

User Guide

PBS Online - Organisation



Precise Background Services

User Guide PBS Online

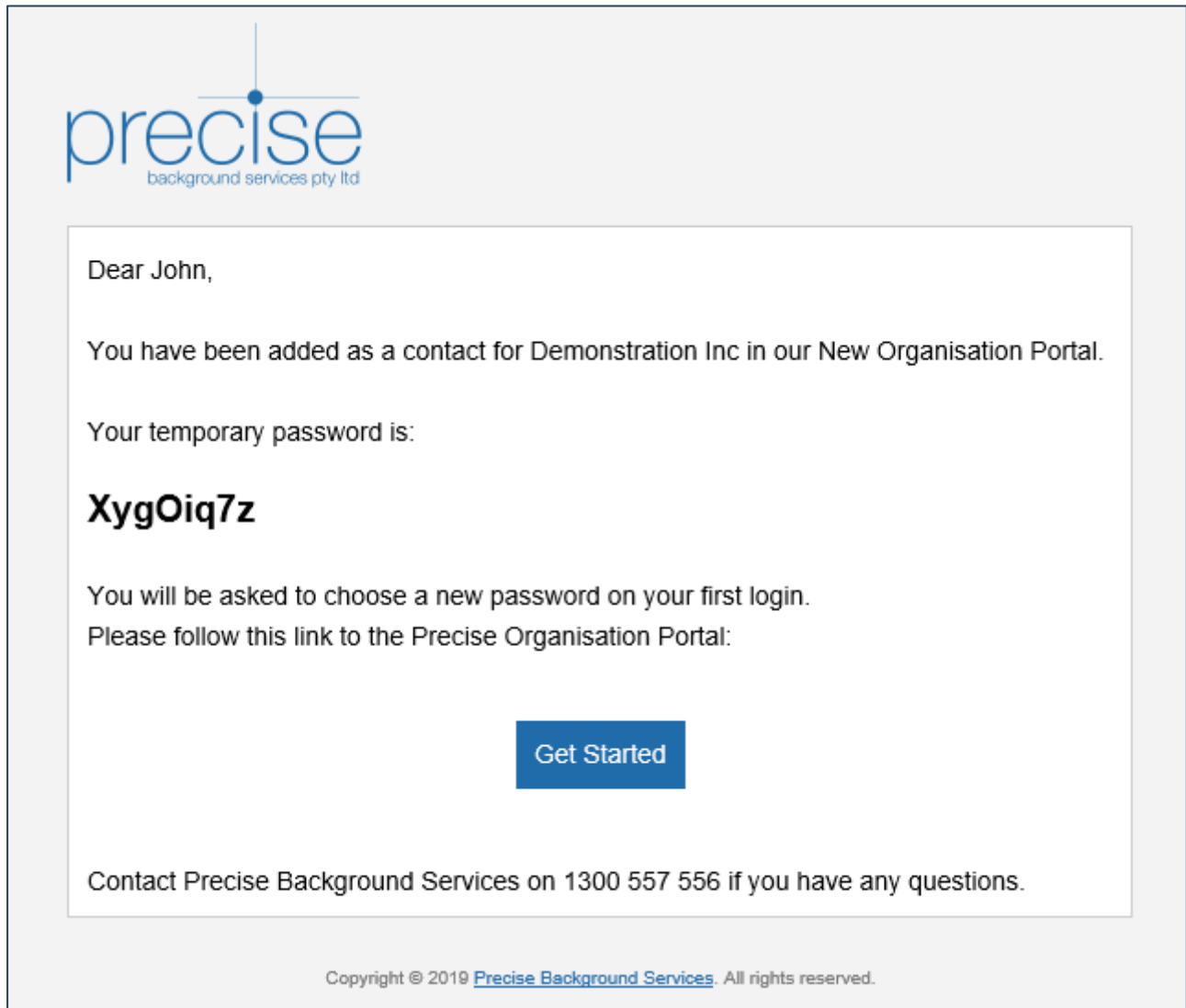
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How do I login?

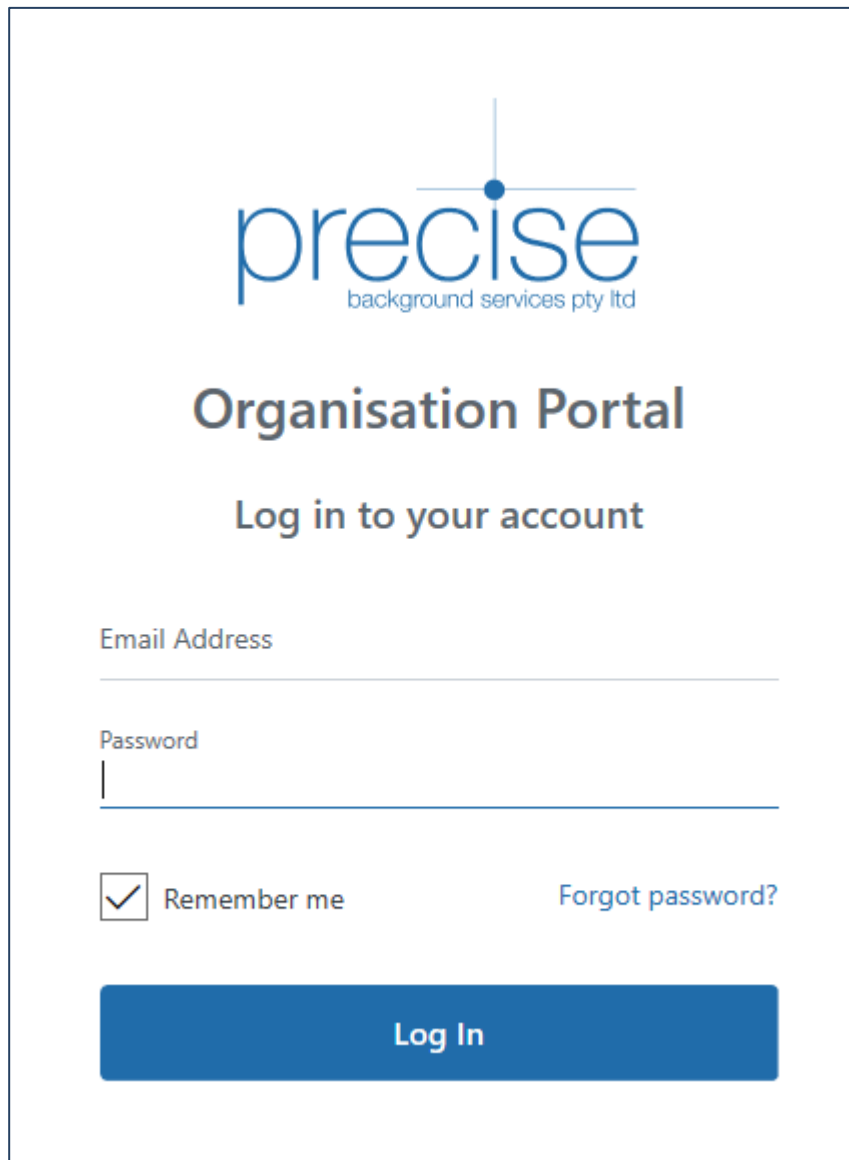
New users of PBS Online will receive an automated email with link. Simply press the **GET STARTED** link in the email to open web page on your browser - See **Figure 1.0** below.

Figure 1.0 – New user email



Pressing the **GET STARTED** link takes you the **Organisation Portal** webpage. Type in your email address along with the temporary password - See **Figure 1.1** below. Save the page as a favourite on your web browser.

Figure 1.1 – ORG login page



The screenshot shows the login page for the Organisation Portal. At the top is the logo for 'precise background services pty ltd', with 'precise' in a large, lowercase, blue font and 'background services pty ltd' in a smaller, lowercase, blue font below it. Below the logo is the heading 'Organisation Portal' in a large, bold, dark blue font, followed by the sub-heading 'Log in to your account' in a slightly smaller, bold, dark blue font. There are two input fields: 'Email Address' and 'Password'. The 'Email Address' field is a simple text input with a light blue underline. The 'Password' field is a text input with a light blue underline and a small vertical bar on the left side. Below the 'Email Address' field is a checkbox with a checkmark inside, followed by the text 'Remember me'. To the right of the 'Remember me' checkbox is a link that says 'Forgot password?'. At the bottom of the form is a large, solid blue button with the text 'Log In' in white, centered on the button.

Once you have entered your email address and the temporary password, select **LOG IN**. You will then be prompted to create a new password. The password must pass the requirements - See **Figure 1.2** below.

Figure 1.2 – Create a new password

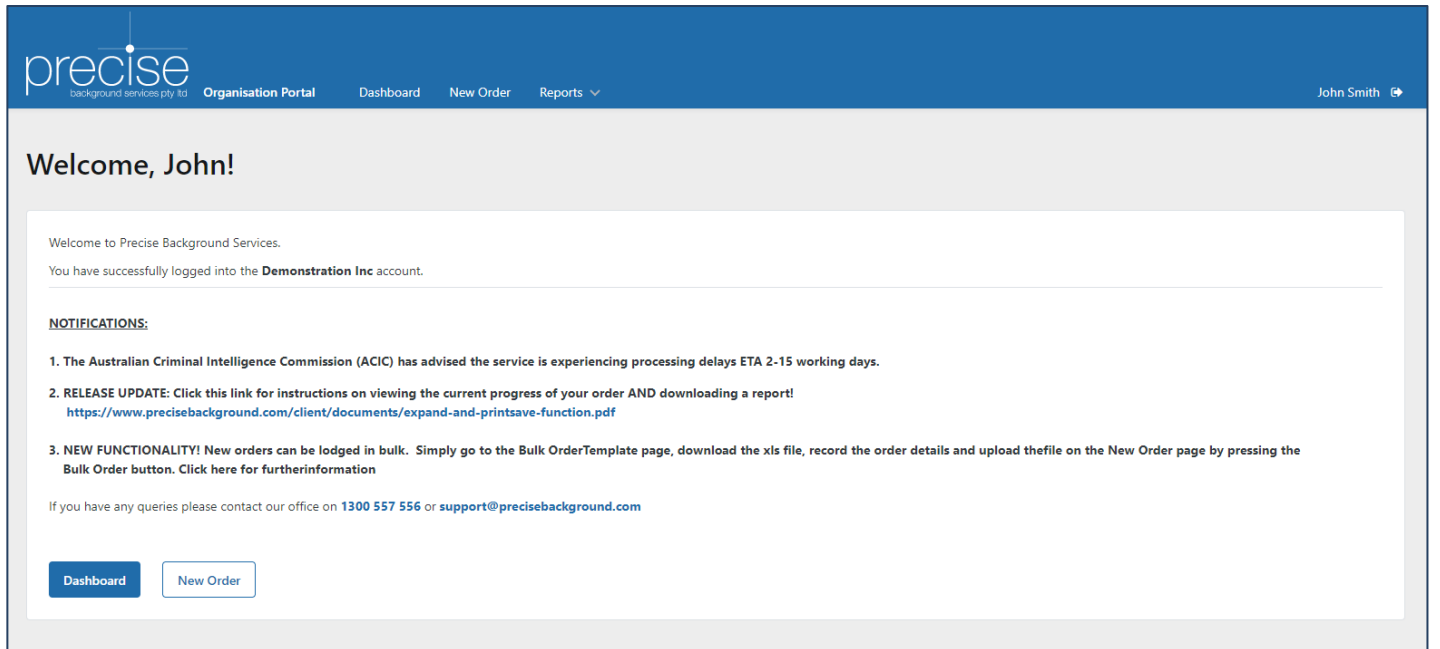
The screenshot shows the 'precise background services pty ltd Organisation Portal' login page. At the top, the logo for 'precise background services pty ltd' is displayed. Below the logo, the text reads 'Organisation Portal'. A message states: 'You have logged in with a temporary password. Please choose a new password'. There are two password input fields: 'New Password' and 'Repeat New Password', both masked with dots. A green box contains the following password requirements:

- ✓ Password must contain an uppercase letter: A-Z.
- ✓ Password must contain a lowercase letter: a-z.
- ✓ Password must contain a number: 0-9.
- ✓ Password must contain a special character.
- ✓ Password length must be at between 8 - 50.

At the bottom of the form is a blue 'Log In' button.

You will be taken to the Home Page when you successfully log in to the Organisational Portal. - See **Figure 1.3** below.

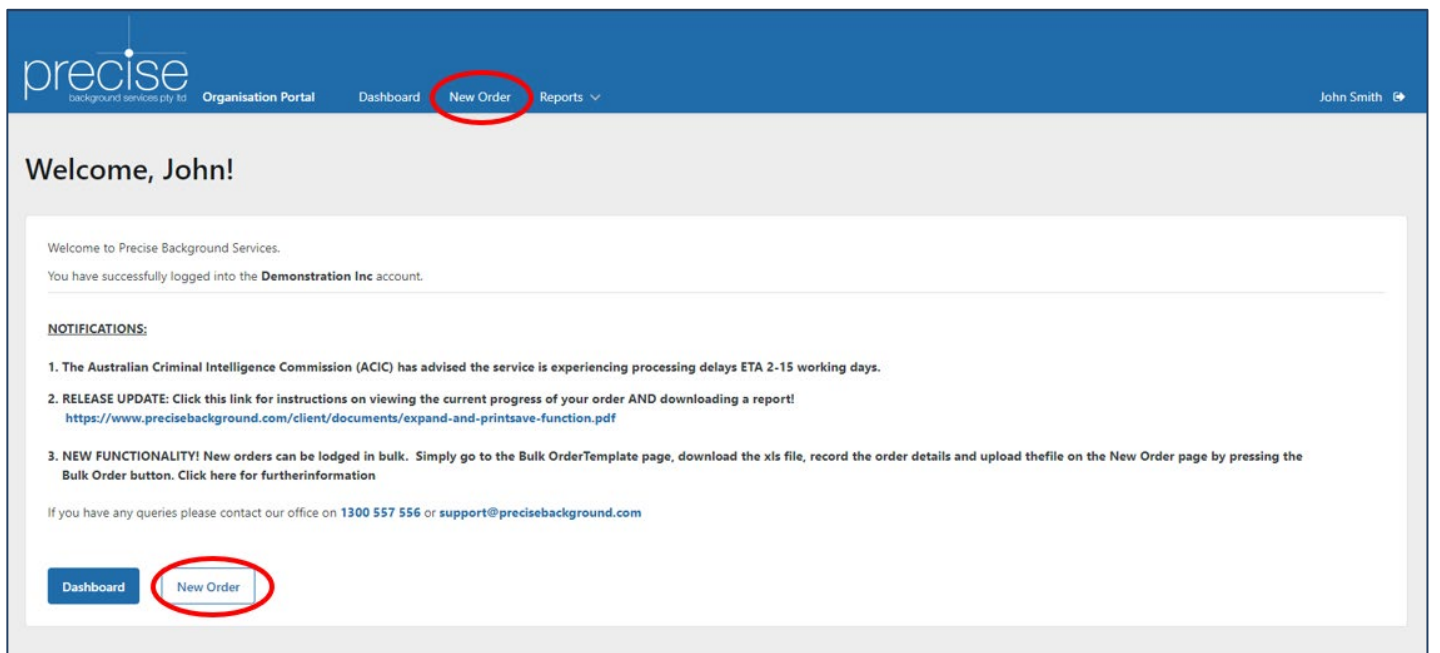
Figure 1.3 – ORG Home Page



How to place a new order?

To request a background check(s) you need to place an order. To do this just click the **NEW ORDER** button on the **HOME** page or at the top of the **DASHBOARD** page – see **Figure 2.0** below.

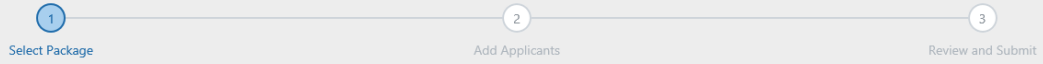
Figure 2.0 – ORG Home page



Once you have clicked **New Order**, you will now see the **CHECK PACKAGES** that are available for you to select. Simply press the **SELECT PACKAGE** button - see **Figure 2.1** below.

Figure 2.1 – Select Package

New Order



BRONZE PACKAGE

Anti Money Laundering & Global Terrorism, APRA Disqualification Check, ASIC - Banned/Disqualified Person Check, ASIC - Enforceable Undertaking Register, ASIC AFS Authorised Representative, Compliance Reference Check, Conduct Background Check - Bank Australia, Credit/Bankruptcy Check, CV Check, Education Qualification, Educational Qualification/s (Tertiary), Employment History (5 Years), International Police Check, National Police Check, Professional Memberships

Select Package

GOLD PACKAGE

Anti Money Laundering & Global Terrorism, ASIC - Banned/Disqualified Person Check, Credit/Bankruptcy Check, Director Litigation, Directorships & Significant Shareholdings, Educational Qualification/s (Tertiary), Employment History (5 Years), Employment Reference Check, Entitlement to Work in Australia, National Police Check, Professional Memberships, Public Record Check

Select Package

NATIONAL POLICE CHECK

National Police Check

Select Package

SILVER PACKAGE

Anti Money Laundering & Global Terrorism, ASIC - Banned/Disqualified Person Check, Credit/Bankruptcy Check, Educational Qualification/s (Tertiary), Employment History (5 Years), Entitlement to Work in Australia, National Police Check, Professional Memberships

Select Package

By selecting a package of checks, in this example a **SILVER PACKAGE**, you will now have the choice to add applicants to the order. You can add a single applicant or multiple applicants. You can add multiple applicants by pressing **Add Applicant** or **Bulk Upload Applicants** - see **Figure 2.2** below.

Figure 2.2 – Add applicant

The screenshot displays the 'New Order: SILVER PACKAGE' screen. At the top, there is a navigation bar with the 'precise' logo and menu items: 'Organisation Portal', 'Dashboard', 'New Order', and 'Reports'. The user's name 'John Smith' is visible in the top right. A progress indicator shows three steps: '1 Select Package', '2 Add Applicants' (highlighted), and '3 Review and Submit'. The main content area is titled 'Applicants' and contains a table with columns for 'Name', 'Email', 'Phone', and 'Job Position'. Below the table, it states 'Add at least one Applicant to the Order...' and '0 records'. At the bottom of the form, there are four buttons: 'Add Applicant', 'Bulk Upload Applicants', 'Continue', and 'Cancel'.

If you press the **Add Applicant** button you will be asked to record details of the applicant and the position they will occupy.

- **GIVEN NAME & SURNAME:** enter the applicant's full LEGAL GIVEN NAME e.g. Elizabeth not Betty;
- **EMAIL ADDRESS:** the applicant's email address should be recorded;
- **MOBILE PHONE#:** if the MOBILE PHONE# is recorded, the applicant will receive an initial SMS notification, prompting them to check their email. The applicant will receive SMS reminders on the third and fifth days if the form remains incomplete. If no mobile recorded the reminders will be received via email;
- **POSITION/JOB TITLE:** DO NOT use acronyms/abbreviations when completing the POSITION/JOB TITLE field;
- **TYPE OF EMPLOYMENT:** will the applicant be paid in this position OR a voluntary position?
- **EMPLOYMENT LOCATION (Town/State):** record the town/suburb and state/territory for this position. Google Places will assist, just start typing town/suburb and select from the list;
- **Cost Centre Code:** field is optional for client use and usually associated with financial reporting;
- **Business Unit:** field is optional for client use and usually associated with financial reporting;

Figure 2.3 below shows the Add Applicant screen.

Figure 2.3 – Add Applicant

Add Applicant ✕

Given Name * Surname *

Email * Mobile Phone ⓘ 🇺🇸 ▼

Position / Job Title *

Type of Employment *

Employment Location *

Cost Centre Code Business Unit

Here is a handy hint when adding an applicant to your order. Hover your cursor over the information icon ⓘ for more detail - See **Figure 2.4** below.

Figure 2.4 - Mobile Number

Add Applicant ✕

Given Name * Surname *

Select the country and enter the phone number

Email * Mobile Phone ⓘ

Position / Job Title *

Type of Employment * Paid Employment Volunteer Work

Employment Location *

Cost Centre Code Business Unit

Record the applicant details in the relevant fields shown below and press the **SAVE & CLOSE** button - See **Figure 2.5** below.

Figure 2.5 – Complete applicant section

Add Applicant ✕

Given Name * Surname *

Email * Mobile Phone ⓘ

Position / Job Title *

Type of Employment * Paid Employment Volunteer Work

Employment Location *

Cost Centre Code Business Unit

The next screen shows the package of checks you selected, and the applicant name you have recorded. On this page you can cancel the order, add further applicants to the order or proceed with the order by pressing the **Continue** button, see **Figure 2.6** below. Let's press **Continue**.

Figure 2.6 – Applicants attached to the order

New Order: SILVER BACKGROUND CHECK

1 Select Package 2 Add Applicants 3 Review and Submit

Applicants

Remove Selected Applicants from the list

<input type="checkbox"/>	Name	Email	Phone	Job Position
<input type="checkbox"/>	Jane Brown	janebrown@gmail.com	+6140055555	Administration Officer

1 record

The next page shows the checks in the package you selected. You can now review the order and cancel or submit the order. The information icons shown next to each check are a handy reminder of the nature of the check. Just hover your cursor above the icon for more information - See **Figures 2.7 & 2.8** below.

Figure 2.7 – Review the order

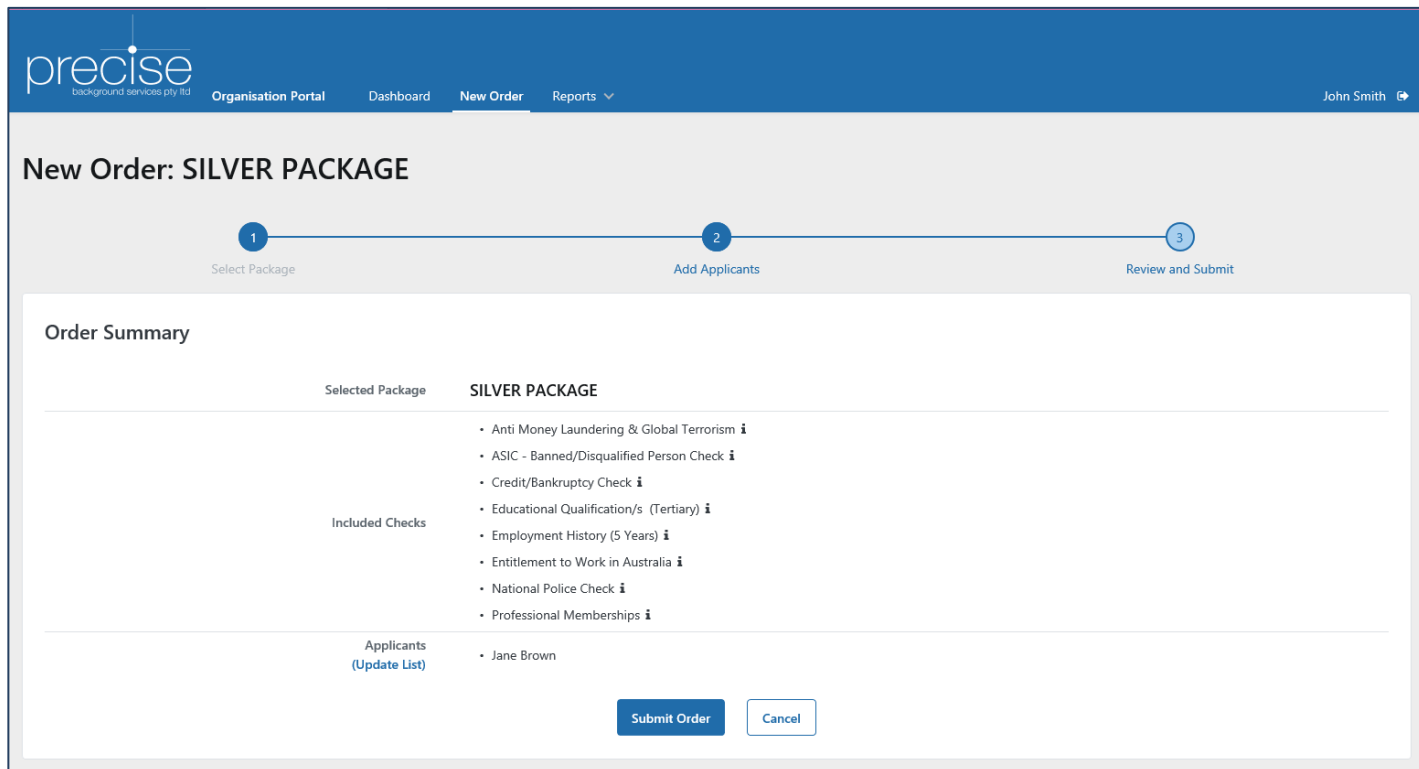
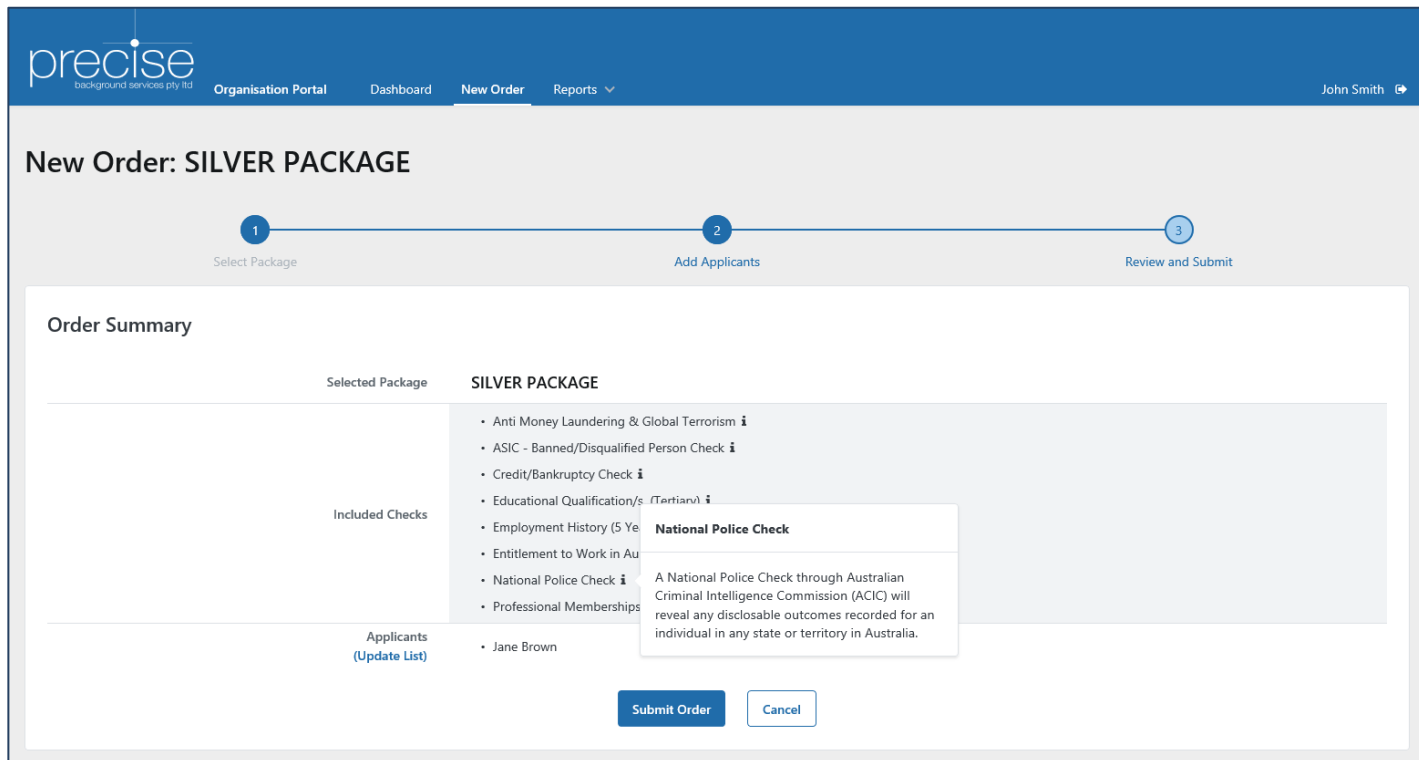


Figure 2.8 – Hover over components for further information

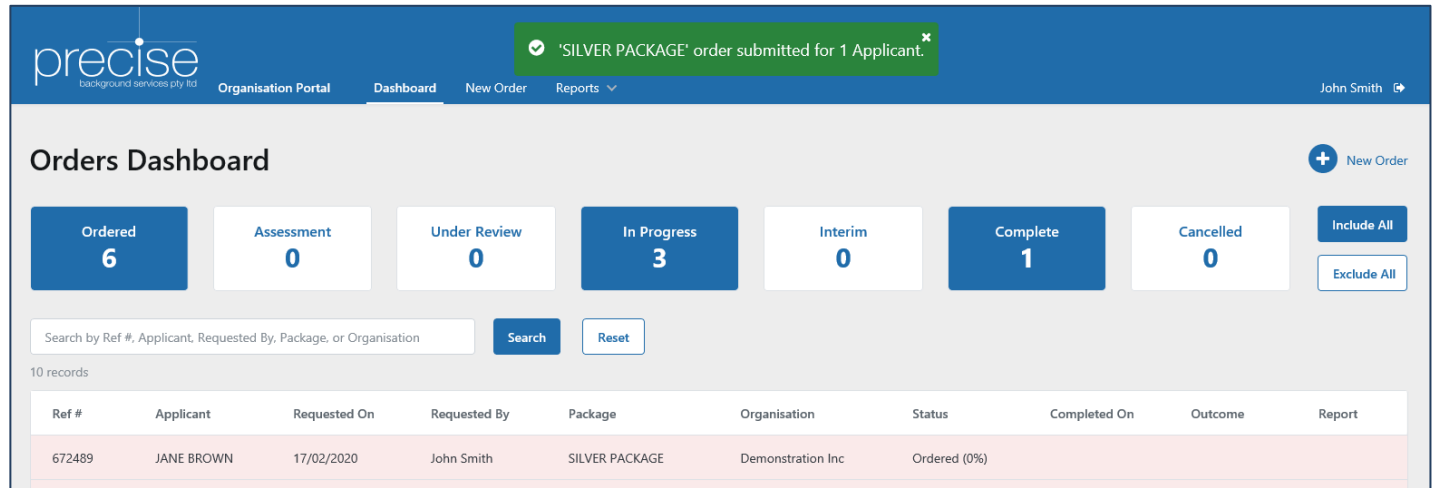


If you are ready to proceed, simply press the **SUBMIT ORDER** button. The screen will refresh and return to the **Dashboard**, see **Figure 2.9** below. Here you can view and monitor the progress of the order.

It is important to know the applicant has now been sent an email and SMS. The email is an invitation for the applicant to follow a link and complete an online form. The SMS is a prompt for the applicant to check their email. If the applicant has not completed the online form, they will receive friendly Email/SMS reminder notifications on days 1, 3 & 5.

For more information about the applicant experience follow this [link](#)

Figure 2.9 - Dashboard



How to upload a bulk order?

Use the **Bulk Upload Applicants** button to quickly submit orders for many applicants. You can use your Human Resources Information System (HRIS) to download candidate information and quickly populate the Excel template.

Simply press the Bulk Upload Applicants button and download the template. **Figures 3.0 & 3.1** below show the button and template.

Figure 3.0 - Bulk Upload Applicants

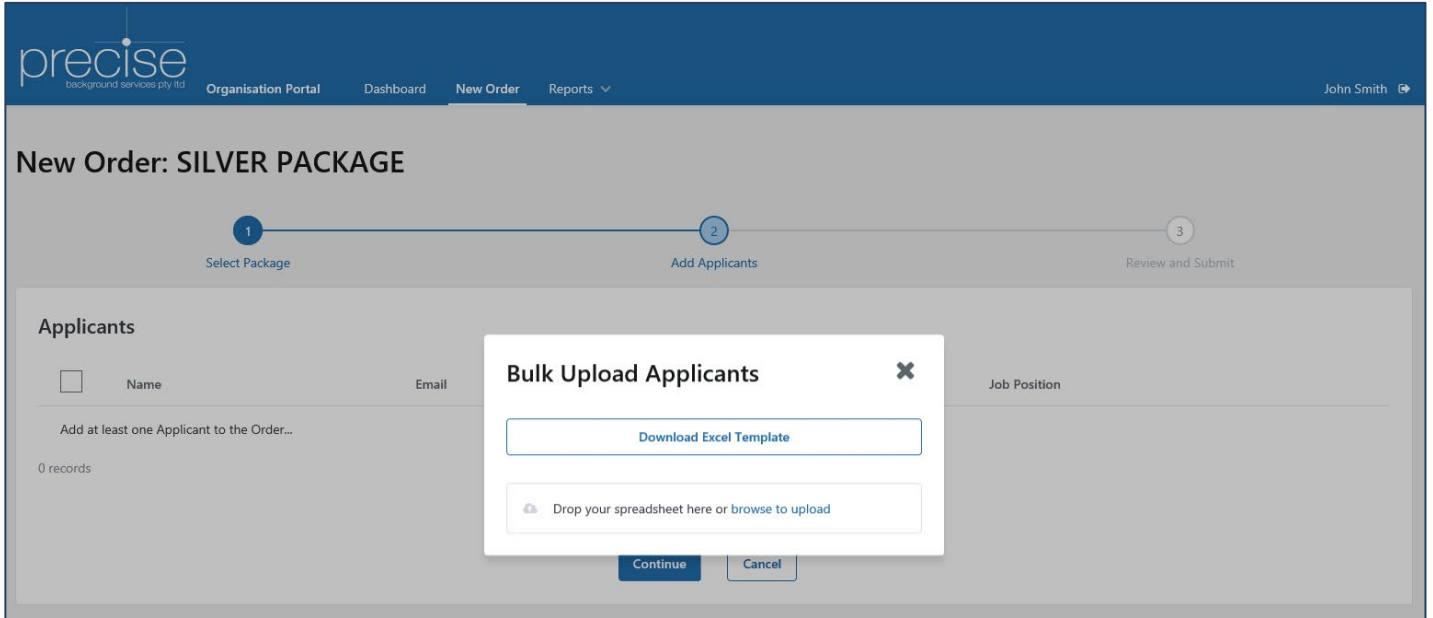
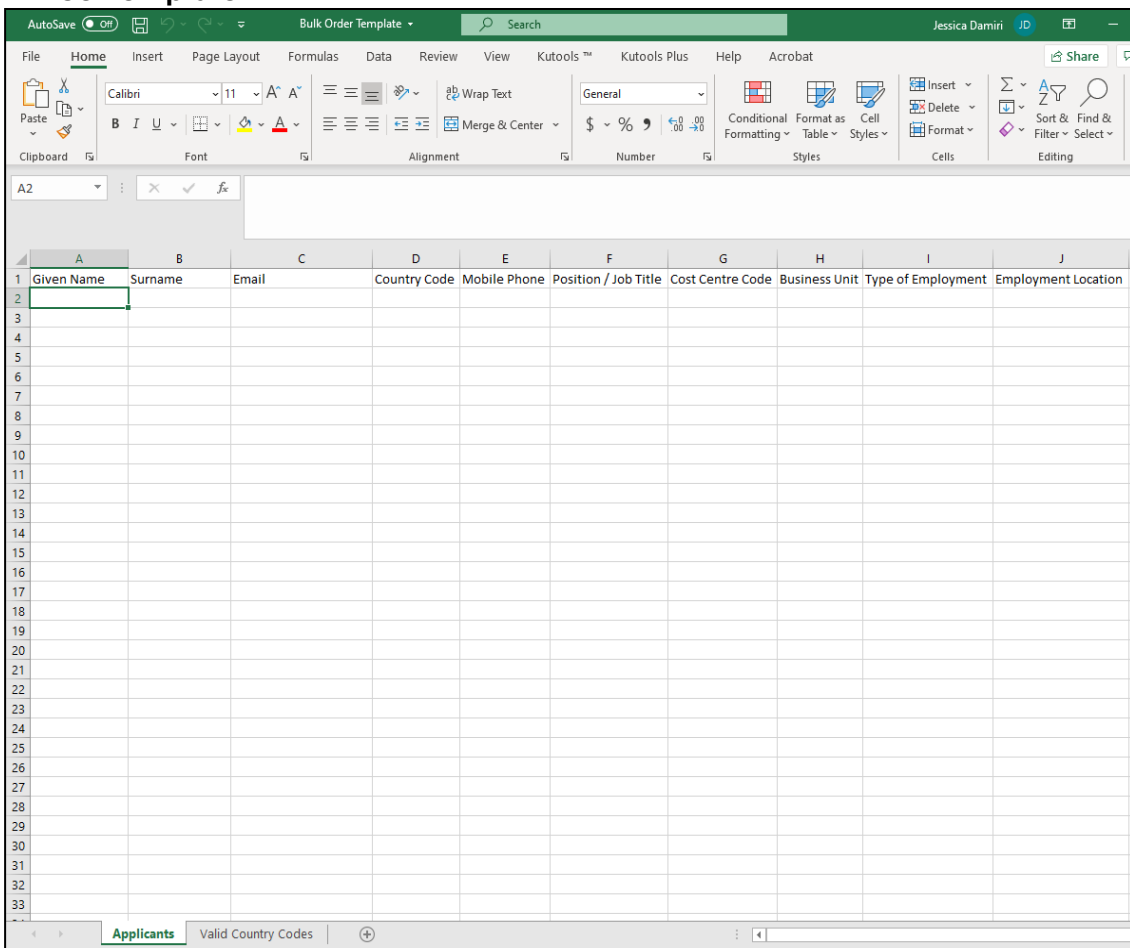
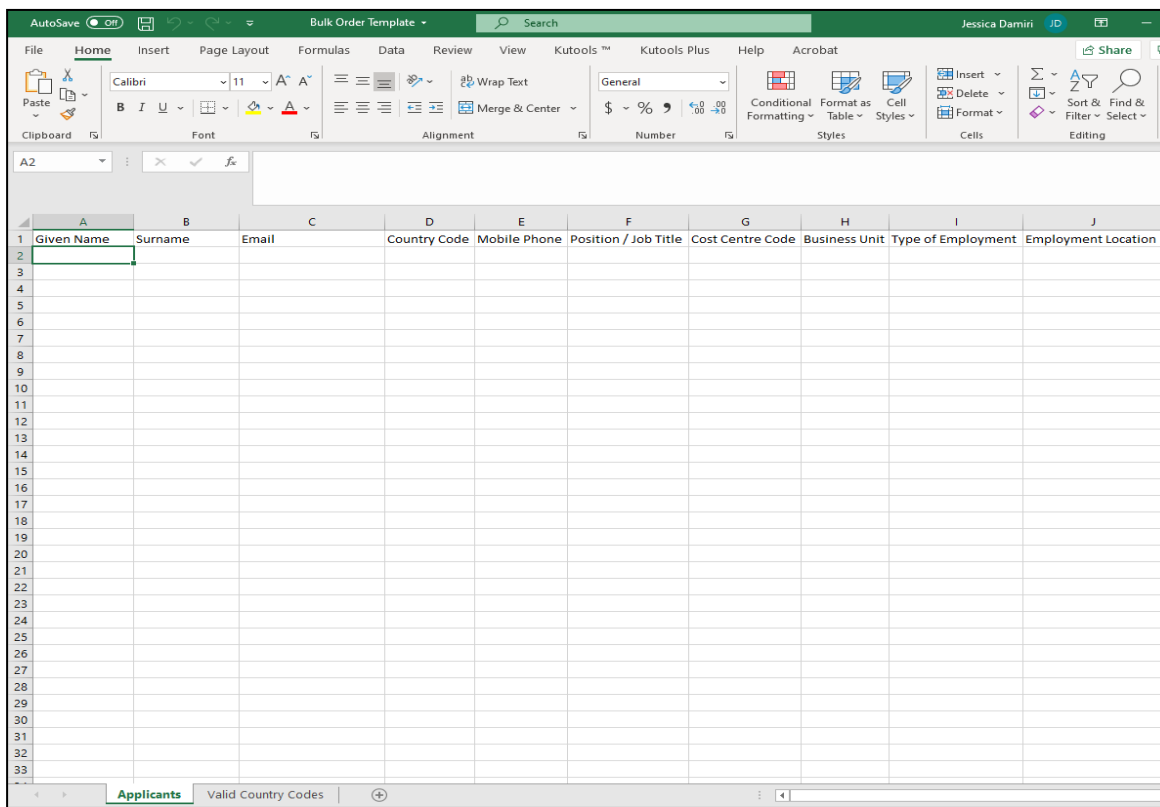


Figure 3.1 - Excel template



Save a copy of the template to your local/personal drive and press the **Enable Editing** button if your settings are protected. The template should look like **Figure 3.2** when ready to record applicant information. **Note:** A maximum of 50 orders per template.

Figure 3.2 – Active template ready to populate



You can copy and paste or manually record the **Given Name, Surname & Email** columns. You need to record a **Country Code**. The cell will default to Australia if left blank. If the applicant resides outside Australia please refer to the **Valid Country Code** worksheet in this file, see **Figures 3.3 & 3.4** below.

Figure 3.3 - Country Code column

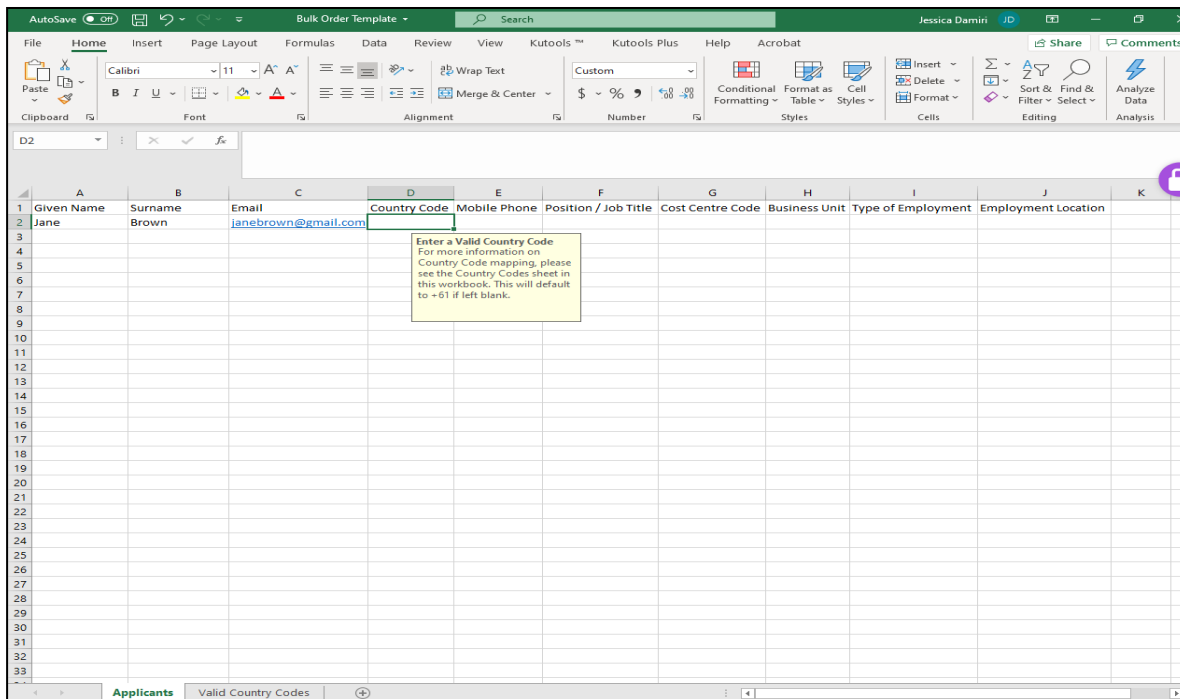


Figure 3.4 Valid Country Codes worksheet

	A	B	C
1	Country or unrecognized territory	International Calling Code	
32	South Africa		+27
33	Greece		+30
34	Netherlands		+31
35	Belgium		+32
36	France		+33
37	Canary Islands		+34
38	Ceuta		+34

The **Mobile Phone**, **Position/Job Title**, **Cost Centre Code** & **Business Unit** columns are similar to the first three (3) columns. You can copy and paste or manually populate these columns - See **Figure 3.5** below.

Figure 3.5 – Template columns

	D	E	F	G	H	I
1	Country Code	Mobile Phone	Position / Job Title	Cost Centre Code	Business Unit	Type of Emp
2						
3						
4						
5						
6						
7						

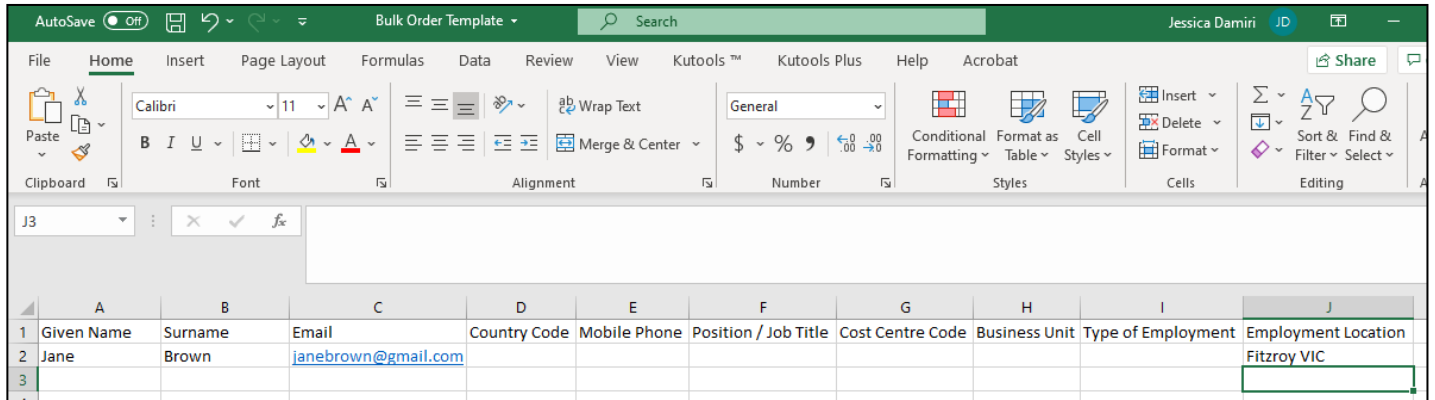
The **Type of Employment** cell has a dropdown selection of **Paid** or **Volunteer**, choose the relevant type. See **Figure 3.6** below.

Figure 3.6 – Dropdown selection

	G	H	I	J
1	Cost Centre Code	Business Unit	Type of Employment	Employment Location
2			<div style="border: 1px solid black; padding: 2px;"> Paid Volunteer </div>	
3				
4				
5				
6				
7				
8				
9				
10				
11				

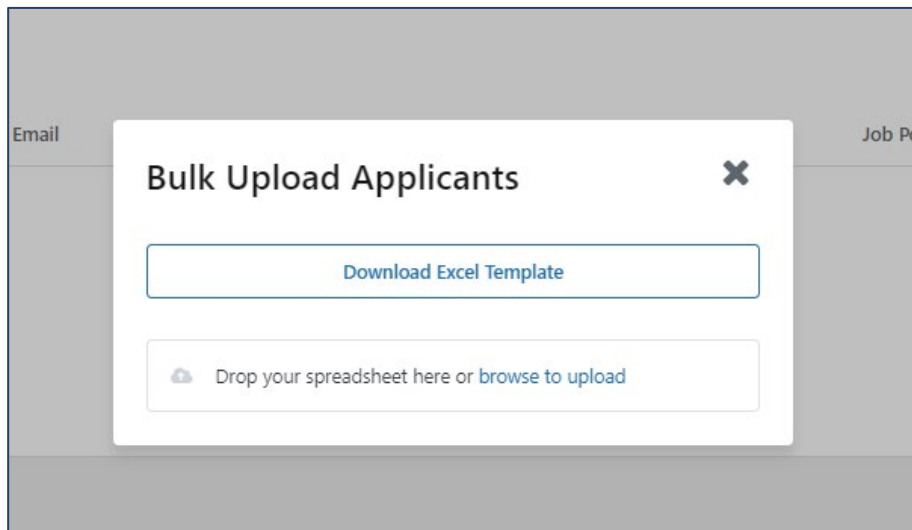
The **Employment Location** should be manually populated. Remember you can copy & paste this information from another source or type the information directly. See **Figures 3.7** below.

Figure 3.7 Employment Location



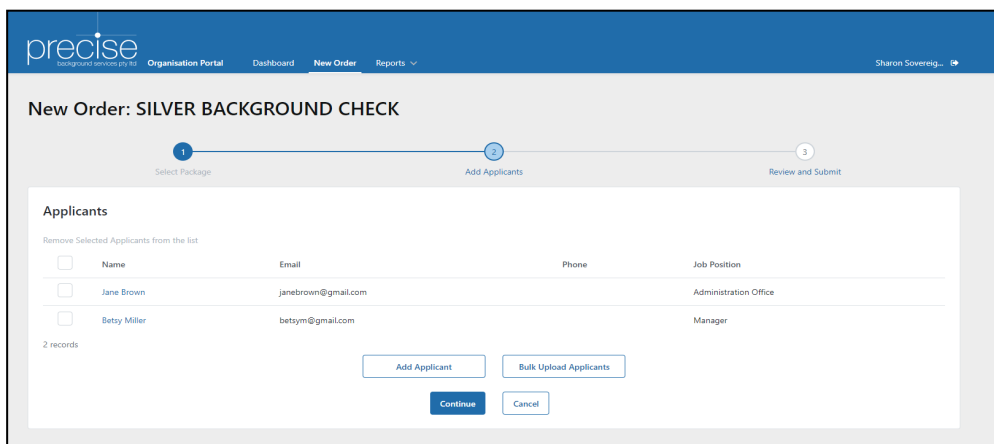
When you have recorded all applicants save a copy of the template. To upload the completed file return to the **Bulk Upload Applicants** function and use the drag and drop or browse function to upload the file. **Figures 3.8** below.

Figure 3.8 Bulk Upload Function



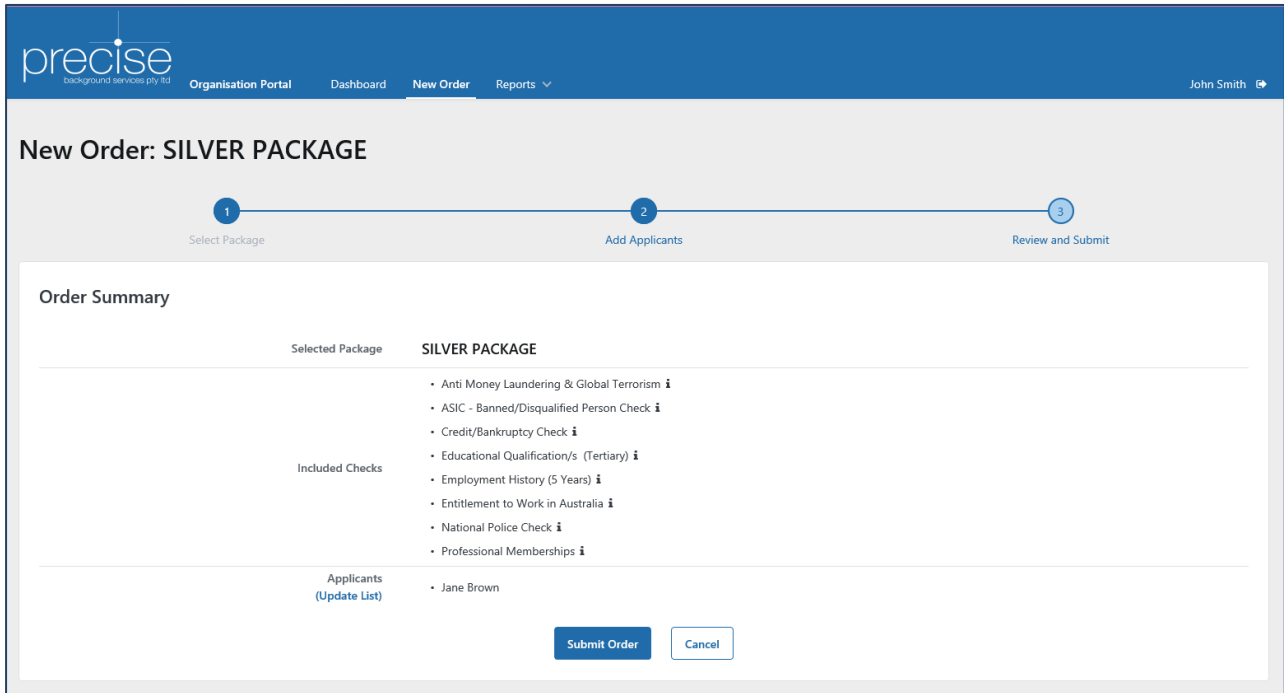
The next page shows the applicants in the bulk order. You can now review the order and cancel, edit or continue with the order. **Figures 3.9** below.

Figure 3.9 Review the list



The next page shows the order summary. You can now review the order and cancel, edit or submit order. **Figures 3.10** below.

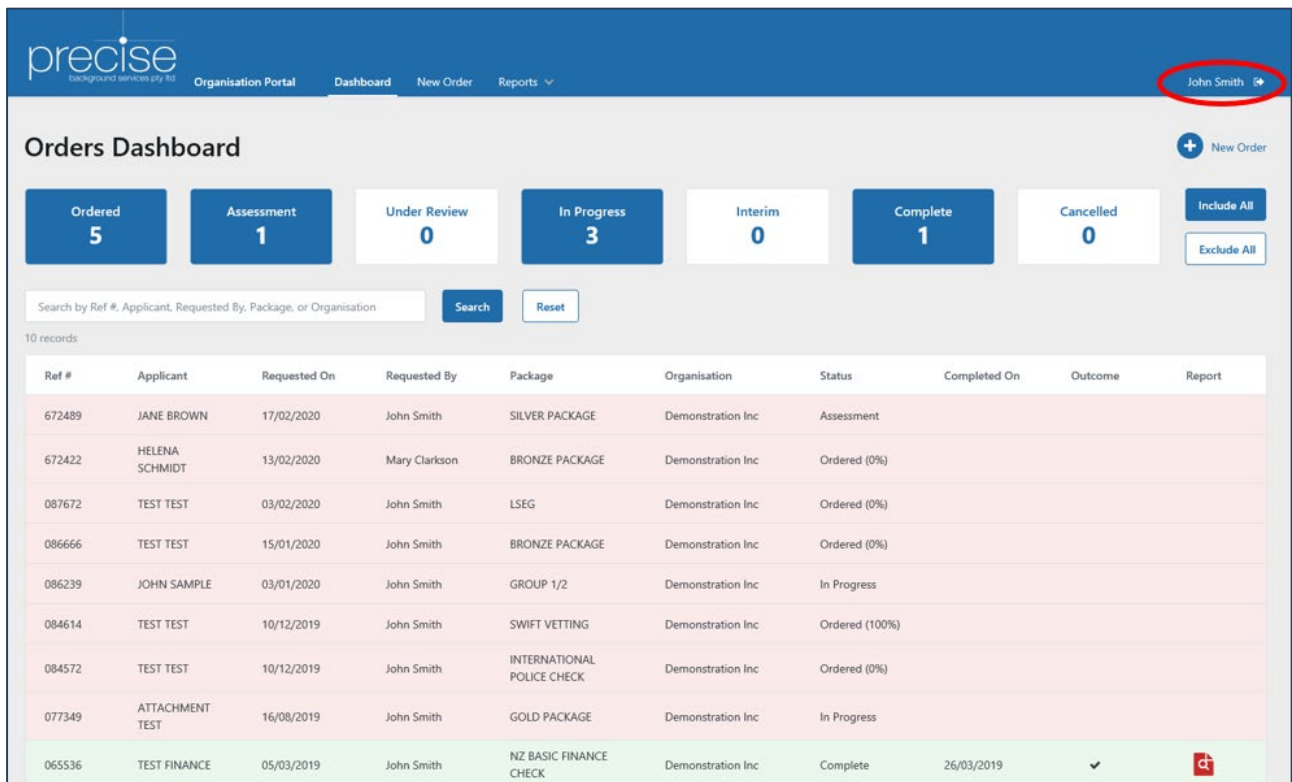
Figure 3.10 Review the order



What can I view on the Dashboard?

Click the **Dashboard** button and you will be able to see a list of all **Orders** submitted by your **Organisation** – see **Figure 4.0** below. NB. The orders shown vary depending upon the profile of the user. The profiles available include all orders, user orders only or restricted access to request orders only - no access to the Dashboard.

Figure 4.0 – Dashboard View



On this page you can search an **Order** by typing Ref #, Surname, Given Name, Ordered by, Package or Organisation in the **Search** field. You can also manage the display of **Orders** by selecting the following filters **ORDERED, ASSESSMENT, UNDER REVIEW, IN PROGRESS, INTERIM, COMPLETE** or **CANCELLED** buttons shown at the top of the page.

ORDERED status means a check has been ordered but the online form has not yet been submitted by the applicant. The applicant progress completing the online process is shown in brackets i.e. (50%)

ASSESSMENT status means the applicant has completed the online form and PBS is verifying the requisite information before commencing the checks.

UNDER REVIEW status means the assessment is complete and the applicant is required to provide further documentation before checks commence.

IN PROGRESS status means the applicant has submitted the online form, assessment is complete, and the order is now active. This means Precise Background Services has commenced the screening process.

INTERIM REPORT status means various check types have been completed, a notification has been sent to the client user and other checks are continuing (this is an optional service for clients).

COMPLETE status means the order has now been finalised and the full background screening report is available for viewing and download.

CANCELLED status means the order was discontinued by the client.

You can drill down on an **Order** on the **Dashboard** view shown in **Figure 4.0** above. The drill down view shows an overview the order – see **Figure 4.1** below.

Figure 4.1 – Applicant Overview

The screenshot shows the 'precise background services Pty Ltd' logo and navigation menu (Organisation Portal, Dashboard, New Order, Reports) at the top. The user 'Sharon Sovereign-Smith' is logged in. The main heading is '7213092 - BENDIGO BANK'. Below this is a table of applicant details:

Reference Number	7213092	Stage	Interim
Applicant Given Name	BENDIGO	Requested On	11 October 2022
Applicant Middle Name(s)		Submitted On	11 October 2022
Applicant Surname	BANK	Reopened On	
Applicant Has Single Name Only?	NO	Cancelled On	
Date of Birth	08/08/2001	Submitted to ACIC On	
Applicant Email	bbank@mail.com	Response from ACIC On	
Applicant Phone	+61407395279	Last Updated On	20 December 2022
Job Position	test	In Progress On	11 October 2022
Cost Centre		Interim Report On	22 November 2022
Business Unit		Completed On	
Employment Type			
Employment Location			
Working with Vulnerable People			

Below the details is a 'Back' button. The 'BASIC PACKAGE' section contains a table:

Check	Requested	Updated	Outcomes	Status	Expand all
Anti Money Laundering & Global Terrorism	11 October 2022	22 November 2022	✓	Complete	>
Educational Qualification/s (Tertiary)	11 October 2022	11 October 2022		In Progress	>

You can then drill down on each component in the **Order**. The drill down view shows the progress of each check – see **Figure 4.2** below.

IN PROGRESS status means the check has been commenced.



AWAITING QA status means the check result is being reviewed by the PBS Quality Assurance team.

COMPLETED status means the check has been completed.

Figure 4.2 – Drill Down View

SILVER PACKAGE					Print
Check	Requested	Updated	Outcomes	Status	Expand all
Anti Money Laundering & Global Terrorism	12 March 2020	25 August 2021	✓	Complete	^
Intro Notes	In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 a search is conducted of International Watch Lists that includes Politically Exposed Persons (PEP) Watchlist, Consolidated United Nations Security Council Sanctions List, Her Majesty's Treasury Consolidated List of Financial Sanctions, Consolidated List of Persons subject to EU Financial Sanctions, U.S. Treasury - Office of Foreign Assets Control Speciality Designated National List and Department of Foreign Affairs and Trade Watchlist.				
Report Notes	On 25 August 2021 a search was completed in the name of JOHN CITIZEN with no adverse findings.				
ASIC - Banned/Disqualified Person Check	12 March 2020	25 August 2021	✓	Complete	v
Credit/Bankruptcy Check	12 March 2020	25 August 2021	✓	Complete	v
Educational Qualification/s (Tertiary)	12 March 2020	25 August 2021	N/A	Awaiting QA	v
Employment History (10 Years)	12 March 2020	3 June 2020		In Progress	v

OUTCOMES

A **BELL**  or **TICK**  or **N/A** can be seen in the Outcome column of the order. Details of these outcomes can be viewed by drilling down on the relevant component.

A National Police Check outcome will show a **TICK** if there are no disclosable outcomes and a **BELL** if there is a disclosable outcome recorded in the applicant's name.

TICK outcome indicates that no discrepancies have been revealed – see **Figure 4.3** below.

Figure 4.3 – Tick Outcome

Anti Money Laundering & Global Terrorism	17 February 2020	17 February 2020	✓	Complete	^
Outcome	✓				
Intro Notes	In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 a search is conducted of International Watch Lists that includes Politically Exposed Persons (PEP) Watchlist, Consolidated United Nations Security Council Sanctions List, Her Majesty's Treasury Consolidated List of Financial Sanctions, Consolidated List of Persons subject to EU Financial Sanctions, U.S. Treasury - Office of Foreign Assets Control Speciality Designated National List and Department of Foreign Affairs and Trade Watchlist.				
Report Notes	On 17 February 2020 a search was completed in the name of JANE BROWN with no adverse findings.				

BELL outcome appears when any component of the check has identified an anomaly or requires further clarification from the applicant – see **Figure 4.4** below.

Figure 4.4 – Bell Outcome

Employment History (5 Years)	17 February 2020	17 February 2020		In Progress	
Intro Notes	Employment Verification Check will verify an individual's employment history directly with the employer's HR, payroll or a suitable person who has access to employment records.				
Employments					
Business Full Name	PRECISE				
Position Title	Client Support Officer				
Date Commenced					
Date Ended	Current				
Reason for Leaving	-				
Eligible for Rehire?	No				
Outcome					
Report Note	On 17 February 2020 Michael Johnson - General Manager from PRECISE verified the above as correct; confirming JANE BROWN is currently employed. Michael advised he would not re-hire JANE due to her lack of professionalism.				
Admin Note	Applicant has advised DO NOT CONTACT current employer at this stage. 17/02/2020 12:40 - Permission to contact Current Employer Granted AM				

N/A outcome appears when a component of the check is not applicable. Precise will include further information as to why the component is not applicable in the report notes. – see **Figure 4.5** below.

Figure 4.5 – N/A Outcome

Credit/Bankruptcy Check	17 February 2020	18 February 2020	N/A	Complete	
Outcome	N/A				
Intro Notes	A personal credit check enquiry returns data relating to the last 7 years of bankruptcy notices, 5 years of judgement data, 3 years summons data, 5 years of serious credit infringements and directorship information. The data is sourced from a credit information bureau and includes reference to the National Personal Insolvency Index (NPII).				
Report Notes	The applicant has not resided in Australia for a period of 6 months or greater within the last 10 years so an Australian Credit/Bankruptcy search is not required.				

Organisation Interim Notification (Optional Service)

The Organisation will receive email notification that an order has reached Interim Status. The email is shown below – see **Figure 4.6**. You can press, 'Click here to view Order' and view the Interim components results – see **Figure 4.7**.

Figure 4.6 – Organisation Interim Notification Email

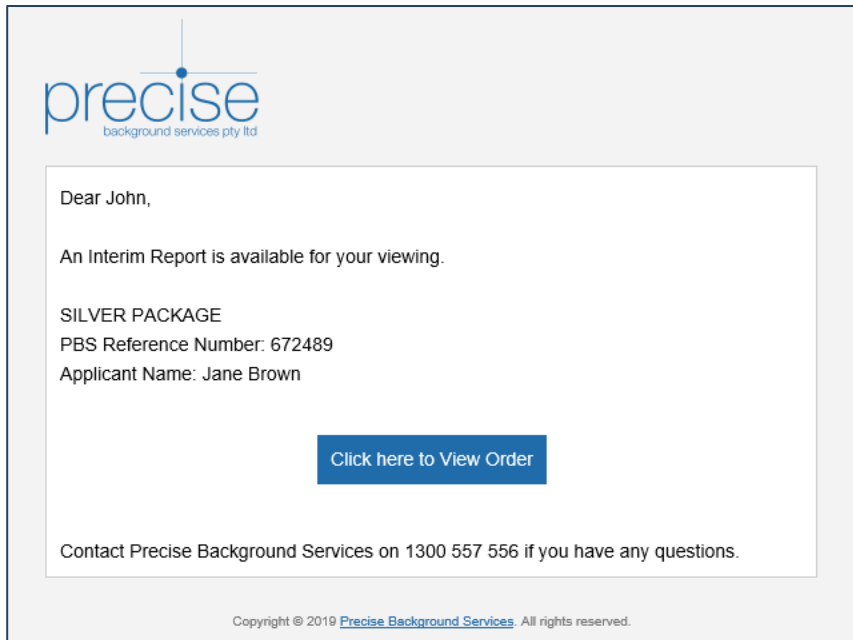


Figure 4.7 – Interim Component Results

SILVER PACKAGE					Print
Check	Requested	Updated	Outcomes	Status	Expand all
Anti Money Laundering & Global Terrorism	17 February 2020	17 February 2020	✓	Complete	▼
ASIC - Banned/Disqualified Person Check	17 February 2020	17 February 2020	✓	Complete	▲
Outcome	✓				
Intro Notes	<p>A Banned/Disqualified Person Register Check provides information about persons who have been disqualified from involvement in the management of a corporation, disqualified from auditing self-managed superannuation funds or banned from practicing in the financial services or credit industry.</p> <p>Information provided in this search is taken from the registers maintained by the Australian Securities & Investments Commission (ASIC); namely disqualified persons, banned securities representatives, banned futures representatives, Australian financial services banned/disqualified persons, credit banned/disqualified persons, and disqualified SMSF auditors.</p>				
Report Notes	<p>On 17 February 2020 a search of the Register was completed and revealed no matches recorded in the name of JANE BROWN.</p>				
Credit/Bankruptcy Check	17 February 2020	17 February 2020	✓	Complete	▼

Organisation Order Completion

The Organisation will receive email notification that an order has been completed. The email is shown below – see **Figure 4.8**. You can press, 'Click here to view the Report' and view the check result(s) and report.

Figure 4.8 – Organisation Order Completion Email



Dear John,

AML CHECK

A Final Report is available for your viewing.

PBS Reference Number: 672490

Applicant Name: Jane Brown

[Click here to view the Report](#)

Contact Precise Background Services on 1300 557 556 if you have any questions.

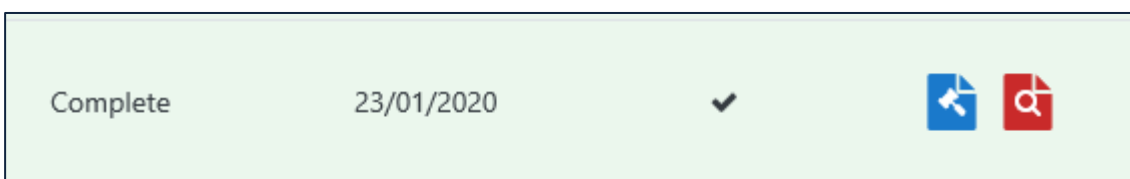
Copyright © 2019 [Precise Background Services](#). All rights reserved.

The Organisation user can login and view the order on the **DASHBOARD**. The user also has the option to download, print and save **REPORTS** from the **DASHBOARD**. To do this simply press the PDF icon in the **Report** column.

A **BLUE** PDF represents a completed National Police Check. See **Figure 4.9** below

A **RED** PDF represents a completed Background Check. See **Figure 4.9** below

Figure 4.9 – PDF Reports



All **ORDERS** that are complete include a PDF REPORT.

The Background Check **REPORT** usually ranges from 2 to 7 pages in length.

The first page of a **REPORT** is shown below – see **Figure 4.10**

Figure 4.10 – Reports

**PRECISE BACKGROUND SERVICES:
AML CHECK REPORT**



We are pleased to submit our report on the following applicant. As you will see, each section of the report is displayed in a user-friendly manner, clearly highlighting areas of concern or direct anomalies.

SEARCH RESULTS:

Applicant Name	JANE BROWN
Date of Birth	01/01/1980
Organisation	DEMONSTRATION INC
Requested By	JOHN SMITH
Reference Number	672490
Date Search Requested	17/02/2020
Date of Report	17/02/2020
Position Applicant is applying for	ADMINISTRATION OFFICER

SUMMARY OF CHECKS:

Listed below is a summary of checks carried out and the results obtained. Any component of the report that has identified an anomaly or requires further clarification from the applicant is highlighted with an **ALERT** ⚠️. When a **TICK** ✓ appears, this indicates that no discrepancies have been revealed.

SECTION 1

Anti Money Laundering & Global Terrorism



What reports are available?

The Organisation Portal offers a number of self-service reports. These reports include date filters to match client user needs. You can extract reporting information for all orders requested within a defined period or all orders completed within a period.

There are three (4) report types available – see **Figure 5.0** below

- Orders Report
- Performance Report
- Complete Report with Alerts
- Applicant Satisfaction Report

Figure 5.0 – Reports available

Orders Report

Performance Report

Orders Report

Filter By Date Requested

12/10/2023 to 19/10/2023

Filter By Date Completed

Filter by Order Status

Select fields in the report

No Orders to Export

The **Orders Report** shows details of all orders requested and completed within a defined period, including the option to filter by order status. You can select the fields in the report, which include some of the below: - see **Figure 5.1** below for an extract of the report

- Reference Number;
- Package Name;
- Applicant Name;
- Applicant Date of Birth;
- Applicant Email;
- Requested By;
- and many other fields.

Figure 5.1 – Extract of Report

Reference Number	Package Name	Applicant Surname	Applicant Date Of Birth	Applicant Email	Requested By	Business Unit	Job Position
084572	BACKGROUND PACKAGE	SMITH	18/02/1988	MJ@OUTLOOK.COM	Greg Hill	Adminstration	Manager
084614	BRONZE PACKAGE	NGUYEN	11/01/1986	SUPPORT@PHOTMAIL.COM	Mary Nguyen		Call Centre Operator
086239	GOLD PACKAGE	HILL	01/01/1976	ADMIN@TPG.COM.AU	John Sample	Sales	Customer Service

The **Performance Report** offers information about the time taken to complete reports. To run a report go to **Performance Report** (see **Figure 5.2** below) and select the **Date Completed**. The report will show all orders completed over a 12 month period preceding and including the **Date Completed**.

Figure 5.2 – Performance Report

Performance Report

Filter By Date Completed

13/02/2020

Export 1 Orders

The information contained in these reports includes similar details to the **Orders Report** plus the following performance metrics: - see **Figure 5.3** below for an extract of the report

- **Date Requested:** date order requested by Organisation user;
- **Date Search Commenced:** date PBS commenced search activity (status IN PROGRESS);
- **TAT BC In Progress:** business days between date order requested and applicant completed the online form;
- **Interim Report Date:** date interim report notification was issued, where applicable to Organisation user;
- **TAT Interim (Days):** business days between date search commenced and interim report issued;
- **Date Completion:** date order was completed and email notification issued to Org user; and
- **TAT BC (Days):** business days between date search commenced and date order completed.

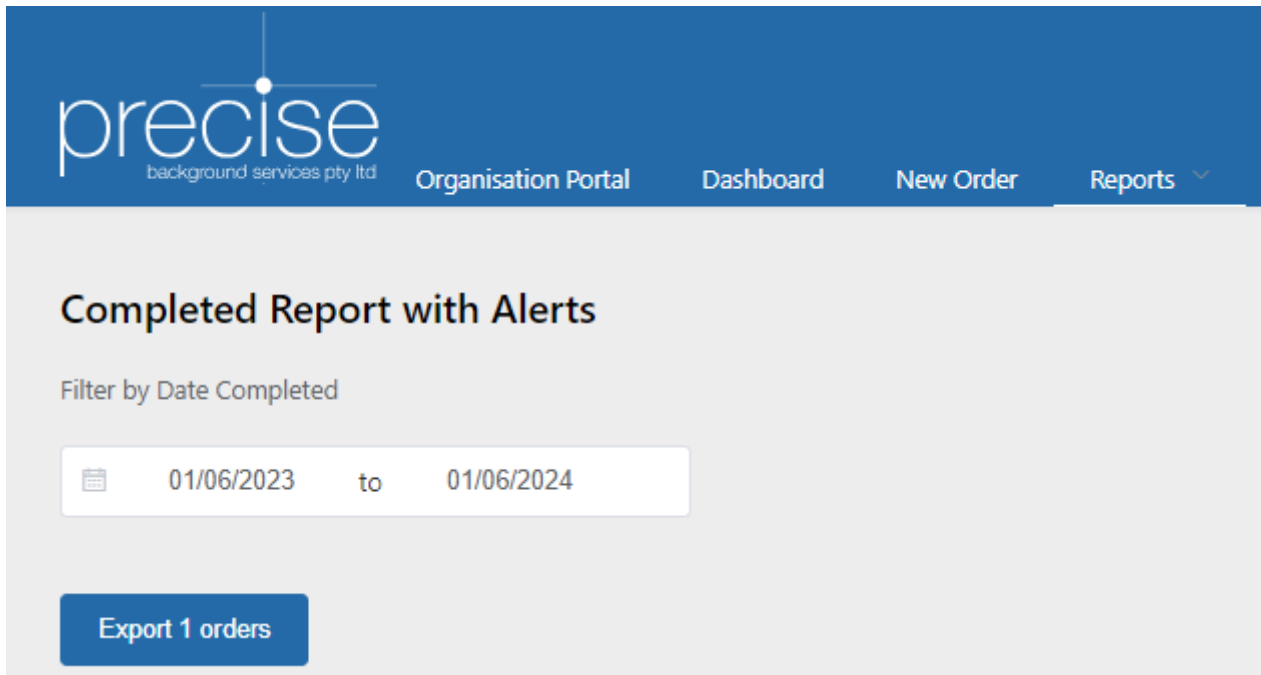
Figure 5.3 – Extract of Report

	A	B	C	D	E	F	G
1	DATE REQUESTED ▾	COMPANY NAME ▾	PBS REFERENCE ▾	CHECK GROUP NAME ▾	APPLICANT SURNAME ▾	APPLICANT GIVEN ▾	POSITION ▾
2	05/03/2019	Demonstration Inc	065536	BONZE BACKGROUND CHECK	Pantaleo	Brenda	Sales

H	I	J	K	L	M
DATE SEARCH COMMENCED ▾	TAT BC IN PROGRESS (DAYS) ▾	INTERIM REPORT DATE ▾	TAT INTERIM (DAYS) ▾	DATE COMPLETION ▾	TAT BC (DAYS) ▾
20/03/2019	3	21/03/2019	1	26/03/2019	6

The **Completed Report with Alerts** will provide details of alerts raised at a check level for a selected date range. To run a report go to **Completed Report with Alerts** (see **Figure 5.4** below) and select the **Date Completed**.

Figure 5.4 – Completed Report with Alerts



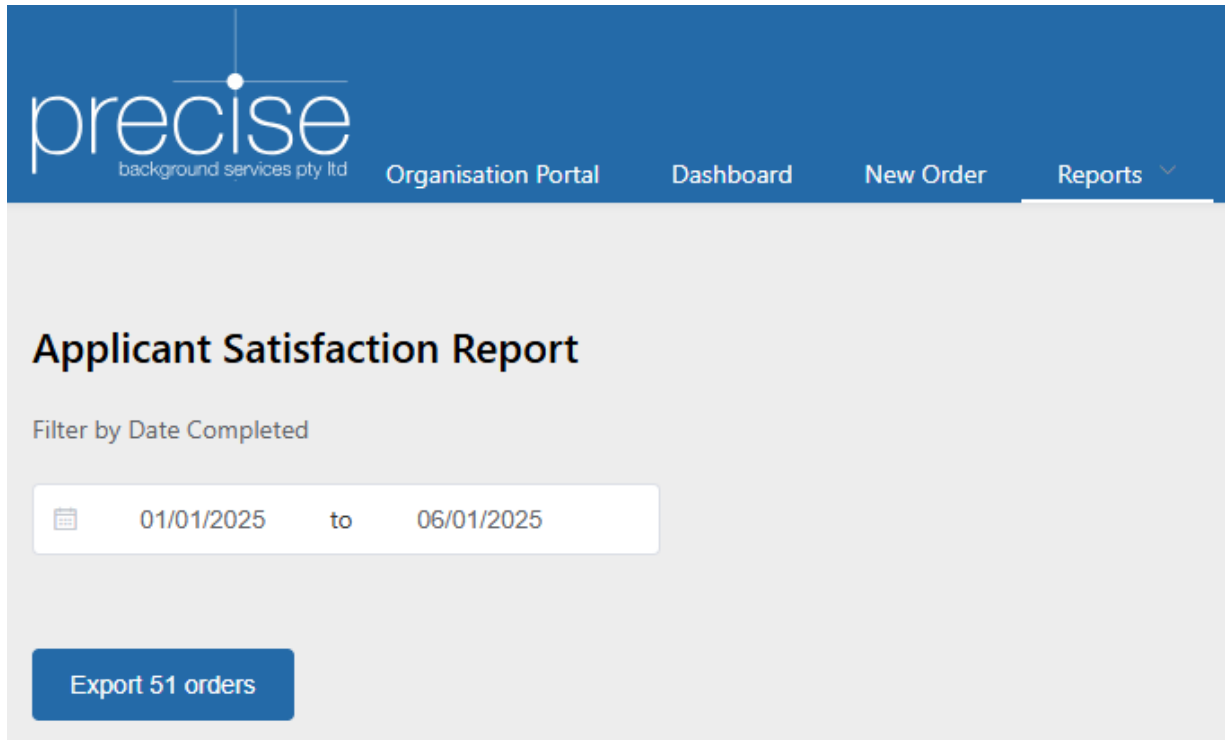
The information contained in these reports includes the following: - see **Figure 5.5** below for an extract of the report

- Date Requested;
- Organisation Name;
- Reference Number;
- Package Name;
- Applicant Name;
- Applicant Status;
- Completed on Date;
- Check Name; the Y represents an alert against the check type
- Check Report Notes. Details of the report note (alert) for that check type

Figure 5.5 – Extract of Report

Completed Report With Alerts for 19/06/2023 - 19/06/2024									
As at 19/06/2024 9:45 AM									
Date Requested on	Organisation Name	Reference Number	Package Name	Given Name	Surname	Applicant status	Completed on	Anti Money Laundering & Global Terrorism	Anti Money Laundering & Global Terrorism Notes
25/10/2023	Demonstration Inc	337158	DEMO PACKAGE	Jessica	Test	Complete	26/10/2023	Y	On 25 October 2023 a search confirmed a potential match in the name of JESSICA TEST on the Watch List: Politically Exposed Persons. Refer attached.

Figure 5.6 – Applicant Satisfaction Report



The information contained in these reports includes the following: - see **Figure 5.7** below for an extract of the report

- Reference Number;
- Organisation Name;
- Applicant Name;
- Applicant Status;
- Completed on Date;
- Rating; Applicant has an opportunity to rate their online experience. Ratings range from 1 to 5, 1 being low and 5 high.
- Comments. Further comments provide by applicant on their experience.

Figure 5.7 – Extract of Report

Applicant Satisfaction Report for orders completed between 01/01/2024 to 31/12/2024						
As at 30/01/2025 11:40 AM						
PBS Reference	Organisation	Full Name	Completed Date	Rating	Comments	
7213528	Demonstration Pty Ltd	John Citizen	16/10/2024	4	Easy to use	
7213529	Demonstration Pty Ltd	Jessica Test	7/11/2024	5		

Contact us!

Note: Authorised contacts of PBS Online are the only personnel permitted to discuss checks and matters regarding PBS Online.

PBS team – general enquires and technical support

You can contact us by:

- Emailing support@precisebackground.com ; or
- Phoning 1300 557 556 (*Australia only*) or +61 3 8402 3047 (*outside Australia*)

Hours of operation

Our business hours are Monday to Friday, 8.30am to 5pm (AEST), however PBS Online is available 24 hours, 7 days a week to request and monitor orders.

User Guide PBS Online – Applicant Portal

Contents

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Information before you commence the process	31
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How to complete online form	37
Completion of online form	43
Police Check Result	42

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](#)
 - one [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?

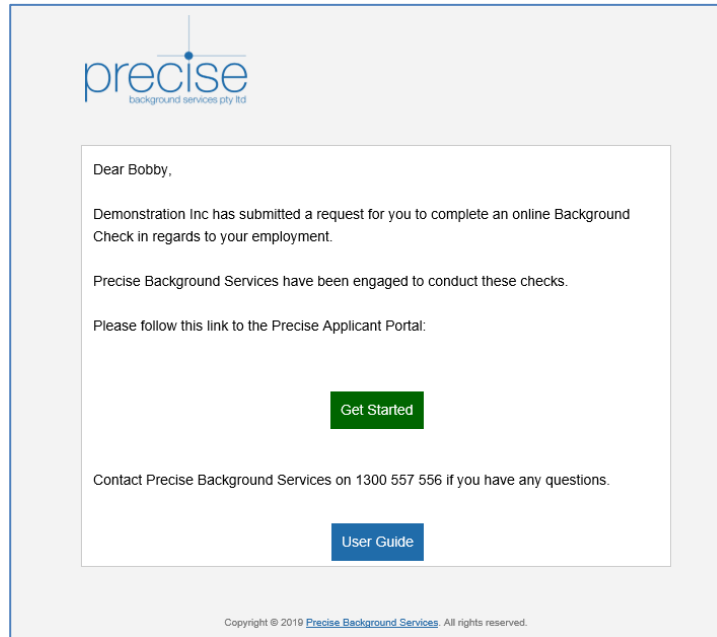
- Precise Background Services will review your information within 48 business hours and contact you via email if further information is required.

Where do I go to get help?

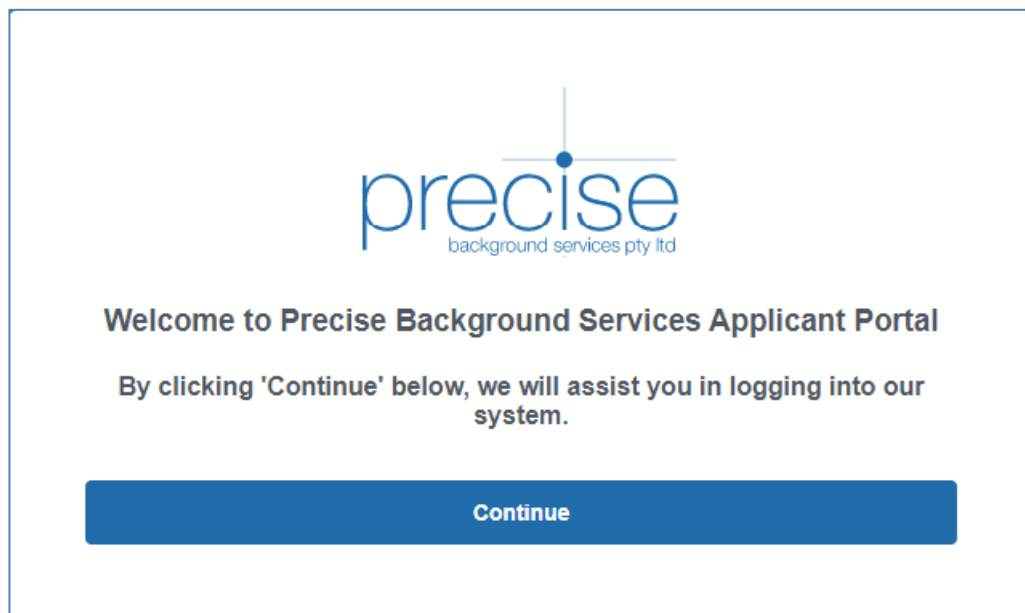
- Should you need assistance completing the online form or submitting documentation simply call **1300 557 556** and speak with a PBS consultant. Our consultants are available from 8.30am-5pm Monday to Friday Australian Eastern Standard Time (AEST). Alternatively, you can send an email to support@precisebackground.com

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**

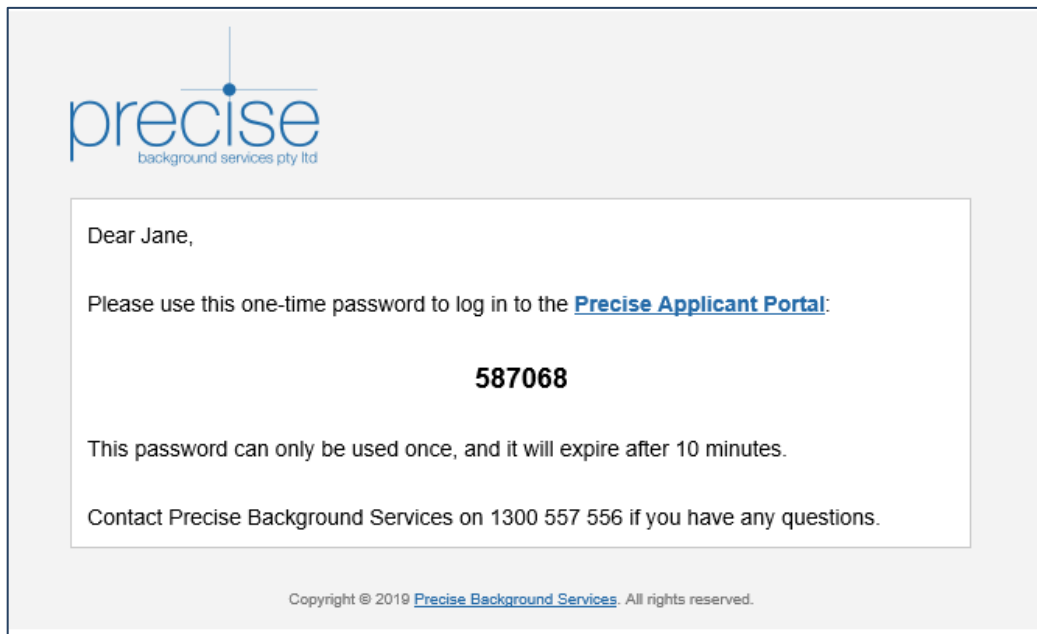


- Click **Continue**



- 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



Applicant Portal

 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!' section of the Precise Background Check form. The header includes the 'precise background services pty ltd' logo and a 'Logout' button. The page title is 'Background Check' with a reference number 'PBS Ref# 672491'. The main content area contains a 'Welcome!' message, a 'Dear Jane,' salutation, and instructions to complete sections accurately. A note states: 'Note: You cannot click SAVE & CONTINUE within a section until all mandatory fields have been completed. Leaving the section before clicking SAVE & CONTINUE will result in loss of data.' Another note says: 'Your session will time out after 60 minutes of inactivity.' Contact information for Precise is provided: '1300 557 556 or support@precisebackground.com'. 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' section of the Precise Background Check form. The header includes the 'precise background services pty ltd' logo and a 'Logout' button. The page title is 'Background Check' with a reference number 'PBS Ref# 672489'. The main content area contains the 'Address History' section with a 'Current Address' sub-section. It includes a 'Full Address' field with the value '2 High Street, Preston VIC' and a 'From Date' field with the value '01/01/2014'. A 'Save and Continue' button is visible 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)

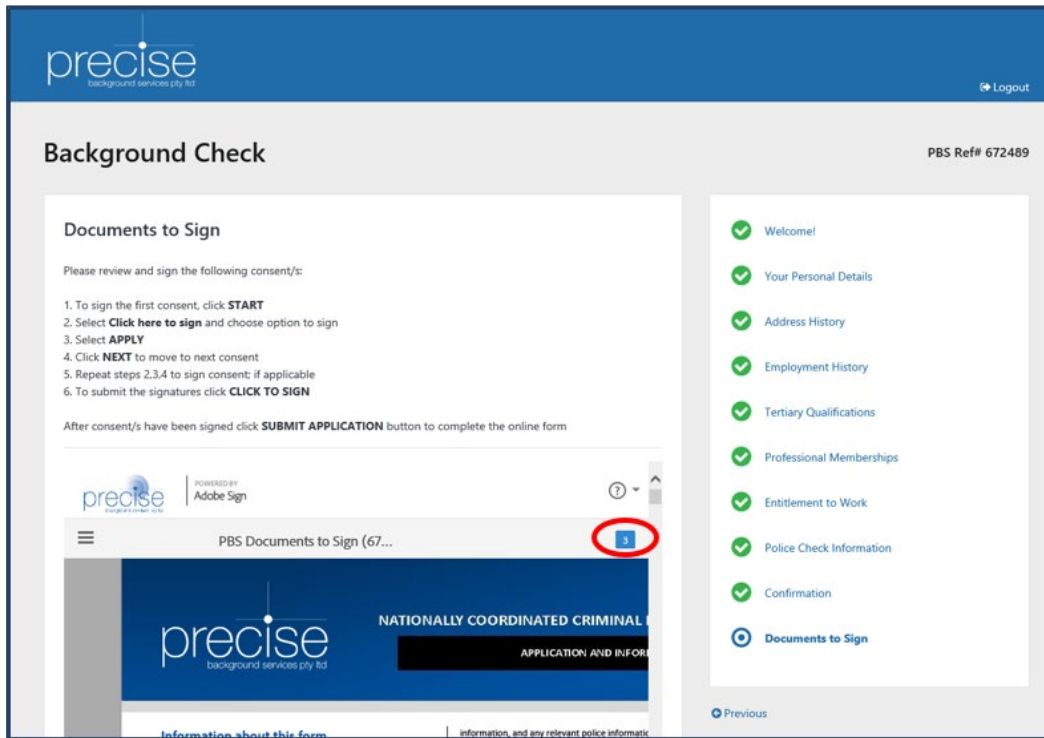


Australian Passport

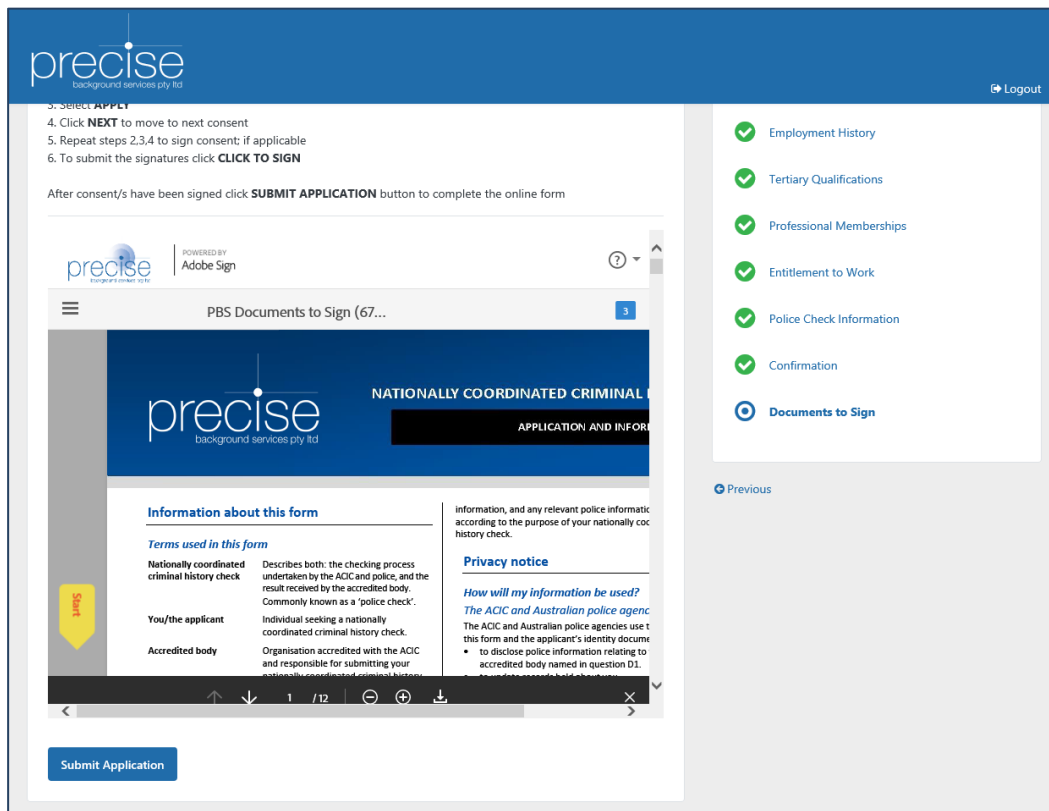
- In the **CONFIRMATION SECTION** expand each area to review the data you recorded. If any data is incorrect, return to the section, update data and press, **SAVE AND CONTINUE**. You can return to the **CONFIRMATION SECTION** to continue reviewing. If all data is correct, select **YES** for the *I agree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

A screenshot of the Precise Background Services 'Background Check' confirmation page. The page has a blue header with the 'precise background services pty ltd' logo and a 'Logout' link. The main heading is 'Background Check' with 'PBS Ref# 672489' on the right. The 'Confirmation' section is active, with a sub-heading 'Please review the information below and submit your Background Check application.' Below this is a list of sections to be reviewed, each with a green checkmark and a dropdown arrow: 'Your Personal Details', 'Address History', 'Employment History', 'Tertiary Qualifications', and 'Professional Memberships'. The 'Address History' section is expanded, showing a 'Full Address' field with '2 High Street, Preston VIC' and a 'From Date' field with '01/01/2014'. On the right side, there is a vertical progress list with green checkmarks for 'Welcome!', 'Your Personal Details', 'Address History', 'Employment History', 'Tertiary Qualifications', 'Professional Memberships', 'Entitlement to Work', 'Police Check Information', and 'Confirmation' (which is highlighted with a blue circle). Below this list are 'Previous' and 'Next' navigation buttons.

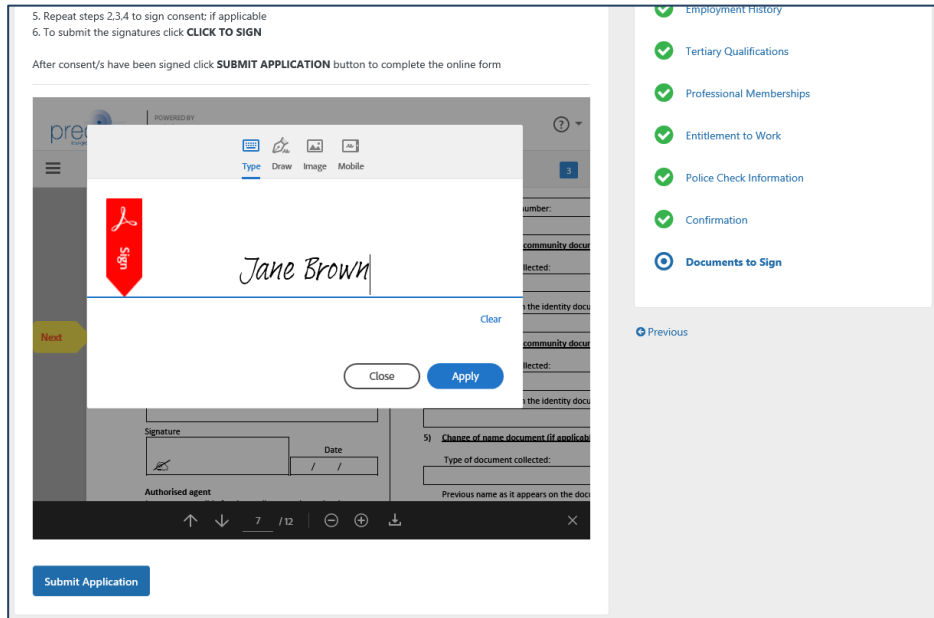
- The next step is to **Sign Documents/Consents**. The required consent/s documents show automatically and are ready for your signature via ADOBE sign. The number of consent documents to sign is shown in the top right corner of the first document.



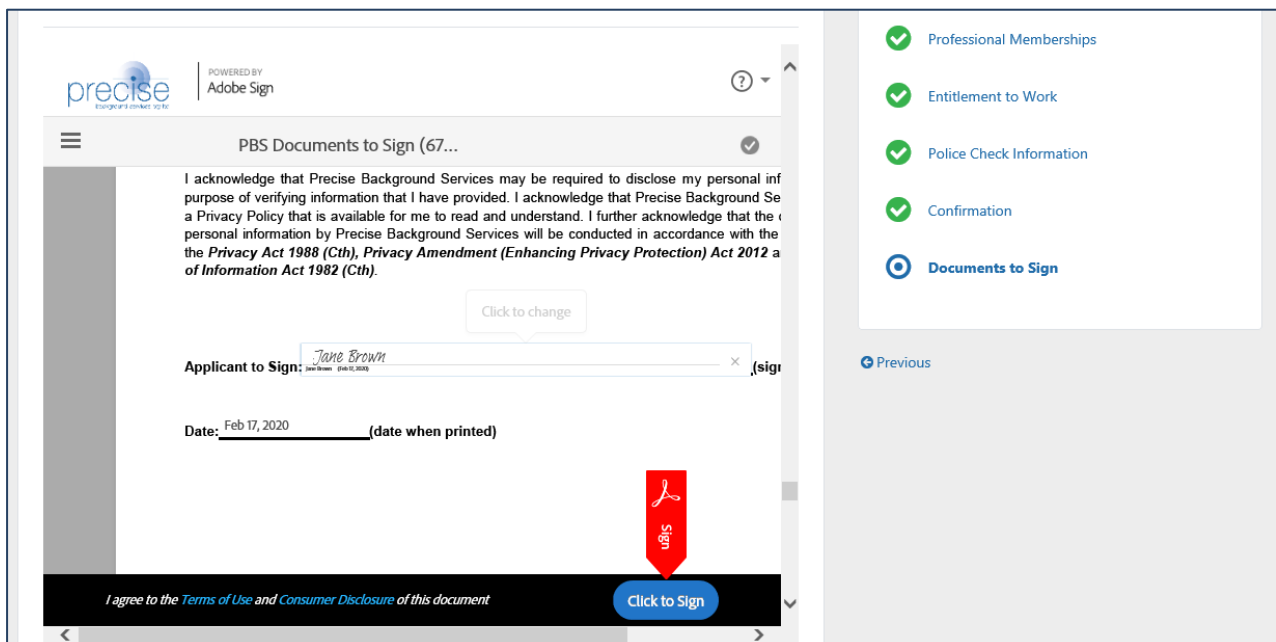
- To sign consent/s click the yellow **START** arrow in the bottom left side of page.



- 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.

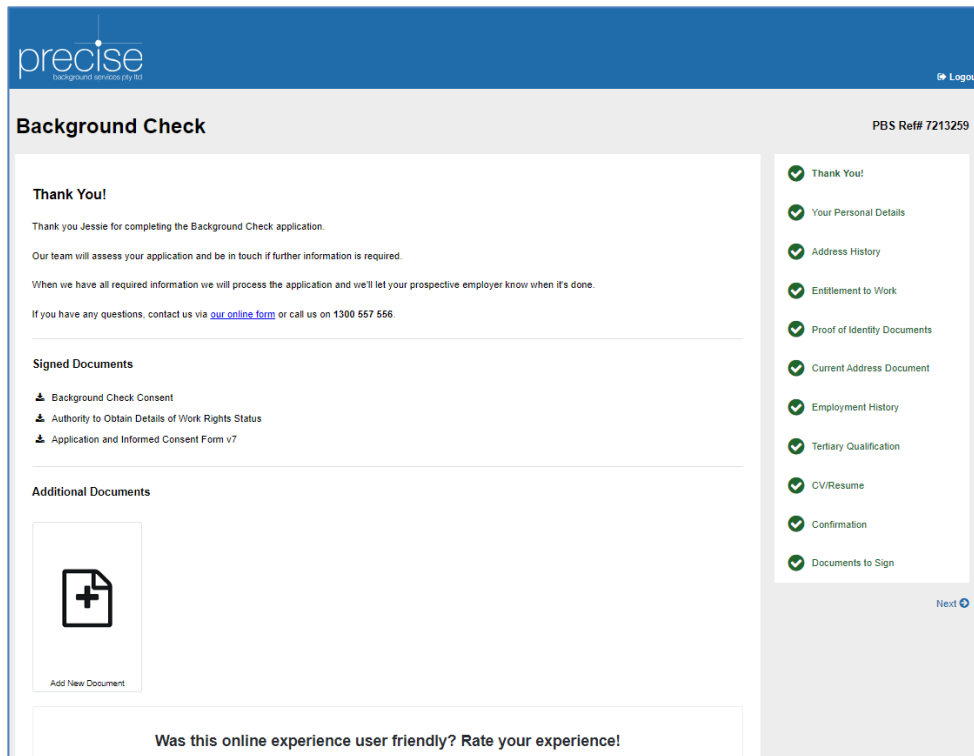


- When all consent document(s) are signed you need to **CLICK TO SIGN** to submit signatures at bottom of page.

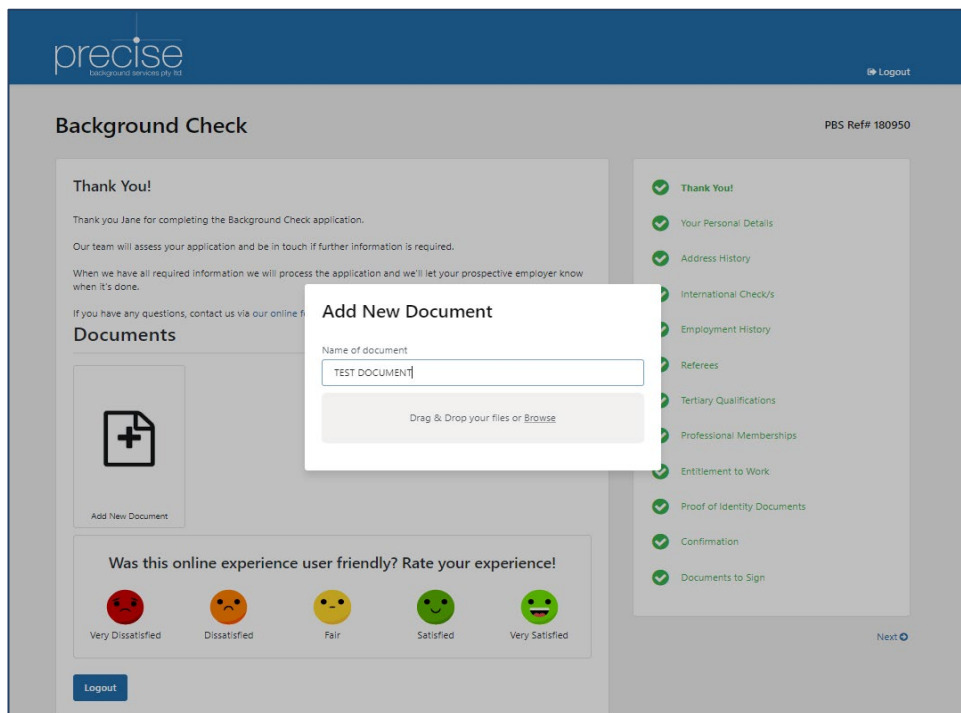


- Thank You!** – you are now finished; you can either **DOWNLOAD COPIES OF THE SIGNED DOCUMENTS, ADD NEW DOCUMENT/S, RATE YOUR EXPERIENCE** and provide **FEEDBACK** or **LOGOUT**.

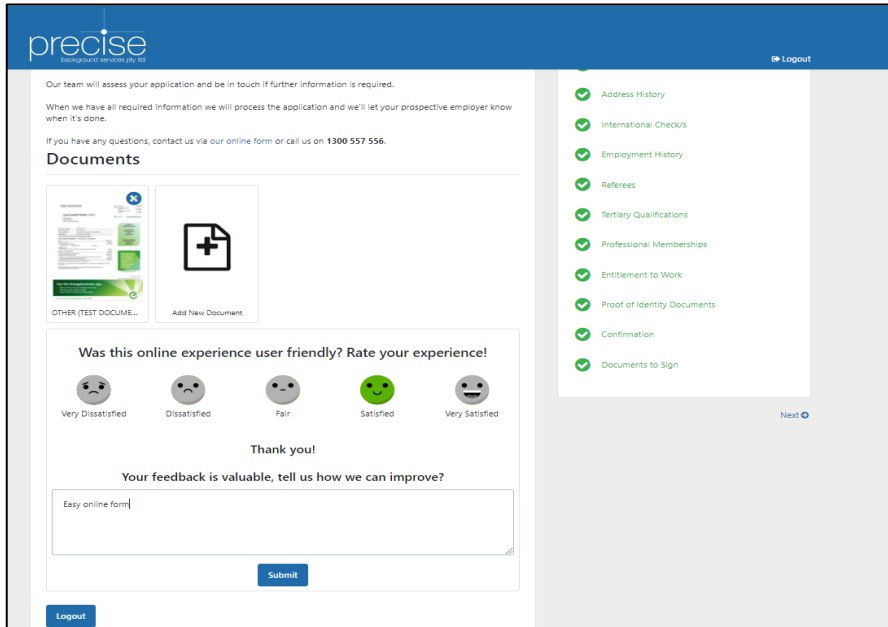
Download a Signed Document, simply click the download button to obtain a copy of the consent/s.



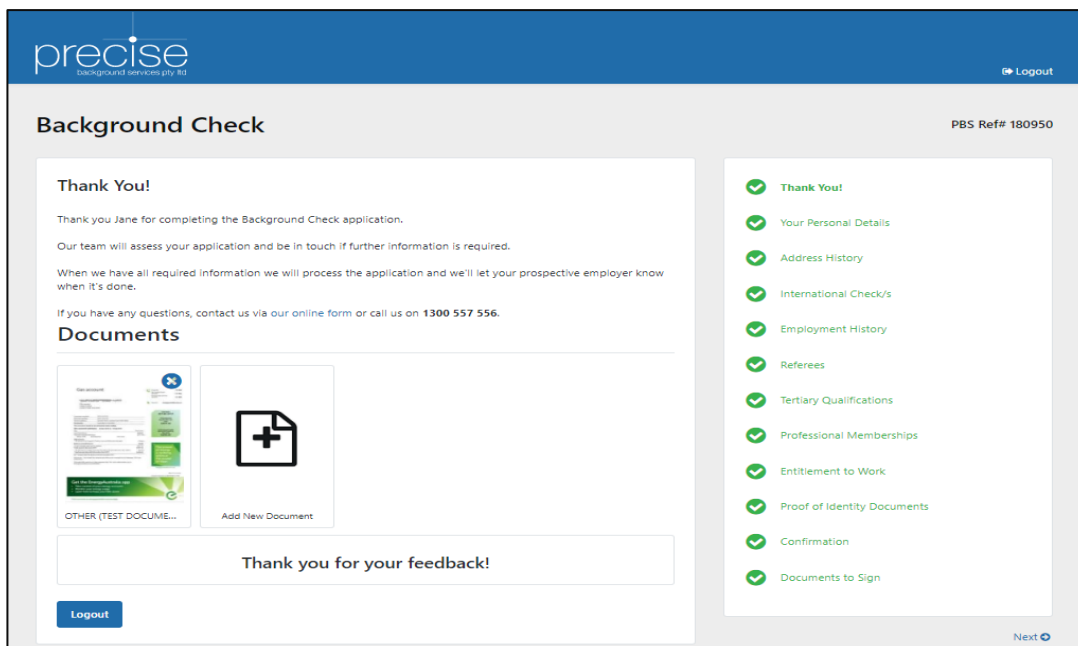
Add New Document, click ADD NEW DOCUMENT enter a document name, and upload the document.



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

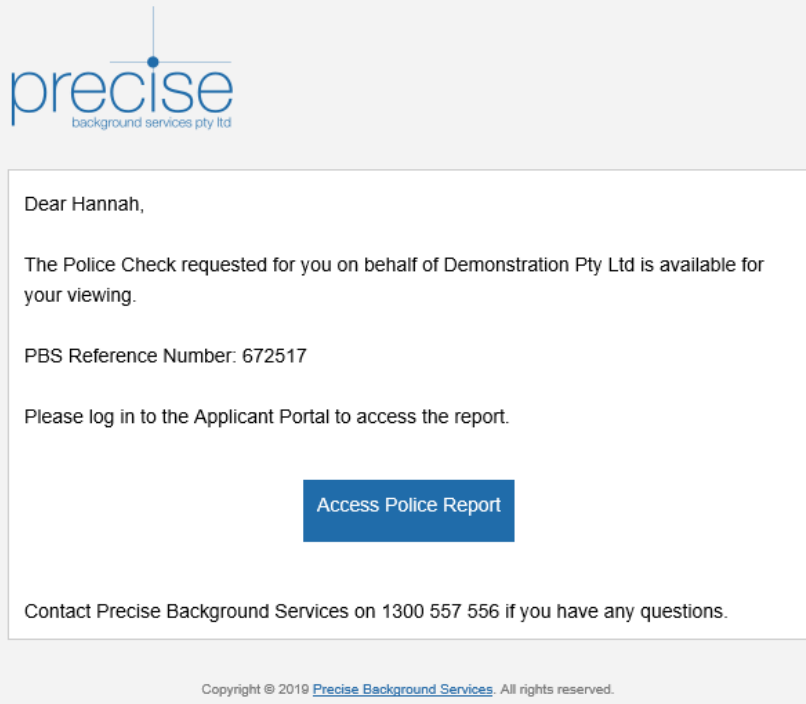


- **Completion of Online form** – you are now finished. Precise Background Services will review your online form within 48 business hours. If further information is required, we will contact you via email. Congratulations, you can now **LOGOUT**.

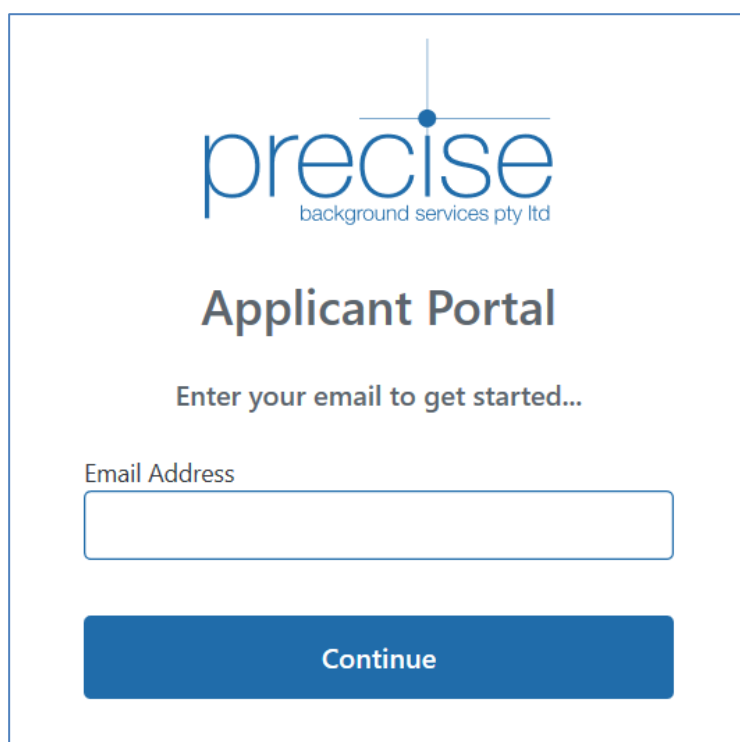


National Police Check Result

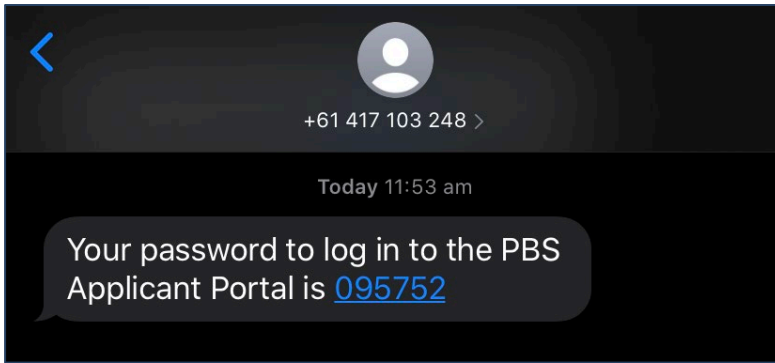
- **View my National Police Check result** – the result of the National Police Check is available for you to view and keep. The result of a National Police Check is usually available within 10 business days but can take a little longer. You will receive an email notification when the result is available.



- 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 form titled 'Applicant Portal'. At the top is the logo for 'precise background services pty ltd'. Below the logo is the title 'Applicant Portal'. A blue notification bar with a white information icon contains the text: 'We sent you a new password.' Below this is a message: '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.)'. There is a 'Password' input field with a toggle for visibility. 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 **testing**
In Progress 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