

User Guide

PBS Online - Applicant



Precise Background Services

Updated: 19 June 2024, S S-Smith

1. User Guide Overview

Amendment Record

Purpose: This section summarises the changes between versions of this document.

Version	Date	Comment	Author
1.0	18.1.2020	Creation	S S-Smith
1.1	12.5.2020	Update	S S-Smith
1.2	29.6.2020	Update	S S-Smith
1.3	18.8.2021	Update	S S-Smith
1.4	8.6.2023	Update	S S-Smith
1.5	3.8.2023	Update	S S-Smith
1.6	14.3.2024	Update	S S-Smith
1.7	19.6.2024	Update	S S-Smith

Contents

SUBJECT	PAGE
Information before you commence the process	4
How to access online	8
How to complete online form	10
Completion of online form	14
Police Check Result	15

Introduction:

Your employer has requested you complete a background check for employment purposes. Precise Background Services have been engaged to complete the Background Check process.

The online form can be completed via a mobile phone, desktop or laptop.

You will need to complete an online form and provide certain information, depending on the type of background check. Before you start make sure you have the following information handy.

Police Check Only:

- Personal Details (DOB, gender etc)
- Details of your residential address history for the last 5 years

Background Check (including police check)

- Personal Details (DOB, gender etc);
- Details of your residential address history for the last 5 years;
- Details of your employment history for the last 5 or 10 years, including the name and address of your employer(s), the position(s) you held and the dates you commenced and ended;
- You may also be required to supply details of any tertiary qualifications and or professional memberships you hold.

How much time do I need to complete the online form?

- The average time taken to complete the online form is 15-20 minutes. This is an average time only. You may complete the form sooner.

What happens if I start completing the form and don't have all the required information?

- If you need to logout to obtain further information, your data will be saved. When you have the required information, you can login again and complete the remaining sections. To login again you will need your **email address**. A new **password** will be issued (via email or SMS). [Login \(precisebackground.com\)](https://www.precisebackground.com)
- Your sessions will also time out after 60 minutes of inactivity.

Identity Documents Requirements?

- To complete the National Police History Check, the following identity documents are required.
 - one [commencement of identity document](#)
 - one [primary use in the community document](#)
 - two [secondary use in the community documents](#)
 - one [photo of yourself holding your photo Identity document \(ID\)](#)

An identity document can only be used once – and you must supply all four required documents from the three mandatory categories.

The combination of the identity documents collected must include your:

- full name
- date of birth
- photograph

If a photograph is not provided on the identity documents presented, a passport-style photograph certified by a person listed in Schedule 2 of the [Statutory Declarations Regulations 2023](#) can be accepted in addition to the four required documents.

You are **only** required to provide identity documents for your primary name. You are not required to provide identity documents for previously known names.

The revised proof of identity document requirements introduced by the Australian Criminal Intelligence Commission (ACIC) means the photo of yourself holding your photo ID is a legal requirement.

Note, the photo can be taken by another person OR by you on your smart phone or web camera.

An example, of this photo is shown below. The photo must show you and the photo of you in the ID. Please ensure the photo is a headshot and is clear and readable.



National Police History Check – Identity Document Requirements:

Change of name

If you provide identity documents using a former name, you must provide evidence of your name change. This means providing a change of name certificate issued by the Australian Registry of Births, Deaths and Marriages or an Australian marriage certificate issued by a state or territory, in addition to your four identity documents. **Church or celebrant-issued certificates are not accepted.**

Commencement documents

- 1) **Australian birth certificate** or authorised record of birth (not an extract or birth card)
- 2) **Immigration record or document, including:**
 - a) an **Australian Citizenship Certificate**;
 - b) an **Australian visa** (supported by a foreign passport, which is needed for verification) current at the time of entry into Australia as a resident or tourist. This can also be accessed through the Visa Entitlement Verification Online (VEVO) system delivered by the Department of Home Affairs*; and
 - c) an **ImmiCard** issued by the Department of Home Affairs to assist visa holders to provide evidence of their Commencement of Identity in Australia; and
- 3) current **Australian passport** not expired, (however, if the Document Verification Service (DVS) is used to verify the passport, it may be up to 3 years expired)

* If you are a New Zealand citizen on a Special Category Visa, you can request your VEVO details from the Department of Home Affairs via their website.

Primary documents

- a) **Australian passport** (including Ordinary, Frequent traveler, Diplomatic, Official and Emergency (not expired; however, if the Document Verification System (DVS) is used to verify the passport, it may be up to 3 years expired);
- b) an **Australian driver licence**, learner permit or provisional licence issued by a State or Territory, showing signature and/or photo;
- c) **ImmiCard** issued by the Department of Home Affairs to assist visa holders to provide evidence of their Commencement of Identity in Australia;

- d) a **passport** issued by a country other than Australia with a valid visa or valid entry stamp or equivalent;
- e) a **proof of age or photo identity card** issued by an Australian government agency which shows the name, date of birth, photo and signature of the individual; and
- f) for persons aged under 18 years with no other Primary Use in Community Documents, a **student identity document** issued by an Australian government agency or Australian school only.

Secondary documents

Secondary use in the community documents

- a) DFAT issued Certificate of Identity;
- b) DFAT issued Document of Identity;
- c) DFAT issued United Nations Convention Travel Document Secondary;
- d) Foreign government issued documents (e.g. driver's licence). Documents in languages other than English must be accompanied by a NAATI accredited translation;
- e) Medicare card;
- f) Enrolment with the Australian Electoral Commission;
- g) Security Guard/Crowd Control photo licence;
- h) Evidence of right to a government benefit (DVA or Centrelink);
- i) Consular photo identity card issued by DFAT;
- j) Police Force Officer photo identity card;
- k) Australian Defence Force photo identity card;
- l) Commonwealth or state/territory government photo identity card (this may take the form of a working with children or vulnerable people card or a government issued occupational licence);
- m) Aviation security identification card;
- n) Maritime security identification card;
- o) Firearms licence;
- p) Credit reference check;
- q) Australian secondary or tertiary student photo identity document;
- r) Certified academic transcript from an Australian university;
- s) Trusted referees report;
- t) Bank card, credit card (without recording the payment card number/s); and
- u) Tax File Number.

How do I provide my consent to Precise Background Services?

- Carefully read the online consents and digitally sign

What happens when I complete the online form?

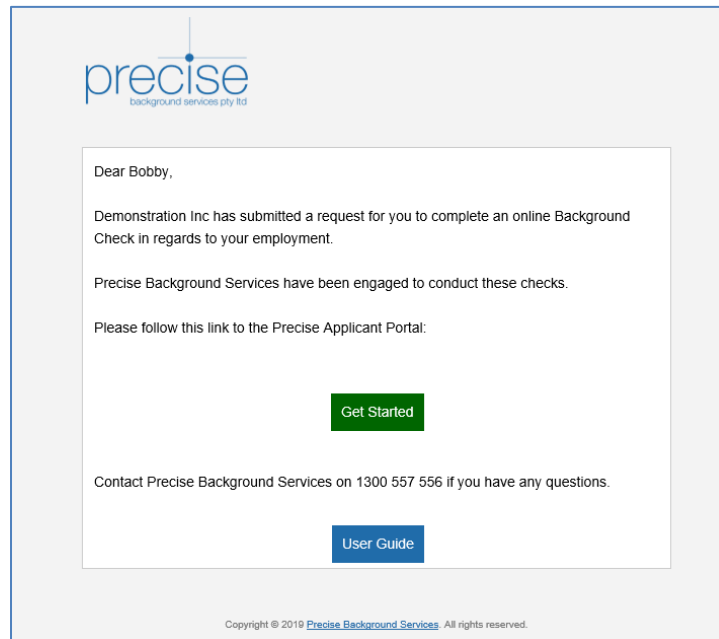
- Precise Background Services will review your information within 48 business hours and contact you via email if further information is required.

Where do I go to get help?

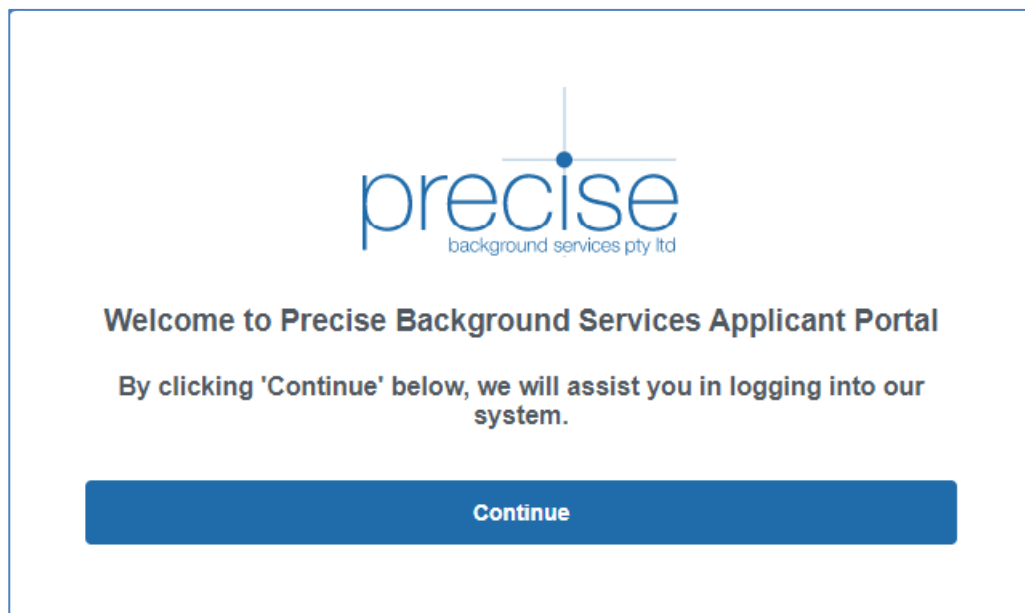
- Should you need assistance completing the online form or submitting documentation simply call **1300 557 556** and speak with a PBS consultant. Our consultants are available from 8.30am-5pm Monday to Friday Australian Eastern Standard Time (AEST). Alternatively, you can send an email to support@precisebackground.com

Email notification

- You will receive an email message with a link to an online form for you to complete. The email Subject Line will read: **Background Check for (employer name) & PBS Ref#**. To commence, simply click **Get Started**

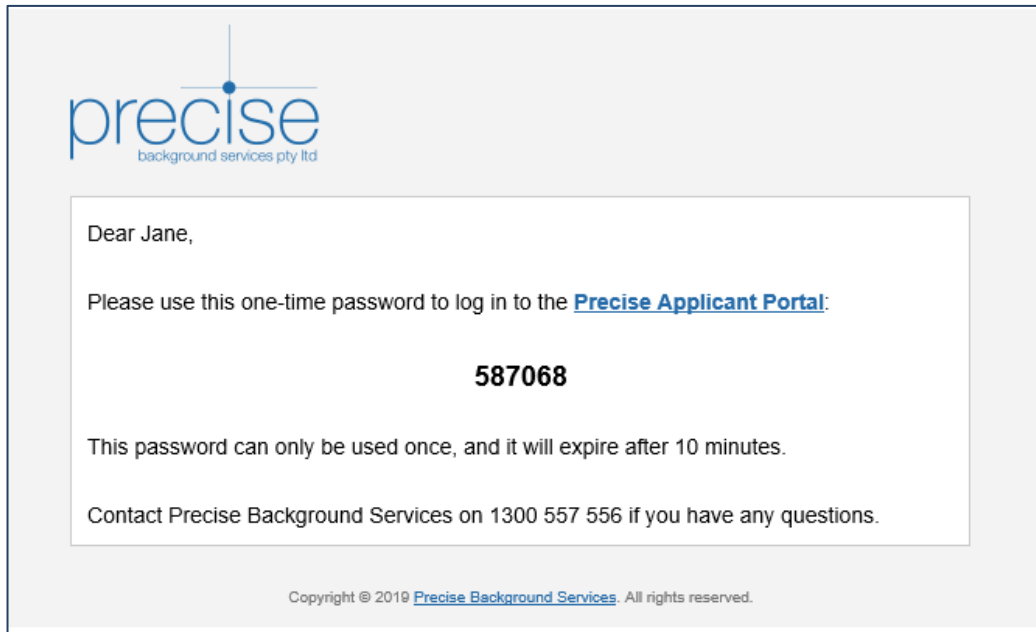


- Click **Continue**



- After clicking **Continue** you will receive a 6-digit password via email or SMS. The Subject Line will read: **Your Password for the Applicant Portal – PBS Ref#.**

Note: The password can only be used once and will expire after ten minutes.



- Enter the 6 Digit Password to access the online form

precise
background services pty ltd

Applicant Portal

i Your password is still valid.

Please check your email and log in with the password we sent you.

Password

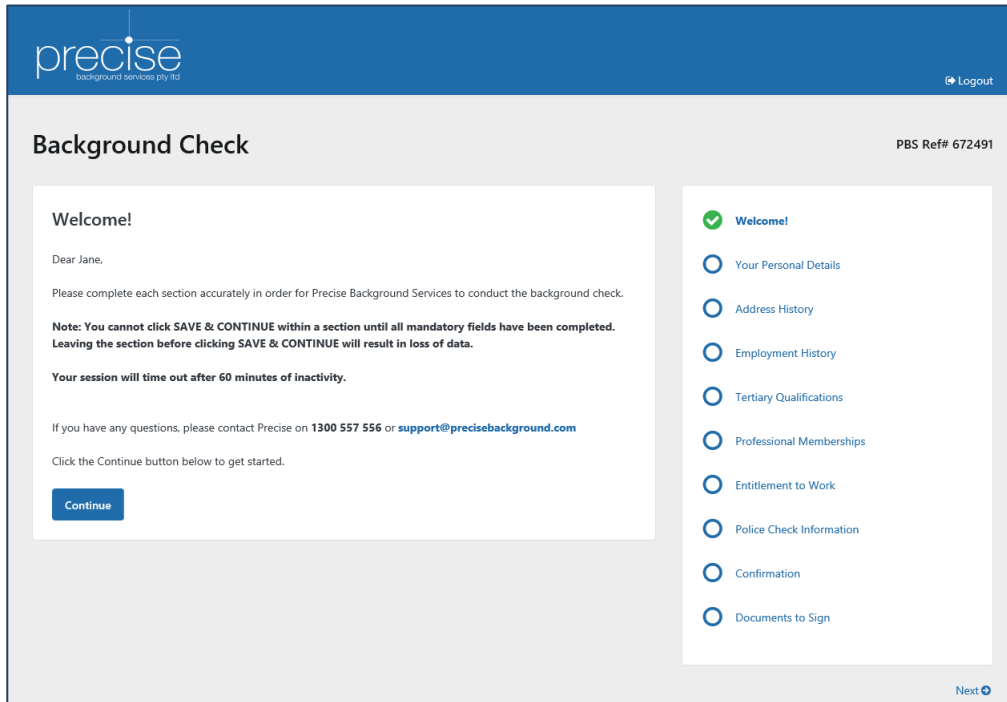
Log In

[Send me a new password...](#)

Online Form

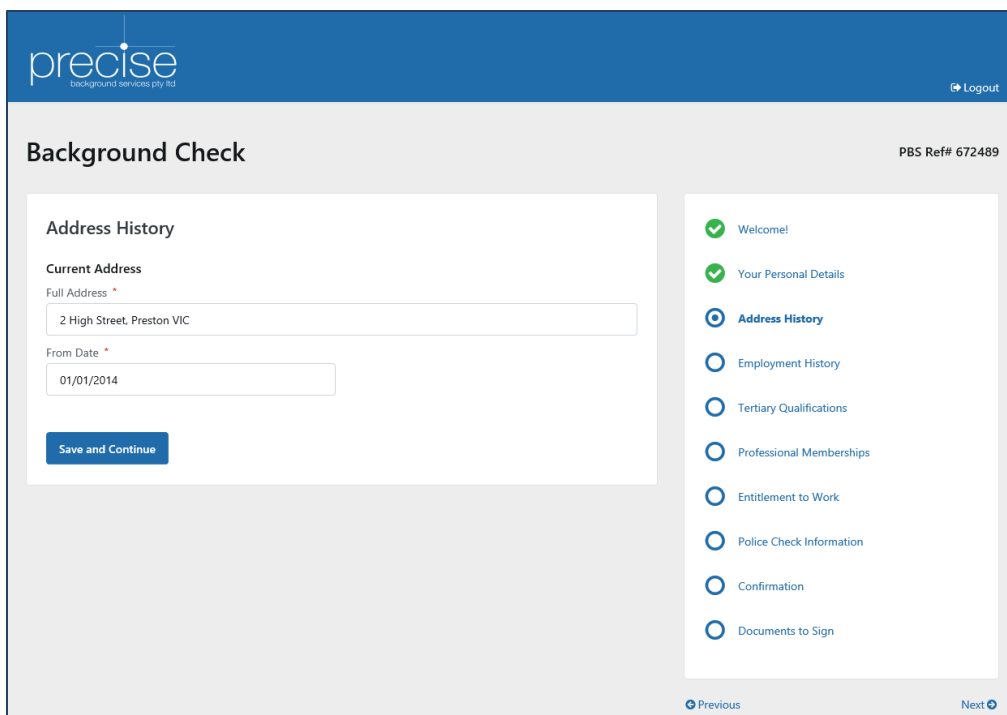
- You are required to complete each section of the online form, before you will be able to complete the **CONFIRMATION & DOCUMENTS TO SIGN sections**. The sections to be completed may vary depending on the type of background checks required by your employer.

Click **CONTINUE** or **NEXT** button to move to the next section



The screenshot shows the 'Welcome!' screen of the Precise Background Check online form. The header includes the 'precise' logo and a 'Logout' link. The main heading is 'Background Check' with a reference number 'PBS Ref# 672491'. The content area contains a welcome message to 'Jane', instructions to complete sections accurately, a note about mandatory fields, a 60-minute session timeout warning, and contact information. A 'Continue' button is visible at the bottom left. On the right, a vertical navigation menu lists sections: 'Welcome!' (checked), 'Your Personal Details', 'Address History', 'Employment History', 'Tertiary Qualifications', 'Professional Memberships', 'Entitlement to Work', 'Police Check Information', 'Confirmation', and 'Documents to Sign'. A 'Next' button is at the bottom right.

- After completing all the mandatory fields within the section, you must click **SAVE AND CONTINUE** to move to the next uncompleted section.




The screenshot shows the 'Address History' screen of the Precise Background Check online form. The header includes the 'precise' logo and a 'Logout' link. The main heading is 'Background Check' with a reference number 'PBS Ref# 672489'. The content area is titled 'Address History' and contains a 'Current Address' section with a 'Full Address' field (containing '2 High Street, Preston VIC') and a 'From Date' field (containing '01/01/2014'). A 'Save and Continue' button is at the bottom left. On the right, a vertical navigation menu lists sections: 'Welcome!' (checked), 'Your Personal Details' (checked), 'Address History' (selected), 'Employment History', 'Tertiary Qualifications', 'Professional Memberships', 'Entitlement to Work', 'Police Check Information', 'Confirmation', and 'Documents to Sign'. 'Previous' and 'Next' buttons are at the bottom.

- Sections of the online form may require you to upload documents (PDF, JPEG). If you need to remove or replace a document, simply click the **GREEN CROSS** in the top right corner of the image, then proceed to upload the correct document.

Commencement Document (One Required)


Australian Passport
▼

Australian Passport (current or up to 3 years expired)



Australian Passport

- In the **CONFIRMATION SECTION** expand each area to review the data you recorded. If any data is incorrect, return to the section, update data and press, **SAVE AND CONTINUE**. You can return to the **CONFIRMATION SECTION** to continue reviewing. If all data is correct, select **YES** for the *I agree to the electronic lodgement of my personal information*. Then click **CONFIRM AND CONTINUE**.



[Logout](#)

Background Check

Please review the information below and submit your Background Check application.

✔ Your Personal Details ▼

✔ Address History ▲

Full Address

From Date

✔ Employment History ▼

✔ Tertiary Qualifications ▼

✔ Professional Memberships ▼

✔ Welcome!

✔ Your Personal Details

✔ Address History

✔ Employment History

✔ Tertiary Qualifications

✔ Professional Memberships

✔ Entitlement to Work

✔ Police Check Information

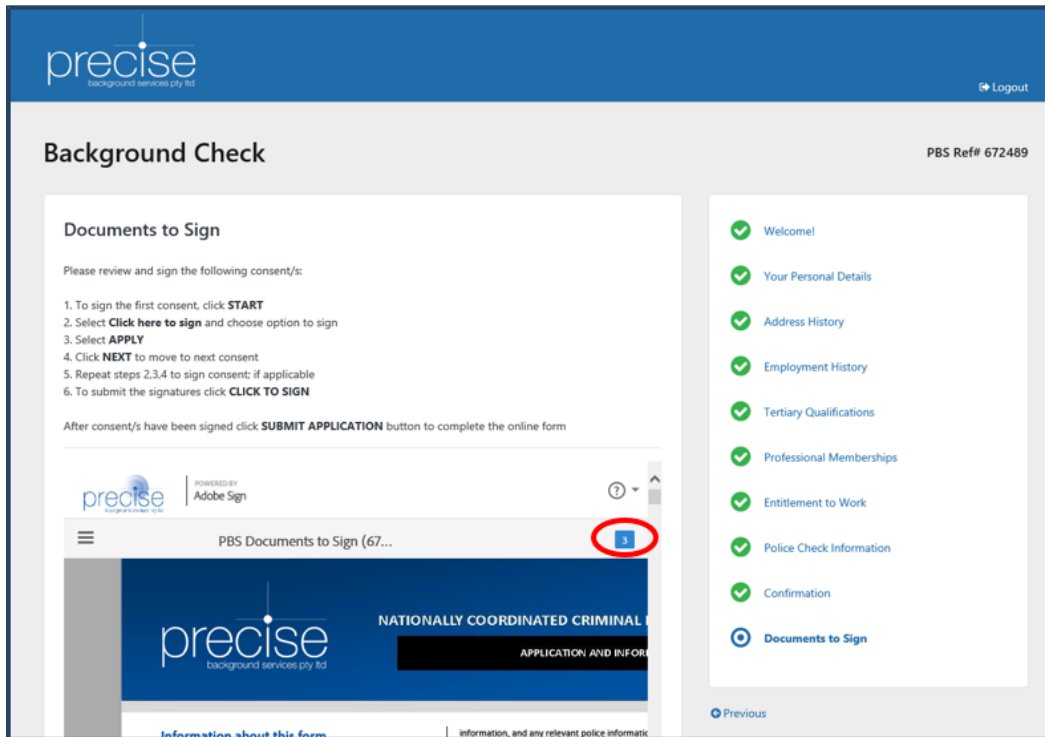
🕒 **Confirmation**

🕒 Documents to Sign

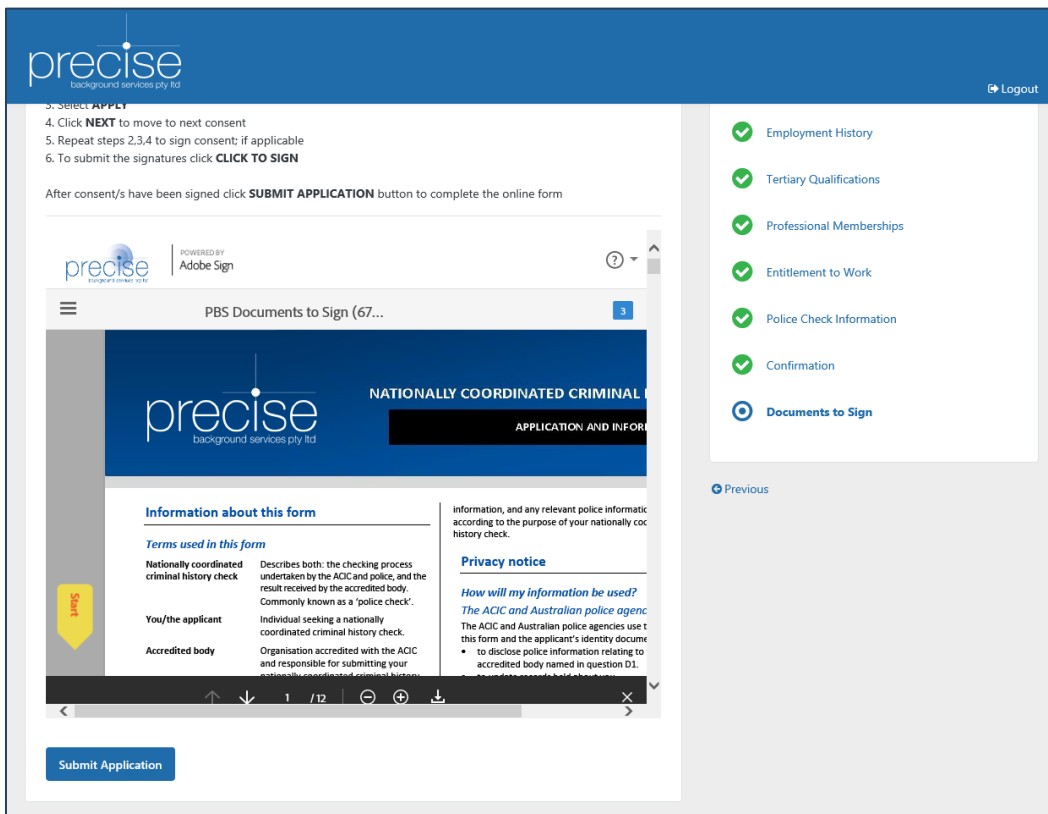
⏪ Previous
Next ⏩

PBS Ref# 672489

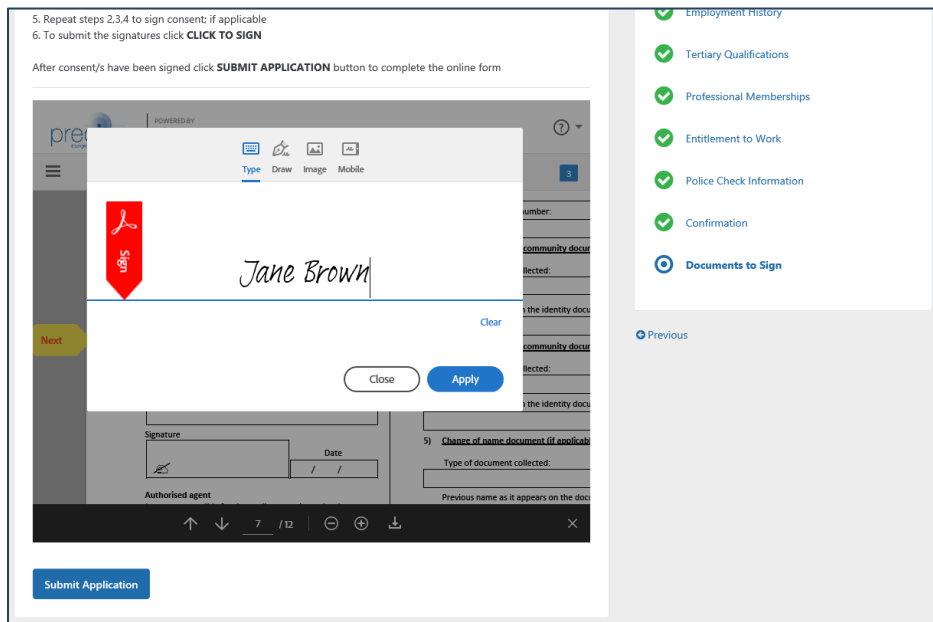
- The next step is to **Sign Documents/Consents**. The required consent/s documents show automatically and are ready for your signature via ADOBE sign. The number of consent documents to sign is shown in the top right corner of the first document.



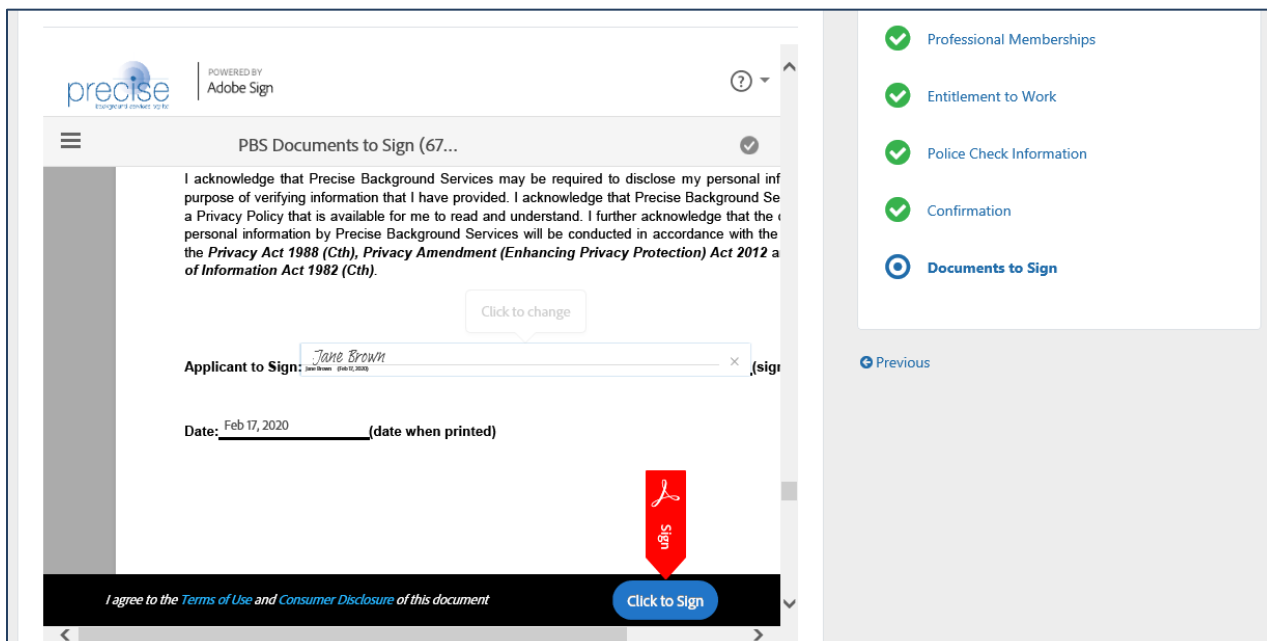
- To sign consent/s click the yellow **START** arrow in the bottom left side of page.



- You will be taken to the first consent for signature – press, **CLICK HERE TO SIGN** and select how you wish to provide your signature **TYPE/DRAW/IMAGE/MOBILE**. If you select **TYPE**, simply record your name press **APPLY** and click **NEXT** to be taken to next consent document.

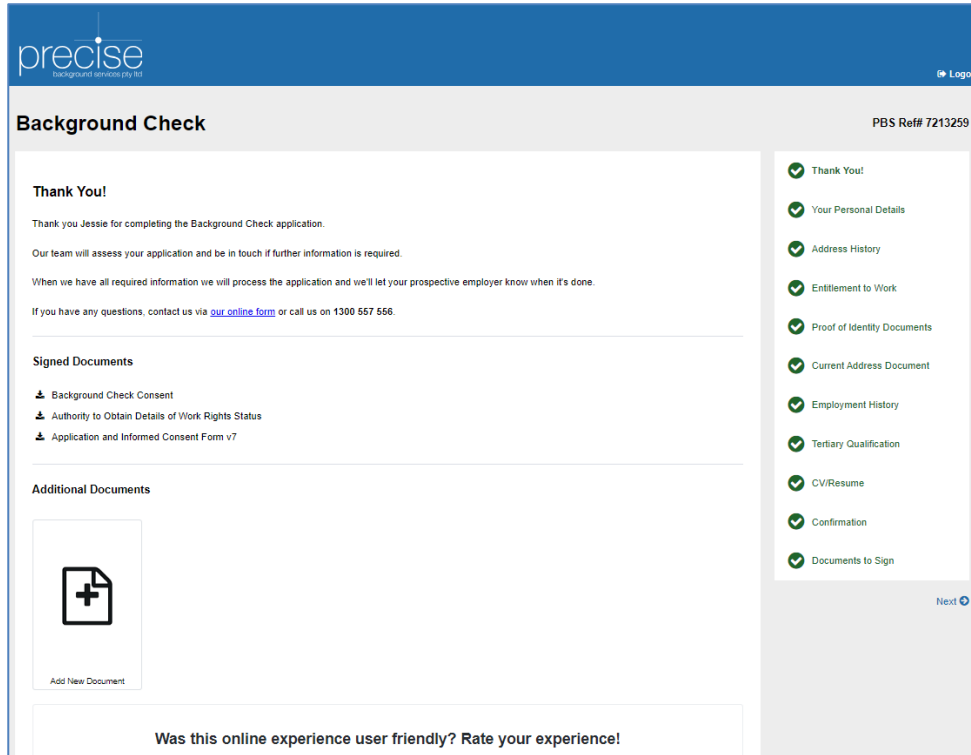


- When all consent document(s) are signed you need to **CLICK TO SIGN** to submit signatures at bottom of page.

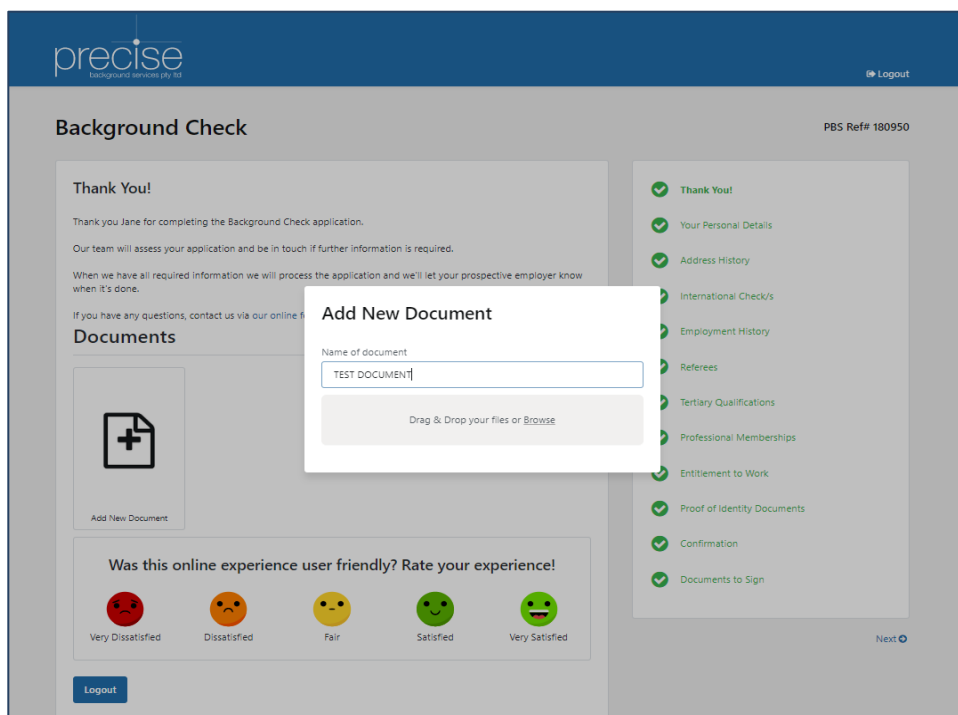


- **Thank You!** – you are now finished; you can either **DOWNLOAD COPIES OF THE SIGNED DOCUMENTS, ADD NEW DOCUMENT/S, RATE YOUR EXPERIENCE** and provide **FEEDBACK** or **LOGOUT**.

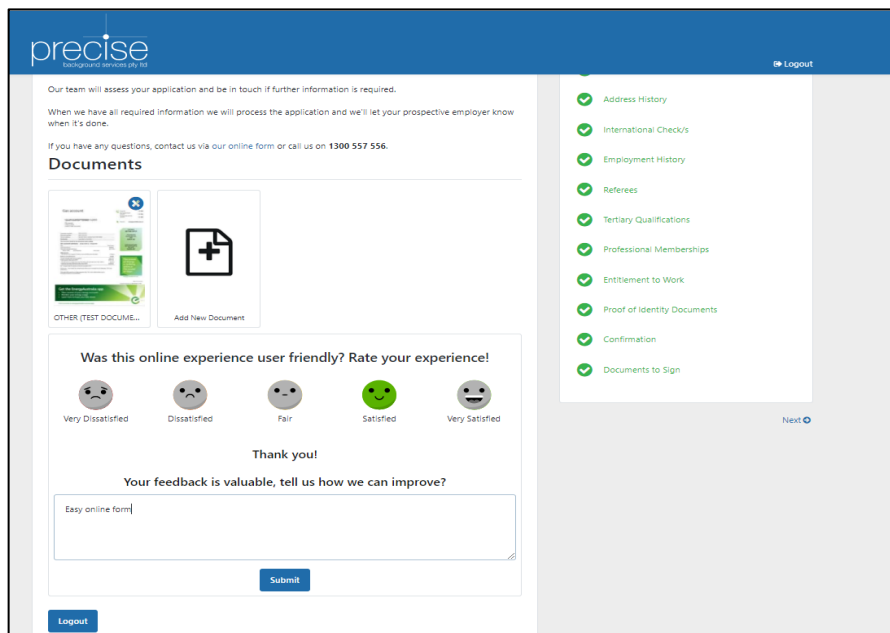
Download a Signed Document, simply click the download button to obtain a copy of the consent/s.



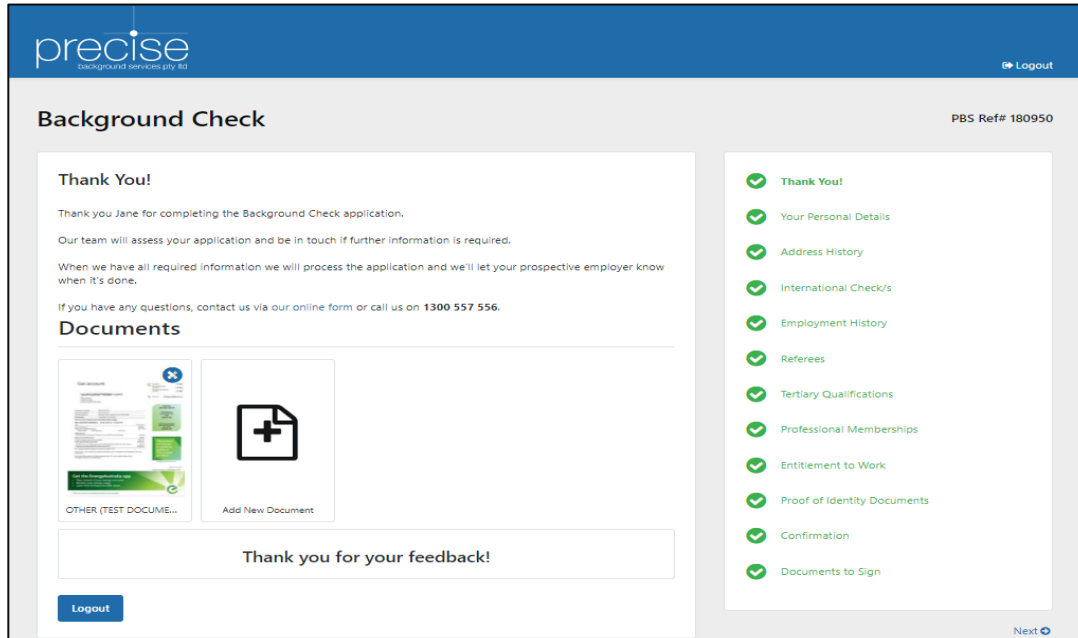
Add New Document, click ADD NEW DOCUMENT enter a document name, and upload the document.



- **Rate your experience!** Simply click a **FACE** and type **FEEDBACK** and click **SUBMIT** to record feedback.

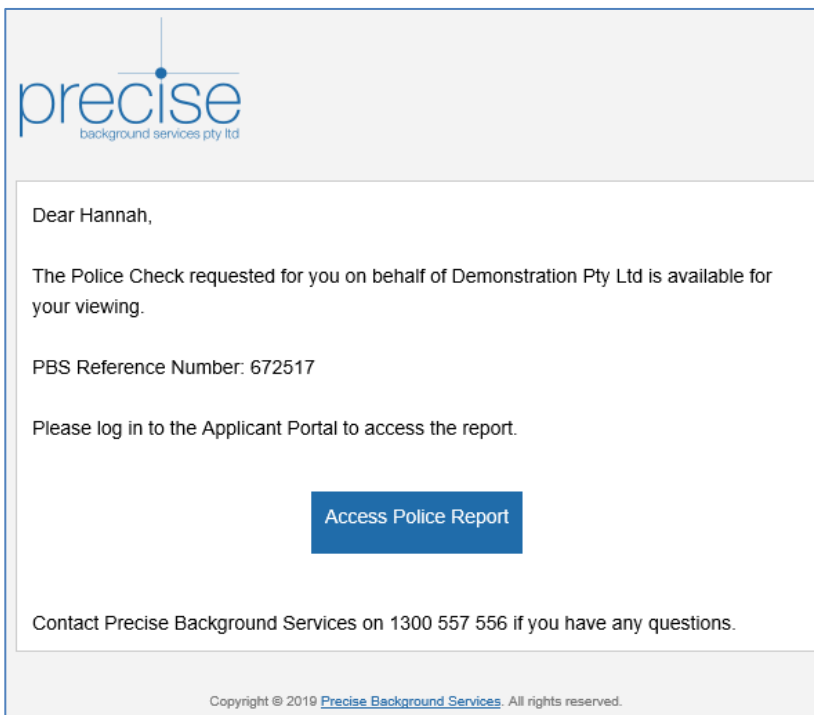


- **Completion of Online form** – you are now finished. Precise Background Services will review your online form within 48 business hours. If further information is required, we will contact you via email. Congratulations, you can now **LOGOUT**.

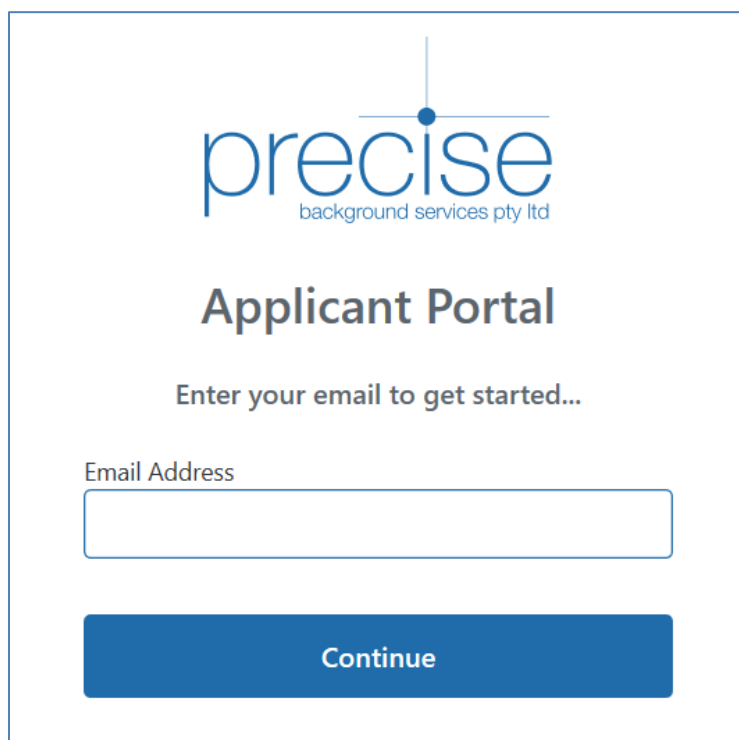


National Police Check Result

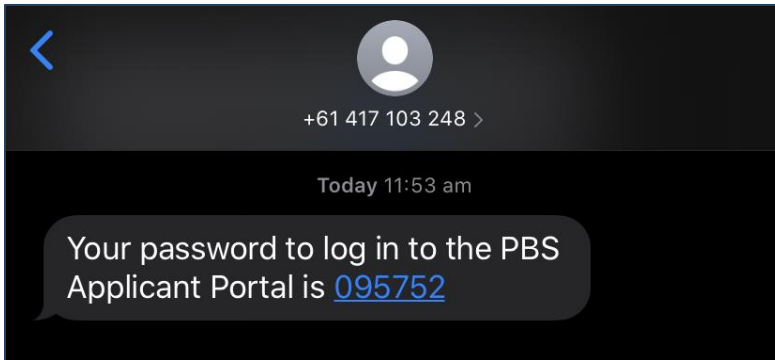
- **View my National Police Check result** – the result of the National Police Check is available for you to view and keep. The result of a National Police Check is usually available within 10 business days but can take a little longer. You will receive an email notification when the result is available.



- Simply click on **Access Police Report** and your web browser will open and you will be prompted to enter your email address in the **Applicant Portal**.



- After you enter your email address and press **Continue** you will be sent a password.



- Enter the password provided on the online form.

A screenshot of a web page for 'precise background services pty ltd Applicant Portal'. The page has a white background. At the top is the 'precise' logo in blue, with 'background services pty ltd' in smaller text below it. Below the logo is the title 'Applicant Portal' in bold. Underneath is a blue notification bar with a white information icon and the text 'We sent you a new password.' Below the notification bar is a paragraph: 'Please check your text messages and log in with the password we just sent you. (It can take a few seconds for the message to arrive.)'. Below this is a 'Password' label and an input field with a small eye icon on the right. At the bottom is a blue 'Log In' button.

- Once logged in, you will be directed to the page shown below. Select **View Report** and you will have the option to view and save a copy of your National Police Check result.

Background Check

Your Background Check Applications

We found the following Background Check Applications for you.

PBS Ref# 672517
In Progress

testing
Demonstration Pty Ltd

[View Report](#)

- Refer below example of **National Police Check Result**;



PRECISE BACKGROUND SERVICES PTY LTD
(ABN 70 107 896 998)
PO Box 431 Eltham VIC 3095
Tel: 1300 557 556 Facsimile: 03 9431 5155
Email: support@precisebackground.com

Nationally Coordinated Criminal History Check Certificate

KNIGHT, HANNAH MICHELLE

PBS Ref #: PBS672517

NSS001

Check Results Report

Report Run Date/Time: 20/02/2020 06:24:38 PM



**AUSTRALIAN
CRIMINAL
INTELLIGENCE
COMMISSION**

Sensitive: Personal

IMPORTANT