I’ve paid – what happens next?

Nationally Coordinated Criminal History Checks · https://workerchecks.com/docs/ive-paid-what-happens-next/

< 1 min read

You've paid for your check — great. The next step is to create your **CheckHub** account so you can complete your application. Payment on its own doesn't start your check; you need to set up your account and complete a few quick steps first. Here's exactly what to do.

1

Create your CheckHub account

Go to the CheckHub login page and choose **Create account** (or **Register**). Sign up using the **same mobile number that went through at checkout** — this is what links your payment to your new account.

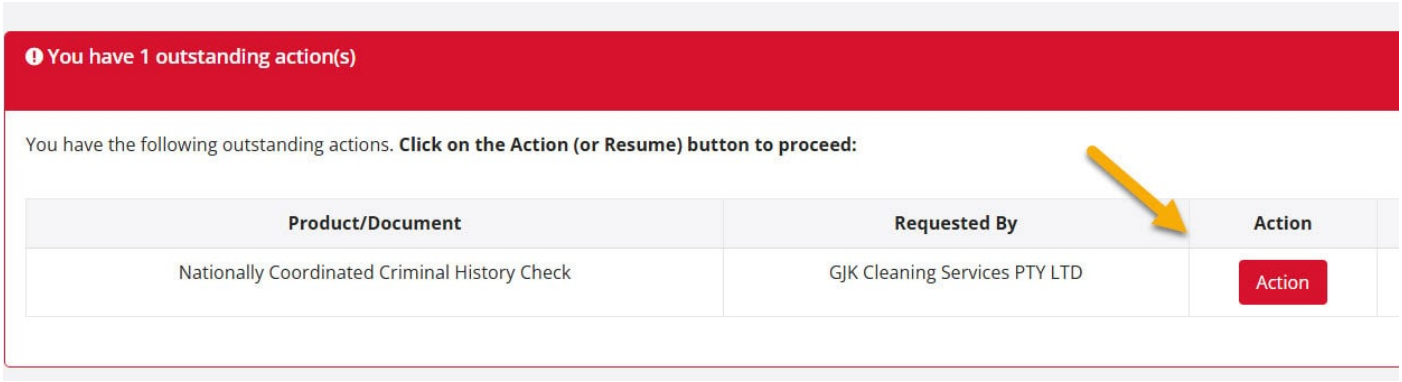
Open the CheckHub login page →

Paid with Apple Pay or Google Pay? Checkout uses the mobile number and email saved in your wallet — which may be an old number. Register with that number, not a newer one.

2

Log in and click your red Action button

Once your account is created, log in. On your CheckHub dashboard, under **Your Checks & Products**, you'll see your check with a **red Action button**. Click it to open your application.



Logged in but can't see your check or the Action button?

Don't worry, and **don't pay again** — your payment has gone through, it just hasn't linked to your account. This almost always happens when you paid with **Apple Pay or Google Pay** and your wallet used a different mobile number or email from the one you registered with.

Our team can link it for you. Email ask@workerchecks.com with:

- Your full name
- The mobile number you registered your CheckHub with
- Your email address
- Roughly when you paid, and whether you used Apple Pay or Google Pay

We'll link your check and reply by email — usually within 90 minutes during business hours (9am–5pm, Monday to Friday), or the next business day if you contact us after hours.

3

Start your application

The Action button opens a page called **What you'll need before you apply**, listing the ID documents you'll need. You don't need to choose your documents yet — scroll to the bottom and click **Start application**. We'll text a link to your mobile so you can take a selfie and photograph your ID. Then return to your application on the device you started on, check your details and submit.

Step-by-step guide to starting your application →

Once submitted, **80% of checks are returned within 1–3 minutes.** The remaining ~20% are referred to the ACIC for manual review and may take longer, sometimes several weeks.

In short: Pay → create your CheckHub account with your checkout mobile number → log in → click the red Action button → start your application. Can't see your check? Email us — we'll link it for you.

Still stuck? Visit our Help Hub, email ask@workerchecks.com, or call us on 1300 609 970.