

# Criminal Conviction History (CCH) Request Web Service

## Third Party Administrator Guide

Version 1

March 2021



MINISTRY OF  
**JUSTICE**  
*Tabu o te Ture*

New Zealand Government

# Contents

<b>1 Introduction .....</b>	<b>2</b>
1.1 Administrator role.....	2
<b>2 How to use the service.....</b>	<b>3</b>
2.1 Log into the service.....	3
2.2 Your dashboard .....	4
2.3 Dashboard headers .....	5
2.4 Dashboard details .....	6
<b>3 User Management Module .....</b>	<b>7</b>
3.1 Multi-Factor Authentication (MFA) .....	7
3.2 Access the User Management Module (UMM) .....	7
3.3 User Management Module dashboard .....	8
3.4 Add new users .....	10
3.5 Edit users .....	11
<b>4 Manage other user's requests .....</b>	<b>14</b>
4.1 Locate a user's request/s .....	14
4.2 Change the distribution email for a request/s .....	14
4.3 Finalise another users' request/s .....	14
<b>5 How the user activates their account.....</b>	<b>15</b>

# 1. Introduction

## 1.1 Administrator role

As an administrator you can:

- Access the User Management Module
- Train new users.
- Set up user access in the service.
- Deactivate users when their access is no longer required.
- Manage any Criminal Conviction History (CCH) requests that a user has raised when they leave or no longer have access to the service.
- Act as a first point of contact for users who are experiencing issues using the service and raise issues with the Ministry of Justice.
- Advise the Ministry of any changes to your organisations' information.

# 2. How to use the service

## 2.1 Log into the service

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.

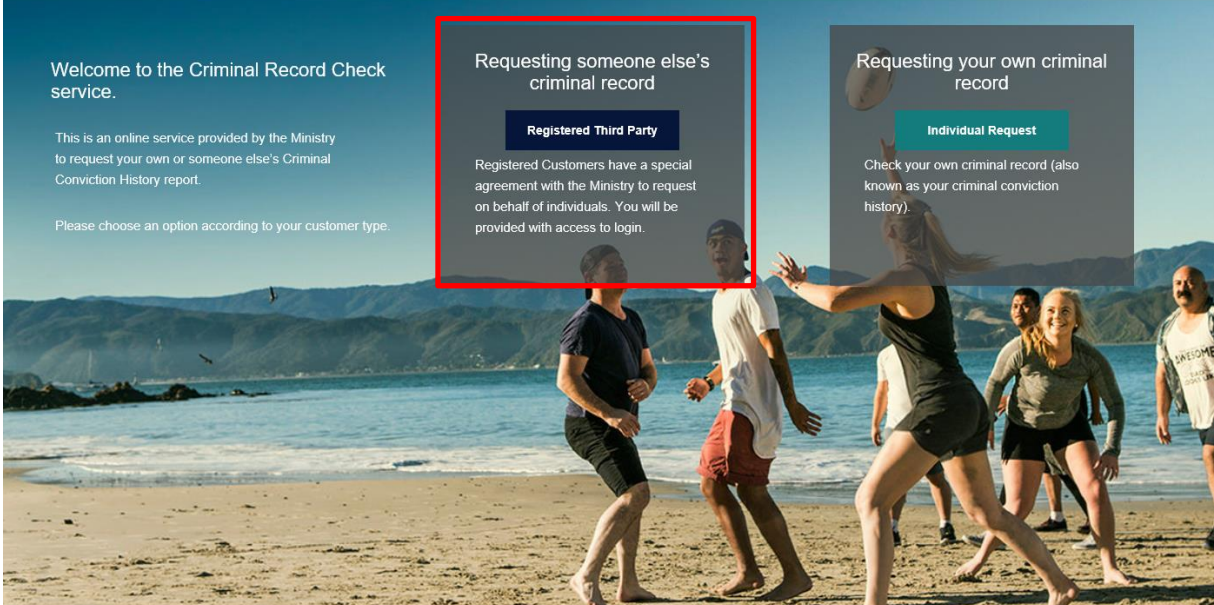
Please choose an option according to your customer type.

**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.

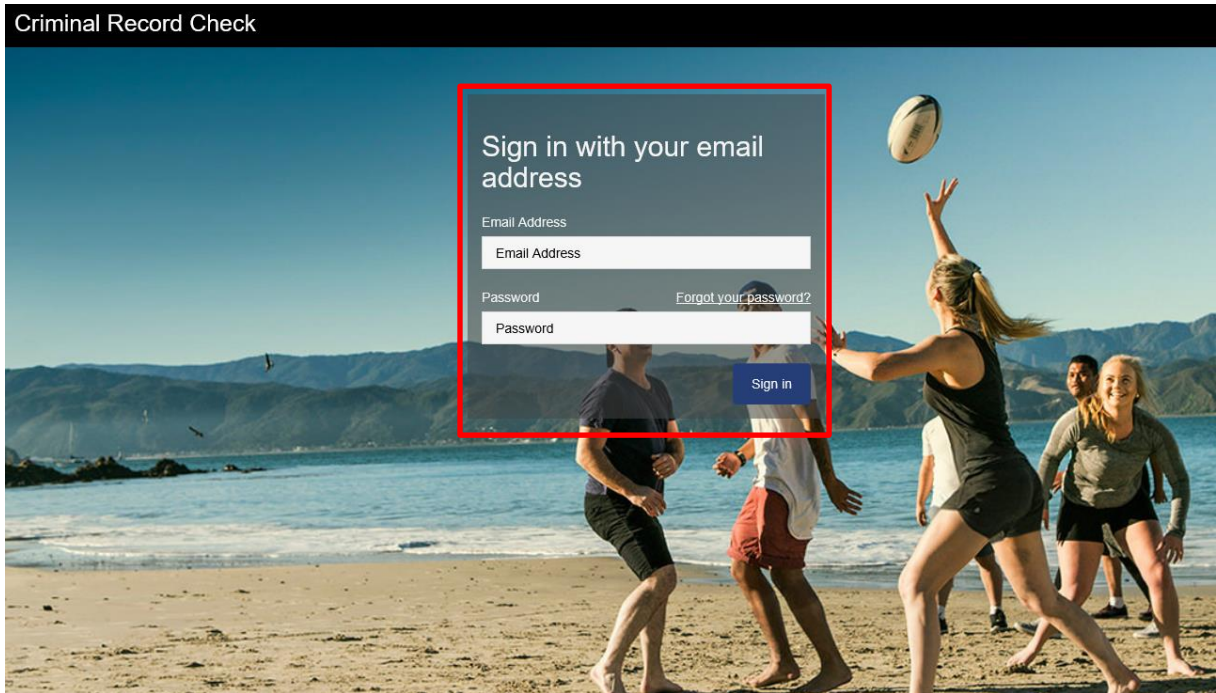
**Individual Request**

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



New Zealand Government

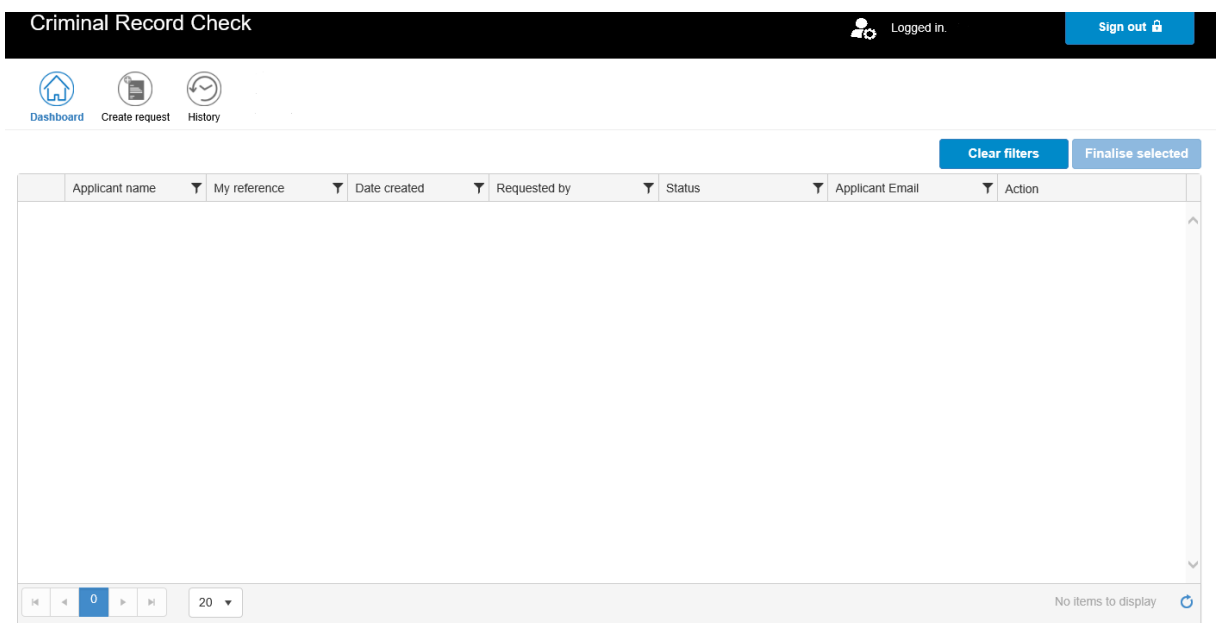
Log-in by entering your email address and password




## 2.2 Your dashboard

The dashboard is your homepage for the CCH webservice. It helps you to manage the following:

- Your own requests
- Requests for other authorised users in your organisation
- Access the User Management Module



Your Dashboard displays all active requests for your organisation.

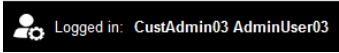



**Only an administrator can view other users' requests**





From this screen you can:

- Select requests to finalise
- Select requests to cancel
- Create new requests
- View request history
- Access the User Management Module

## 2.3 Dashboard headers

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

Icon	Description
	Displays your profile/username  (Your User Management Module access is also displayed)
	This enables access to the User Management Module.  (This is only available for administrators)
	Allows you to exit the system and takes you back to the CCH Homepage. Any changes made when the sign out button is selected will not be saved.
 Dashboard	Allows you to go back to the dashboard.

 Create request	Allows you to create a 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.

## 2.4 Dashboard details

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

Field	Purpose
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"> <li>• <b>Awaiting finalisation</b> – awaiting requestor to finalise and submit the request/s.</li> <li>• <b>Email link sent</b> – email link sent to applicant to complete details.</li> </ul>
Applicant email	Applicant's email address

<b>Action</b>	Action/s that can be done on a request: <ul data-bbox="555 315 1428 504" style="list-style-type: none"><li data-bbox="555 315 1428 392">• <b>Cancel</b> – allows user to remove and not proceed with the request</li><li data-bbox="555 427 1428 504">• <b>Finalise</b> – allows user to be taken to the Finalise screen so the user can complete and submit the selected request/s.</li></ul>
---------------	--




# 3. User Management Module

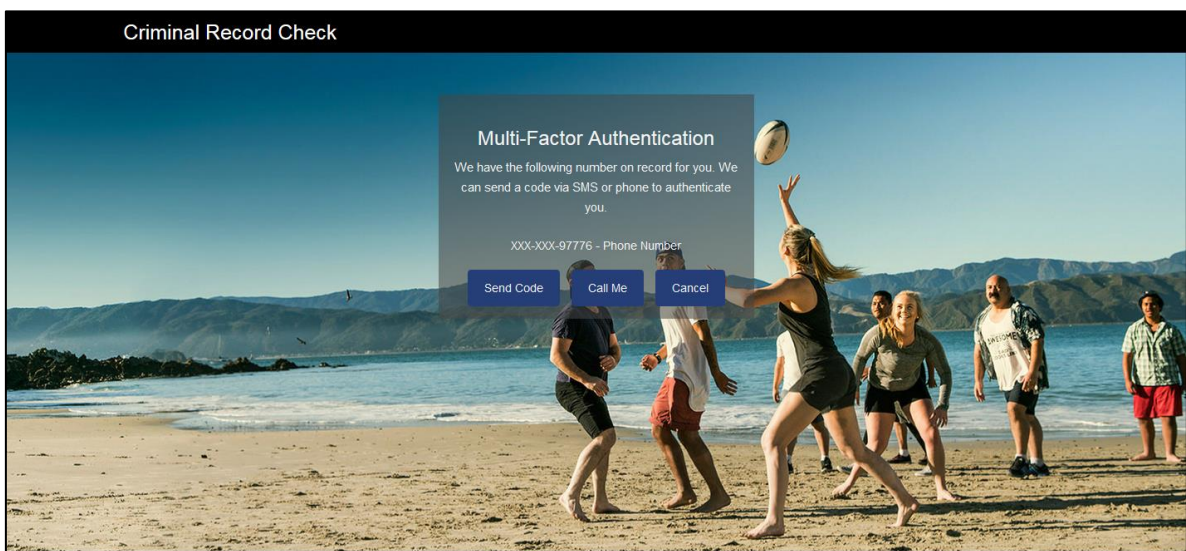
## 3.1 Multi-Factor Authentication (MFA)

The User Management Module is used by the administrator to add, update or inactivate users. An administrator will need to be authenticated by the system every time they access this function. This will require the administrator to receive a code (phone call or email) through Multi-Factor Authentication (MFA).

MFA is used to ensure you have the right authorisation to access the service. This process requires access to your email address and phone contact details.

## 3.2 Access the User Management Module (UMM)

1. Select the User Management Module icon 
2. You will be presented with two options to receive the code; you must select one of the choices:
  - **Send code** – you will receive the verification code via text message.
  - **Call me** - you will receive a phone call with a pre-recorded message and the verification code.



The contact information provided when you were set up as an administrator is used for verification. This contact information must match your current contact details, and you must have access to them. Verification codes will be sent to your registered phone.

3. Enter the code you have received in the field on the screen to verify your access. Once this is confirmed, you will be redirected to the User Management Module.



MFA is used to confirm you are authorised to use this service. You will need to confirm this every time you access the administration side of the service.

## 3.3 User Management Module dashboard

When the authentication is successful, the UMM screen will be displayed. This screen will display all users that have been added for your organisation. You can add new users or edit existing users from this screen.

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

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

### User Management

[New User](#)

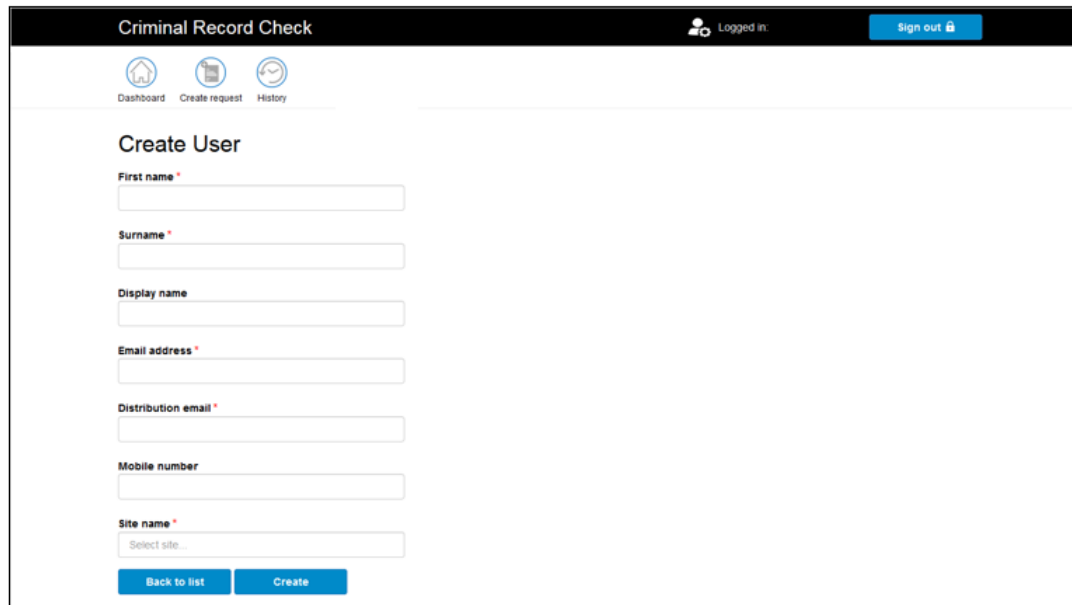
First name	Surname	Display name	Email address	Distribution email	Site name	Active	Role	Action
Admin	Customer	AdminCustomer						<a href="#">Edit</a>

1 - 4 of 4 items

## 3.4 Add new users

1. In the UMM screen select

**New User**



The screenshot shows the 'Criminal Record Check' application interface. At the top, there is a navigation bar with 'Dashboard', 'Create request', and 'History' icons. The main content area is titled 'Create User' and contains several input fields: 'First name \*', 'Surname \*', 'Display name', 'Email address \*', 'Distribution email \*', 'Mobile number', and 'Site name \*' (a dropdown menu with 'Select site...' as the placeholder). At the bottom of the form, there are two buttons: 'Back to list' and 'Create'.

2. In the Create User screen, enter the following information:

- **First name**
- **Surname**
- **Display name** – Preferred name for the user
- **Email address** – User's email must be their work email
- **Distribution email** – This will be the email address the report is going to be sent to. This may differ from the user's email as some organisations may wish all reports to go to a single point. (This will also be displayed in the Finalise screen)
- **Site** – Select the site from the drop-down list. A site is a physical location from which you can submit requests. Sites must be registered with the Minsitry before they appear on your UMM screen. Each user must only be assigned to one site.

3. Select

**Create**

The new user will be notified that an account has been created with a link to activate the account.

4. Select

**Back to List**

to go to the UMM screen to view all users or add more users.

## 3.5 Edit users

As the administrator, you will be able to amend user information if needed.



You can:

- Deactivate an active user
- Activate a deactivated user
- Amend a user's distribution email
- Amend a user's first or surname
- Amend a user's display name

You are unable to:

- Amend a user's email address (this is used for the account name)
- Amend a user's role

### Edit user details

1. In the UMM screen, select  on the action field on the name of the user you want to edit.
2. In the Edit User screen, amend the necessary information then select .


### Activate/Deactivate a user

When a user no longer requires access to the CCH service it is your responsibility to close their account. You can do this by deactivating their account in the UMM screen.

**Note:** User accounts will inactivate automatically if the user does not access the system for 90 days.



User accounts will inactivate automatically if the user does not access the system for 90 days.

1. In the UMM screen select  on the action field of the user you want to deactivate.



Dashboard



Create request



History

## User Management

New User

First name	Surname	Display name	Email address	Distribution email	Site name	Active	Role	Action
Admin	Customer	AdminCustomer						Edit

1 - 4 of 4 items

2. In the Edit User screen, tick the **Active** box to either activate or untick it to deactivate a user.



Dashboard



Create request



History

## Edit User

First name \* Admin

Surname \* Customer

Display name \* AdminCustomer

Email address \*

Distribution email \*

Mobile number

Sites Customer 10 Site A

Active

Back to list Save

3. Select  to record the changes.



When a deactivated user becomes active again, they will be prompted to change their password. This action must be carried out to enable the user to resume using the service.

## Search users

The UMM screen will display all users in your organisation. Scroll through the list to search for a user.

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

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

### User Management

[New User](#)

First name	Surname	Display name	Email address	Distribution email	Site name	Active	Role	Action
Admin	Customer	AdminCustomer						<a href="#">Edit</a>

1 - 4 of 4 items

# 4. Manage other user's requests

When a user leaves the organisation or is unable to complete their request/s for some reason, you may need to complete, submit or cancel their request.

You can do the following from the UMM dashboard:

- Locate the user's request/s
- Change the distribution email
- Finalise a request

## 4.1 Locate a user's request/s

To search for a specific user's request/s, you can use the **Requested by** field.

**Note:** The *Display name*, *Distribution email* and *Requested by* fields are the same as the *User's profile name*.

## 4.2 Change the distribution email for a request/s

You can change the distribution email in the Finalise screen for pending requests when a user is no longer able to finalise a request. This will ensure the report is sent to a user that is still active within the same site.

The distribution email cannot be amended from the distribution email dropdown. Administrators can change distribution emails from the users account in the UMM screen.

## 4.3 Finalise another user's request/s

You can access all your users' requests from your dashboard and can finalise them.

# 5. How the user activates their account

The user will receive an email from Noreply@criminalrecords.govt.nz to acknowledge their account has been created.

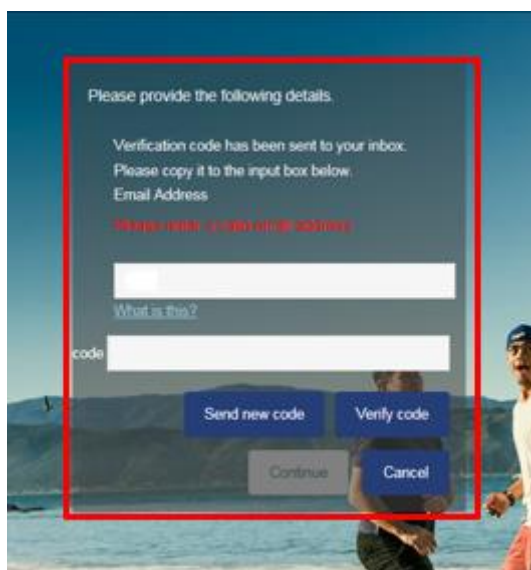
The user must follow the steps below to activate their account.

From: Criminal Record Check <[noreply@criminalrecords.govt.nz](mailto:noreply@criminalrecords.govt.nz)>  
Date:  
Subject: Your user account has been created  
To: < >

## Your account has been created!

You can activate your account by clicking on this [Link](#) and entering your email address to set up your password.

1. Open the link provided in the email.
2. Enter an email address  and select  so the system can validate you as an authorised user.
3. Enter the verification code you received in your email. Select





4. Enter and confirm a new password in the password screen and select .

This will be the password used for accessing the webservice.

