

User Guide

PBS Online - Applicant



Precise Background Services

Updated: July 2025, 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
1.8	14.7.2025	Update	S S-Smith

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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.

Nationally Coordinated Criminal History Check (NCCHC) Only:

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

Background Check (including NCCHC)

- 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://precisebackground.com)
- Your sessions will also time out after 60 minutes of inactivity.

Identity Documents Requirements?

- To compete the Nationally Coordinated Criminal History Check (NCCHC), 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?

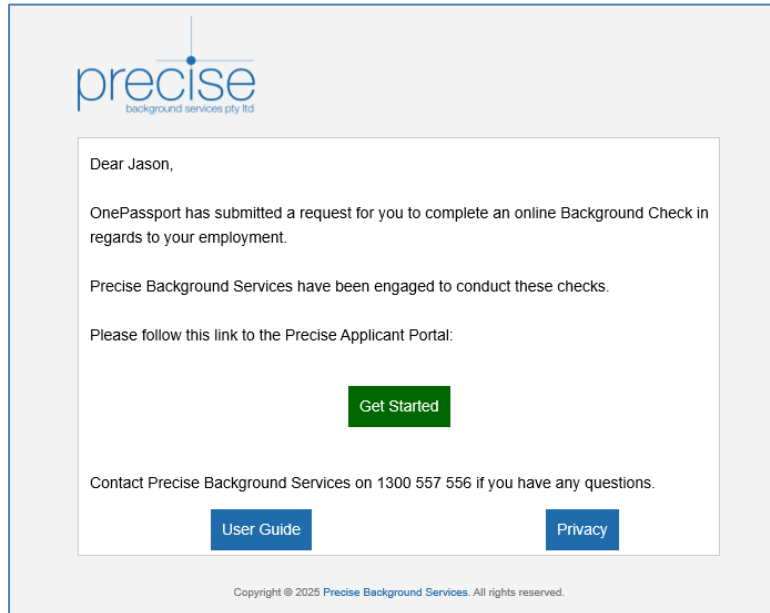
- Precise Background Services will review your information within 48 business hours and contact you via email if further information is required.

Where do I go to get help?

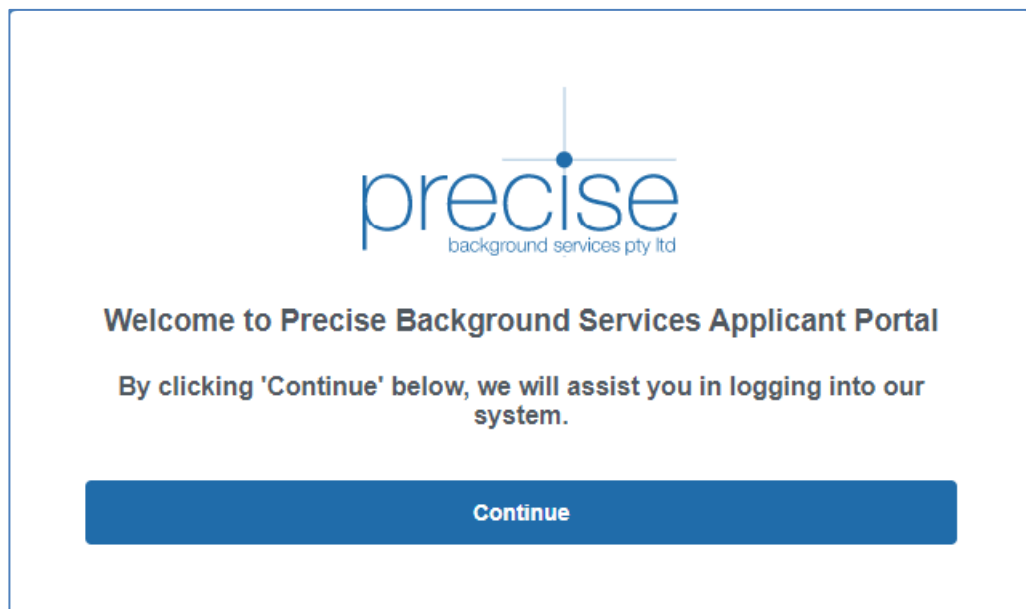
- Should you need assistance completing the online form or submitting documentation simply call **1300 557 556** and speak with a PBS consultant. Our consultants are available from 8.30am-5pm Monday to Friday Australian Eastern Standard Time (AEST). Alternatively, you can send an email to support@precisebackground.com

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**

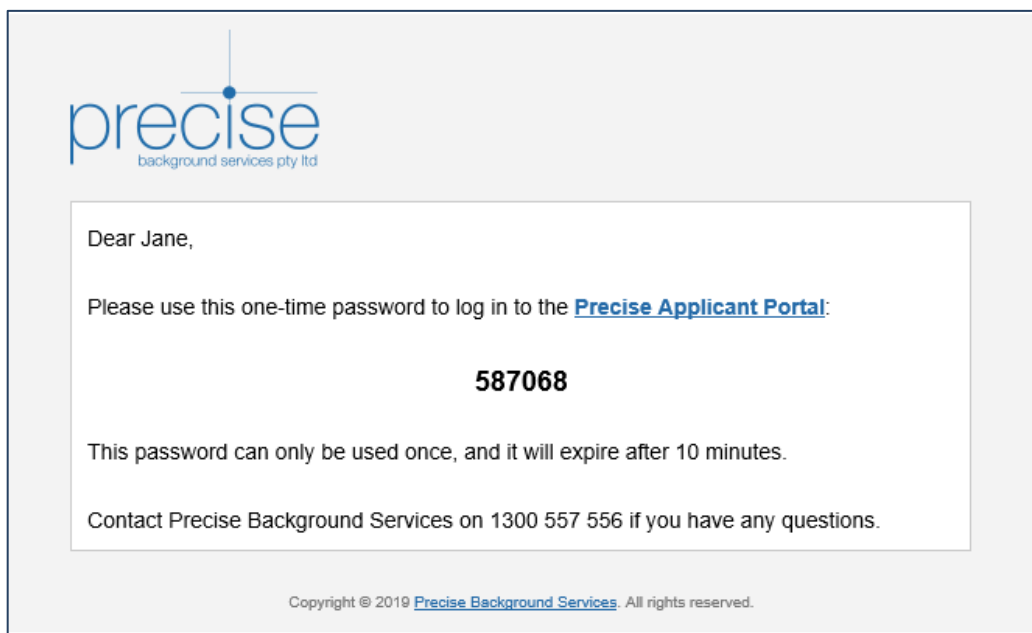


- Click **Continue**



- 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

The login screen for the Precise Applicant Portal. It features the company logo at the top. Below the logo is the title 'Applicant Portal'. A blue notification box with an information icon states 'Your password is still valid.' Below this, a message reads 'Please check your email and log in with the password we sent you.' There is a 'Password' label above a text input field containing six dots. A large blue 'Log In' button is positioned below the password field. At the bottom, there is a link that says '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 left panel 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 at the bottom. The right panel shows a progress list with 'Welcome!' checked and other sections like 'Your Personal Details', 'Address History', 'Employment History', 'Tertiary Qualifications', 'Professional Memberships', 'Entitlement to Work', 'Police Check Information', 'Confirmation', and 'Documents to Sign' as uncompleted items. 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 online form. The header is the same as the previous screen. The main heading is 'Background Check' with a reference number 'PBS Ref# 672489'. The left panel 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. The right panel shows the progress list with 'Welcome!' and 'Your Personal Details' checked, and 'Address History' selected. Other sections remain uncompleted. '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)

Austrian 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**.

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Logout

Background Check

PBS Ref# 672489

Confirmation

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

Your Personal Details

Address History

Full Address

2 High Street, Preston VIC

From Date

01/01/2014

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

- 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.

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Logout

Background Check

PBS Ref# 672489

Documents to Sign

Please review and sign the following consent/s:

- To sign the first consent, click **START**
- Select **Click here to sign** and choose option to sign
- Select **APPLY**
- Click **NEXT** to move to next consent
- Repeat steps 2,3,4 to sign consent; if applicable
- To submit the signatures click **CLICK TO SIGN**

After consent/s have been signed click **SUBMIT APPLICATION** button to complete the online form

POWERED BY Adobe Sign

PBS Documents to Sign (67...

START

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NATIONALLY COORDINATED CRIMINAL HISTORY CHECK

APPLICATION AND INFORMATION

Information about this form

information, and any relevant police information

Previous

- Welcome!
- Your Personal Details
- Address History
- Employment History
- Tertiary Qualifications
- Professional Memberships
- Entitlement to Work
- Police Check Information
- Confirmation
- Documents to Sign**

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

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Logout

Background Check

PBS Ref# 672489

Documents to Sign

Please review and sign the following consent/s:

- To sign the first consent, click **START**
- Select **Click here to sign** and choose option to sign
- Select **APPLY**
- Click **NEXT** to move to next consent
- Repeat steps 2,3,4 to sign consent; if applicable
- To submit the signatures click **CLICK TO SIGN**

After consent/s have been signed click **SUBMIT APPLICATION** button to complete the online form

POWERED BY Adobe Sign

PBS Documents to Sign (67...

START

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NATIONALLY COORDINATED CRIMINAL HISTORY CHECK

APPLICATION AND INFORMATION

Information about this form

Terms used in this form

Nationally coordinated criminal history check

Describes both: the checking process undertaken by the ACIC and police, and the result received by the accredited body. Commonly known as a 'police check'.

You/the applicant

Individual seeking a nationally coordinated criminal history check.

Accredited body

Organisation accredited with the ACIC and responsible for submitting your nationally coordinated criminal history check.

Privacy notice

How will my information be used?

The ACIC and Australian police agencies use this form and the applicant's identity documents to disclose police information relating to accredited body named in question D1.

Submit Application

Previous

- Employment History
- Tertiary Qualifications
- Professional Memberships
- Entitlement to Work
- Police Check Information
- Confirmation
- Documents to Sign**

- 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.

5. Repeat steps 2,3,4 to sign consent; if applicable
6. To submit the signatures click **CLICK TO SIGN**

After consent/s have been signed click **SUBMIT APPLICATION** button to complete the online form

The interface shows a document titled "Documents to Sign" with a list of items: Employment History, Tertiary Qualifications, Professional Memberships, Entitlement to Work, Police Check Information, Confirmation, and Documents to Sign (selected). A signature "Jane Brown" is being typed into a field. Below the signature field are buttons for "Close" and "Apply". At the bottom of the page is a "Submit Application" button.

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

The interface shows a document titled "PBS Documents to Sign (67...)" with a list of items: Professional Memberships, Entitlement to Work, Police Check Information, Confirmation, and Documents to Sign (selected). The document content includes a privacy policy acknowledgment and a signature field for "Jane Brown". Below the signature field is a date field set to "Feb 17, 2020". At the bottom of the page is a "Click to Sign" button. A red arrow points to the "Click to Sign" button.

- **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.

The screenshot shows the Precise Background Services Pty Ltd website. The header includes the company logo and a 'Logout' link. The main content area is titled 'Documents' and features a 'Was this online experience user friendly? Rate your experience!' section with five smiley face icons ranging from 'Very Dissatisfied' to 'Very Satisfied'. Below this is a 'Thank you!' message and a text box for feedback, with a 'Submit' button. To the right, a vertical list of document types is shown with green checkmarks: Address History, International Check/s, Employment History, Referees, Tertiary Qualifications, Professional Memberships, Entitlement to Work, Proof of Identity Documents, Confirmation, and Documents to Sign. A 'Next' button is at the bottom right of this list.

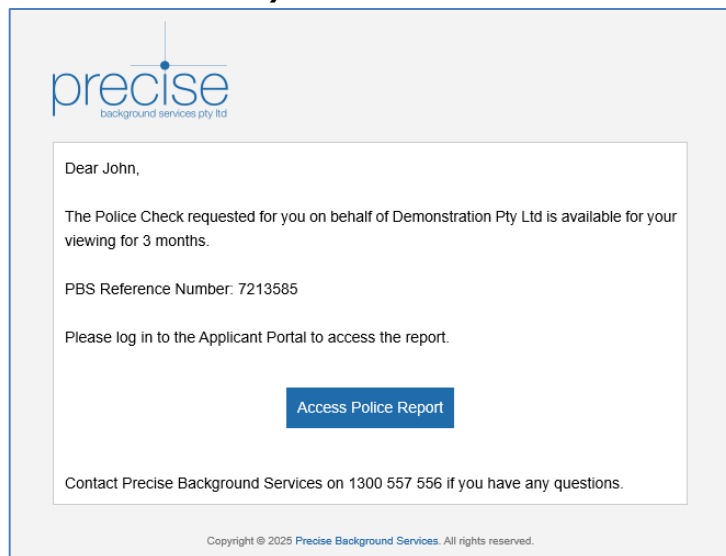
- **Completion of Online form** – you are now finished. Precise Background Services will review your online form within 48 business hours. If further information is required, we will contact you via email. Congratulations, you can now **LOGOUT**.

The screenshot shows the 'Background Check' completion screen on the Precise Background Services Pty Ltd website. The header includes the company logo and a 'Logout' link. The main content area is titled 'Background Check' and features a 'Thank You!' section with a message: 'Thank you Jane for completing the Background Check application. Our team will assess your application and be in touch if further information is required. When we have all required information we will process the application and we'll let your prospective employer know when it's done. If you have any questions, contact us via our online form or call us on 1300 557 556.' Below this is a 'Documents' section with a 'Thank you for your feedback!' message and a 'Logout' button. To the right, a vertical list of document types is shown with green checkmarks: Thank You!, Your Personal Details, Address History, International Check/s, Employment History, Referees, Tertiary Qualifications, Professional Memberships, Entitlement to Work, Proof of Identity Documents, Confirmation, and Documents to Sign. A 'Next' button is at the bottom right of this list.

Nationally Coordinated Criminal History Check Result NCCHC (previous known as Police Check)

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

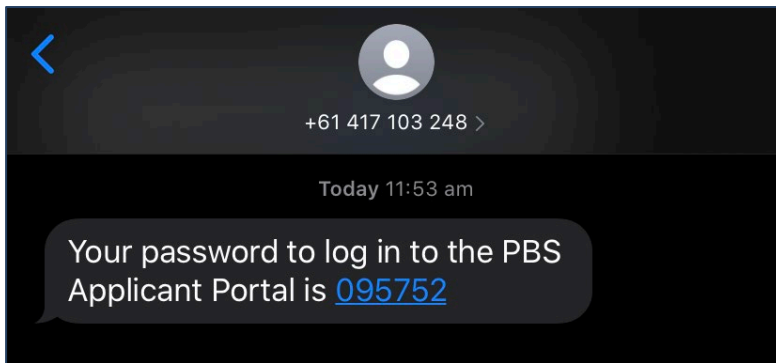
(No Disclosable Outcomes)



- 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**.

The Applicant Portal login screen. It features the Precise Background Services Pty Ltd logo at the top. Below the logo, the title 'Applicant Portal' is displayed in a large, bold font. Underneath the title, the instruction 'Enter your email to get started...' is shown. A text input field labeled 'Email Address' is provided for the user to enter their email. Below the input field is a large blue button with the text 'Continue' in white.

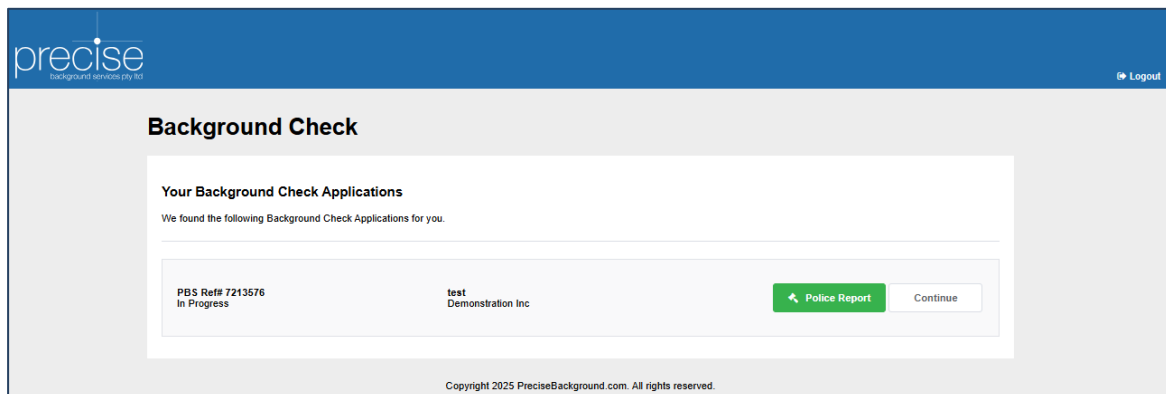
- After you enter your email address and press **Continue** you will be sent a password.



- Enter the password provided on the online form.

A screenshot of the 'precise background services pty ltd Applicant Portal' login page. It features a blue header with the company logo. Below the logo, there is a blue notification box that says 'We sent you a new password.' followed by instructions: '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 and a blue 'Log In' button at the bottom.

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




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

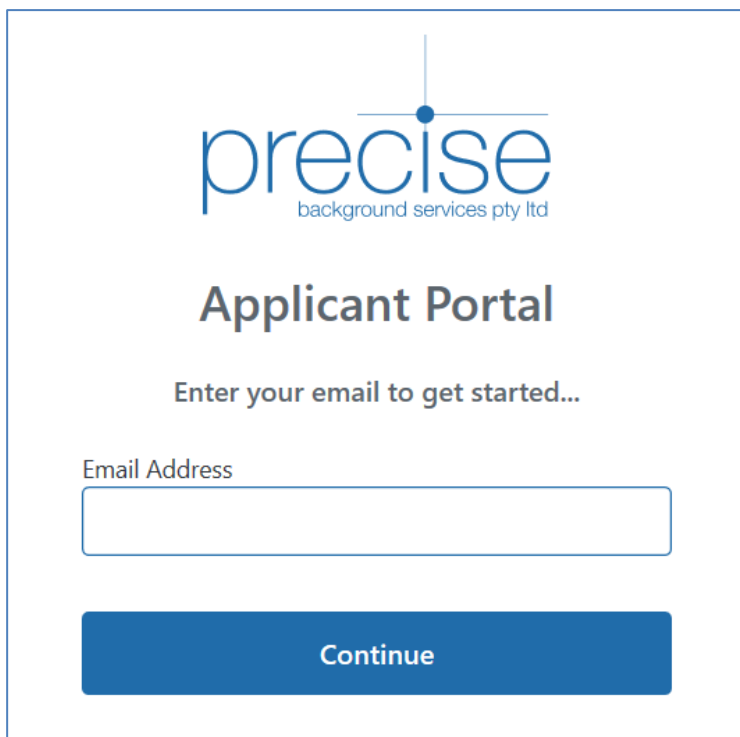
	PRECISE BACKGROUND SERVICES PTY LTD (ABN 70 107 896 998) PO Box 431 Eltham VIC 3095 Tel: 1300 557 556 Facsimile: 03 9431 5155 Email: support@precisebackground.com
Nationally Coordinated Criminal History Check Certificate	
KNIGHT, HANNAH MICHELLE	
PBS Ref #: PBS672517	
NSS001	Check Results Report
Report Run Date/Time: 20/02/2020 06:24:38 PM	
Sensitive: Personal	
IMPORTANT	
	

(Disclosable Outcomes)

Your Police Check Report is Ready – PBS Ref #7213563 - Disclosable Outcome Recorded


Dear Teddy,
The Police Check requested for you on behalf of National Australia Bank is available for your viewing.
PBS Reference Number: 7213563
Please review and action within 72 hours if you would like to dispute result.
Access Police Report
Contact Precise Background Services on 1300 557 556 if you have any questions.
<small>Copyright © 2025 Precise Background Services. All rights reserved.</small>

- 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**.

The screenshot shows the 'precise background services pty ltd' logo at the top. Below it is the title 'Applicant Portal' and the instruction 'Enter your email to get started...'. There is a text input field labeled 'Email Address' and a blue 'Continue' button below it.

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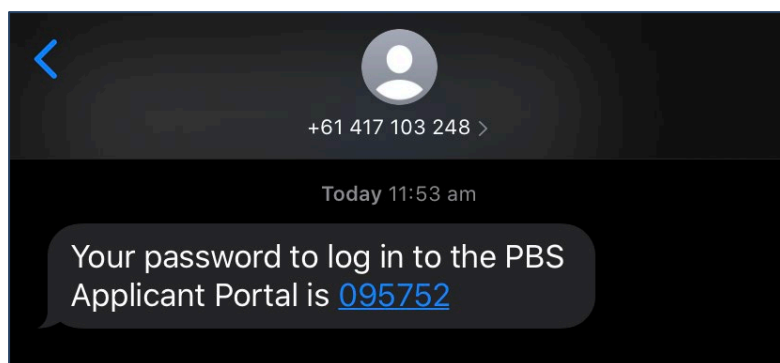
Applicant Portal

Enter your email to get started...

Email Address

Continue

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



- Enter the password provided on the online form.

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Applicant Portal

i We sent you a new password.

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.)

Password

Log In

- Once logged in, you will be directed to the page shown below. Select **View Report** and you will have the option to Dispute Result by selecting **Yes** or **No**. If no selection is made within 72 hours, the result will be automatically released.

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Background Check

Your Background Check Applications

We found the following Background Check Applications for you.

PBS Ref# 7213214 Complete	test Precise Background Services	View Report
------------------------------	-------------------------------------	-----------------------------

- Selecting **No** means you do not wish to dispute the result, and the result will be released. If no selection is made within 72 hours, the result will be automatically released.

Selecting **Yes** will prompt you to provide a reason for the dispute. You must include a valid reason (e.g., some or all of the outcomes do not belong to me, the result should not have been released under the Spent Convictions Scheme, etc.).

Precise Background Services will then raise the dispute with ACIC/NPCS on your behalf and notify you of the outcome via email. ACIC/NPCS will investigate and either amend the result or confirm that it was released correctly.