TrueID

VOI & VOA Software System

Verifier/Licensee
User Guide

November 2016

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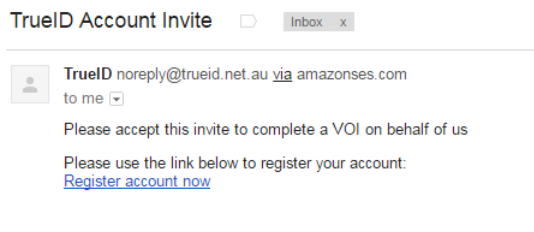
ACCOUNT SET UP

SETTING UP AN ACCOUNT FOR A LICENSEE/VERIFYER

Once you have sent back a signed copy of the license agreement within 3 working days you receive an invitation to receive to set up your account. Follow these steps to set up your account.

1) Check your email for **'TRUE ID Account invite'** by email – use the link in that email to **register your account**

2) Complete the registration questions as prompted
   TIP: Make your username your first and last name e.g. John Doe
   TIP: your password must be at least 6 characters long and must include 1 number and 1 uppercase letter
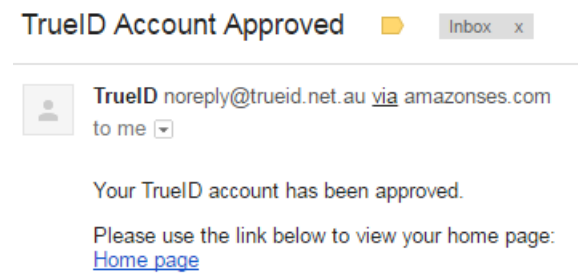

3) Click **"register"** – the following page will be displayed
   TIP: it could take up to 3 days to get your approval email

Once you receive an email to state your TrueID Account has been approved and will prompt you to the **'home page'**.

4) Your account is now registered and ready to login

LOGGING IN TO TRUE ID

To login to your TrueID account go to https://secure.trueid.net.au

Enter your username and password.

> *TIP: There are 3 login opportunities and your account will be locked for 24hrs*
> *TIP: Your username should be your name i.e. John Doe*
> *TIP: If there is no activity on the system in 30minutes you will automatically be logged out*

1) Suggest that after 2 attempts click the **"Forgot your password"** for a new one to be sent to your email

TRUE ID MAIN PAGE OVERVIEW

Once you are logged in the following page will appear as the licensee. There are 8 main functions across the top; the following is a brief overview of functions that you have access to as a verifier. The webpage will slightly vary to a tablet and a smart phone device as shown in the diagrams below.

NB: please note once you upload your company logo it will appear in the left hand side

Computer View

Tablet or Smart Phone View
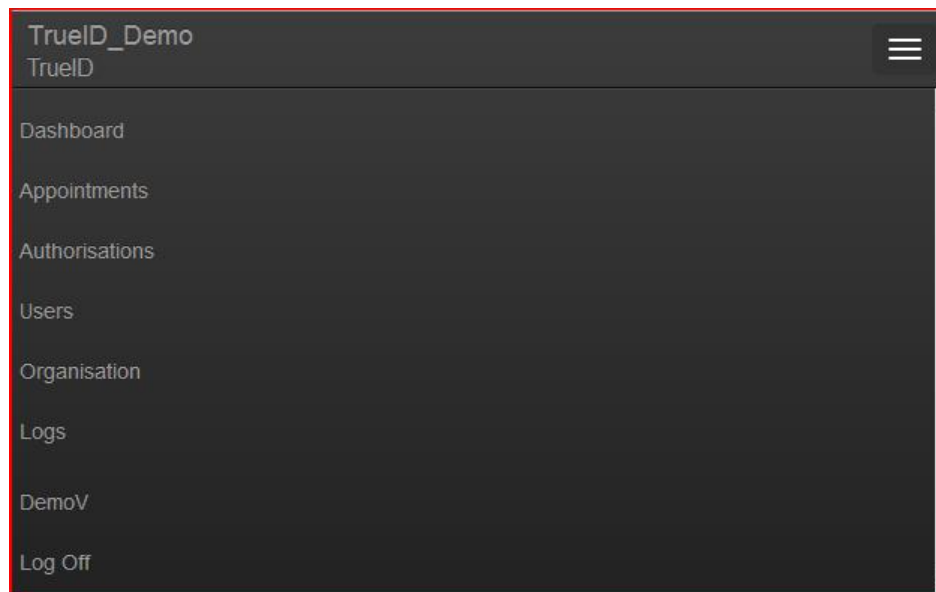
1: Dashboard

The **Dashboard** tab will open automatically every time you log onto TrudID. There are two graphic representations

1) Graph of all interviews conducted by date
2) Graph of interviews conducted by any appointed agents

2: Appointment

The **Appointment** tab allows you to create a new verification appointment (VOI) and search interviews by date, client, and agent or interview status. See more in the user guide on the functions in the appointment tab.

3: Authorisations

The **Authorisation** tab allows you to create a new authorisation appointment (VOA)and search authorisations by date, client, and agent or interview status. See more in the user guide on the functions in the authroisations tab.

4: Users

The **User** tab lists all verifier's and identity agents within your organisation. This is the tab you will use to add a new user to your license. See more in the user guide on the functions in the users tab.

5: Organisation

The **Organisation** tab displays your full company details including the ability to personalise with your logo. The details in this page are transferred onto certificates. See more in the user guide on the functions in the organisation tab.

6: Logs

The **Log** tab displays all log ins by all users within an organisation. As verifier/business/licensee you would use this page as quality control and audit system. See more in the user guide on the functions in the logs tab.

7: Username/Company name

The **user name** displays all your personal information, manages your password and stores your electronic signature, which is automatically uploaded onto the certificates. See more in the user guide on the functions in the username tab.

8: Log Off

Click here to log off the system – for security reasons it is recommended you log out of the system when complete.

DASHBOARD TAB

The **Dashboard** tab will open automatically every time you log onto TrudID. There are two graphic representations

1) Graph of all interviews conducted by date
2) Graph of interviews conducted by any appointed agents

The dashboard also offers the user to increase or decrease the number of days to view in the graphs (the last 1 year, 30 days or 7 days}. Choose your option then click 'apply'.
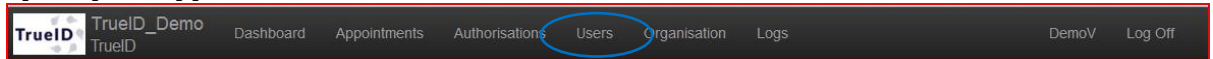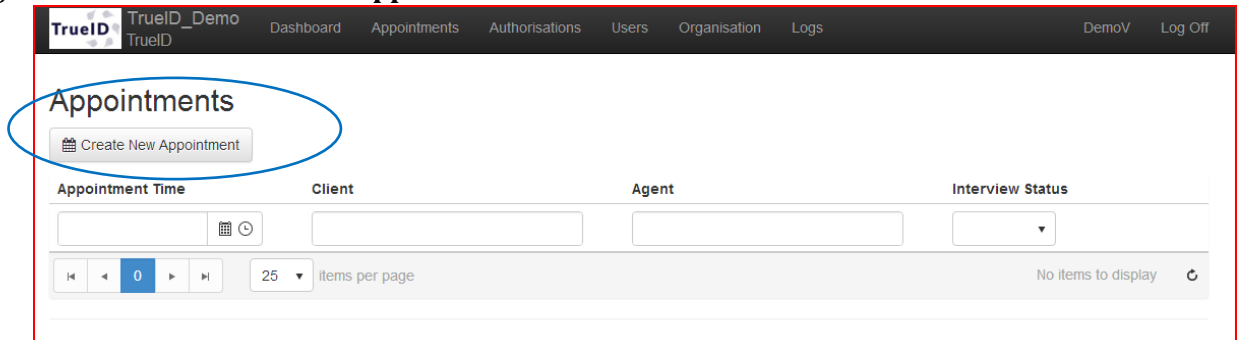
APPOINTMENT TAB

STEPS TO COMPLETE A VERIFICATION/INTERVIEW

Create a new appointment

1) Open up the appointments tab

2) Click on the **"Create New Appointment"**

3) Complete the questions as prompted including appointment time, agent and the name of the interview click **"Create "**

4) This will automatically add the client into the appointment list

Begin the verification – Interview Details Page

1) Open the appointment tab
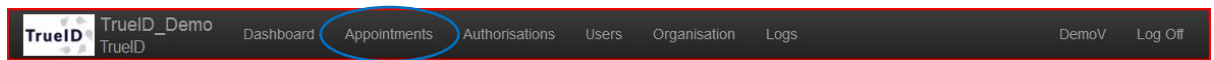
2) Find the client in the appointment list and press the play button

Appointments

3) The interview commences and the following page opens. There are 5 tabs requiring information – client details, location, documents, client acceptance and submit
Note: each tab will change to green with a tick to indicate the section is complete.

Interview Details

Notes

| Client |
| Location |
| Documents |
| Client Acceptance |
| Submit |

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Clients Details

4) Complete the client details as prompted
TIP: if they are not part of an organisation leave blank
5) Upload Client Image - click either client, **"accept"** or **"decline"** photograph. If accept take photo -this is now the clients profile picture, if decline move on to next section.
6) Click "**Next**" when complete and the system will automatically move you to the next tab.

Location – this is the location where the interview is taking place.

7) Complete location where the interview is being held as prompted – click "**Next**"
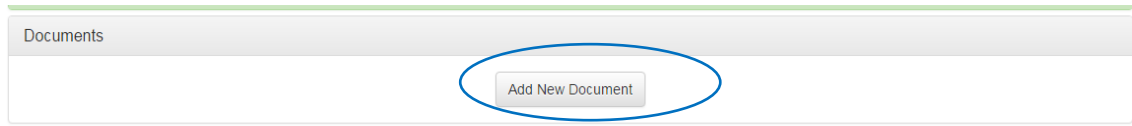
Location	
Location	
Address	
City	
Post Code	
State	Australian Capital Territory
	Next

Documents

Each verification is required to meet the General Registrar categories.

8) Click on **"Add New Documents"**
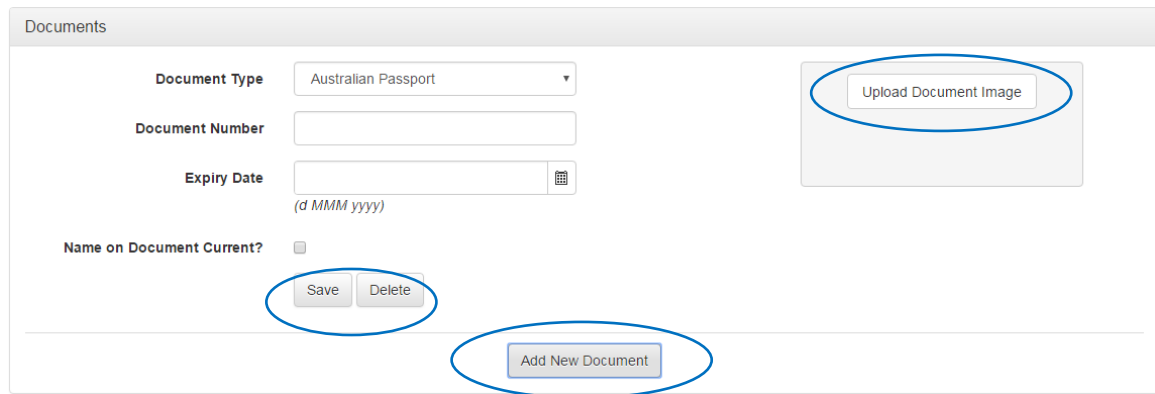
9) Chose the document type – click on the down arrow to chose what document you are verifying. and complete the details of that document as prompted and click **"Save"**

TIP: always take the photo first
TIP: when entering date click on the Month/Year and it will scroll to change by years
TIP: always press save
*TIP: there is the ability to write **notes** at the appointment/interview – the button to click on is in the top right corner of the interview details form.*
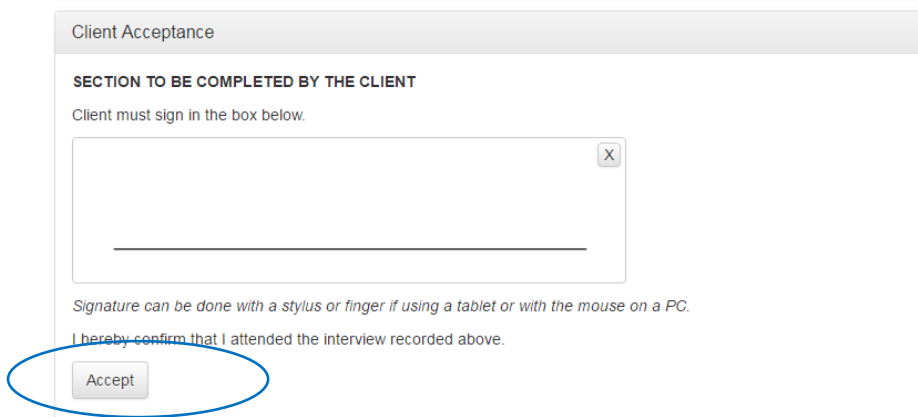
10) Once saved – click **"Add New Document"**
11) Keep adding documents to meet legislation. **It is the verifiers discretion what documents to upload see appendix of categories of verification documents.
12) Once all documents have been added click on the "**Client Acceptance**" tab.

Client Acceptance

Instruct the client to sign in the box and then click the **"Accept"**.

TIP: The tabs turns green and a tick can be seen when completed correctly. Check this before moving to submit.

Submit tab

To finalise the verification of identity interview click on verification complete and submit the interview. See below if you cannot complete the certificate.

The following page will appear once you submit the interview giving you 3 options:

1) Download a one page certificate (e.g. for use by conveyancers)
2) Download a detailed certificate include all the documented evidence (e.g. use by financial institutions)
3) Email certificate and it will send a copy of the certificate to your account's email address and the organisation's owner(s) note; not a detailed certificate

The VOI interview is now complete

WHAT TO DO IF YOU CAN'T COMPLETE THE INTERVIEW PROCESS

If one of the sections isn't completed and there no green tick you can proceed and produce VOI & VOA certificates. However we recommend you enter **Notes** to provide an explanation to why the section was unable to be sufficiently completed. This evidence and recording may be vital should you be audited.

STEPS TO CHANGE THE TIME OF AN APPOINTMENT

You will need to change the appointment time to reflect the right time on the VOI Certificate. To do this, open the appointment tab.

1) Search for the client by putting their name and press enter
2) Click on the ⚙ icon

3) The following page will open change the date and time of appointment and click **"Save"**

AUTHORISATION TAB

STEPS TO COMPLETE CLIENT AUTHORISATION

Create a new client authorisation appointment

There are 2 ways to do a client authorisation.

1) Once you submit the verification of identity forms the program will automatically prompt you to complete the client authorisation form if required.
2) Using the authorsation tab by setting up an appointment

OPTION 1: Client authorisation – straight from VOI

Once you complete the verification of identity interview the TrueID software will automatically prompt you to complete the client authorisation form if required.

1) Click on the **"New Authorisation"**

OPTION 2: Client authorisation – using the authorisation tab

1) Click on the **authorisation tab** and
2) Click **"create new authorisation"**

3) Complete the questions as prompted

Create Authorisation

Back

Agent
Greg Cocks ▼

Client
[   ]

Create

Back to List

4) Click to open the Authorisation tab and the newly created appointment will be in the list

Authorisations

📅 Create New Authorisation

Authorisation Time	Client	Agent	Authorisation Status
[ ] 📅🕐	[ ]	[ ]	[▼]
14 Sep 2016 8:16 PM	Test Case	Demo User	Not Started

5) Click on the play button ⏵ to begin the autorisation.

Begin the Authorisation Certificate – Details Page

There are 5 tabs to complete in this form for a certificate to be populated.

Client Authorisation

Client Details

Transaction Details

Client Authorisation & Signing

Subscriber Authorisation & Signing

Submit

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Client details

1) Complete client details as prompted.
2) If no ABN leave blank
3) Click **"Next"**

Client Authorisation

Client Details

Name
[   ]

ACN/ARBN
[   ]

Address
[   ]

Next

Transaction Details

4) Complete the transaction details as prompted
5) Click **"Next"**

Client Authorisation and Signing

6) Have your client sign where indicated
7) Complete the date, name and capacity
8) Click **"Next"**

Subscriber Authorisation and Signing

This tab relates to the person who is conducting the interview – the verifier/ or the agent and the company they are representing.

9) Complete details as listed
10) Click "**Next**"

Subscriber Authorisation & Signing

Name

ACN/ARBN

Address

Signature

X

Signature can be done with a stylus or finger if using a tablet or with the mouse on a PC.

Date

1 Sep 2016

(d MMM yyyy)

Signatory Name

Simon Agent

Capacity

Next

Submit

Check all the tabs are green and ticks appear at the far right

Client Authorisation

Client Details	✔
Transaction Details	✔
Client Authorisation & Signing	✔
Subscriber Authorisation & Signing	✔
Submit	

11) Click **"Submit"** tab
12) Click on **"Submit Authorisation"** - It will ask you for confirmation – click **OK.**

Submit

Submit Authorisation

The following page will be displayed giving you 2 options for your VOA certificate.

1) Chose to Download the Authorisation certificate onto your device
2) Email a copy of the Authorisation Certificate to your account's email address and the organisation's owner(s).
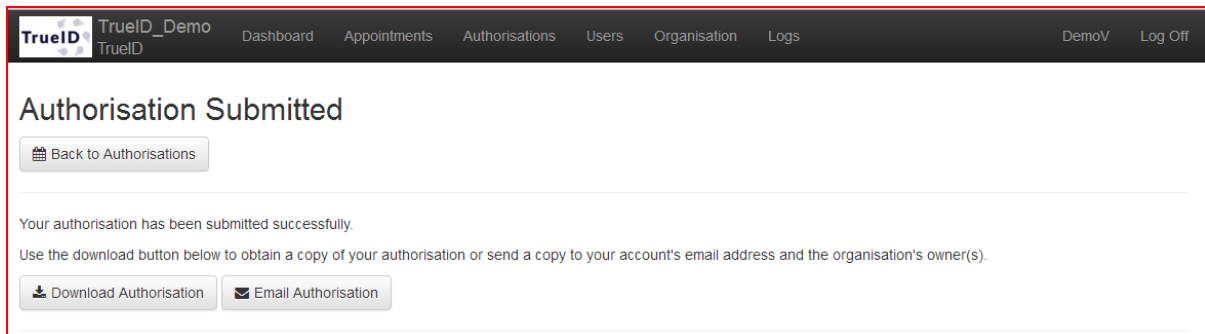
The VOA interview is now complete

HOW TO ACCESS THE VOI & VOA CERTIFICATE

Access certificates immediately at time of interview

Once you have completed the interview process for both VOI and VOA the following page will open – prompting you to either download or email the VOA and VOI certificate.

To access the certificates at a later date from the system by:

1) Log in at https://secure.trueid.net.au/
2) Open the **Appointment tab** for VOI or the **Authorisation tab** for VOA
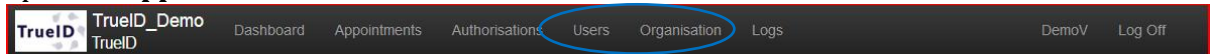
3) Find the client in the appointment list

4) Click the download button

5) Or view on screen
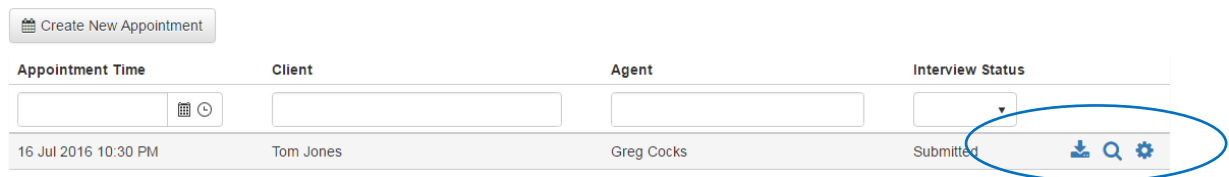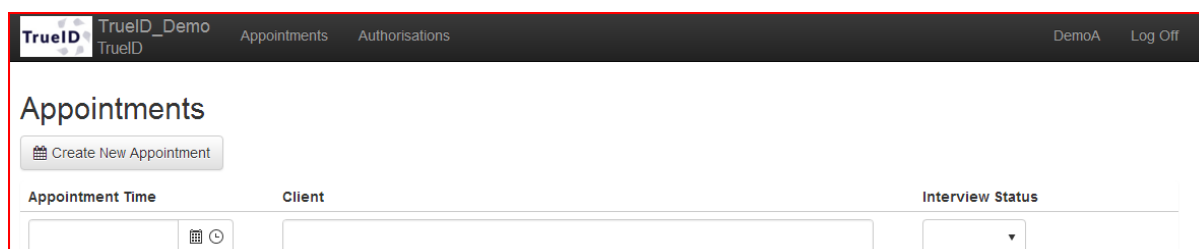
USERS TAB

This is used when the licensee would like to set up an agent or add another verifier to their organisation.

An **agent has limited to capacity** with access to the appointments and authorisations tabs only.
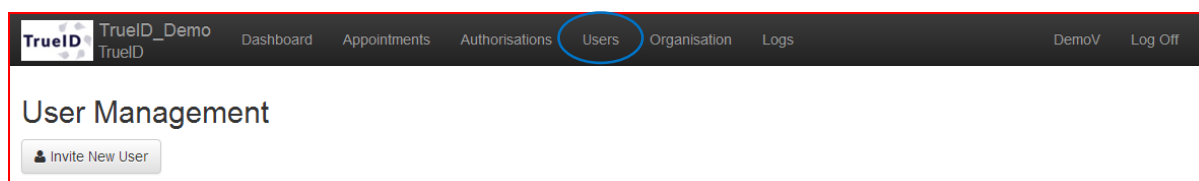
A **verifier gives full access** to the system – this would be appropriate for senior staff or management who may oversee the use of the system.

As the licensee all VOI and VOA certificates will directly come to you by the email provided at subscription.

ADDING A NEW USER: AGENT or VERIFIER
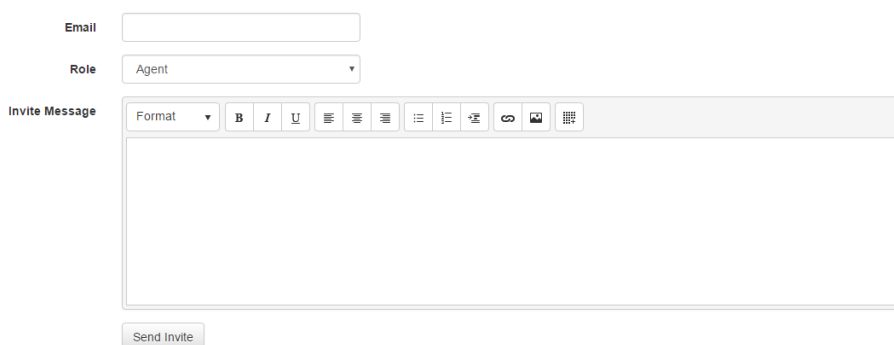
1) Click on the Users Tab
2) Click on – "**Invite User Tab"**

3) Enter the email address of the person your inviting
4) Select the Role – drop down bar (Agent or Verifier)
5) Write a personalized message for the invitee to receive with the TrueID Account Invite.

6) Click **"Send Invite"**
7) The new user/ agent will receive an invitation email and be promoted to register an account.
8) You as verifier will receive and email to confirm the account has been activated and to authorisation their account.
9) At this point you should send the agent a copy of the "Agents User Guide".

Once they are registered they will appear in the user tab and status will indicate **invited** until they accept the invitation, they will then move to **pending** approval, to being **active** and will remain that way until you change their status to **inactive**.

The system allows you to resend an invitation to a new user. To do this;

1) Login in
2) Click on the Users tab

3) Find the user in the list – in the status it should indicate "invited"

4) Click on the   - the following page will appear

5) Check the details are correct
6) Click **"Resend Invite"** if required
7) A confirmation box will appear click "**Ok**"

FINDING AND CHANGING THE STATUS OF A USER

Open the user tab to see a page listing all verifier and agents within your organisation.

To find a user
1) There are multiple search functions to find a user including by name, email or role.
2) The status indicates if a user is active, inactive, pending or invited.

To change/manage a user

1) Click on the ⚙ and the following screen will appear.
2) You can chose to disable the account
3) Change any details of agent/verifier

Manage User

| Back | Disable Account |

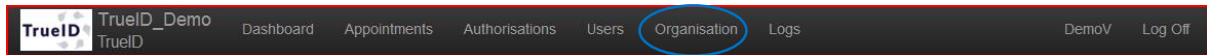|	
Status	Active
Username	
Email	
Role	Agent ▼
First Name	
Last Name	
Phone Number	
Address	
City	
Post Code	
State	South Australia ▼
	Save

Password	
Confirm password	
	Reset Password

ORGANISATION TAB

The **Organisation** tab displays your full company details including the ability to personalise with your logo. The details in this page are transferred onto certificates – check for 100% accuracy.

1) Click on the Organisation tab

2) Complete the details on the page as prompted.
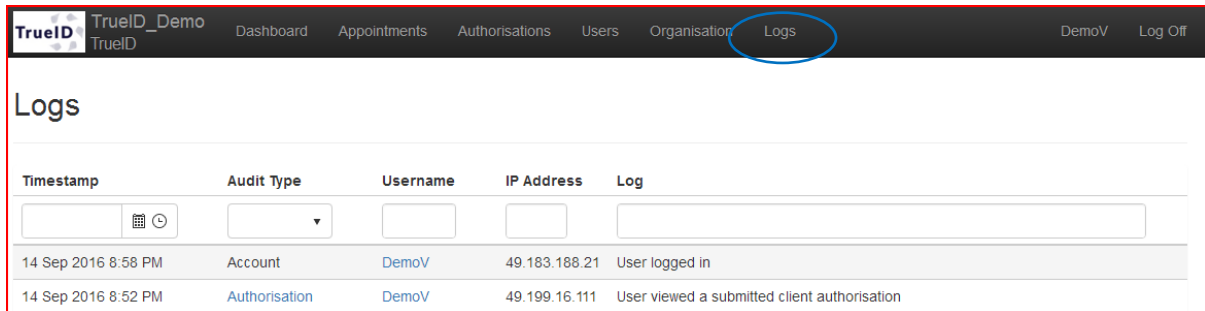
TIP: the company logo is required in a jpeg format

LOGS TAB

The **Logs** tab displays all log ins by all users within an organisation. As verifier/business/licensee you would use this page as quality control and audit system.

This page allows you to view your users and a log of their access and transactions to the system.
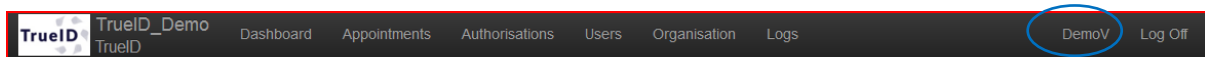
1) Open the log tab
2) Search by username
3) View their log profile

USERNAME TAB

The user name tab displays all your personal information, manages your password and stores your electronic signature.

SETTING UP YOUR PERSONAL PROFILE

Click in the boxes to complete all the sections on this page as promoted and check that your signature loads as this signature will automatically appear on the certificates. As shown below and click "**Save".**

CHANGING MY PASSWORD

1) Open the username tab

2) Click **"change password"**
3) Complete as promoted
   TIP: your password must be at least 6 characters long and must include 1 number and 1 uppercase letter