



CANDIDATE GUIDE TO COMPLETING A REFERENCE CHECK

You will receive an email and/or text request to complete a Reference Check OR you will be physically provided a *token* and a web address to sign-up or login to complete the reference check information.

Step 1: Login or Sign Up

If you are sent an email/text request, click on the link in the email **OR** go to www.workpro.com.au, 'Login/Sign Up' and choose the Country/Region (AUS or NZ).

If you are not yet registered for WorkPro, 'sign up for an account'. If you have a WorkPro account, enter your existing Username OR 'Continue with Google or Microsoft'.

Choose this option if you have not used WorkPro before

When you have signed up and/or logged in, enter the single use Token that was provided in the request or physically given to you and 'Continue'.

Hi **Candidate**, welcome to WorkPro!

Your username is candidate

What would you like to do today?

- Start a new session.**
You've been requested to complete some tasks and have a new Token to use.

[Where's my Token?](#)
- Resume a session.**
You've already used your Token, but still have tasks to complete.
- View your Profile.**

CONTINUE

Step 2: Complete the Application

Select 'Background Checks' from the left-hand side of the screen, and 'Start' the Reference Check.

Background Checks

4 background checks requested

i You have been requested to provide details for the background checks listed below.
For each requested check click **Start** to enter and submit your information.

Check Type	Requested By	Request Date	
Reference Check	WorkPro	26/08/2020	START
Australian Police Check	WorkPro	14/02/2020	START

The number of referees you have been asked to provide will be listed at the top of the screen. Complete all fields and 'Save' for each referee.

Note: The 'Submit' button will remain greyed-out until you have provided the required number of referees

Reference Check

- You have been requested to provide the details of 2 referee(s).
- The referees you provide will be contacted to obtain your reference.
- It is recommended you notify your referees by contacting them before submitting their details.

Info Candidates who notify their referees get their references back faster. It's important to get in touch with your referees!

Referee's Name:

Referee Type:

Referee's Company Name:

Referee's Relationship to You:

Referee's Email:

Referee's Phone:

SAVE

CLOSE **SUBMIT**

If you have been asked to provide more than 1 referee, select 'Add' and repeat this process until all required referees have been added. Once you have read and accepted the Terms and Conditions, 'Submit'. An auto-alert will be sent to the requesting organisation that includes your referee information.

Reference Check

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- The referees you provide will be contacted to obtain your reference.
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ADD

Type	Referee Name	Company	Relationship	Email	Phone	
Work	Mr Boss	Boss Inc	Manager	boss@bossinc.com	0411111111	▼
Personal	Mrs Boss	N/A	Wife	mrsboss@wife.com.au	0422222222	▼

I declare that I understand and agree to the listed Terms and Conditions. ⚠

CLOSE **SUBMIT**

Once the check is submitted, the status will update in your digital profile to 'In Progress'. There is nothing further to do, unless you receive a further email from your employer requesting additional referee's.

Note: it is a good idea to contact the Referee's to let them to know to expect an email invitation to complete a reference for you.

2 background checks completed				
The background checks below are completed or in progress and require no further action.				
Check Type	Site	Status	Result	Updated
Reference Check	WorkPro	In Progress		26/08/2020
Additional Referee Check	WorkPro	In Progress		14/09/2020

Your employer may email you for additional referees when:

- One of your referees has declined to provide a reference
- The email you provided for your referee has 'bounced'