



CrimCheck Self-Service Portal User Manual

2018 Version 1



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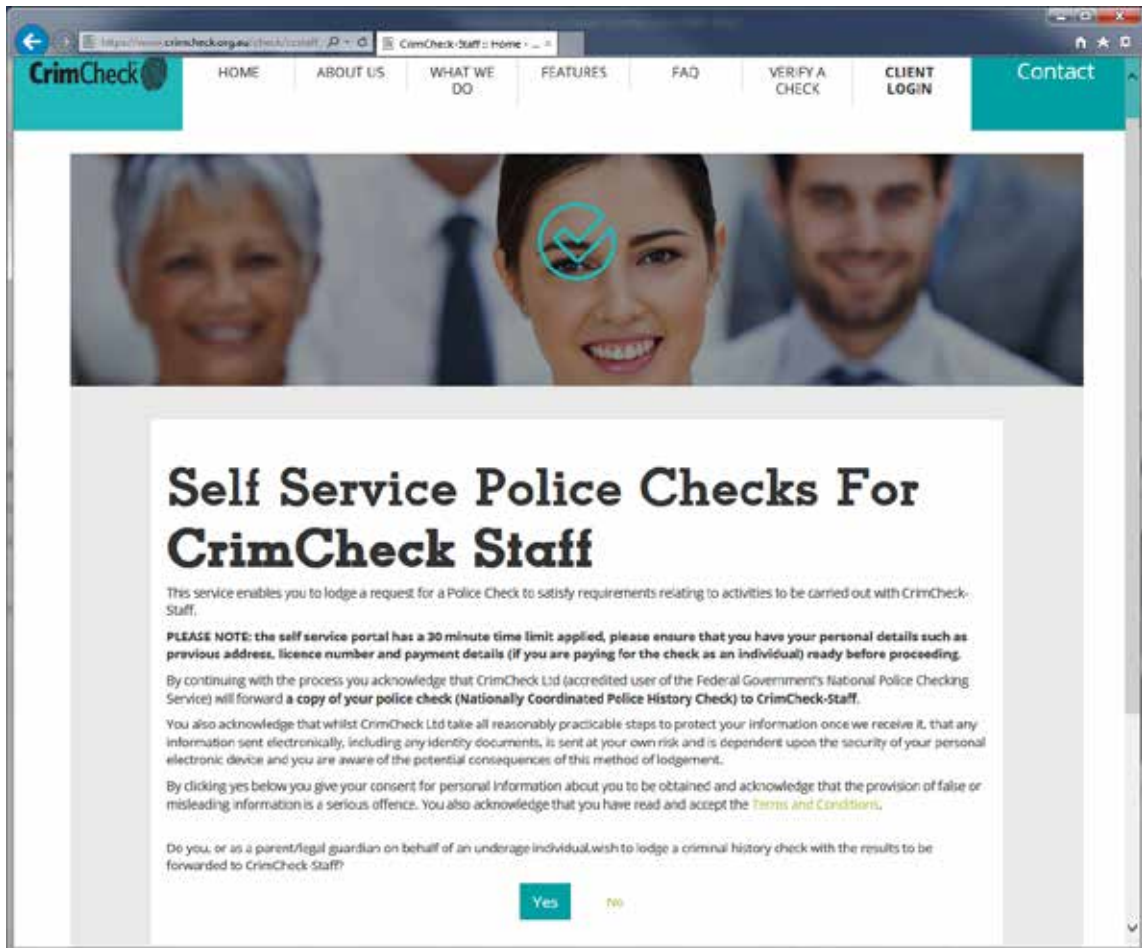
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Self Service Portal

You will be given a URL for your organisation to send out to applicants, when the applicant opens the URL in a Web Browser they should see a screen like this:



The screenshot shows a web browser window displaying the CrimCheck website. The browser's address bar shows the URL <https://www.crimcheck.org.au/checks/crimcheck-staff/>. The website has a teal header with the CrimCheck logo and navigation links: HOME, ABOUT US, WHAT WE DO, FEATURES, FAQ, VERIFY A CHECK, CLIENT LOGIN, and a prominent Contact button. Below the header is a banner image featuring three smiling people, with a teal circular logo containing a white checkmark overlaid on the center. The main content area has a white background with the title "Self Service Police Checks For CrimCheck Staff" in large, bold, black text. Below the title, there is a paragraph explaining the service, followed by a "PLEASE NOTE" section with important instructions. A consent statement follows, and at the bottom, there is a question: "Do you, or as a parent/legal guardian on behalf of an underage individual, wish to lodge a criminal history check with the results to be forwarded to CrimCheck Staff?". Below this question are two buttons: a teal "Yes" button and a yellow "No" button.

Self Service Police Checks For CrimCheck Staff

This service enables you to lodge a request for a Police Check to satisfy requirements relating to activities to be carried out with CrimCheck-Staff.

PLEASE NOTE: the self service portal has a 30 minute time limit applied, please ensure that you have your personal details such as previous address, licence number and payment details (if you are paying for the check as an individual) ready before proceeding.

By continuing with the process you acknowledge that CrimCheck Ltd (accredited user of the Federal Government's National Police Checking Service) will forward a **copy of your police check (Nationally Coordinated Police History Check)** to CrimCheck-Staff.

You also acknowledge that whilst CrimCheck Ltd take all reasonably practicable steps to protect your information once we receive it, that any information sent electronically, including any identity documents, is sent at your own risk and is dependent upon the security of your personal electronic device and you are aware of the potential consequences of this method of lodgement.

By clicking yes below you give your consent for personal information about you to be obtained and acknowledge that the provision of false or misleading information is a serious offence. You also acknowledge that you have read and accept the [Terms and Conditions](#).

Do you, or as a parent/legal guardian on behalf of an underage individual, wish to lodge a criminal history check with the results to be forwarded to CrimCheck Staff?

When the applicant selects “**Yes**” they are accepting the terms and conditions (providing informed consent) and the system will take them to the next screen, if the applicant selects “**No**” it will take them to a screen that directs them to contact your organisation.

The screenshot shows the 'Create Check' page on the CrimCheck website. The header includes the CrimCheck logo and navigation links: HOME, ABOUT US, WHAT WE DO, FEATURES, FAQ, VERIFY A CHECK, CLIENT LOGIN, and a prominent 'Contact' button. The main content area features a banner with the text 'Enter your details' over a background image of three people. Below the banner, a form titled 'You must nominate the type of check that you are applying for:' contains the following fields:

- Type ***: A dropdown menu with the placeholder text '(Please select a check type)'.
- Reason for conducting the check ***: A text area with the instruction: 'Provide details of the position you are applying for. How much contact you will have with vulnerable people, your job Title and the job location, e.g. No contact with vulnerable people, cleaner, public school.'
- Interaction with children or vulnerable people ***: Three radio button options:
 - ☐ Supervised contact with vulnerable people
 - ☐ Unsupervised contact with vulnerable people
 - ☐ No contact with vulnerable people
- Job Title ***: A text input field.
- Job Location ***: A text input field.
- Student Identity Number or Employee Number (if known)**: A text input field.

A 'Total character count: 43/96' is displayed below the Job Location field.

The applicant will be presented with a screen that asks them the type of check and the reason for conducting the check.

If you have a requirement to specify the reason for conducting the check, we do have the capability to enable a drop down menu as displayed in the example over the page.

NOTE

The drop down list is controlled and populated by your organisation

Create Check - Crimcheck

New Tab

https://www.crimcheck.org.au/check/CC_staff_internal/form

Enter your details

You must nominate the type of check that you are applying for:

Type * Paid Staff Member

Reason for conducting the check *

Provide details of the position you are applying for. How much contact you will have with vulnerable people, your Job Title and the job location, e.g. No contact with vulnerable people, cleaner, public school.

Please select...

Please select...

Data Manager with no contact with vulnerable

Financial controller for not for profit, unsupervised contact with vulnerable

Receptionist at RFP Unsupervised contact with vulnerable persons

Section 1 - Personal

Names by which I am, or ever have been, known including Alias (A), name change by Marriage (M) or previous name change by Deed Poll (P)

Current Name (the name by which you are currently known)*

Surname *

Given Name *

NOTE

If you have an organisational need to capture student or employee identity numbers we can enable that field in the self service portals.

As the applicant progresses down the screen they can add additional names if required by selecting “***add additional name***”.

Section 1 - Personal Information

Names by which I am, or ever have been, known including Alias (A), name change by Marriage (M) or previous name change by Deed Poll (P)

Current Name (the name by which you are currently known)*

Surname * Holmes

Given Name * Sherlock

Middle Name(s)

Other / previous name

Name Type *

Surname *

Given Name *

Middle Name(s)

Add additional name...

Birth Details

Gender *

Date of Birth * dd/mm/yyyy

City/Town of Birth *

Country of Birth * Please select

Contact Details

Home Phone

Work Phone

The system will allow for up to 10 names to be entered.

The applicant then completes the additional details and clicks submit at the bottom of the screen.

Once the applicant reaches the bottom of the screen they need to select “**Submit**” to progress to the next screen.

Any omissions will be highlighted for correction before proceeding.

The screenshot shows a web browser window with the URL <https://www.crimcheck.org.au/bsa/ccd>. The page title is "submitted details." and the main heading is "Permanent Residential Address Over Last Five Years". Below the heading, there is a instruction: "For each address listed please indicate as close as possible what date you resided there *From* and *To*. The *Month* is expected to be reasonably close (particularly for current and recent addresses)."

The form is titled "Current Residential Address*" and contains the following fields:

- Street ***: 10 Baker st (with a note: "(enter the street number and name)")
- Suburb ***: Blackburn
- State ***: VIC (dropdown menu)
- Postcode**: 3130
- Country ***: AUSTRALIA
- From ***: 2002 (dropdown menu) and Month (if known) (dropdown menu)
- To ***: 2018 (dropdown menu) and Month (if known) (dropdown menu)

Below the form, there is a link: [Add additional previous address...](#)

A warning message states: "You have 30 minutes to complete the request for check process. If you are unable to complete details in this time, your application will lapse."

At the bottom of the form, there are two buttons: **Submit** (in a blue box) and **Cancel** (in a yellow box).

Below the form, there is a green button labeled **CONTACT US**.

The footer of the website contains the following links: [HOME](#), [ABOUT US](#), [WHAT WE DO](#), [FEATURES](#), [FAQ](#), [VERIFY A CHECK](#), and [CLIENT LOGIN](#).

Once the applicant selects “**Submit**” they will be taken to the confirmation page.

The screenshot shows the 'Confirm and Pay' page on the CrimCheck website. The page has a teal header with the CrimCheck logo and navigation links: HOME, ABOUT US, WHAT WE DO, FEATURES, FAQ, VERIFY A CHECK, CLIENT LOGIN, and a large teal 'Contact' button. Below the header is a banner image with the text 'Confirm and Pay' and a red heart icon. The main content area contains a timer: 'Time remaining to complete this page: 28 min 57 sec. If not completed in time, you may have issues with payment processing or need to apply again.' Below the timer is a table with two columns: 'Item' and 'Quantity'. The table lists three items: 'Volunteer/Student Police Check (507578-SS88WOK4KO)' with a quantity of 'x: 1', 'ID Document Upload Verification' with a checkbox, and 'Email PDF check result certificate' with a checked checkbox. Below the table is a 'Continue' button.

Item	Quantity
Volunteer/Student Police Check (507578-SS88WOK4KO)	x: 1
ID Document Upload Verification Upload documents to verify your identity online.	☐
Email PDF check result certificate Tick this box to receive a digital version of your National Criminal History Certificate via Email.	☒

On this screen they will be presented with the options that you have enabled on your account such as:

Identity upload (allows the applicant to upload documents directly into the system so that you can view them online).

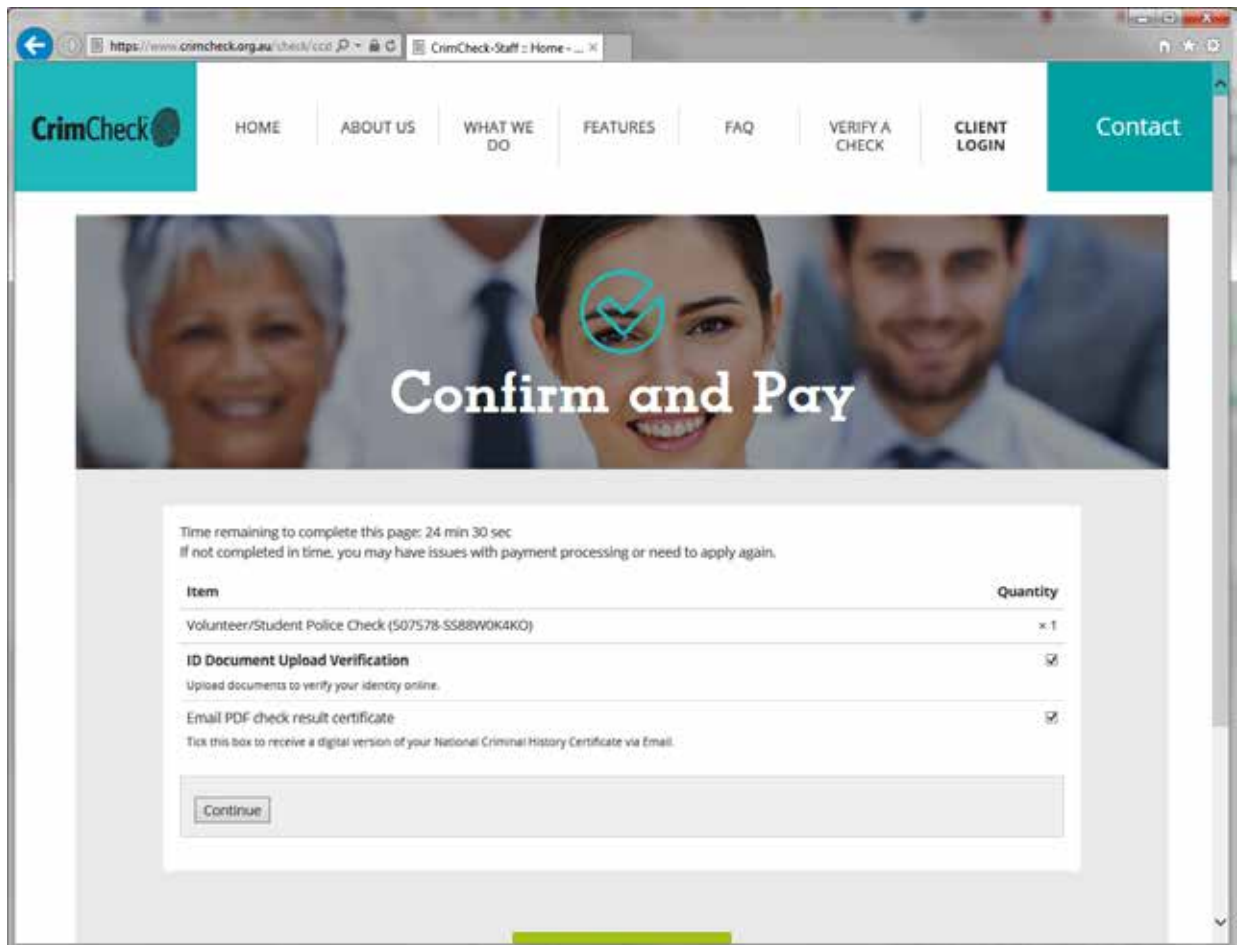
Email PDF check results (emails the applicant with a copy of their certificate when results are returned).

Credit card payments (if you have elected for the applicant to pay for their own check this will be presented on the Confirm and Pay page).

NOTE

In this example the organisation is paying for the check so there is no credit card option available.

ID Document Upload



CrimCheck HOME ABOUT US WHAT WE DO FEATURES FAQ VERIFY A CHECK CLIENT LOGIN Contact

Confirm and Pay

Time remaining to complete this page: 24 min 30 sec
If not completed in time, you may have issues with payment processing or need to apply again.

Item	Quantity
Volunteer/Student Police Check (507578-SS88W0K4KQ)	x 1
ID Document Upload Verification Upload documents to verify your identity online.	☒
Email PDF check result certificate Tick this box to receive a digital version of your National Criminal History Certificate via Email.	☒

[Continue](#)

Once the applicant clicks on continue it will take them to either a page to upload their documents or if they have left it unselected then it will take them to a page where they will be given the option to enter their drivers licence/passport details.

On the document upload page they have the option of using webcams or smart device cameras to take photos or upload documents from stored images.

<https://www.crimcheck.org.au/check/ccd> Edit Check - Crimcheck

Other Details

No documents uploaded

Take your photo here for biometric identity verification.
You will need to permit access to your devices' web / front-facing camera.
Only allow access each time you want to take a photo.
Please ensure your face is clearly visible:

- remove glasses or other items that may be covering parts of your face
- ensure hair is not covering parts of your face
- there will be an option to "Re-Capture" the photo

Click Upload Photo once done (this will turn off the camera).

[Take a Photo](#)

Please upload your identity documents (up to 4) using the form below.
Note: Oldest document is automatically *replaced* if document upload count is exceeded.

Select file [Browse...](#)

[Upload Document](#) [Skip](#)

As the applicant continues to load images they will populate at the top of the list, once they have uploaded their documents they can select “**Continue**” and proceed to the “Thank You” page

https://www.crimcheck.org.au/check/ccd Edit Check - Crimcheck

Other Details

Remove Facebook_thumbnail_2.jpg

Remove Penguins.jpg

Remove Koala.jpg

Take your photo here for biometric identity verification.
You will need to permit access to your devices' web / front-facing camera.
Only allow access each time you want to take a photo.
Please ensure your face is clearly visible:
- remove glasses or other items that may be covering parts of your face
- ensure hair is not covering parts of your face
- there will be an option to "Re-Capture" the photo.
Click Upload Photo once done (this will turn off the camera).

Take a Photo

Please upload your identity documents (up to 4) using the form below.
Note: Oldest document is automatically replaced if document upload count is exceeded.

Select file Browse...

Upload Document Continue

CrimCheck HOME ABOUT US WHAT WE DO FEATURES FAQ VERIFY A CHECK CLIENT LOGIN Contact

Thank-you

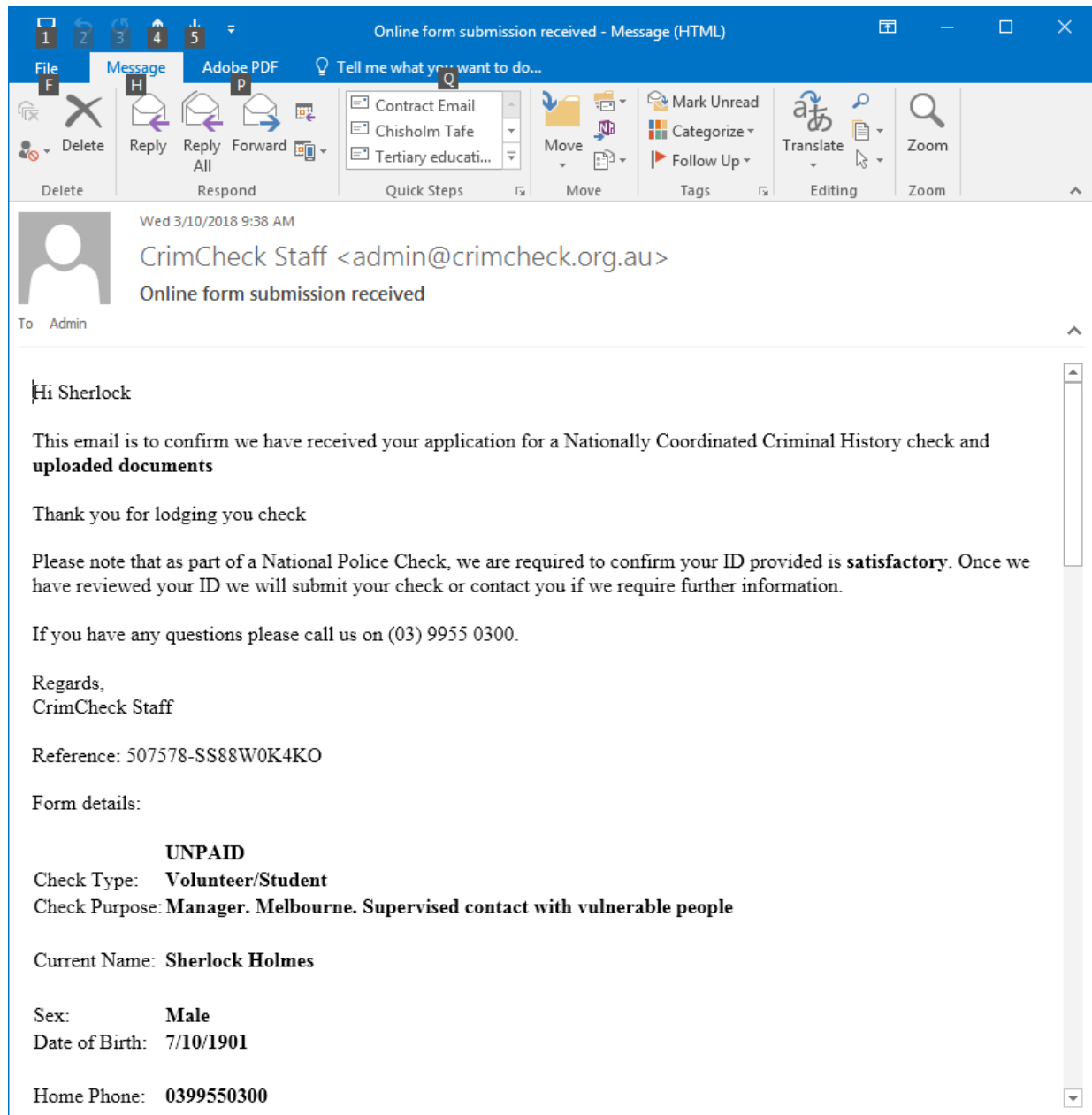
Your details have been submitted successfully.
Please make a note of the following reference code:
• 1075765488908460

You will soon receive an email containing the external name you submitted, and the reference code above.
You will need to present both when you come to complete the check process.
You may also need to bring document as proof of your identification.
You may need to check your SPAM or JUNK message folders in case they have been sent there.

CONTACT US

Both the applicant and your organisation will receive an email which indicates if the applicant has uploaded documents, the example below shows they have uploaded documents.

If the applicant has not uploaded any document the email template sent will provide them with instructions on where to send their Identity documents.



In this instance once your organisation receives this email they can see in bold that identity documents have been uploaded so the check is ready to be reviewed prior to lodgement.

Processing the check

Once you have located the check you will be presented with the following screen:

The screenshot shows a web browser window with the URL <https://www.crimcheck.org.au/admin/cr>. The page title is "Police Check no. 507578". On the left is a navigation menu with links: Home, Admin, Cost Centres, My Details, Organisation Details, Users, Crimcheck, New check, Recent checks, Outstanding checks, Consent Form, ID Referee Form, Finance, Invoices, Payments, Make Credit Card, Payment, Reports, Usage, Staff / Volunteer, Checks Status, Completed Checks, Document Destruction, Check Renewal, Quality Assurance & Audit, Audit Schedule, QA Reports, Audit Outcomes, Help, Instruction Manual, Fact Sheets, Privacy policy, and Logout.

The main content area is titled "Police Check no. 507578" and contains several buttons: "Preview and Print", "Check Payments", "Add additional addresses", and "Add additional previous or other name(s)". Below these buttons is a message: "Use these buttons to include additional information about the applicant. This helps to refine the results of the police check."

There are three yellow warning boxes:

- "This police check will expire if not lodged by Friday Nov 2 2018, 9:29 am. [Click here](#) to stop this check from expiring for another week."
- "The candidate has not supplied enough identification."
- "You must complete the verification section"

Below the warnings is a link: "Edit personal details and/or ID documents".

The main content area displays a table of applicant details:

Reference	507578-SS88W0K4KD
Given Name	Sherlock
Middle Name(s)	
Surname	Holmes
Gender	Male
Status	Not submitted
Applicant Phone	0399550300
Applicant Mobile	
Email	admin@crimcheck.org.au
Date of Birth	7/10/1901
City/Town of Birth	London
State of Birth (Australia only)	
Country of Birth	UNITED KINGDOM
Check Total Cost	\$0.00
Priority	Normal
Purpose	Manager, Melbourne. Supervised contact with vulnerable people
Declared History	No

When you scroll down the page you will see the uploaded documents page.

https://www.crimcheck.org.au/admin/crs Police Check no. 507578 - C...

Priority	Normal
Purpose	Manager, Melbourne: Supervised contact with vulnerable people
Declared History	No
Agency	CrimCheck: Staff (1623) [1623]
Made By	-ccss-portaluser1623
Category	(None)
Type	Volunteer/Student
Comments	
Created	Wed Oct 3, 2018 09:29AM
Date Lodged	Not submitted
Agency Office Use Only	

[Edit personal details and/or ID documents](#)

Uploaded Documents

Uploaded	File Name	File Size
3rd Oct 2018, 9:36am	Facebook_thumbnail_2.jpg	19KB
3rd Oct 2018, 9:37am	Perquins.jpg	759KB
3rd Oct 2018, 9:37am	Koala.jpg	762KB

3 records, 1 page

ID Insufficient...

Addresses

Address Type	Street	Suburb	State	Postcode	Country
Residential	10 Baker st	Blackburn	VIC	3130	AUSTRALIA

1 records, 1 page

When you click on the file name for each uploaded document it will open the pictures in new tabs on the current browser



If you review the uploaded pictures and decide that they are unsuitable you can request new pictures to be uploaded by selecting the “**ID insufficient**” button located below the Uploaded Documents section

The screenshot shows the crimcheck.org.au admin interface. At the top, there's a navigation bar with the URL and a 'Police Check no. 507578' tab. Below this is a form with various fields for a police check record. The 'Uploaded Documents' section shows a table with three files: 'Facebook_thumbnail_2.jpg', 'Penguins.jpg', and 'Koala.jpg'. Below the table, there's a yellow notification box with the text 'ID insufficient...' and a message stating that the provided documents are insufficient to satisfy identity requirements. The notification box includes a link to 'Send notification to applicant via email' and a 'Cancel' button.

Priority	Normal
Purpose	Manager, Melbourne, Supervised contact with vulnerable people
Declared History	No
Agency	CrimCheck Staff (1623) 381632
Made By	-ccss-portaluser1523
Category	(None)
Type	Volunteer/Student
Comments	
Created	Wed Oct 3, 2018 09:29AM
Date Lodged	Not submitted
Agency Office Use Only	

[Edit personal details and/or ID documents](#)

Uploaded Documents

Uploaded	File Name	File Size
3rd Oct 2018, 9:36am	Facebook_thumbnail_2.jpg	19KB
3rd Oct 2018, 9:37am	Penguins.jpg	759KB
3rd Oct 2018, 9:37am	Koala.jpg	762KB

3 records, 1 page

ID insufficient...

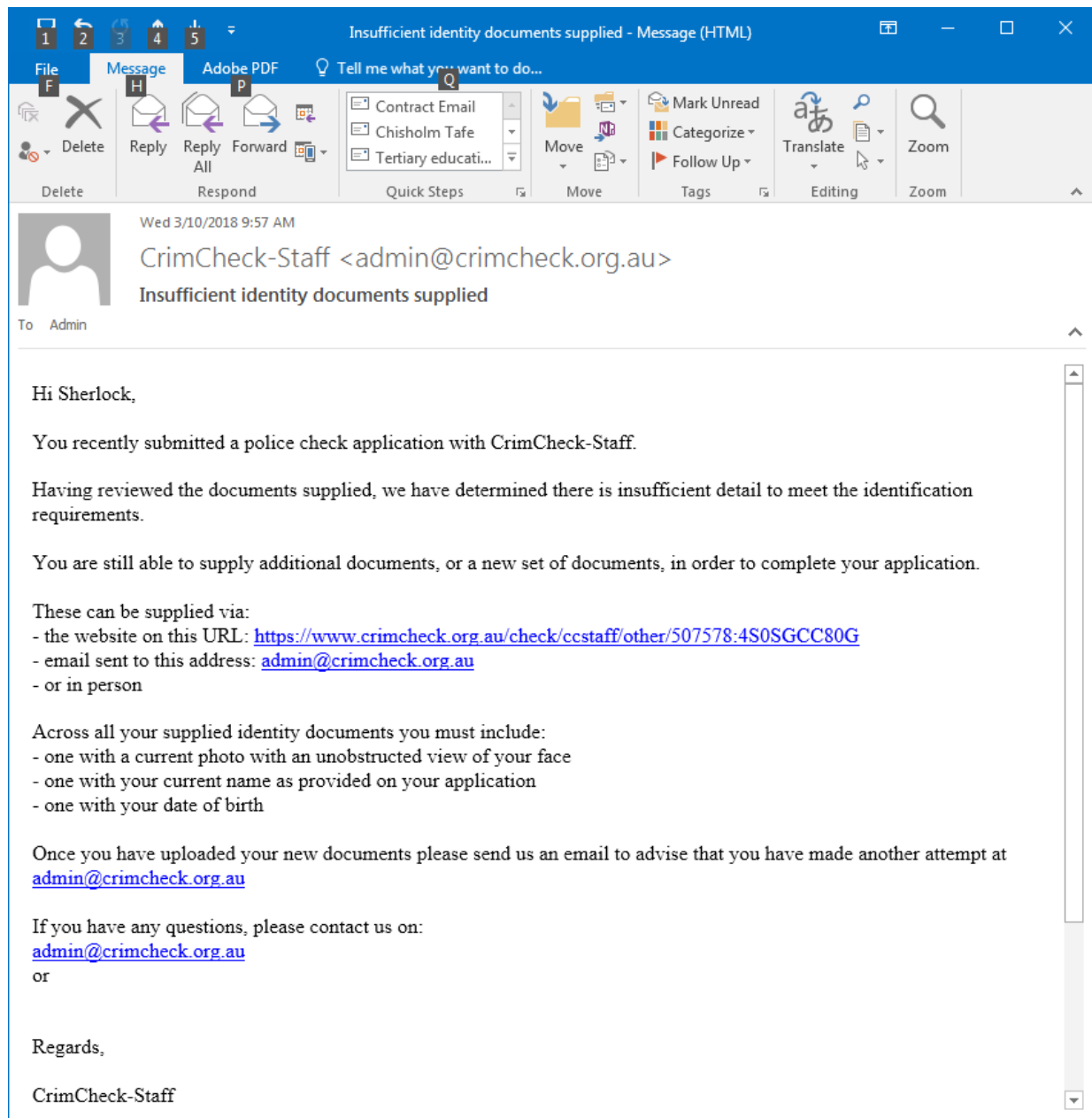
The documents provided by the applicant are insufficient to satisfy identity requirements.

Click the button below to notify the applicant via email (admin@crimcheck.org.au). They will be asked to upload or email additional documents, or to bring documents in person.

[Send notification to applicant via email](#) [Cancel](#)

Addresses

Once you click “Send notification to applicant via email” the applicant is sent an email providing instructions on how to upload their ID or alternatively send an email to your organisation. An example of this email is below:



The system will also update with the date a reminder was sent to the applicant:

https://www.crimcheck.org.au/agency/csr Police Check no. 507578 - C... crimcheck.org.au crimcheck.org.au

Agency [https://www.crimcheck.org.au/agency/csr](#)

Made By -ccss-portaluser1623

Category (None)

Type Volunteer/Student

Comments

Created Wed Oct 3, 2018 09:29AM

Date Lodged Not submitted

Agency Office Use Only

[Edit personal details and/or ID documents](#)

Uploaded Documents

Uploaded	File Name	File Size
3rd Oct 2018, 9:36am	Facebook_thumbnail_2.jpg	19KB
3rd Oct 2018, 9:37am	Penguins.jpg	759KB
3rd Oct 2018, 9:37am	Koala.jpg	762KB

3 records, 1 page

ID insufficient... Last notified: Wed Oct 3, 2018 09:57AM

Addresses

Address Type	Street	Suburb	State	Postcode	Country
Residential	10 Baker st	Blackburn	VIC	3130	AUSTRALIA

1 records, 1 page

Previous Names

Completing the check

Once the applicant has supplied enough identification documents, you can process the application by completing the identity verification pages and lodging the check.