Emails saying I have outstanding actions, yet I can’t find them?

Your Worker Checks Account · https://workerchecks.com/fr/documents/courriels-indiquant-que-jai-des-actions-en-cours-mais-je-ne-les-trouve-pas/

Understanding “Outstanding Action Required” Notifications from Worker Checks

If you’ve received an email titled **“Outstanding action required on your check(s)”**, it means your police check or other background check has been **paid for but not yet completed** through your Worker Checks account.

Why You’re Receiving This Email

This automated reminder is sent when:

- You’ve **paid for a check** but **have not yet submitted** your application, or
- You’ve **registered an account** but haven’t completed the ID verification or document-upload steps.

Worker Checks will send up to **three daily reminder emails** prompting you to log in and complete your check.

Common Reason: Email Address Mismatch

Sometimes, this happens because of an **email address mismatch** — for example:

- You used one email when paying at checkout (e.g. via Apple Pay or Google Pay),
- But registered your Worker Checks account using **a different email address**.

In this case, your payment is recorded, but the system can’t automatically link it to your registered account — so reminders keep sending until the check is linked or manually reconciled.

This can also occur if your Apple Pay or Google Pay profile contains an old or secondary email address.

How to Fix It Quickly

If you're unsure or can't see any outstanding checks in your account:

1. Click the **chat icon**
2. Type **"Talk to human"** to connect with our support team.
3. Provide your **name**, **mobile phone number**, **email used at checkout**, and **email used for registration** — we'll locate and link your record within minutes.

Alternatively, email us directly at **ask@workerchecks.com** with your details.

Worker Checks Tip

To avoid future issues, always:

- Use the **same email address** for both **checkout** and **account registration**.
- Complete your check immediately after payment — it only takes a few minutes.

Still Need Help

Click on the chat icon to chat to our support team.

We're happy to assist you in understanding your results and next steps.