



Australian Government
Attorney-General's Department

AusCheck

AusCheck Bulk Upload Photos – Guide for Issuing Bodies

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1. Introduction

1.1 About this Document

This document describes how Issuing Bodies (IBs) can upload multiple applicant photos in one transaction to the AusCheck system.

IBs with multiple cards requiring a photo can use this service to meet their compliance obligations under regulation 14 of the *AusCheck Regulations 2007*. This regulation requires IBs to lodge a current photo for all ASIC and MSIC cards within 30 days of the:

- card being issued, or
- IB being advised the background check is complete.

Photographs are also required for cards issued based on background checks carried out by the Office of Transport Security (OTS) prior to the commencement of AusCheck. Where a replacement card is issued for a card based on an OTS background check, a photo must be lodged within 30 days.

1.2 Who to Contact

If you have any questions about this document, please contact auscheck@ag.gov.au.

1.3 Related Documents

Document Title	Short Name	Location
AusCheck Excel Application and Registration file (1.10) - Guide for Issuing Bodies	Excel Guide	Applications & Registry from the AusCheck system menu
AusCheck XML Application and Registration file (1.10) - Guide for Issuing Bodies	XML Guide	Applications & Registry from the AusCheck system menu
AusCheck System – Loading Multiple Applications using Excel or XML – A Guide for Issuing Bodies	Bulk Lodgement Guide	AusCheck Downloads

2. Overview of the Bulk Upload Photos Facility

To assist Issuing Bodies (IBs) in identifying cards without photos, a **Cards Requiring Photo** report has been setup in the AusCheck system.

IB administrators can identify cards that do not yet have a photo attached, by running the **Cards Requiring Photo** report. This report can then be used as the basis for a bulk photo upload.

2.1 Using the Bulk Upload Photos Facility

Issuing Body administrators and registered users of the AusCheck system can upload multiple photos using the **Bulk Upload Photos** facility in the AusCheck system. This facility allows IBs to lodge photos for multiple cards in one upload.

To use the Bulk Upload Photos facility, a .zip file that includes an index file and all relevant image files must first be created. The index file lists each individual requiring a photo as well as the title (including file extension) of their photo.

The index file must contain the:

- individuals AusCheck ID
- Card Number
- **Name on Card** as it appears on the **Card Details** page on the AusCheck system (not just the person's name)
- title of the photo file (including the correct file type extension, this can include letters and/or numbers).

3. Index file

3.1 Description

The index file is a comma-separated file that describes which photo is to be uploaded against each AusCheck ID. The name of this file must be **index.csv** and the first row (header row) must be included. All columns for each individual must be completed.

3.2 Example Index File

When viewed in Excel:

AusCheckID	SecurityCardNumber	NameOnCard	PhotoFilename
11314	SPA0240	John Smith	Pic001.jpg
1136B	SPA0201	Bill Citizen	Citizen.bmp

When viewed in NotePad:

AusCheckId,SecurityCardNumber,NameOnCard,PhotoFilename

11314,SPA0240,John Smith,Pic001.jpg

11368,SPA0201,Bill Citizen,Citizen.bmp

3.3 Steps to creating an Index file

Step 1. To obtain the AusCheck ID, Security Card Number and Name on Card for each individual, IBs can either:

- a. Run the Cards Requiring Photo report. This report is accessed from the **Reports** section of the AusCheck system. Once run, the report can be exported and used as the basis to create the index file which is required for upload. It is important that the file is saved as an Excel or CSV (comma delimited) file.



Cards Requiring Photo Upload

This report presents the cards which were Issued before 09/03/2011 that do not have a photo attached.



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- b. Take this information from the Upload Confirmation which is provided each time the application/s is lodged into the AusCheck System.

Step 2. The index file must have a header row followed by additional rows for each individual:

	AusCheckId	SecurityCardNumber	NameOnCard	PhotoFilename
Description	AusCheck's reference number for the application/card.	The Card Number provided by the Issuing Body.	The name that shows on the card to be updated.	The filename (including extension) of the photo to use. Case does not matter (ie. Pic.jpg matches PIC.JPG)
Data Type	Number only	Text	Text	Text
Maximum Length	9	50	256	100
Mandatory Data?	Y	Y	Y	Y

Complete the index file ensuring all four columns are correctly filled for each individual. See **3.5 Photos** for acceptable photo formats.

Step 3. Save the file as **index.csv**.

3.4 Valid Characters

All columns must contain only printable characters in the Unicode "Basic Latin" character set <http://www.unicode.org/charts/PDF/U0000.pdf>. Less than (<) and greater than (>) symbols are not allowed. No commas (,) may be used in the file to separate names or in the photo label.

3.5 Photos

- Recommended dimensions are 480x600
- Accepted formats are JPG, GIF, BMP, PNG and TIF
- Recommended file size is 5-100kb when uncompressed
- Maximum file size is 1MB (1000 kb). Images over 1MB will be rejected
- Photos with spaces in the file name will be rejected

Please note: The bulk upload of photos is an all or nothing process. If there are any errors listed on screen then none of the photos will upload. Common errors include incorrect Name on Card details or files that are not saved as index.csv. All errors must be amended for the file to load in the AusCheck System.

4. Zip File Requirements

4.1 Description

The .zip file must contain all of the information that is to be uploaded:

- all photos to be uploaded must be inside a .zip file
- the .zip file must have a .zip extension
- the .zip file must contain an index file (index.csv) plus all the photos in a flat structure (i.e. no directories or sub-directories)
- the maximum .zip file size is 8Mb.

The AusCheck system looks inside the .zip file for the index.csv file and for each photo that is referred to in the index.csv file. All required files must be present for the upload to process.

4.2 To create the .zip file

1. Create new folder, select compressed (zipped) folder.
2. Name the .zip file appropriately (there are no mandatory requirements for the name of the .zip file, only the index.csv file).
3. Place the index.csv file you have created, along with the photos that are relevant to the index file inside the new .zip file.

4.3 To upload the .zip file

1. Log into the AusCheck system.
2. Select the **Bulk Upload Photos** option on the left hand side menu.
3. Click on the browse button and locate the .zip file you have created.
4. Click on **Upload**.
5. A successful lodgement of the .zip will be followed by a confirmation report comprising of the AusCheck ID, Card Number, Name on Card and Date Lodged.
6. Any errors with the file will be displayed on the screen. These will need to be corrected before attempting to reload the file.

4.4 Trouble Shooting – Common Errors for Photo Uploads

- **Incorrect column titles** - Check the title of each column is correct. The AusCheck system is not able to read the index file when the column titles are incorrect.
- Check the Name on Card (or Card Holder's Name) is the same as the name displayed on the Card details page for the individual on the AusCheck system.
- Photos that are larger than 1MB (or 1000 kb) will be rejected.
- Commas in the fields will stop the file uploading.
- No spaces are allowed in the photo file names.