greenID

Admin Panel
Reference Guide

V2.4

CONTENTS

INTRODUCTION

The Admin Panel, also known as the Back Office or Administrator Panel. It is the interface that allows administrators and other site officials with appropriate privileges to review and manage the verifications of their customers. There are many tasks which can be done with the admin panel interface. You can look up previous verifications or perform reports based on various outcomes and options.

An administrator can perform a variety of actions:
- Perform verifications of individuals
- Assist with verifications
- Reporting
- Administer users / access

This document describes how to access the admin panel, perform many tasks and answer frequently asked questions.

HOW TO GET STARTED; ACCESS GREENID

Administration System – Logon Screen

To gain access to the Administration panel, log in to the following URL from your web browser:
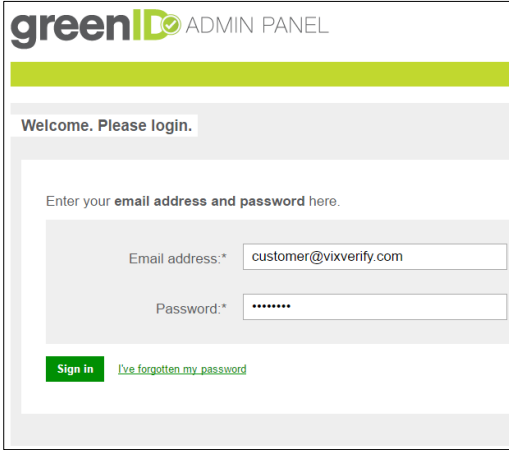
Test server:
https://test-au.vixverify.com/admin-login/customers/**<your accountId>**/

Production server:
https://au.vixverify.com/admin-login/customers/**<your accountId>**/

NB: replace the details in the quotes "<your accountId>" with the account Id you have been provided with from your Vix Verify representative.

When the page loads you will be required to enter your login details (supplied to you by your greenID Administrator - to be changed upon first login).

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Changing Your Password
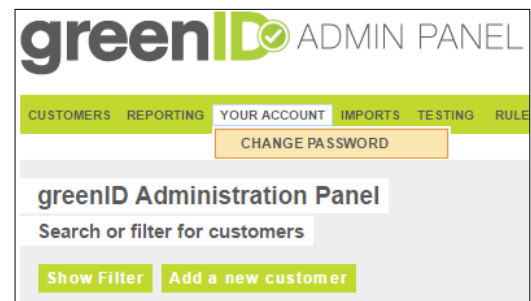
Scenario 1: If you have logged in for the first time, you may be prompted to change your password. Please enter the password you used to log in within the "Existing password" box and and enter your new preferred password in the "New password" box and re-enter it in the "Confirm new password" box – then press the "Change my password" button to submit the changes.

NB: Passwords must be at a minimum of 6 characters in length.

Scenario 2: If you would like to update / change your password in general, then click on "YOUR ACCOUNT" menu and "CHANGE PASSWORD".
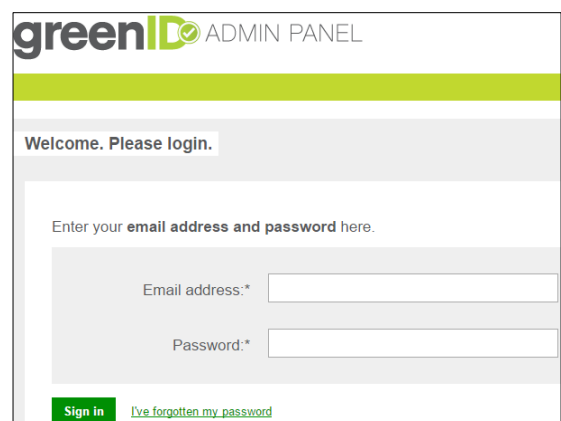
You will then be presented with the same screen as scenario 1 and can follow the same steps.

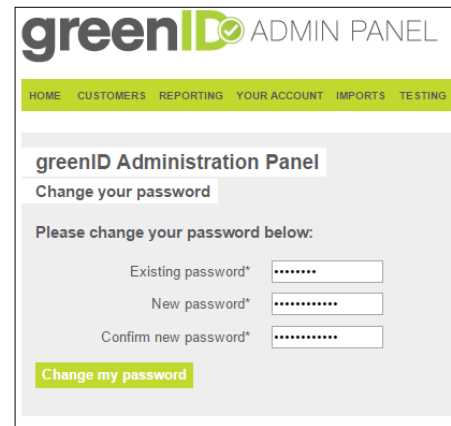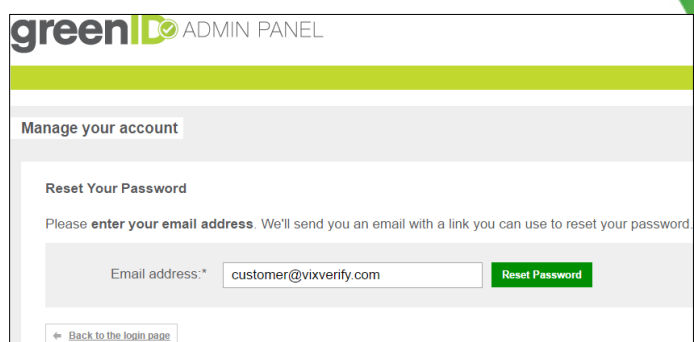## Password Reset

If you need to reset your password, you can simply click on the "I've forgotten my password" found on the initial log in page on your greenID admin panel home screen.
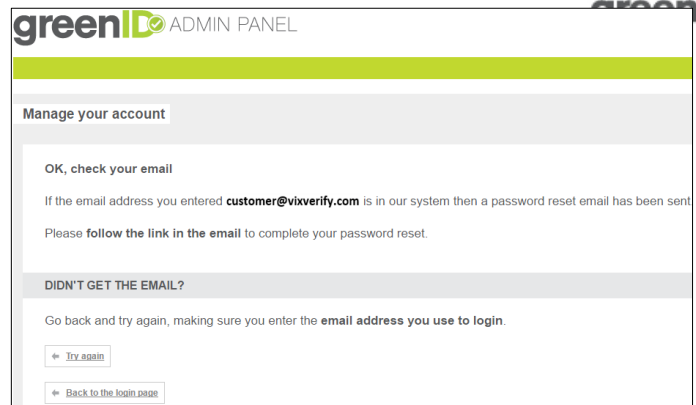
If you do not see this link, please contact your organisations Super Admin person and they can assist with your password reset. If you would like to have the password reset function enabled for your account, please email support@vixverify.com

Enter in your email address and click on the "Reset Password" button.

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This will prompt the system to send an automated email with further instructions.

Once you have received the email, please click on the URL and this will take you to a web page where you can enter your new password.

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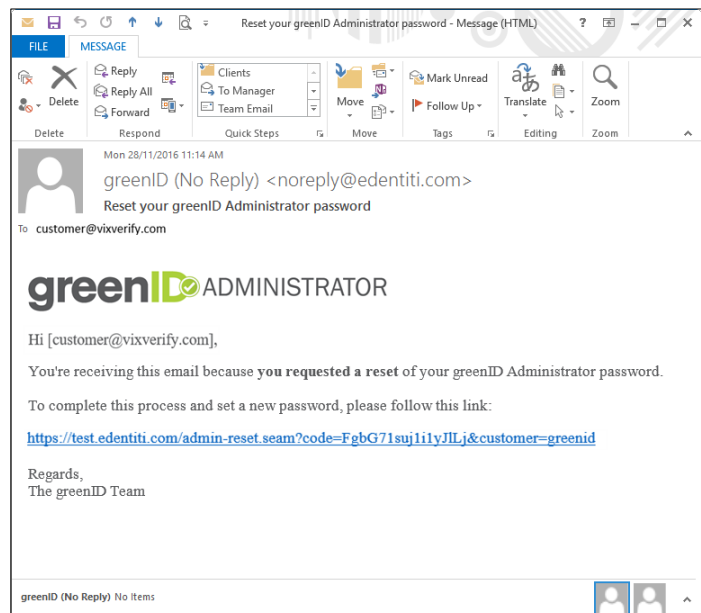
ADMIN PANEL NAVIGATION

When you log in to the greenID admin panel, you land on the search screen where you can look up customer verifications using various search options.

The top green bar contains various menu options from reporting to system status.
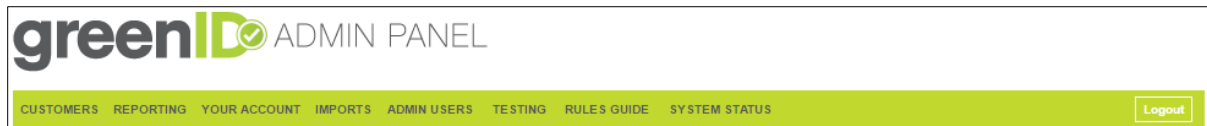
Registering an Individual for Verification

Administrators can use the greenID admin panel to perform verifications of individuals.
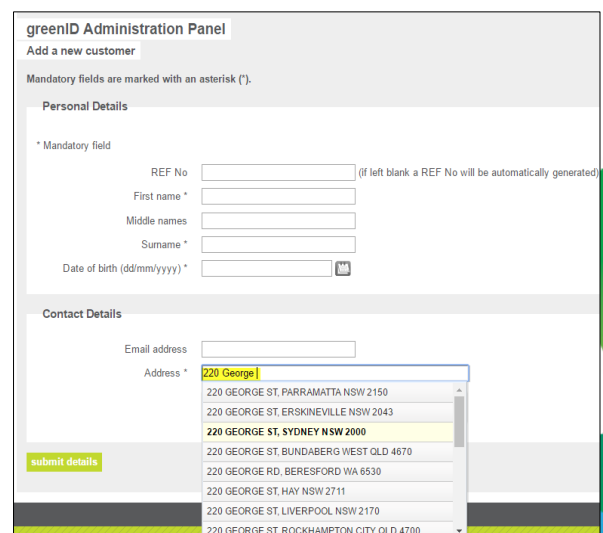
Step 1. Click on the "CUSTOMERS" menu and then "ADD A NEW CUSTOMER".
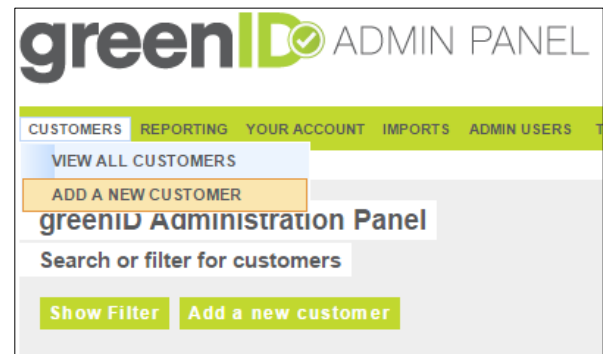
Step 2. Enter the minimum required inputs to register an individual e.g.:
- First name
- Surname
- Date of Birth in the format of dd/mm/yyyy
- Address; Depending on the account configuration, clients who have "Harmony Rapid Address" enabled on their account, will be presented with auto populating address options as you type on a single line.
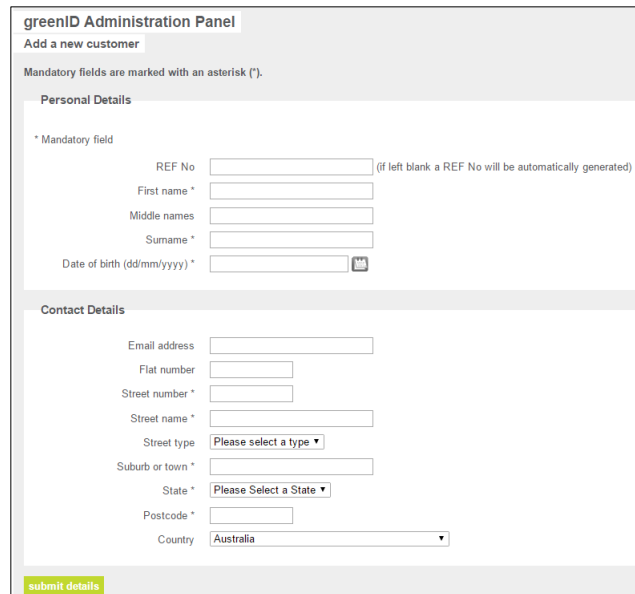
NB: Harmony is an optional service for an additional fee available for both Australia and New Zealand. If you would like more information and the benefits of enabling Harmony on your account, please contact support@vixverify.com

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If "Harmony Rapid Address" is not enabled on your account, you will be presented with the default layout of individual fields for each address element.

The REF No is an optional field. If the field is left blank, greenID will generate a unique reference number for the record which you can use to identify the transaction and can be used for future searching also. You may use this field to enter your own customer reference number which can be also referenced to your own internal systems.

Step 3. Once all the required information has been entered for the individual, press the "submit details" button to begin the verification process.
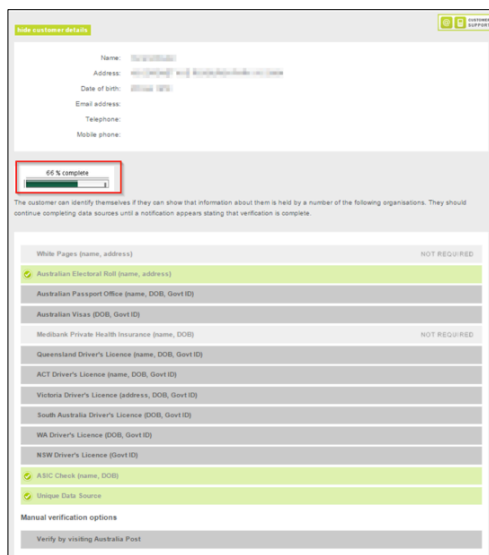
This will initiate a verification process against the various data sources that have been configured as a "background" such as the electoral roll or tenancy file and so on.

Depending on the configured rule on your account, the individual may match enough data sources to satisfy the rule and they become VERIFIED. If in the event the individual is not VERIFIED 100%, you will be presented with a list of data sources options you can use to complete the verification process.

In this example, we can try to complete the verification process entering Driver Licence details.

By completing the Driver Licence check, we were able to achieve an overall Verified outcome.

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Clicking on the "customer details" button found on the bottom left hand side will take you to a detailed result summary page and the "back to list" button will return you back to the initial home search screen.
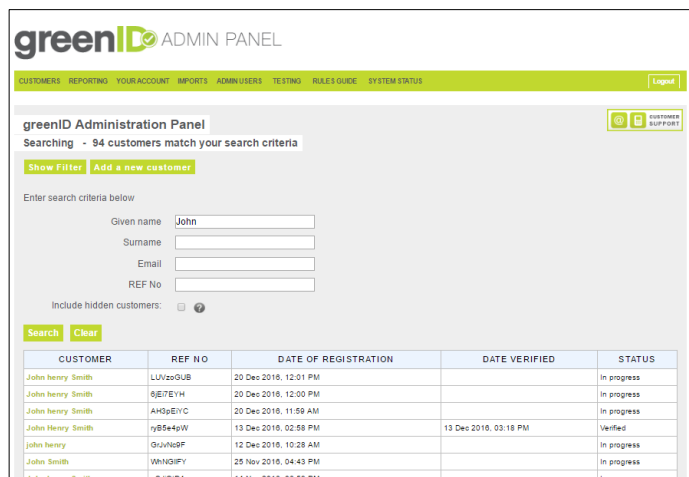
The "customer details" page will be described later in this document.
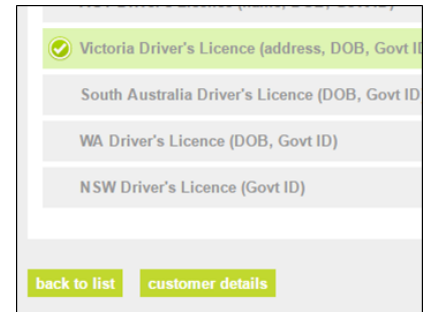
Searching for previous verifications
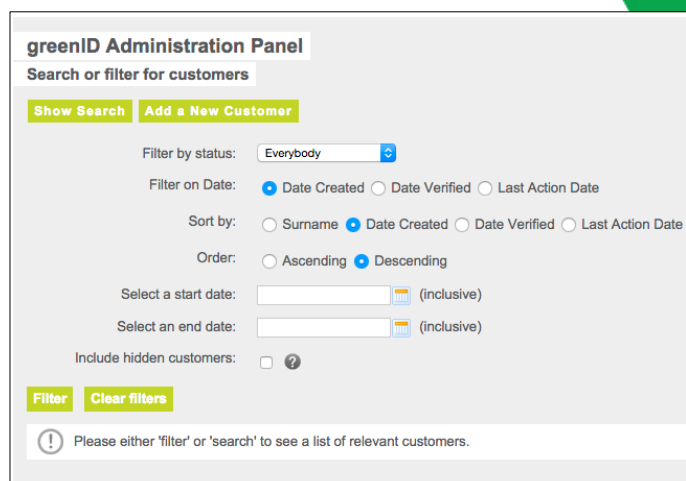
Back on the initial Home search page we can look up individuals who have been previously registered in greenID and view the verification results. Clicking on the "Search" button will pre-populate all individuals from the beginning of the service to now.

You can filter your search by entering the individual's Given name / Surname / Email or REF No.

You can expand the search criteria by clicking on the "Show Filter" which will give you further options such a date period or on a verification status (eg: Verified / Pending Review and more).

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This will be useful for administrators who may be looking for a list of individuals who are in "PENDING REVIEW" state for last month for example. Once the list is pre-populated, the administrator can then review each record and either approve or reject the PENDING changes

The populated results can also be exported into an EXCEL or CSV file formats.

Reviewing the Individuals Results

You can view an individual's verification results in detail by clicking on the person's name from the search page.

This will take you to a detailed customer results page which will be explained in the following page.

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greenID ADMIN PANEL

HOME   CUSTOMERS   REPORTING   YOUR ACCOUNT   IMPORTS   ADMIN USERS   TESTING   RULES GUIDE   SYSTEM STATUS   Logout

Manage customers

Verification Results

← Back to the customer list   ⛸ Switch to the old skin

1 ID: g8ptFlvm   **2** Rule Set: F

3 ✓ John TWOPPPPP Smith is **verified**.
This occurred on **11 January 2017, 12:17PM**

4 Electronic verification   **5** Manual verification   **6** Hide this customer   **7** Print/download   **8** Audit log

9
John was registered on **11 January 2017 at 12:17PM** with these details:

FIRST NAME	MIDDLE NAME	SURNAME	DOB	ADDRESS
John	TWOPPPPP	Smith	14/09/1977	1 KING ST MOUNT KURING-GAI NSW 2080

Show extra registration data

10
⊗ WATCHLISTS

John **appeared** on these **watchlists**:

⊗ Extended Politically Exposed Persons Watchlist   DOWNLOAD REPORT

John **did not appear** on these **watchlists**:

✓ Department of Foreign Affairs and Trade Watchlist
✓ Politically Exposed Persons Watchlist
✓ US. Dept of Treasury, Office of Foreign Assets Control - Specially Designated Nationals List

11
✓ AUSTRALIAN ELECTORAL ROLL DATABASE CHECK

Using the **Australian Electoral Roll Database check background** source, these details were **verified**:

✓ FIRST NAME   SURNAME   ADDRESS

✓ SENSIS FILE DATABASE CHECK

Using the **Sensis File Database check background** source, these details were **verified**:

✓ FIRST INITIAL   SURNAME   ADDRESS

✓ AUSTRALIAN PASSPORT

Using the **Australian Passport interactive** source, these details were **verified**:

✓ FIRST NAME   MIDDLE NAME   SURNAME   D.O.B.   GOV ID

Reverse this verified source

12
⊗ BACKGROUND SOURCES THAT DID NOT MATCH

John was checked against the following **background** sources but **no match** was found:

Show details

⊗ Australian Claims Database
⊗ Public Number Database
⊗ ASIC Personal Name Search
⊗ Tenancy File

13 ← Back to the customer list

---

1) This is the unique reference number for this individual.

2) The greenID rule that was used to determine the overall verification outcome.

3) This shows the current status of the verification. If the individual is not yet verified, it will also display additional information such as "What is needed for verification".

4) **Electronic verification**: Clicking on this will display available data sources for administrators to assist the individual with completing their verification

5) **Manual verification**: This option allows the administrator to either upload documents or manually convert the outcome to VERIFIED as electronic verification was not possible.

6) **Hide this customer**: Administrators can use this option to hide records from populating on the search screen. This could be useful if there is duplicates or created in error.

7) **Print/download**: Will generate a PDF document of results page.

8) **Audit log**: Will show a list of events that have taken place for the individual.

9) The individual's initial registration information is shown here. Clicking on "Show extra registration data" button will reveal additional information (if provided) such as email / telephone etc.

10) If enabled, all Watchlist results will be shown here.

11) Results of data source matches will be shown here. For example, we can see that there was a match on the Australian Electoral Roll which contributed a Fullname and Address match.

12) Any data sources that were checked and did not match will be shown here.

13) Clicking on this button will take you back to the initial Home Search screen.

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Overall Outcome States

State	Meaning
Verified	The individual has been verified against the specified rule set.
Verified (by admin)	The individual was manually verified by an administrator using the admin panel.
Verified with changes	The individual was verified against the specified ruleset; however, some minor changes were made to the data in order to get the result. These changes are included in the rule set as acceptable changes.
In progress	The individual has not yet been verified, but further checks may be attempted. As GreenID allows further checks to be performed at any time this can be considered as not yet meeting the rule set requirements for verification.
Pending review	The individual has met the requirement of the rule set, but to do so they changed data in a way that is not considered acceptable without further action. The administrator can either accept or reject the changes through the admin panel.
Locked out	The individual has made too many attempts to verify their identity and has been locked out completely. This will occur depending on your chosen lock out rules.

Individual Source States

State	Meaning
Verified	The individual's data has been verified against this source
Verified (by admin)	An administrative user has marked the check as successful, after manual inspection of the results. This mostly applies to checks that were previously "Pending review" (see below).
Verified with changes	The check against the data source passed, but the person made some changes to their details in order to pass. If the changes are acceptable according to the customer's rules, then this state is applied; otherwise the status may remain as "PENDING".
Autofail	Applies to background checks, and indicates that a check that was attempted automatically has failed, i.e. the check against the data source was not successful.
In progress	The check is currently in progress, i.e. the check has been started, but not enough data has been gathered to allow the check to be completed.
Pending review	The check against the data source passed, but the person made some changes to their details in order to pass, and manual intervention is required to assess the changes.
Locked out	Some data sources have a limited number of attempts associated with them, and if that threshold is exceeded, then the person is prevented from trying again.
Error	An error was experienced during the check, for example, the data source was unavailable.

ADMINISTRATIVE TASKS
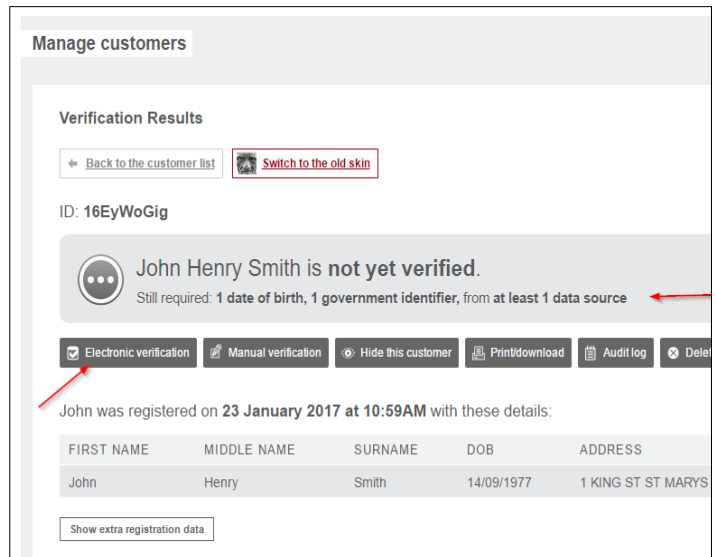
Assisting with verifications

Administrators can assist individuals with completing their verification via the admin panel. From the home search screen, you can filter the reports to show records that have the status of "In-progress".

Once the filter is applied, click on the name of the individual you want to verify. This will take you to the detailed results page.

From here we can see in this example that John Smith is not yet Verified and requires only 1 x DoB and 1 x Government Identifier (eg: passport / driver licence etc) from at least one data source.
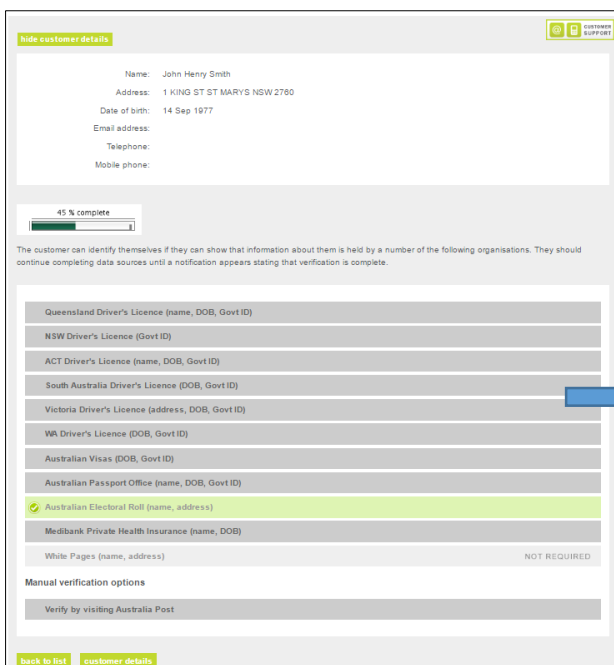
Clicking on the "Electronic Verification" button will present a list of data source options.

The administrator then selects the Australian Passport data source for example which will help complete the verification for John.

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Manual verifications

There may be scenarios where the individual cannot be verified electronically. In this case, the administrator may ask the individual to provide further proof of identity such as a utility bill which shows address or a form of identity document that is not available via greenID such as proof of age cards.

Once the administrator performs further due diligence on the individual, they manually verify the individual through greenID by clicking on the "Manual verification" button from the detailed results screen.

If document upload has been enabled on your greenID account, you will be able to choose a document upload option from the "Type of manual check" drop down box.

This provides the administrator with the ability to upload a copy of the document that was used to complete the identity verification of the individual. This may be useful for future auditing purposes and central record keeping.
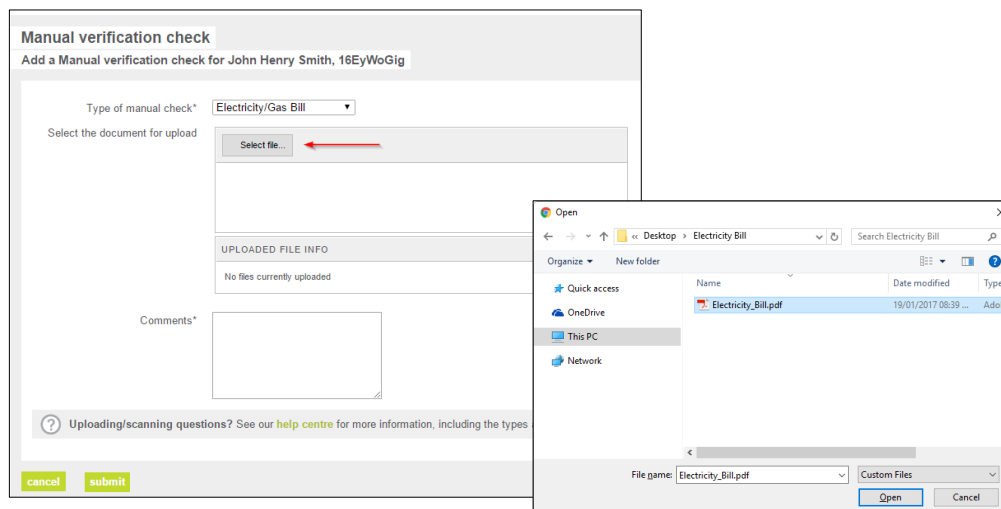
The administrator can choose the manual check type and then select the file they wish to upload.

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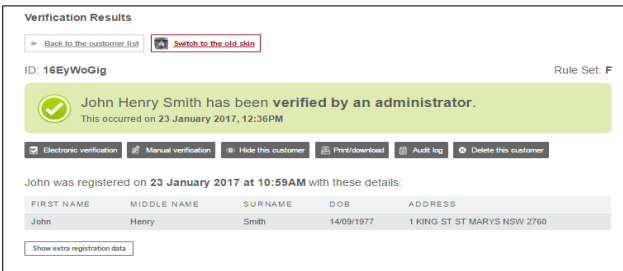
The administrator can add any relevant comments which is useful for auditing reasons.

Once finished, clicking on the submit button will complete the verification process and convert the status of the verification from "In-Progress" to "Verified by Administrator"
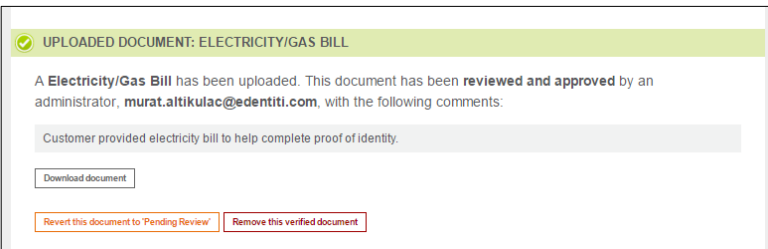
The manual verification details are presented in the customers detailed results page including the uploaded document and comments by the administrator who performed it.

Pending Review

Commonly, an application will be pending review when the information on the application does not match the information on the supporting identification documents, for example:

- Name Variations between the application and the supporting documents e.g. Ken rather than Kenneth.
- Name Anglicisation e.g. Xuan is now Ken.
- Data Entry e.g. the applicant misspelt their name or submitted their Date of Birth wrong.
- Maiden names e.g. an applicant may have recently been married and so their supporting documents have not been changed yet to correspond with their changed surname.

In this case, the administrator will need to review the data source which resulted in pending review and perform further due diligence.

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ID: **16EyWoGig**   Rule Set: **F**

John Henry Smith is **verified, pending review**.
This occurred on **23 January 2017, 12:52PM**

[☑ Electronic verification] [✎ Manual verification] [◉ Hide this customer] [🖶 Print/download] [📋 Audit log] [✕ Delete this customer]

John was registered on **23 January 2017 at 10:59AM** with these details:

FIRST NAME	MIDDLE NAME	SURNAME	DOB	ADDRESS
John	Henry	Smith	14/09/1977	1 KING ST ST MARYS NSW 2760

As an example, we can see that John is verified "Pending Review". John completed the Australian passport which resulted in Pending Review due to the first name being different from the original registration.

AUSTRALIAN PASSPORT

Using the **Australian Passport interactive** source, some **details were changed** in order to achieve a match.

These details were changed and **require review**:

	FIRST NAME
ORIGINAL	John
CHANGE	Jonathon

[Accept the changes] [Reject the changes]

These details were successfully **verified unchanged**:

✓	MIDDLE NAME	SURNAME	D.O.B.	GOV ID

The administrator can either accept or reject the changes.

Rejecting the changes - The administrator will be prompted to add comments for the rejection and the passport match will be reversed. This will affect the overall outcome where the status will now change back to "In-Progress".

You're about to reject John's match against the Australian Passport source

Add some **comments** regarding your decision:

The name on the Australian Passport is different from original application.

[Reject this match] [Cancel]

Accept the changes - The administrator will be prompted to add comments for the acceptance and the passport match and the overall status will change from Pending to Verified by admin.

You're about to accept John's match against the Australian Passport source

This data source **will become verified** if you proceed.

Add some **comments** regarding your decision:

John have provided further documentation to prove name change.

[Accept this match] [Cancel]

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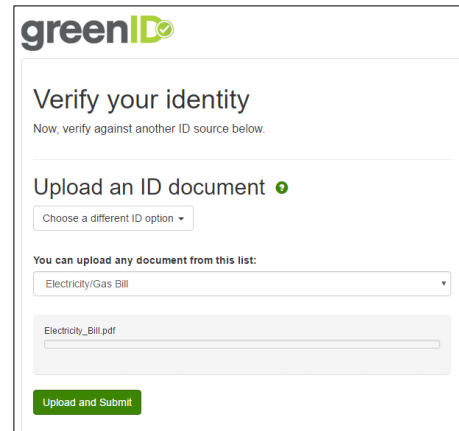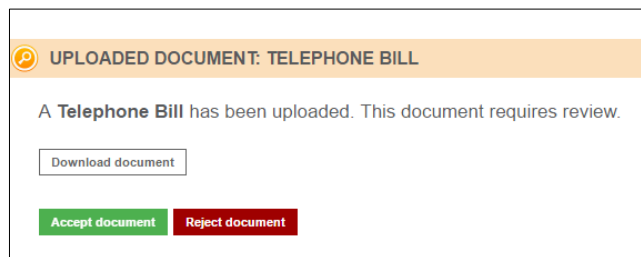
Pending Status – Verifying "Document Upload"

A status may be result in "Pending Review" when the individual uploads a document from the greenID interactive screens (permitting your greenID configuration allows this).

Find the individual's record from the main search page and click on the name to go into the detailed results page. From there you will see the document the individual has uploaded and will be marked as Pending Review.
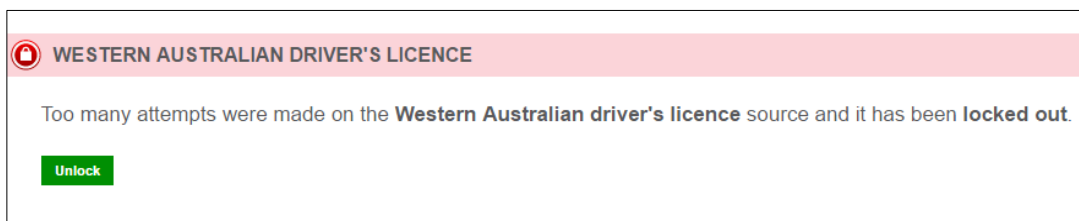
From here you can click on the "Download document" button which will then present a copy of the uploaded document to be downloaded to your local machine where you can review. From here you can either Reject or Accept the document and follow the steps as outlined in the previous page.

Assisting with Lockouts

If lock out rules are enabled on your greenID configuration – there are two levels where a lock out may apply.

Data source Level: This may occur when the individual has attempted a single data source 3 times incorrectly.

Overall Verification Level: This will occur when the individual attempts other data sources incorrectly 2 more times (5 bad attempts overall).

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🔒 John henry Smith is **locked out due to too many attempts**.
This occurred on **23 January 2017, 3:55PM**
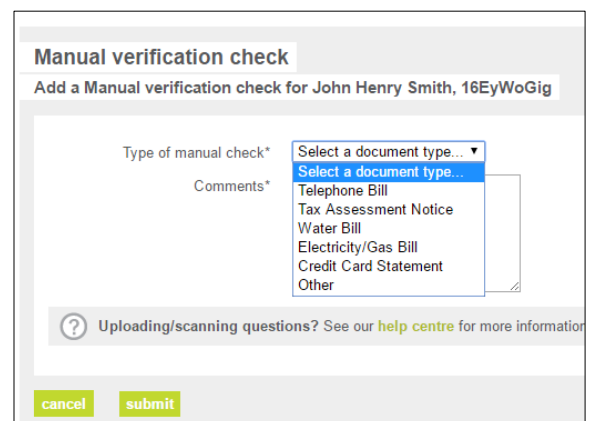
☑ Electronic verification   ✏ Manual verification   👁 Hide this customer   🖨 Print/download   📋 Audit log   ✖ Delete this customer

John was registered on **23 January 2017 at 3:28PM** with these details:

FIRST NAME	MIDDLE NAME	SURNAME	DOB	ADDRESS
John	henry	Smith	14/09/1977	9 KING ST MARVEL LOCH WA 6426

Administrators can unlock the data sources that have been locked and the individual may then resume their verification. Simply click on the "Unlock" button" and the data source will be available for the user again.

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AUDIT LOG

From the detailed customer result page, administrators will also have access to view the audit log which will show details of various events that took place during the individual's verification journey. This will also be quite useful to help troubleshoot any errors and valuable for auditing if required.

The Audit log will also show additional information that is not available from the main customer result page such as the Document Verification Service a (DVS) attempts and unique reference numbers and outcomes provided by the DVS.

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REPORTING

The administration panel has various reporting functionality built-in to help assist you in analysing results at various levels such as overall outcome, data source performances and more.

Dashboard:

The Dashboard page displays statistics regarding your customers' progress towards verification. The statistics are based on the last action date for each individual, which is the last date that the individual or the administrator has performed an action on the individual's record. Using the last action date means that the statistics will change over time as your customers proceed towards verification.

To access the dashboard, simply point your cursor over the "REPORTING" sub menu and select "DASHBOARD".

From here, you will be presented with the dashboard. You can also export the results to a CSV file format for further analysis.

greenID Administration Panel
Reporting Dashboard

This page displays statistics regarding your customers' progress towards verification. The statistics are based on the **last action date** for each customer, which is the last date that the customer interacted with greenID or the last date an administrator actioned the customer's record in greenID. Using the **last action date** means that the statistics will change over time as your customers proceed towards verification.

Selected period: Sunday January 01 to Tuesday January 24 [change] 1

By result 2 export

Verified	Pending	In progress	Total
3907	104	1202	5223

By 'verified' state 6 export

Verified without changes	Verified with changes	Verified by Admin	Total	Aust Post verified	Total Assisted verification
3281	123	503	3907	647	40

By 'in progress' state 3 export

Registered	Attempted	Total
434	768	1202

By number of interactive methods required to reach 'verified' 7

1	2	3	4	5	6	7+
729	113	22	5	2	0	0

By interactive method 4 export

	Verified	Not Verified Pending	Not Verified Attempted	Total Attempts
ACT Licence (DVS)	9	0	4	13
Credit History	105	0	56	161
Medibank	3	2	33	38
Medicare (DVS)	15	0	5	20
NSW Licence (DVS)	52	16	34	102
NT Licence (DVS)	1	0	1	2
Passport (DVS)	47	37	19	103
Face to Face	547	74	743	1364
QLD licence (DVS)	23	21	8	52
SA Licence (DVS)	8	3	3	14
TAS Licence (DVS)	4	1	3	8
Victorian Licence (DVS)	68	19	29	116
Visa (DVS)	8	17	35	60
WA ER	3	2	59	64
WA Licence (DVS)	13	6	3	22

By background method 8 export

	Passed	Failed	Total attempts
ACT Licence (DVS)	90	15	105
AEC	2584	2632	5216
DnB Credit Information File	3420	1161	4581
Tenancy File	863	3873	4736
Medicare (DVS)	0	25	25
NSW Licence (DVS)	1042	135	1177
NT Licence (DVS)	41	7	48
Passport (DVS)	344	150	494
QLD licence (DVS)	722	71	793
SA Licence (DVS)	188	15	203
TAS Licence (DVS)	72	5	77
UDS	7	43	50
UDS (ER)	2	0	2
Victorian Licence (DVS)	1073	115	1188
Visa (DVS)	416	212	628
WA Licence (DVS)	343	33	376

By user lockout 5 export

Individual Source Lockout	Full Lockout	Total
67	16	67

By Watchlist source 9 view failed |export

	Passed	Failed	Total attempts
Eden66Dfat	5222	1	5223
Eden66Ofac	5220	3	5223
Eden66Pep	5218	5	5223

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1. Changing Reporting Date Range

You can adjust the reporting period by clicking on the "change" link next to the text representing the current date range selected.

Selected period:Monday December 01 2014 to Tuesday December 15 201 [change]

Once the link is selected the screen will present a Start Date and End Date Selector. Select your desired date range and click "Change" to have the dashboard recalculate.

Selected period:Monday December 01 2014 to Tuesday December 15 2015

Start date: 01/12/2014

End date: 15/12/2015

Change   close

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Dashboard tables

The following tables are represented on the dashboard. You may see different number of number of tables depending on the features of greenID you use.

2. By Result

This table shows the overall performance of verification for the selected time period.

By result			
Verified	Pending	In progress	Total
1686	10	970	2715

The number of individuals whose last action was either *Verified, Pending Review, In Progress* during the reporting period.
Total: the total number of individuals whose last action was during the reporting period.

3. By 'in progress' state

This looks in more detail at the individuals that are currently in the "In-Progress" state and includes all individuals whose last action date is during the reporting period:

By 'in progress' state		export
Registered	Attempted	Total
640	330	970

Registered: Individuals who have registered but never attempted an interactive source.
Attempted: Individuals who attempted to verify using at least one interactive source (at some point, not necessarily within the reporting period).
Total: This is the total number of individuals are in the 'in progress' state
Export Example: Below is a sample of the data available from the "export" link on the table

	A	B	C	D	E
1	User ID	Date Created	Last Action Date	State	Postcode
2	946JXqTI	03/02/2016 16:55	03/02/2016 16:55	IN_PROGRESS	3001
3	bURDN0nP	05/02/2016 11:19	05/02/2016 11:19	IN_PROGRESS	2065
4	U1Xt3a5u	05/02/2016 11:20	05/02/2016 11:20	IN_PROGRESS	4085
5	1OepljTB	05/02/2016 15:54	05/02/2016 15:54	IN_PROGRESS	5003
6	BdTBH8Fb	10/02/2016 04:26	10/02/2016 04:26	IN_PROGRESS	6000
7	1FYan9f0v	15/02/2016 12:12	15/02/2016 12:12	IN_PROGRESS	2142

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4. By interactive method

This table shows the results of attempts against interactive data sources. A comprehensive listing of data sources can be found in the greenID Rules Guide. GreenID staff can send you a Rules Guide Document if required.

By interactive method	Verified	Not Verified		Total Attempts
		Pending	Attempted	
ACT Licence (DVS)	142	0	12	154
Medicare (DVS)	2755	0	1672	4427
NSW Licence (DVS)	2168	0	394	2562
NT Licence (DVS)	65	0	13	78
Passport (DVS)	2081	0	325	2406
QLD licence (DVS)	1478	0	160	1638
SA Licence (DVS)	358	0	88	446
TAS Licence (DVS)	138	0	13	151
Victorian Licence (DVS)	1527	0	252	1779
Visa (DVS)	1437	0	550	1987
WA Licence (DVS)	681	0	91	772

1st Column: Name of the Data Source being used. DVS data sources have "(DVS)" at the end of the data source name.

The number of individuals whose *last action date* is within the reporting period at the time the report was generated (regardless of when the source was attempted) can have the following status:

- **Verified:** a verified status for the data source.
- **Not Verified – Pending:** the individual has made an alteration to their personal details to match the source. It has been put into a "pending review" status which requires an administrator to approve or reject
- **Not Verified – Attempted:** The individual has provided information that did not match on the source.
- **Total Attempts:** The number individuals who have ever used the source where their last action date is within the reporting period.

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5. By user lockout

This table presents results of individuals who are locked out of verification due to too many failed attempts. The standard lock out rule (if enabled on your account) is defined as 3 failed attempts on a single data source (e.g. Licence) that results in an individual source lockout. A total of 5 failed attempts on any of the available data sources will trigger a full lockout.

This report shows the number of individuals whose *last action date is during the reporting period* but the lock out could have occurred outside the reporting period.

By user lockout		export
Individual Source Lockout	Full Lockout	Total
5	2	7

Individual Source Lockout: These individuals are not in the full locked out state but have at least one individual source locked out regardless of whether or not the source was locked out within the reporting period.

Full Lockout: The number of individuals who are in the full locked out state regardless of whether or not the individual was locked out within the reporting period.

Total: Total number of lock outs affecting individuals whose last action date is during the reporting period regardless of whether or not the lock out occurred within the reporting period.

Clicking on the value in the Individual Source Lockout field will take you to a new page showing a list of individuals and the data sources they are locked out from.

greenID Reporting

Greenid_simpleui_demo Self Verification Lock-Out Report - Individual source lockout

Selected period: Sunday January 01 to Tuesday January 24 [change]

Back to dashboard | export to pdf | export as Microsoft® Excel® | export to csv

Lockout - 5 applicants for this period

Appl Id	Full Name	DOB	Full Address	Date of Lockout	Lockout sources	Pending review sources	Verified sources
15Px7sxKw	John Citizen	25/12/1988	105 BRUNSWICK ST FORTITUDE VALLEY QLD 4006	05/01/2017 11:18:59 AM	qldrego		
Xw3jxXLh	edgar aotero estor	12/02/1980	4 NOOK CT THORNLANDS QLD 4164	16/01/2017 06:46:50 PM	qldrego		
VnwCCJZf	Denden Mushi	18/03/1987	7 RACHELLE DR WANTIRNA VIC 3152	10/01/2017 05:16:12 PM	vicrego		
uVS7WXWO	toby ryan	02/04/1990	1 HESLOP CT HORSHAM VIC 3400	13/01/2017 11:29:49 PM	passport		• vicrego • aec
Ua5PtRIq	x y	01/01/2009	105 BRUNSWICK ST FORTITUDE VALLEY QLD 4006	04/01/2017 03:52:30 PM	qldrego passport		

Back to dashboard | export to pdf | export as Microsoft® Excel® | export to csv

You can export these results to PDF / XLS or CSV file formats. Clicking on either the "App Id" will take you directly to the page where you can assist the individual complete their verification or clicking on the name of the individual will take you directly into the detailed customer result page.

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6. By 'verified' state

This table breaks down the number of individuals who have been verified into various classes.

By 'verified' state					
Verified without changes	Verified with changes	Verified by Admin	Total	Aust Post verified	Total Assisted verification
1423	201	62	1686	63	11

The following lists the 'states' whose *last action date* is within the reporting period.

- **Verified without changes:** Individuals who made no changes to their registration data when they were verified against interactive data sources.
- **Verified with changes:** Individuals who made minor changes to their registration data when they were verified against interactive data sources. See our Rules Guide for information on Controlled Changes and the "verified with changes" state.
- **Verified by Admin:** Individuals who were verified by back office staff using the greenID admin panel.
- **Total:** is the total number of individuals who are in any of the above verification states and whose last action date is within the reporting period.
- **Aust Post verified:** This is the number of individuals who are in any of the above verification states whose verification was achieved via an Australia Post over the counter interview. Clicking on the value will take you to a new page showing a list of individuals who completed the Aust Post verification. You can export these results to PDF / XLS or CSV file formats.

  Clicking on either the "App Id" will take you directly to the page where you can assist the individual to complete their verification or clicking on the name of the individual will take you directly into the detailed customer result page.

- **Total Assisted verification:** Is the number of individuals who are in any of the above verification states where at least one *interactive data source* was passed by a back office staff member using the greenID admin panel. Please note that document uploads by back office staff members also count towards this total.

Clicking on the value will take you to a new page showing a list of individuals who were assisted with their verification. You can export these results to PDF / XLS or CSV file formats. Clicking on either the "App Id" will take you directly to the page where you can assist the individual to complete their verification or clicking on the name of the individual will take you directly into the detailed customer result page.

7. By number of interactive methods required to reach 'verified'

This table shows the number of interactive data sources that were used by individuals during verification who are in a verified state and whose last action date is within the reporting period.

By number of interactive methods required to reach 'verified'						
1	2	3	4	5	6	7+
163	111	82	22	4	0	0

8. By background method

This table shows the usage and pass rates of enabled background data sources.

By background method	Passed	Failed	Total attempts
ACD	169	270	439
AEC	238	390	628
DnB Credit Information File	336	103	439
ASIC Person Name DB	34	374	408
PND	49	386	435
VIC EC	36	47	83
WA EC	1	6	7
White Pages	40	399	439

1st Column: The first column is the Name of the Data Source being used.

Where the individual's *last action date* is within the reporting period (regardless of when the source was attempted) the following states apply:

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- **Passed:** The number of individuals who passed the given data source (resulting in a VERIFIED, status) through use of the data source
- **Failed:** the number of individuals who failed the given data source
- **Total Attempts:** Total number of attempts against the data source by individuals.

9. By Watch list source

This table shows matches against watchlist.

By Watchlist source			view failed |export
	Passed	Failed	Total attempts
EdentitiDfat	956	2	958
EdentitiOfac	957	1	958
EdentitiPep	957	1	958

1st Column: The first column is the name of the watchlist being used.
The number of individuals whose *last action date* was within the reporting period regardless of when they were checked against the watchlist:

- **Passed:** The number of individuals who **were not found** on the watchlist
- **Failed:** The number of individuals who **were found** on the watchlist
- **Total Attempts:** This is the total number of individuals checked against the watchlist.

Clicking on the "view failed" will take you to a new page showing a list of individuals whose names were found on relevant watch lists.

view failed \|export

Total attempts
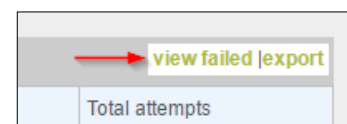
From here you can export the results to PDF / XLS or CSV file formats. Clicking on either the "App Id" will take you directly to the page where you can assist the individual complete their verification or clicking on the name of the individual will take you directly into the detailed customer result page.
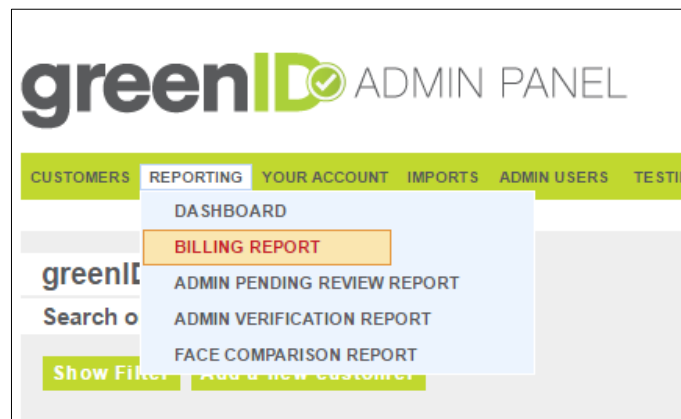
greenID Reporting

Greenid_simpleui_demo Blacklist Failed Applications

Selected period: Sunday January 01 to Tuesday January 24 [change]

Back to dashboard | export to pdf | export to Microsoft® Excel® | export to csv

Blacklist - 20 applicants failed during this period

Appl Id	Full Name	DOB	Full Address	Verification Date	Blacklist source failed
RMDpPaOj	Emily Ruth Brown			18/01/2017 11:01:54 AM	ExtendedPep
yyC0Kiwd	Emily Ruth Brown			18/01/2017 11:05:03 AM	ExtendedPep
R8G9qcme	John henry Smith			23/01/2017 03:28:21 PM	ExtendedPep
CF9PW6QS	john smith			09/01/2017 03:23:51 PM	ExtendedPep
yZpuPA2V	Bob B Smith			10/01/2017 03:29:32 PM	ExtendedPep
11R9BQDCr	Emily Ruth Brown			19/01/2017 01:05:53 PM	ExtendedPep
1FGs45Gvu	John henry Smith			11/01/2017 09:29:33 AM	ExtendedPep
14ssRdDi2	Emily Ruth Brown			19/01/2017 04:17:41 PM	ExtendedPep
g8ptFlvm	John TWOPPPPP Smith			11/01/2017 12:17:18 PM	ExtendedPep

- **Export Example:** Here is a sample of the data in CSV format that is available from the export link.

	A	B	C	D	E	F	G
1	Verification Method	User ID	Date Created	Last Action Date	Method State	Overall State	Postcode
2	EdentitiOfac	946JXqTI	03/02/2016 16:55	03/02/2016 16:55	PASSED	IN_PROGRESS	6027
3	ExtendedPep	bURDN0nP	05/02/2016 11:19	05/02/2016 11:19	FAILED	IN_PROGRESS	2106
4	EdentitiOfac	bURDN0nP	05/02/2016 11:19	05/02/2016 11:19	PASSED	IN_PROGRESS	2106
5	EdentitiPep	bURDN0nP	05/02/2016 11:19	05/02/2016 11:19	PASSED	IN_PROGRESS	2106
6	EdentitiDfat	bURDN0nP	05/02/2016 11:19	05/02/2016 11:19	PASSED	IN_PROGRESS	2106
7	ExtendedPep	U1Xt3a5u	05/02/2016 11:20	05/02/2016 11:20	FAILED	IN_PROGRESS	6027
8	EdentitiPep	U1Xt3a5u	05/02/2016 11:20	05/02/2016 11:20	ERROR	IN_PROGRESS	6027
9	EdentitiOfac	U1Xt3a5u	05/02/2016 11:20	05/02/2016 11:20	FAILED	IN_PROGRESS	6027
10	EdentitiDfat	U1Xt3a5u	05/02/2016 11:20	05/02/2016 11:20	FAILED	IN_PROGRESS	6027
11	EdentitiPep	GAfJVww5	05/02/2016 11:18	05/02/2016 11:18	PASSED	LOCKED_OUT	3000
12	ExtendedPep	GAfJVww5	05/02/2016 11:18	05/02/2016 11:18	FAILED	LOCKED_OUT	3000

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Billing Report:

The billing report is only available to users with the role of 'Super Admin' and it displays the number of registrations per month along with the number of records that were verified within that period. If you have any DVS data sources enabled, an additional column will display the number of DVS data source attempts. The billing report is found under the REPORTING menu, then BILLING REPORT.

Once the results are displayed, you can also export the details into an excel file.

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Admin Pending Review Report:

The Admin Pending Review Report provides a list of individuals who were in the 'Pending Review' state and shows which administrator actioned their verification and what actions were taken.
This report is found under the REPORTING menu, then ADMIN PENDING REVIEW REPORT.

You will be prompted to define a date period to generate a report. Clicking on the "Export Button" will then generate an excel file which will be downloaded to your computer.

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IMPORTS – BATCH PROCESSING

Administrators also have the option to process a small batch file (up to 500 records) where you can upload a file containing the individuals Name and Address and DoB information to be checked against background data sources only which excludes any government ID documents such as Licences and passports etc.

You can start the batch process by clicking into the IMPORTS menu, followed by IMPORT FILE.
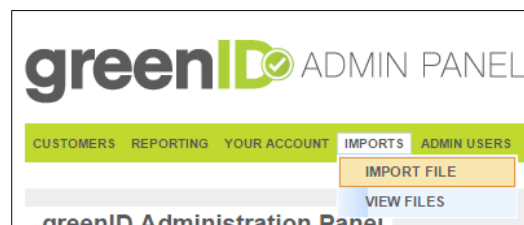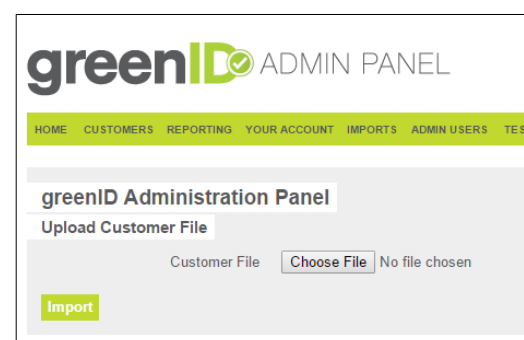
Next step is to upload the file. We have 2 batch formats that can be uploaded and they can be downloaded from here:

Address 1 Template format:
https://vixverify.atlassian.net/wiki/

Split Address Template format:
https://vixverify.atlassian.net/wiki/

It's important that the template column headers are not modified as greenID has been programmed to look for these column names and process the file accordingly.

Template: greenID_import_template

This template is to be used if you have a data base where the address details are stored in an Address 1 format.

All columns to be completed with the exception of the email address (optional).
ME_ID – This column contains the unique reference number.
Address_1 - Must be in the format of: Unit number (optional) + streetnumber + streetname + street type
DOB – must be in the format of dd/mm/yyyy
Country – Must be either Australia or New Zealand

	A	B	C	D	E	F	G	H	I	J	K
1	ME_ID	First_Name	Middle_Name	Last_Name	DOB	Email	Address_1	Suburb	State	Postcode	Country
2	10001	John	Henry	Smith	07/08/1975	john.smith@mail.com	Unit 1 / 12 Kings Place	Melbourne	VIC	3000	Australia
3	10002	Jim	Jack	Smith	07/08/1975	jim.smith@mail.com	1 Kings Place	Melbourne	VIC	3000	Australia
4	10003	Jane	Jane	Smith	07/08/1975	jane.smith@mail.com	1 Kings Place	Melbourne	VIC	3000	Australia
5											

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Template: greenID_import_template_split_address

This template is to be used if you have a data base where the address details are split and in granular form.

All columns to be completed with the exception of the email address (optional).
ME_ID – This column contains the unique reference number.
DOB – must be in the format of dd/mm/yyyy
Country – Must be either Australia (AU) or New Zealand (NZ)
Split_Address – this must always have be TRUE – this way greenID knows that this file is a split address format and the file will be processed accordingly.
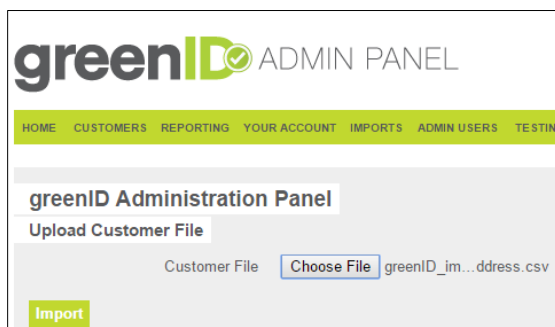
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	ME_ID	First_Name	Middle_Name	Last_Name	DOB	Email	Flat_Number	Street_Number	Street_Name	Street_Type	Suburb	State	Postcode	Country	Split_Address
2	10001	John	Henry	Smith	07/08/1975	john.smith@mail.com	U9	36	King	St	Sydney	NSW	2000	AU	TRUE
3	10002	Jim	Jack	Smith	07/08/1975	jim.smith@mail.com	3	21	Smith	Drive	Arundel	QLD	4214	AU	TRUE
4	10003	Jane	Jane	Smith	07/08/1975	jane.smith@mail.com		5	Queen	Street	Melbourne	VIC	3000	AU	TRUE
5															
6															

Once the file is completed and ready to upload, please ensure that the file has a unique file name. If you upload a file with a similar name as a previous file, greenID will show an alert to advise that a file with that name has already been imported eg below:

Once you have selected the right file, click on the Import button.

If the file has been imported correctly, you should see the number of records imported. If you see a zero (0), that means that there was an error with your file and you should open and check to see if the format is correct and all columns are completed.

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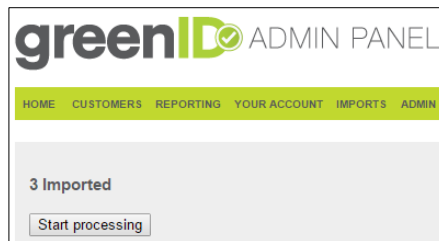
Once you are ready, click on "Start processing' button to begin the batch process. Depending on the number of records, this may take some time.
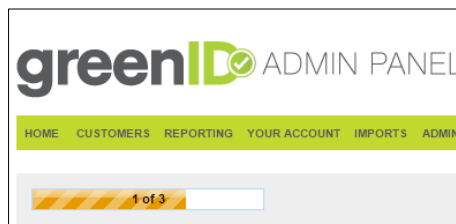
Once greenID has finished processing the file, you will see a completed message and also links to two options:
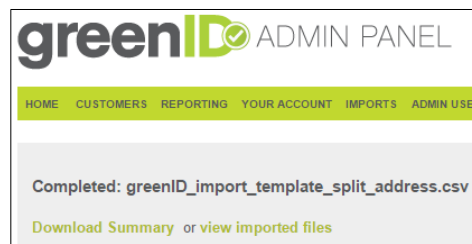
- **Download Summary** – clicking on this will open a summary page that requires further development work from our team and should be ignored for now.
- **view imported files** – will display a page that shows all files uploaded to greenID and a summary showing how many were verified in accordance with the overall verification rule.

greenID Administration Panel

Uploaded files

FILE SUMMARY	IMPORTED	PASSED	FAILED	EXISTING	ERRORS	UC VERIIED
greenID_import_template_split_address.csv	24 Jan 17 15:32	0 passed	3 failed	0 existing	0 errors	0 verifed
greenID_import_template18052016b.csv	18 May 16 14:23	0 passed	8 failed	0 existing	0 errors	0 verifed
greenID_import_template18052016a.csv	18 May 16 14:21	0 passed	0 failed	0 existing	8 errors	0 verifed
GC_Batch_09032016.csv	09 Mar 16 09:47	0 passed	26 failed	0 existing	0 errors	0 verifed

To export a report of the batch showing each record and what they matched on, you will need to go back to the main home screen and click on Show Filter and set the date period to the day you performed the back. Once the results are populated you can then export the results to excel or CSV file format.

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USER MANAGEMENT

"Super Admin" users will have access to the ADMIN USERS menu where they can administer users who can access the greenID admin panel.

Tasks such as creating and disabling a user and changing passwords and roles are possible.

From the sub menu, clicking on "ADMIN USERS" will display a list of existing users and the option of creating new users.
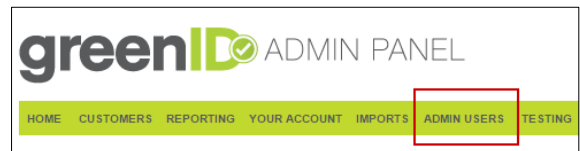
Adding a new User:

From the Admin Users screen, you can add a new user by clicking on the "Add a new admin user" button.
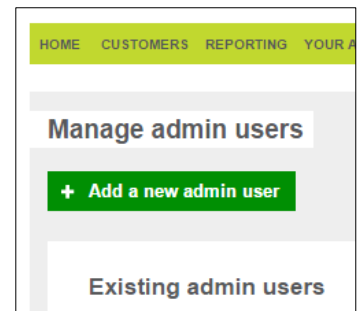
Simply enter the person's email address and the desired access level along with a temporary password which the user will be prompted to change when they log into the admin panel for the first time.

You can view the different access levels by clicking on the "Show full details" button.

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Once all the fields are completed, press the save button and you will see a prompt box confirming that a new user has been created.

Admin user has been created

You have successfully created a new admin user **john.verify@vixverify.com** .

Close
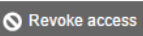
Disabling an existing user:

You can disable a user by revoking access. Simply click on the email address (user) you wish to disable and then click on "Revoke access" button.

Edit an admin user

john.verify@vixverify.com
Last access:

⊘ Revoke access

Then confirm your action again by clicking on the "Revoke Access' button. Revoking an administrator's access means they will no longer be able to log in. History of the transactions they have performed will remain in the system.

Are you sure you want to revoke access?

You are about to **revoke access** to the system for **john.verify@vixverify.com** .

Revoking an administrator's access means they will **no longer be able to log in**. History of the transactions they have performed will remain in the system.

Revoke Access   Cancel

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TESTING

We provide our customers with access the greenID admin panel in both a Production and a TEST environment. The admin panel in the Test Environment will have an additional menu named TESTING which allows you to set the account mode to STUBS ENABLED / DISABLED.

You can also click on the "CHANGE THIS" button which will take you to the TESTING page where you can change the STUBS mode.

With STUBS disabled, you can perform testing using real data. You will also see an orange banner on the top of the admin panel screen and the STUBS mode will also be visible there.

With STUBS enabled, you can use some variables to simulate different data source outcomes which in turn can affect the overall verification result. This is quite useful for the development team to test their implementation and workflows based on various scenarios and outcomes.
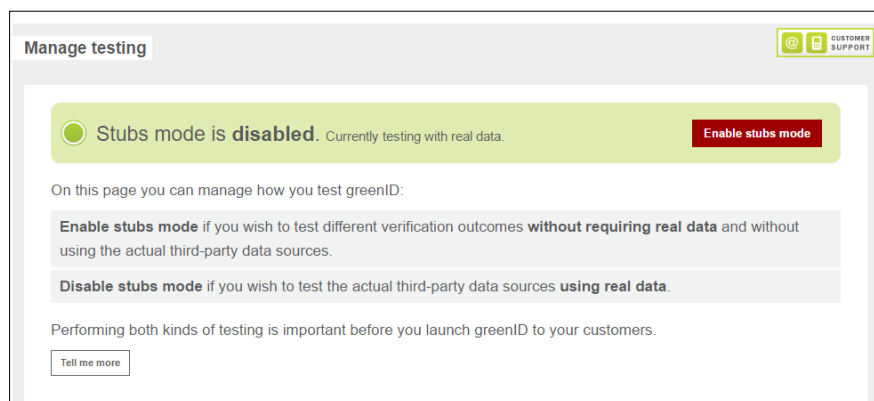
If you would like to know more about STUBS testing, you can click on the "MORE INFO" button which will take you to our technical wiki page: https://vixverify.atlassian.net/wiki/display/GREEN/Data+Testing

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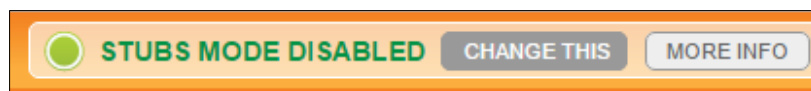
RULES GUIDE

If a standard greenID rule set has been configured on the account, you can access a detailed PDF copy of the greenID configuration which will show the overall verification that is enabled and the background and interactive data sources that are enabled on the account.

From the top menu bar, click on the "RULES GUIDE" option.
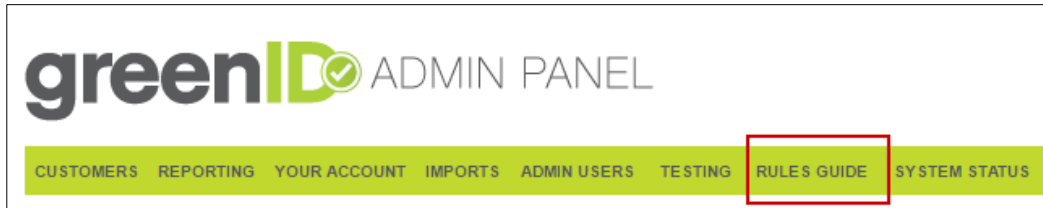
You will then be prompted to download a PDF copy of the rules guide as seen below:

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SYSTEM STATUS

The System Status is a page which will display all your configured data sources and their current status as well as any upcoming scheduled outages.

Any data sources that are currently not available will have a red circle beside their name and a short status message describing any reasons for the outage.

Any upcoming schedules will have an orange circle and will be displayed on the bottom of the page with the relevant time frames and reasons for the scheduled outage.

Data sources that are online and available will have a green circle beside their name.

Last Successful Verification column is also useful to show when the data source last resulted in a VERIFIED outcome and this is system wide – this can be used to determine if the data source is actually online especially if the last verification was days or weeks ago as this will be uncommon.

COMMON QUESTIONS

When I try to access the Admin Panel, my browser reports page not found?
Please ensure that you have internet connectivity and that the URL for the Admin Panel is allowed access through your organisation's firewall. Try using a different browser and if the issue persists, please contact support (support@vixverify.com)

How do I look up/search for previous customer records?
When you initially log into the admin panel, you will be presented with the customer search facility screen. Otherwise you can select the "Customer" sub menu and then select "View All Customers". To quickly display a list of all previous transactions, select the "Search" button on the bottom left.

How do I search for a particular record?
You can search on a particular customer record within the Admin Panel using the person's First name and / or Last name and / or Email Address and / or Reference Number.

Select the "Customers" sub menu and then select "View All Customers" - you can then enter the relevant information into the available fields and select the "Search" button.

I cannot find a particular customer record however I know they have been registered with greenID
One reason why a record does not appear in your search results even though you are certain that they have been registered with greenID could be due to the record marked as "Hidden" by another Admin user. In this case, please ensure that the check box labelled "Include hidden customers:" is ticked and re-run your search query.
Another reason why a record may not appear in the search results could be due to the record being deleted. Please contact support to investigate this for you (support@vixverify.com)

Can I search for records in a set period or by outcome?
We have various search functions to help assist you with reviewing previous transactions. From the Customer search screen, selecting the "Show Filter" button will reveal separate set of search functions.

1. You can filter your search by status, i.e. "Everybody" or by "Verified" and more.
2. Filter your search by Date Created / Date Verified or By Last Action Date
3. Sort your search results by Surname / Date Created / Date Verified or by Last Action Date
4. Sort by order i.e. Ascending or Descending
5. Define a set period, e.g.: from the start of the last month to today.

Can I export my search results?
After you have performed a search on previous transactions, you will see two buttons appear on the bottom left hand corner showing, "export as Microsoft Excel" and also a "export as csv" options.
Selecting either option will output the results to the desired file type. Depending on the number of records, this may take some time.

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Can I export a PDF copy of the results of a particular record?
Within the Admin Panel, if you view a particular customers verification details, you should see a "Download PDF report" button. Selecting this will export a PDF copy of the customer's verification outcome.

If this button is missing, please contact support (support@vixverify.com)

I don't see an export option after performing a search on previous transactions
The export options may be missing after you perform a search due to the following reasons:
1. The number of records returned exceeds the allowed limit. Try filtering your search criteria or report period so the returned number of records is less than 5000
2. The export functionality has not been enabled on your account. Please contact support to investigate.

How long do you keep the records/results?
Information of registration and results details are stored indefinitely within our systems located securely in a datacentre unless advised otherwise by our customers.
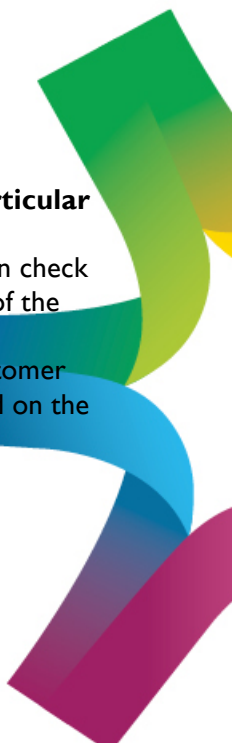
Can we purge / delete data after a set period?
greenID can be configured to purge data at a set interval if this is a business requirement. Please contact support to organise this (support@vixverify.com)

What do the various icons mean?

Icon	Meaning
✅	Source is Verified or customer is Verified overall
🔍	Source is Pending Review or customer is Pending Review overall
🔒	Source is Locked Out or customer is Locked Out overall
⊘	Source can no longer contribute towards verification
⊖	Source is currently unavailable
❌	Customer's attempt at this source failed (and it cannot be reattempted)

What is the blue exclamation mark beside the data source found when looking to a particular customer's verification outcome?
This symbol represents an error has occurred with the data source in question when the verification check took place. The source could have been experiencing an outage or a timeout occurred at the time of the check. If you notice this error appearing regularly, please contact support and include any customer reference numbers to help assist us with our investigation. Please remember not to include any customer identifiers such as DoB or Government ID document details as we can search for the records based on the reference number you provide us with.

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How can a customer be verified using a different first name than the one they initially registered with?

Sometimes individuals register with an abbreviated name (e.g. "Mike") but need to type the full version of their name in order to get a match on a data source (e.g. "Michael"). This module is accessed during the interactive session and is a part of the controlled changes module which can be turned on or off. This allows abbreviated to match as 'Verified with Changes'.

If you believe this module should not be enabled, please contact support (support@vixverify.com)

What rule is configured on the account?

If a standard rule is configured to the account, there should be a sub menu named "RULES GUIDE" within the Admin Panel. Selecting this will export a PDF showing the enabled rule along with the data sources enabled and more. See page 32 for more information.

If this sub menu is missing from your admin panel, it could mean that there is a custom rule enabled on the account. In this case, please contact support (support@vixverify.com)

Which data sources are enabled on the account?

If a standard rule is configured to the account, there should be a sub menu named "RULES GUIDE" within the Admin Panel. Selecting this will export a PDF showing the enabled rule along with the data sources enabled and more. See page 32 for more information.

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