

NCC User Guide

Adding & Submitting

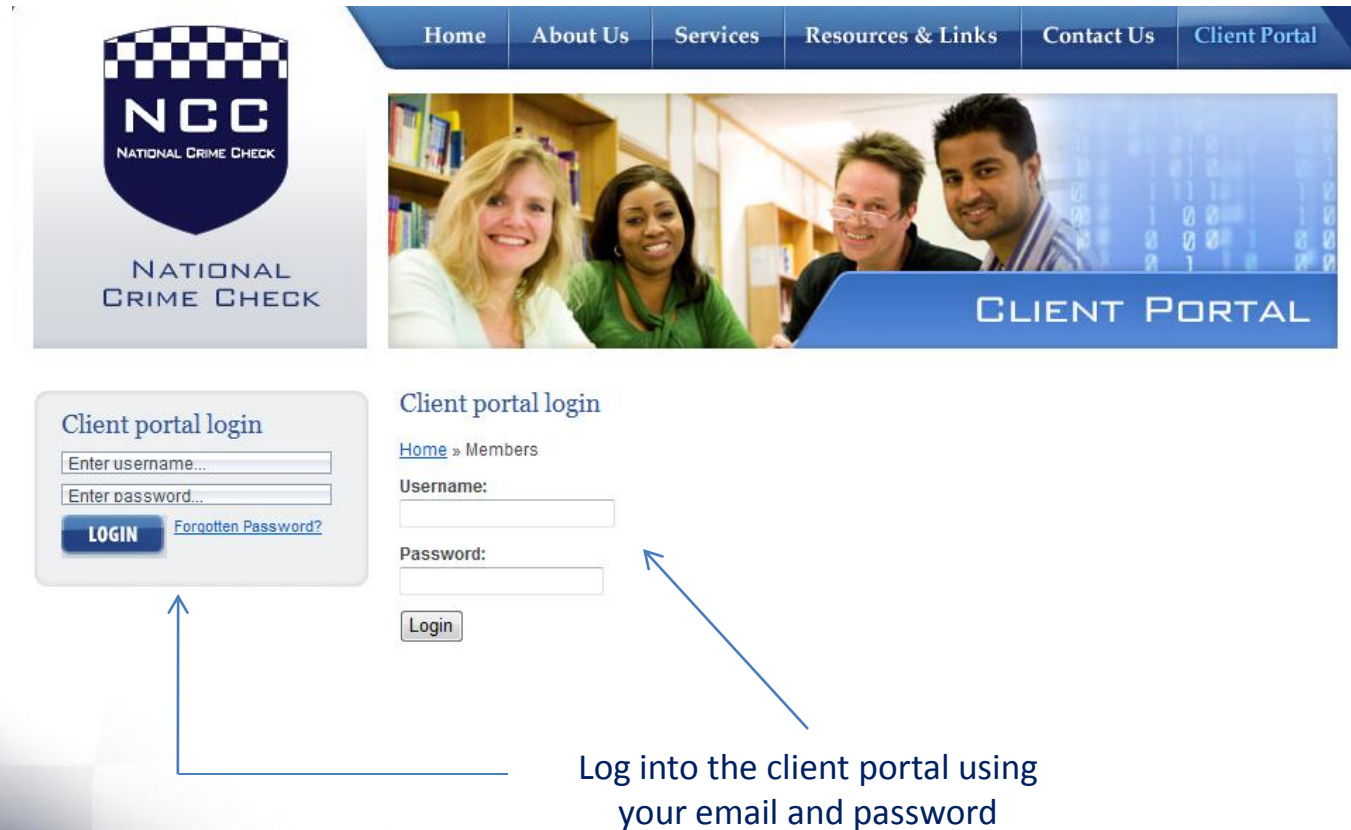
Police Check(s)



www.nationalcrimecheck.com.au

NCC User Guide

Adding a Police Check(s)



The screenshot shows the NCC Client Portal login page. At the top left is the NCC logo. To its right is a navigation bar with links: Home, About Us, Services, Resources & Links, Contact Us, and Client Portal. Below the navigation bar is a banner image of four people smiling, with the text 'CLIENT PORTAL' overlaid on the right side. The main content area has a heading 'Client portal login' and a breadcrumb trail 'Home » Members'. There are two login forms. The first form, on the left, has fields for 'Enter username...' and 'Enter password...', a 'LOGIN' button, and a link for 'Forgotten Password?'. The second form, on the right, has fields for 'Username:' and 'Password:', a 'Login' button, and a blue arrow pointing to it from the text 'Log into the client portal using your email and password'.

Client portal login

[Home](#) » Members

Username:

Password:

Log into the client portal using your email and password

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Select “*add a police check*” from the left hand menu



Credits available:
Individual = 11
Volunteer = 0

- ▶ Purchase Police Check Credits
- ▶ Add a Police Check
- ▶ Submit your Police Checks
- ▶ Manage your Police Checks
- ▶ Renew your Police Checks
- ▶ Billing History

Client portal

[Home](#) » Members

Welcome to your Client Portal.

Here you will be able to use the options on your left to:

- **Purchase credits:** you will need to pre-purchase credits in order to submit checks
- **Add a check:** add the individual details of potential volunteers or employees
- **Submit checks:** submit any checks that you have previously prepared for submission
- **Manage checks:** view and manage all checks in your system
- **Renew checks:** create a list of old checks to re-submit for the latest data
- **Billing history:** view and download invoices from your previous billing history

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Complete all the information on this page. This information should be exactly what you received on the paper consent

volunteer - v

- ▶ Purchase Police Check Credits
- ▶ Add a Police Check
- ▶ Submit your Police Checks
- ▶ Manage your Police Checks
- ▶ Renew your Police Checks
- ▶ Billing History

Client portal

Logged in as **Martin** (HOI)

[Client portal - home](#)

[Change password](#) | [Log out](#)

When you do complete the informed consent you will have completed a 100 point proof of identity check. To confirm this put a tick in the ***“confirmation of identity”*** box and ***“confirmation of informed consent”*** box.

DETAILS NAMES AND ADDRESSES LICENCES AND PASSPORTS

Name

First name: « Required

Last name: « Required

Birth

Date of birth - Year: « Required

Date of birth - Month: - Select -

Date of birth - Day: - Select -

Location of birth:

Sex

- Select -

Purpose

« Required

☐ Volunteer

Options

☐ Person has declared that they have a criminal history

☐ Confirmation of identity (Financial Transaction Reports Act 1988)

☐ Confirmation of informed consent

[Next »](#)

It is important to put a full employment title/description of the person who requires the police check

If this check is for a volunteer put a tick in the ***“volunteer box”***

Once all the information is completed in this section click ***“next”***

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You can enter in additional names / previous names of the person. Select the type of name from the drop down list and then click **“add”**. You can also remove a name if an error was made by clicking **“remove”**

You can enter in additional previous addresses as well as additional types of addresses for a person. Select the type of address from the drop down list and then click **“add”**. You can also remove an address if an error was made by clicking **“remove”**

Adding check

[Home](#) » [Members](#)

[DETAILS](#)

[NAMES AND ADDRESSES](#)

[LICENCES AND PASSPORTS](#)

Other names

[Add](#)

First name

Last name

Maiden

[Remove](#)

Addresses

[Add](#)

Street

Suburb

State

Postcode

Country

Residential

[Remove](#)

[« Previous](#)

[Next »](#)

Once all the information is completed in this section click **“next”**

[Add check](#)

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Adding check

[Home](#) » [Members](#)

You can enter in a variety of licenses for the person. Select the type of license from the drop down list and then click ***“add”***. You can also remove a license if an error was made by clicking ***“remove”***

You can enter in additional passports as well as additional types of passports for a person. Select the type of passport from the drop down list and then click ***“add”***. You can also remove a passport if an error was made by clicking ***“remove”***

[DETAILS](#) [NAMES AND ADDRESSES](#) [LICENCES AND PASSPORTS](#)

Licences

[Add](#)

Number

State

Drivers

[Remove](#)

Passports

[Add](#)

Number

Country

Private

[Remove](#)

[« Previous](#)

Once all the information is completed in this section click ***“add check”***. [Add check](#)

NOTE: ENSURE ALL INFORMATION CONTAINED ON THE INFORMED CONSENT FORM IS CONTAINED IN THE SECTIONS PROVIDED

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Submitting a police check(s)



Credits available:
Individual = 11
Volunteer = 0

- ▶ Purchase Police Check Credits
- ▶ Add a Police Check
- ▶ Submit your Police Checks
- ▶ Manage your Police Checks
- ▶ Renew your Police Checks
- ▶ Billing History

Submit checks

[Home](#) » Members

Last name <input type="text"/>	First name <input type="text"/>	DOB <input type="text"/>	<input type="button" value="Refine »"/>
Sex <input type="text"/>			

	Last name	First name	DOB	Sex
<input type="checkbox"/>	Smith-Barney	Jacinta		F

Once a check has been added it will appear in both ***“Submit your Police Checks”*** and also ***“Manage your Police Checks”***

Now the check is ready for submission. You can add another check by following the same process. Each check added will go into a batch and can be submitted at any time.

Note: A batch may consist of one or more added police checks.

You can submit a check(s) by placing a tick in the box and clicking ***“submit checks”***

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Submitting a police check(s)



Once a check has been submitted , the status of the check will be updated under ***“Manage your Police Checks”***

Credits available:
Individual = 11
Volunteer = 0

- ▶ Purchase Police Check Credits
- ▶ Add a Police Check
- ▶ Submit your Police Checks
- ▶ **Manage your Police Checks**
- ▶ Renew your Police Checks
- ▶ Billing History

Manage checks

[Home](#) » Members

Last name	First name	DOB	Refine »
Sex	Status	Batch ID	

[Add check](#)

Last name	First name	DOB	Sex	Status
Smith-Barney	Jacinta		F	Submitted - Awaiting Reponse

Once a response has been received, you will be sent an email advising that the check has been returned. Login to NCC and click ***“Manage your Police Checks”***. You can then view the police check report.

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Frequently Asked Question	Answer
Is there a limit on how many checks I can add to a batch?	No. The batch processing allows for one or many numbers of added checks.
Do I need to have a signed and completed consent form in order to add a check?	Yes. The signed and completed informed consent form and the 100 point proof of identity check is critical. You will need to have this signed and it needs to be filed according to your terms of use contract. A check cannot be submitted unless the informed consent is completed and signed and the 100 point proof of identity has been completed.
What happens if the status of a check hasn't changed or I haven't received a report for a check lodged within 2 business days?	This usually means that there might be a match in criminal history or it is a common name that may require extra time and interrogation prior to release of the criminal history report. Most checks are returned within 48 hours of lodgement.
I noticed that the PDF report is no longer available for me to view? Why?	As an extra security feature, NCC police check reports have <i>an limited access timeframe of 7 days</i> . After the 7 day time period has elapsed, the Police Check report is automatically destroyed. You are encouraged to view and print this report within 7 days. If you fail to do so, a new check will need to be added and submitted.
I have a police check report with disclosable court outcomes, but I want more information?	NCC Police Check reports only provide a general category for the disclosable court outcomes listed against a persons name. We are unfortunately unable to provide specific criminal history details. It is recommended that a formal check is carried out through your local police station if you require more in-depth information.
I am having trouble adding a Police Check	You can contact our Technical Support Specialists at support@nationalcrimecheck.com.au