



NCC Background Check Applicant Experience  
USER GUIDE

## National Crime Check



Welcome to the UniSA criminal history screening portal.

UniSA has partnered with National Crime Check to provide students a fast, easy and cost-effective way to obtain their criminal history check 100% online.

Most police checks are returned within 5-10 business days. Some Police Checks will be flagged for further review and may take longer.

This portal will take you through the step-by-step process to complete your application.

1. Fill in your personal details. **Please use a different email/password combination from your UniSA student account.**
2. Verify your details via email/SMS.
3. Pay online \$20.00 inc GST, we will email you a tax receipt invoice.
4. Fill in the additional information required including any other names you have ever been known by.
5. Upload your proof of identity online (4 pieces of ID are required for all online applications) Example: **1. Commencement ID - Passport or Birth Certificate or Citizenship Certificate 2. Primary ID - Driver's License or Government Issued Proof of Age Photo ID or current Working with Children card 3. and 4. Secondary Use ID (2 pieces) Student ID card and Bank Card or Medicare card, there are many more choices including Utility Bill and Private Health Card (please see our FAQ's Proof of Identity for more ID choices).**  
**Applicants that have an overseas passport LOAD UNDER Australian and change the country code, when system asks you, enter your passport number and your visa will be loaded automatically.**
6. Electronically sign your application.
7. **Once you have received your completed Check, please upload this to InPlace. You will not be deemed compliant until the Check has been verified in InPlace.**

Need help with your police check? Contact National Crime Check via email, please ensure you give your full name and date of birth along with your enquiry [support@nationalcrimecheck.com.au](mailto:support@nationalcrimecheck.com.au).

Thank you.

[BEGIN NOW](#)

## Step 1: Get Started



Please insert your full name here

**Your legal name**

First name \*  Middle name  Last name \*

[Only have a single name](#) ?

**Contact details**

Email \*  Mobile (optional)

Please use your UniSA email address

**Check type**

Will you have access to children and/or vulnerable people?  
 Unsupervised access

Check type \*

**i**

Work Experience checks may only be requested if the applicant will:

- be a student undertaking a compulsory vocational placement as a requirement of an Australian-based academic institution or training course.

Position/Job Title  
 **NOTE:** This field has been setup by your organization — you do not need to do anything. ✓

Proposed place of work  
 **NOTE:** This field has been setup by your organization — you do not need to do anything. ✓

**Privacy and terms**

I agree for National Crime Check collect my personal information in accordance with their [privacy policy](#)

I acknowledge and agree to the National Crime Check [terms and conditions](#)

Please read the Privacy Policy and Terms and Conditions by clicking on the links above. Then mark the checkboxes and click Save & Continue

As part of running a check we need to confirm that your contact details are correct. This way we can ensure results are dispatched correctly and also so we can contact you if we need more information later on in the check.

Below is a screenshot of Step 2; upon reaching this page, an email is automatically sent to the address you provided in Step 1.

NCC NATIONAL CRIME CHECK

## Step 2: Confirmation

1 Get Started 2 Verification 3 Details 4 InstalD+ 5 Result

We've sent you a confirmation code

### Confirm your email

We have sent you an email with your confirmation code.

Enter your confirmation code:

CONFIRM EMAIL

Your email address:

[Change contact details](#)  
[Resend verification email](#)

If you have not received an email to confirm your details please double check the email is correct. This is shown underneath the confirm email button; you can also change the contact details there.

If the email address is correct and you still have not received the confirmation email, please check your **Junk** and **Spam folders**, as some email companies will tend to divert our emails.

Below is a screenshot of the confirmation email. Please copy and paste your code into the box on the site and click confirm. Or you can click on the link under the code, which will open a new window to the next step.

 [Redacted]

### Confirm email address

Hello [Redacted]

Before you can continue with the police check process, you need to confirm your email address.

**Your confirmation code:**

[Redacted]

Enter this code to continue your police check process.

You can also confirm your email using this [confirmation link](#).

### Need assistance?

If you need assistance confirming your email, you can contact our support team by replying to this email.

Please provide **Check ID** [Redacted] when contacting support.

You will receive a unique check ID, which will be required to reopen check, and quoted if requiring support

### The police check process

-  Fill in the application form — done
-  Confirm your email address — see above

Step 3: Pay.

Students are required to pay for their own Background Check.

## Step 3: Pay

Your check id:



Your email has been confirmed

### Order Details

**Check type:**

Employment - Healthcare or  
Vulnerable Groups

**Base cost:**

\$20.00



### Right to Work in Australia

✓ RECOMMENDED

All companies and organisations have a legal requirement to verify that their employees are entitled to work in Australia.

Only \$4.28

- Include a *Right To Work In Australia* check
- No thanks

For the duration of their studies, students can choose to check the "No thanks" checkbox to avoid paying the additional payment.

### Dispatch

- Email only
- Email and regular mail -- only \$8.00 extra

### Summary

Name	Price
Individual check - base rate	\$20.00
Right to work check	
Email only delivery	\$0.00
Credit card processing fee (1.5%)	
<b>Payment Total</b>	<b>\$20.00</b>

CONTINUE >

# Step 3: Payment details

Your check id:



As an additional security measure, National Crime Check requires payment information as another verification source. This protects consumers from unauthorised or unsolicited lodgement of police checks.

## Summary

Name	Price
Individual check - base rate	\$20.00
Right to work check	
Credit card processing fee (1.5%)	
<b>Payment Total</b>	<b>\$20.00</b>
Includes GST amount: \$5.00 AUD	

[< CHANGE OPTIONS](#)

Fill out payment details and click Make Payment & continue. You will receive an Invoice Receipt sent through to your email.

## Credit Card Details

### Accepted cards



### Card number \*

### Expiry date \*

### Security code \*

Last 3 digits on the back of the card



**MAKE PAYMENT & CONTINUE**

Please check your details carefully

## Step 4: Your details

Your check id:



Your email has been confirmed

### Your legal name

First name \*

Middle name

e.g. Nathan

Last name \*

[I only have a single name](#)

### Date of birth & gender

Day \*

Month \*

Year \*

Gender \*

### Place of birth

Were you born in Australia?

Yes, I was born in Australia

No, I was born somewhere else

### Contact details

Email

Mobile

If you need these details changed, contact National Crime Check on 1800 080 095 and quote **Check ID**

SAVE & CONTINUE >

### Place of birth

Were you born in Australia?

Yes, I was born in Australia

No, I was born somewhere else

Suburb/Town \*

e.g. Melbourne

State \*

Select an option

## Step 4: Addresses

Your check id:



Details have been saved

### Residential Address

A current valid Australian residential address is mandatory for lodgement.

Street \*

e.g. 1 Something Street

Suburb/Town \*

e.g. Somethingtown

State \*

Select an option

Postcode \*

e.g. 5000

### How long have you lived at this address?

Don't include this month (Oct 2021)

Years \*

0

Months \*

0

### List your previous addresses for the last 5 years

[Remove this address](#)

Country \*

Australia

Previous Address \*

e.g. 1 Other Street

Suburb/Town \*

e.g. Othertown

State \*

Select an option

Postcode \*

e.g. 5000

### How long have you lived at this address?

Years \*

0

Months \*

0

[+ ADD ANOTHER PREVIOUS ADDRESS](#)

Total time: 0 Years, 0 Months

### Postal/Dispatch Address

If your postal or dispatch address is different from your residential address, enter it in below. Only Australia postal addresses are accepted.

Postal Address

e.g. 1 Something Street

Suburb/Town

e.g. Somethingtown

State

Select an option

Postcode

e.g. 5000

[SAVE & CONTINUE >](#)

Please input your current Australian address. This address must be an Australian address.

Do not use punctuation.

Example:

1/15 Leigh  
Street U1 15  
Leigh Street

We require at least 5 years worth of addresses.

For previous addresses to make up the five years. We can accept overseas addresses.

To add more spaces please click here

Please click save and continue to progress

Other names: Please note it is a legal requirement that you add all names you have been known by

## Step 4: Other names

Your check id:



Details have been saved

### Other Names

Are you or have you been known by any other names? You must list ALL aliases, maiden names, and previous names.

You must provide **all names** when entering other names

FOR EXAMPLE:

**Maiden:**    Mary Joan Roberts → Mary Joan Smith

*Do not only enter "Smith"*

**Alias:**    Theodore John Smith → Ted John Smith

*Do not only enter "Ted"*

If you have not been known by any other names, click here to continue

[I DON'T HAVE ANY OTHER NAMES](#)

[Remove this name](#)

Type \*

Select an option

This is a single name

First Name

e.g. Jane

Middle Name(s)

e.g. Pauline

Last Name

e.g. Smith

[+ ADD ANOTHER NAME](#)

[SAVE & CONTINUE >](#)

After entering all your details you will be given a summary screen. It is here that you will need to check over your details and ensure they are correct. You can edit the details in sections all except 'check type' and 'reason for the check'; if this needs changing, please call us on 1800 080 095 or email us at [support@nationalcrimecheck.com.au](mailto:support@nationalcrimecheck.com.au)

## Step 4: Additional Details Summary

Your check id:



Details have been saved

All of the sections of this process have been completed!

Please confirm your details below, and then click the 'Continue' button at the bottom to lodge your check

### Police Check

ENSURE THIS IS CORRECT

Errors in these details can delay the processing of your check, or can even cause your check to be rejected.

#### Check type

Employment - Healthcare or Vulnerable Groups

#### Reason for check

#### Place of work

To change these, call us on 1800 080 095 with your check id

### Your details

[Edit this section »](#)

#### Name

#### Email

#### Mobile

#### DOB

#### Place of birth

#### Gender

---

## Your Addresses

[Edit this section »](#)

### Residential

[Redacted]

### Previous Residential

*None Specified*

### Postal

*None Specified*

---

## Other names

[Edit this section »](#)

*none specified*

---

## Ready to move on?

If everything listed is correct, click the below button to move on to the next step.

SAVE & CONTINUE >

## MINIMUM IDENTITY STANDARD – QUICK REFERENCE GUIDE

### COMMENCEMENT DOCUMENT (ONE (1) IS REQUIRED)

- ▶ Australian Birth Certificate
- ▶ Australian Passport (must be current)
- ▶ Immicard
- ▶ Document of Identity issued by DFAT
- ▶ Evidence of Residence status (Immigration status)
- ▶ Certificate of Identity issued by DFAT to refugees and non-Australian citizens for entry to Australia

### PRIMARY USE IN COMMUNITY DOCUMENT (ONE (1) IS REQUIRED)

- ▶ Australian Drivers Licence
- ▶ Australian Marriage Certificate Issued by a state based Births Deaths and Marriage Department
- ▶ Overseas Passport (must be current)
- ▶ Proof of Age or Photo ID issued by AU Government (must be current)
- ▶ Shooters or Firearms Licence (Issued in Australia)
- ▶ Student ID Card (if Under 18)

### SECONDARY USE IN COMMUNITY DOCUMENT (TWO (2) OF THESE ARE REQUIRED)

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▶ Medicare Card</li> <li>▶ Enrolment with the Australian Electoral Commission</li> <li>▶ Document of Identity issued by DFAT</li> <li>▶ Foreign Government Issued Documents</li> <li>▶ Security Guard / Crowd Control Licence</li> <li>▶ Evidence of Right to an Australian Government Benefit</li> <li>▶ Consular Photo Identity Card</li> <li>▶ Police Officer Photo Identity Card</li> <li>▶ Credit Card / Debit Card</li> <li>▶ Australian Defence Force Photo ID Card</li> <li>▶ Council Rates Notice (showing name and current address)</li> <li>▶ Phone Bill (showing name and current address)</li> </ul> | <ul style="list-style-type: none"> <li>▶ Australian Government Photo ID Card</li> <li>▶ Trusted Referees Report</li> <li>▶ Aviation Security Identification Card</li> <li>▶ Bank Card</li> <li>▶ Maritime Security Identification Card</li> <li>▶ Credit Reference Check</li> <li>▶ Australian Tertiary Student Photo Identity Document</li> <li>▶ Australian secondary student photo identity document</li> <li>▶ Certified Academic Transcript from an Australian University</li> <li>▶ Convention Travel Document Secondary</li> <li>▶ Certificate of Identity issued by DFAT</li> <li>▶ Utility Bill (showing name and current address)</li> <li>▶ Private Health Insurance Card</li> </ul> |
|--|---|

If you provide identity documents using a former name, such as a maiden name, or previous name or changed name you must provide evidence of the name change in addition to the four identity documents.

*If one of your identity documents has your maiden name you will need to provide an official marriage certificate issued by a state Births, Deaths and Marriages Department.*

## Take photos using a smartphone

Enter your mobile number to send a link via sms

0400 000 000

SEND MOBILE LINK

OR

SCAN THIS QR CODE



The mobile option allows you to use your mobile camera to take real time photos of your ID and automatically upload them to the application.

## Continue on my computer

Upload photos or scanned images of my ID

Take photos or scan documents, and then upload the images

UPLOAD IMAGES

Take photos of my ID using my webcam

Hold images up to your webcam to take the photos

TAKE PHOTOS

The computer option allows you to upload previously stored images from your saved files.

The webcam option uses your computer's webcam to take photos of your ID.

The Mobile option for ID upload is one of the easier methods of providing ID. It uses the phone's camera to take photos in real-time and then progress to the next document. Please click the "Send Mobile Link" button to get started with this method. If the mobile number is not entered or is incorrect, please change this first.

After sending a Mobile phone link, your computer screen will look like the below image. If the Text message didn't go through, please enter your number and click send.

You shouldn't need the computer again for this process; feel free to close the site.

## Step 5: InstaD+ Mobile

Your check id: 4706749

- 1 Get Started
- 2 Verification
- 3 Details
- 4 InstaD+
- 5 Result

We've sent you an SMS. Follow the instructions to continue

### InstaD+ Mobile

To complete the identification process, you need to provide the required amount of documentation for each group below.

- ✗ Face photo
- ✗ Commencement (0 / 1)
- ✗ Primary (0 / 1)
- ✗ Secondary (0 / 2)
- ✗ eSignature

You can safely close this browser window

#### Using a mobile phone

1. Open the link in the SMS that we just sent you
2. From your mobile web browser, select an ID and follow the instructions
3. Continue until everything has been provided

#### Re-Send Mobile link

Enter your mobile number to re-send the Mobile link via SMS.

0400 000 000

CHANGE INSTAID+ METHOD      SEND MOBILE LINK >

Upon receiving the Text message to your phone, please open the link into Google Chrome as this is the most stable browser to run our software in and should simplify the image capturing process. Click "**Take Photos**" to continue

Sometimes errors can occur in the image-taking process; here is a list of phones and steps to make it work.

**Samsung:** Settings > Apps > Internet (Samsung Internet/Google Chrome) > Permissions > Camera [ON]

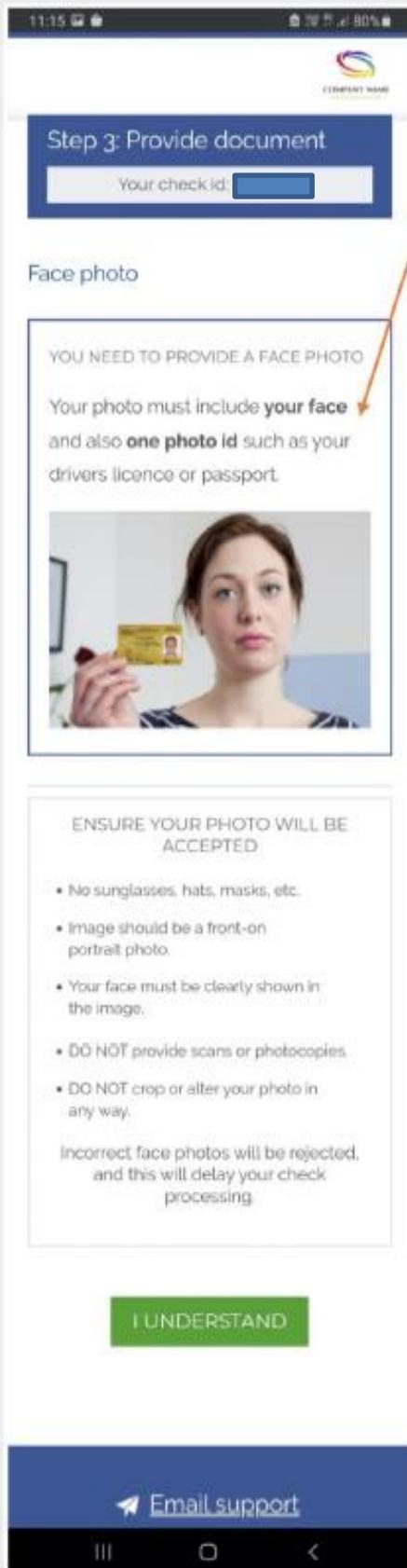
**iPhone:** Settings > Safari/Google Chrome > Camera [ON]

**Oppo:** Settings > Security > App Permissions > Select Internet browser (Chrome) > Camera [ON] **or** Settings > App management > as above

**Xiaomi:** Settings > System Apps > Chrome/MI Internet (ask for their phones default internet) > App Permission > Camera [ON]

**Nokia:** Settings > App and Notification > Chrome > Permissions > Camera [ON]

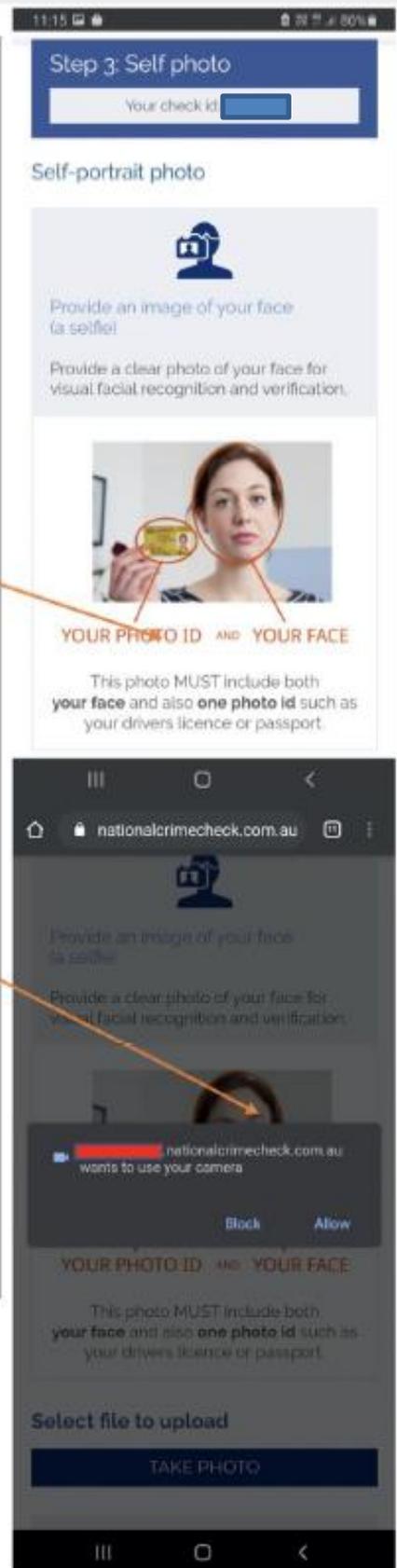
**Huawei:** Settings > App and Notification > Chrome (ask for default internet browser) > Permissions > Camera [ON]



The first photo we require from you is a Face photo or a Selfie. Please ensure you follow the instructions as seen on your screen and one you understand please click the "I Understand" button

Once you have clicked "I Understand" you will open to the next screen asking you to take a photo. By clicking "Take Photo" the site will automatically open your Phones Camera. Please ensure the photo contains your face and a Photo ID (either a Drivers licence or Passport).

Google Chrome may ask for your permission for the site to open the camera. Please click on "Allow". This will allow the camera to be used. Other browsers may do the same or you may have to adjust your phones settings.



After providing the Selfie Image or Face Photo, you will be asked to provide a series of IDs. The system will cycle through a range of IDs; you will be asked if you can provide the document; if you cannot, it will move to the next piece of id until you find an ID you can provide.

Primary: 0 of 1

Passport

- Your passport must be from Australia
- Your passport must not be expired or damaged
- You must have your passport with you at the moment






If you have a passport but do not have it with you, choose *No*

Do you have a passport with you at the moment?

NO

YES

Primary: 0 of 1

Drivers Licence

- Your licence must be from Australia
- Must be a card with a photo - temporary licences are not accepted
- Your licence must not be expired or damaged
- You must have your licence with you at the moment






If you have a drivers licence but do not have it with you, choose *No*

Do you have a drivers licence with you at the moment?

NO

YES

## Providing ID images

PLEASE FOLLOW THESE GUIDELINES TO AVOID YOUR ID BEING REJECTED.

- Images must be clear, legible, and the full document
- Images must contain your details
- They can be digital, certified, or black and white images



### For best results:

Take your photos directly from your device camera.

I UNDERSTAND

Upon selecting the ID you can provide you will move to a similar screen as the Face Image or Selfie.

Please read through the instructions and once you understand please click “I understand”



### Step 3: Provide document

Your check id:

### Drivers Licence

#### Country \*

Select the country of your drivers licence

Select an option

< CANCEL



support@instaid.plus  
1800 080 095

Copyright © 2021

Terms & Conditions | Privacy Policy  
Internet Security

For the first ID to be put forward, I have selected the Drivers Licence as the first ID must be a Photo ID.

The first thing it will ask you for is the Country of the document you are providing.

Please select the ID's Country of origin from the dropdown box.

10:21 4G LTE 91%

Select an option

Most often selected

Australia

New Zealand

India

Colombia

Nepal

All supported countries

Albania

Argentina

Australia

Austria



Upload a **clear photo** with **readable text** showing the front of your drivers licence.

Select file to upload

TAKE PHOTO

SELECT IMAGE



Upload a **clear photo** with **readable text** showing the back of your drivers licence.

Select file to upload

TAKE PHOTO

SELECT IMAGE

Like with the selfie image it will ask you to take a photo. However this time you will be given the option to either use the camera like before with the **"Take Photo"** button or you can upload an image from your gallery using the **"Select Image"** button.

Once the Front of the licence has finished uploading it will then ask you for a photo of the back image. Some states have address history on the back of a licence.

After both photos are complete you will be given the option to view both photos, please ensure they are clear and readable. If they are not clear please click **"Upload Again"**

Once you are happy with the outcome of the photos please click **"Save & Continue"**



UPLOAD AGAIN

SAVE & CONTINUE

Rotate your device into landscape mode to make signing easier

Use your finger or stylus to sign in the box

CLEAR

*I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer, official record holder, or other verification service via third party systems for the purpose of confirming my identity in accordance with the Privacy Policy*

SIGN LODGEMENT

Once all of the ID required has been uploaded you will reach the eSignature page. This is the last step of the process, please use your Finger or a Stylus to sign your signature in the white box. If you make an error or want to restart the signature, please click on "Clear".

Once you are happy with your Signature please click "Sign Lodgement"

11:43 85%

NCC NATIONAL CRIME CHECK

Step 6: Processing

Your check id

**You're all done** we now have everything we need to process your check.

Your check will now be processed



Our identity verification team will now validate your identification documents. If there are any issues then you'll be contacted via email.



Once your identity has been confirmed, your check will be sent to ACIC for processing.



Most checks are processed within 2 business days, but some checks are flagged for further review by ACIC — we'll contact

After finishing the Signature the next screen you will see is check completion. This means your check has been sent to National Crime Check for processing.

Once National Crime Check have finished processing the check you will either receive a Result email or a request for more ID. If the system asks for more ID either your ID image was unclear or you have uploaded a wrong image.