

Criminal Conviction History (CCH) Request Web Service

Third Party User Guide

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MINISTRY OF
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Tabu o te Ture

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Contents

Introduction	2
Sign-in	3
1 Dashboard	4
1.1 Your dashboard	4
1.2 Dashboard headers	5
1.3 Dashboard details	5
2 Create a request	8
2.1 Complete on applicant's behalf	9
2.2 Email applicant	11
2.3 Complete with applicant	11
3 Finalise request/s	12
3.1 Finalise request/s after applicant details entered	12
3.2 Select request/s to finalise from dashboard	13
4 Search for request/s	16
4.1 Search for request/s from your dashboard	16
4.2 Search for request/s from your history	16
4.2.1 History tab details	17
4.2.2 Export your request history	18
5 Bulk upload	19
5.1 Your dashboard with bulk upload	19
5.2 Send a request with bulk upload	19
6 Payment	20

Introduction

This guide is for a registered third party user to assist them with the online service to perform the following:

- Create a Criminal Conviction (CCH) Check request.
- Finalise a request for processing.
- Check the history of a request.

[Visit criminalrecords.govt.nz](https://criminalrecords.govt.nz) to login

Criminal Record Check

Welcome to the Criminal Record Check service.

This is an online service provided by the Ministry to request your own or someone else's Criminal Conviction History report.

Please choose an option according to your customer type.

Requesting someone else's criminal record

Registered Third Party

Registered Customers have a special agreement with the Ministry to request on behalf of individuals. You will be provided with access to login.

Requesting your own criminal record

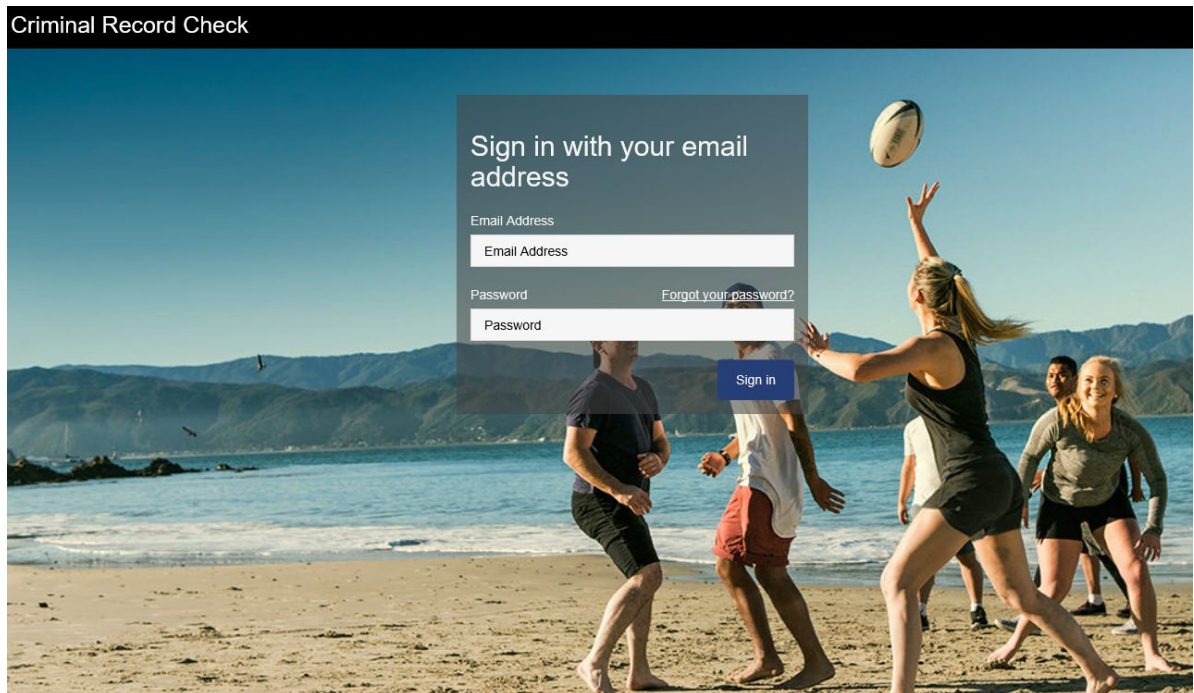
Individual Request

Check your own criminal record (also known as your criminal conviction history).

Sign In

Your administrator will set up your user account.

Once you have received confirmation that your set up is complete, enter you email address and password.



Password FAQs

What are the password requirements?

Your login password must be between 10-64 characters, and have at least four of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol.

How do I reset my login password?

Complete the following steps to reset your login password:

- go to the Criminal Record Check landing page: <https://www.criminalrecords.govt.nz/#>
- click 'Registered Third Party'
- click 'Forgot Your Password'
- enter the email address that you registered with and click 'Send verification code'
- you will be sent an email with a verification code
- enter the verification code into the login screen service
- enter a new login password and click 'Continue'.

1. Dashboard






1.1 Dashboard

The dashboard is your workspace for the CCH webservice. It helps you manage your request/s before finalisation. This dashboard also displays the various functions that you can perform in the webservice.

The screenshot shows the 'Criminal Record Check' dashboard. At the top, there is a black header with the text 'Criminal Record Check' on the left, a user profile icon and 'Logged in.' in the center, and a blue 'Sign out' button on the right. Below the header is a navigation bar with three icons: a house for 'Dashboard', a document for 'Create request', and a circular arrow for 'History'. The main area features a table with columns: 'Applicant name', 'My reference', 'Date created', 'Requested by', 'Status', 'Applicant Email', and 'Action'. Above the table are two buttons: 'Clear filters' and 'Finalise selected'. The table is currently empty. At the bottom of the table, there is a pagination control showing '0' items, a dropdown menu set to '20', and the text 'No items to display' with a refresh icon.

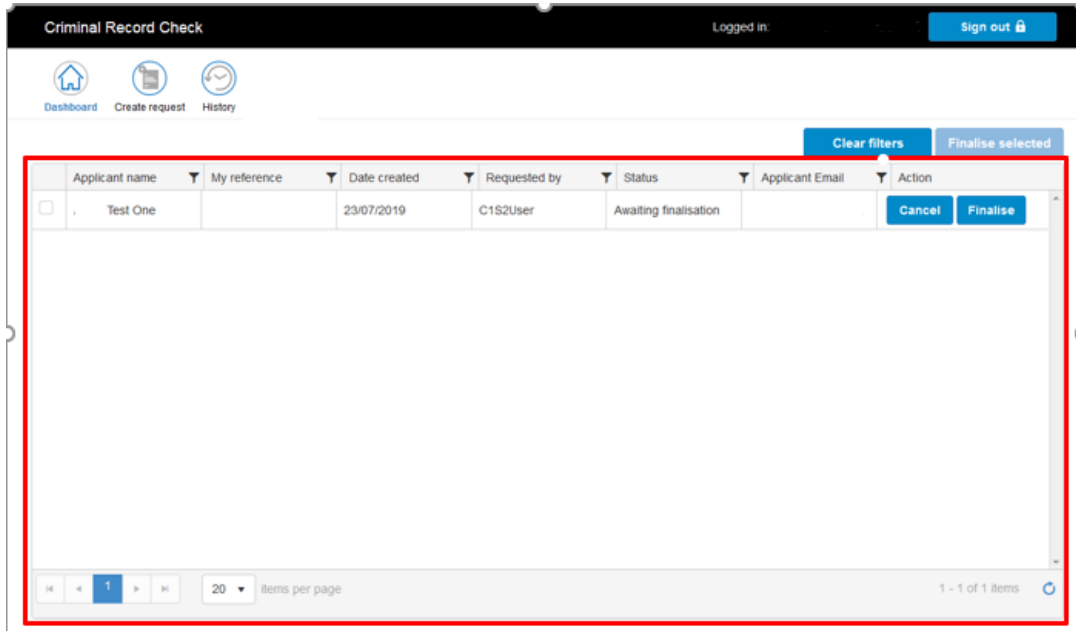
1.2 Dashboard headers

The header displays the following functions that a user can perform:

Feature	Description
 Dashboard	Allows you to go back to the dashboard.
 Create request	Allows you to create a new request for a criminal conviction history.
 History	Opens your request history where all your finalised requests are listed.
	Clears all filters made from previous searches.
	Allows you to finalise multiple requests at once.

1.3 Dashboard details

2 This section contains a list of requests created that are awaiting further action.



Field	Description
Applicant name	Name of applicant entered by the user.
My Reference	User/Organisation can enter a reference for their own purpose.
Date Created	Date when the request was created.
Requested by	User that created the request.
Status	Status of the request. The following statuses can be displayed: <ul style="list-style-type: none"> • Awaiting Finalisation – awaiting requestor to finalise and submit the request/s. • Email Link Sent – email link sent to applicant to complete details.
Applicant email	Applicant's email address entered.
Action	Action/s that can be performed on a request: <ul style="list-style-type: none"> • Cancel – allows you to remove a request from being submitted

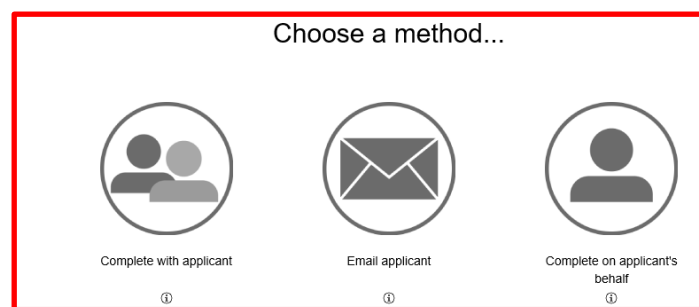
- | | |
|--|---|
| | <ul style="list-style-type: none">• Finalise – will allow you to go to the Finalise screen so that a request can be completed and submitted. |
|--|---|

2. Create a request

Use this function to create a new CCH request.



Select **Create request** to choose the method of your request.



Methods	Description/Process
Complete with applicant	Use if the applicant is with you and can enter their own details.
Email applicant	An email request will be sent to the applicant to complete their details. You can see if the applicant has completed their form from your dashboard.
Complete on applicant's behalf	Use if you have obtained permission (you may have to provide evidence of this if asked) to enter the applicant's details on their behalf.

For all application types you must enter the following:

Third party details (Details for user's organisation).

Field name	Description
Company	Third party name. Pre-populated from the registration details entered by your administrator. Not editable.
Contact name	Name of the contact for the request being created. Pre-populated from Registration details. Not editable.
Site	Site name of the user. Pre-populated from registration details. Not editable if user only has one site. For administrators that belong to more than one site, this field is editable.
Email address for report	Distribution email for the report.
Request on behalf of	Name of applicant who the request is being made for.
My Reference	Reference the third party wants on the record (third parties own reference number).
Type of report	Type of report being requested: <ul style="list-style-type: none"> • All convictions (default) • Traffic convictions only

Applicant's name and email address

Field name	Description
Applicant name	Name of applicant the request is being made for.
Applicant email	Email address of the applicant. Mandatory if CCH request method selected is Email applicant .

2.1 Complete on applicant's behalf


After entering third party details and applicant name and email address:

1. Complete the applicant details fields.

Field name	Description
Your details	
First name	
Middle name(s)	Able to put up to five middle names in the field. You must separate these by commas.
Surname	
Have you been known by any other names?	Other names the applicant is known by. Select Yes , if applicant has other names, otherwise select No .
Date of birth	
Place of birth	
Contact number	
NZ Driver Licence number	
Gender	
Email	Applicant's email address, if applicant requests copy of report, it will be sent to this email.
Address	
Street number	
Unit	
Street name	


Suburb	
Town/City	
State/Province	
Postal code	
Country	
Have you lived at any other New Zealand address in the last 10 years?	Select Yes to enter other addresses, otherwise select No .
Declaration	
Would like a copy of the report?	If you tick yes, it will be sent to the applicant's email address
I accept this declaration	

2. Accept declaration **I accept this declaration*** to complete the application and submit the CCH request.



Ensure you have reviewed all the information you have entered before accepting and selecting **Complete**. Once you have selected **Complete** you will no longer be able to amend any information.

3. Select  to finalise the request.

Note: Selecting  will remove all the information you have entered, and you will be sent back to your dashboard.

2.2 Email applicant

After entering the third party and applicant details:

1. Select 


2. Select 

Notes:

- An email will be sent to the applicant's email address entered in the first step with a link to allow them to complete their own details. You will be notified when they have completed their details for you to finalise the request. The status of the request on your dashboard is **Link sent**.
- When the applicant has completed entering their details, the status of the request on your dashboard will be **Awaiting finalisation**.
- After 15 days, the request will expire, and you will have to create a new request

2.3 Complete with the applicant

After entering third party and applicant details:

1. A message will display to transfer the completion of the applicant details to the applicant.
2. The applicant must select  on the Application Authorisation message for them to complete their details.
3. When the applicant has completed their details, you will have to log back in. You will be taken to the Finalise Request screen automatically.

3. Finalise request/s

This is the last step to submit your request.

Criminal Record Check Logged in: [Sign out](#)

[Dashboard](#) [Create request](#) [History](#)

FINALISE REQUEST

Applicant name	Date of birth	ID confirmation *	ID type *	Distribution user	Action
abcd abcd	01/01/2000	Please select ...	Please select ...		Remove

In requesting this information, I agree to the following:

- A copy of a valid identification document and authorisation have been obtained from the applicant and will be retained for 3 months from the date of the request
- The information will be only used for the purpose for which it has been requested
- The information will be stored securely and only provided to authorised parties

[Submit Later](#) [Agree and Submit](#)

3.1 Finalising a request/s after applicant details entered

You will be sent directly to the **Finalise request** screen after you have completed the Applicant details section.

1. Select **Yes** from the dropdown values in the **ID Confirmation** field to confirm you have checked the applicant's ID.
2. Select the **ID Type** you have checked.

Note: You can also amend the following fields if required in the Finalisation screen.

- A. **Distribution user** – amend the user that the report will be sent to. Only users that belong to the same site will be displayed on the list.

FINALISE REQUEST

Applicant name	Date of birth	ID confirmation *	ID type *	Distribution user	Action
abcd abcd	01/01/2000	Please select ...	Please select ...		Remove

In requesting this information, I agree to the following:

- A copy of a valid identification document and authorisation have been obtained from the applicant and will be retained for 3 months from the date of the request
- The information will be only used for the purpose for which it has been requested
- The information will be stored securely and only provided to authorised parties

[Submit Later](#) [Agree and Submit](#)

B. You can select **Remove** from the action field to finalise the request at a later stage. The request will be removed from the **Finalise request** screen. The request will be saved in your dashboard.

3. Read the acknowledgement information and select **Agree and Submit** to submit the request for processing. If you are not ready to submit the request, select

Submit Later

3.2 Select request/s to finalise from dashboard

You can finalise up to ten requests at a time from the dashboard.

1. From your dashboard select the request/s that you want to finalise.

The screenshot shows the 'Criminal Record Check' dashboard. At the top, there are navigation icons for 'Dashboard', 'Create request', and 'History'. A user is logged in, and there is a 'Sign out' button. Below the navigation, there are two buttons: 'Clear filters' and 'Finalise selected'. The main content is a table with the following columns: Applicant name, My reference, Date created, Requested by, Status, Applicant Email, and Action. The table contains three rows of data, all with a status of 'Awaiting finalisation'. The first row has an unchecked checkbox and the name 'qwerty'. The second and third rows have checked checkboxes and names 'zzzzz' and 'abcd' respectively. The 'Requested by' column for the second and third rows is redacted with a blue box. The 'Action' column for each row contains 'Cancel' and 'Finalise' buttons. At the bottom of the table, there is a pagination control showing '1' of 20 items, and a status indicator '1 - 3 of 3 items'.

2. Select **Finalise selected**. You will be sent to the **Finalise** screen where the request/s you selected will be displayed.

3. Confirm ID and select ID type for each request to be finalised.


FINALISE REQUEST

Applicant name	Date of birth	ID confirmation *	ID type * ⓘ	Distribution user	Action
abcd abcd	01/01/2000	Yes ▾	New Zealand Driv... ▾	▾	Remove
zzzzz zzzzz	02/02/2001	Yes ▾	Overseas Passport ▾	▾	Remove

In requesting this information, I agree to the following:

- A copy of a valid identification document and authorisation have been obtained from the applicant and will be retained for 3 months from the date of the request
- The information will be only used for the purpose for which it has been requested
- The information will be stored securely and only provided to authorised parties

[Submit Later](#) [Agree and Submit](#)



You can select [Remove](#) to finalise the request at a later stage. The request will be removed from the finalise screen and will be saved on your dashboard.

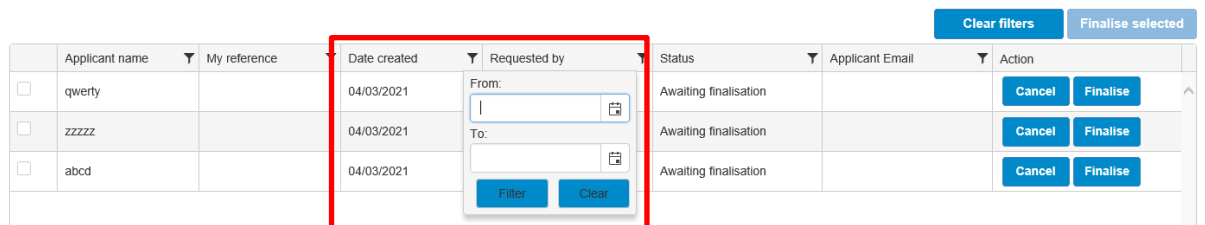
4. Search for request/s

4.1 Search for request/s from your dashboard

You can use filters on all fields on the dashboard to search for specific requests or information.

1. Select the filter icon  beside the field to enter your search criteria and select

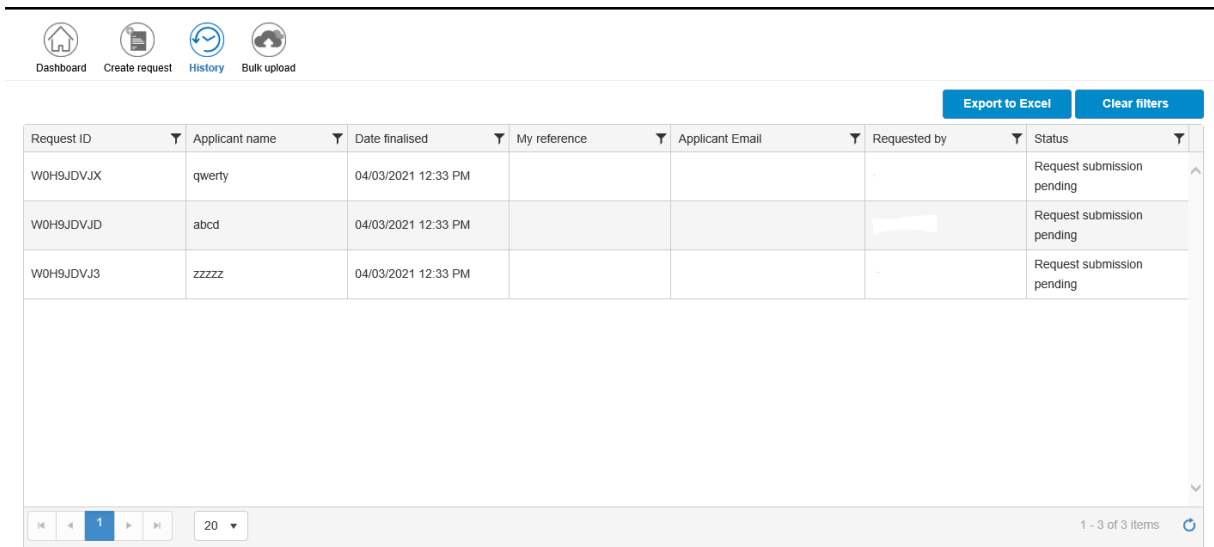




	Applicant name	My reference	Date created	Requested by	Status	Applicant Email	Action
<input type="checkbox"/>	qwerty		04/03/2021		Awaiting finalisation		<input type="button" value="Cancel"/> <input type="button" value="Finalise"/>
<input type="checkbox"/>	zzzzz		04/03/2021		Awaiting finalisation		<input type="button" value="Cancel"/> <input type="button" value="Finalise"/>
<input type="checkbox"/>	abcd		04/03/2021		Awaiting finalisation		<input type="button" value="Cancel"/> <input type="button" value="Finalise"/>

4.2 Search for request/s from your history

Your History page contains all the requests that have been submitted and those that have either expired or been cancelled in the last 90 days.



Dashboard Create request History Bulk upload

Request ID	Applicant name	Date finalised	My reference	Applicant Email	Requested by	Status
W0H9JDVJX	qwerty	04/03/2021 12:33 PM				Request submission pending
W0H9JDVJD	abcd	04/03/2021 12:33 PM				Request submission pending
W0H9JDVJ3	zzzzz	04/03/2021 12:33 PM				Request submission pending

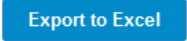

1 20 1 - 3 of 3 items

4.2.1 History tab details

The History tab contains the following details:

Field	Description
Request ID	A unique request identifier that will be displayed once the request has been successfully submitted for processing.
Applicant name	Applicant name entered from the third-party details screen.
Date finalised	Date when the request was finalised.
My Reference	Organisation's own reference used for a request. This is the information entered in the My Reference field on the third-party details screen.
Applicant email	Applicant's email address.
Requested by	User that initiated the request.
Status	<p>Status of the request. This field can have the following values:</p> <p>Link expired – The link in an email sent to the applicant is only valid for 15 days. Once expired the request will be removed from the dashboard and moved to history with “Link expired” status.</p> <p>Request cancelled – Status displayed when the requestor or the applicant cancels a request.</p> <p>Request submitted – Status displayed for requests that have been finalised and submitted for processing.</p> <p>Request expired – Status of a request that has not been finalised or actioned after 15 days. The request will be removed from the dashboard and moved to the history.</p> <p>Bulk request submitted – Status of bulk upload requests submitted for processing.</p> <p>Request submission pending – Status of request when a request ID is still being generated.</p>

4.2.2 Export your request history

You can export your history data into an excel spreadsheet by selecting  from your History screen. If you have filters, only the filtered information will be exported. To export all your requests, make sure you select  first.

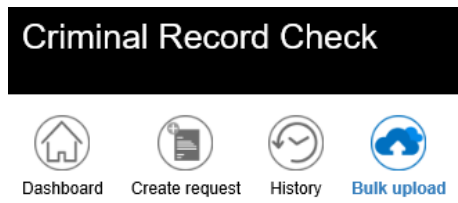
5. Bulk upload

The bulk upload functionality allows users to upload requests in bulk using an **.xml file**. This is not a standard feature of the service as it will only be useful to third parties that have the ability to create **.xml files**.


If you want to learn more about how the **.xml file** has to be created please email us at CCHonline@justice.govt.nz for the guide.

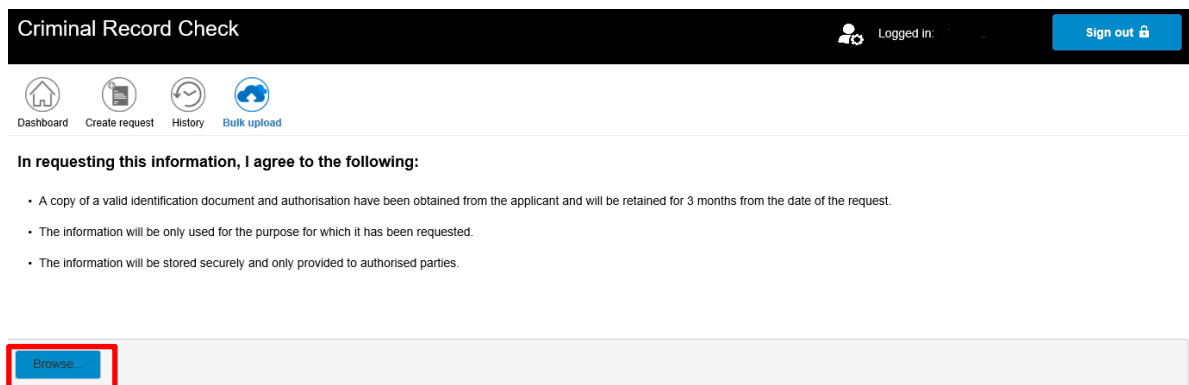
5.1 Your dashboard with bulk upload


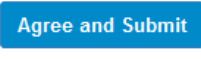
A bulk upload icon will appear beside your Dashboard, Create request, and History options.



5.2 Send a request by bulk upload

1. From your dashboard select Bulk upload  Bulk upload



2. Select  to upload the .xml file you want to submit.
3. Select  to submit the .xml file.

6. Payment

If your payment method is debit or credit card you will be directed to the secure Payment Gateway to make payment.

If your payment method is by invoice, you will receive these monthly.

7. Identification requirements

Third party's obligations regarding ID check.

Third parties are no longer required to provide copy of applicant's ID to the Ministry of Justice using the new service. However, you (Third parties) will be required to verify the information provided in the application against the identification document provided. You can ask the applicant to email you a copy of ID and match the information. Please note you are required to keep this copy of ID for a period of 90 days and securely dispose of it after that.

What to check

During ID check you must ensure an acceptable type of ID is provided. The Following types of identification are accepted:

- NZ or Overseas Passport
- NZ driving license or
- NZ firearms license.

Please note overseas driving license, 18+ cards are not acceptable form of ID.

You must also ensure:

- Information provided in application matches the ID provided such as name, DOB, place of birth and any other names applicant may have.
- ID is not cancelled/ defaced.
- ID is not expired. Please note overseas ID's must be current and NZ ID's can be accepted within 2 years of expiry date.

What if applicant does not have an ID

If the applicant does not have an acceptable form of ID, then they can provide you with either a statutory declaration or proof of identity form. Please note in this case you will be required to ensure:

- Statutory declaration must be signed by an authorized person such as: Justice of Peace, Court Registrar or Solicitor.
- If applicant provided you with a proof of identity form where someone else is vouching their identity ensure:
 - Person who vouched applicant's identity must not be their relative
 - Must not be living at same address

- Must be 18 years of age or over
- Must have known applicant for more than 12 months

These forms will be available on the website of the Ministry of Justice once the new service is live.

