Case Officer View
Liveness Assessments
CCMS

TIMATA | START

Tahua | Menu

Select a tile below to learn more

Applicants can now complete an Online Identity Check in their Citizenship by Grant application. By the end of this module, you will be able to assess these "liveness" checks, and identify the process required if the customer did not complete liveness.

Tips to complete this module:

We recommend starting with "What is Liveness, and who does it?"

You will return to this menu at the end of each section. You can move on or re-visit any of the topics below

When you have completed **all** topics, the quiz button will show to complete the module

What is Liveness, and who does it?

Where does this fit in the process?

How do I complete this check?

What if my customer didn't complete it?

What resources do I have?

What is a Liveness Assessment?

When a customer agrees to participate in an Online Identity Check when applying online, they will be instructed to take a still photo, or 'selfie', of themselves first.

The system will then prompt a series of filmed challenges for the customer which include blinking, nodding, and shaking their head.

The photo and challenges make up the liveness assessment, and are used by you to help verify the customers identity against records held by Immigration, and other sources of identity the customer provides. The filmed challenges help assess that the identity is not being used fraudulently.

Who can do Liveness online?

Adult and Youth Applications (Youth are aged 14 and 15):

When an adult or youth application is completed online, the option of completing Liveness is available.

Child Applications (Aged 0 - 13):

When a child application is completed online, the option of completing Liveness **is not** available for children. This is because the identity we want to confirm is the Consenting Parent's.

If you would like to see the liveness check that Adult and Youth experience online, at the end of this module you will return to the iLearn homepage where you can select "Customer View - Liveness Assessments".

Tahua | Menu

Select a tile below to learn more

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How do I complete this check?

What if my customer didn't complete it?

What resources do I have?

Confirm identity

General　Related

Tasks

✓	Task ⌄	Outcome ⌄
	Identity is unique	---
	Identity exists	---
	Identity is bound	---

Where does Liveness fit in the process?

When assessing the Confirm Identity unit of work for your customer, the task where you assess whether the applicant or consenting parent owns the identity they have applied under is "Identity is bound".

There are different standards for assessing "Identity is Bound" depending on what date the application was submitted.

Click the **Tua | Next** button to see information about the identity standards.

TUA | NEXT ›

Applications before 30 July 2020

Applications that were submitted before liveness was released on 30 July are not required to undergo a liveness assessment. The previous identity standard applies to these applications as shown in the diagram.
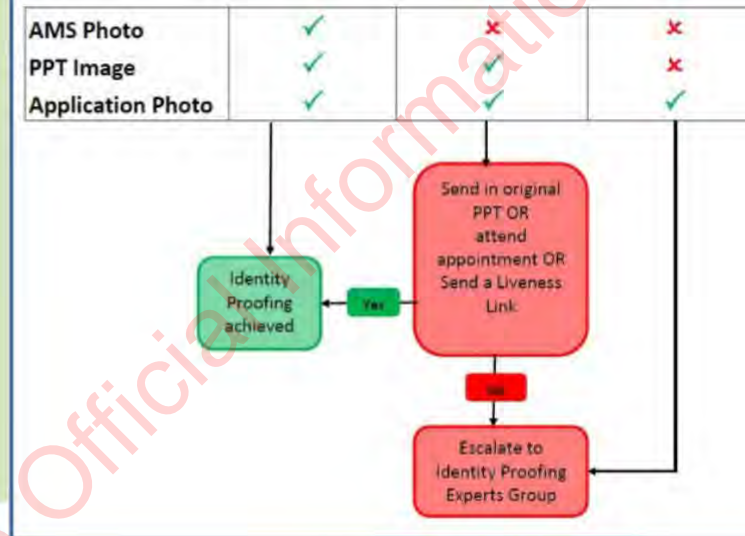
Even though these applications are not required to do liveness, if the AMS image is missing or unusable you can offer to send a liveness link instead of the customer sending in their original passport or coming in to attend an appointment.

This new addition is a great option to offer your customers as it is normally faster, convenient for online users, and may not require the applicant to leave their home to complete it.

How do I send a liveness link? **?**

Where can I access the grid shown and information for applications submitted before 30 July? **?**

ID Proofing grid for applications submitted before 30th July 2020:

AMS Photo	✓	✗	✗
PPT Image	✓	✓	✗
Application Photo	✓	✓	✓

Identity Proofing achieved

Yes

Send in original PPT OR attend appointment OR Send a Liveness Link

Escalate to Identity Proofing Experts Group

Tahua | Menu

Select a tile below to learn more

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What is Liveness, and who does it?

Where does this fit in the process?

How do I complete this check?

What if my customer didn't complete it?

What resources do I have?

9(2)(k)

3G68KK
CBG application

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

Supporting documents

✔	Name ⌄	Document type ⌄	Provided as ⌄
	Passport Style Image 1.jpg	Photo of applicant	Identity

The link to the applicant's liveness check is located in the **Supporting documents** tab of the CCMS application.

You can see some challenge results in the columns that were generated from DAON, but you do not need to take this into account at this stage, as you will always open the liveness check and assess them for yourself.

What if the link isn't there? **?**

Liveness check

New Liveness C

✔	Liveness check URL ↑ ⌄	Person ⌄	Blink result ⌄	Nod result ⌄	Shake result ⌄	Pho
	https://wlguatrdoapp01.test.dia.govt.nz/dia-sdo/IdentityXSer	Sheridan Liveness	Yes	Yes	Yes	Ma

Select the **Liveness check URL** to continue.

‹ HOKI | PREV

IdentityX dia-sdo

Users   Onboarding ▾   👤 tamtm01

18a18de9-bfe5-ea11-a817-000d3a7...

ID Checks

ACTIVE

Details

Filter by Date Range   ▤   Active ▾   Reference ID   🔍   ↺

Created	Reference ID	Type	Status	
24 Aug 2020, 16:14:49	f7b88346-6a89-4399-a504-8f42e6965524	Not Set	ACTIVE	Archive
24 Aug 2020, 16:13:59	02af30a5-4687-46c4-874e-841b7f359cd9	Not Set	ACTIVE	Archive

Sensitive Data

Onboarding

ID Checks

You will be directed straight to your applicant's sets of challenges on the **ID Checks** page.

You may see up to three sets of challenges here. This will depend on how many attempts the applicant took online.

In this case, the customer had to attempt the challenges twice. The most recent set is a good place to start.

Do I need to check every set? ❓

Select the **first timestamp URL** to continue.

‹ HOKI | PREV

Identity✕ dia-sdo

Users   Onboarding ▾   👤 tamtrn01 ▾

18a18de9-bfe5-ea11-a817-000d3a7... **ID Checks**

ACTIVE

Details
Registrations
Registration Challenges
Authenticators
Sponsorships
Authentication Requests
Sensitive Data
Enrollment Data
Enrollment Samples
Onboarding
ID Checks (f7b88346-6a89-4399-a504-8f42e6965524)
▸ Overview
Documents
Evaluation
Faces

Overview

Reference ID	f7b88346-6a89-4399-a504-8f42e6965524
Created	24 Aug 2020, 16:14:49
Type	N/A
Status	ACTIVE
REST HREF	/rest/v1/users/QTAzSty8xHdgaex1OD7DVmc04g/idchecks/X-v54aRsIJtLMI_3Sw2FiQ

This page is an overview of the challenge set you selected.
You do not need to do anything further here.

Archive

Select the **Evaluation menu** to continue.

‹ HOKI | PREV

Ipurangiroto | Resources

IdentityX dia-sdo

18a18de9-bfe5-ea11-a817-000d3a7...

Evaluation

ACTIVE

View Policy   Retry Evaluation

Details

Registrations

Registration Challenges

Authentications

Sponsorships

Authentication Requests

Sensitive Data

Enrollment Data

Enrollment Samples

Onboarding

ID Checks (f7b88346-6a89-4399-a504-8f42e6965524)

Overview

Documents

▸ Evaluation

Faces

Created	Type	Detail	Result
24 Aug 2020, 16:15:48	Liveness Assessment	NOD (Score: 0.6000)	PASS
24 Aug 2020, 16:15:48	Liveness Assessment	SHAKE (Score: 0.5000)	PASS
24 Aug 2020, 16:15:48	Liveness Assessment	BLINK (Score: 0.4100)	PASS
24 Aug 2020, 16:15:48	Face Authentication	SHAKE BEST FRAME (FMR: 1.0020e-5)	MATCH
24 Aug 2020, 16:15:48	Face Authentication	TRUSTED SOURCE FACE - PROVIDED (FMR: 1.0020e-5)	MATCH
24 Aug 2020, 16:15:48	Face Authentication	NOD BEST FRAME (FMR: 1.0020e-5)	MATCH
24 Aug 2020, 16:15:48	Face Authentication	BLINK LIVENESS FRAME (FMR: 1.0020e-5)	MATCH
24 Aug 2020, 16:15:48	Face Authentication	BLINK BEST FRAME (FMR: 1.0020e-5)	MATCH

10 ▾   1 to 8 of 8

You can see all three liveness assessments the customer did in this set: Nod, shake, and blink. You can also see still frames of the customer taken while they conducted each challenge e.g. "Shake best frame".

The 'Result' column is generated by the DAON system. These help in deciding what links you should view, however you will still make your own liveness assessment regardless of the results shown.

The first step is to check the photo comparison images under the 'trusted source face' link.

?

What if this link isn't showing?

Select the **Face Authentication – Trusted Source Face** link to continue.

‹ HOKI | PREV

Here we see the comparison between the passport-style photo the applicant uploaded to their application (claim face), and the selfie the applicant took when they started the liveness check (user face).

Compare the photos to ensure the applicant is the correct person who did the liveness challenges.

What if it's a different person? **?**

Select **Close** after you complete the comparison.

TRUSTED SOURCE FACE - PROVIDED

| User Face | Claim Face |

Result	FMR	Threshold
MATCH	1.0020e-5	1.0000e-3

Close

9(2)(k)

9(2)(k)
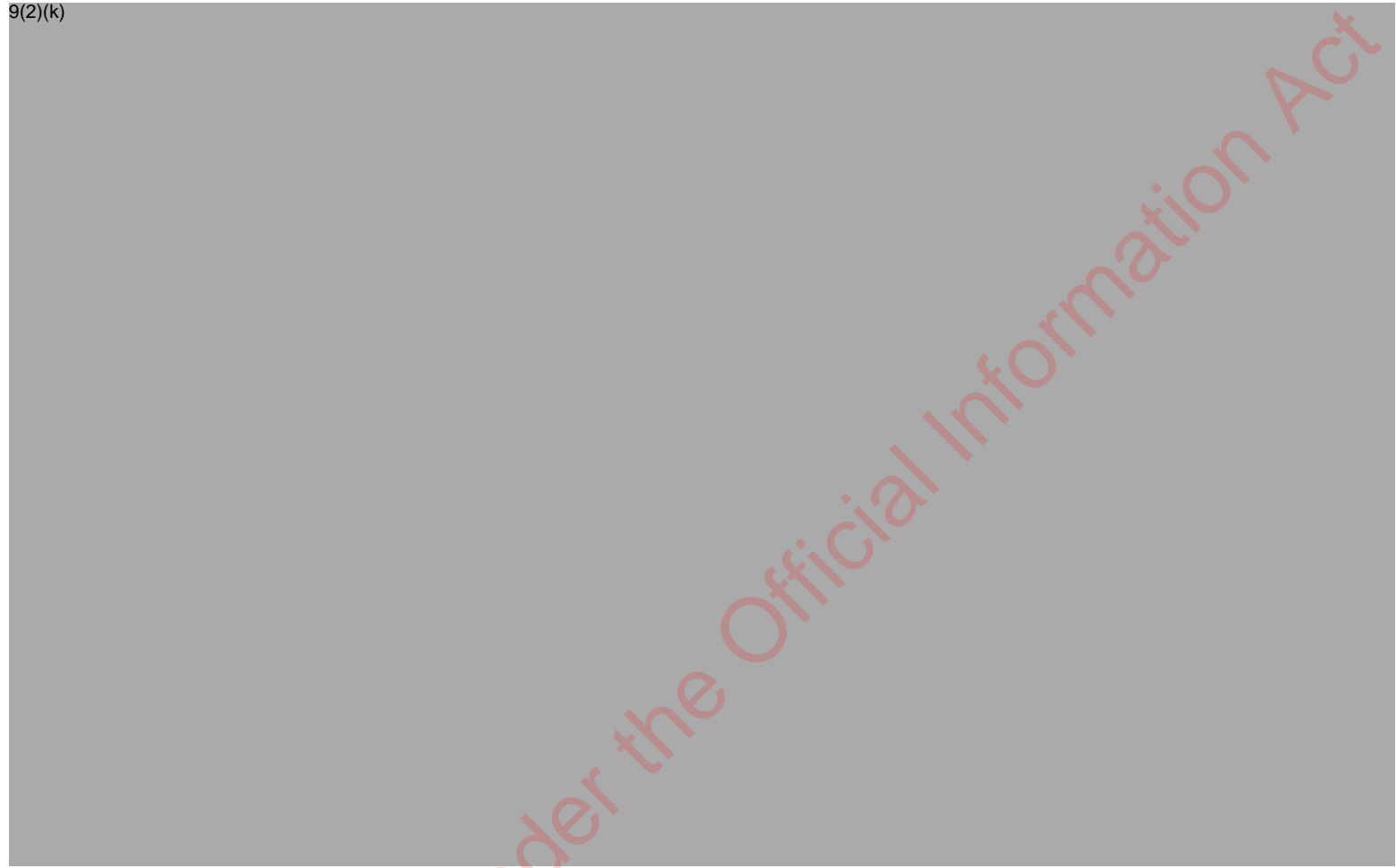
Out of scope

Save | Save & Close | + New | Deactivate | Delete | Refresh | Assign | Share | Email a Link | Word Templates | Run Report

Identity is bound
Task

LG68KK
CBG application

Confirm Identity
Stage

General

Outcome	Pass
Criteria	Liveness check
Comments	Watched 'shake' recording

Supporting evidence —

Criteria

Name

Back in CCMS, you can now complete 'Identity is Bound'.

Tuwhiria te Tikanga steps you through how to complete this task, including adding a comment to indicate which challenge or challenges were viewed.

Supporting evidence

Name | Document type | Provided as

No data available.

Select the **Tua I Next** button to continue

‹ HOKI | PREV   TUA | NEXT ›

Consenting Parents and Liveness

When you visit the topic "What is liveness and who does it?", you will see that when a child application is completed online, the option of completing Liveness **is not** available for children under 14. We want to confirm the identity of the Consenting Parent's.

If the consenting parent applied at the same time, then:

- Check the parent completed liveness in their own application. You will check the parents results as part of their own assessment, then you can copy and paste the link into the child's liveness URL space.

- If the parent did not do liveness, you will follow the process of following up with them, which may include sending the liveness link. **?**

If the consenting parent did not apply at the same time, then:

- You will need to contact them to confirm their identity. This may include sending a liveness link. **?**

If you need to copy and paste the consenting parent's link, you can find the steps in Tuwhiria te Tikanga under **Confirm Identity – Child U14.** You can also access this page in the Resources button at the top right of this module.

Validating Identity is Bound

The system step for Validation is located in Tuwhiria te Tikanga. This link can also be found in the Resources button at the top right of this module.

The Validation system steps indicate you need to re-confirm the Assessor's liveness assessment by opening the reference video that was stated in the comments, and checking:

- You agree with the assessment made by the Assessor in regards to the photo triangulation

- You agree with the assessment made by the Assessor in regards to the liveness check

‹ HOKI | PREV   TUA | NEXT ›

Tahua | Menu

Select a tile below to learn more

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What is Liveness, and who does it?

Where does this fit in the process?

How do I complete this check?

What if my customer didn't complete it?

What resources do I have?

What if my customer didn't do liveness?

Liveness check

✓	Liveness check URL ↑ ⌄	Person ⌄	Blink result ⌄
	---	---	No

If you see no liveness **URL** present in the application you will need to follow this up. This may be because:

- The applicant selected "I cannot do this online" when they applied because they had no device with a camera.
- The applicant has turned from a 'child' to a 'youth' by the time you started processing the application.
- The application was submitted before **30 July 2020**, and is not subject to liveness.

If the application is subject to liveness, offering to send the liveness link again is a good option – the link is sent via email, and they could access that on a device with a camera such as a phone or laptop.

How do I send a liveness link? ❓

If the customer cannot access a device with a camera to complete liveness, or does not want to do liveness, then they have the options of sending in their original passport or attending an Identity Confirmation appointment. ⓘ

Liveness check

✓	Liveness check URL ↑ ⌄	Person ⌄	Blink result ⌄
	---	---	No

What if my customer didn't do liveness?

If you see no liveness URL present in the application you will need to follow this up. This may be because:

- The applicant selected "I cannot do this online" when they applied because they had no device with a camera.

by the

Sending a Liveness Link

A separate e-learning module has been created to step you through how and when to send a Liveness Link.

, and is not

At the end of this module you will be taken back to the iLearn homepage, and you can select the module "Generating a Liveness Link".

the liveness link

If th
aga they could access
tha op.

How do I send a liveness link? ?

If the customer cannot access a device with a camera to complete liveness, or does not want to do liveness, then they have the options of sending in their original passport or attending an Identity Confirmation appointment. ⓘ

Tahua | Menu

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✓	✓	✓	✓	✓	You have visited all topics, ka pai! Move on to the quiz to continue…
What is Liveness, and who does it?	Where does this fit in the process?	How do I complete this check?	What if my customer didn't complete it?	What resources do I have?	ENTER QUIZ

Ipurangiroto
Resources

Tuwhiria te Tikanga

All steps and procedures to complete a **CCMS** application are located in Tuwhiria te Tikanga. The **Confirm Identity** unit of work has a page for each age bracket (ages **0-13, 14/15, 16+**).

For specific steps and information on liveness, you can access the page 'Procedure - Assess whether the identity is bound'.

ID Proofing Experts Group

You will see when checking the Identity Proofing Grids, that there are some cases that require escalation to the **ID Proofing Experts Group**. The link to the spreadsheet is located in Tuwhiria te Tikanga. The process is similar to submissions, the group meet each Wednesday to discuss any cases and determine the outcomes.

Superusers

If you have a question or case which you cannot find an answer for in Tuwhiria te Tikanga, you can raise this with your superuser for assistance.

Question One

If you are processing an application for a child under 14, which person is required to do the liveness check?

- ○ The requestor of the application
- ○ The consenting parent
- ○ The child and parent

Question One

If you
applicati
14, whic
to do t

Correct

Kā rawe! That is correct. If the consenting parent applies at the same time, they can do liveness in their own application.

Continue

Question Two

In which task in Confirm Identity do you check liveness?

- ○ Identity Exists
- ○ Identity is Bound
- ○ Identity is Unique

Question Two

In whic
Ident

Correct

Kā mau to wehi! That's right. This task is where we determine the applicant owns the identity they apply under.

[Continue]

Question Three

If an applicant did not complete liveness, what options can you offer to verify their identity?

- ○ Raise straight to the ID proofing experts group without confirming with the customer
- ○ They must do liveness or it will be declined
- ○ Send a liveness link again or Send in original passport or Attend an appointment

Question Three

If an ~~a~~
comple~~
option~~
verif~~

Correct

Tika! That is correct.

Raise straight to the ID proofing
~~nfirming~~

~~t~~ will be

~~or Send in~~
original passport or Attend an
appointment

Continue

Question Four

When you log in to DAON to view the liveness check for your applicant, what is the first check you need to do?

- ○ Check the photo comparison under 'Face Authentication – Trusted Source Face'
- ○ Check every challenge recording
- ○ Check a still frame from one of the challenges

Question Four

When yo[u]
view th[e]
your ap[plicant]
first che[ck]

Check the photo comparison under
usted Source

ording

ne of the

Correct

That's right! Ka pai. You need to ensure the applicant is the same person in the challenges first.

[Continue]

Question Five

If you see a liveness recording failed because the customer shook their head instead of nodding, what will you do?

○ As long as I still determine it is not fraudulent, I can continue processing.

○ Refer to Investigations to check the recording

○ They have failed liveness and will need to be contacted to do it again

Question Five

If you see
failed be
shook th
nodding

Correct

Kā mau to wehi! Correct. It does not matter how well someone does a challenge, we only want to determine their identity is not being used fraudulently.

[Continue]

e it is not
processing.

check the

and will
o it again

Question Six

If a customer applied before 30 July 2020, do they have to do liveness?

No. But if the AMS photo is missing, I can now offer to send them a liveness link instead of visiting an office or sending a passport

Yes. We have to apply liveness to all applications

Question Six

If a custo...
30 July 2(...

Correct

That's right! Ka pai!

Continue

Kua mutu
Finished

Congratulations, you have completed this activity.

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

replay button:

REPLAY ↻

To return to the course page, close this window.

The following modules should also be completed:

- Generating a Liveness Link

- Customer View – Liveness Assessments (optional)

ARA KI WAHO | EXIT

Te Tari Taiwhenua
Internal Affairs

Haere mai
Generating a New
Liveness Check in
CCMS

Use the PREV and NEXT
buttons to navigate back and
forth through this module.
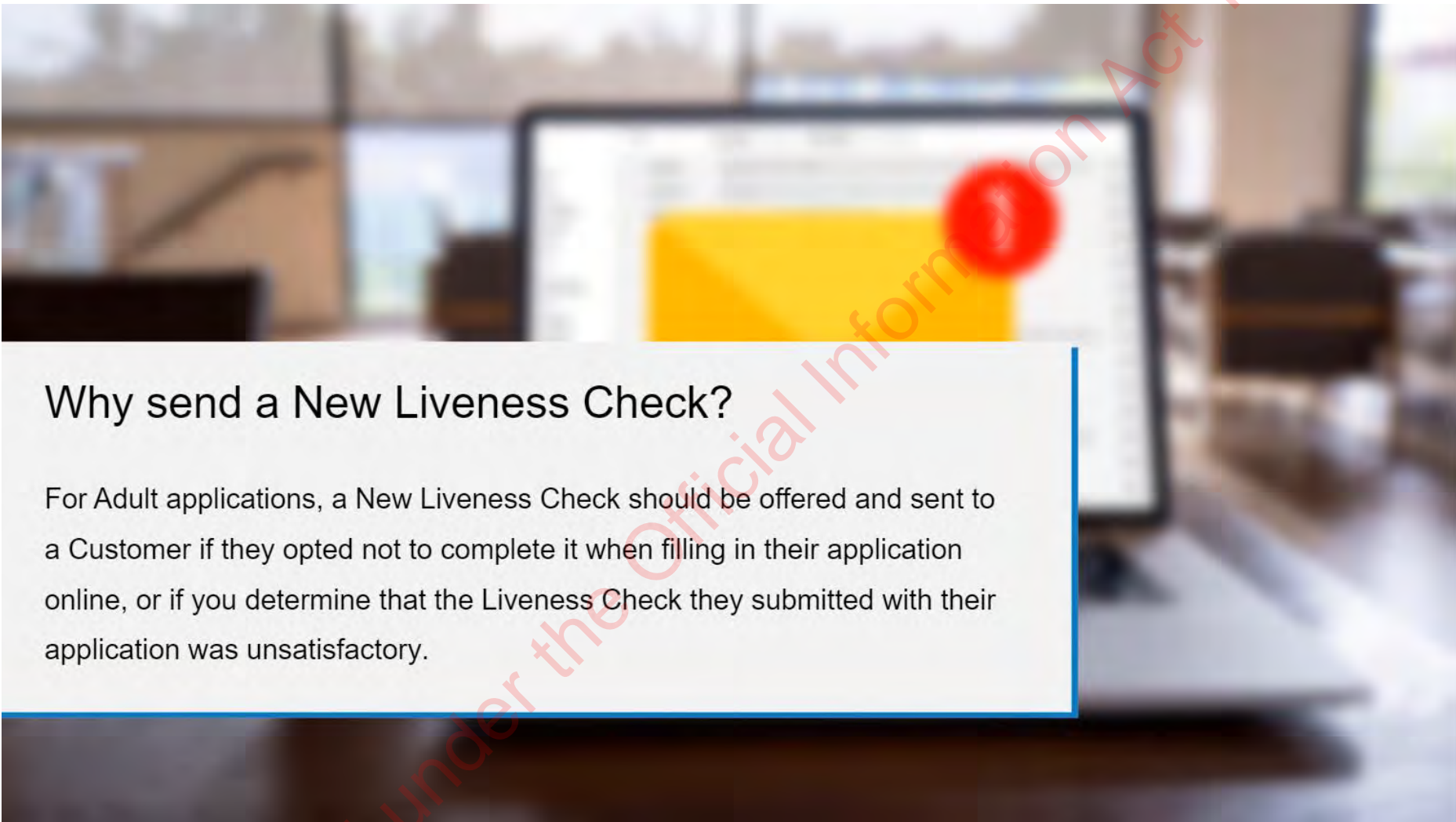
What will be covered in this module?

This module will guide you through the process of generating a New Liveness Check link in CCMS.

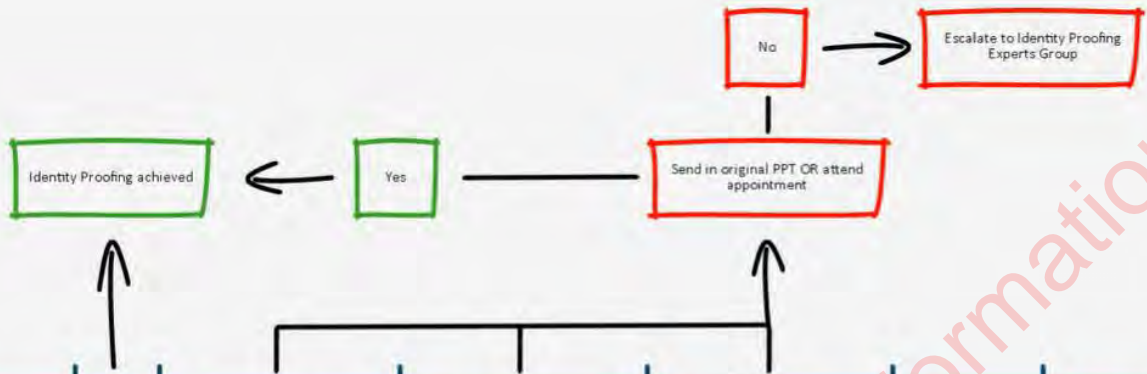During this module, you will find the answers to the following questions:

- How can I generate a New Liveness Check link in CCMS?

- In what scenarios will I need to generate a New Liveness Check link?

- How can I tell the difference between a completed Liveness link, an expired Liveness link, or a Liveness link that is waiting for the customer to complete it?

- Case Officers only: How can I copy and paste a link to another person's record?

Why send a New Liveness Check?

For Adult applications, a New Liveness Check should be offered and sent to a Customer if they opted not to complete it when filling in their application online, or if you determine that the Liveness Check they submitted with their application was unsatisfactory.

Identity Proofing Grid

Use the identity proofing grid to decide what to do next if a Customer doesn't want to do a Liveness Check.

Flowchart boxes:

- No → Escalate to Identity Proofing Experts Group
- Identity Proofing achieved ← Yes ← Send in original PPT OR attend appointment ← (No, from above)

AMS Photo	✔	✔	✘	✘	✘	✘
Overseas Passport Image	✔	✔	✔	✔	✘	✘
Application Photo	✔	✔	✔	✔	✔	✔
Liveness Test	✔	✘	✔	✘	✔	✘
Identity proofing achieved?	Yes	No	No	No	No	No
Options available	N/A	Ask applicant to send in original passport or attend an identity confirmation appointment with original passport	Ask applicant to send in original passport or attend an identity confirmation appointment with original passport	Ask applicant to send in original passport or attend an identity confirmation appointment with original passport	Escalate to ID proofing experts group. Use the "ID experts group template" to present your case	Escalate to ID proofing experts group. Use the "ID experts group template" to present your case
Not resolved yet?		Escalate to ID proofing experts group. Use the "ID experts group template" to present your case	Escalate to ID proofing experts group. Use the "ID experts group template" to present your case	Escalate to ID proofing experts group. Use the "ID experts group template" to present your case		

referee   Travel   Character   Citizenship ceremony   Statements   **Supporting documents**

+ Upload   ↻ Refresh   ⋯

	Provided as	Uploaded on	↑
;)	Birth record	12/02/2020 10:09 AM	
	Travel document	12/02/2020 10:10 AM	
	Identity	12/02/2020 10:10 AM	
'	Travel document	12/02/2020 10:11 AM	
		12/02/2020 10:11 AM	
		12/02/2020 10:12 AM	
		12/02/2020 10:14 AM	

New Liveness Check

If the Customer is happy to receive a New Liveness Check link, open the Supporting documents tab in their application and select the option to add a New Liveness Check.

+ New Liveness Check   ↻ Refresh   ⋯

ke result   Photo result   Status

New Liveness check - Unsaved

General Liveness results Citizenship results Document results

Relationship to applicant: * Adult

Person: Harriet Finau ×

Email: * harryfina

Person photo: ---

Instructions

1. In the 'Relationship to applicant' tab, select Adult if it is an adult application, or select 'Consenting Parties' if its the consenting parent that needs to complete Liveness. Note that if you are processing a child application that was submitted by itself, there may not be a person record for the consent giver of the child. A new person record will have to be created in that instance for the consent giver(s).

2. Select the person record in CCMS you wish to send the New Liveness Check link to. The appropriate email address will be populated in the 'Email' field.
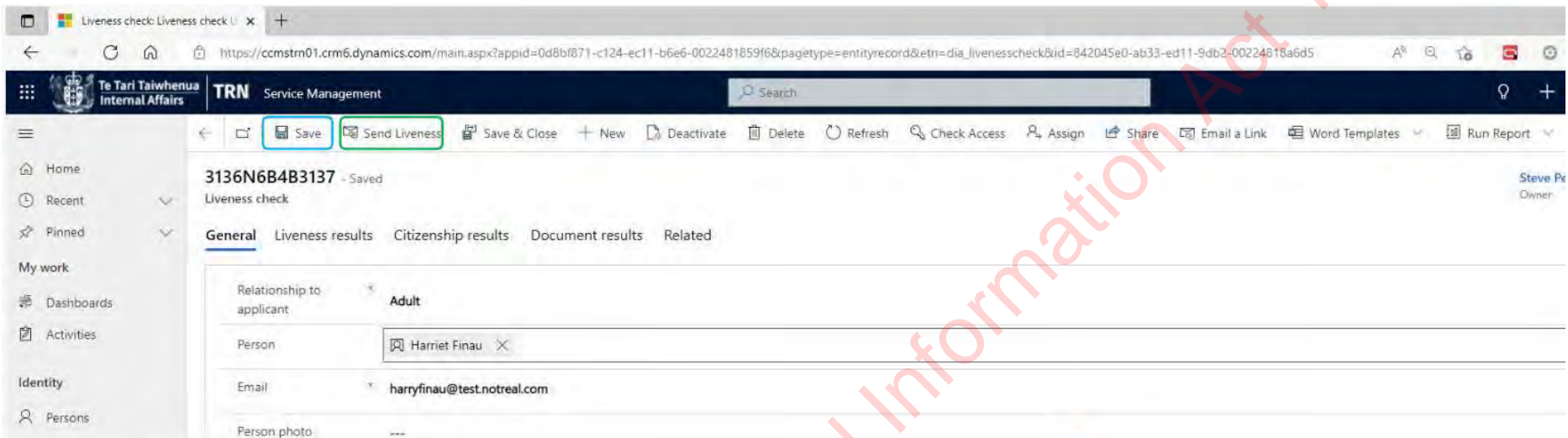
Send check

When you are happy that the information has been pulled in, click the Save button and then click Send Liveness. It's good practice to give the applicant a call to inform them that you have sent them a link to complete a Liveness test and that they have 24hrs to do so. If the applicant says they can't see the email in their inbox, ask them to check their Junk folder.

🖫 Save & Close   + New   ▯ Resolve   ⟳ Refresh   ⅄ Assign   ✉ Email a Link   ▤ Word Templates   ⌄

Jenna Jones   7K88KK   In progress   Joe Bloggs
Subject person   Service request   Status   Owner

tements   Supporting documents

Secondary consent giver

Children that are from countries that don't allow dual citizenship will need a secondary consent giver to confirm that the child is applying for citizenship.

The secondary consent giver will have to complete a consent form and provide a scanned copy of their passport. Liveness is **not** required of the secondary consent giver, however you will need to compare and bind the signatures on these documents.

Once you have retrieved their details and made contact with them, create a person record for them if necessary.

Other consenting party contact details (if required)

Parent name	Julia Jones
Email	julia.jones@email@mail.mail
Mobile phone	021987654321
Landline	---

Other consenting party residential address (if required)

Search address	---
Unit/house number and street	---
Suburb	---
Town/City	---
Country	---
Postcode	

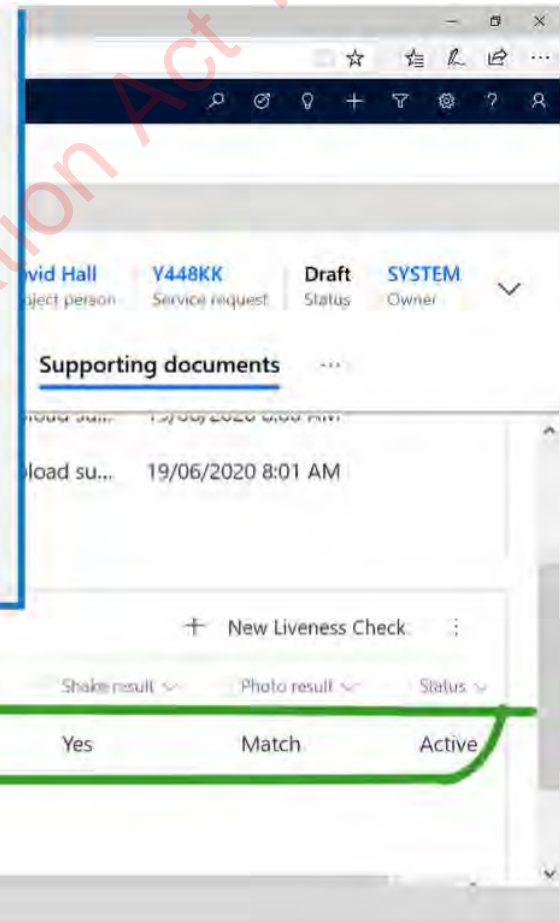# How can I tell if Liveness is completed?

If there is a link visible in the 'Liveness check' field; that is an indication that the customer has at least attempted Liveness.

You can see the results of each part of their Liveness check in the columns. Under the Status column, you will either see: Active or no status at all if a Liveness check hasn't been sent.

In a later update to CCMS, you will see more details here, such as whether the link is new, requested, expired, or completed.

vid Hall   **Y448KK**   **Draft**   **SYSTEM**
bject person   Service request   Status   Owner

Supporting documents

load su...   19/06/2020 8:01 AM

R Persons

Service requests

CBG applications

Liveness check   + New Liveness Check

✓	Liveness check URL ↑	Person	Blink result	Nod result	Shake result	Photo result	Status
	https://wlguatrdoapp01.test.dia.govt.nz/dia-sdc	David Hall	Yes	Yes	Yes	Match	Active

Active

How can I tell if Liveness is completed?

Once opened, you can then clearly see the status of the Liveness check. In this example the Liveness Check has been "Completed".

Te Tari Taiwhenua
Internal Affairs

Service management > Service management > New liveness check

Save   Save & Close   + New   Deactivate   Refresh   Email a Link   Word Templates

1626C7P9C1627
Liveness Check

SYSTEM
Owner

Expired
Status Reason

General Liveness results Related

Relationship to applicant	Adult
Person	David Hall
Email	Praneeth.Aluthge@dia.govt.nz
Person photo	Passport_Photo.jpg

Active

How can I tell if Liveness is expired?

Instead of the word "Completed", you will see "Expired" if the Liveness Link has expired.

What do you think?

Click the NEXT button to start a short 8 question quiz that will test you on what was covered in this module.

CBG application: CBG A ✕

ccmstm01.crm6.dynamics.com/main.aspx?appid=4a8dfc84-1dbe-e911-a860-000d3ae02607&pagetype=entityrecord&etn=dia_cbgapplication&id=c7937e8c-124d-ea11-b698-00155d267501

Te Tari Taiwhenua
Internal Affairs ∨   Service management   Service management > CBG applications > NS5PYK

Save   Save & Close   + New   Resolve   ↻ Refresh   Assign   Email a Link   Word Templates ∨

NS5PYK
CBG application

Jenna Jones
Subject person   7K88KK
Service request   In progress
Status   Joe Bloggs
Owner

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

My work
- 🏠 Home
- 🕑 Recent ∨
- 📌 Pinned ∨

Supporting documents
+ Upload   ↻ Refresh   ⋯

✔ Name	Document type	Provided as	Uploaded on	↑
jennaj-birth-cert.jpg	Birth certificate (Jenna Jones)	Birth record	12/02/2020 10:09 AM	
jenna-jones-passport.png	Passport	Travel document	12/02/2020 10:10 AM	
jenna.jpg	Photo of applicant	Identity	12/02/2020 10:10 AM	
johnnyj-passport.png	Passport of consenting party	Travel document	12/02/2020 10:11 AM	
English_language_cert.pdf	Other	English evidence	12/02/2020 10:11 AM	
johnnyj.jpg	Photo of consenting party	Identity	12/02/2020 10:12 AM	
Snapshot.txt	Other	Internal document	12/02/2020 10:14 AM	

My work
- ⧩ Dashboards
- 📝 Activities

Service management
- 👤 Persons
- 🔗 Service requests
- 📇 CBG applications

Liveness check
+ New Liveness Check   ↻ Refresh   ⋯

✔ Liveness check URL	↑ Subject	Blink result	Nod result	Shake result	Photo result	Status

💾 Save

Question 1 (Click on screen. NEXT will become available when you select the correct answer)

You've opened up a new application and clicked on the Supporting documents tab, where do you click to start generating a liveness link?

Question 2

You can see that there is no Liveness link in the application you are processing.

What should you do next?

Offer the Customer the option to complete liveness.

Deny the Customer citizenship on the basis that they did not provide a liveness check.

Continuing processing the application without any liveness check.

Question 3

The Customer is refusing to perform any liveness checks.

What should you do next?

Deny the Customer citizenship on the basis that they did not provide a liveness check.

Continue offering the Customer the liveness link until they change their mind.

Use the identity proofing grid to determine what should be done next.

Question 4

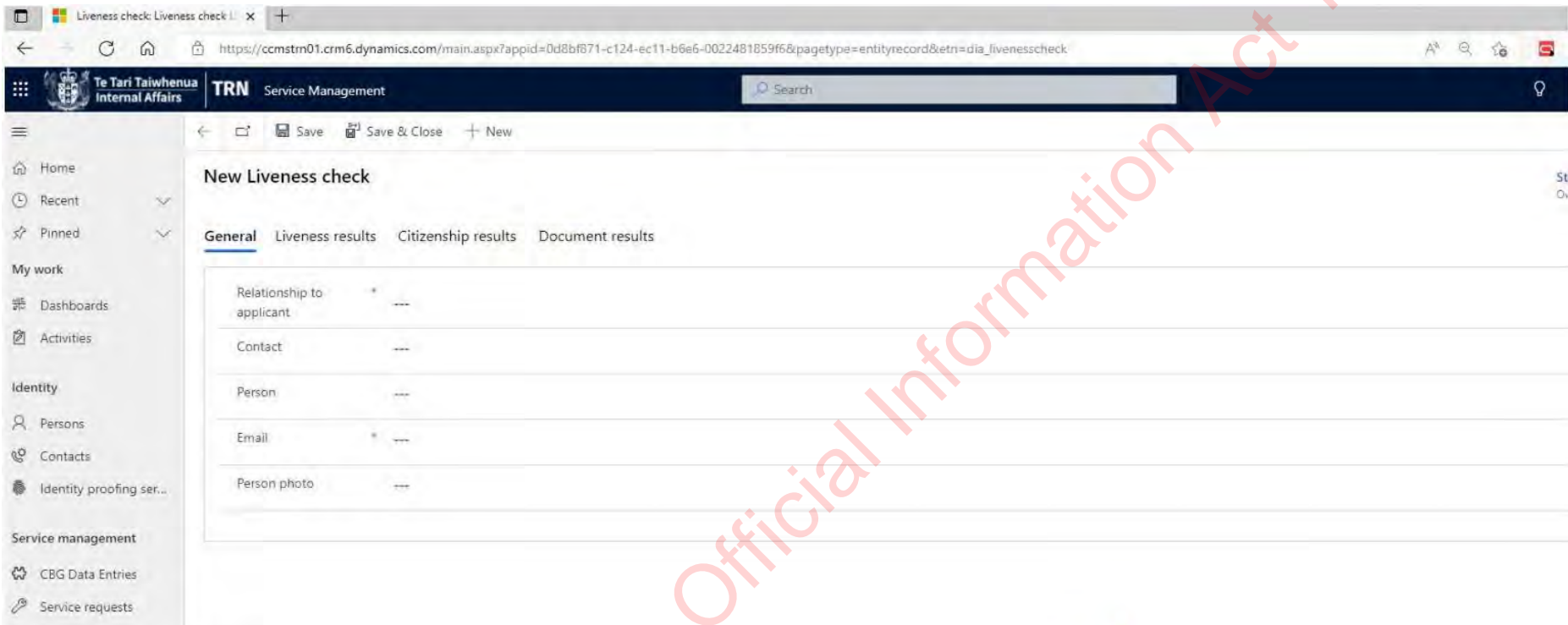You are processing a child application which was submitted by itself.

What should you do next?

Create or find a person record for the consent giver of the child and send them the liveness link.

Send the New Liveness Check link to the child.

Use the identity proofing grid to determine what should be done next.

Liveness check: Liveness check |

https://ccmstrn01.crm6.dynamics.com/main.aspx?appid=0d8bf871-c124-ec11-b6e6-0022481859f6&pagetype=entityrecord&etn=dia_livenesscheck

Te Tari Taiwhenua
Internal Affairs **TRN** Service Management

Search

Save   **Save & Close**   **+ New**

New Liveness check

General   Liveness results   Citizenship results   Document results

Relationship to applicant	*	---
Contact		---
Person		---
Email	*	---
Person photo		---

My work

- Dashboards
- Activities

Identity

- Persons
- Contacts
- Identity proofing ser...

Service management

- CBG Data Entries
- Service requests

Question 5

You've created a person record for the consent giver of the child. Where do you click to search for, and add their details?

Question 6

The child in the application you are processing is from a country that doesn't allow dual citizenship. A signed consent form and a scanned copy of the secondary consent giver must be provided.

What should you do next?

Retrieve the details of the secondary consent giver and contact them via phone stating that consent is needed and advise them of the process. Send them an email after with the 'Parental consent for applicant under 16' form.

Contact the primary consent giver to explain that consent will be required from the secondary consent giver.

Don't need to do anything as the consenting parent has stated they have informed the othe[r] parent and given consent for the child to obtai[n] the citizenship.

Question 7

While processing the application, the child turns 14.

What should happen next?

The application reverts back to Complete and Correct and the Liveness Check link will need to be sent to the youth

Continue processing their application as normal as the child's identity is confirmed at the age when the application was submitted.

The application reverts back to Complete and Correct but the youth does not need to complete EOI.

Liveness Check: Livenes

ccmsrm01.crm6.dynamics.com/main.aspx?appid=4a8dfc04-1dbe-e911-a860-000d3ae02607&pagetype=entityrecord&etn=dia_livenesscheck

Te Tari Taiwhenua
Internal Affairs

Service management | Service management > New liveness check

🖫 Save   🖫 Save & Close   Send check

New liveness check

New Status

Joe Bloggs Owner

General

Select records

| Person record | Johnny Jones |
| Photo of person | johnny.jpg |

Liveness check details

🔒 Sending to   jjones@emailemail.com

🔒 Photo being sent

- Home
- Recent
- Pinned

My work
- Dashboards
- Activities

Service management
- Persons
- Service requests
- CBG applications

🖫 Save

Question 8

The correct details have been entered and saved. Where do you click next to send the New Liveness Check to Johnny Jones?

Haere rā
Thank you for completing
Generating a New Liveness
Check in CCMS

Te Tari Taiwhenua
Internal Affairs

You got 4 out of 8 in the quiz! Click Retry if you'd like a go at improving your score.

Open the Menu (top-right) if you'd like to revisit any of the previous slides. Otherwise, close this browser tab/window to exit the module.

Retry

Case Officer View

Immigration API Results

CCMS

TIMATA | START

What is an API?

To support our staff in processing citizenship by grant applications, a new API between **CCMS** and Immigration NZ's **AMS** has been introduced. An API (Application Programming Interface) is a real-time connection that sends information between the two systems.

This API has three main purposes. Select an image below to find out more about these key areas for the API:

Implementing this API ensures our customers have a better experience and increased certainty before they apply, our officers process less refunds and withdrawals, and our privacy practices are improved by accessing the information we are legally allowed to.

Select the **'Tua | Next'** button to continue…

Pre-Application Presence Calculator
Customers can visit govt.nz to enter their travel document details to get an immediate response about whether they meet presence on that day

Summary of Results for Officers
The information from AMS is brought into CCMS, displaying the applicant's information as well as having the calculation for presence completed and shown

Automatic Notification to INZ
Instead of manually updating Immigration NZ every 6 months with details of new citizens, the API will notify INZ 7 days after the customers ceremony is closed
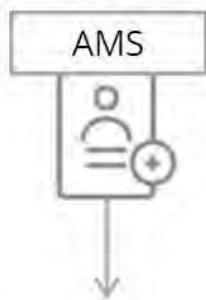
What is in this module?

This API was released 3 December 2020 and has been applied to new applications submitted from that date.

This module will largely focus on the summary of results that you will use as a Citizenship Case Officer to help complete tasks that require the checking of Immigration NZ details. ⓘ

By the end of this module you will be able to:

- Locate the details of your applicant's Immigration history that are required to assess tasks
- Identify whether presence and status has been met
- Identify system exceptions that may arise when a part or parts of the API were unsuccessful and how to resolve them

Select the **'Tua | Next'** button to continue.

Where can I learn about the pre-application presence calculator?

To learn about how the new API benefits our customers with the introduction of the pre-application Presence Calculator, close this window and visit the module:

Contact Centre View - Pre-Application Presence Calculator

require the checking of Immigration NZ details. ⑦

How does the API work?

As the calculation for presence is subject to the date an applicant submits their application, the API for the INZ results summary is enacted as soon as the application is paid and submitted online.

The API immediately reaches out to Immigration's AMS firstly locating the unique record using the details the applicant provided, and all information that comes with that unique match. This information includes their visa history, alerts, travel movements, and the presence calculation result.

What if the API cannot find a unique match? ❓

The results are displayed in the application in CCMS, ready to be accessed when you pick up an application.

Select the **'Tua | Next'** button to continue.

What if the API cannot find a unique match?

Later in this module we will cover what happens when the API cannot locate a unique record for the applicant, and how you handle this exception.

Where can I access the INZ Results?

In the image below we see the INZ Results table displayed in the 'General' tab of an application, including some easy-to-see details about the applicant.

To view more information about what you might see in each of these fields, select the name of each column. When you have viewed the information for each of the columns, you will be able to continue the module.

VBLPYK
CBG application

Leonard Du Plessis	**KVW8KK**	**Allocated**	**Officer Name**
Subject person	Service request	Status	Owner

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

Application details

Application type*

🔲 CBG Adult

Subject person

🔲 Leonard Du Plessis

Relationship to requestor

Yourself

🔒 Date submitted

INZ Results   ...

✓	INZ name ∨	Identity Match ∨	Presence and Entitled to reside ∨	Alerts ∨	Date and Time ∨
	Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Application processing

🔒 Stage   🔲 Complete and Correct

Interactions

Timeline   + ▽ ⁝Ξ ⁝

🔍 Search timeline

INZ name

In this field, you may see the following results:

Applicant's name

The applicant's name will display when the API locates a unique record.

- - -

If there are no matches, too many matches, or the API was down, no name will display here.

CLICK TO RETURN

KVWBKK
Allocated
Officer Name

Statements   Supporting documents   Related

INZ Results

INZ name	Identity Match	Presence and Entitled to reside	Alerts	Date and Time
Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Identity Match

In this field, you may see the following results:

1:1 match

A one-to-one match is made when the API located a unique record for the applicant.

No match

If the API could not locate a record that matched the applicant's details, this will display as no match.

1:N match

If the API located many records that may match the applicant's, this will display as one-to-many.

- - -

If the API was down at the time of the calculation, these three dashes will display.

CLICK TO RETURN

Allocated   Officer Name

Supporting documents   Related

INZ Results   ...

INZ name	Identity Match	Presence and Entitled to reside	Alerts	Date and Time
Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Presence and Entitled to reside

In this field, you may see the following results:

Pass

If the API was able to locate a unique record, and has calculated that presence has been met, this will show as a pass.

Conditions exist

If there are conditions on the visa, this will show here. These conditions may require further investigation, or may not impact processing. A condition that will frequently come up is 'please apply for transfer of visa when the passport expires...'. You will be able to click in to the summary results to see if presence has been met.

API error

If the API was down and unable to be pulled from at the time the system reached out, this message will display.

Fail

If the API was able to locate a unique record, and has calculated that presence has failed, this will show here. You will be able to click in to the summary result to see which part failed e.g. total days in NZ, days in NZ each year, visa etc. You will also see a 'Fail' when a unique one-to-one match was **not** made in the API.

CLICK TO RETURN

VBLPYK
CBG application

General   Applicant   Re

Application details

Application type:
CBG Adult

Subject person
Leonard Du Plessis

Relationship to
Yourself

Date submitted

INZ name	Identity Match	Presence and Entitled to reside	Alerts	Date and Time
Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Application processing

None   Complete and Correct

Interactions

Timeline

Whe INZ Results Table ults?

In

To view ame of
each ill be

Alerts

In this field, you may see the following results:

Not found

This will display if an applicant's unique record was found and there are no alerts, or when an applicant's record was not found at all (and therefore there are no alerts to state).

Found

If an applicant's unique record is found, and there are any alerts attached, this message will be displayed.

CLICK TO RETURN

VBLPYK
CBG application

KVW8KK   Allocated   Officer Name
Status

General   Applicant   Relationships   Address and c   atements   Supporting documents   Related

Application details

Application type*

🔲 CBG Adult

Subject person

🔲 Leonard Du Plessis

Relationship to requestor

Yourself

🔒 Date submitted

INZ Results   ...

INZ name	Identity Match	Presence and Entitled to reside	Alerts	Date and Time
Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Application processing

🔲 Stage   🔲 Complete and Correct

Interactions

Timeline   + ▽ ⬚

🔍 Search timeline

Whe   INZ Results Table   ults?

Date

In this field, you may see the following results:

DD/MM/YYY 00:00AM

This field will populate in conjunction with the date and time the application was paid and submitted online. This is when the calculation is made from. If you need to re-trigger the API this will show the date and time the re-trigger occurs, however the calculation will always start from the submission date.

CLICK TO RETURN

Address and c...

INZ Results

INZ name	Identity Match	Presence and Entitled to reside	Alerts	Date and Time
Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

How do I access the detail?

The INZ Results summary that we see in this image is the high level view of what the API generated. In the previous slide we took a look into what each of these columns mean. To look further into the results to see detailed information you can double click into the record.

Let us take a closer look into the results that you are required to assess as a Case Officer to get a feel for how it looks.

Double click the INZ Results record highlighted in green to enter into the comprehensive results of the applicant...

Te Tari Taiwhenua Internal Affairs | **QA** Service Management

← 🖫 Save   🖫 Save & Close   + New   ▷ Deactivate   🗑 Delete   ↻ Refresh   🔍 Check Access   🖶 Export to PDF   🗛 Assign   ↪ Share   ✉ Email a Link   ⋮

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result

Officer Name ---
Owner ·name

Identity ⟩ Travel and Visa   Alerts   Exceptions

When a unique record is matched, the applicant's biodata held in AMS will show here.

Personal information

🔒 Client ID	70092590
🔒 Identity ID	70069407
🔒 Given name(s)	Leonard
🔒 Middle name(s)	---
🔒 Family name	Du Plessis
🔒 Gender	Male
🔒 Date of birth	6/06/1975
🔒 Country of birth	South Africa

Supporting documents (INZ identity) ⋮

✓	Name	Document type ∨	Provided as ∨
	12020466	INZ photo of applicant	Identity

Select the down arrow to view more of the page

If there is a photo in AMS, this will pull into here. The photo will be stored and visible in the supporting documents tab of the application.

⛶ Active

🖫 Save

Te Tari Taiwhenua
Internal Affairs | **QA** Service Management

← 🖫 Save 📑 Save & Close + New 🗋 Deactiv... ...F ℛ Assign ↪ Share ✉ Email a Link ⋮

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result

Identity ⟩ Travel and Visa   Alerts   Exceptions

Officer Name
Owner

name

If AMS have recorded other names, they will be visible here. These are **not** pulled into the 'other names' table in the application – you may need to enter these into the 'other names' table of the application manually for police checks.

Additional information

Other names

✓ | Given name(s) ⌄ | Family name ⌄ | Name type ⌄

📄
No data available.

Latest Address

🔒 Address type   Residential

🔒 Latest address   5 Testtt
                       Hfdhfs

🔒 Address last updated   7/11/2020   📅   12:17 AM

The latest known address to INZ will be displayed here. It is possible for this to be blank.

Relationships

Active   🖫 Save

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← 🖫 Save 🖫 Save & Close + New ☐ Deactivate 🗑 Delete ○ Refresh 🔍 Check Access 🖨 Export to PDF 👤 Assign ↗ Share ✉ Email a Link ⋮

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result ∨

Officer Name
Owner

--- name ∨

Identity ⟩ Travel and Visa   Alerts   Exceptions

> If AMS has recorded any relationships **and** that person also has an INZ record, this will display here. It is possible that this section may be blank if there are no recorded relationships, or there are but there is no INZ record for that person.

Relationships

Details   + New INZ family info   ○ Refresh   ⋮

✓	Relationship ∨	Given name(s) ∨	Middle name(s) ∨	Family name ∨	Date of birth ∨	Country of residence ∨
	Brother	Theo	---	Du Plessis	1/01/1980	Albania

Active   🖫 Save

Te Tari Taiwhenua
Internal Affairs | **QA** Service Management

⌕ ⊘ ◷ + ▽ ⚙ ? (ss)

← | 🖫 Save | 🖺 Save & Close | + New | 🗋 Deactivate | 🗑 Delete | ↻ Refresh | 🔍 Check Access | 🖻 Export to PDF | 🔗 Assign | ⤤ Share | ✉ Email a Link | ⋮

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result

Officer Name
Owner

--- name ⌄

Identity | **Travel and Visa** 〉 Alerts | Exceptions

The applicant's most recent travel document is recorded here.

The full travel movement history for the applicant can be accessed here. This can help decide if an overseas police check is necessary.

Travel

Most recent travel document

🔒 Travel document number | **DIABAT1**

🔒 Issuing state | South Africa

Travel movements in last 5 years

✓ | Presence gap type ⌄ | Departure date ↓ ⌵ | | Arrival date ⌄

Travel movements full history ⋮

✓ | Movement direction ⌄ | | Movement date/time ↓ ⌵

Arrival | 8/11/2014 11:00 PM

⌕ | Active | 🖫 Save

Te Tari Taiwhenua
Internal Affairs | **QA** Service Management

Save | Save & Close | + New | Deactivate | Delete | Refresh | Check Access | Export to PDF | Assign | Share | Email a Link

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result

Identity | **Travel and Visa** | Alerts | Exceptions

Officer Name
Owner

--- name

The details of the visa history are accessed here. If a visa condition is present, you can review the label for your assessment.

Visa History

Details

+ New INZ visa history   Refresh

✔ Visa type	Visa start date	Visa expiry date ↓	Visa label conditions
Resident	10/11/2014 1:00 PM	31/12/9999 1:00 PM	Please apply for transfer of this visa when the passport expires. ...
Visitor	6/11/2014 1:00 PM	8/11/2020 1:00 PM	The holder shall not undertake employment in NZ. The holder s...

Active

Save

6(c)

Te Tari Taiwhenua | **QA** Service Management
Internal Affairs

← ▤ 🖫 Save 🖫 Save & Close ＋ New ▣ Deactivate 🗑 Delete ⟳ Refresh 🔍 Check Access 🖷 Export to PDF 🗘 Assign ↪ Share ✉ Email a Link ⋮

⚠ Exceptions Present - check exceptions tab

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result ⌄

Officer Name
Owner

--- name

Identity   Travel and Visa   Alerts   **Exceptions**

API Exceptions

📋 Add Existing API exce...   ⋮

✓ Exception type ⌄	Exception ↑ ⌄
Data error	No image returned

If an API exception exists, you will always see this banner at the top of the summary. This banner will show over every tab of the INZ summary results to ensure it is seen.

API exceptions exists when **required** information was not present, or the API was down on a certain search field, for example there was no image or the travel movement history was unable to be pulled.
We will cover how to handle these exceptions later in this module.

⊡ Active

🖫 Save

What tasks are impacted?

Complete & Correct

- All fields complete and correct
- Payment complete
- All supporting documents provided

Confirm Identity

- Identity is unique
- Identity is bound
- Identity exists

Check Eligibility

- Entitled to reside
- Presence
- English Language
- Good Character
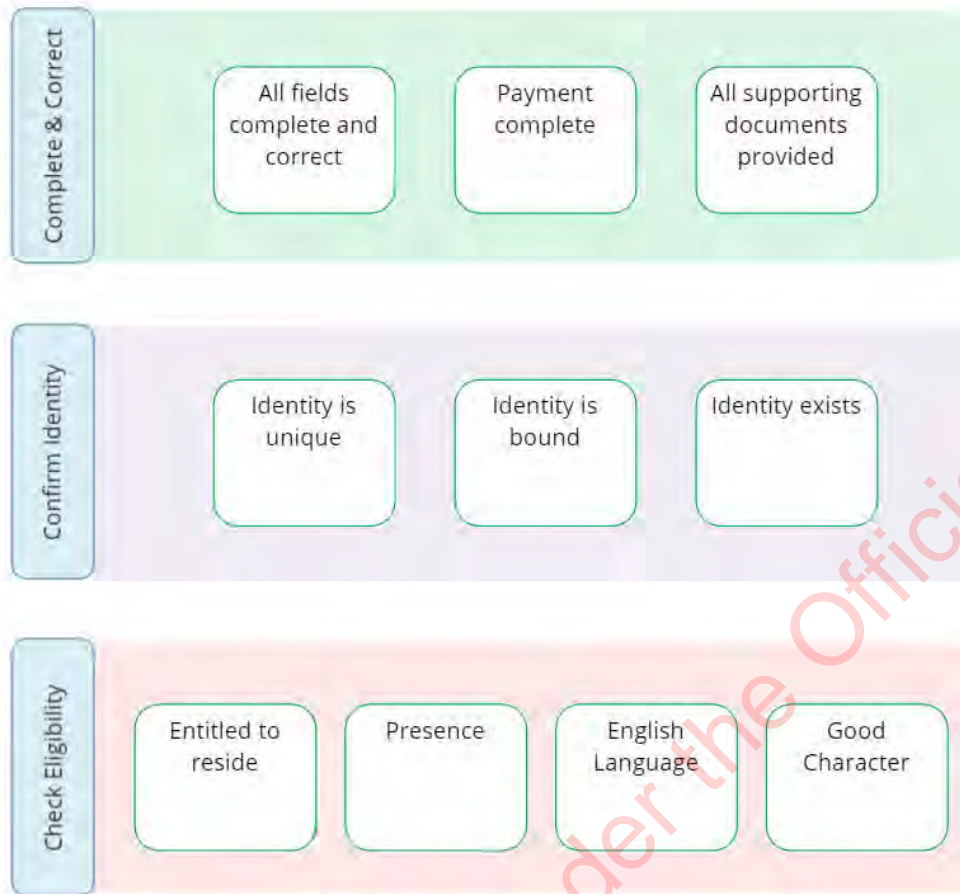
The tasks that Case Officers would previously access AMS to complete are now able to be accessed via the INZ Results Summary in the application.

← On the left you can see some tasks from each unit of work.

Have a go at clicking the tasks you think will require you to check the INZ Results.

When the correct tasks are selected, you will be able to continue.

9(2)(k)

Check your understanding

So far in this module we have had a look at:

- What an API is, and how this API works between DIA and INZ

- Where to locate the Immigration API results

- How to locate and understand the information in the results table

- What tasks we need to access the API results in order to complete

In the next section you will be able to check your understanding against some task related questions, using the INZ API to complete tasks and decide what to do next as a result of the information.

When you are ready to start, select the button below:

Begin Quiz

Question 1

This officer is assessing 'All fields are correct and complete'

to find if there are any other names for the applicant.

Locate the **other names** section of the INZ results.

VBLPYK
CBG application

Leonard Du Plessis	**KVW8KK**	**Allocated**	Officer Name
Subject person	Service request	Status	Owner

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

Application details

Application type*

🖾 **CBG Adult**

Subject person

👤 **Leonard Du Plessis**

Relationship to requestor

Yourself

🔒 Date submitted

INZ Results   ...

✓	INZ name ∨	Identity Match ∨	Presence and Entitled to reside ∨	Alerts ∨	Date and Time ∨
	Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Application processing

🔒 Stage   🖾 **Complete and Correct**

Interactions

Timeline   + ▽ ⬒ ⋮

🔍 Search timeline

Ka pai! You have located the section which can contain 'other names' from the INZ Results.

What would you do next? (Select your answer and click submit)

Add the names to the 'other names' section of the application if necessary

No further action

Question 2

This officer is checking to see if an image was provided by INZ to assist with 'Identity is bound'.

Locate the **applicant's image** within the INZ results.

VBLPYK
CBG application

Leonard Du Plessis	KVW8KK	Allocated	Shana Sirota
Subject person	Service request	Status	Owner

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

Application details

Application type¹

⊡ CBG Adult

Subject person

⊡ Leonard Du Plessis

Relationship to requestor

Yourself

🔒 Date submitted

INZ Results   ...

✓	INZ name ⌄	Identity Match ⌄	Presence and Entitled to reside ⌄	Alerts ⌄	Date and Time ⌄
	Leonard Du Plessis	1:1 match found	Pass	Not found	15/12/2020 12:00AM

Application processing

🔒 Stage   ⊡ Complete and Correct

Interactions

Timeline   + ▽ ⊞ ⋮

🔍 Search timeline

Question 3

On this table it shows 'Conditions exist' under presence. The officer wants to check what conditions have been applied to this applicant.

Locate the **visa history** in the INZ results.

VBLPYK
CBG application

Leonard Du Plessis	KVW8KK	Allocated	Shana Sirota
Subject person	Service request	Status	Owner

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

Application details

Application type*

🔲 CBG Adult

Subject person

🗷 Leonard Du Plessis

Relationship to requestor

Yourself

🔒 Date submitted

INZ Results

...

✓	INZ name ⌄	Identity Match ⌄	Presence and Entitled to reside ⌄	Alerts ⌄	Date and Time ⌄
	Leonard Du Plessis	1:1 match found	Conditions exist	Not found	15/12/2020 12:00AM

Application processing

🔒 Stage   🔲 Complete and Correct

Interactions

Timeline   + ▽ ⯾ ⋮

🔍 Search timeline

Ka pai! You have located the 'visa history' showing the conditions.

What would you do next? (Select your answer and click submit)

These conditions do not affect the application. I can continue.

These conditions affect the application and I must follow up.

Question 4

On this table it shows 'Conditions exist' under presence, but the officer has seen the only condition listed is the common 'transferral of visa' label. The officer wants to check if Presence has actually been met.

Locate the **presence calculation** in the INZ results.

VBLPYK
CBG application

Leonard Du Plessis — Subject person
KVW8KK — Service request
Allocated — Status
Shana Sirota — Owner

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

Application details

Application type*
☒ CBG Adult

Subject person
🛡 Leonard Du Plessis

Relationship to requestor
Yourself

🔒 Date submitted

INZ Results ...

✓	INZ name ∨	Identity Match ∨	Presence and Entitled to reside ∨	Alerts ∨	Date and Time ∨
	Leonard Du Plessis	1:1 match found	Conditions exist	Not found	15/12/2020 12:00AM

Application processing

Stage — ☒ Complete and Correct

Interactions

Timeline + ▽ ⥮ ⋮

🔍 Search timeline

Te Tari Taiwhenua
Internal Affairs | **QA** Service Management

🔍 ⊘ ◌ + ▽ ⚙ ? (SS)

← | 🖫 Save | 🖫 Save & Close | + New | ⮒ Deactivate | 🗑 Delete | ◌ Refresh | ⚲ Check Access | 🖾 Export to PDF | ⮂ Assign | ↪ Share | ✉ Email a Link | ⋮

New INZ CBG eligibility result
INZ CBG eligibility result · 1:1 match result ⌄

Officer Name — Owner
--- name ⌄

Identity   Travel and Visa   Alerts   Exceptions

Personal information

🔒 Client ID	70092590	
🔒 Identity ID	70069407	
🔒 Given name(s)	Leonard	
🔒 Middle name(s)	---	
🔒 Family name	Du Plessis	
🔒 Gender	Male	
🔒 Date of birth	6/06/1975 📅	
🔒 Country of birth	South Africa	

Supporting documents (INZ identity)   ⋮

✓	Name ⌄	Document type ⌄	Provided as ⌄
	12020466	INZ photo of applicant	Identity

⬚ Active

🖫 Save
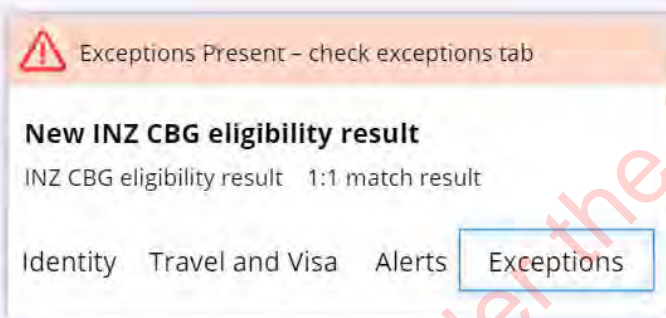
What if something goes wrong?

There can be a range of different exceptions that may display in your applicants INZ results. This can occur when a match for the applicant has been found and there is an exception in the applicant's information, or whether the API found too many (or no) matches for your applicant's identity.

When an exception is present, you will need to first find out what the details of the exception are in order to determine what you need to do to resolve the problem.

Select the '**Tua | Next**' button to learn more about what these exceptions are...

INZ results

Full name	Identity ma...	Presence re...	Alerts	Date/It...
Raj Kaur	1:1 match	Fail	Not found	25/11/20...

⚠ Exceptions Present – check exceptions tab

New INZ CBG eligibility result

INZ CBG eligibility result   1:1 match result

Identity   Travel and Visa   Alerts   Exceptions

1:1 Match Found
Possible exceptions

When the INZ API has located a client record that matches the applicant's biodata, this will show the applicant's information on the General Tab of the application as seen on the left. This is known as a 1:1 match.

When you double click into the results table, you will immediately be able to tell if an exception is present by the banner across the top of the table.

Select the **Exceptions** tab on the left image to see information on the different API errors that can occur for an applicant...

API Exceptions

	Exception type ⌄	Exception ⌄
✓	Data Error	No image returned
	Data Error	Consecutive travel movements found
	Data Error	Not eligible due to visa validity period too short
	Data Error	Not eligible due to visa
	Data Error	No travel movements found

Exception Types

Here we have examples of the errors that can occur in the INZ API Results Summary when an applicant was able to be located. Your applicant could have none, one, or a combination of these exceptions.

Select the link to any of the descriptions in the 'Exception' column to find out more about how this may look to you as an officer, and how you may resolve it.

When all exceptions have been viewed, you will be able to continue the module.

API Exceptions

Exception type ⌄	Exception ⌄
Data Error	⊘ No image returned
Data Error	Consecutive travel movements found
Data Error	Not eligible due to visa validity period too short
Data Error	Not eligible due to visa
Data Error	No travel movements found

No image returned

This exception indicates that a photo has not been recorded in Immigration's AMS system, and has not returned an image to show.

The INZ identity supporting documents section will be blank.

Resolve by: Follow business as usual process when an image is not usable or present in AMS today.

Okay, got it!

API Exceptions

Exception type		Exception
Data Error	⊘	No image returned
Data Error	⊘	Consecutive travel movements found
Data Error		Not eligible due to visa validity period too short
Data Error		Not eligible due to visa
Data Error		No travel movements found

Consecutive travel movements found

This exception indicates that there may be dates missing or duplicate movements in Immigration's AMS, for example two arrival dates and no departure date.

The travel and visa tab will **not** show a calculation for total days in NZ (fail), and no year breakdown, as the API has not been able to work that out with this error.

Resolve by: Follow business as usual process when this occurs in AMS today.

(Okay, got it!)

API Exceptions

Exception type	Exception
Data Error	No image returned
Data Error	Consecutive travel movements found
Data Error	Not eligible due to visa validity period too short
Data Error	Not eligible due to visa
Data Error	No travel movements found

Not eligible due to visa validity period too short

This exception indicates the applicant has not held their valid Residence visa for the minimum amount of time. You can see the date this was granted in the travel and visa tab.

The travel and visa tab will not show a calculation for total days in NZ (fail), and no year breakdown, as the API has not been able to work that out with this error.

Resolve by: Follow business as usual process when this occurs with applicants.

Okay, got it!

API Exceptions

	Exception type	Exception
	Data Error	No image returned
	Data Error	Consecutive travel movements found
	Data Error	Not eligible due to visa validity period too short
	Data Error	Not eligible due to visa
	Data Error	No travel movements found

Not eligible due to visa

This exception indicates that the applicant does not hold a valid visa to apply for Citizenship by Grant. There will be no 'date residency permit granted' in the travel and visa tab, as this has not occurred.

The travel and visa tab will not show a calculation for total days in NZ (fail), and no year breakdown, as the API has not been able to work that out with this error.

Resolve by: Follow business as usual process when this occurs with applicants.

(**Okay, got it!**)

API Exceptions

Exception type	Exception
Data Error	⊘ No image returned
Data Error	⊘ Consecutive travel movements found
Data Error	⊘ Not eligible due to visa validity period too short
Data Error	⊘ Not eligible due to visa
Data Error	⊘ No travel movements found

No travel movements found

This exception indicates that Immigration's AMS does not hold any travel movements under this record.

If there are no travel movements, the travel and visa tab will not show a calculation for total days in NZ (fail), and no year breakdown, as the API has not been able to work that out with this error. The full history of travel movements will be blank.

Resolve by: Follow business as usual process when this occurs in AMS today.

Okay, got it!

Kā rawe! You have viewed all the exception examples.

Click **here** to continue the module.
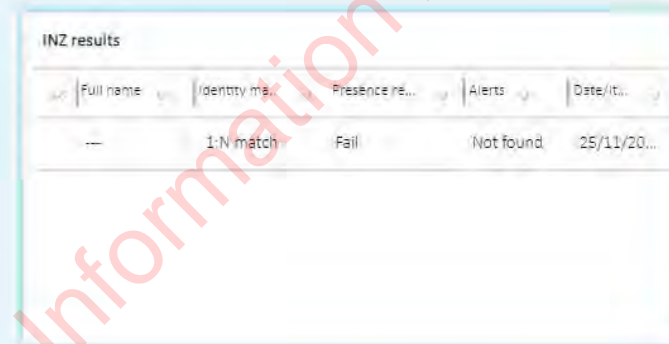
1:N Match Found

When the INZ API has found biodata that matches **more than one** client record in Immigration's AMS, this will display as a one-to-many match (1:N match). As there was not one record found, no name or presence calculations will show as seen in the image on the right.

When you double click into the results table, you will only see one page containing the potential identity matches. Until one match is made, the complete results table with all tabs will not populate.

Select the **Identity Results** tab on the right image to see the information shown when many matches are found...

	Full name	Identity ma...	Presence re...	Alerts	Date/it...
	---	1:N match	Fail	Not found	25/11/20...

INZ results

⚠ Exceptions Present – check exceptions tab

New INZ CBG eligibility result

INZ CBG eligibility result   1:N match result

Identity Results

Multiple Identities Found

The INZ results table will show one page only, detailing the API error and the potential client record matches. The below image shows an example of what this could look like.

Until one match has been made, there will be no other tabs to view.

Resolve by: As we do not yet have the ability to have this information updated and re-triggered in the INZ API, you will need to manually access AMS and follow business as usual process for checking your tasks e.g. using bruteforce

Okay, got it!

Identity Results

Client id	Identity id	Given names(s)	Middle name(s)	Family name	Gender	Date of birth
36055555	261758412	Dennis	---	de Bret	Male	13/11/1980
35744484	874112122	Denny	Steve	Debret	Male	13/11/1980
45215035	974123067	Den	Steve	Brett	Male	13/11/1981

No Match Found or API Failed

INZ results

☑	Full name	Identity ma..	Presence re...	Alerts	Date/it...
	---	No match	Fail	Not found	25/11/20...
	---	---	API error	Not found	25/11/20...

⚠️ Exceptions Present – check exceptions tab

New INZ CBG eligibility result

INZ CBG eligibility result   Information

Result

When the INZ API has **not** found a client record that matches the applicant's biodata, this will display as a 'No match'. If the API was down (failed) at the time the applicant applied, this was display the 'API error' message.

As there was no record found, no name or presence calculations will show. When you double click into the results table, you will only see one page containing the details of the results.

Select the **Result** tab on the left image to see the information shown when no matches are found or the API was down...

Result

Count of client records	0
Count of identity records	0
Count of visas	0
Count of movements	0

API exceptions

Exception type ⌄	Exception ⌄
Data error	No identity found
API error	Identity search service is down

No Identity Found or API failed

The INZ results table will show one page only, detailing the API error and the potential client record matches. The image on the left shows an example of what this could look like when the identity wasn't found, or the service was down.

Until one match has been made, there will be no other tabs to view.

Out of scope

Ipurangiroto
Resources

Tuwhiria te Tikanga

All steps and procedures to complete an application that has the INZ API Results Table are located in Tuwhiria te Tikanga from the CCMS Overview Page. The INZ API steps can be saved as a favourite to access easily.

The link to the Tuwhiria te Tikanga page is below, and can also be found in the 'Resources' button at the top right of this module:

CCMS (INZ API) – Overview

Select the '**Tua | Next**' button to continue.

Notification to INZ

The API allows for the immediate sharing of information. Immigration NZ will be notified within 6-7 days of the applicant's citizenship status **after the ceremony has been closed**. This is a change from our current manual process of notifying INZ of new citizens, which is usually once every six months.

If the customer has a current overseas passport with their residency visa attached, this visa will be cancelled. If the applicant is travelling on this passport, they can discuss this with INZ to get an endorsement of NZ citizenship included, or they may opt to apply for a New Zealand passport.

This information is known to the Contact Centre, as well as being included in the automatic notification emails to applicants.

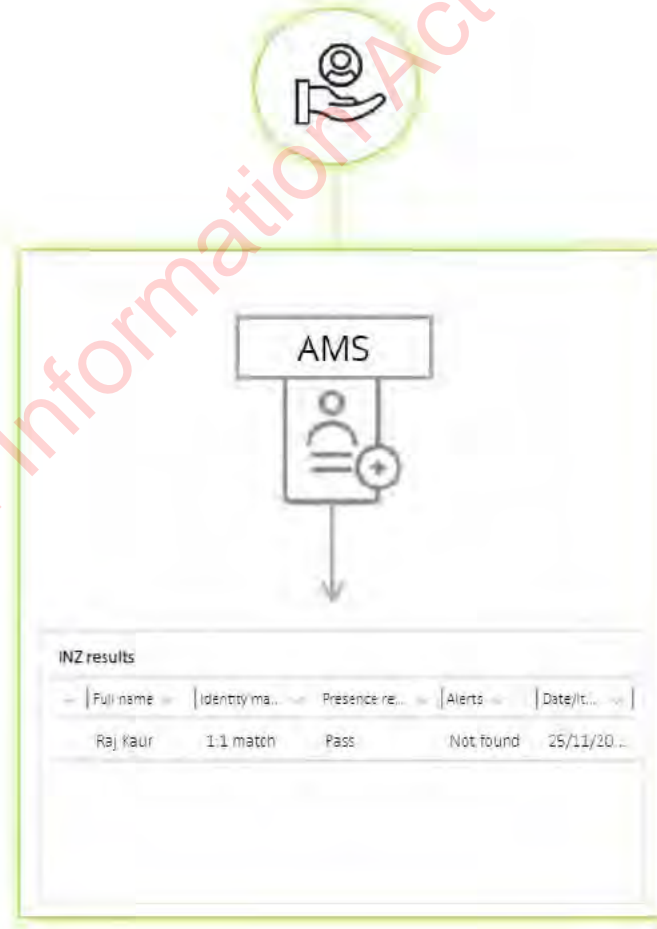Select the **'Tua | Next'** button to continue.

Summary

The release of the Immigration New Zealand API introduces the ability for customers to check their presence status before they apply online, as well as an easily accessible summary of results available for our staff in the application itself.

Out of scope

Select the '**Tua | Next**' button.

AMS

INZ results

	Full name	Identity ma...	Presence re...	Alerts	Date/It...
	Raj Kaur	1:1 match	Pass	Not found	25/11/20...

Kua mutu
Finished

Congratulations, you have completed this activity. If you would like to view this module again from the start, select the replay button:

REPLAY ↻

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

ARA KI WAHO | EXIT

✚ image credits