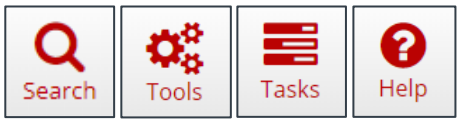
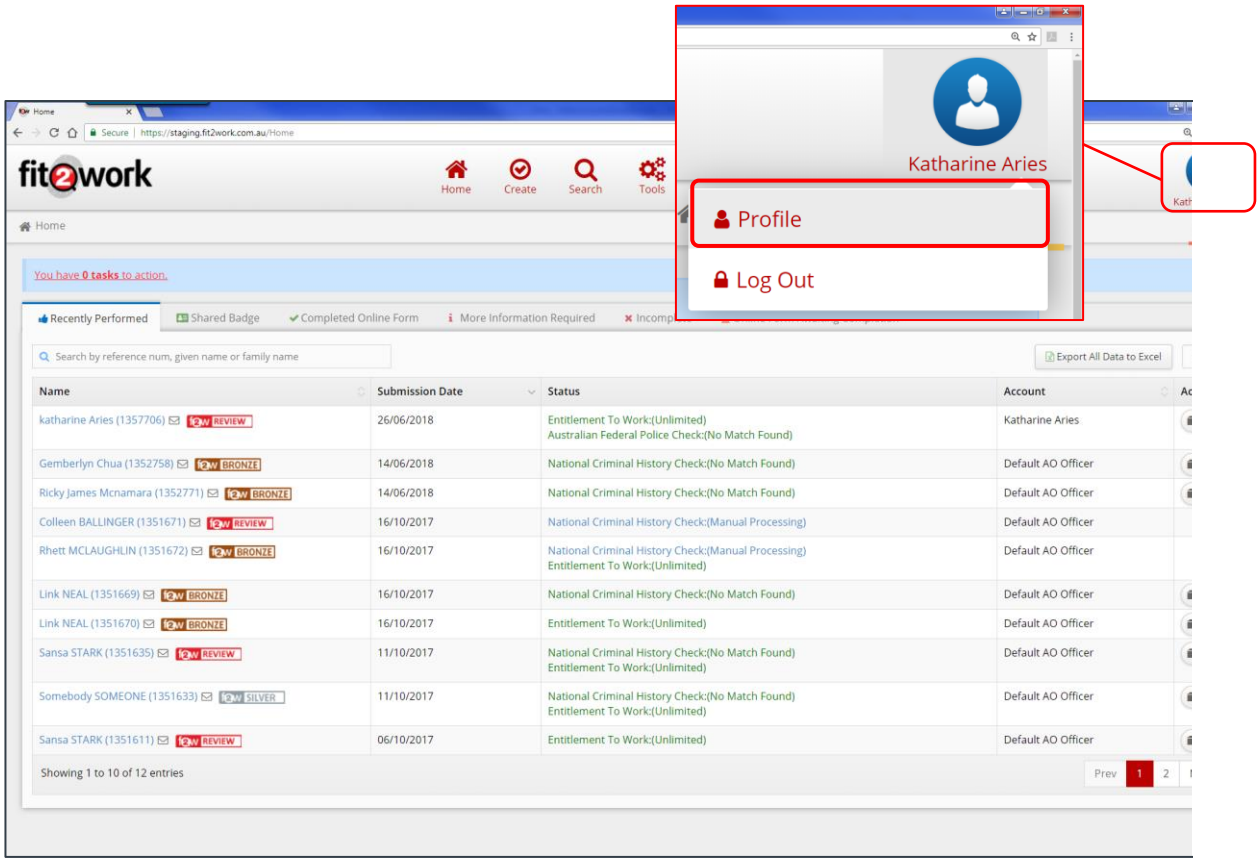
Navigating your *fit2work* Account Dashboard

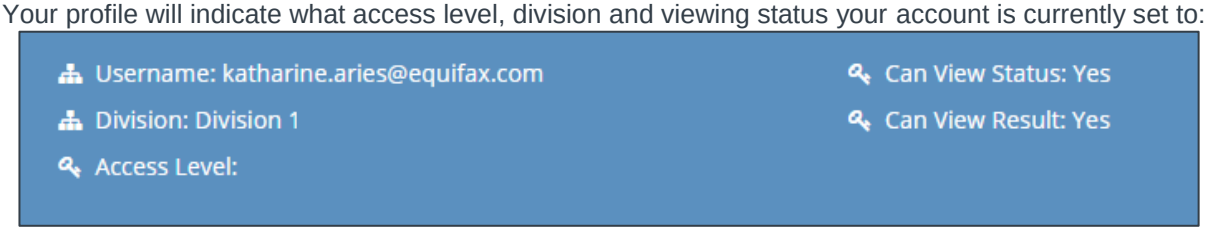
In this guide we will take a look at how to navigate and utilise the following functions in your *fit2work* dashboard:



First let's take a quick look at your profile. Your profile and the secure log-out function can be accessed in the top right-hand corner of your dashboard:



Your profile will indicate what access level, division and viewing status your account is currently set to:



The *fit2work* Support Team can amend your view. You may also have senior Authorised Officers (AOs) or administrators within your organisation that can amend your access and visibility across your Organisation's Teams as and when required.

Division	For every organisation, when their account is created the *fit2work* platform allows multiple divisions to be created. These may reflect different teams or departments within the organisation. Depending on your Organisation's account settings you may be able to select which division you would like to allocate each check to for cost allocation purposes that your organisation may wish to report on.
Access Level	Depending on the level of access your organisation has authorised you to have, what you can view on your system may be restricted to the following main categories; **Full Access** 'Full Access' means that the authorised officer will be able to view all the checks that have been conducted by other authorised officers in the organisation. **Volunteer Only Access** With respect to only Australian Police Checks (ACIC and AFP), 'Volunteer Only' access means authorised officer access level will be restricted to view Volunteer type checks only (cannot view Employee checks). However, they will be able to view all other check types per their viewing access level. **Can View Results** If your organisation has specified that you are able to view the result of checks, this means that when a check result has returned, you will be able to view the result status. i.e. '**Match Found**' or '**No Match Found**' **and** the detailed results and the associated result report if there is a Match Found (Disclosable Court Outcomes for Police Checks) or reportable outcome (i.e. Qualification and Employment history verification checks) **Can View Status** If your organisation has specified that you are able to view the status of checks, you will be able to view the result status of a check on the Home Page. i.e. '**Match Found**' or '**No Match Found**', but not the detailed results or associated reports. **Cannot View Match Found Status** If your organisation has specified that you should not be able to view the Match Found status of Police Checks, these checks will not appear on your Home Page. However, all 'No Match Found' police checks and other check types will be visible. **Managing Checks: Dashboard** The Home button will direct you to the *fit2work* homepage where you can view a record of checks and the various stages they are in (*This is dependent on your Team and access level)*.
View	Your account will be set to define whether - as an Authorised Officer - you can access the completed check reports. If your ***View Result*** access is set as ***No***, you will only be able to view check statuses, you will not be able to download check reports.

In your profile you can also update your given and family name, phone number and position. Here is where you will need to update your password every 60 days. If your user name or email needs to be updated, you will need to contact the *fit2work* Support Team directly to get this amended.

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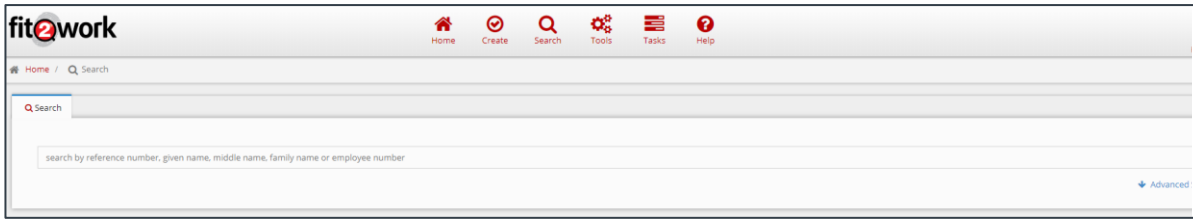
Search

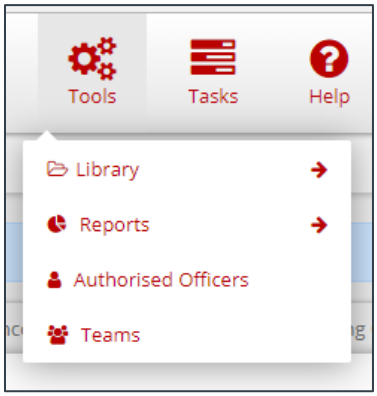
You can use the search function to find a particular check (and archived checks) using the application reference number, given name, middle or family name or the employee number. You only need to input one of these values to return a search result.



Additionally, you have the ability to run an advanced search to narrow your application search further.

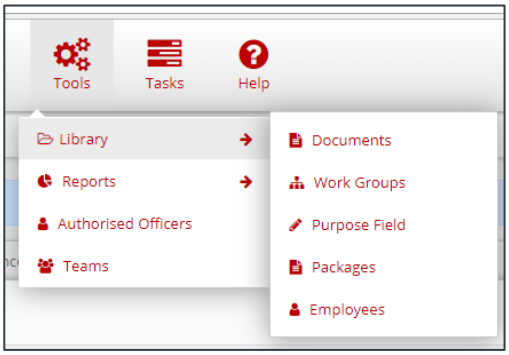
Tools

In tools, there are four options: Library, Reports, Authorised Officers and Teams.



Library

In Library you have the ability to manage the resources that support you and your organisation's use of the *fit2work* portal along with the templates that support the check creation process.



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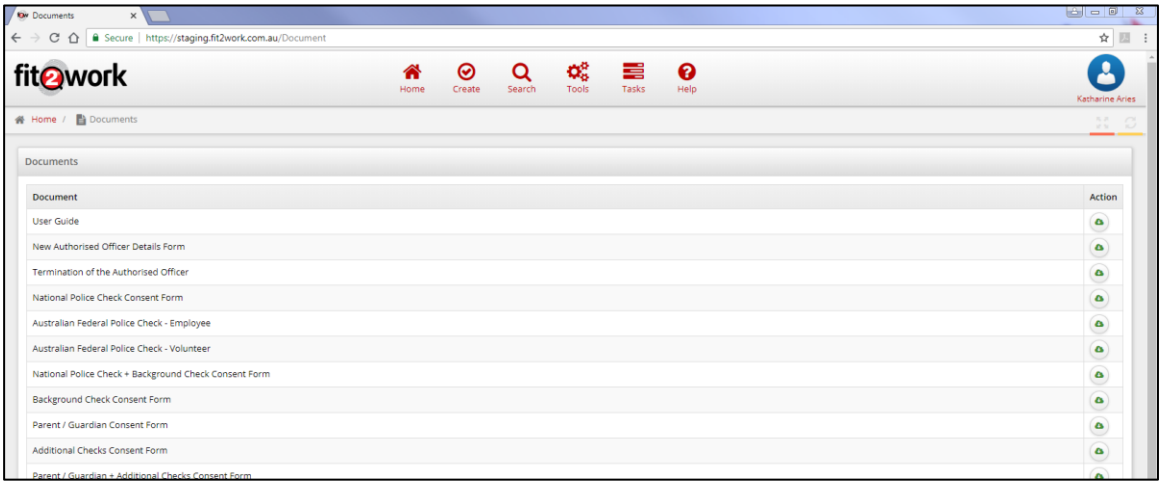
Documents

In the documents tab you are able to download a hard copy of the consent forms for the various *fit2work* checks along with the applicant, declaration and release forms that may be required for the various checks offered in the *fit2work* portal.

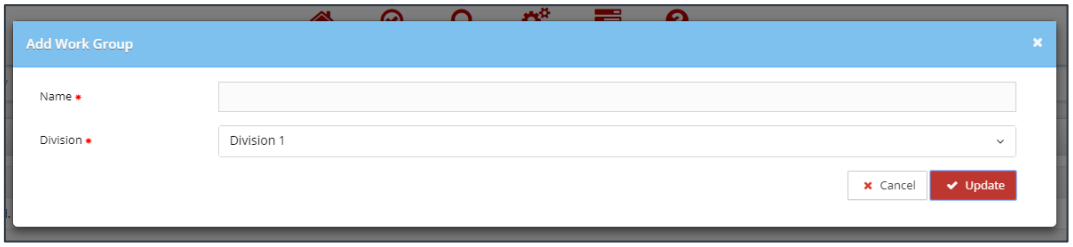


Work Groups

Work groups are used to allocate checks under categories that you create e.g. volunteers, employees, students, site locations, cost centres, departments. In Work Groups you can amend or create Work Groups.

How to create Work Groups

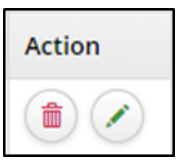
In Work Groups, Select



Type the Work Group Name and Work group Division in the fields provided (your divisions may be different AO groups, locations or cost centres). Then click

and you will be directed to the Work group main page where you can view your newly created work group on the system.

If desired, you can edit or delete the workgroup details by clicking on the options on the right-hand side:



Note: If you edit an existing Work Group, the Work Group displayed on any checks submitted before the edit was made will be retroactively updated.

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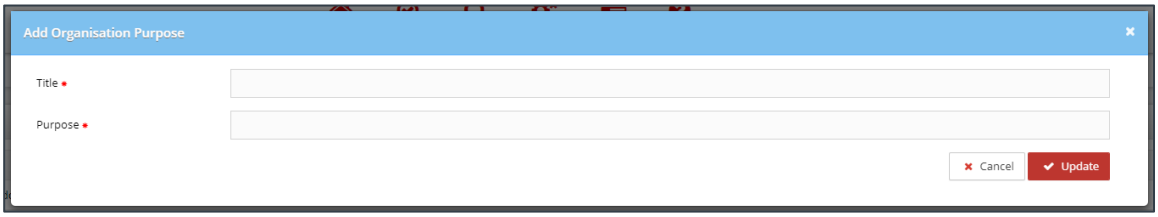
Purpose Field

In order to submit a National Police History Check, it is a mandatory requirement that you provide the purpose for which the check is being conducted. For NPH checks, purposes can be created in your dashboard so that you can select a pre-saved purpose from a dropdown menu when creating or processing a check. The purpose must include the role title, location and a brief description of duties.

To add an organisation purpose select



Add a template title and short description. The description should consist of the role title or occupation followed by the place of work. They should also be easily identifiable by other AO's in your organisation to drive purpose consistency within your organisation or division. By clicking

you will then be returned to the Purpose Library where you can review and edit created templates by selecting the icon.

Packages

In packages there are two sections:

- Check Packages
- Email Invite Templates

Check packages are groups of checks defined by the AO to help speed up the process of creating a series of checks for their applicants to conduct.

A check package can be made up of a number of checks across check types. When creating check requests for the applicant you can select a package from the displayed dropdown, rather than selecting multiple checks individually from options available.

Email Invites are prepared email scripts that can be selected when sending an applicant, a check request. This will benefit you in terms of not having to customise individual emails for different check requests.

As with Work Groups and Purposes you can add and amend your check packages and email templates when necessary.

Employees

The **Employees** feature can be used to keep a record of the employees in your organisation. As an Authorised Officer, you can select what Work Group employees fall under and set a reminder to prompt you to create renewal check requests for the employee

Adding an Employee

Complete the following fields:

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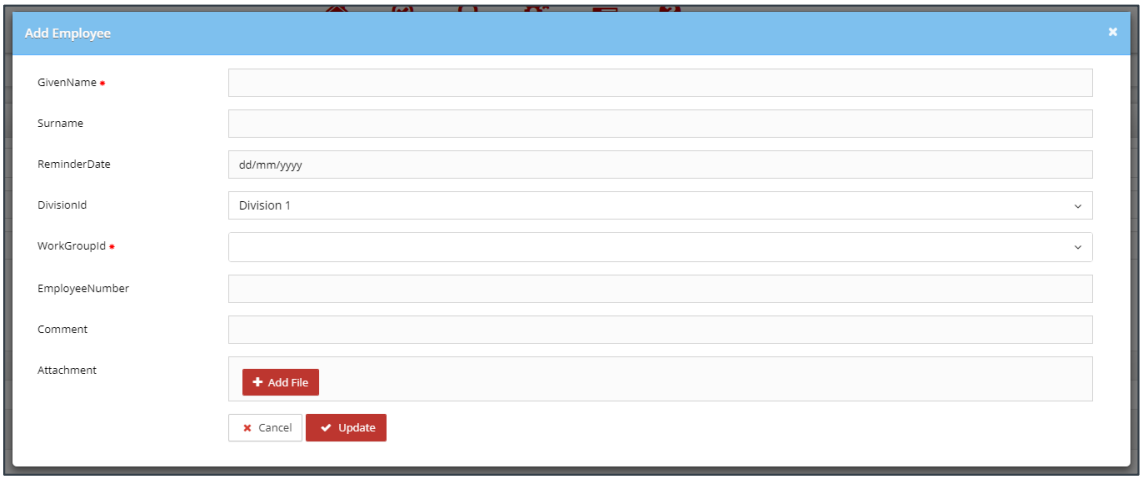
1) **Given Name**: Employee's Given Name
2) **Surname**: Employee's Surname
3) **Reminder Date:** This will set a reminder which will alert the AO 30 days prior to their police check having to be renewed.
4) **Division Id**: The employee's division within your company (e.g. Finance, Human Resources, etc.)
5) **Work Group Id**: The Work Group the employee is to be added to.
6) **Employee Number**: Internal employee number.
7) **Comment:** Notes of the user that can be viewed by all. (e.g. "Does not have access to results.")
8) **Attachment:** Attach any relevant documents the employee requires.

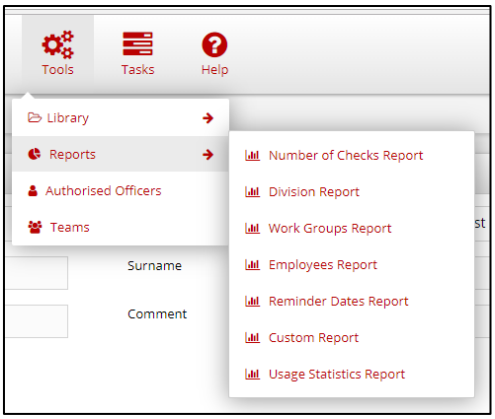


Reports

Reports allow you to pull reports to track check completion, attrition, check creation by work group and custom reports.

The following categories are available to generate a report:

- Report on **Check Type**
- Report on **Division**
- Report on **Work Group**
- Report on **Current Employees**
- Report on **Reminder Dates**
- **Custom Report**
- **Usage Statistics**



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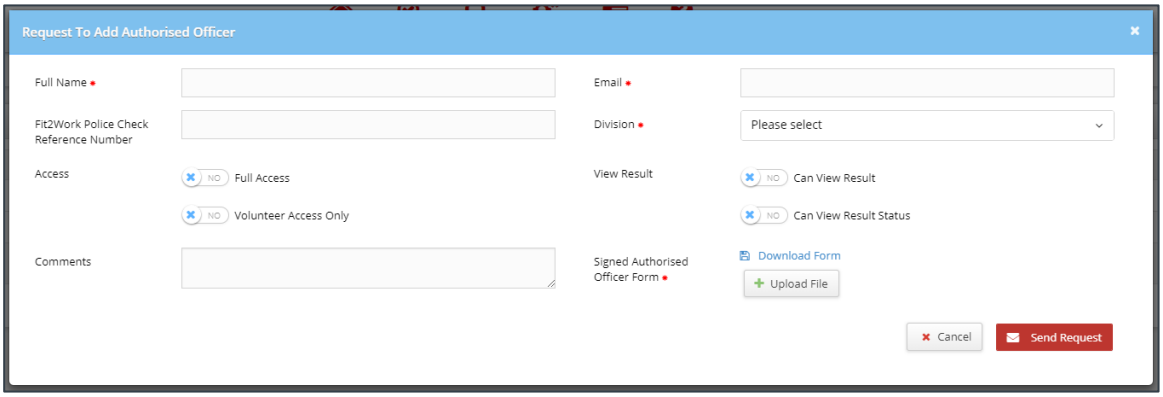
To Access Reports:
1. From the home page, click on the Tools icon. A window will drop down, select the Reports option.
2. A further window will open up with the list of available reports. Select the option you wish to produce.
3. The next page will provide you with date options for the requested report. Select the time period in which you require the information and press the Generate Report button on the right and hand of the screen.
4. To export the data, click on “Export All Data to Excel’ on the right hand side above the report.

Authorised Officers

Here you can send the *fit2work* support team a request to set up a new authorised officer or terminate an existing authorised officer.

Requesting new Authorised Officers

You can request a new AO by clicking



Enter the details of the Authorised Officer and determine what privileges they have in regards to viewing check results. In order to view the results of police checks in the *fit2work* system you will need to provide a copy of the authorised officer’s *fit2work* police check which must have been issued within the last year.

If this has been conducted through *fit2work* you can add the reference number in the space provided. Alternatively, if this has been conducted through an external organisation, we will require a copy for our own records.

Terminating Authorised Officer Access

By clicking on you can revoke access to the *fit2work* for an AO. You will need to provide a reason for termination.

Teams

Previously *fit2work* limited an Authorised Officer to belong to only one Division. With *fit2work* Teams, you can now allocate Authorised Officers to multiple Teams/Divisions or allow the Authorised Officer

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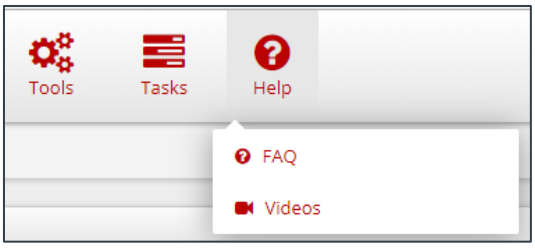
to select the Division the check belongs to on a case by case basis. This will allow greater control over who can access checks along with improved efficiencies in your billing.

Tasks

Tasks is where you can view and action tasks such as approvals that are allocated to you as an Authorised Officer.

Help

The Help button at the top of the page gives you access to our Frequently Asked Questions (FAQs), and Videos.



Frequently Asked Questions (FAQs)

When you click the Help icon, there is an FAQ option. We have customised this FAQ section to answer questions and queries that come up regularly. This FAQ area addresses most of the queries you will have about *fit2work*, so make sure you have a look at this before submitting a query.

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