

How to complete a Background check

Note, the link in the email connects CCN and Sterling. The link is only good for 72 hours after you complete your coach registration on CCN. The email containing the link to start the background check can be resent to the email address in your CCN Profile. We recommend using a personal email address not a work email address to register with CCN.

- Open the email from info@ccnbikes.com.
- Click on the first link in the body of the email to go to Sterling volunteers' site.
 - This link establishes the organization you are volunteering for and creates a connection between CCN and Sterling Volunteers.
 - ACA does not have a Good Deed code with Sterling.

info@ccnbikes.com
to me ▾



Dear Test,

Thank you for initiating a background check on CCN. Alabama Cycling Association requires that you complete a background check prior to participating in their programs and activities. I'm sure this comes as no surprise, they take risk very seriously and want to ensure a safe environment for everyone.

The background check is performed by Sterling Volunteers. You can expect the background check process to take 15 minutes or less of your time and Alabama Cycling Association will have a decision for you within 5-7 business days.

To access your online forms, please click on the link below:
(Please complete within 72 hours.)

<https://app.sterlingvolunteers.com/verify?id=SIBBKIFEGNPRINQLIS>

Please note: If you are unable to complete this requirement for any reason, or have difficulty completing your background check, please contact Sterling Volunteers at:


Phone: (855) 326 1860
Email: TheAdvocates@sterlingvolunteers.com

Questions? We're here to help: <https://app.sterlingvolunteers.com/en/Mains/Home/support>.

*** This is an automatically generated email ***

This email account is unmonitored.

- Enter your email address, Dob, country and zip code.



Welcome to Sterling Volunteers!

Now that you have registered with The Alabama Cycle Association, you will need to create an account with Sterling Volunteers before placing your background check order.

Ahora que se ha registrado en The Alabama Cycle Association, deberá crear una cuenta con Sterling Volunteers antes de realizar su pedido de verificación de antecedentes.

For security purposes only, please enter a few details about yourself below using the same data that was entered during your registration with The Alabama Cycle Association.

Por razones de seguridad, a continuación ingrese algunos detalles sobre usted utilizando los mismos datos que ingresó durante su registro en The Alabama Cycle Association.

Your Information

Email Address*

Date of Birth

Month* Day* Year*

Country²

United States

Zip or Postal Code

ZIP or Postal Code*

[Continue](#)

- Click Continue.
- Create a Sterling Account if you do not have one.
 - Store the username and password somewhere safe.
 - If you set up security questions, make a note of the questions and answers somewhere.
 - Password resets are challenging on Sterling’s site.
- If you have a Sterling account login with the username and password.
- Fill out any information required on the form.
- Pay the fee.
- The background check will begin processing.
- After a few days, the results will update the background check status in your CCN profile.
- If you are unable to get logged into Sterling Volunteers, contact them at:

For customer support with Sterling Volunteers

- Please contact The Advocates Customer Care team:
 - TheAdvocates@sterlingvolunteers.com
 - 855-326-1860, Option 3 (8:00 am – 8:00 pm EST)