



Official

AusCheck External Release Notes

30 May 2025

v4.11.0

Summary

The latest upgrades to AusCheck systems introduce important improvements to help our systems perform better and support users. These upgrades will support programs to align with the Department of Home Affairs' priorities and enable us to better respond to future needs.

Applicants

Adding special characters in the 'Birth City' field in the Applicant Portal

Change Type: Enhancement

Affected Scheme(s): All

Affected User(s): Applicant Portal users

Business Problem: Currently in the Applicant Portal, if the field contains special characters, applicants are unable to proceed with their application when entering their birth city information. This causes delays and frustration for applicants.

User Benefit: The enhancement addresses this error by changing the 'Birth City' field to include letters, digits, spaces, hyphens, apostrophes, commas, curved brackets, and full stops. This will allow applicants to finalise their application without delays.

Applicant card pickup notifications - (cards lost in transit scenario)

Change Type: Enhancement

Affected Scheme(s): Aviation Security Identification Card (ASIC), Maritime Security Identification Card (MSIC)

Affected User(s): Applicants

Business Problem: Currently, applicants are not receiving an email to notify them when their card is ready for pickup. The rule that triggers this email only applies for newly issued cards.

User Benefit: Through this enhancement, all applicants will receive an automated email advising them that their card is ready for pickup, resulting in faster collection time and avoiding delays and disruption to schedules.

Employer

Viewing security cards in the Employer Portal

Change Type: Enhancement

Affected Scheme(s): Aviation Security Identification Card (ASIC), Maritime Security Identification Card (MSIC)

Affected User(s): Employers

Business Problem: Currently, employers can't easily see all cardholders and their card expiry dates. Searching or verifying cardholders one at a time is impractical and time consuming.

User Benefit: This enhancement will allow employers to easily access an accurate overview of all cards belonging to their organisation. Additionally, employers will have the ability to filter cards that are within 90 days of expiry, which will allow enough time for renewals.

Security Identification Card Portal - ASIC TEST Environment - Role: (EmployerAdmin) Max Jamieson - (STORMSAVE)

Security cards for your organisation

View a list of all issued security cards for your organisation.

Search

Security card number: Name on card: Type: Renewal status:

Fill-in any search criteria to find specific issued security cards or leave blank to find all issued security cards for your facility.

Clear Search

Results

Export all

Security card number	Name on card	Personnel number	Type	Security card expiry
A0000017433T5	Kennedy PERRY	EMP10067F989	Aviation - Red	31/01/2027
A0000017459N4	Rylee ARCHER	EMP10067F989	Aviation - Red	31/01/2027
A0000017418T0	Christian GARDINER	EMP10067F989	Aviation - Red	31/01/2027
A0000017454L2	Kennedy PERRY	EMP10067F989	Aviation - Red	31/01/2027
A0000017456V5	Chynna JEFFERS	EMP10067F989	Aviation - Red	31/01/2027
A0000017314T5	Kennedy PERRY	EMP10067F989	Aviation - Red	31/12/2026
A0000017314T5	Kennedy PERRY	EMP10067F989	Aviation - Red	31/12/2026
A0000016987C2	Chynna JEFFERS	EMP10067F989	Aviation - Red	31/10/2026

Minor Fixes

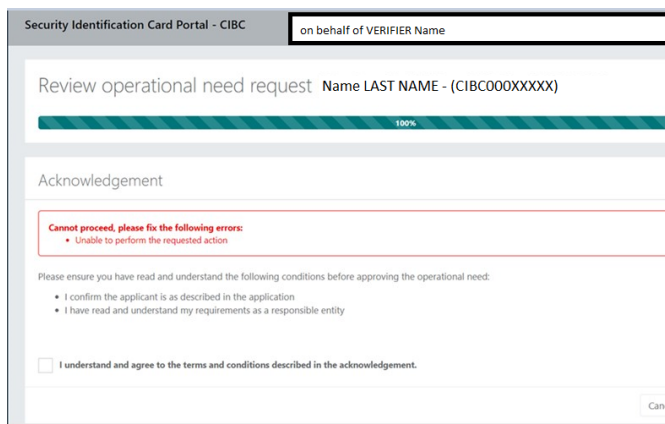
Confusing error message when the character field length is exceeded

Change Type: Enhancement

Affected Scheme(s): all

Affected User(s): Employer Portal users, AusCheck Issuing Body

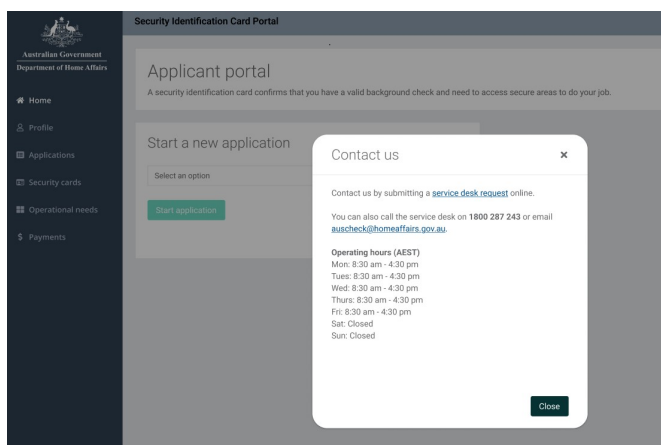
Business Problem: Current maximum field lengths for 'Operational Needs Facilities: Name' and 'Organisation Facilities: Name' fields in the Employer Portal allow a maximum of 100 characters each. When 100 characters is exceeded, the employer can't use the Security Identification Card Portal. The error message is confusing for users:



The screenshot shows the 'Security Identification Card Portal - CIBC' interface. At the top, it says 'on behalf of VERIFIER Name'. Below this, there's a section titled 'Review operational need request' with the text 'Name LAST NAME - (CIBC000XXXXX)'. A progress bar indicates '100%'. Under the 'Acknowledgement' section, a red box contains the error message: 'Cannot proceed, please fix the following errors: • Unable to perform the requested action'. Below this, there's a paragraph: 'Please ensure you have read and understand the following conditions before approving the operational need:' followed by two bullet points: '• I confirm the applicant is as described in the application' and '• I have read and understand my requirements as a responsible entity'. At the bottom, there's a checkbox labeled 'I understand and agree to the terms and conditions described in the acknowledgement.' and a 'Cancel' button.

Through this enhancement, the size of the 'Name' field on the Organisation Facility and Operational Needs entities will increase to 500 characters each. The error message when the user exceeds 500 characters will be changed to ask the user to contact AusCheck to rectify the issue on their behalf.

The system will also generate a pop-up screen with AusCheck's contact information, so users can respond.



The screenshot shows the 'Security Identification Card Portal - Applicant portal' interface. On the left, there's a sidebar with navigation links: Home, Profile, Applications, Security cards, Operational needs, and Payments. The main content area is titled 'Applicant portal' and includes a sub-header: 'A security identification card confirms that you have a valid background check and need to access secure areas to do your job.' Below this, there's a section titled 'Start a new application' with a 'Select an option' dropdown and a 'Start application' button. A 'Contact us' pop-up window is displayed over the main content. The pop-up has a title bar 'Contact us' with a close button. The text inside the pop-up says: 'Contact us by submitting a [service desk request](#) online. You can also call the service desk on 1800 287 243 or email auscheck@homeaffairs.gov.au. Operating hours (AEST): Mon: 8:30 am - 4:30 pm, Tues: 8:30 am - 4:30 pm, Wed: 8:30 am - 4:30 pm, Thurs: 8:30 am - 4:30 pm, Fri: 8:30 am - 4:30 pm, Sat: Closed, Sun: Closed. There is a 'Close' button at the bottom right of the pop-up.

User Benefit: Improved experience for users, avoiding delays.

Outage Window

AusCheck system maintenance is scheduled for 30 May 2025, between 19:00 to 23:59 (AEST).

Systems may be offline at times during this period.

The outage will affect:

- ASIC issuing bodies
- MSIC issuing bodies
- National Health Security (NHS) responsible entities
- Naval Shipbuilding and Sustainment Identity Cards (NSSIC) responsible entities
- Critical Infrastructure Background Checking (CIBC) responsible entities
- web portal users (applicants, employers, verifiers, facility operators and issuing bodies)
- web services users.