

USER GUIDE



OBTAINING ONLINE TENANCY HISTORY AND CREDIT REPORTS – MEMBER'S GUIDE



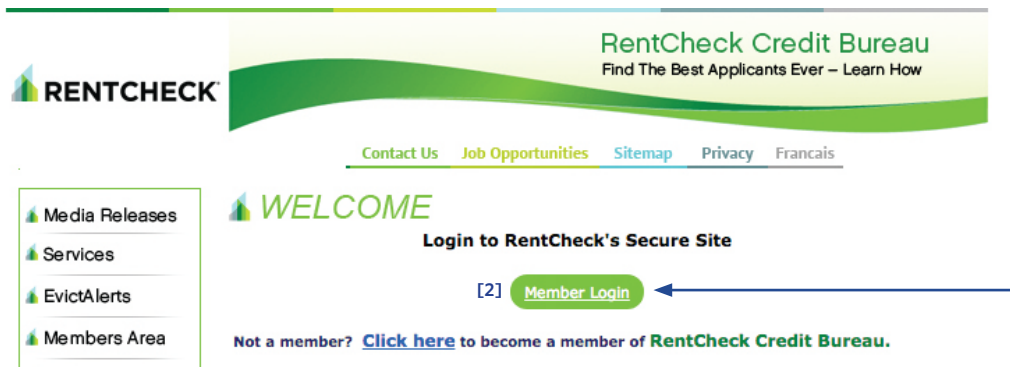
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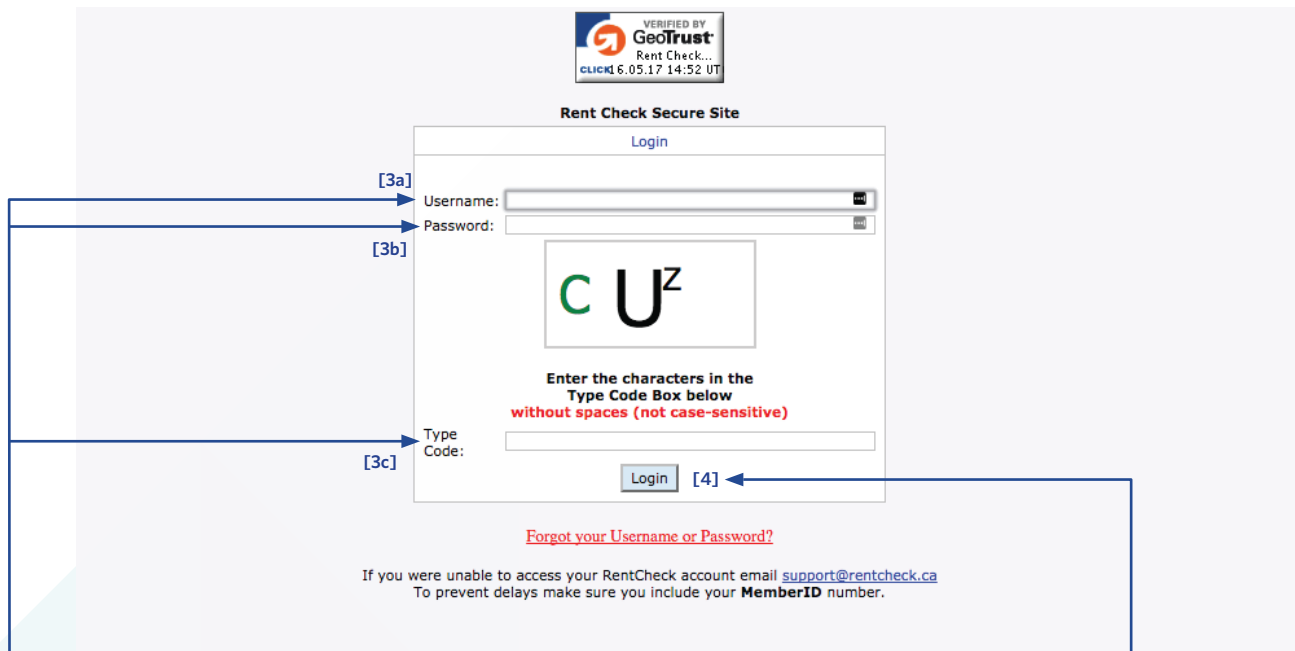
MEMBER LOG IN

[1] Open a new internet browser window and enter www.rentcheck.ca to access our home page

[2] Click on “Member Login” to access the Login page



The Main Page



[3 a] Type in your Username

[3 b] Type in your Password

[3 c] Type Code

[4] Click “Login”

! After logging in, current members are automatically directed to our Tenancy Reporting Services page. Six incorrect login attempts will temporarily freeze your account. For help in restoring access, contact: support@rentcheck.ca. Include your Member ID in the Subject Line.

TIPS FOR THE MOST COMPREHENSIVE REPORT RESULTS

[5] For the most accurate and complete Tenancy History and Credit Reports:

- i. Signed Consent from your applicant. If using your own rental application form attach Schedule “A” or use Rentcheck’s rental application form
- ii. Ensure you input the legal name, date of birth and address of the applicant*

⚠ **Important Points to Remember:**

- Do not destroy consent documents (such as Rental Applications or Schedule “A” forms) signed by applicant(s); this information should be kept for seven (7) years
- Verify applicant by reviewing 2 pieces of government-issued identification

Providing a social insurance number is solely at the discretion of the applicant.

Why You Need to Use Schedule “A”

It is essential to attach **Schedule “A”** consent form to your regular rental application to ensure that you as a landlord are protected from future losses due to tenants defaulting on payments, leaving with rental arrears, or leaving with damages to your property.

Using Rentcheck’s privacy-compliant **Schedule “A”** allows you to:

- Enter the tenant’s information on a rental record database
- Report debt owing, and other personal data, in the case of default or walk-aways









NB: Standard rental application forms cover permission only for the initial credit screening related to the application acceptance.

Don’t risk losses caused by inadequate privacy compliance! Be sure – use **Schedule “A”**.

ORDERING YOUR RENTCHECK REPORT

To join our mailing list, please provide us with your Email:

TENANCY REPORTING SERVICES

Action	Description
 Forgot Password? Please click HERE to reset.	Login and Account Information
 MyAccount Registrations	Edit your Username and/or Password
 START Here to Order Reports [6]	 Order Reports and Report Results
 Shopping Cart	Conduct Tenancy Application searches, be able to view your reports and/or report the status of Tenancy Applications previously searched.
 View/Print Reports (for previous 7 days)	Important Note: Effective 2007/10/03 you must complete the status of all your searches that are over 7 days old prior to accessing any new ones. Please go to Report Application Status for details.
 Report Application Status	How should I report the status of an applicant? Click here for a complete User Guide.
 Rent Check Online Learning Centre	

Tenancy Reporting Services Page

[6] Click "Start here to order Reports"

ORDERING YOUR RENTCHECK REPORT

RENTCHECK SEARCH FORM

- A) Select property account from * Bill to account pull-down list
- B) Select Language (English or French)
- C) Enter *Requestor's information (your name or any tag for your own record)
- D) Enter Title (optional)
- E) Enter applicant's *First name, initial and legal *Last name
- F) Enter applicant's *DOB following the pattern *yyyymmdd*

N.B. Validate applicant's full name and DOB using government-issued ID

- G) Enter SIN (optional)

Tenancy Applicant Search Form

[A] *Bill to account:
[Choose Account]

[C] *Requester's Name
Language [B] English

Applicant's Personal Information

[D] Title:
-

[E] *First Name: [E] Initial: [E] *Last Name: [E]

[G] SIN/SSN: [F] *Date Of Birth: *yyyymmdd*

ORDERING YOUR RENTCHECK REPORT (CONT'D.)

RENTCHECK SEARCH FORM

H) The address search field is connected directly to AddressComplete (Canada Post)

1. By selecting the flag in the bottom right of the control, you can change the country as required. (Presently USA and Canada available)
2. Postal Code/Zip Code or Unit/Street No/Street name, the system will suggest results as you type
3. **Select** the address from the pull-down menu and the system will auto-complete all fields required

I) Enter Number of years at residence (optional)

J) Enter Phone# (Day and Evening) (optional)

(Click AddressComplete Mini User guide link for training)

! If applicant has been living less than 1 year at the current address, the former address is required.

K) Repeat 1, 2, 3, I, J steps for the former address entry

L) Click **Search** to process a request or **Clear** to erase an entered data and start over

The screenshot displays the Rentcheck Search Form interface. At the top, a yellow banner reads: ***CAUTION: Only US and CANADA countries are allowed at this time**. Below this, the section is titled **Applicant's Current Address** with the instruction ***Input POSTAL/ZIP CODE then STR#:**. A grey box contains the tip: **Keep typing your address to display more results**. A dropdown menu shows two suggestions: **N2P 2W2, 110, Steepleridge St, Kitchener, ON** and **N2P 2W2, 113, Steepleridge St, Kitchener, ON**. Below the dropdown is the **AddressComplete** logo and a **Select Country** dropdown menu with a flag icon, which is circled in red. A blue bracket [H] points to the address input field containing **N2P 2W2 11**. Below the dropdown is a link: **NEW Click here for the AddressComplete Mini User Guide**. The form has two sections: **Applicant's Current Address** and **Applicant's Former Address**. Each section has fields for **Number of years at residence**, **Phone (Day)**, and **Phone (Evening)**. Blue brackets [I], [J], [K], and [L] point to these fields. To the right of each section is an **Editable** section with fields for **StreetName**, **Street No**, and **Unit**. At the bottom, there are **<<**, **Search**, and **Clear** buttons. A blue bracket [L] points to the **Search** button.

ORDERING YOUR RENTCHECK REPORT (CONT'D.)

This is not a report yet but a summary of your request.

You may proceed with a payment or do another search and checkout later.

The status of your request in the shopping cart will remain Pending until you checkout or delete it.

A) Click **Checkout** to proceed with a payment

B) Click **Do Another Search** to request more reports

You will have 15 min to process the payment.

If you require more time to arrange the payment information - Sign out, then sign in, proceed to a shopping cart and complete a transaction.

C) To cancel a request, select the entry in delete column and click **Delete Selection(s)**

D) Click **SIGN OUT** to stop and finish later

MemberID: 17010.0001 Tenancy Reporting Services SIGN OUT [D]

Shopping Cart Items Summary
This page will time out in 15 min.
If you require more time to arrange the payment information - sign out, then sign in, proceed to a shopping cart and complete the transaction. Print this page as a confirmation of your request.

Date	Description	Status	Subject Investigated	Price \$	Delete
8/4/2016 3:02:00 PM	Caller: Mariia - Investigated: Julia Lachuk -rpt: TU RC -Scoring - Fraud	Pending	Julia Roberts	22.50	<input type="checkbox"/> [C]

[C] Delete Selection(s)

Subtotal \$22.50
Tax GST/HST# 800574667RT0001 \$2.93
Total \$25.43

[B] Do Another Search Checkout [A]

You may:

- A. **Checkout** to proceed with a payment now
- B. **Do Another Search** to request more reports and pay later
- C. Cancel a request by selecting the entry in delete (last) column and clicking **Delete Selection(s)**
- D. **SIGN OUT** to stop and finish later

ORDERING YOUR RENTCHECK REPORT (CONT'D.)

MemberID: 1.0000 Tenancy Reporting Services SIGN OUT

Shopping Cart Items Summary

Your Cart

Date	Description	Status	Subject Investigated	Price \$	Delete
12/4/2009 12:25:00 PM	Caller:jaytest - Investigated:kelly asdf - rpt: RC	Pending	kelly asdf	21.00	<input type="checkbox"/>

[Delete Selection\(s\)](#) [7]

Subtotal \$21.00

Tax \$1.05

Total \$22.05

[Do Another Search](#) [8] [9] [Checkout](#)

On this Your Cart page you have Three (3) Options.

a) Delete Selection(s): click the check box next to the search you wish to delete. Then click Delete Selection(s).

b) Do Another Search: click Do Another Search.

c) Checkout: do this when you have finished searching and wish to get your reports.

Your Shopping Cart

Ensure that your report package contains all of the options you have requested.

Ensure that all of the information you entered is correct.

! Status will remain as pending until you make payment via Credit Card or Interac.

[7] Click "Delete Selection(s)" to delete the Pending Report

[8] Click "Do Another Search" to conduct another Report before checking out

[9] Click "Check Out"

This will take you to the Online Payment Page.

ORDERING YOUR RENTCHECK REPORT (CONT'D.)

Review Your Order

Quantity	Item	Unit	Price
1	Caller:RENT CHECK - Investigated:JOHN TEST - rpt: EQ RC -Scoring -Fraud -BNI	CAD 36.75	CAD 36.75
		Tax	CAD 1.84
		Total	CAD 38.59

[Return to Rent Check Credit Bureau](#)

[10a] Pay With Your Credit Card

Cardholder Name

Credit Card Number

Expiry Date(MMY)

Email

A confirmation email will be sent to this address.

[10b]

Pay From Your Bank Account

Pay directly from your bank account using the INTERAC Online service.

Email [11a]

A confirmation email will be sent to this address.

[11b]

The Interac Online service is a new payment option that allows you to pay for goods and services on the Internet directly from your bank account. [Learn More](#)

[10] Paying with Credit Card

[10a] Fill out the left side of the page

[10b] Click "Pay With Your Card"

[11] Paying from your Bank Account (Interac):

[11a] Enter your email address

[11b] Click "Pay from Your Bank Account"

The Online Payment Page

! If you do not click on either "Pay with Your Credit Card" OR "Pay from Your Bank Account" your order will remain as pending.

After clicking on either "Pay with Your Credit Card" or "Pay from Your Bank Account" you will be directed to the Tenancy Reporting Services Page.

MemberID: 70083.0001

Tenancy Reporting Services

[14]

[View/Print Commercial Reports](#)

[Rent Check Online Training Guide](#)

...Please wait until you see the Result link below, then click it to access your report.

Rent Check Search Results - (During the last 7 days)

Print	Searched On	Applicant Name	Bill To Account	Report
<input type="checkbox"/>	3/11/2016 10:04:00 AM	ASDFASDF ASDFASDF	COLBORNE STREET (70083.1001)	Result
<input type="checkbox"/>	3/9/2016 9:49:00 AM	KELLY TESTBYRO	COLBORNE STREET (70083.1001)	Result

[13]

[12] Click Result to view your report

! Reports can be retrieved for up to seven (7) days after they have been processed.

[13] Perform another Search

[14] Click SIGN OUT

ACCESSING YOUR RENTCHECK REPORT

To join our mailing list, please provide us with your Email:

TENANCY REPORTING SERVICES

Action	Description
<p> Forgot Password? Please click HERE to reset.</p> <p> MyAccount Registrations</p>	<p>Login and Account Information</p> <p>Edit your Username and/or Password</p>
<p> START Here to Order Reports</p> <p> Shopping Cart</p> <p> View/Print Reports (for previous 7 days) [15]</p> <p> Report Application Status</p> <p> Rent Check Online Learning Centre</p>	<p> Order Reports and Report Results</p> <p>Conduct Tenancy Application searches, be able to view your reports and/or report the status of Tenancy Applications previously searched.</p> <p>Important Note: Effective 2007/10/03 you must complete the status of all your searches that are over 7 days old prior to accessing any new ones. Please go to Report Application Status for details. How should I report the status of an applicant? Click here for a complete User Guide.</p>

Tenancy Reporting Services Page

[15] To access your recent Reports, click “View/Print Reports”

This will take you to the Rent Check Search Results Page.

MemberID: 70083.0001 [18]

[View/Print Commercial Reports](#)

[Rent Check Online Training Guide](#)

■ ...Please wait until you see the Result link below, then click it to access your report. ■

Rent Check Search Results - (During the last 7 days)				
Print	Searched On	Applicant Name	Bill To Account	Report
<input type="checkbox"/>	3/11/2016 10:04:00 AM	ASDFASDF ASDFASDF	COLBORNE STREET (70083.1001)	Result
<input type="checkbox"/>	3/9/2016 9:49:00 AM	KELLY TESTBYRO	COLBORNE STREET (70083.1001)	Result

[17]

[16] Click Result to view your report

⚠ Reports can be retrieved for up to seven (7) days after they have been processed.

[17] Perform another Search

[18] Click SIGN OUT

REPORTING AN APPLICANT'S STATUS

Seven (7) days after a Credit Check is performed, you must report the application Status

[19] Select **Status** first, then all **highlighted** columns for each applicant

Continue reporting Status for all outstanding applicants, then click **Save Changes**

For Example:

If you selected status **Approved with conditions**, the next mandatory columns - **Conditions** (all applicable), **Move In Status**, **Resident Type**, **Rent Due Date**

If you selected **Declined**, no other columns will be highlighted

Click **Save Changes** when status reporting completed.

Status Legend

Approved – application accepted, your tenant moved or moving in

Approved with Conditions – application accepted if conditions satisfied

Declined – application rejected

Declined with reasons – application rejected with a reason explained

Cancelled – applicant withdrew the rental application

Co-op BOD – application must be reviewed by Co-op Board of directors before making a decision

Debtor Search – search performed for the applicant in collection

MemberID: 1.0000 Tenancy Reporting Services LOG OUT

Save Changes

Report Application Status

View: Unresolved Print Reports

Searched Date	Tenant Name	Avg. Score	Status	Conditions	Reasons	Denied Consent	*Move In Status	Resident Type	Rent Due Date	Rent Charged
5/2/2016	KELLY TESTBYRD	N/A	Select One Approved Approved with conditions Cancelled Co-op BOD review Debtor search Declined Declined with reasons	Responsibility Co-signor Contractor Guarantor approved Late fees	Select One Airbnb Illegal Sublet ALIAS NAMES Consumer Inquiry	<input type="checkbox"/>	Select One YES-Moved or Moving In NO-Not Moving In PENDING-In Progress Select One	Select One Co-resident Head-resident Guarantor Non-resident Guarantor Resident Dependent/Occupant Superintendent	6/1/2016	\$
4/18/2016	KELLY TESTBYRD	N/A	Select One Approved Approved with conditions Cancelled Co-op BOD review Debtor search Declined Declined with reasons	Select One Availability Co-signor Contractor	Select One Airbnb Illegal Sublet ALIAS NAMES Consumer Inquiry	<input type="checkbox"/>	Select One	Single-resident		
4/15/2016	KELLY TESTBYRD	N/A	Select One	Select One Availability Co-signor Contractor	Select One Airbnb Illegal Sublet ALIAS NAMES Consumer Inquiry	<input type="checkbox"/>	Select One	Single-resident		
4/1/2016	KELLY TESTBYRD	592	Declined	Select One Availability Co-signor Contractor	Select One Airbnb Illegal Sublet ALIAS NAMES Consumer Inquiry	<input type="checkbox"/>	Select One	Single-resident		

SCHEDULE "A"

Residential Rental Application Privacy Consent Form

(For one or two co-tenancy applicants otherwise complete a separate application)*

Definitions: Information**

The word "**Information**" means credit information, personal information, and information about the services you use that are provided by **the Landlord as listed in this rental application** and information relating to your tenancy at **the Premises applied for in this rental application** including information regarding the duration of your tenancy, monthly rent, emergency contacts and any matters relating to your lease/tenancy agreement, including misrepresentations relating to, defaults under and/or breaches of your lease/tenancy agreement or any other matter experienced by The Landlord.

"**Credit Information**" means information about you, including your name, age, date of birth, occupation, place of residence, previous places of residence, occupancy length, marital status, co-occupant's/spouse's/same-sex partner's name and age, number of dependants, particulars of education or professional qualifications, field of employment, places of employment, previous places of employment, employment durations, estimated income, paying habits, outstanding debt obligations, cost of living obligations, involvement in bankruptcy proceedings or landlord and tenant disputes, assets, and banking information (including account and credit card information).

"**Personal Information**" means information about you other than credit information that is relevant to your suitability as a tenant, including information gathered from references (provided by you to The Landlord) concerning your character, reputation, physical or personal characteristics or mode of living or about any other matter or experience concerning you that is relevant to your suitability as a tenant.

Collection, Use and Disclosure of Information:

In consideration for **the Landlord** accepting you as a tenant and entering into a lease/tenancy agreement with you, you expressly consent to and authorize the following:

1. **The Landlord** may obtain Information about you through a tenancy and/or credit report conducted by Rent Check Credit Bureau and as permitted or required by law. You expressly authorize Rent Check Credit Bureau to provide Credit Information regarding you to **The Landlord**.
2. **The Landlord** may use Information about you to determine your suitability as a tenant and as permitted or required by law.
3. **The Landlord** may disclose Credit Information about you to Rent Check Credit Bureau, as permitted or required by law, for inclusion within a database of rent-roll information and within a tenancy file on you, for purposes of:
 - tenant reporting and credit reporting in accordance with provincial credit and consumer reporting acts;
 - establishing a credit history and or rental history;
 - maintaining aggregate statistical data for purposes of tenancy and credit scoring; and
 - supporting the credit approval process in accordance with governing legislation.
4. You expressly authorize Rent Check Credit Bureau to retain positive Credit Information regarding you for the purposes outlined in section 3 above, for up to 20 (twenty) years. Negative Credit Information shall be maintained on record in accordance with provincial credit and consumer reporting acts.
5. You agree that all statements on this Residential Rental Application are true and you expressly authorize all references given to release information about you to **the Landlord** for verification subject to sections 1 to 5.

Please provide your consent by checking the following box and signing in the appropriate space below:

Yes, I have read and agree to the collection, use and disclosure of Information as outlined above.

I have read, understood and voluntarily agree to the terms and conditions outlined above.

Yes, I have read and agree to the collection, use and disclosure of Information as outlined above.

I have read, understood and voluntarily agree to the terms and conditions outlined above

Applicant's Signature

X _____ X
Co-Applicant's Signature

Print Name

X _____ X
Print Name

Date (yyyy / mm / dd)

X _____ X
Date (yyyy / mm / dd)

*Signature space is provided for applicant and co-applicant however Rent Check suggests that if more than 2 applicants that the landlord provides additional tenancy applicants with a separate copy of this Residential Rental Application for completion.

**DISCLAIMER: Rent Check does not represent, warrant or guarantee that this Consent Statement will be valid or enforceable in all circumstances or for every landlord. Each individual landlord should modify the language of this Consent Statement to suit their individual circumstances, and should obtain legal advice regarding the appropriate consent to be obtained from their prospective tenants.