

# NCC User Guide

## Purchasing NCC Credits



***[www.nationalcrimecheck.com.au](http://www.nationalcrimecheck.com.au)***

# NCC User Guide

## Purchasing NCC Credits



Client portal login

[Forgotten Password?](#)

### Client portal login

[Home](#) » [Members](#)

Username:

Password:

Log into the client portal using  
your email and password

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Select ***“Purchase Police Check Credits”*** from the left hand menu

The screenshot shows the NCC Client Portal. On the left is a vertical menu with the NCC logo at the top and several options: 'Purchase Police Check Credits', 'Add a Police Check', 'Submit your Police Checks', 'Manage your Police Checks', 'Renew your Police Checks', and 'Billing History'. An arrow points from the text 'Select “Purchase Police Check Credits” from the left hand menu' to the first option in this menu. The main content area has a top navigation bar with links: 'Home', 'About Us', 'Services', 'Resources &amp; Links', 'Contact Us', and 'Client Portal'. Below this is a banner image of four people smiling, with the text 'CLIENT PORTAL' overlaid. The main heading is 'Client portal', followed by a breadcrumb trail 'Home » Members'. A green status bar indicates 'You are now logged in'. The welcome message reads 'Welcome to your Client Portal. Here you will be able to use the options on your left to:'. A list of options follows: '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', and 'Renew checks: create a list of old checks to re-submit for the latest data'.


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Home About Us Services Resources & Links Contact Us Client Portal



CLIENT PORTAL

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**  
Logged in as Martin (HOI)  
[Client portal - home](#)  
[Change password](#) | [Log out](#)

### Buy Credits

[Home](#) » Members

Select the quantity of credits you wish to purchase below and click on 'Purchase' to continue.

**NOTE:** Prices indicated below are in Australian dollars

**Individual:**  
These credits allow you to run a check on potential employees  
\$36.50 per credit

**Volunteer:**  
These credits allow you to run a check on potential volunteers  
\$22.50 per credit

Enter the number of individual police check credits you wish to purchase

If you require police checks for volunteers, enter the number of volunteer credits you wish to purchase

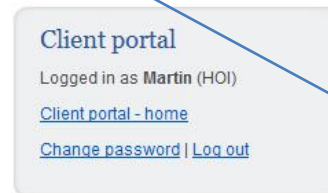
When you have entered in the number of checks, click the **"purchase"** button

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The total cost is summarised here. If you need to change the number of credits you wish to purchase, select the **“back”** button on your internet browser and re-enter the number of credits



Choose the method of payment.  
Currently NCC accepts EFT or Cheque.

### Choose payment method

[Home](#) » [Members](#)

### Transaction details

| Item                         | Cost            |
|------------------------------|-----------------|
| Individual credits x 10      | \$365.00        |
| Volunteer credits x 10       | \$225.00        |
|                              |                 |
| <b>Payment Total</b>         | <b>\$590.00</b> |
| Includes GST amount: \$53.64 |                 |

### Choose the payment method you would like to use:

|                                  |  |
|----------------------------------|--|
| <input checked="" type="radio"/> | EFT or Cheque  |
| <input type="radio"/>            | Payments are accepted using cheque or direct bank transfer.<br>EFT can take up to 3 business days to clear and cheque up to 10 business days to clear. |

[Continue with payment »](#)

If the number of credits you wish to purchase are correct. Select **“Continue with payment”**



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### Client portal

Logged in as **Martin** (HOI)

[Client portal - home](#)[Change password](#) | [Log out](#)

### Thank you

[Home](#) » Members

Payments should be made to National Crime Check Pty Ltd

#### Via direct debit:

BSB: 083-155

Account number: 16-665-3095

#### Via cheque:

National Crime Check

PO Box 1038

Kent Town SA 5071

Your transaction will not be finalised until payment is received.

Your payment id: 64

Amount due: \$590.00

[Return to the client portal](#)

If you are paying via EFT, ensure that you include the payment ID in the remittance information

If you are paying via cheque, **print this page as proof of purchase** and send it along with your cheque to the PO box listed.

Once payment has been processed and funds have been cleared you will:

- 1 – receive a confirmation email that payment is successful and a PDF tax invoice will be attached to the email, and
- 2 – the credits you purchased will be automatically applied to your account

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| Frequently Asked Question  | Answer   |
|--|--|
| Why cant I pay using my credit card?   | NCC currently accepts payments via EFT and Cheque. Our credit card payments facility will be available in the near future.   |
| Can you apply credits to my account and then send me an invoice?   | No. NCC is a “pre-purchase” system. For more information please read our terms and conditions on our website.  |
| I didn't receive a confirmation email that the payment has been successful and my account hasn't had the credits I purchased applied to it | <p>Depending on the payment method, payments can take anywhere from 24 hours to 10 days to process.</p> <p>If you haven't received a confirmation email or the credits have not been applied to your account after 10 business days Email <a href="mailto:support@nationalcrimecheck.com.au">support@nationalcrimecheck.com.au</a> our technical support specialists will investigate it promptly and advise you of an outcome.</p>  |
| Can I get a refund on credits purchased?   | <p>Refunds are available and must be made in writing to <a href="mailto:support@nationalcrimecheck.com.au">support@nationalcrimecheck.com.au</a>. Clearly state your name, company, type of credits for refund, amount of credits for refund.</p> <p>Our technical support specialists will asses your refund request. Your account must have credits greater than or equal to the number requested to be refunded. If this is not the case, your refund request will be declined.</p> <p><b><i>Please note: Refunds can take up to 14 business days to process.</i></b></p> |