



## CANDIDATE GUIDE TO COMPLETING A CITIZENSHIP & WORK RIGHTS CHECK

You will receive an email or text request to complete a Citizenship & Work Rights Check OR you will be physically provided a *token* and be provided a web address to sign-in to complete the application.

### 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](http://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'.

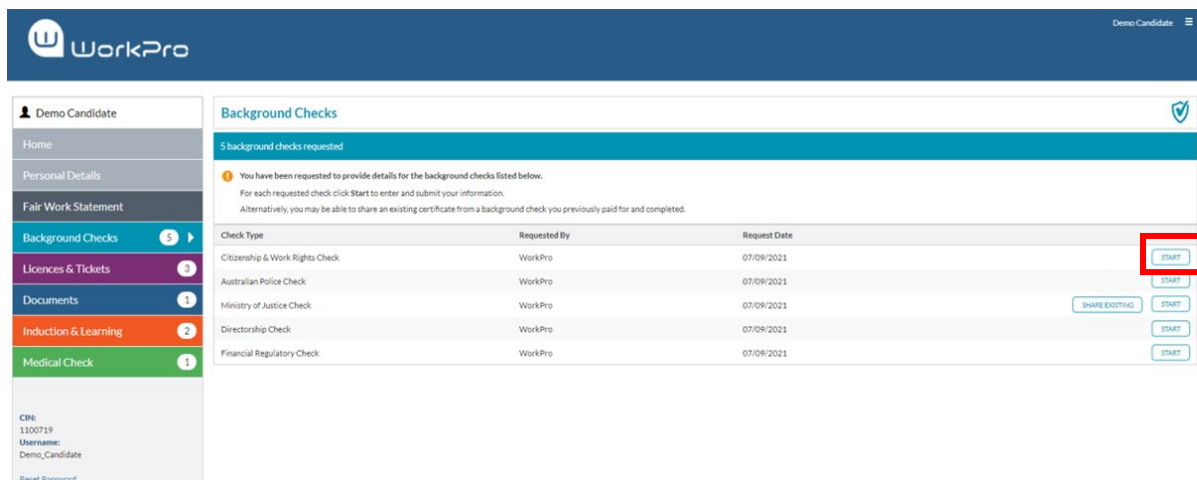
If you already have a WorkPro account, enter your existing Username OR 'Continue with Google or Microsoft'.

If you do not have a WorkPro account, 'sign up for an account'.

Choose this option if you have not used WorkPro before

When you have signed up and/or logged in, enter the single use Token and 'Continue'.

Once you enter the single use Token, select 'Background Check' and 'Start the Citizenship and Work Rights Check'.



## Step 2: Nominate your Citizenship Status

Select 'yes' or 'no' to the question "Are you an Australian Citizen?"

Please refer to the different options below, depending on your Citizenship Status

### Australian Citizens:

Enter the information requested and upload evidence of Australian citizenship. Accepted evidence includes:

- Australian Birth Certificate
- Australian Passport
- Government Issued Australian Citizenship Certificate
- Immi Card

Note: Maximum file size is 5MB- PDF, JPG and PNG accepted

**If your current name is different to the ID/Documentation that you are uploading, please show linkage of names by uploading a single document/photo of your previous name and name change evidence e.g.: birth certificate and marriage certificate.**

You may additionally be requested to upload another Government Issued photo ID and a photo of yourself holding a Government Issued photo ID, depending on the requirements of the requesting company.

### **Non-Australian Citizens:**

Enter the information requested and upload your passport or ImmiCard. Accepted evidence includes:

- International Passport
- Immi Card

**NOTE: The passport number and uploaded document must be the one you LAST entered Australia even if the passport has expired. This is the information that will be on the Department of Home Affairs VEVO database.**

IF you have a new passport and have not used the passport to leave the country, it will not yet be registered with the Department of Home Affairs VEVO database, and therefore your VEVO check will be rejected.

Before you 'submit' your check in WorkPro, it is recommended that you contact the Department directly and provide them your new passport details:

<https://immi.homeaffairs.gov.au/change-in-situation/passport-details>

**If your current name is different to the ID/Documentation that you are uploading, please show linkage of names by uploading a single document/photo of your previous name and name change evidence e.g.: birth certificate and marriage certificate.**

You may additionally be requested to upload another Government Issued photo ID and a photo of yourself holding a Government Issued photo ID, depending on the requirements of the requesting company.

### **Step 3: Submission and Next Steps**

Read and accept the Terms and Conditions and 'Submit' the check once you have provided the required information.

The requesting company will receive an email alert and be able to view and validate your citizenship information and documentation from their private dashboard.

If there are any issues with your application, it will be declined with the item(s) that need to be amended before the check is finalised.

Your information will be automatically stored in your on-line WorkPro profile.