



Lexis RefCheck Fingerprint Hub Training Manual

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What is a Fingerprint Hub?

The Lexis RefCheck Fingerprint Hub is our new fingerprint capture network that provides over 50 convenient fingerprint capture stations nationwide.

We understand that technology has moved boundaries and hiring decisions aren't made in only one place. That's why we have extended our network, giving you the opportunity to have your candidate's fingerprints captured for criminal check purposes where it suits you, when it suits you.

With our easy-to-use booking system anyone can have access to criminal checks, not just registered biometric officers.

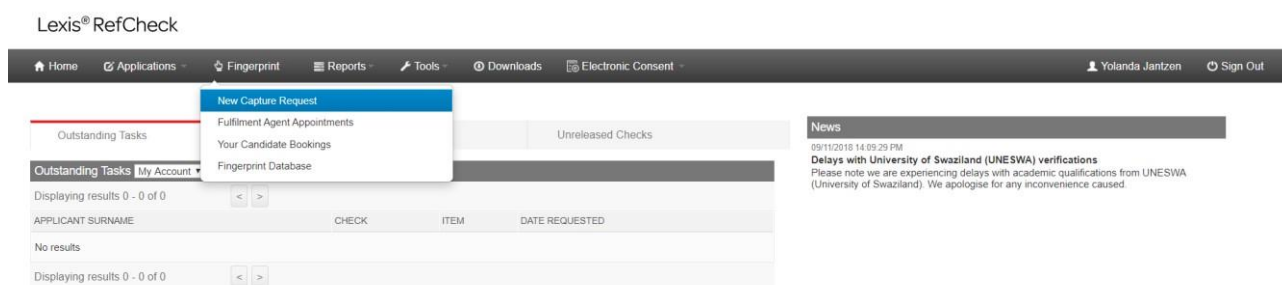
SO LET'S GET STARTED

Book a New Capture Request

The New Capture Request function located under the Fingerprints Section allows you to book the location, date and time most convenient for your candidate to have their fingerprints captured on your behalf.

1 Log in to Lexis RefCheck.

2 Click on the **Fingerprints** tab located in the Lexis RefCheck menu and select **New Capture Request**.



Fill in your **candidate's base information** taking care to ensure their email address and contact number is correct in order to ensure they receive the confirmation email.

4 **Consent** is required prior to capture of the candidate's fingerprints. We have provided you with two options to capture consent.

- a. **Upload Consent Document** – Click the **Add Consent Document** and follow the prompts to upload your own scanned copy of consent to the application.
- b. **Request Electronic Consent** – By selecting this function, a request for electronic consent will be generated to the candidate on submission and will be attached to the application once completed.

Should the candidate not complete the electronic consent request prior to the capture session, the Fulfilment Agent will have the candidate sign a consent form in person.

However, this indemnifies LexisNexis and the Fulfilment Agent and will not contain any details regarding your organisation. You will need to recapture consent for further verification purposes.

5 **Submission options** – You can decide whether the fingerprints should only be captured and added to your database or whether you would like these fingerprints to be submitted to Afiswitch for verification immediately.

6 Additional notes to candidate - The additional notes to candidate section allows you to pass on any additional important information to your candidate in the confirmation email.

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New Fingerprint Capture Request

Submit

Cancel

Candidate Details

First Name *

Surname *

Maiden Name

ID Number *

Passport Number

Date of Birth *

Email Address

Mobile Number *

Upload or Request Consent *

Upload Consent Document

Add Consent Document

Request Electronic Consent

Automatically submit prints for processing once uploaded?

Additional note to candidate:

Submit

Cancel

Appointment Details

Appointment Date: *

Province: * Select a Value

City:

Suburb:


Search

Below are the appointment details for the searched Province/City/Suburb:

Find an available Fulfilment Agent by entering an appointment date, suburb and click search.

7 Selecting the appointment details

- Using the section on the right-hand side, select the **Appointment Date**, **Province**, **City** and **Suburb** you would like to search in. The location of the capture stations matching the search criteria will appear in the list below.

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New Fingerprint Capture Request

Candidate Details

First Name *

Surname *

Maiden Name

ID Number *

Passport Number

Date of Birth *

Email Address

Mobile Number *

Upload or Request Consent *

☐ Upload Consent Document

☐ Request Electronic Consent

Automatically submit prints for processing once uploaded? ☐

Additional note to candidate:

Appointment Details

Appointment Date: * Province: * City: Suburb:

Below are the appointment details for the searched Province/City/Suburb:

Propella	1,Business Chambers, 19,Oakworth Rd, South End, Port Elizabeth, Eastern Cape. Landmark: Behind Humeral Spar	<input type="radio"/> 08:00 - 18:00
South End	1,Harbour View Building, 19,Oakworth Rd, South End, Port Elizabeth, Eastern Cape.	<input type="radio"/> 16:00 - 18:00 <input type="text" value="0"/>
Cape Road	2,ELCB, 92,Milkwoods, Cape Road, Port Elizabeth, Eastern Cape.	<input type="radio"/> 07:00 - 08:00 <input type="text" value="6"/> <input type="radio"/> 09:00 - 10:00 <input type="text" value="6"/> <input type="radio"/> 10:00 - 11:00 <input type="text" value="6"/> <input type="radio"/> 14:00 - 16:00 <input type="text" value="5"/>
Test Location	1,Harbour View Building, 19,Lilly Rd, South End, Port Elizabeth, Eastern Cape.	<input type="radio"/> 08:00 - 16:00

- b. Select the **time slot** suitable for your candidate.
- c. A timeslot no longer available for bookings is indicated with a strikethrough that session.

Propella	1,Business Chambers, 19,Oakworth Rd, South End, Port Elizabeth, Eastern Cape. Landmark: Behind Humerrail Spar	<input type="radio"/> 08:00 - 18:00
South End	1,Harbour View Building, 19,Oakworth Rd, South End, Port Elizabeth, Eastern Cape.	<input type="radio"/> 15:00 - 18:00 0
Cape Road	2,ELCB, 92,Milkwoods, Cape Road, Port Elizabeth, Eastern Cape.	<input type="radio"/> 07:00 - 08:00 6 <input type="radio"/> 09:00 - 10:00 6 <input type="radio"/> 10:00 - 11:00 6 <input type="radio"/> 14:00 - 16:00 5
Test Location	1,Harbour View Building, 19,Lilly Rd, South End, Port Elizabeth, Eastern Cape.	<input type="radio"/> 08:00 - 16:00

- d. There are two types of booking slots available:

Unlimited Candidate Time Slots:

Unlimited Candidate Time Slots allow for the candidate to attend the session at any time during the window period. There is no limit to the number of people attending during this time and your candidate will be served on a first-come-first-served bases.

These slots are usually indicated by a long time period for example 08:00 – 18:00.

Limited Candidate Time Slots:

In these slots, a fixed number of candidate have been allocated per time period ensuring a limited waiting time and a more controlled environment. The number of candidates that can attend the session is indicated by the number listed behind the time slots.

Your candidate can arrive any time during this time slot and will be served on a first-come-first-served basis.

8

Having selected the date, time and location of your appointment, click **Submit** to confirm the booking.

Once the booking has been submitted, an email and text message is generated to the candidate based on the email address and mobile number entered in the application.

Booking a Mobile Capture

In response to the COVID-19 pandemic, Mobile Captures were introduced in addition to the existing static network. Mobile Captures allow you to make a booking to a location that is convenient for and specified by your candidate, thus minimizing the risk of exposure. These captures are coordinated telephonically with the candidate to ensure a convenient and seamless capture process.

Mobile Captures are supported in the following major metropolitan areas:

- Cape Town
- Johannesburg
- Tswane
- Durban
- Port Elizabeth

Mobile Captures follow the exact same process that is followed for capturing a booking for a static location, except that when a mobile location is selected the following additional information is required:

- Candidate Address Details
- Candidate Contact and Alternative Contact Number

Mobile locations are distinguished from static locations by a location type:

Appointment Details

Appointment Date: * Province: * City: Suburb:

Below are the appointment details for the searched Province/City/Suburb:

Location	Address Details	Location Type	Available time slots Number of Appointments
Berea	Berea, East London, Eastern Cape.	Mobile	<input type="radio"/> 08:00 - 16:00
Cape Road	2,ELCB, 92,Milkwoods,, Cape Road, Port Elizabeth, Eastern Cape.	Static	<input type="radio"/> 08:00 - 17:00 <input type="text" value="7"/>
Church Street	1,Cotex Hub, Amalinda, Port Elizabeth, Eastern Cape.	Static	<input type="radio"/> 08:00 - 16:00
Fareview	Walmer Downs, Port Elizabeth, Eastern Cape.	Mobile	<input type="radio"/> 08:00 - 16:00

Once the Mobile location timeslot has been selected, the additional candidate detail fields are displayed to be completed.

Candidate Details		Appointment Details	
First Name *	<input type="text"/>	Appointment Date: *	<input type="text" value="30/09/2020"/>
Surname *	<input type="text"/>	Province: *	<input type="text" value="Eastern Cape"/>
Maiden Name	<input type="text"/>	City:	<input type="text"/>
ID Number *	<input type="text"/>	Suburb:	<input type="text"/>
Passport Number	<input type="text"/>	<input type="button" value="Search"/>	
Date of Birth *	<input type="text"/>		
Email Address	<input type="text"/>		
Mobile Number *	<input type="text"/>		
Alternate Mobile Number	<input type="text"/>		
Candidate Address Details		Below are the appointment details for the searched Province/City/Suburb:	
Street Address *	<input type="text"/>		
Suburb *	<input type="text"/>		
City *	<input type="text"/>		
Province	<input type="text" value="Eastern Cape"/>		

Location	Address Details	Location Type	Available time slots Number of Appointments
Berea	Berea, East London, Eastern Cape.	Mobile	<input checked="" type="radio"/> 08:00 - 16:00
Cape Road	2,ELCB, 92,Milkwoods,, Cape Road, Port Elizabeth, Eastern Cape.	Static	<input type="radio"/> 08:00 - 17:00 7
Church Street	1,Cotex Hub, Amalinda, Port Elizabeth, Eastern Cape.	Static	<input type="radio"/> 08:00 - 16:00

Once the candidate details are captured and submitted, the normal capture process is followed. The booking will be confirmed telephonically with the candidate.

****NOTE**** Mobile bookings can only be made for the following day or further in advance. If no mobile locations are listed on the selected date this is an indication that they are at capacity and that you should attempt to book a future date.

Edit or Cancel a Booking

Dear yolanda.jantzen,

A Lexis RefCheck Fingerprint Hub booking has been made for you by Yolanda Jantzen from LNRM.

Please ensure you arrive for this appointment on time with your original identity book or card for your fingerprints to be captured.

Appointment Details: Fingerprint Booking Appointment Details 20 February 2020

When:	Where:
20 February 2020 At 08:00 - 10:00	Company Name : LexisNexis Durban Building Name : Floor Number : Street Address : 215 Peter Mckaba Road City : Durban Province : KwaZulu-Natal Land Mark : Opposite Morningside Primary Contact Details : 0312683547

If you are unable to commit to the booking details below, please make urgent contact with your agency to make alternative arrangements as soon as possible.

Agency Details:	
Agency Name	: LexisNexis Durban
Contact Person	: Yolanda Jantzen
Contact Number	: 011 2456500 / 0312683547
Personal Note from Agency: Remember proof of identity! please be on time :)	

Regards,

The Lexis RefCheck Team
LexisNexis South Africa
Morningside
Durban

****NOTE**** The candidate will be required to provide proof of identity when attending the appointment. Please ensure the candidate is made aware of this, or the appointment will need to be rescheduled.

Once your booking has been submitted, you are able to edit or cancel the booking from the Candidate Booking Dashboard.

Your Candidate Bookings									
Search by Applicant's First Name for <input type="text"/> Appointment Start Date: <input type="text"/> Appointment End Date: <input type="text"/> Search									
Filter by Status: All									
Displaying results 1 - 10 of 321									
ID OR PASSPORT NUMBER	REQUEST NUMBER	CANDIDATE NAME	APPOINTMENT DATE	APPOINTMENT TIME	CONSENT STATUS	FINGERPRINT STATUS			
9202040799085	791-54-00006	Lereko Molefe	06/06/2020	14:00 PM	Completed	Consent Confirmed	Edit	Cancel	
8604095173085	791-66-00001	Shivan Singh	06/09/2020	09:00 AM	Completed	New Booking	Edit	Cancel	
9202040799085	791-54-00006	Lily Molefe	06/03/2020	09:00 AM	Completed	New Booking	Edit	Cancel	
9202040799085	791-62-00004	Lily Molefe	09/16/2020	08:00 AM	Completed	No Fingerprints Found			
9202040799085	791-62-00003	Lereko Molefe	06/03/2020	09:00 AM	Completed	New Booking	Edit	Cancel	
As12222222	7590-60-00004	Sazi Test	05/29/2020	08:00 AM	Completed	New Booking	Edit	Cancel	
As122333	7590-60-00003	Sazi Test	05/29/2020	08:00 AM	Completed	New Booking	Edit	Cancel	
As12222	7590-60-00002	Sazi Nyathi	05/29/2020	08:00 AM	Completed	New Booking	Edit	Cancel	
9212140311087	791-58-00009	Nazi Test	05/22/2020	08:00 AM	Completed	Fingerprints Uploaded	Submit to Application		
9202040799085	791-58-00007	Lily Molefe	05/22/2020	08:00 AM	Completed	Fingerprints Uploaded	Submit to Application		
Displaying results 1 - 10 of 321									

Edit your booking

Only the details of the appointment such as the date and location can be changed after submission. No changes to the candidate's base information can take place.

Click Edit in line with the candidate appointment you wish to edit.

Select a new appointment date and province and click search.

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Your Candidate Bookings

Search by Applicant's First Name for Appointment Start Date: Appointment End Date: Search

Filter by Status: All

Displaying results 1 - 10 of 321

ID OR PASSPORT NUMBER	REQUEST NUMBER	CANDIDATE NAME	APPOINTMENT DATE	APPOINTMENT TIME	CONSENT STATUS	FINGERPRINT STATUS	
9202040799085	791-54-00006	Lereko Molefe	06/06/2020	14:00 PM	Completed	Consent Confirmed	Edit
8604095173085	791-66-00001	Shivan Singh	06/09/2020	09:00 AM	Completed	New Booking	Edit
9202040799085	791-54-00006	Lily Molefe	06/03/2020	09:00 AM	Completed	New Booking	Edit
9202040799085	791-62-00004	Lily Molefe	09/16/2020	08:00 AM	Completed	No Fingerprints Found	
9202040799085	791-62-00003	Lereko Molefe	06/03/2020	09:00 AM	Completed	New Booking	Edit
As12222222	7590-60-00004	Sazi Test	05/29/2020	08:00 AM	Completed	New Booking	Edit
As122333	7590-60-00003	Sazi Test	05/29/2020	08:00 AM	Completed	New Booking	Edit
As12222	7590-60-00002	Sazi Nyathi	05/29/2020	08:00 AM	Completed	New Booking	Edit
9212140311087	791-58-00009	Nazi Test	05/22/2020	08:00 AM	Completed	Fingerprints Uploaded	Submit to Application
9202040799085	791-58-00007	Lily Molefe	05/22/2020	08:00 AM	Completed	Fingerprints Uploaded	Submit to Application

Edit Appointment

Current Appointment Details
 Appointment Date and Time: 6/6/2020 2:00 PM
 Location Details: CAPE ROAD Address: ELCOB, Floor Number: 2, 92, Milkwoods, Cape Road, Port Elizabeth, Eastern Cape.

Search New Location
 Appointment Date: Province: * Select a Value City: Suburb: Search

OK Close

Below are the appointment details for the searched Province/City/Suburb:

A new list of locations will appear for selection

9202040799085

Propella	1,Business Chambers, 19,Oakworth Rd, South End, Port Elizabeth, Eastern Cape. Landmark: Behind Humeral Spar	<input type="radio"/> 08:00 - 18:00
South End	1,Harbour View Building, 19,Oakworth Rd, South End, Port Elizabeth, Eastern Cape.	<input type="radio"/> 08:00 - 18:00

Viewing your Booking

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Your Candidate Bookings

Search by Applicant's First Name for Appointment Start Date: Appointment End Date: Search

Filter by Status: All

Displaying results 1 - 10 of 321

ID OR PASSPORT NUMBER	REQUEST NUMBER	CANDIDATE NAME	APPOINTMENT DATE	APPOINTMENT TIME	CONSENT STATUS	FINGERPRINT STATUS	
9202040799085	701-54-00006	Lereko Molefe	06/06/2020	14:00 PM	Completed	Consent Confirmed	Edit Cancel
8604095173085	701-66-00001	Shivan Singh	02/17/2020	12:00 PM	Sent	No Electronic Consent Available	Edit Cancel
9202040799085	701-54-00006	Lilly Molefe	06/06/2020	14:00 PM	Completed	Consent Confirmed	Edit Cancel
9202040799085	701-62-00004	Lilly Molefe	06/06/2020	14:00 PM	Completed	Consent Confirmed	Edit Cancel
9202040799085	701-62-00003	Lereko Molefe	06/06/2020	14:00 PM	Completed	Consent Confirmed	Edit Cancel
As12222222	7590-60-00004	Sazi Test	05/29/2020	08:00 AM	Completed	New Booking	Edit Cancel

Cancel Fingerprint Capture Request

Cancellation Reason Select a value

Ok Close

You can view the status of your Capture Request by going to Your Candidate Bookings under the Fingerprints tab on the Lexis RefCheck Menu.

- ✦ **Consent Status** - Here you can view the status of the consent form as well as download a copy of the completed consent form.
- ✦ **Fingerprint Status**. – Here you can view the status of your booking, if the fingerprints have been captured, or if consent is still required.

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Your Candidate Bookings

Search by Applicant's First Name for Appointment Start Date: Appointment End Date: Search

Filter by Status: All

Displaying results 1 - 8 of 8

ID OR PASSPORT NUMBER	REQUEST NUMBER	CANDIDATE NAME	APPOINTMENT DATE	APPOINTMENT TIME	CONSENT STATUS	FINGERPRINT STATUS	
7707220016086	701-42-00008	yolanda jantzen	02/20/2020	08:00 AM	Sent	New Booking	
8604095173085	701-42-00007	Shivan Singh	02/17/2020	12:00 PM	Sent	No Electronic Consent Available	
APN123	701-42-00006	Yolanda Jantzen Jantzen	02/21/2020	10:00 AM	Sent	No Electronic Consent Available	
7512085045083	701-42-00005	Hanno Serfontein	02/21/2020	14:00 PM	Completed	Fingerprints Uploaded	Submit to Application
7707220016086	701-42-00004	Yolanda Jantzen	02/18/2020	12:00 PM	Sent	Fingerprints Uploaded	Submit to Application
9606225467088	701-42-00003	Sazi Test	02/26/2020	10:00 AM	Completed	No Fingerprints Found	
9606225467088	701-42-00002	DO gggg	02/19/2020	10:00 AM	Completed	No Fingerprints Found	
8604095173085	701-42-00001	Shivan Singh	02/14/2020	12:00 PM	Completed	No Fingerprints Found	

Displaying results 1 - 8 of 8

Using the Fingerprints from the Fingerprint Hub Booking

Once a fingerprint capture has been completed and fingerprints have been uploaded to the LexisNexis Shared Fingerprint Database, a confirmation email will be sent to the requester.

There are two ways in which to attach the fingerprints to an application:

1

SUBMIT TO APPLICATION FROM THE CANDIDATE BOOKINGS DASHBOARD

- ✦ An **Attach to Application** button appears in line with each completed capture request. Simply click this button to attach the fingerprints to an application.
- ✦ Follow the normal application process to complete your Criminal Illicit Activity Check.

2

FROM YOUR FINGERPRINT DATABASE

- ✦ Click on **Fingerprint Database** under the Fingerprints tab on the Lexis RefCheck menu.
- ✦ Locate the fingerprint you wish to use in the Shared Fingerprint Database.
- ✦ Click **Attach to Application (Standard)** or **Attach to Application (Premium)**.
- ✦ Follow the normal application process to complete your Criminal Illicit Activity Check.

3

FROM WITHIN AN APPLICATION

- ✦ Click on **New Individual Application** under the Applications tab on the Lexis RefCheck menu.
- ✦ Insert the candidate's base information.
- ✦ Select the Criminal Check of your choice.
- ✦ All fingerprints available will be displayed in the dropdown in the Criminal Check section.
- ✦ Follow the normal application process to complete your Criminal Illicit Activity Check.

FAQ

1 How will I be billed for use of the Fingerprint Hub?

A capture is considered successful once the fingerprints have been captured in full and uploaded to the Lexis RefCheck Fingerprint database and is now available for use.

Each successful capture of a fingerprint application will be billed for on your monthly invoice as a “Fingerprint Capture Service Fee”.

Should you choose to have the fingerprint submitted at the same time of capture, you will be billed for the Fingerprint Capture Service Fee as well as your usual Criminal Illicit Activity Check Fee in line with current Lexis RefCheck pricing.

2 What can I expect from the Fingerprint Capture Station?

Each Fingerprint Capture Station or “Fulfilment Agent” undergoes verification and vetting by LexisNexis and has agreed to operate in accordance with our Terms and Conditions. The following outlines what is expected of the Fulfilment Agent in respect of service to our customers.

- a. The Fulfilment Agent is expected to confirm identity of the individual attending the fingerprint capture. This can be through confirmation of an ID document, ID Card, Passport or Driver’s License in the presence of the individual during capture.
- b. The Fulfilment Agent must ensure consent is received prior to the capture of the fingerprints. The Fulfilment Agent can do this by:
 - i. Reviewing whether electronic consent has been captured by the requester on the booking.
 - ii. Manually uploading a paper copy of a signed Consent Form.
- c. The Fulfilment Agent will ensure their operating premises complies with health and safety regulation and that the wellbeing of the individual is taken into consideration during the capture process.
- d. The Fulfilment Agent will honour their commitment to the bookings made and will endeavor to communicate any change in booking or cancellation with the candidate ahead of arrival.

Should you experience any issues please contact us on 0861 005 676 or email refcheck.support@lexisnexis.co.za.

3 There are no Capture Stations in my area.

LexisNexis endeavors to grow our network opportunities and continually look for new Fulfilment Agents to assist us in expanding our reach.

Should you wish to join our Fingerprint Hub as a fulfilment Agent, please contact us on refcheck.support@lexisnexis.co.za.

4 Can I reuse the fingerprints again?

Once the fingerprints have been captured and added to the database, they are available publicly on the Shared Fingerprint Database for you to reuse at a later stage.

I

FAQ

5 What Safety Precautions are in place at the Capture Station?

The health and safety of both our staff, our capture partners and your candidate remains a priority during this service and the following measures have been introduced to ensure the highest levels of protection where possible.

- Capture staff and the candidate must wear a mask during the capture process.
- Capture staff and candidates are required to sanitize their hands before and after a capture.
- Capture Equipment is cleaned and disinfected before and after each capture, including all fingerprint readers, cameras and keyboards.

Should you feel unwell or believe you have been in contact with someone who has contracted the virus, we ask that you do not attend the capture process and contact a health care professionally immediately.

Only attend your fingerprint capture appointment once you have received electronic confirmation of your booking to avoid unnecessary contact between parties.

