



# CrimCheck User Manual

November 2012 Version

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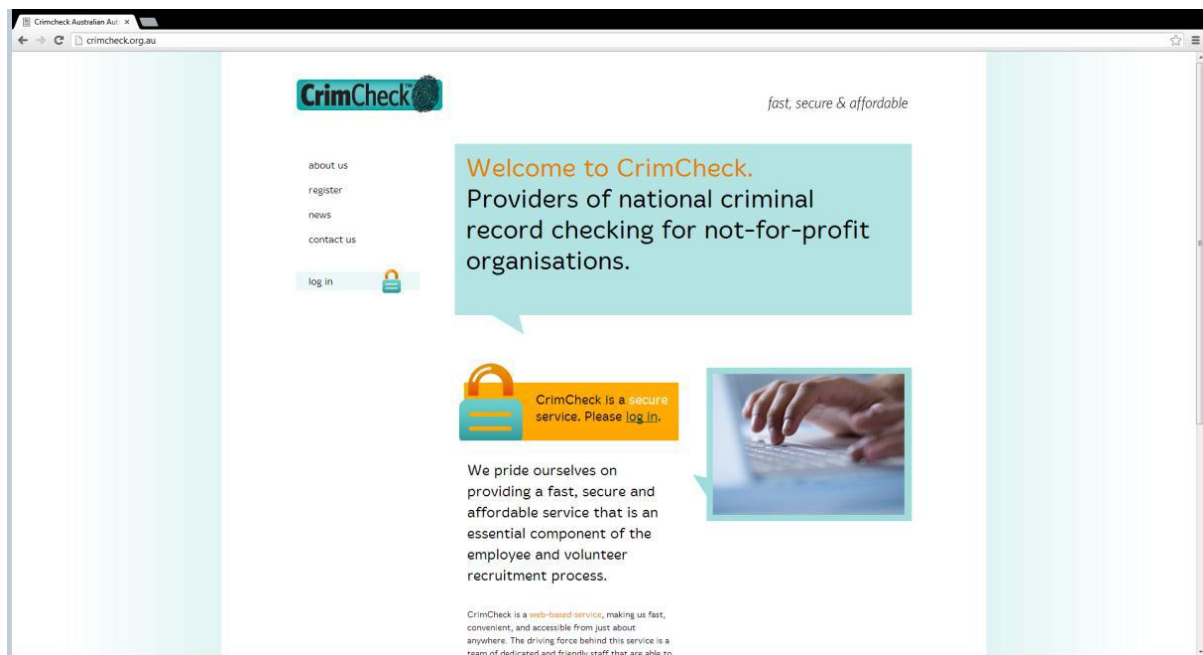
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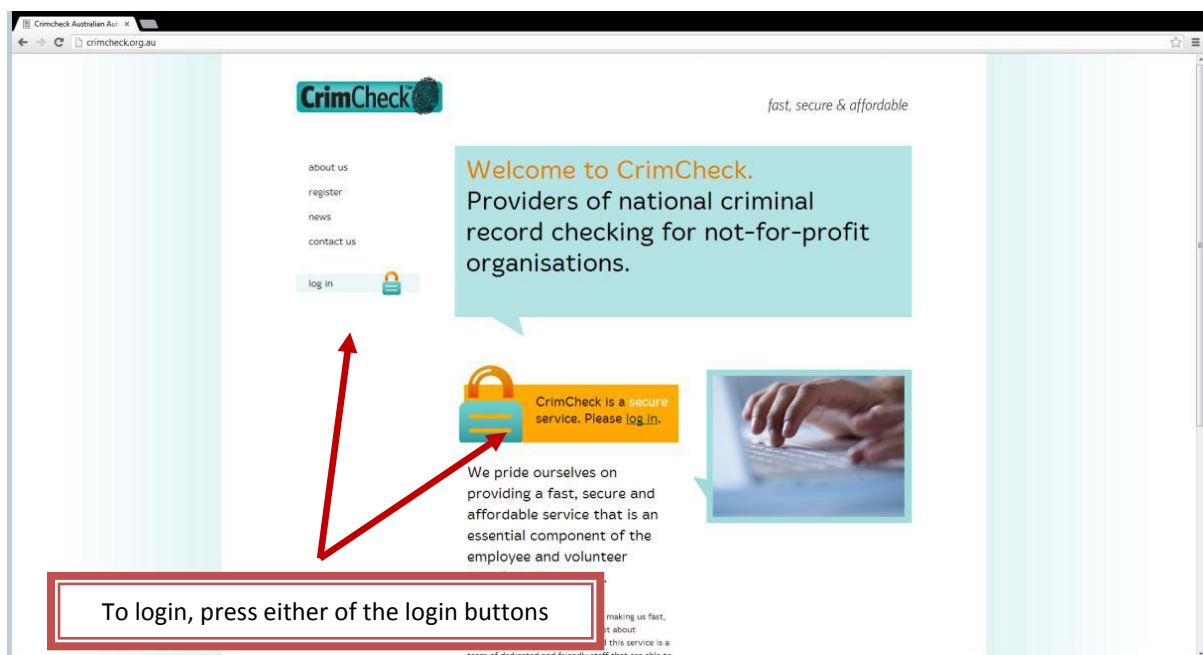
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## System Access

Type [www.crimcheck.org.au](http://www.crimcheck.org.au) into your web browser. Once directed to the CrimCheck website it will look like the image below.



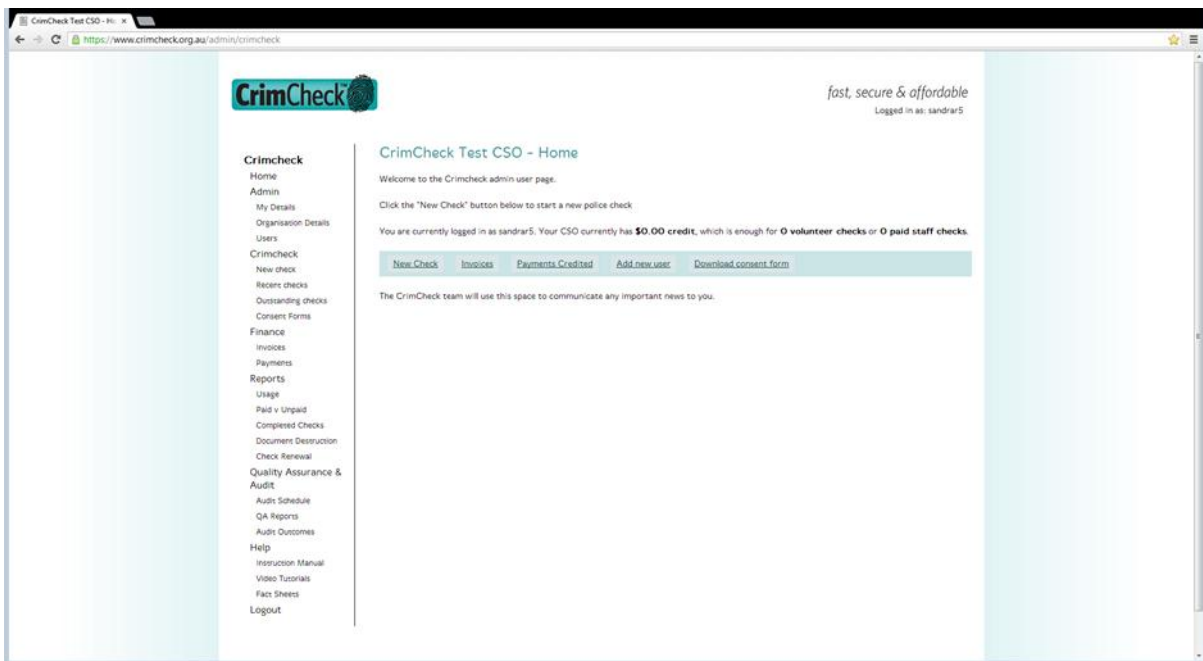
Login to the secure section of the website using your regular username and password.



Any user who is having trouble accessing the secure sections of the CrimCheck website is encouraged to contact [support@crimcheck.org.au](mailto:support@crimcheck.org.au) or (03) 9955 0300 for assistance.

# Home Page

When you log onto the system, a page similar to the graphic below will appear.



You will be able to perform a number of functions dependent upon your level of authorisation. Administrators have greater functionality than system users.

A number of key features can be found on this page.

## Menu

Located at the left-hand side of the screen, the menu is your gateway to the CrimCheck system. Appearing on all pages within the system, the menu will allow users to easily find system functions from any location on the site.

## Quick Launch Buttons

From the home page, users will see a number of “quick launch” buttons aimed to navigate the user to some of the most popular tasks.

System administrators are able to:

- Undertake a new National Criminal History Check
- Generate an invoice
- See a list of payments credited to your organisation’s account
- Add a new user
- Download the consent form.

Users have limited “quick launch” options including the ability to generate a new National Criminal History Check and download consent forms.

## News Items

Directly below the “quick launch” buttons, the main page will display any system announcements from the CrimCheck team. Scheduled maintenance, important notifications and other related information will be communicated in this section.

All users are encouraged to view this section immediately upon login.

## Credit Summary

Above the “quick launch” buttons, users are able to see how much credit is available within their account and the number of checks that can be processed with the remaining funds.

# Administration Functions

This section of the website allows administrators to update their organisation's details and add/delete system users. Administrators and users use this section to change passwords and reset "challenge questions" used to identify callers wishing to discuss account details with CrimCheck staff via telephone.

## Changing Passwords & Challenge Questions

Passwords and answers to challenge questions must never be shared with anyone. Users may be suspended and/or barred from accessing the system if they are found to breach this condition.

Upon accessing the system for the first time, all authorised personnel will be asked to generate a new password and to answer at least three of the five challenge questions. Passwords must be a minimum of six characters long and contain a combination of letters, numbers or symbols.

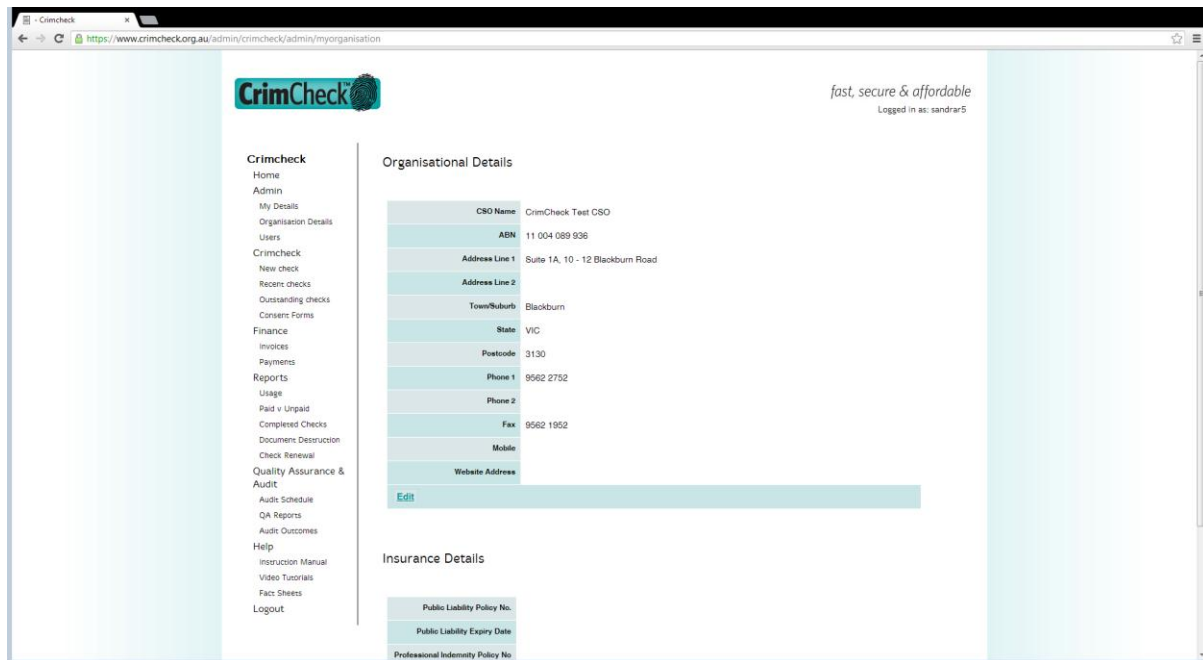
The screenshot shows the CrimCheck admin interface. On the left is a navigation menu with categories: Home, Admin, My Details, Organisation Details, Users, Crimcheck, Finance, Reports, Quality Assurance & Audit, Help, and Logout. The main content area displays user details for Sandra Romero, including Police Check Date (Tue Jul 7, 2009), Police Check Reference, User Email (info@crimcheck.org.au), and Contact Phone (9562 0414). Below this is a section for Challenge Answers with five questions: 'What is the name of your favourite pet?' (Renoir), 'What is your mothers maiden name?' (Ander), 'What is your favourite colour?' (Blue), 'Where is the place of birth of your mother or father?' (Box Hill), and 'What is the name of your favourite teacher?' (Carter). An 'Edit' button is visible below the challenge answers. At the bottom, there is a 'Change Password' section with instructions and three input fields for 'Your current password:', 'Your new password:', and 'Retype new password:', followed by a 'Change Password' button.

System passwords and "challenge question" answers can be changed by the individual user at anytime. Forgotten passwords should first be addressed with the system administrator within the organisation as they are able to reset passwords. If unable to contact the system administrator, CrimCheck staff are able to reset the password on your behalf.

**Any user who believes their password may have been compromised must immediately change the password and advise CrimCheck of the suspected breach of security. CrimCheck staff will advise of any further action that must be taken.**

## Changing Organisational Details

Administrators are able to alter organisational details at any time. Telephone numbers, postal addresses, email details etc must be kept up-to-date at all times.



Insurance details located at the bottom of the page will be updated annually by CrimCheck staff. To facilitate the timely update of this information, certificates of currency must be forwarded to CrimCheck as soon as possible after the expiry date.

Adequate insurance coverage (as defined by the contract) must be maintained in order to access the CrimCheck system. Failure to ensure suitable coverage may result in the organisation being unable to continue accessing the system.

### Adding New Users

Although each account can only have one administrator, multiple users can access the system. There is no additional charge for extra users.

To qualify as a user of the CrimCheck system, individuals must have:

- A unique user-name (generated by CrimCheck)
- Secure email access that isn't shared with colleagues
- A National Criminal History Records Check that has been undertaken in the last 12 months. Date and reference number must be recorded at the time of adding a new user.

Simply click on the "add new user" button and follow the prompts to add a new user.

### Deactivating Users

Once a user no longer holds their position and therefore doesn't require ongoing access to the CrimCheck system, it is essential that they be 'deactivated'. This important task prevents unauthorised personnel from accessing highly sensitive information.

To deactivate a user, simply click the button towards the right of the screen in the list of users. The system will ask you to confirm if that was the intention prior to proceeding. It should be noted that "deactivated users" will continue to be seen in the list of users but will be shown as inactive. This list is an important audit tool and cannot be altered by system users or administrators.

### ***Adding or Promoting an Administrator***

Only CrimCheck personnel are authorised to add a new administrator or to promote an existing user into the role. To facilitate this process the existing administrator should advise CrimCheck via email, fax or post of the change to the position. If the existing administrator is unable to complete this task, written notification from a senior manager (e.g. CEO, General Manager) within the requesting organisation must be received before CrimCheck can implement the change.

Where the new administrator is not a current user of the system, they must be added using the same process as previously outlined for adding new users.

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# CrimCheck Functions

It is from here that users and administrators will perform the functions related to undertaking a National Criminal History Check.

Specifically, all system users can:

- Undertake a new check
- View recent checks
- See outstanding checks
- Download consent forms

Due to different levels of permission, administrators are able to see all checks undertaken within the organisation, whereas users can only see checks completed by themselves.

## Undertaking a New Check

Prior to undertaking a new check, users must ensure they have received informed consent in the form of an original application form. Additionally the user submitting the check must have sighted 100 points of original ID (see approved list on the consent form) or have received certified copies of identification.

Certified copies must be attached to the application form and kept as part of the organisation’s permanent records. Documentation sighted by the authorised user does not need to be kept on file.

**Failure to obtain and keep the full original signed copy (or electronic version, including original signature) will result in the immediate and permanent suspension of the user and/or submitting organisation.**

To create a new National Criminal History Records Check, users should click on the “create check” button. Upon doing so, a page similar to the following graphic will appear:

The screenshot shows a web browser window displaying the 'Create Police Check' form. The browser address bar shows 'https://www.crimcheck.org.au/admin/crimcheck/checks/edit'. On the left is a navigation menu with categories like Crimcheck, Finance, and Help. The main content area is titled 'Create Police Check' and includes instructions to enter candidate details. The form contains several sections: 'Please select appropriate box only' with radio buttons for 'Paid Staff Member' and 'Volunteer'; 'Is this a renewal check?' with radio buttons for 'Yes' and 'No'; 'SECTION 1: PERSONAL INFORMATION' with fields for Surname and Given Name(s) (Primary); 'Place of Birth' with fields for Suburb / Town, State / Territory (AUS only), and Country; 'Contact Details' with fields for Phone (Home, Work, Mobile) and Email; and 'Other Details' with a field for Australian Driver's License Number and a State dropdown menu.

Users should enter details into the web-based form, copying directly from the hardcopy consent form. Attention to detail is essential as data entry errors could impact the validity and accuracy of the check.

Once personal details are entered, the user should proceed to the next page to record the documentation used for identification purposes.

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Click on the ID documents the candidate has provided.  
For some document categories, multiple examples can be accepted. In those cases, instead of clicking on the relevant box, click on the dropdown arrow and select the number of documents of that category sighted.

Note: only ONE primary (70 point) identification type can count towards the 100 point identity check.

If more than one license under law is presented, the second and/or third count as **25 points only each**.

Only one debit card/credit card/passbook can be counted from each financial institution.

Document Type	Document <small>100 points must include ONE Primary Document, or at least ONE Secondary Document which must contain a photograph.</small>	Points Value
Only one form of identification accepted from this category	PRIMARY	70 points
	<input type="checkbox"/> Birth Certificate / Birth Extract	
	<input checked="" type="checkbox"/> Australian Passport (Current, or expired within the previous two years, but not cancelled)	
	<input type="checkbox"/> International Passport (Current, or expired within the previous two years, but not cancelled)	
	SECONDARY	
	<input type="checkbox"/> Current Licence or Permit (Government Issued)	
	<input type="checkbox"/> Working With Children / Teachers Registration Card	

It is essential that at least 100 points of identification is provided. Users are responsible for ensuring they understand the responsibilities involved in sighting ID. Support is available from CrimCheck staff where required.

Upon completion of this section, users proceed to the next page.

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**VERIFICATION - (OFFICE USE ONLY)**

**NOTE: To be completed by the Accredited Agency or its Customer (as defined in the CrimTrac agreement).**  
I declare that I have sighted and confirmed the applicant's original or certified true copy personal identity documents and that verification has been achieved use the 100 point check. I am satisfied as to the correctness of the applicant's identity.

Signature of authorised checking officer:  Date:

**AUTHORISATION TO DISCLOSE PERSONAL INFORMATION**

Section 4 of the Application/ Consent Form asks the candidate to provide consent for the results of this check to be released to your organisation. Has this consent been indicated on the form?  
 Yes  No  
 If consent has not been obtained to release this information directly to your organisation, a copy of the check outcome will be issued to the candidate and not the requesting organisation.

**PURPOSE OF THE NATIONAL POLICE HISTORY CHECK**

Provide details of relevant position/entitlement, place of work and whether you have contact with vulnerable groups. eg. Client Services Officer in a call centre, Janitor at a school, Nurse in an aged care facility with direct care of disabled & or Flight Attendant with direct care of children.  
 Position/Occupation or Entitlement:

Will the applicant be working with vulnerable groups (e.g. children, elderly, frail or disabled persons or those at-risk)?  Yes  No

**POLICE CHECK REMINDER**

Do you want a reminder to renew this police check?  No, Never

Users are required to verify that:

- They have sighted original ID or have certified copies before proceeding with the check
- Indicate whether the applicant has provided consent for CrimCheck to release the details to the submitting organisation
- Complete the purpose field (explaining why the check is being undertaken).

When completing the purpose field, be as detailed as possible (you may use up to 70 characters) and ensure acronyms, sector-specific terms or abbreviations are not used.

Finally, the user requesting the check may ask for a renewal reminder in 12 months, 24 months or 36 months. If selecting this option, check details will appear in the “renewals report” found elsewhere on the site.

***Accuracy is essential when submitting a National Criminal History Records Check. Mistakes identified after the check has been submitted should be communicated to CrimCheck as soon as possible. Staff will advise of the options available to the user.***

### **Reviewing Recent Checks**

Checks undertaken during the past three month period are available for viewing. In accordance with relevant legislative and regulatory considerations, checks outside this period will be archived and cannot be retrieved by system users or administrators.

Information available from this page includes:

- CrimCheck reference number
- Given names & surname
- Date lodged
- Days outstanding / date resolved
- Username of the submitting user
- Status of the check

Open checks are still being processed and will be returned as soon as finalised. Checks with a status of “advanced processing” indicate that further information needs to be obtained before the final result is released. Closed checks have been completed and the information is available for review.

***Delays must never be considered as a sign of guilt on the applicant’s behalf. Any check outstanding for longer than 10 business days is automatically followed up with the relevant authorities and where additional information can be made available; CrimCheck staff will contact the user who submitted the check.***

Once a check is “closed” clicking on the reference number or name of the applicant will open up a summary of the check. Towards the top of this page, users are able to download a PDF file showing whether the candidate has “disclosable or no disclosable court outcomes.” Users requiring support to understand this document are encouraged to contact CrimCheck for assistance.

### **Reviewing Outstanding Checks**

Similar to the list of recent checks, the outstanding checks list provides users with details of any check that is yet to return a result. Checks less than 10 business days outstanding cannot be queried with the relevant authorities. CrimCheck will always request further information on behalf of the user when appropriate to do so.

Users with queries relating to outstanding checks are encouraged to contact CrimCheck staff via email or telephone. Have the unique CrimCheck reference number available and avoid using the name of the individual when corresponding via email.

### ***Download a Consent Form***

The consent form can be completed electronically however it must contain an original signature. Users are required to ensure all checks are submitted only after the appropriate consent form has been completed and return together with 100 points of identification.

***Failure to obtain and keep the completed original signed copy (or electronic version, including original signature) of the consent form will result in the immediate and permanent suspension of the user and/or submitting organisation.***

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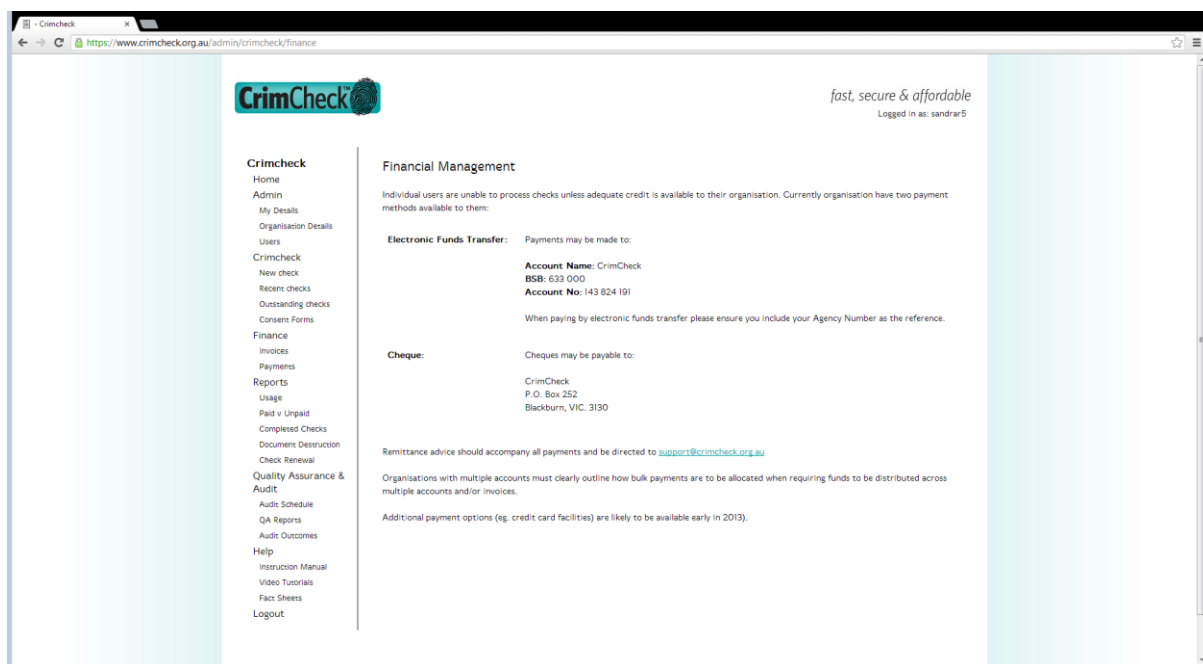
# Finance

The finance functions within CrimCheck are limited to system administrators and will not be visible to system users.

Individual users will not be able to generate National Criminal History Checks unless adequate funds exist within their accounts.

Administrators are able to:

- Generate an invoice for payment
- Review past payments

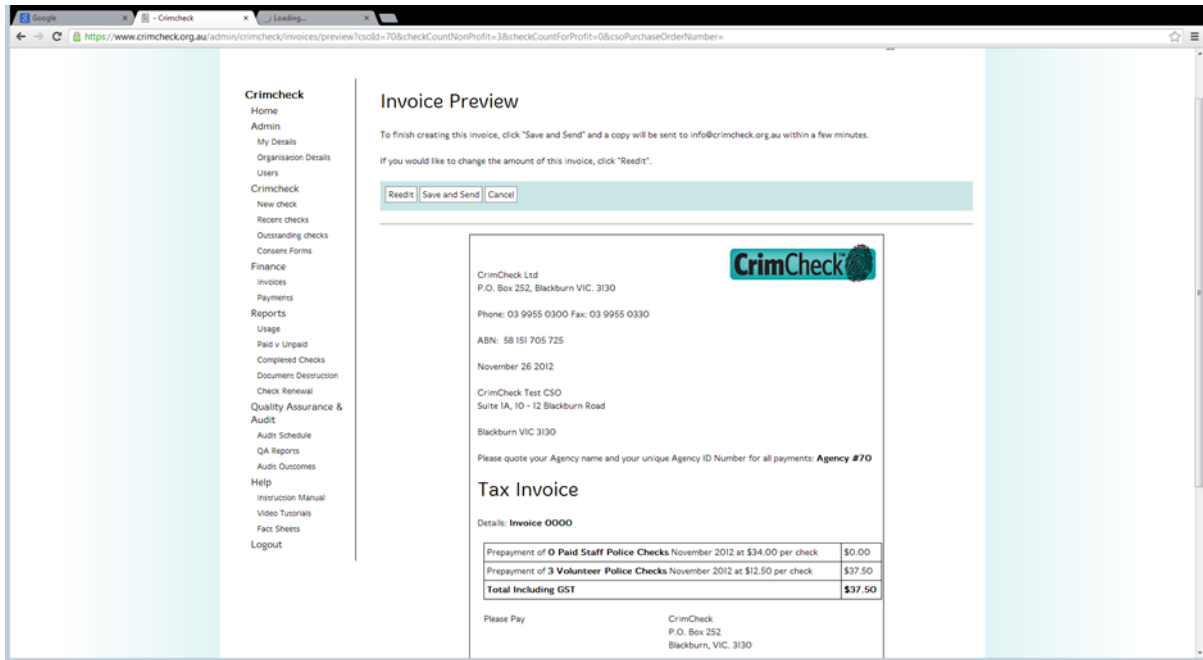


Payment can be made via electronic funds transfer or cheque. Full bank details are shown under the finance menu and appear similar to the graphic above.

## Generating an Invoice

Past invoices are listed and can be reissued to the administrator's email address from this location. Additionally, new invoices can be generated using this screen.

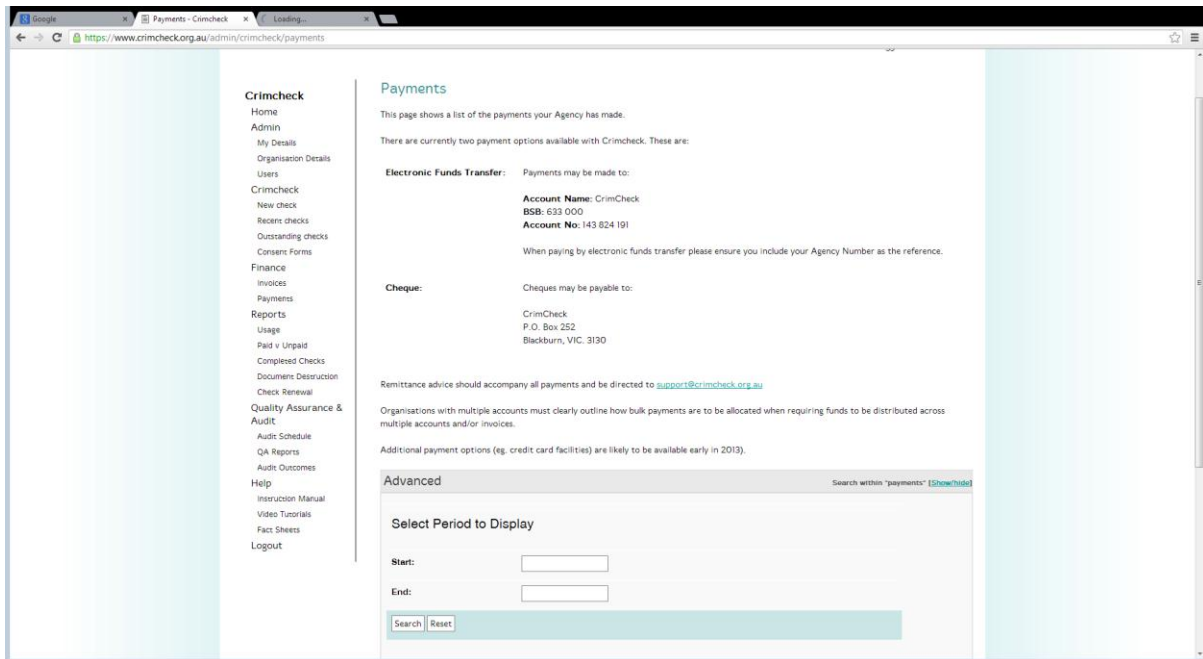
Click on the "generate new invoice button" and proceed to follow the prompts. Once completed, the invoice will be emailed to the administrator for payment. Invoices can be edited prior to issue if the administrator would like to change the invoice amount.



At the time of payment, remittance advice should be sent electronically to [support@crimcheck.org.au](mailto:support@crimcheck.org.au) or via fax - (03) 9955 0330.

## Reviewing Payments

All payments allocated to an organisation's account are listed on this page.



If you believe a payment has been made and it doesn't appear on the list, please contact CrimCheck personnel immediately so payment can be tracked and allocated as soon as possible.

# Reports

A number of reports can be generated within the system. The majority of checks are available only to administrators however a limited number are available to system users. Most reports include “searchable filters” and some can be exported to CSV files.

**Usage** The usage report provides a summary of all transactions undertaken on the account. Information includes:

- Payments credited
- Checks undertaken
- Amounts debited (as a result of a check)
- Opening balance
- Closing balance

Administrators will receive this report via email summarising the past month’s activity.

Date	Details	Debits	Credits	Balance	View
29/05/2007	Dummy payment for test purposes		\$55.00	\$55.00	
01/10/2009	Reversal of Test	-\$55.00		\$0.00	
	<b>Closing Balance</b>			<b>\$0.00</b>	

**Paid v Unpaid** Organisations are able to see a summary of their total number of checks broken into the following categories:

- Paid (staff checks)
- Unpaid (volunteer checks)

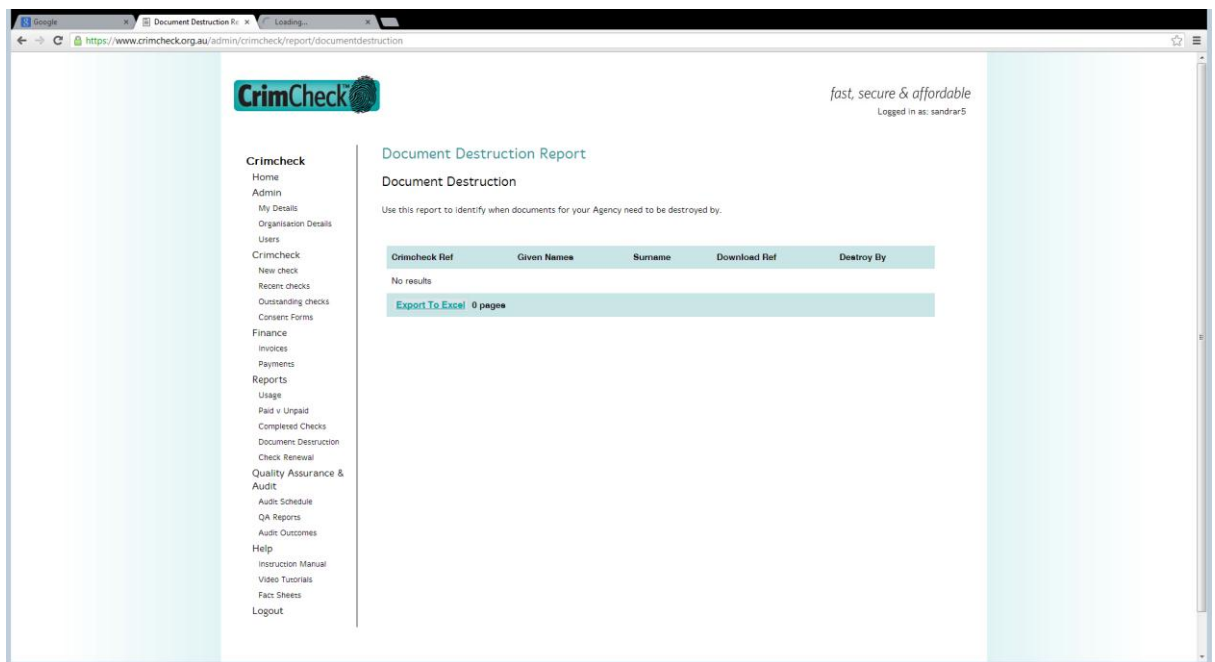
**Completed Checks** A listing of all completed checks is available to the organisation. Details include:

- Reference number
- Given name & surname
- Date lodged
- Date resolved

Check results (e.g. disclosable court outcomes) are not available within this report as that information cannot be stored outside 3 months from the time of release.

## Document Destruction

In accordance with legislative and regulatory obligations, organisations cannot keep copies of Criminal History Information for a period of greater than 90 days (unless required to do so for other legal reasons). This report indicates the date and time by which a copy must be securely destroyed.



## Check Renewal

This report will indicated dates for check renewal if at the time of submitting a check the user indicates a desire to renew at:

- 12 months
- 24 months
- 36 months

***System reports have been provided to assist with your use of the CrimCheck system however it remains the responsibility of organisation's accessing the system to keep accurate and detailed records based on their need.***

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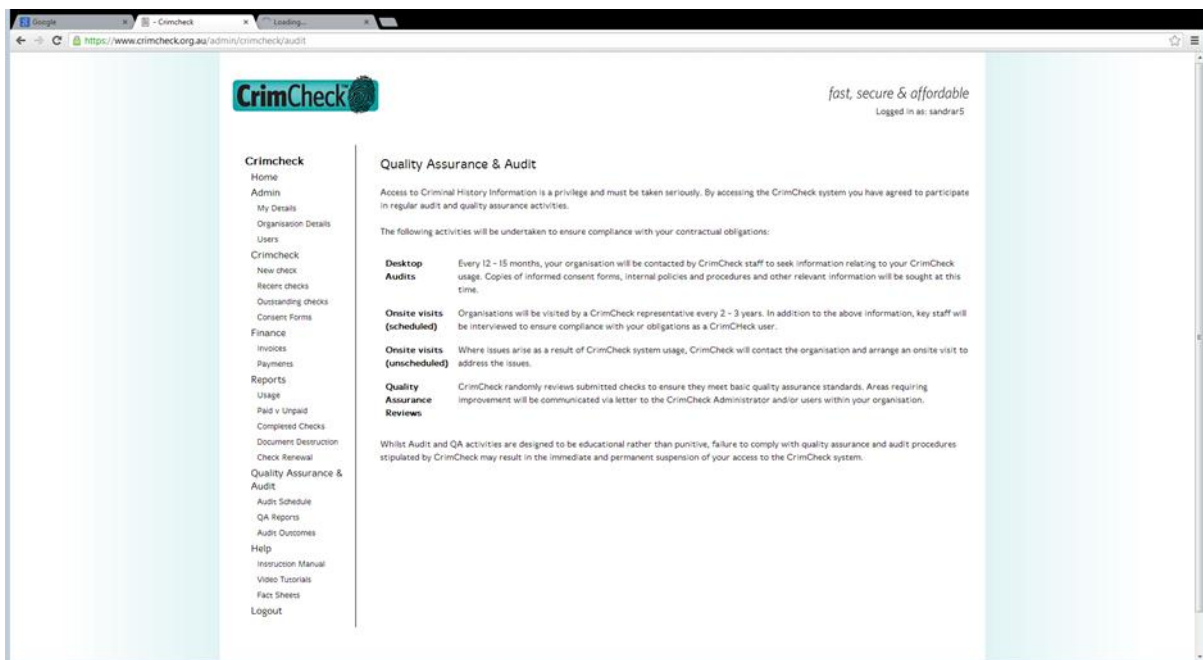
# Quality Assurance & Audit

In accordance with contractual arrangements, organisations accessing the CrimCheck system have agreed to participate in regular audit and quality assurance activities.

Specifically organisations will participate in:

- Desktop audits (annually)
- Site audits (every 2 – 3 years)
- Unscheduled audits (following the identification of concerns)
- Quality Assurance Reviews (randomly selected reviews of check submissions)

This page outlines the requirements and schedule for audit and quality assurance activities.



## Audit Schedules

With the exception of unscheduled audits arising from identified issues, all system administrators will be notified in writing of upcoming audits. Users will have access to audit dates via the website.

Dates for both desktop and site audits will be listed when they are finalised each year. Where possible it is anticipated that a minimum of three months' notice will be given prior to audit.

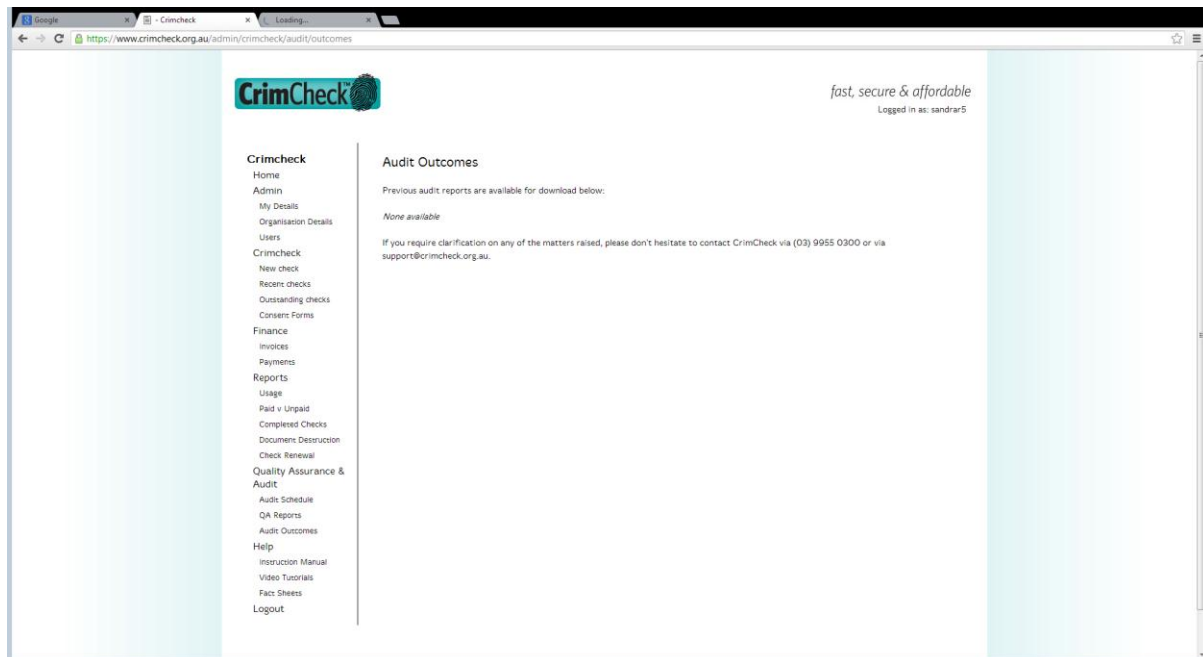
## Quality Assurance Reports

Following monthly review of randomly selected check submissions, CrimCheck will publish the outcomes of the quality assurance process. Issues identified within particular organisations will be made available to all users of that account.

Where additional follow-up is required, correspondence will be sent directly to the relevant user and/or administrator concerned.

## Audit Reports

At the conclusion of each audit (desktop and onsite) the administrator will receive the audit outcomes via mail. Additionally the audit findings and any recommendations and/or corrective actions will be published on the CrimCheck system as a PDF document available for download.



Organisations yet to participate in the audit process will have "none available" listed in the section of the website reserved for audit reports. Additional copies of the report will be available from CrimCheck upon request.

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# Help

Extensive support and assistance is available to all users of the CrimCheck system. Queries can be directed to:

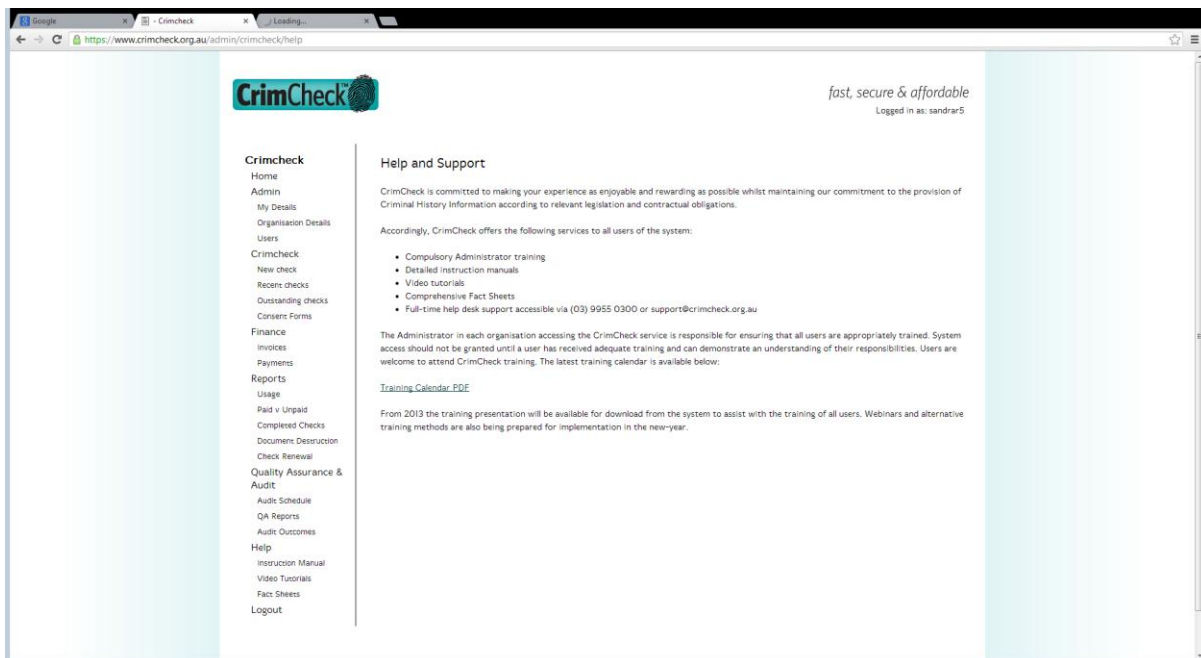
Email: [support@crimcheck.org.au](mailto:support@crimcheck.org.au)

Telephone: (03) 9955 0300

Fax: (03) 9955 0330

Help functions are accessible from the following page and include:

- Instruction manuals
- Comprehensive Fact Sheets
- Video Tutorials
- Training calendar



System administrators and users have access to the full suite of help functions. As additional functions (e.g. webinars) become available they will be located within this section of the website.

## Video Tutorials

A series of short videos are available to users and administrators showcasing common tasks and explaining responsibilities of authorised personnel.

Topics include but will not be limited to:

- Creating and lodging a National Criminal History Check
- Re-setting a password
- Adding new users
- Deactivating users
- Generating invoices and reviewing payments

***At the time of the system upgrade, video tutorials still showcase the “old system”. New videos are being produced and will be available in early 2013.***

### ***Fact Sheets***

The fact sheets available for download from the system are designed as quick reference guides. Topics will continuously be updated and new sheets uploaded when they become available.

Topics will include:

- Audit Procedures
- Dispute Resolution (Candidates disputing the accuracy of the check)
- Document Management (Retention and Destruction)
- Quality Assurance Activities
- Sample Polices and Templates
- The Importance of the Purpose Field
- Understanding the Consent Form

Users wishing to suggest topics for additional fact sheets are encouraged to advise [support@crimcheck.org.au](mailto:support@crimcheck.org.au)

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