperson applicant could use the same login details to file a consumer complaint if they have one in the future, or they can click on the course registration portal button to register for additional courses.

Business licence and salesperson registration applicants will use third party for background checks

Effective **Tuesday, March 16, 2021**, all applicants are now required to obtain a background check at their own cost.

The RCMP has changed their policy and AMVIC will no longer be able to use the Canadian Police Information Centre system to obtain background checks for licensing and registration purposes, only for investigations. This is not an AMVIC policy change, but an RCMP policy change affecting agencies across Canada.

AMVIC will continue to require background checks on all applicants, as per the statutory authority to collect a background check provided for in Section 126 (1)(b) of the *Consumer Protection Act*, RSA 2000 Chapter F-2:

126 (1) A person who wishes to be licensed or to have a licence renewed under this Act must submit to the Director

(b) any additional information that is requested by the Director, including a criminal record check or authorization to obtain a criminal record check.

AMVIC has arranged for Sterling Backcheck (Backcheck) to provide background checks at a cost paid directly by each applicant. Applicants will find a direct link to Backcheck on AMVIC Online.

Although most applicants are able to use Backcheck, there will be instances when Backcheck will not be able to provide AMVIC with the appropriate information. For example, an applicant with adult convictions for which they have not received a pardon/record suspension or for which they do not recall specific details (offence, date of conviction, location of conviction, and penalty/disposition received) or have unresolved charges, may not be able to request a report from Backcheck. Applicants must instead use a police agency to request a Police Information Check report that includes fingerprinting to identify the applicant.

As a public agency, AMVIC collects and stores information in accordance with the [Freedom of Information and Protection of Privacy Act](#).

Questions?

Anyone with questions or concerns should contact the AMVIC licensing team at licensing@amvic.org or call AMVIC at 1-877-979-8100 ext. 2001.

FAQ

Is the website changing?

Amvic.org has great information and resources but that isn't what is changing. AMVIC Online is where consumers can file complaints, and businesses and salespeople can update their profiles and pay their fees. AMVIC Online is changing software to better serve stakeholders. The website is not changing.

Did my current AMVIC account carry forward to the new system or do I have to make a new account?

Each account will be carried forward. If someone needs to reapply, they can reapply using the same credentials. Please remember that businesses and salespeople must reset their passwords when logging into the new portal for the first time.

Why is AMVIC no longer doing background checks?

The RCMP has decided that category two agencies, such as AMVIC, may only use CPIC for investigation purposes and can no longer use CPIC for licensing purposes.

Why do I have to pay for a background check?

Background checks are required in order to be licensed or registered. AMVIC has arranged for a third party provider to conduct background checks for all applicants.

Do salespeople need a background check when they renew their registration?

All salespeople must renew their salesperson registration annually. The online renewal process requires the renewing salesperson to answer the same eligibility questions as a new salesperson applicant in order to determine if their circumstances have changed during the previous year, and if they continue to be suitable to work in the automotive industry. The practice of answering eligibility questions upon registration renewal has been in place for many years.

If the renewing salesperson does not have any changes in their circumstances to report and they answer "no" to all of the eligibility questions, their renewal application will be processed automatically and a background check will not be required. It is anticipated that most salesperson renewals will be handled in this manner.

If the renewing salesperson has experienced changes in their circumstances (e.g. criminal charges, outstanding warrants or convictions under any law) and they answer "yes" to any of the eligibility questions, their renewal application will be reviewed by an AMVIC licensing advisor. The applicant will then be advised if more information is required by AMVIC, and if a Police Information Check from a police agency is to be submitted to AMVIC.