



Official

AusCheck External Release Notes

01 November 2024

v4.8.0

Applicants

ASIC and MSIC cardholders can continue using their faulty card until their replacement card is issued

Change Type: Enhancement

Business Problem: Applicants having minor faults with their security card were unable to request a replacement card without their existing card being immediately cancelled.

User Benefit: The system will now permit applicants to continue using their faulty card until the new replacement card has been issued.

NSSIC and CIBC applicants can add additional operational needs as long as they have an active CIBCO

Change Type: Enhancement

Business Problem: Original system design only permitted Naval Shipbuilding and Sustainment Identity Cards (NSSIC) and Critical Infrastructure Background Checking (CIBC) applicants to add additional operational needs if they had an existing active operational need.

User Benefit: The system will now permit additional operational needs regardless if there is an existing active operational need, which has particular benefit for Responsible Entities (REs) and Employers re-engaging applicants.

Other enhancements and fixes

- **Enhancement:** Applicant can now view a sample image for Immi Cards to assist data matching with the Document Verification Service (DVS).
- **Enhancement:** Additional help-text for field entry with Citizenship certificates.
- **Fixed:** Checkboxes and radio buttons unresponsive on mobile devices and irregular browser sizes.

Employer

New application status “Employer Action Needed – Issuing Body Requested”

Change Type: Enhancement

Business Problem: Currently if the AusCheck Issuing Body (AIB) requires the applicant to remediate issues with their application, the AIB can send the application back to the applicant to fix in the portal. If the applicant updates their operational need, this will then flow onto the Employer for action, however the application remains in “**Applicant Action Needed – Issuing Body Requested**” which is misleading.

User Benefit: In the above scenario, the application status will update to “*Employer Action Needed – Issuing Body Requested*”, offering greater transparency regarding which user the application is currently assigned to, as well as increased reporting capability for the Employer, RE, and the AIB.

Security card sample image will show when approving operational need

Change Type: Enhancement

Business Problem: When approving operational need, Aviation Security Identification Card (ASIC) Employers were forgetting to list two or more facilities for their “AusWide” applicants, which results in the applicant receiving an ASIC printed with a single location.

User Benefit: A sample image of the security card will now show based on the employer user’s selections during the approval of operational need.

Added ‘personnel number’ and ‘total days’ to the ‘manage operational need’ report on the Employer Portal

Change Type: Enhancement

Business Problem:

- Employers have requested to add the ‘personnel number’ captured during the application process to their ‘manage operational need’ report to assist with the management of applicants.
- ‘Total days’ was unexpectedly removed from the ‘manage operational need’ report.

User Benefit: Both fields have been added to the ‘manage operational need’ report to assist with management of applicants.

Verifier

New application status “Verifier Action Needed – Issuing Body Requested”

Change Type: Enhancement

Business Problem: Currently when the AIB requires the applicant to remediate issues with their application, the AIB can send the application back to the applicant to fix in the portal. If the applicant updates their identity documents, this will then flow onto the Verifier for action, however the application remains in “**Applicant Action Needed – Issuing Body Requested**” which is misleading.

User Benefit: In the above scenario, the application status will update to “*Verifier Action Needed – Issuing Body Requested*”, offering greater transparency regarding which user the application is currently assigned to, as well as increased reporting capability for the Employer, RE, and AIB.

Facility Operator (ASIC, MSIC)

Removal of the automated email disclosing the background check outcome to the facility operator

Change Type: Enhancement

Business Problem: Currently, the system will send an automated email informing the facility operator when one of their applicants are ineligible for a card. AusCheck Operational Advice have confirmed we do not have the legal means to do this without applicant consent.

User Benefit: To align with legal advice, the system has disabled sending the above email, and a backlog item has been added for a future enhancement to collect applicant consent before providing this to Facility Operators and Employers.

Background Checking Services (BCS) Enhancements

Update Signature block for end of day notifications to IBs

Change Type: AusCheck CRM enhancement for issuing bodies

Business Problem:

- Currently, the signature block varies across the various end of day email notifications which are sent to IBs.
- The Division name and AusCheck Service Desk phone number have changed and are not yet reflected.

User Benefit: This change will bring consistency across AusCheck email and letter notifications and assist in truly representing who we are.

BCS Minor Fixes

Address with incorrect unit number is not saved and not displayed in the manual entry

Change Type: AusCheck IB Portal bug fix

Business Problem: When an incorrect unit number is entered and an address is selected from the suggested address feature, the address components are not correctly saved to the underlying structured address. As a result, the address components are not correctly populated and users have to manually enter the full address.

User Benefit: The structured address will now be automatically populated and can be easily modified if required.

Address with false unit number error

Change Type: AusCheck IB Portal bug fix

Business Problem: The system and address validation tool may not always recognise a correct address, provided up to the unit number. It may return an address validation error, which prevents the submission of an application.

User Benefit: An address which is correct, but has been falsely rejected, can be entered to enable application lodgement to proceed. To ensure that a verified address is accepted, users can manually enter the address and add an exclamation mark at the end of the first line. This will reduce the severity of the address validation error to a warning and allow the address to be accepted by the system.

Note: This process should only be used by IBs once they have confirmed the applicant's address and are confident that the address is correct.

PO Box addresses fail address validation

Change Type: AusCheck IB Portal bug fix

Business Problem: Some PO Box addresses may not be recognised by the system. This results in an address validation error which prevents submission.

User Benefit: The address validation severity has been downgraded from an error to a warning. This will ensure that applications will no longer be blocked during submission.

Birth State field mandatory for overseas countries

Change Type: AusCheck IB Portal bug fix

Business Problem: The Birth State field is currently mandatory for overseas countries in the IB Portal. This is inconsistent with business rules for other input channels.

User Benefit: Business rules in the IB Portal have been updated, which ensures consistency across all input channels. The Birth State field is now optional for overseas countries.

Outage Window

AusCheck system maintenance is scheduled for 01 November 2024, between 19:00 to 23:59 (AEDT).

Systems may be offline at times during this period.

The outage will affect:

- Aviation Security Identification Card (ASIC) issuing bodies
- Maritime Security Identification Card (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