



Secure Result Links – Replacing PDF Attachments

To strengthen data protection and auditability, all corporate check results will now be delivered via secure links in the Makesure Customer Portal, instead of PDF email attachments. Clients will receive an email notification with a portal link, requiring login for access. This reduces the risk of unauthorised sharing and improves compliance.

Renewable Checks – Simplified Scheduling with Reminders

You can now set checks to run once or on a recurring schedule directly from the Client Portal. Automated reminders will be sent seven days before renewal is due, helping you stay compliant and avoid last-minute requests. You can also modify or cancel scheduled checks at any time, and track them in the new Future Checks screen with enhanced reporting tools.



Reassign on User Deactivation – No More Missed Actions

When deactivating a Client User account (for example, when someone leaves your organisation), the system will now prompt you to reassign any active checks they own. This is a mandatory step to ensure tasks and notifications continue seamlessly, preventing delays or oversights in your workflows.



Integrations – Connecting Your HR Systems Seamlessly

We've added ELMO to our integration network, making it easier to connect Makesure with your HR and recruitment platforms. Other supported integrations:

- Bullhorn – recruitment data exchange
- Workday – compliance in HCM
- PageUp – recruitment and talent management
- JobAdder – ATS background checks
- Makesure API – flexible custom connections



QR-Based Login – Secure Access via RatifyID

We're introducing a secure QR code login option for Makesure, powered by the RatifyID mobile app. Simply scan the code on the login page using the app, confirm with MFA. This enhances login security, reduces credential risks, and keeps full audit logs of authentication events.

NCCHC Result Access Limited to 90 Days

From 1 September 2025, NCCHC results will only be viewable in the Makesure portal for 90 days from their issue date, in line with ACIC requirements.

After this period, results will no longer be accessible to clients via Makesure. Please ensure all reviews and actions are completed within this timeframe.

A new application will be required if you need a check after this period.



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