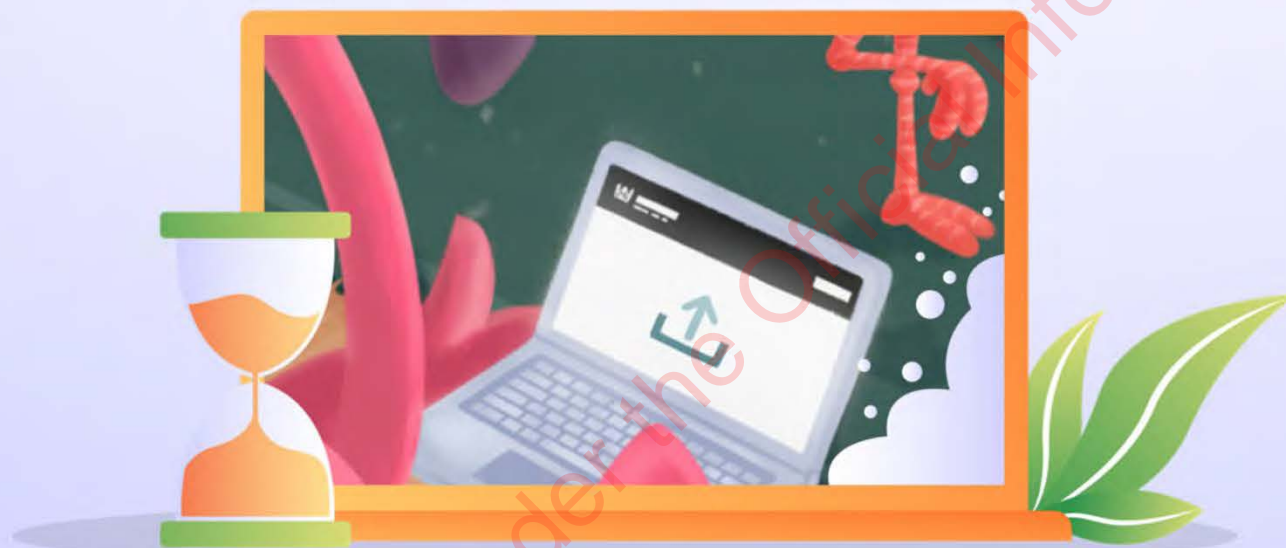


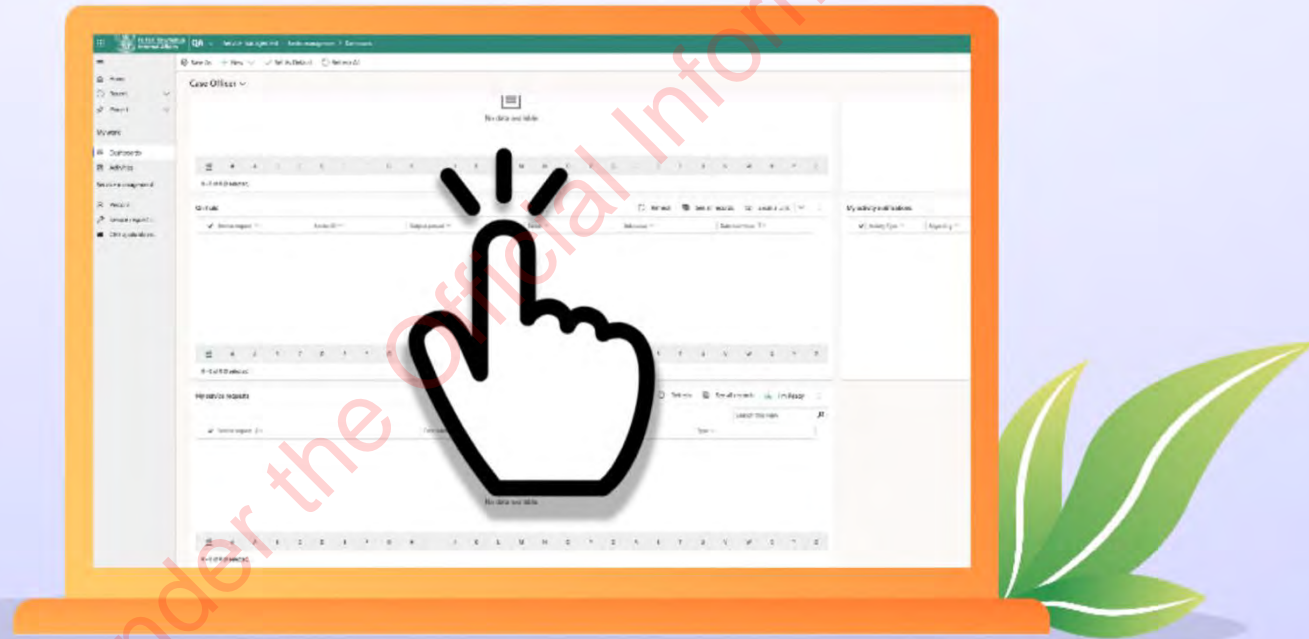
Case Officer CCMS Dashboard updates



Start

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What's new?



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All

#

A

B

C

0 - 0 of 0 (0 selected)

My service requests

✓ | Service request ↓

The Backlog has changed

What does this mean for you?

- **Backlog** has changed to "My service requests".
- If an application is **not visible** on your **dashboard** you will **not receive notifications** about it.
- The work allocation will kick-off once you click the "I'm Ready" button in the "My service requests" table, after which you will have the Service Request added to the "My work in progress" table.

Click **Next** to see how to use the "I'm Ready" button.

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I'm Ready button

How does it work?

- When you have **no application** "In-progress" or "Allocated" on your dashboard, or if all of the applications you were working on are "**On-hold**", you will click "**I'm Ready**" to assign a new Service Request to your dashboard for you to start working on.
 - **Note:** If the button is not visible on your dashboard, click the elipses (three dots) to reveal a drop-down menu, you will find it there.
- Pushing the "I'm Ready" button will allocate you a new Service Request and **all the Services within it** (e.g. a family of four with a group Service Request application will have four Services within it).

Try clicking the button now.



I'm Ready



this view



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I'm Ready button

What happens when I click it?

- CCMS will **momentarily freeze** as it loads a new Service Request to your **dashboard**.
 - The Service Request will also appear in **"My work in progress"** but that table or the page as a whole may need to be **refreshed** for it to appear.
- If you are both an **Assessor** and **Validator**, you will receive both types of Service Requests when you select the "I'm Ready" button. You will not receive a Service Request for validation that you have already assessed.

Click the **Next** button to see what happens when you start working on a Service Request.

Service request	Date submitted (Object)	Queue	Type
1TV8KK	8/05/2020 12:19 PM	Validation	Service request

My work in progress

Before we continue, let's change the status of the application within this Service Request from Allocated to In-progress.



No data available.

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

0 - 0 of 0 (0 selected)

My service requests

Refresh See all records I'm Ready

Search this view

Service request

Date submitted (Object)

Queue

Type

1TV8KK

8/05/2020 12:19 PM

Validation

Service request

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Services

Refresh

<input checked="" type="checkbox"/> Service ID <input type="checkbox"/>	Subject person <input type="checkbox"/>	Application type <input type="checkbox"/>	Status <input type="checkbox"/>
T61PYK	David Infinity Test	CBG Adult	Allocated

Interactions

Timeline

Enter a note...

- Cre. Undeliv DSN Yo
- Rece
- Closed
- Cre. Receipt Tēnā ko
- Closed
- Cre. You've s

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David Infinity Test
Subject person

1TV8KK
Service request

Allocated
Status

Ronan O'Malley
Owner



Citizenship ceremony Statements Supporting documents Related

Recommend

Refresh

Status

Created on

Complete

8/05/2020 12:22 PM

Refresh

Status

Created on

Complete

30/06/2020 9:44 AM

Interactions

Timeline

Search timeline

Enter a note...



Created On 9/07/2020 3:23 PM

Undeliverable: You've started an application for New Zeal...
Your message to dd@dd.com couldn't be delivered.A cus...

You've started an application for New Zeala...

Closed



Created On 30/06/2020 9:59 AM

IR-0000004338, Reference# T61PYK-AutoTestCSOfficer1 [...]

POLICE_Inquiry_2020_06_29_IR-0000004338....

Closed



Created On 8/06/2020 5:47 PM

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David Infinity Test
Subject person

1TV8KK
Service request

Allocated
Status

Ronan O'Malley
Owner

Citizenship ceremony Statements Supporting documents Related

Recommend

Refresh

Status ▾ Created on ↑ ▾

Complete 8/05/2020 12:22 PM

Refresh

Status ▾ Created on ↑ ▾

Complete 30/06/2020 9:44 AM

Subject person: David Infinity T...

Service request: 1TV8KK

Status: **Allocated**

Owner: * Ronan O'Malley

- Created On 9/07/2020 3:23 PM
Undeliverable: You've started an application for New Zeal...
Your message to dd@dd.com couldn't be delivered.A cus...
You've started an application for New Zeala...
- Closed
- Created On 30/06/2020 9:59 AM
IR-0000004338, Reference# T61PYK-AutoTestCSOfficer1 [...]
POLICE_Inquiry_2020_06_29_IR-0000004338....
- Closed
- Created On 8/06/2020 5:47 PM

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David Infinity Test | 1TV8KK | Allocated | Ronan O'Malley

Subject person | Service request | Status | Owner

Citizenship ceremony | Statements | Supporting documents | Related

Recommend

Refresh

Status	Created on
Complete	8/05/2020 12:22 PM
Complete	30/06/2020 9:44 AM

Refresh

Subject person: David Infinity T...
 Service request: 1TV8KK
 Status: Allocated
 Owner: Ronan O'Malley

Interactions:

- Created On 9/07/2020 3:20 PM: Undeliverable: You've started an application for New Zealand...
 You've started an application for New Zealand...
 Closed
- Created On 30/06/2020 9:59 AM: IR-0000004338, Reference# T61PYK-AutoTestCSOfficer1 [...]
 POLICE_Inquiry_2020_06_29_IR-0000004338...
 Closed
- Created On 8/06/2020 5:47 PM

T61PYK CBG application

David Infinity Test 1TV8KK
Subject person Service request

General Applicant Relationships Address and contact details Identity referee Travel Character Citizenship ceremony Statements Supporting documents Related

Application details

Application type * **CBG Adult**

Subject person **David Infinity Test**

Relationship to requestor **Yourself**

Date submitted 5/05/2020

Application outcome

CBG outcome ---

Acquisition date ---

Acquisition type ---

Acquisition sub-type ---

Lapse date ---

Assessor ---

Validator ---

Cancelled/withdrawn reason ---

Application processing

Stage **Validate and recommend**

Complete and correct

Complete and correct ID	Status	Created on
T61PYK -1	Complete	8/05/2020 12:22 PM

Confirm identity

Confirm identity ID	Status	Created on
T61PYK -2	Complete	30/06/2020 9:44 AM

Check eligibility

Check eligibility ID	Status	Created on
T61PYK -3	Complete	30/06/2020 9:52 AM

- Subject person
- Service request
- Status
- Owner

- Created On 9/07/2020: Undeliverable: You've sta... Your message to dd@dd.
- Created On 30/06/2020: IR-0000004338, Referenc... POLICE_inquiry_2020_06_...
- Created On 8/06/2020: Undeliverable: Your appli... DSN Your message to dd
- Created On 8/06/2020: Undeliverable: Receipt fo... DSN Your message to dd
- Created On 22/05/2020: Undeliverable: Receipt fo... DSN Your message to dd

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Save Save & Close New Refresh Convert To Email a Link Word Templates

- Home
- Recent
- Pinned
- My work
 - Dashboards**
 - Activities
- Service management
- Persons
- Service requests**
- CBG applications

1TV8KK Service request

Summary

General information

Requestor **David Luthor**

Service request type **Group**

Access channel **Online**

Date received 8/05/2020

Created on 2/04/2020 9:26 AM

Services

Service ID	Subject person	Application type	Status
T61PYK	David Infinity Test	CBG Adult	In-progress

Orders

OR Payment \$470.20 5/05/2020 3:49 AM

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Service request	Service ID	Subject person	Application type	Status	Stage	Date submitted
1TV8KK	T61PYK	David Infinity Test	CBG Adult	In-progress	Validate and recommend	5/05/2020
BK48KK	KD1PYK	Lavera Peredo	CBG Adult	In-progress	Validate and recommend	12/05/2020
5K48KK	5D1PYK	Digna Furguson	CBG Adult	Allocated	Validate and recommend	15/05/2020
6848KK	4V1PYK	Myrtice Rickey	CBG Adult	Allocated	Validate and recommend	27/05/2020
Q848KK	CV1PYK	Ardelle Lantz	CBG Adult	Allocated	Validate and recommend	27/05/2020

My work in progress

What will I see here?

- The “**My work in progress**” table will show you the applications that you have been allocated. The status of these applications will remain as “**Allocated**” until you go into them and change them to “**In-progress**”, like you have just done.
- The table shows individual applications within a Service Request, so for a **group** Service Request, you will need to change **each application** within it to “In-progress” once allocated to you by the “**I’m Ready**” button.
- If you haven’t changed an application’s status and it **already states** “In-progress”, this will be because the application has been **unassigned** from **another Case Officer**.

Click **Next** to see the “**Draft**” and “**Submissions**” tables.

Out of scope

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The screenshot shows a web application interface for managing service requests. On the left is a navigation menu with categories: Recent, Pinned, My work, Dashboards, Activities, Service management, Persons, Service requests, and CBG applications. The main content area is divided into three sections. The top section is a table with columns: Service request, Service ID, Subject person, and Application type. It contains two rows of data. Below this table is a filter bar with an 'On-hold' button highlighted by an orange box. The middle section is another table with the same columns as the top one, but it is empty and displays 'No data available' with a document icon. The bottom section is titled 'My service requests' and contains a table with columns: Service request, Date submitted (Object), Queue, and Type. It lists two records. At the top right of the bottom section are buttons for Refresh, See all records, and I'm Ready, along with a search box labeled 'Search this view'.

Service request	Service ID	Subject person	Application type
1TV8KK	T61PYK	David Infinity Test	CBG Adult
BK48KK	KD1PYK	Lavera Peredo	CBG Adult

1 - 2 of 2 (0 selected)

On-hold

Service request	Service ID	Subject person	Application type
No data available			

0 - 0 of 0 (0 selected)

My service requests

Service request	Date submitted (Object)	Queue	Type
BK48KK	12/05/2020 3:45 PM	Validation	Service request
1TV8KK	8/05/2020 12:19 PM	Validation	Service request

On-hold

When will an application appear in "On-hold"?

- When you have **changed the status** of an application to "On-hold".
- If the **previous Case Officer** that owned the application **changed its status** to "On-hold" then it will appear in your "On-hold" queue when it has been allocated to you.

Click **Next** to finish this module.

Kua mutu Finished

Congratulations, you have completed this activity.

If you would like to view this module again, select the replay button:

Replay



To return to the course page, **close this window.**

If you liked this module, you may also like to visit:

- CCMS User View – Adult Groups
- Generating a Liveness Link



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Case O
Duplica
CCMS

We recommend viewing the below module first
before you continue:

CCMS User View – Data Migration

Have you viewed the above module?

YES: CONTINUE

NO: EXIT COURSE

my my start

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Case Officer View
Duplicate Records
CCMS

TIMATA | START

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What is in this module?

CCMS continues to support the move towards processing Citizenship by Grant applications by including the migration of some data from COS to CCMS.

When processing an online application, you may now see more results that match your customer's information while conducting your searching tasks.

By the end of this module, you will be able to identify the type of duplicate Person Record your search menu is showing and, once this is determined, use Tuwhiria te Tikanga to follow the correct process. You will be able to use the 'Persons' menu to help filter the records when you get a large return of results.

What is not in this module?

There are some slides with videos, including audio. Have some headphones handy, or find a quiet place to listen on the device.

Use the **buttons below** to move to and from slides.





What is the purpose?

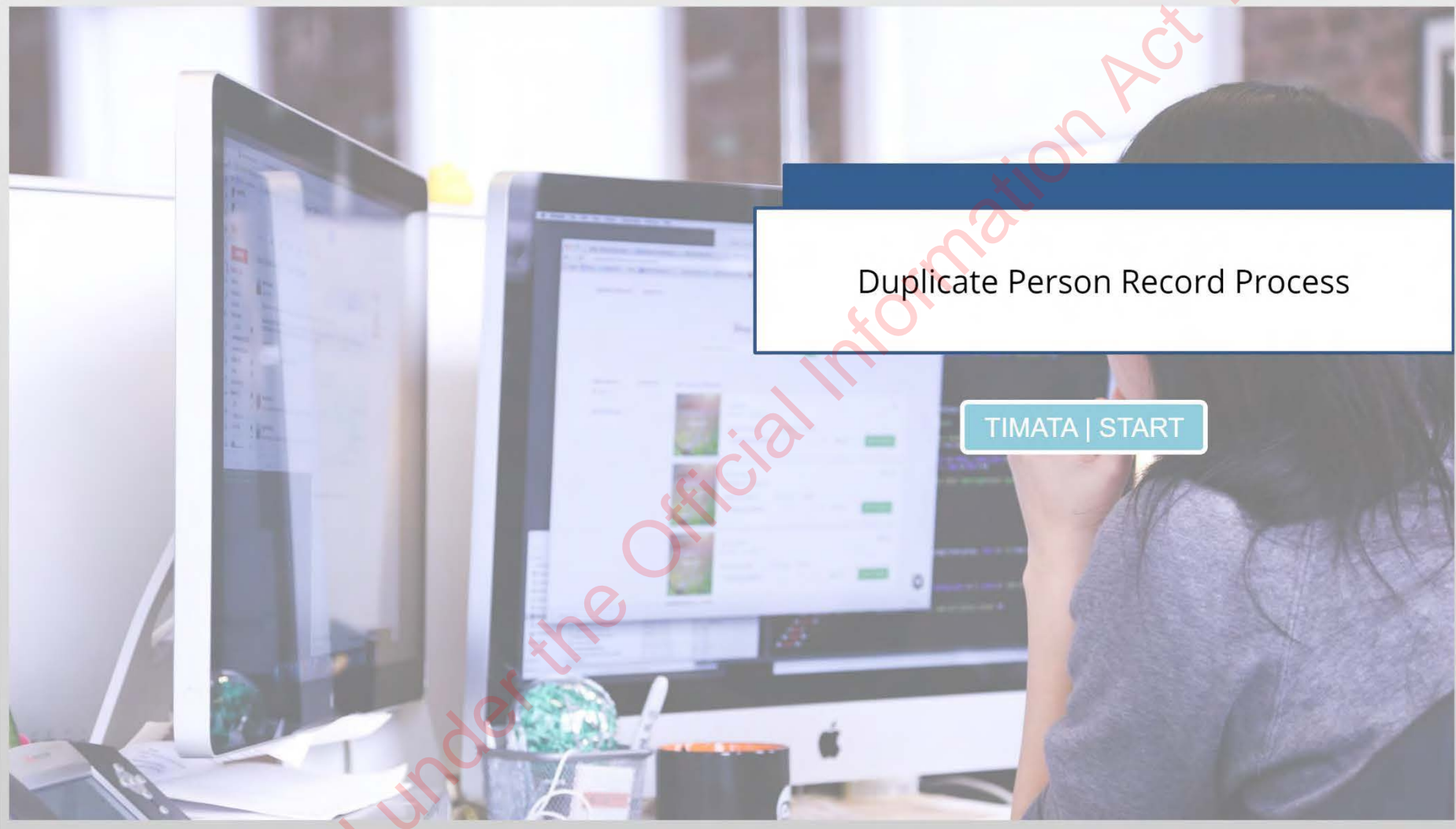
Having a single view of the customer has been a key objective of our future services and systems mahi. As CCMS progresses to other products and services, including the merge of systems such as COS, we will start to see more records in the system.

If you receive an application in CCMS, and the applicant has applied before (via COS or online), we may now see duplicate records for the same person when we would only like to have one, to keep building data against it.

The purpose of this process is to help you decide which Person Record to keep using due to its information and history, and link the new application to the correct record if necessary.

Can we merge records?

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Duplicate Person Record Process

TIMATA | START

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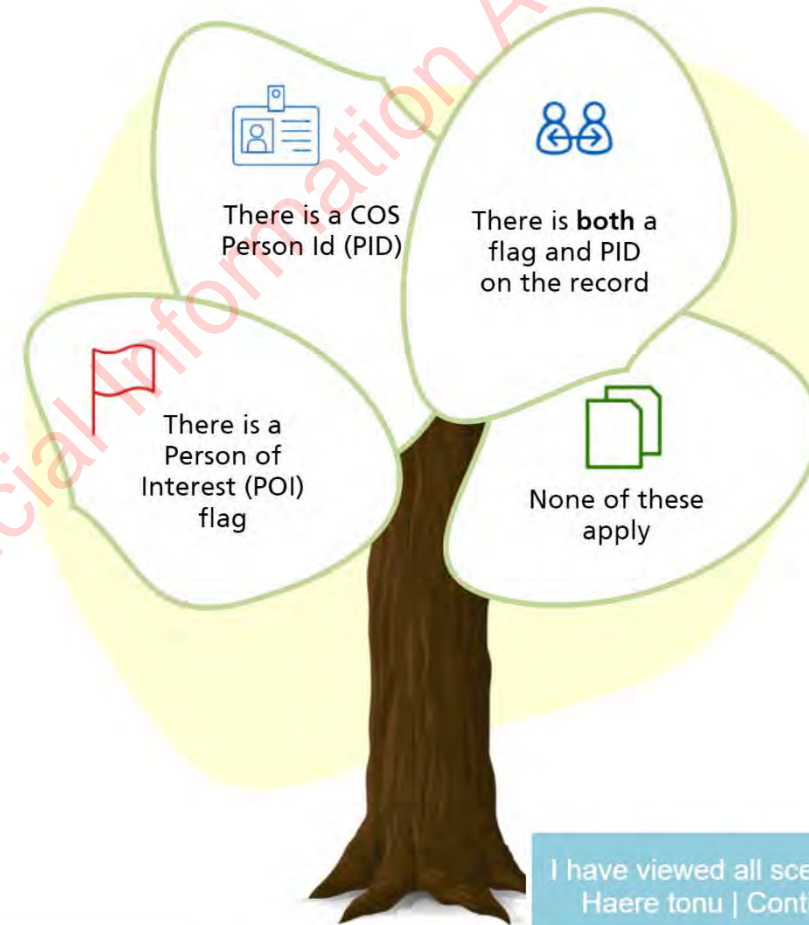
Person Record Scenarios

When you discover there is another Person Record/s that match your customer's information while processing a new application, you will need to identify which scenario the duplicate record fits into.

Select any of the scenarios on the right to view more information, including how to identify the record in CCMS, and what you need to do in each scenario.

The menu will display which scenarios you have viewed, and you can re-visit them again if you choose.

When you have viewed all scenarios and are ready to move on, select the continue button.



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Ipurangirotu Resources

As we saw in the scenarios, the first step when finding a duplicate Person Record is to find out what type of record it is. This will then determine if you need to link your customer's new application to the duplicate, or continue processing as per normal.

There is a system step located in Tuwhiria te Tikanga which has more detail about this process. Bring this up each time you discover a potential duplicate, you can follow this step by step. This page also has some basic tips, such as:

- Never link to a Requestor record
- Always link to a Person Record if there is a COS PID

[Tuwhiria te Tikanga – Find and link a Person Record in CCMS](#)

Let's check what we have learnt in a short quiz...

[BEGIN QUIZ](#)

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Question 1:

You found a previous Person Record that matches your customer's information, and you see there is a COS Person ID (PID) attached to it. What will you do with this record?

Choose one

Do not link - leave it alone

Link to this Person Record

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Question 2:

Before you link to the previous Person Record that has the COS PID attached to it, what steps do you take?

Choose one

- Update the Person Record (that has the COS PID) with any new contact information. You may need to update the new application with 'known as' names that you found from the previous application, if required.
- Transfer the COS PID to the newer Person Record
- Do not update the Person Record with any new information

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Question 3:

You find a previous Person Record for your customer, and you can see there is a Person of Interest alert attached to it. They have not applied before in COS or CCMS. What do you do next?

Choose one

- Update the record that has the POI alert with any new contact information, and link to it in your customers new application.
- Do not link to the record with the POI alert - just continue processing.
- Refer to a Team Leader to add the POI alert to the newer Person Record.

Question 4:

You find a previous Person Record, and there is no COS PID, and no POI alert. Your customer has applied before via CCMS months ago, but withdrew that application. What do you do next?

Choose one

- Link to this record – update this older Person Record with new contact information and link to it.
- Do not need to link to this record – continue processing the current application

A photograph of a person's hands using a laptop and a tablet in a workspace. The person is holding a stylus over the tablet. The laptop screen shows a data visualization with a bar chart and a line graph. A white text box with a blue border is overlaid on the laptop screen, containing the text "Filtering large numbers of results". Below this box is a blue button with the text "TIMATA | START".

Filtering large numbers of results

TIMATA | START

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The screenshot shows a web application interface for 'Te Tari Taiwhenua Internal Affairs'. The top navigation bar includes the logo, the name 'Te Tari Taiwhenua Internal Affairs', and a dropdown menu with 'QA' and 'Service management'. A left-hand navigation pane contains sections for 'Home', 'Recent', 'Pinned', 'My work', 'Dashboards', 'Activities', and 'Service management'. Under 'Service management', the 'Persons' option is highlighted with a green box. The main content area is titled 'Relevance Search' and displays a list of search results for 'James Smith'. The results are filtered by 'Record Type' (All, Persons: 64) and 'Date of birth' (One Year Ago to After Today). The results list includes several entries for 'PERSON' with the name 'James Smith' and initials 'JS'. One entry shows the date '14/10/1995'. The interface also shows a list of owners for the records, including 'SYSTEM' (35), 'Informatica Integr...' (9), 'CCMS CRM Servic...' (7), and 'Dylan Frewen' (3).

What if there are many results?

Some details that you search on can display many search results which can be difficult to determine if it is the same customer or not. In this example, the officer has searched the name 'James Smith'.

If you would like to further filter your searches, the 'Persons' tab on the left panel of CCMS is a good way to search on combinations such as name and date of birth.

Select the 'Persons' section to see how we can filter the results for this name.

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The screenshot shows a web application interface for 'Te Tari Taiwhenua Internal Affairs'. The top navigation bar includes 'QA', 'Service management', and 'Persons'. A left-hand menu lists various options, with 'Persons' selected. The main content area displays a table of 'Active persons' with columns for 'Full name', 'Date of birth', 'Email', and 'Mobile phone'. A callout box with a blue border and white background is overlaid on the table, containing the following text:

After you select 'Person' from the left menu, the screen will default to show all active Person Records.

In the Full name column select the drop down arrow to filter by name.

The table data is as follows:

Full name	Date of birth	Email	Mobile phone
---	---	Test000176356@test.com	---
---	---	Test000169451@test.com	---
---	---	Test000149006@test.com	---
---	---	Test000127232@test.com	---
---	---	Test000153113@test.com	---
---	---	Test000116069@test.com	---
---	---	Test000193202@test.com	---
---	---	Test000193851@test.com	---
---	---	Test000106867@test.com	---

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The screenshot shows a web application interface for 'Te Tari Taiwhenua Internal Affairs'. The main content area displays a list of 'Active persons' with columns for 'Full name', 'Date of birth', 'Email', and 'Mobile phone'. A dropdown menu is open over the 'Full name' column, showing options: 'Sort A to Z', 'Sort Z to A', and 'Filter by'. The 'Filter by' option is highlighted with a green box. A text box with a blue border is overlaid on the bottom right of the list, containing the following text:

You have the option of sorting names alphabetically, or using a filter.

Select the 'Filter by' button to display the filter options.

The interface also includes a top navigation bar with 'QA' and 'Service management' tabs, a left sidebar with navigation options like 'Home', 'Recent', 'Pinned', 'My work', 'Dashboards', 'Activities', and 'Service management', and a bottom status bar showing '1 - 50 of 5000+ (0 selected)' and 'Page 1'.

Show Chart + New Delete Refresh Email a Link Run Report Excel Templates Export to Excel

Active perso... Search this view

Full name ↑	Date of birth	Email	Mobile phone
---	---	Test000176356@test.com	---
---	---	Test000169451@test.com	---
---	---	Test000149006@test.com	---
---	---	Test000127232@test.com	---
---	---	Test000153113@test.com	---
---	---	Test000116069@test.com	---
---	---	Test000193202@test.com	---
---	---	Test000193851@test.com	---
---	---	Test000106867@test.com	---

Filter by

Equals

Please enter value

Apply Clear

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

1 - 50 of 5000+ (0 selected)

Page 1

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Released under the Official Information Act 1982

The screenshot shows a web application interface for 'Te Tari Taiwhenua Internal Affairs'. The main content area displays a table of 'Active persons' with columns for 'Full name', 'Date of birth', 'Email', and 'Mobile phone'. A 'Filter by' dialog box is open, showing a dropdown menu with the following options: 'Equals', 'Does not equal', 'Contains', 'Does not contain', 'Begins with', 'Does not begin with', 'Ends with', 'Does not end with', 'Contains data', and 'Does not contain data'. The 'Contains' option is highlighted with a green box. A text box on the right side of the screen provides the following information:

The filter defaults to 'Equals', which means you will only see results that match exactly what you search.

To search more broadly, incase your customer has applied under other names, you can use the 'Contains' field.

Select the 'Contains' option.

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The screenshot shows a web application interface for 'Te Tari Taiwhenua Internal Affairs'. The main content area displays a list of 'Active persons' with columns for 'Full name', 'Date of birth', 'Email', and 'Mobile phone'. A 'Filter by' dialog box is open, showing a dropdown menu set to 'Contains' and a text input field highlighted with a green border. Below the input field, it says 'Please enter value'. There are 'Apply' and 'Clear' buttons. A text box explains that the user will search for 'Smith' in the name field.

Full name	Date of birth	Email	Mobile phone
---	---	Test000176356@test.com	---
---	---	Test000169451@test.com	---
---	---	Test000149006@test.com	---
---	---	Test000127232@test.com	---
---	---	Test000153113@test.com	---
---	---	Test000116069@test.com	---
---	---	Test000193202@test.com	---
---	---	00193851@test.com	---
---	---	00106867@test.com	---

1 - 50 of 5000+ (0 selected)

Page 1

The customer applied under James Peter Smith, in the free-text field I will search the name Smith. This will show any active record that contains 'Smith' in the name.

Select the green box to populate the name.

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Te Tari Taiwhenua Internal Affairs QA Service management Service management > Persons

Show Chart + New Delete Refresh Email a Link Run Report Excel Templates Export to Excel

Active perso... Search this view

Full name ↑ Date of birth Email Mobile phone

Filter by
Contains
Smith
Apply Clear

Full name	Date of birth	Email	Mobile phone
---	---	Test000176356@test.com	---
---	---	Test000169451@test.com	---
---	---	Test000149006@test.com	---
---	---	Test000127232@test.com	---
---	---	Test000153113@test.com	---
---	---	Test000116069@test.com	---
---	---	Test000193202@test.com	---
---	---	Test000193851@test.com	---
---	---	Test000106867@test.com	---

All # A B C D E F N O P Q R S T U V W X Y Z

1 - 50 of 5000+ (0 selected) Page 1

Let's apply our filter to the search results.
Select the 'Apply' button

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Te Tari Taiwhenua Internal Affairs QA Service management Service management > Persons

Show Chart + New Delete Refresh Email a Link Run Report Excel Templates Export to Excel

Active perso... Search this view

Full name	Date of birth	Email	Mobile phone
aasdsd smith	9/08/1993	manjula.nicholapillai@dia.govt.nz	
Alan Smith	---	AA350@test.com	---
Bacilio Jeramie Hammersmith	11/04/1971	---	---
Bruce Smith	---	---	---
Chang Allard Coopersmith	1/05/1977	test1@dia.govt.nz	999876679944
Chestine Vincente Coopersmith	18/02/1992	test1@dia.govt.nz	999877896292
David Smith	13/06/1980		
Deveral Arrasmith	29/06/1945		
Donnette Kazu Coppersmith	9/12/1981		

All # A B C D E F G H I J K L M X Y Z

1 - 50 of 51 (0 selected)

Page 1

As you can see, there are many active records that 'contain' the name Smith.

To refine the results further, I am also going to filter on the 'Date of birth' column.

Select the drop down arrow

- Home
- Recent
- Pinned
- My work
- Dashboards
- Activities
- Service management
- Persons**
- Service requests
- CBG applications
- Information request ...

Active perso... ▾

Search this view 🔍

Full name ▾ ↑ ▾	Date of birth ▾	Email ▾	Mobile phone ▾
aasdsd smith		manjula.nicholapillai@dia.govt.nz	
Alan Smith		AA350@test.com	---
Bacilio Jeramie Hammersmith		---	---
Bruce Smith		---	---
Chang Allard Coopersmith	1/05/1977	test1@dia.govt.nz	999876679944
Chestine Vincente Coopersmith	18/02/1992	test1@dia.govt.nz	999877896292
David Smith	13/06/1980	manjula.nicholapillai@dia.govt.nz	024569875321
Deveral Arrasmith	29/06/1945	test1@dia.govt.nz	
Donnette Kazu Coppersmith	9/12/1981	test1@dia.govt.nz	999872 923 8

Sort A to Z
Sort Z to A
Filter by

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

1 - 50 of 51 (0 selected)

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Te Tari Taiwhenua Internal Affairs QA Service management Service management > Persons

Show Chart + New Delete Refresh Email a Link Run Report Excel Templates Export to Excel

Active perso... Search this view

Full name Date of birth Email Mobile phone

Full name	Date of birth	Email	Mobile phone
aasdsd smith		nanjula.nicholapillai@dia.govt.nz	
Alan Smith		A350@test.com	---
Bacilio Jeramie Hammersmith			---
Bruce Smith			---
Chang Allard Coopersmith		est1@dia.govt.nz	999876679944
Chestine Vincente Coopersmith	10/02/1992	test1@dia.govt.nz	999877896292
David Smith	13/06/1980	nanjula.nicholapillai@dia.govt.nz	024569875321
Deveral Arrasmith	29/06/1945	test1@dia.govt.nz	
Donnette Kazu Coppersmith		test1@dia.govt.nz	999872 923 8

Filter by On [dropdown arrow] [calendar icon]

Please enter value

Apply Clear

All # A B C D E F N O P Q R S T U V W X Y Z

1 - 50 of 51 (0 selected) Page 1

This looks familiar.

Select the drop down arrow to see what options we have to filter for date of birth.

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Te Tari Taiwhenua Internal Affairs QA Service management Service management > Persons

Show Chart + New Delete Refresh Email a Link Run Report

Active perso...
Full name Date of birth

aasdsd smith	
Alan Smith	
Bacilio Jeramie Hammersmith	
Bruce Smith	
Chang Allard Coopersmith	
Chestine Vincente Coopersmith	10/02/1992
	13/06/1980
	29/06/1945
	9/12/1981

Filter by
On
Please enter value
Apply Clear

- On
- On or after
- On or before
- Today
- Yesterday
- Tomorrow
- This week
- This month
- This year
- This fiscal period
- This fiscal year
- Next week
- Next 7 days
- Next month
- Next year
- Next fiscal period
- Next fiscal year

Export to Excel
Search this view
Mobile phone

999876679944
999877896292
024569875321
999872 923 8

T U V W X Y Z
Page 1

When you filter date of birth, there are many options for what date you select.
I want to use the 'On' filter, which will search for date of births on the exact date I enter.
Select the 'On' option.

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- Home
- Recent
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Show Chart + New Delete Refresh Email a Link Run Report Excel Templates Export to Excel

Active perso... Search this view

Full name	Date of birth	Email	Mobile phone
aasdsd smith		nanjula.nicholapillai@dia.govt.nz	
Alan Smith		AA350@test.com	---
Bacilio Jeramie Hammersmith		---	---
Bruce Smith		---	---
Chang Allard Coopersmith		est1@dia.govt.nz	999876679944
Chestine Vincente Coopersmith	18/02/1992	test1@dia.govt.nz	999877896292
David Smith	13/06/1980	manjula.nicholapillai@dia.govt.nz	024569875321
Deveral Arrasmith	29/06/1945	test1@dia.govt.nz	
Donnette Kazu Coppersmith		test1@dia.govt.nz	999872 923 8

Filter by

On

14/10/1995

Apply Clear

I have input the customer's date of birth in the date field.

Select 'Apply' to apply the filter to the search results.

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The screenshot shows a web application interface for 'Te Tari Taiwhenua Internal Affairs'. The main content area displays a table of 'Active persons' with columns for 'Full name', 'Date of birth', 'Email', and 'Mobile phone'. Three records are visible, all with a date of birth of 14/10/1995. A text box is overlaid on the table, explaining the filters used to narrow the results to three records.

Full name	Date of birth	Email	Mobile phone
James Peter Smith	14/10/1995	test@test.com	---
James Smith	14/10/1995	---	---
Jimmy Peter Smith	14/10/1995	---	---

Because I added filters, now my Persons tab is showing only:

- Full name that 'contains': **Smith**
- Date of birth 'on': **14/10/1995**

This has narrowed my results to these three records that match my customer's information, so I may check all three Person Records to see if they are duplicates or not.

HAERE TONU | CONTINUE

Other searching tips

Within the 'Persons' menu on the left in CCMS, you can also use both the Email and Mobile phone columns to filter results.

You can re-select the drop down fields to change or delete any filters you have applied, for example if you wanted to view all active Person Records again.

For records that have been migrated, you can also look up the previous image uploaded to COS if you would like to compare images.

Email ↑	Mobile phone
---	---
---	---
---	---
---	---


Active perso... ▾

✓ Full name ▾ ↑ ▾

- ✓ ↑ Sort A to Z
- ↓ Sort Z to A

Filter by

Clear filter



Kua mutu Finished

Congratulations, you have completed this activity.

REPLAY



Close this window to return to the course page.

If you liked this module, you may also like to visit:

- CCMS User View – Data Migration

ARA KI WAHO | EXIT

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Colour Light Reflection (CLR) Identity check

TIMATA | START

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Welcome to the Colour Light Reflection (CLR) identity check module

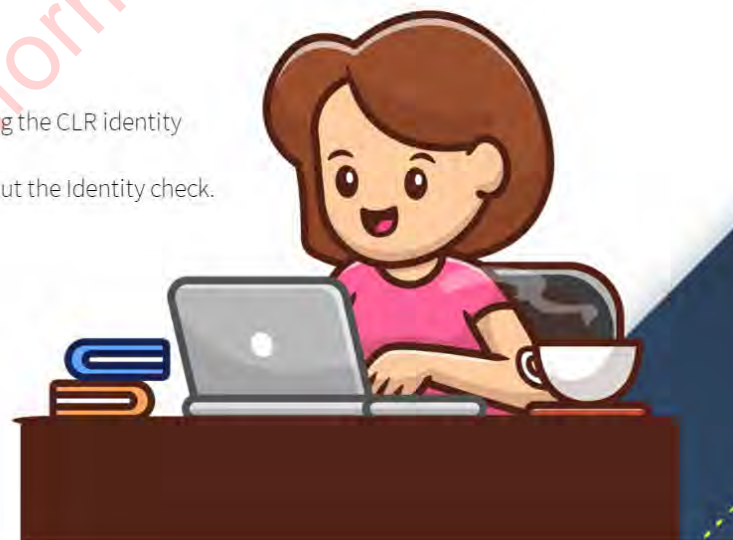
In this module we will explore:

- The **purpose** of the CLR identity check,
- The **customer's view** of the identity check,
- **Contact Centre:**
 - **Errors** that might happen while the customer is performing the CLR identity check,
 - **Questions and answers** you or customers might have about the Identity check.
- **Case Officer:**
 - Finding the CLR identity check in **CCMS**,
 - Evaluating the CLR identity check in **DAON**.

This module will take about **15 minutes** to complete.

Let's start by looking at the purpose of the identity check.

Click the **TUA | NEXT** button to begin.



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Menu

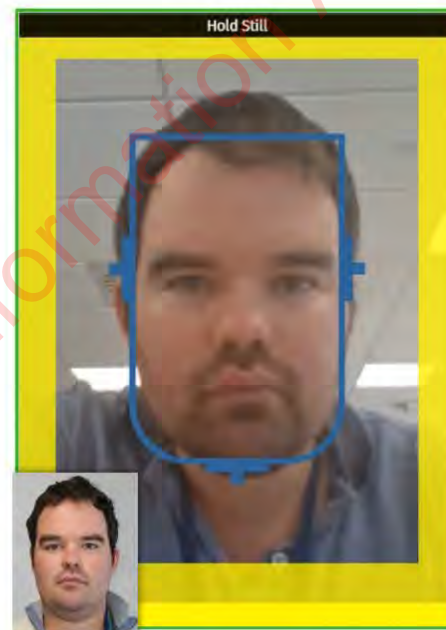
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What is the purpose of the CLR identity check?

The purpose of the online identity check is to ensure the person filling out the application is the same person doing the identity assessment.

Previously, the only identity check method available has been the Liveness test, where an applicant blinks, nods, and shakes their head.

CLR is being released as another method available for applicants to complete the identity check. This will make the application process more accessible to our customers.



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How does the CLR identity check work?

The Colour Light Reflection (CLR) identity check is a face liveness check that works by displaying a random sequence of colours on the device web page and analyzing the reflections visible on the user's face, captured through the front camera.

Unlike Liveness, CLR does not require the customer to perform any gestures, they simply need to remain still.

Like the Gestures, CLR can detect fake attacks through Photographs, printouts, screen images, video recordings and 2d cut-out masks.

Click the recording on the right to view an example of CLR (Note: the video loops).



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The customer's view

Let's now look at what the customer will see when they complete an identity check as part of their application.

In this module we will just be looking at the option;
Online using this device.

Click the **Start identity check** button below to begin.



Identity

✔ Passport photo > Identity check > Identity review

Identity Check

The applicant can verify their identity online by completing an identity check.

The identity check helps to confirm the applicant is who they say they are.

Before beginning the identity check, make sure the correct passport photo has been uploaded.

How it works

Using a device with a camera, the applicant will follow instructions to take a live photo (selfie). The device's screen will flash coloured lights as the photo is taken.

If the applicant has a sensitivity to light or photosensitive epilepsy, they can do an alternative identity check where they take a selfie and short video of their face instead.

It takes about 5 minutes to complete.

Make sure the applicant:

- is using a cellphone, tablet or computer with internet access and a camera
- allows access to the device's camera when prompted.

If the applicant wants to complete the identity check on a different device, select the option below to email a link.

How DIA uses the identity check

The Department of Internal Affairs (DIA) will review the applicant's identity check. It will be compared to records held by DIA and other organisations to verify the applicant's identity.

Find out how your information is managed, and how you can access it, in the privacy statement below.

[Privacy statement - identity check](#)

Complete an identity check

Select how an applicant will verify their identity

Online using this device

Select

Online using this device

I cannot do this online

Start identity check

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Manatokona tō tuakiri Verify your identity

Hi, Ronan McGrath

You can verify your identity online by completing this identity check.

It will take around 5 minutes to complete.

How it works

Using a device with a camera, you will follow instructions to take a live photo (selfie).

i We need access to your device's camera. Allow access when prompted.

Privacy

Your information is being collected by the Department of Internal Affairs to confirm your identity. Find out how your information is managed, and how you can access it, in the privacy statement below.

[Privacy statement – identity check](#)

Start

Read the [system requirements](#) to check your device and browser are compatible.



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Live Photo

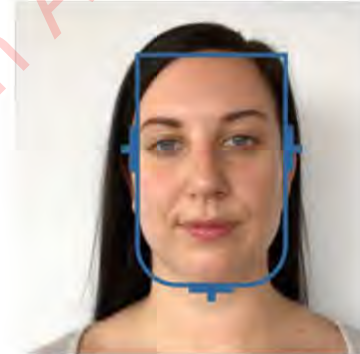
We will now take a live photo of you.

As the photo is being taken, your screen will flash coloured lights. This helps to confirm you are a live person.

If you have sensitivity to light or photosensitive epilepsy, you can do an alternative identity check where you take a selfie and a short video of your face instead.

Guidelines

- Make sure you are in a well-lit area.
- Position yourself in front of a plain background.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Keep your expression neutral.
- Position your face inside the blue frame.



Start identity check

Do you have a sensitivity to light, or photosensitive epilepsy?



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Cancel

Live Photo

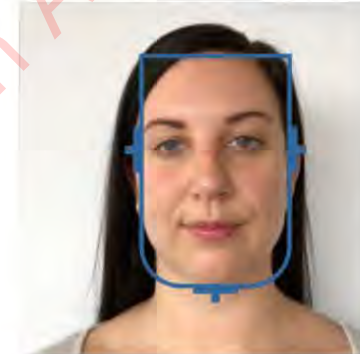
We will now take a live photo of you.

As the photo is being taken, your screen will flash coloured lights. This helps to confirm you are a live person.

If you have sensitivity to light or photosensitive epilepsy, you can do an alternative identity check where you take a selfie and a short video of your face instead.

Guidelines

- Make sure you are in a well-lit area.
- Position yourself in front of a plain background.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Keep your expression neutral.
- Position your face inside the blue frame.



Start identity check

Do you have a sensitivity to light, or photosensitive epilepsy?

Yes

No

Continue



ement

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Cancel

Step 1

Take your photo

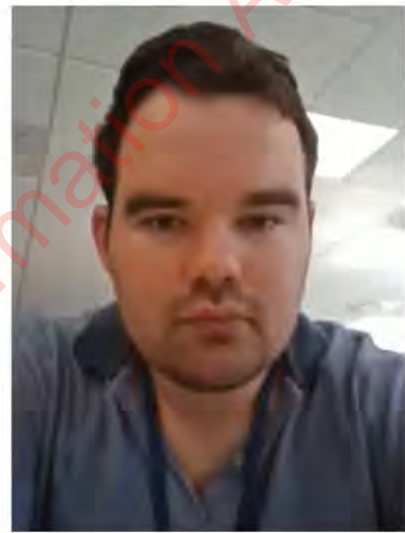
Great, check your photo meets the guidelines below.

Guidelines

- Make sure you are in a well-lit area.
- Position yourself in front of a plain background.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Keep your expression neutral.
- Position your face inside the blue frame.

No, retake photo

Yes, go to Step 2



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Cancel

Step 2 Actions check

We will record a video of you while you do 3 brief movements
Sam will show you what to do.

Guidelines

- Follow what Sam does
- Stay in one place during this check.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Position your face inside the blue frame like Sam.

Got it, let's start



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[Privacy Statement](#)

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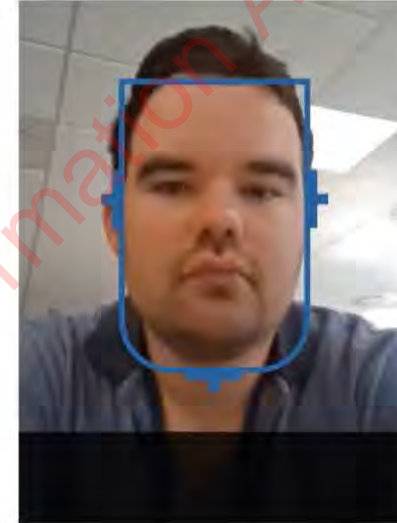
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Cancel

Step 2
Actions check

Guidelines

- Follow what Sam does
- Stay in one place during this check.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Position your face inside the blue frame like Sam.



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Kua oti

All done

Thanks, you have finished the identity check.

Next steps

Your identity check will be reviewed by the Department of Internal Affairs (DIA). They will compare it to records held by DIA and other organisations to verify your identity.

Your photo and video are available if requested. The 'Privacy statement – identity check' covers how to access this information.

[Privacy statement – identity check](#)

If we need further information to verify your identity, we will contact you.

[Return to your application](#)

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Cancel

Live Photo

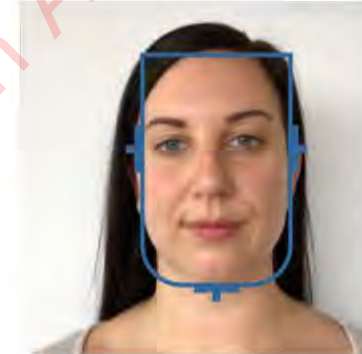
We will now take a live photo of you.

As the photo is being taken, your screen will flash coloured lights. This helps to confirm you are a live person.

If you have sensitivity to light or photosensitive epilepsy, you can do an alternative identity check where you take a selfie and a short video of your face instead.

Guidelines

- Make sure you are in a well-lit area.
- Position yourself in front of a plain background.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Keep your expression neutral.
- Position your face inside the blue frame.



Start identity check

Do you have a sensitivity to light, or photosensitive epilepsy?

Yes

No

Continue



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Te Tari Takahanga
Internal Affairs

Warning: Flashing Lights

Your screen will flash different coloured lights during the next step.

If you have a sensitivity to light or photosensitive epilepsy, you should complete the alternative version of this identity check.

[Find out how the lights will work](#)

Do you want to continue?

Yes, I want to continue

Cancel

Start identity check


Do you have a sensitivity to light, or photosensitive epilepsy?

Yes No

Continue

New Zealand Government

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Processing

We are now processing your live photo.
This can take a few minutes. Stay on this page.

Processing...

New Zealand Government

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Kua oti

All done

Thanks, you have finished the identity check.

Next steps

Your identity check will be reviewed by the Department of Internal Affairs (DIA). They will compare it to records held by DIA and other organisations to verify your identity.

Your photo and video are available if requested. The 'Privacy statement – identity check' covers how to access this information.

[Privacy statement – identity check](#)

If we need further information to verify your identity, we will contact you.

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Tuakiri

Identity

Confirm the applicant's identity by uploading a passport photo and completing an online identity check.

Upload a passport photo

✔  [Passport Photo.jpg](#) - 1.23 MB [Delete](#)

Complete an identity check

✔ Identity check complete

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Save and continue

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What happens next?

Now that the customer has completed the CLR check, they can continue with the rest of their application.

The photos will be sent to CCMS for a Case Officer to review. CLR results can be found in the Supporting Documents tab.

Before we continue, let's first look at what would happen if the customer selected the other option.

Click TUA | NEXT to continue.



CLR result ▾	Blink result ▾	Nod result ▾	Shake result ▾
Yes	No	No	No



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Te Tari Taiwhenua Internal Affairs

Step 1
Take your photo

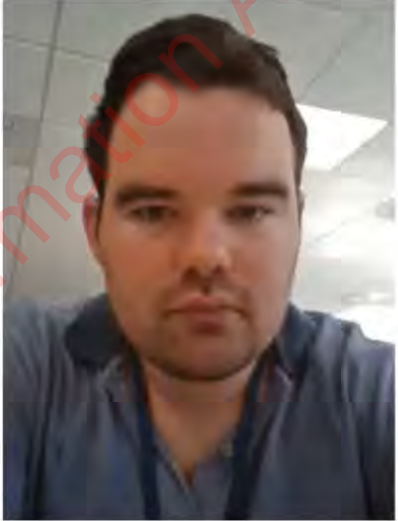
Great, check your photo meets the guidelines below.


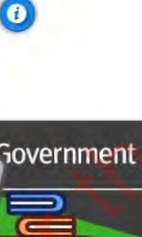
Guidelines

- Make sure you are in a well-lit area.
- Position yourself in front of a plain background.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Keep your expression neutral.
- Position your face inside the blue frame.

No, retake photo

Yes, go to Step 2



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To Tari Talwhenua
Internal Affairs

[Cancel](#)

Step 2


Actions check

We will record a video of you while you do 3 brief movements
Sam will show you what to do.

Guidelines


- Follow what Sam does
- Stay in one place during this check.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Position your face inside the blue frame like Sam.

[Got it, let's start](#)



0:00 / 0:09

Watch Sam demonstrate the actions before starting
The actions will appear in a randomised order - follow what Sam does.



[i](#)

Government

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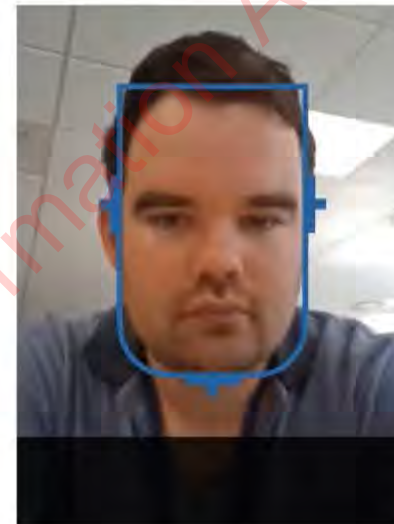
- Introduction
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Cancel

Step 2 Actions check

Guidelines

- Follow what Sam does
- Stay in one place during this check.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Position your face inside the blue frame like Sam.



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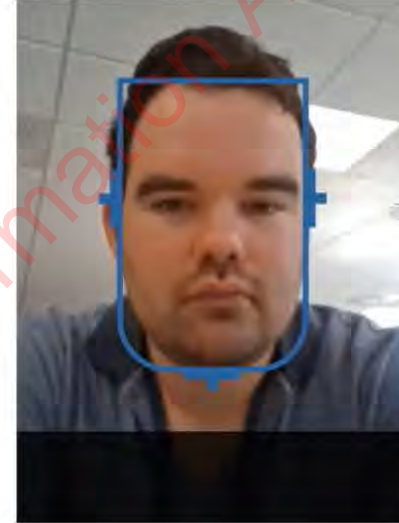
- Introduction
- Not Light Sensitive
- Light Sensitive
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Cancel

Step 2
Actions check

Guidelines

- Follow what Sam does
- Stay in one place during this check.
- Remove any hats, thick framed glasses or anything else that hides your face.
- Position your face inside the blue frame like Sam.



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Kua oti

All done

Thanks, you have finished the identity check.

Next steps

Your identity check will be reviewed by the Department of Internal Affairs (DIA). They will compare it to records held by DIA and other organisations to verify your identity.

Your photo and video are available if requested. The 'Privacy statement – identity check' covers how to access this information.

[Privacy statement – identity check](#)

If we need further information to verify your identity, we will contact you.

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Tuakiri

Identity

Confirm the applicant's identity by uploading a passport photo and completing an online identity check.

Upload a passport photo

✓  [Passport Photo.jpg](#) - 1.23 MB [Delete](#)

Complete an identity check

✓ Identity check complete

[Back to hub](#) [Save and continue](#)

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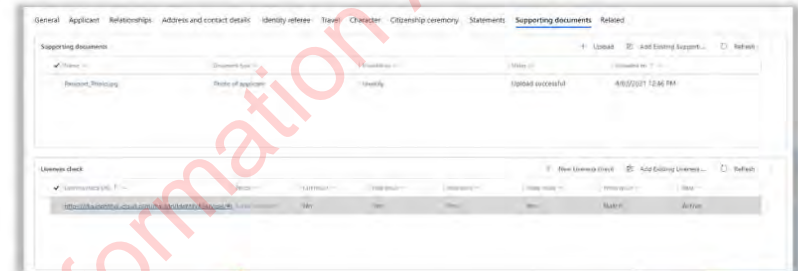
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What happens next?

Now that the customer has completed the identity check they can continue with the rest of their application.

The actions and photos that have been recorded will be sent to CCMS for a Case Officer to review.

Click TUA | NEXT to continue.



CLR result ▾	Blink result ▾	Nod result ▾	Shake result ▾
Yes	No	No	No

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Are you a **Case Officer** or a **Contact Centre** staff member?

From this point, the module will diverge in two different directions.

Click the button below that is relevant to your role.

If you wish to see what information is relevant to other role, you can navigate to this, at the end of the module.

Case Officer

Contact Centre



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YZDQKK
CBG application

General Applicant Relationships Address and contact details Identity referee Travel Character Citizenship ceremony Statements **Supporting documents** Related

Supporting documents

Name	Document type	Uploaded as	Status	Uploaded on
Passport_Photo.jpg	Photo of applicant	Identity	Upload successful	4/02/2021 12:46 PM

Liveness check

Liveness check URL	Person	CLR result	Work result	Photo result	Shake result	Photo result	Status
https://da.identity-cloud.com/da-sdo/identityXServices/% Ronan McGrath	Ronan McGrath	Yes	No	No	No	Match	Active

You'll find the link to the CLR identity check result in the same location as the Liveness link; the **Supporting documents** tab.

Note: The image shown here is a representation of the view of the Supporting documents tab in CCMS. You may notice some minor differences in your view of CCMS.

◀ HOKI | PREV TUA | NEXT ▶

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The screenshot displays a web application interface for 'Te Tari Taiwhenua Internal Affairs' (TEST) Service Management. The main content area shows a 'Supporting documents' table and a 'Liveness check' table. The 'Supporting documents' table has one row with 'Passport_Photo.jpg' as the document name, 'Photo of applicant' as the document type, and 'Identity' as the provided as. The 'Liveness check' table has one row with a URL, 'Ronan McGrath' as the person, and 'Yes' as the CLR result. A yellow box highlights the 'CLR result' column in the 'Liveness check' table, and another yellow box shows a dropdown menu with 'CLR result' and 'Yes' selected.

Name	Document type	Provided as	Status	Uploaded on
Passport_Photo.jpg	Photo of applicant	Identity	Upload successful	4/02/2021 12:46 PM

Liveness check URL	Person	CLR result	Bank result	Net result	Share result	Photo result	Status
https://dia.identityx-cloud.com/dia-sdo/identity/Services/#/ Ronan McGrath	Ronan McGrath	Yes	No	No	No	Match	Active

CLR result

Yes

Before clicking on the link, you will be able to tell if the customer has submitted a CLR identity by looking at the **Liveness check** table. If the **CLR result** is **Yes**, the customer has submitted a CLR identity check.

◀ HOKI | PREV TUA | NEXT ▶

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Supporting documents

Name	Document type	Provided as	Status	Uploaded on
Passport_Photo.jpg	Photo of applicant	Identity	Upload successful	4/02/2021 12:46 PM

Liveness check

Liveness check URL	Person	CLR result	Blink result	Nod result	Shake result	Photo result	Status
http://dia.identityx-cloud.com/dia-ido/identityXServices/#:Ronan%20McGrath		No	Yes	Yes	Yes	Match	Active

If the CLR result is No, and the other results are Yes, the customer has submitted Liveness gesture identity check.

CLR result: No, Blink result: Yes, Nod result: Yes, Shake result: Yes

◀ HOKI | PREV TUA | NEXT ▶

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 - IP Address
 - What if
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Te Tari Tahūmahi Internal Affairs TEST Service Management

YZDQKK
CBG application

General Applicant Relationships Address and contact details Identity referee Travel Character Citizenship ceremony Statements Supporting documents Related

Supporting documents

Name	Document type	Provided as	Status	Uploaded on
Passport_Photo.jpg	Photo of applicant	Identity	Upload successful	4/02/2021 12:46 PM

Liveness check

Liveness check URL	Person	CLR result	Blink result	Nod result	Shake result	Photo result	State
https://dia.identity-cloud.com/pia-sdo/identityXServices/# Ronan McGrath	Ronan McGrath	Yes	Yes	Yes	Yes	Match	Active

If the CLR result is Yes, and the other results are Yes, the customer has attempted both a Liveness and CLR identity check and was successful with one of them.

CLR result Blink result Nod result Shake result

Yes Yes Yes Yes

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The screenshot shows a web application interface for 'Te Tari Takekōwhiri Internal Affairs' with a 'Service Management' header. The main content area displays a 'Supporting documents' table and a 'Liveness check' table. The 'Supporting documents' table has one row with the following data:

Name	Document type	Provided as	Status	Uploaded on
Passport_Photo.jpg	Photo of applicant	Identity	Upload successful	4/02/2021 12:46 PM

The 'Liveness check' table has one row highlighted in green with the following data:

Liveness check URL	Person	CLR result	Detail result	Head result	Shake result	Photo result	State
https://dia.identityx-cloud.com/dia-sdo/identityXServices/#.Ronan McGrath		Yes	No	No	No	Match	Active

Now let's see what this CLR result looks like in DAON. Click the link highlighted in green above to continue.

Note: We will not be covering what the Blink, Nod, or Shake results look like in DAON in this module.

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a8f15f9c-8166-eb11-a812-000d3ad2... ID Checks

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Sub Type: APPLICANT_PHOTO
Created: 04 Feb 2021, 13:56:54
Captured: 04 Feb 2021, 13:56:54
REST HREF: /rest/v1/users/QTAzH4ZwT_sDFnOyr2v1JFQzA/idchecks/8HYShzYWw-ywLHh...

The first image you'll see when you click on the link, is the photo that the customer took as part of their identity check.

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a8f15f9c-8166-eb11-a812-000d3ad2... Evaluation

ACTIVE View Policy Retry Evaluation All 5

Created	Type	Detail	Result
04 Feb 2021, 13:56:56	Liveness Assessment	WEB_CLR	PASS
04 Feb 2021, 13:56:56	Face Authentication	APPLICANT_PHOTO (FMR: 1.0084e-51)	MATCH
04 Feb 2021, 13:56:56	Face Authentication	WEB_CLR_WHITE_LIGHT (FMR: 1.0020e-51)	MATCH

There are three results in the **evaluation** folder for you to look at if the applicant completed liveness through CLR. These are:

- WEB_CLR
 - This provides the liveness assessment and the quality of liveness results.
- APPLICANT_PHOTO
 - This is automated matching of the selfie frame with the uploaded passport style photo.
- WEB_CLR_WHITE_LIGHT
 - This is automated matching of the selfie frame with the CLR results.

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ACTIVE View Policy Retry Evaluation

Created	Type	Detail	Result
04 Feb 2021, 13:58:50	Liveness Assessment	WEB_CLR	PASS
04 Feb 2021, 13:58:50	Face Authentication	APPLICANT_PHOTO (FMR: 1.0084e-5)	MATCH
04 Feb 2021, 13:58:50	Face Authentication	WEB_CLR_WHITE_LIGHT (FMR: 1.0020e-5)	MATCH

- WEB_CLR shows a PASS result, this means the applicant has passed liveness.
- APPLICANT_PHOTO shows a MATCH result, you will need to check if binding is complete. You'll find the procedure for this under "Conduct binding" on the Tuwhiria page; **Procedure – Check identity is bound (INZ)**. You can find a link to this in the Resources tab in the top left corner of this module.
- WEB_CLR_WHITE_LIGHT shows a MATCH, you'll just need to update the task in this instance.

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a8f15f9c-8166-eb11-a812-000d3ad2... Evaluation

ACTIVE View Policy Retry Evaluation All

Created	Type	Detail	Result
04 Feb 2021, 13:56:56	Liveness Assessment	WEB_CLR	PASS
04 Feb 2021, 13:56:56	Face Authentication	APPLICANT_PHOTO (FMR: 1.0084e-5)	MATCH
04 Feb 2021, 13:56:56	Face Authentication	WEB_CLR_WHITE_LIGHT (FMR: 1.0020e-5)	MATCH

1 to 3 of 3

Let's open the WEB_CLR result first, highlighted in green.

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IdentityX dia-sdp

WEB CLR EXTRACTED NAME L

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ACTIVE



Where's the video? With CLR, **there is no video** for you to evaluate. The CLR identity check will just take five snapshots of the customer in black and white when they performed the identity check.

In cases where you are evaluating a failed CLR identity check attempt, you just need to assess whether or not the person in frame is real and can be easily compared to their uploaded photo.

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a8f15f9c-8166-eb11-a812-000d3ad2... Evaluation

ACTIVE View Policy Retry Evaluation All

Created	Type	Detail	Result
04 Feb 2021, 13:56:56	Liveness Assessment	WEB_CLR	PASS
04 Feb 2021, 13:56:56	Face Authentication	APPLICANT_PHOTO (FMR: 1.0084e-5)	MATCH
04 Feb 2021, 13:56:56	Face Authentication	WEB_CLR_WHITELIGHT (FMR: 1.0020e-5)	MATCH

10 1 to 3 of 3

Let's open the second file.

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ACTIVE

APPLICANT_PHOTO

User Face Claim Face

Result	FMR	Threshold
MATCH	1.0084e-5	1.0000e-4

Close

◀ HOKI | PREV TUA | NEXT ▶

The **Applicant Photo** allows you to compare the photo the customer took during the identity check, with a photo they uploaded as part of their application.

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a8f15f9c-8166-eb11-a812-000d3ad2... Evaluation

ACTIVE View Policy Retry Evaluation All

Created	Type	Detail	Result
04 Feb 2021, 13:56:56	Liveness Assessment	WEB_CLR	PASS
04 Feb 2021, 13:56:56	Face Authentication	APPLICANT_PHOTO (FMR: 1.0094e-5)	MATCH
04 Feb 2021, 13:56:56	Face Authentication	WEB_CLR_WHITE_LIGHT (FMR: 1.0020e-5)	MATCH

10 - 1 to 3 of 3

Let's open the second file.


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WEB_CLR_WHITE_LIGHT

User Face



Claim Face



Result	FMR	Threshold
MATCH	1.0084e-5	1.0000e-4

Close

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The **Web CLR White Light** photo comparison shows you the photo the customer took to a still from their CLR identity check.

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ACTIVE View Policy Retry Evaluation All

Created	Type	Detail	Result
04 Feb 2021, 13:56:50	Liveness Assessment	WEB_CLR	PASS
04 Feb 2021, 13:56:50	Face Authentication	APPLICANT_PHOTO (FMR: 1.0084e-5)	MATCH
04 Feb 2021, 13:56:50	Face Authentication	WEB_CLR_WHITE_LIGHT (FMR: 1.0020e-5)	MATCH

10 1 to 3 of 3

Let's open the **Faces** folder.

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a8f15f9c-8166-eb11-a812-000d3ad2... **Faces**

ACTIVE

Sub-Type

Created	Sub-Type	Captured
04 Feb 2021, 13:56:54	APPLICANT_PHOTO	04 Feb 2021, 13:56:54
04 Feb 2021, 13:56:53	WEB_CLR_WHITE_LIGHT	04 Feb 2021, 13:56:53

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Overview Documents Evaluation Faces Challenges Videos Reviews

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The **Faces** folder is where you can look specifically at the photo the customer uploaded and a still from their CLR identity check attempt. Let's look at the **Applicant Photo**.

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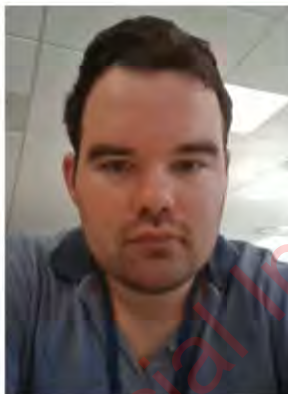
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Sub Type: APPLICANT_PHOTO
Created: 04 Feb 2021, 13:56:54
Captured: 04 Feb 2021, 13:56:54
REST HREF: /rest/v1/users/QTa2H4ZwT_sQFnOyy2vlJFQzA/ldcnecks/8HY5nzYWs-ytaLHr...

The Applicant Photo is the photo the customer took of themselves during the application process.
Return to the **Faces** folder to see the **Web CLR** image.

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Users Applications Onboarding Administration akthgepr

a8f15f9c-8166-eb11-a812-000d3ad2... **Faces**

ACTIVE

Created	Sub Type	Captured
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04 Feb 2021, 13:58:53	WEB_CLR_WHITE_LIGHT	04 Feb 2021, 13:56:53

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The **Faces** folder is where you can look specifically at the photo the customer uploaded and a still from their CLR identity check attempt. Let's look at the **Web CLR** image.

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Sub Type: APPLICANT_PHOTO
Created: 04 Feb 2021, 13:56:54
Captured: 04 Feb 2021, 13:56:54
REST HREF: /rest/v1/users/OTA2H4ZwT_sQFn0Yt2v1JFQ2A/jdchecks/6HYSh2YWs-yiwLHr...

The Web CLR photo is a still image that is taken from the customer's attempt at the CLR identity check.
Return to the **Faces** folder to see the **Web CLR** image.

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Captured	Video Format	List Of Challenges	Processing Status	Sub Type	Client Metrics	Additional Details
04 Feb 2021, 13:56:51	WEB_CLR	WEB_CLR	PROCESSED	WEB_CLR	View	View

Sub Type

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The **Videos** folder is where you can view the recording of the customer completing their Liveness identity check, if they did it that way.

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WEB CLR EXTRACTED IMAGES

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ACTIVE

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Administrative

Settings Data

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If they completed a CLR identity check, there will just be a set of black and white stills, taken from the customer's attempt.

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What if...

Below are some questions that might arise while you are processing liveness through CLR in DAON. These are also covered under "If, required resolve errors or no match results". in Tuwhiria. You can find a link to this page in Procedure – Bind through liveness (CLR), located in the Resources tab.



... I need to resend a liveness link?

... the APPLICANT_PHOTO test shows NO MATCH / an error?

... liveness is done against another member in the group?

... the applicant uploads an offensive or adverse image?

... a new liveness or uploaded photo has been requested from the applicant, following clarification and they still do not match the source image?

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What if...

Below are some questions that might arise while you are processing liveness through CLR in DAON. These are also covered under “If, required resolve errors or no match results”. in Tuwhiria. You can find a link to this page in Procedure – Bind through liveness (CLR), located in the Resources tab.

- Resend a liveness link only if the applicant has not exhausted all 3 attempts at liveness.
- Sending a liveness link is only for Citizenship by Grant.
 - Open the Resources menu to find a link to the Tuwhiria page; **System Step – Sending liveness links**.
 - If the applicant has used up all 3 attempts at liveness, open the Tuwhiria page; **Procedure – Check identity is bound (INZAPI)**, and look under the “Alternate binding pathways” heading for a guide on what to do next.



... I need to resend a liveness link?

... the APPLICANT_PHOTO test shows NO MATCH / an error?

... liveness is done against another member in the group?

... the applicant uploads an offensive or adverse image?

... a new liveness or uploaded photo has been requested from the applicant, following clarification and they still do not match the source image?

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What if...

Below are some questions that might arise while you are processing liveness through CLR in DAON. These are also covered under “If, required resolve errors or no match results”. in Tuwhiria. You can find a link to this page in Procedure – Bind through liveness (CLR), located in the Resources tab.

- Manually review CLR frames and the applicant’s passport style photo.
 - This error can arise if:
 - the applicant is part of a group or,
 - a group member’s photo has been accidentally uploaded against the applicant.
 - If this happens:
 - 1) save the photo against the right application,
 - 2) request the applicant to re-do liveness,
 - 3) get a Team Leader to approve the deletion of the wrong photo and,
 - 4) raise an MSP ticket to get the wrong photo removed from the application (you can find a link to the Tuwhiria page on this in the Resources menu).



... I need to resend a liveness link?

... the APPLICANT_PHOTO test shows NO MATCH / an error?

... liveness is done against another member in the group?

... the applicant uploads an offensive or adverse image?

... a new liveness or uploaded photo has been requested from the applicant, following clarification and they still do not match the source image?

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What if...

Below are some questions that might arise while you are processing liveness through CLR in DAON. These are also covered under "If, required resolve errors or no match results". in Tuwhiria. You can find a link to this page in Procedure – Bind through liveness (CLR), located in the Resources tab.

1. Get a Team Leader to approve the deletion of the Liveness link.
2. Raise an MSP ticket for deletion of the URL and attach the approval to the MSP ticket
 - **System Step – Raise an MSP ticket**, is available from the Resources menu.
3. Once deleted, send a Liveness link to the customer to complete Liveness.



... I need to resend a liveness link?

... the APPLICANT_PHOTO test shows NO MATCH / an error?

... liveness is done against another member in the group?

... the applicant uploads an offensive or adverse image?

... a new liveness or uploaded photo has been requested from the applicant, following clarification and they still do not match the source image?

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What if...

Below are some questions that might arise while you are processing liveness through CLR in DAON. These are also covered under “If, required resolve errors or no match results”. in Tuwhiria. You can find a link to this page in Procedure – Bind through liveness (CLR), located in the Resources tab.

- Open the Tuwhiria page; **Guidelines – Adverse IVS Image Handling**, and determine your next action from there. This page is available from the Resources menu.



... I need to resend a liveness link?

... the APPLICANT_PHOTO test shows NO MATCH / an error?

... liveness is done against another member in the group?

... the applicant uploads an offensive or adverse image?

... a new liveness or uploaded photo has been requested from the applicant, following clarification and they still do not match the source image?

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You have almost finished looking through the CLR identity check module. You can return to any of the slides covered in this module in the **Menu** to the left.

You can also access multiple resources from the **Resources** menu.

If you're ready, click the **Next** button to move on to the final slide.

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Haere rā
Thank you for completing
this module on **the CLR identity check.**

You can revisit any of the previous slides using the Menu to the left. Or open some helpful Tuwhiria pages from the Resources menu.

When you are ready, you can close this module.

If you would like to see information relevant to Contact Centre,
Click the button below:

[Contact Centre](#)



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Errors

Let's now look at some possible errors that the customer might experience while doing the CLR identity check.

Select an option below to see some of the errors the customer might experience.
All options must be selected to progress.

Not filling the blue frame

Additional people in view

Not close to the camera

Low quality

Low lighting

Wrong camera

Blurry image

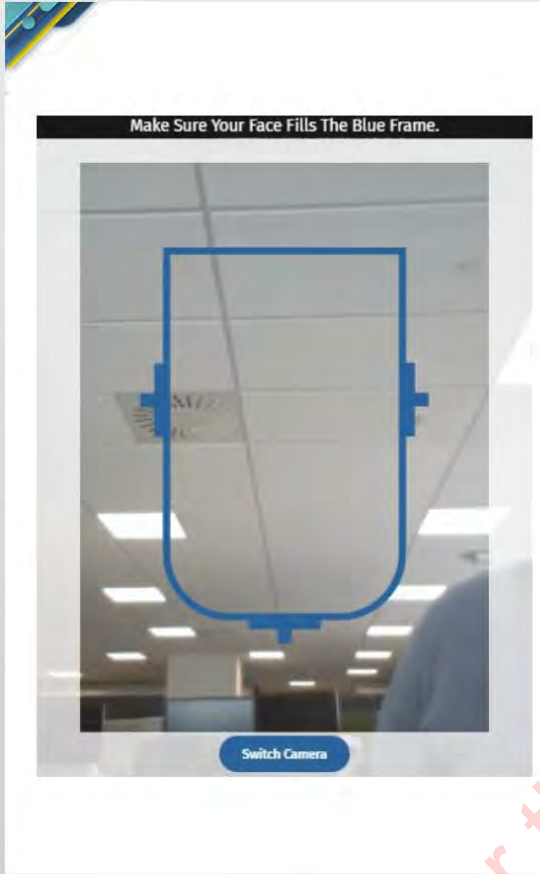
Moving during CLR

Not looking directly at the camera

Browser error



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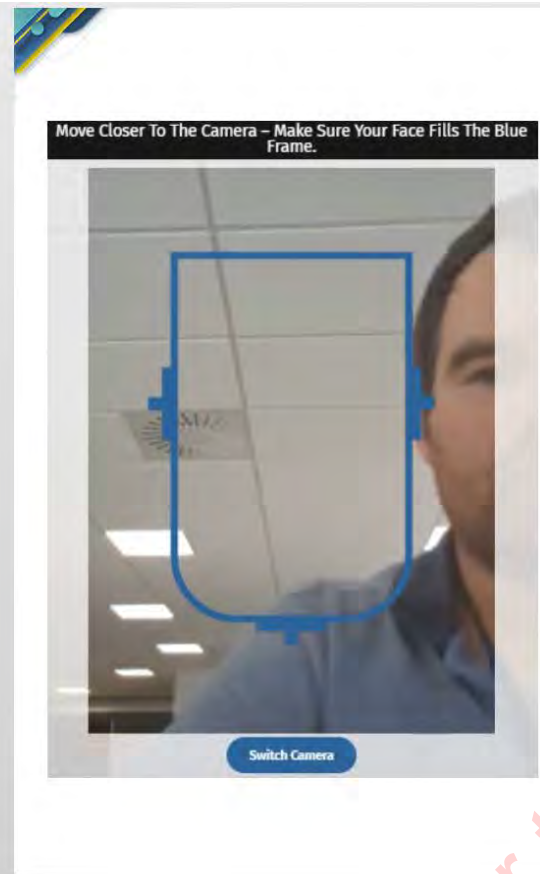


Not filling the blue frame

The CLR identity check procedure will only begin once it detects that there is a face filling the blue frame.

If the system cannot detect any face through the camera, the following message will display:

- "Make Sure Your Face Fills The Blue Frame."



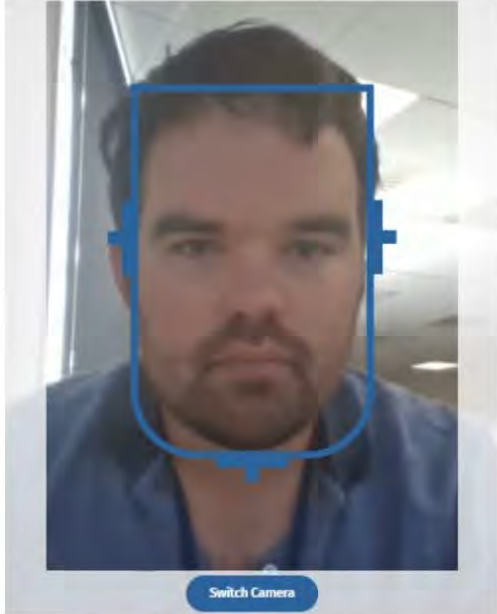
Not close to the camera

Similar to the error of not filling the blue frame, the customer might see the message shown here if the customer's face isn't in the blue frame, but the system can detect that there is a face present through the camera.

The message the customer will see in this instance is:

- **"Move Closer To The Camera - Make Sure Your Face Fills The Blue Frame."**

Check Your Lighting – Use A Well-Lit Area, No Shadows On Your Face.



Low lighting

CLR will require the customer to be in a well-lit environment so that it can better detect the features on their face.

In the example shown here, not only was the 'customer' in a low-light environment, but their laptop screen's brightness was set to 0%. Having a bright screen will help to reduce the chance of the low lighting message appearing;

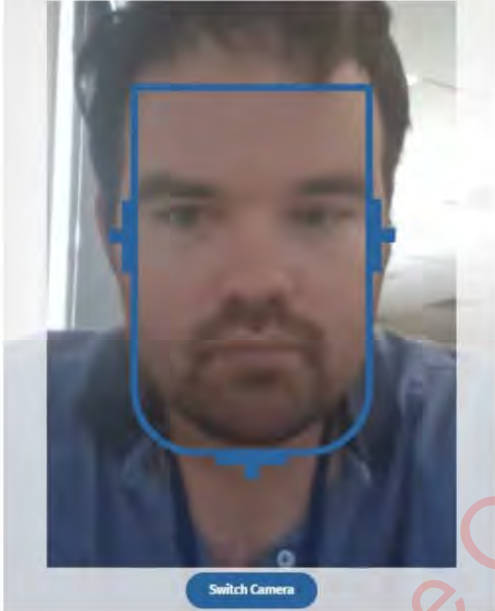
- “Check Your Lighting – Use A Well-Lit Area, No Shadows On Your Face.”

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Image Blurred – Stay In One Place, Check Your Lighting.



Switch Camera

Blurry image

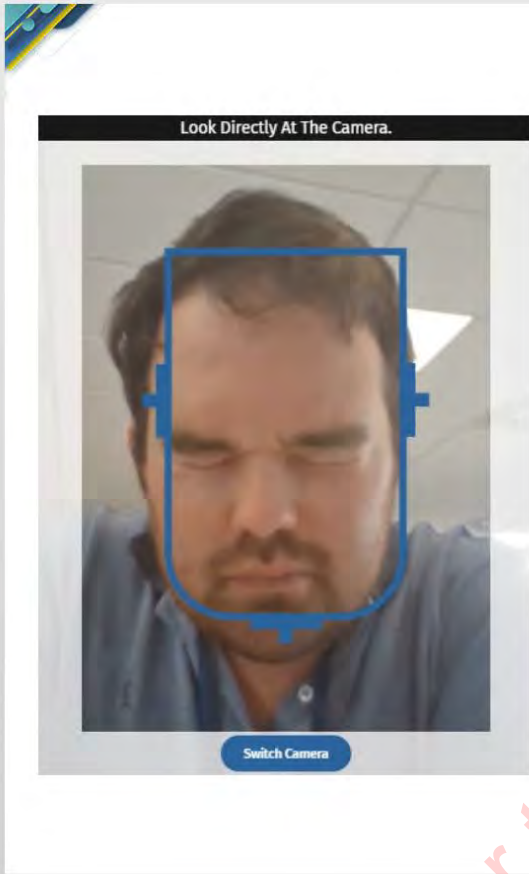
For CLR to start, the customer must remain still while holding their face within the blue frame.

Customers have access to a multitude of different devices that they can complete the CLR identity check on.

With a handheld device, the customer may find it difficult to hold the camera still, so the following message may appear:

- **“Image Blurred – Stay In One Place, Check Your Lighting.”**

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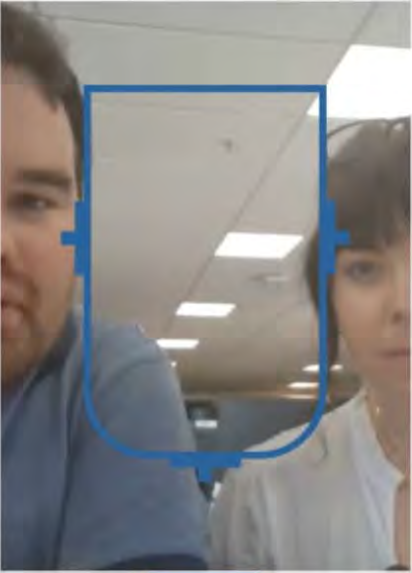
Not looking directly at the camera

CLR needs to see the customer's eyes before it can begin.

If it cannot detect the customer's eyes, the following message will appear:

- "Look Directly At The Camera."

Make Sure There Are No People In The Background.



Switch Camera

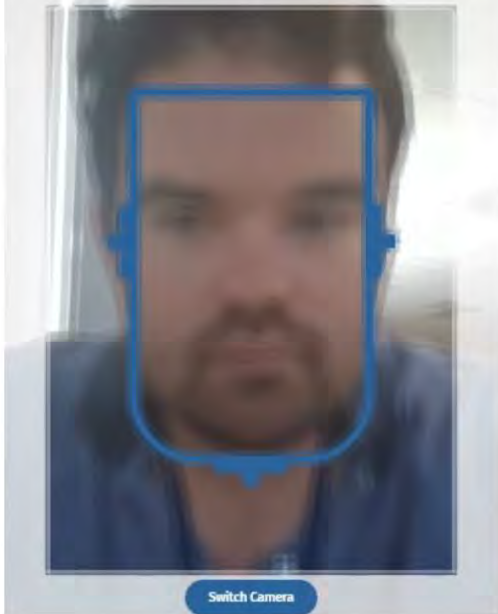
Additional people in view

If CLR identifies more than one face in the view finder, it will not begin the check.

If this happens, the following message appears:

- “Make Sure There Are No People In The Background.”

Quality Issue - Check Your Lighting Or Try Switching Device.



Low quality

Most cameras meet quality standards for CLR. However, if CLR does detect a low quality image, it will show the message below.

This message may also appear in a low lighting situation.

- "Quality Issue – Check Your Lighting Or Try Switching Device."

Check Your Lighting – Use A Well-Lit Area, No Shadows On Your Face.



Switch Camera

Wrong camera

At the bottom of the view finder is the “**Switch Camera**” option.

Customers will likely not have any need for this, and if they are using a phone, they will likely realise what they have done and correct it.

But if they are using a laptop and switch it they will likely see a grey-scale image like the one here, as most laptops have two cameras. This may confuse the customer and they may call for assistance.

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Processing

We are now processing your live photo.
This can take a few minutes. Stay on this page.

Processing...



Moving during CLR (warning - flashing flights)

The customer must hold still while the CLR process is happening.

Like Liveness, the customer will only have 3 attempts to complete this process.

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Errors

Let's now look at some possible errors that the customer might experience while doing the CLR identity check.

Select an option below to see some of the errors the customer might experience. All options must be selected to progress.

Not filling the blue frame

Additional people in view

Not close to the camera

Low quality

Low lighting

Wrong camera

Blurry image

Moving during CLR

Not looking directly at the camera

Browser error



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Questions on CLR

Below are some questions you or our customers might have on CLR.
Click each one to reveal its answer.



What does CLR stand for?

Why is it being introduced?

Should we expect the same issues with CLR as Liveness?

If Liveness is down, will CLR be down too?

How can I tell if someone has done Liveness or CLR?

Can the customer attempt both options?

Is CLR better than Liveness. If so, why?

When is it being introduced?

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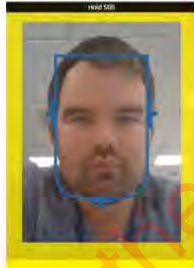
Questions on CLR

Below are some questions you or our customers might have on CLR. Click each one to reveal its answer.

Colour Light Reflection

CLR stands for: Colour Light Reflection.

It is named after the process of how it identity checks the customer, by using colour, light and reflection.



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Questions on CLR

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To make the identity check more accessible

Unlike Liveness, CLR does not require the customer perform any gestures.

The customer is only required to hold still while the check takes place.

Incase any customers are sensitive to light, Liveness will remain as an option, but CLR has so far shown to be a more reliable method of identity checking and will be promoted ahead of Liveness.



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Questions on CLR

Below are some questions you or our customers might have on CLR. Click each one to reveal its answer.

No

No, as CLR only requires the person to remain still, we are not expecting as many issues.

Testing has also shown that CLR is a more reliable identity check than the Liveness identity check.



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Questions on CLR

Below are some questions you or our customers might have on CLR. Click each one to reveal its answer.

Yes

Both Liveness and CLR have the same parent system, so if that goes down, both Liveness and CLR would go down.

Most interruptions like this are handled and solved relatively quickly.



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Questions on CLR

Below are some questions you or our customers might have on CLR. Click each one to reveal its answer.

CLR result

If someone submits a CLR identity check you will find the result in the same location as the Liveness check, in the supporting documents tab in the “Liveness check” table.

A new column will be added called “CLR result”. If the customer has submitted a CLR check, the CLR result will be “Yes” and the blink, nod and shake results will be “No”.

CLR result ▼	Blink result ▼	Nod result ▼	Shake result ▼
Yes	No	No	No



What does CLR stand for?

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Questions on CLR

Below are some questions you or our customers might have on CLR. Click each one to reveal its answer.

Yes

The customer has 3 attempts to complete either the Liveness or CLR identity check.

Example: If the customer fails their first attempt at Liveness, they can then choose to do the CLR identity check for their 2nd attempt.

To do this they will need to back to the option where they can choose whether or not they are light sensitive.

Start identity check

Do you have a sensitivity to light, or photosensitive epilepsy?

Yes
 No

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Questions on CLR

Below are some questions you or our customers might have on CLR. Click each one to reveal its answer.

25th of March

CLR has been introduced on the Portal since the 25th of March 2021.

CCMS functionality released the same day, with some updates coming in the weeks following the release.



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Haere rā

Thank you for completing this module on **the CLR identity check.**

You can revisit any of the previous slides using the Menu to the left. Or open some helpful Tuwhiria pages from the Resources menu.

When you are ready, you can close this module.

If you would like to see information relevant to Contact Centre. Click the button below:

[Contact Centre](#)



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