



eTrace

System Usage Guide for Search
Users

V1.1

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eTrace

Secondary User Guide

Document History

| Version Number | Date Updated | Description of Change | Author |
|----------------|--------------|------------------------------------|------------------|
| 1.0 | 24/08/2017 | Creation of document | Erica Belluccini |
| 1.1 | 19/03/2019 | Updated document – Product refresh | Jason Valdez |
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Document Purpose

The purpose of this document is to outline the functionality of the secondary users within the eTrace platform.

This document will outline:

- An overview of the platform;
- Information on platform functionality.

System Overview

The eTrace system is specifically designed for skip tracing and people location industries. This guide covers the Administrative usage of the eTrace system. Day to day search functionality is discussed in a separate System Usage guide.

Requirements

The eTrace system runs as a web interface and will work in any modern web browser. Access to the Internet is required in order to use the system.

Supported Web Browsers

- Internet Explorer Version 10 or greater
- Microsoft Edge
- Google Chrome
- Safari version 3 or greater
- Firefox 3.5 or greater

Screen Resolution

A screen resolution of at least 1024 x 768 is required to make best use of the system.

Cookies

Cookies are used to keep login information and search parameters. The cookies are removed when the session expires or if the user logs out of the system.

JavaScript

JavaScript is used on some parts of the website to enhance functionality.

Logging In

You will be provided with an initial username and password for logging into the eTrace system. Your username and password are case sensitive. Please ensure that you enter them exactly as they are supplied. Incorrect capitalisation is the most common problem when you are unable to log in.

EQUIFAX

eTrace Help About us Pricing **Sign In**

Click the sign in button to bring up this screen

Find who you're looking for, fast.

eTrace is Australia's premier identity search system, providing fast and accurate results sourced from a comprehensive up-to-date database of over 7 million Australian and New Zealand residents.

Using powerful search tools and an intuitive interface, eTrace gives your business the power to be able to locate missing debtors and clients using cutting-edge technology to immediately filter over 130 million records.

Sign in

Username
Enter your username

Password
Enter your password [Forgot?](#)

By logging in you are agreeing to the Terms of Service. **Login**

Then on the Sign in screen, enter your Username and Password and click the Log In button.

Initial Password Change

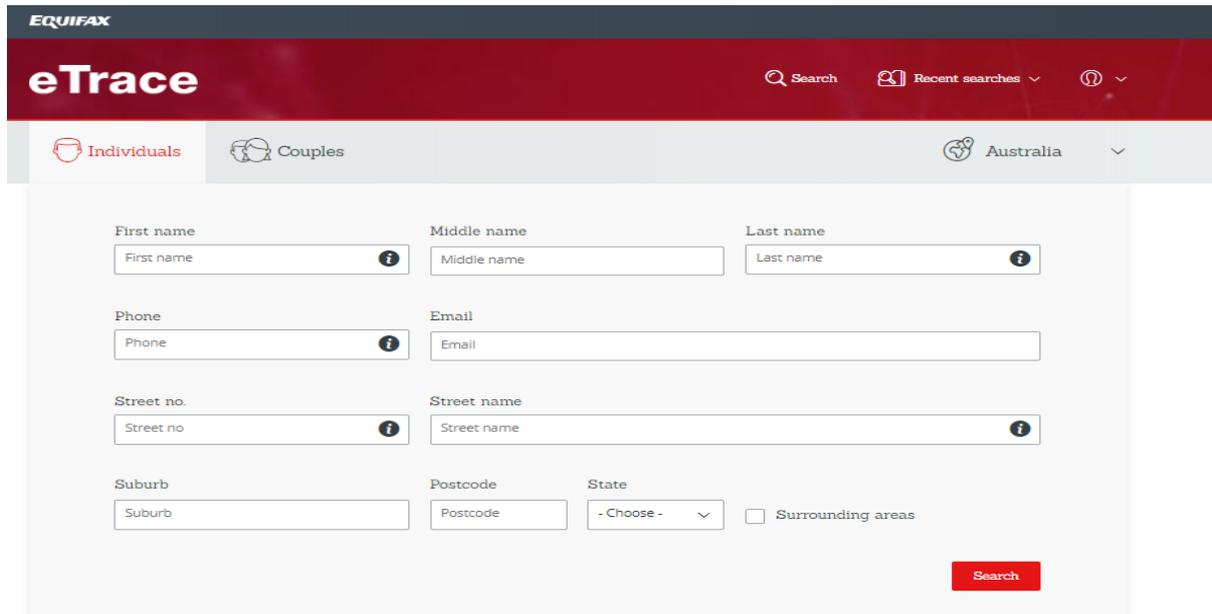
When you log in for the first time, you may be requested to change your password. In this case choose a new password which you will be able to remember. If you ever forget your password, then contact your eTrace Representative and they will be able to generate a new password for you.

Login Timeout

If you have left the system idle for a certain period of time, then you will automatically be logged out. This will become apparent when you see the Timeout screen and are requested to log in again.

Logged In

Once logged in, the default search screen is displayed. Searches can be conducted on any of the search tabs.



The screenshot shows the eTrace search interface. At the top, there is a red header with the EQUIFAX logo and the eTrace brand name. Navigation options include 'Search', 'Recent searches', and a user profile icon. Below the header, there are tabs for 'Individuals' and 'Couples', and a location selector set to 'Australia'. The main search area contains several input fields: 'First name', 'Middle name', and 'Last name'; 'Phone' and 'Email'; 'Street no.' and 'Street name'; 'Suburb', 'Postcode', and 'State' (a dropdown menu). There is also a checkbox for 'Surrounding areas' and a red 'Search' button at the bottom right.

Searching

You can search the eTrace database for information using a number of different parameters such as name, address, phone number, email, etc. These can be used independently or in combination. When searching you can search for individuals or even couples to achieve your desired outcome.

Phone number search

Both landline and mobile telephone numbers can be searched. For a landline phone number, the area code can be omitted. The format of the number is not important, it can contain spaces or other separating marks, the system will just ignore these.

Example searches

Phone:

- 0419 570 110
- 0419-570-110
- 0419570110
- 0419 57 01 10

All of these phone number entries will result in the same outcome and are equivalent.

Landline numbers can also be searched using the area code or without the area code. The eTrace system will search all numbers on file for a valid match.

Example – 02 7010 1234 is the same as 7010 1234

Name Search

The eTrace system can search First, Middle and Last names in any combination. There are also a number of special search codes used to find partial name matches.

Basic name search

A basic name search can include any combination of the first, middle and last name of a person. For example if you are searching for “Harry Jones”, then an appropriate search might be:

First Name: **Harry**

Last Name: **Jones**

Partial name search

The system can search for names beginning with a letter or series of letters. To perform a partial search, just use an asterisk (*) character after the letter, for example:

First Name: **H***

Last Name: **Jones**

Will match any person whose first name begins with the letter H and whose last name is Jones.

Partial name matching can also be performed on the Middle and Last names, for example:

First Name: **Ha***

Middle Name: **B***

Last Name: **Jones***

This search will locate any person whose first name begins with “Ha” (such as Harry, or Hamish etc), and whose middle name begins with “B” and whose last name begins with “Jones” (such as Jones, Jonesy, Jones-smith, etc).

Similar name search

Sometimes it is necessary to search for a name that is similar to, or sounds like another name. The eTrace system can perform similar name searches on the Last name field. For example, if you are searching for “Harry Johansen”, but are unsure of the spelling of the last name, then you can perform a similar name search by putting a question mark (?) at the end of the last name:

First Name: **Harry**

Last Name: **Johansen?**

This search will match any person with a last name which sounds like, or is similar in spelling to “Johansen” (for example: Yohansen, Johansan, Johansehen, etc).

These name search methods can be used in any combination, so to find a person whose first name begins with “H”, whose middle name is “Jim” and whose last name sounds like “Barrs”, the search would be:

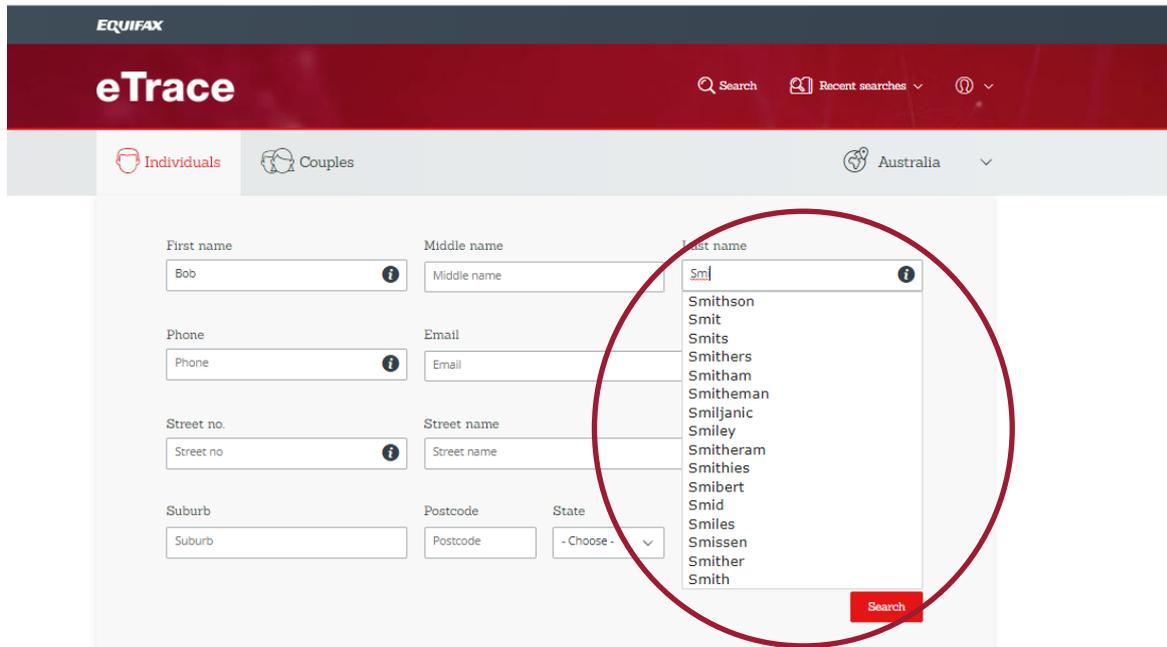
First Name: **H***

Middle Name: **Jim**

Last Name: **Barrs?**

Name Auto-complete

As you begin typing a First, Middle or Last name, the system will search the database for all matching names and produce a drop-down list for you to select from. This can be useful for checking the spelling of a name.



The screenshot shows the eTrace search interface. The top navigation bar includes the EQUIFAX logo, the eTrace title, and search options like 'Search', 'Recent searches', and a location dropdown set to 'Australia'. Below the navigation bar, there are tabs for 'Individuals' and 'Couples'. The main search form has fields for First name (Bob), Middle name (Middle name), Last name (Sm), Phone, Email, Street no., Street name, Suburb, Postcode, and State. A red circle highlights the Last name dropdown menu, which lists suggestions: Smithson, Smit, Smits, Smithers, Smitham, Smitheman, Smiljanic, Smiley, Smitheram, Smithies, Smibert, Smid, Smiles, Smissen, Smither, and Smith. A red 'Search' button is located at the bottom right of the form.

Search tips

Partial Name Search

Using an asterisk '*' you can search for a partial name. For example, searching for:
First Name: Rob*
Last Name: Smith
will find any person whose first name begins with the letters Rob and last name Smith, including Rob, Robert, Roberto, etc. You can use an asterisk at the end of a First Name or Last Name in the Individual search tab

Street Range Search

You can search for a range of street addresses. For example, searching for:
Street Number: 8-14
Street Name: Johnston St
Postcode: 2470
will find all persons at addresses ranging from 8 Johnston Street to 14 Johnston Street in the postcode 2470.

Specific Street Type Search

You can search for a specific street type. For example, searching for:
Street Name: Brunswick
will find all addresses on any street name of Brunswick, including Brunswick St, Brunswick Rd, Brunswick Cr, etc. You can better refine your search by searching for a particular street type. For example: Street Name: Brunswick Rd Will only return addresses on Brunswick Road.

Street Search

Searches can match street addresses using just the street name or street name and number.

Street Number

The street number can include a range of numbers, and optimally a flat or unit number:

Street Number: **34** ← **Search for number 34**

Street Number: **34B** ← **Search for number 34B**

Street Number: **34 - 45** ← **Search for any numbers between 34 and 45, or the number "34-45"**

Street Number: **1 / 34** ← **Search for Unit/Flat 1 at number 34**

Street Number: **1 / 34 - 45** ← **Search for Unit/Flat 1 between 34 and 45, or the number "1/34-45"**

Street Name

The street name can be searched for just the street name or the street name and street type. For example:

Street Name: **Smith St** ← Will search for just “Smith St” or “Smith Street”

Street Name: **Smith** ← Will search for “Smith St” or “Smith Ave” or “Smith Blvd”, etc

Street Name Auto-Complete

As you type the street name into the search box, the system will bring up drop-down box of all matching streets. This can be very useful to ensure that the street is spelled correctly.

Suburb, Postcode and State search

Searches can be limited by the Suburb, Postcode and State or any combination of these. In most cases if entering a postcode, it is not necessary to enter the suburb or state, as each postcode can only be in one state and only covers a few suburbs at most.

Email search

eTrace has the ability to be able to utilise your customers email addresses to help match to the most up to date contact data.

Note – Email search does not provide email address it uses email addresses supplied to better help match with in eTrace.

Results

When reviewing the results of your search you are able to drill down further to understand more in-depth information on an individual such as a visualisation of the address on a map as well as any ABR (Australian Business Register) information held on file.

100 Results

| Name | Phone | Street | Suburb | State | Postcode | From | To | DOB |
|--------------------------|-------|----------------|-------------|-------|----------|------|------|------|
| Mr JOHN WILSON | ABR | 11 BRIGHT TCE | GAWLER EAST | SA | 5118 | 2015 | 2015 | |
| Mrs JOHN WILSON | ABR | 2 FLINDERS ST | ADELAIDE | SA | 5000 | 2014 | 2014 | 1946 |
| Mr JOHN J WILSON | ABR | 275 MUELLER RD | CAMBRAI | SA | 5353 | 2013 | 2015 | |
| Mrs JOHN MICHELLE WILSON | ABR | 81 TRAMWAY RD | NORTH AVOCA | NSW | 2260 | 2013 | 2015 | |

You can sort results by:

- Name;

You also get a score out of 10 showing how likely the details match to a person. 10 being the highest and 1 being the lowest.

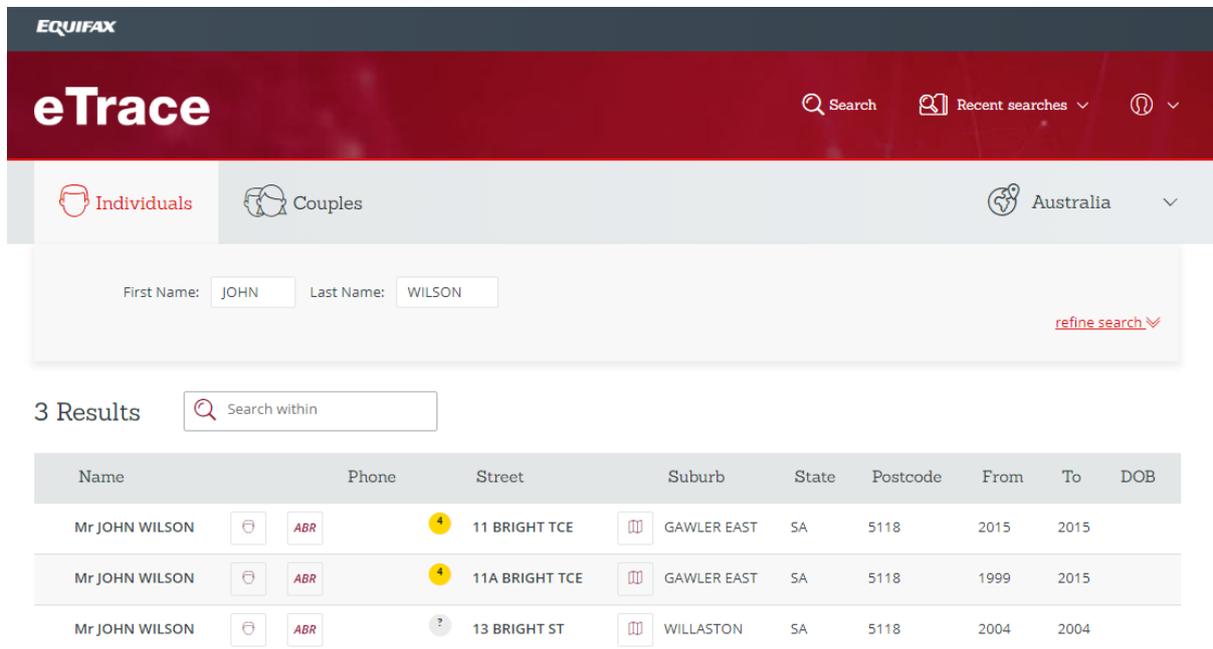
- Phone number;
- Street;
- Suburb;
- State;
- Postcode
- From & To – Duration of address on file.

Score

The score allocated to the specific row you have searched rates how likely the details returned are correct. The higher the score the higher the confidence.

Drill down

eTrace allows you to review individual results and understand the history for that record returned. By clicking on the  icon you can see the history of the record as displayed below.



3 Results

| Name | Phone | Street | Suburb | State | Postcode | From | To | DOB |
|----------------|------------|----------------|-------------|-------|----------|------|------|-----|
| Mr JOHN WILSON | ABR | 11 BRIGHT TCE | GAWLER EAST | SA | 5118 | 2015 | 2015 | |
| Mr JOHN WILSON | ABR | 11A BRIGHT TCE | GAWLER EAST | SA | 5118 | 1999 | 2015 | |
| Mr JOHN WILSON | ABR | 13 BRIGHT ST | WILLASTON | SA | 5118 | 2004 | 2004 | |

In this example you can see that the same John Wilson is tagged to three address over time.

Search Tips

In day to day scenarios, you will likely be searching for a person with incomplete details, or a person who cannot be located at their last known address. In these cases, searching for a combination of fields will help you to improve your results.

If you are looking for a “Harry Jones” in Collaroy NSW, an appropriate search would be:

First Name: **Harry**

Last Name: **Jones**

Suburb: **Collaroy**

If that combinations does not produce the desired match, then try loosening the search criteria slightly:

First Name: **H***

Last Name: **Jones**

State: **New South Wales**

Or even looking for people with similar last names:

First Name: **H***

Last Name: **Jones?**

Remember that you can always search on any combination of search fields. Use the known information about a person to restrict the search parameters and produce more accurate results. The more loose the search criteria, the more results will be matched.

For more tips on how to search refer to the “Search Tips” on the search page.