

# MASS-eApply

## Troubleshooting

### Eligibility Error: “The applicant details could not be verified online at this time

The message appears if the record failed to successfully search Service Australia records. This can be caused due to:

- Apostrophes (’), hyphens (-) and blank characters in consecutive order, or as the first or last characters.
- Exceeding 30 alphanumeric characters.
- The CRN isn’t valid.
- Centrelink is down.

#### How is this resolved?

1. Click applicant details on the left navigation bar:

Navigation bar items:

- Welcome
- Applicant Search
- Applicant Details**
- Applicant Details**
- Administrative Eligibility
- Applicant Eligibility
- Applicant Acknowledgements

2. Check both given name(s) and family name fields for spaces e.g. “John “ and “Smith “ instead of “John” and “Smith” – *the curser should appear right next to the name.*

Example **with trailing** spaces:

Example with **no trailing** spaces

3. Check you do not have ‘ or – at the start / end of the name
4. Check the CRN is correct and matches the applicants eligibility card.

<https://www.health.qld.gov.au/mass/eapply/help/eligibility-card> has the FAQ for all errors.