

Adding Users and Starting Their PDD

PDD-02 · Version 1.1

New staff are invited from Account Settings, then put through Personnel Due Diligence once they've activated their account. This guide covers the invite, common invite issues, starting the DD, and managing users afterwards.

OPEN TO START <https://app.easyaml.com/settings/account>

Invite a new user

- 1 Go to **Account Settings** → **Users**, then click **+ Invite User**.

The screenshot shows the 'Invite User' modal form in the easyAML application. The form is titled 'Invite User' and has a close button (X) in the top right corner. It contains several input fields and a dropdown menu. The 'First Name' field is highlighted with a red box and contains the text 'John'. The 'Last Name' field contains the text 'Doe'. The 'Email Address' field contains the text 'user@example.com'. Below the email field is a dropdown menu with the text 'Ches' and 'ches@easyaml.com'. The 'Role' field is a dropdown menu with the text 'Select a role'. The 'Employee ID (Optional)' field contains the text 'e.g., EMP-12345'. The 'Job title/role(s) within the organisation' field is a dropdown menu with the text 'Select role(s)...'. The 'Groups (optional)' field is a dropdown menu with the text 'Add to groups...'. The background shows the 'Users' page with a table of users and a search bar.

User	Role
Rachel Frontline rachel.frontline@example.com	Frontline Staff
Alex Senior alex.senior@example.com	Senior Manager
Jane Smith jane.auditor@example.com	Frontline Staff, Ext
Michael Chen	Board Member

- 2 Enter their **First Name, Last Name and Email Address**; select a **Role** (their AML role) and **Job Title** (within your organisation). Optionally add an Employee ID, assign Groups, or include a custom message. The invite sends automatically.

Invite User

First Name * Last Name *

Sally Smith

Email Address *

sally.smith@example.com

Role * Employee ID (Optional)

CDD e.g., EMP-12345

Job title/role(s) within the organisation

Manager

Clear all

- ☐ Chief Executive Officer (CEO)
- ☐ Managing Director
- ☐ Chief Financial Officer (CFO)
- ☐ Chief Operating Officer (COO)
- ☐ Chief Technology Officer (CTO)
- ☐ Chairman

Cancel Send invitation

- 3 If you assign the user to a Group with a Role that doesn't allow full access to Group settings, you'll get a warning — proceed with limited access, or adjust the role.

Invite this user with limited group access?

Sally Smith won't be able to resolve 91 tasks currently assigned to this group.

Missing permissions:

- Access AUSTRAC Advice
- Access Compliance Calendar
- Update ML/TF Risk Assessment
- Submit Annual Report
- Conduct Staff Member KYC / AML

Cancel invite Inviting...

- 4 Invite not received, deleted, or expired? Invite emails expire after one week for security. Click the **envelope** icon in the user's row to resend.

Start their Personnel Due Diligence

- 1 Once the user has accepted the invite and logged in, click **Start DD** in their row.
- 2 In the pop-up, set the **Labelled Purpose** (generally *New Personnel in AML/CTF Role*), tick any optional screening — Professional Licence, Police Check — add a custom message if needed, and click **Start DD**. For reviewing and signing off the assessment, see the companion guide *Completing Personnel Due Diligence*.

Start Due Diligence — Rachel Frontline ✕

This will send a verification of identity request and questionnaire based on the staff member's role. The Compliance Officer will be notified once it is complete to review and sign off.

Labelled Purpose *

New Personnel in AML/CTF Role

Screening

☒ Adverse Media & PEP Required

☐ Professional Licence Check

☐ Police Check

Custom Message

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Labelled Purpose *

New Personnel in AML/CTF Role

Screening

☒ Adverse Media & PEP Required

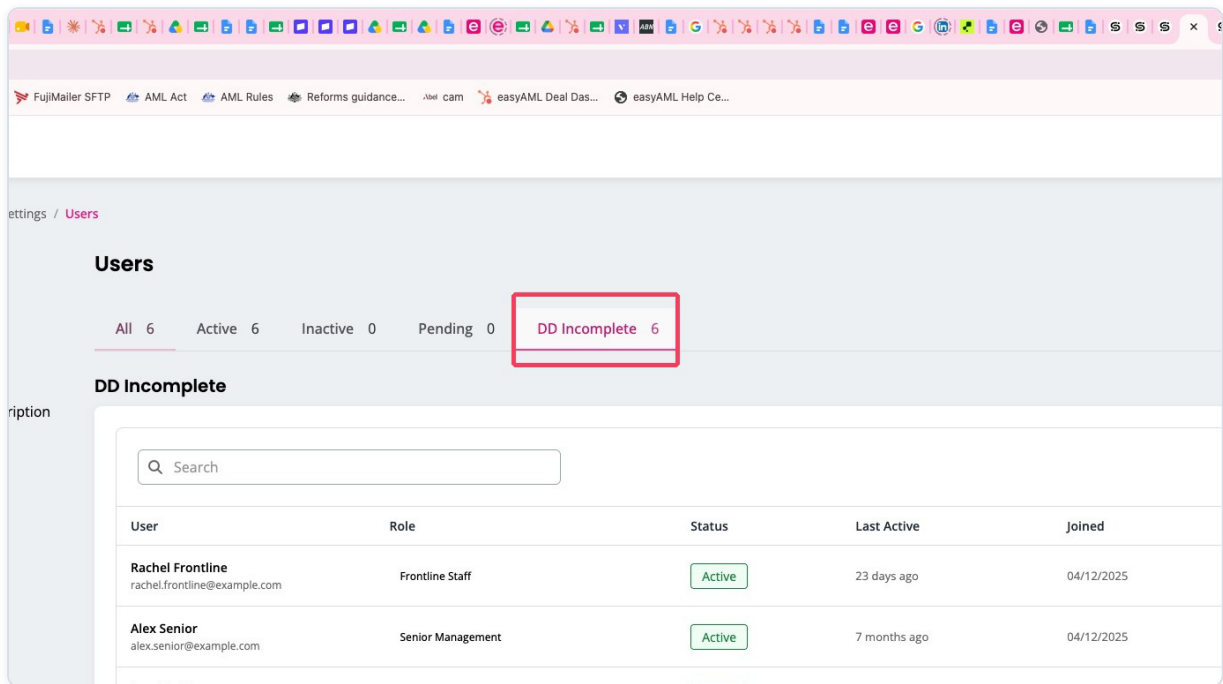
☒ Professional Licence Check

☐ Police Check

Custom Message

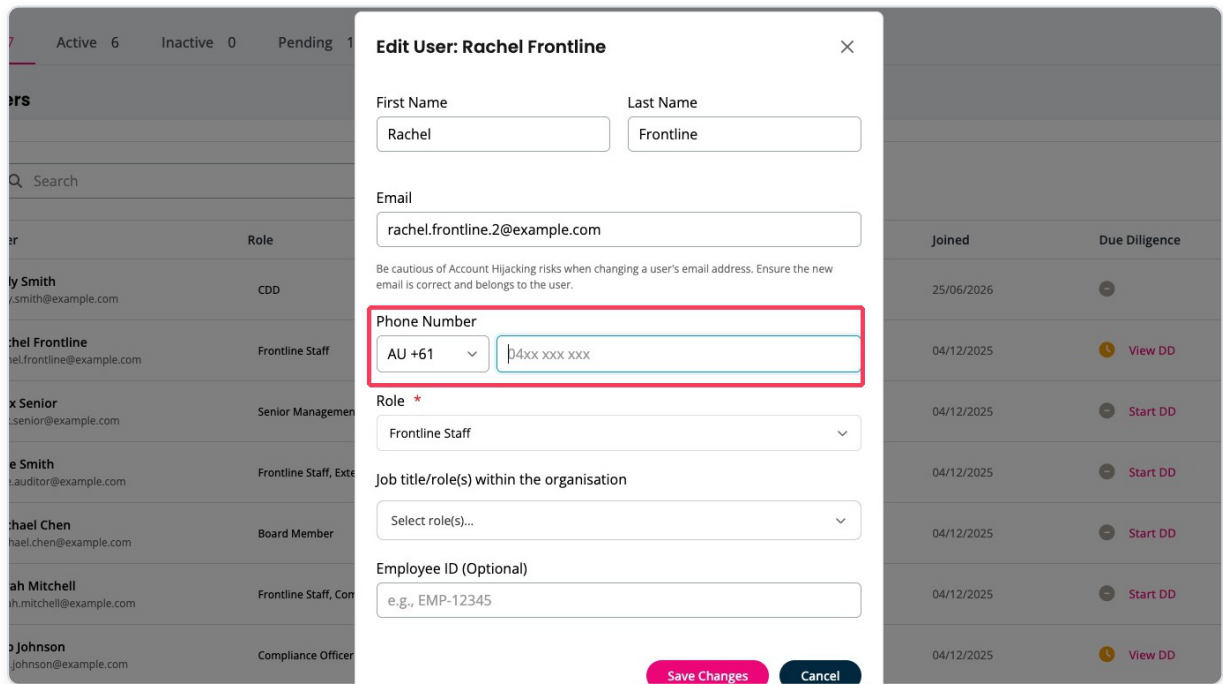
Optional message to include with the verification request

- 3 To see who still hasn't completed, select the **DD Incomplete** tab — the number beside it is the outstanding count.

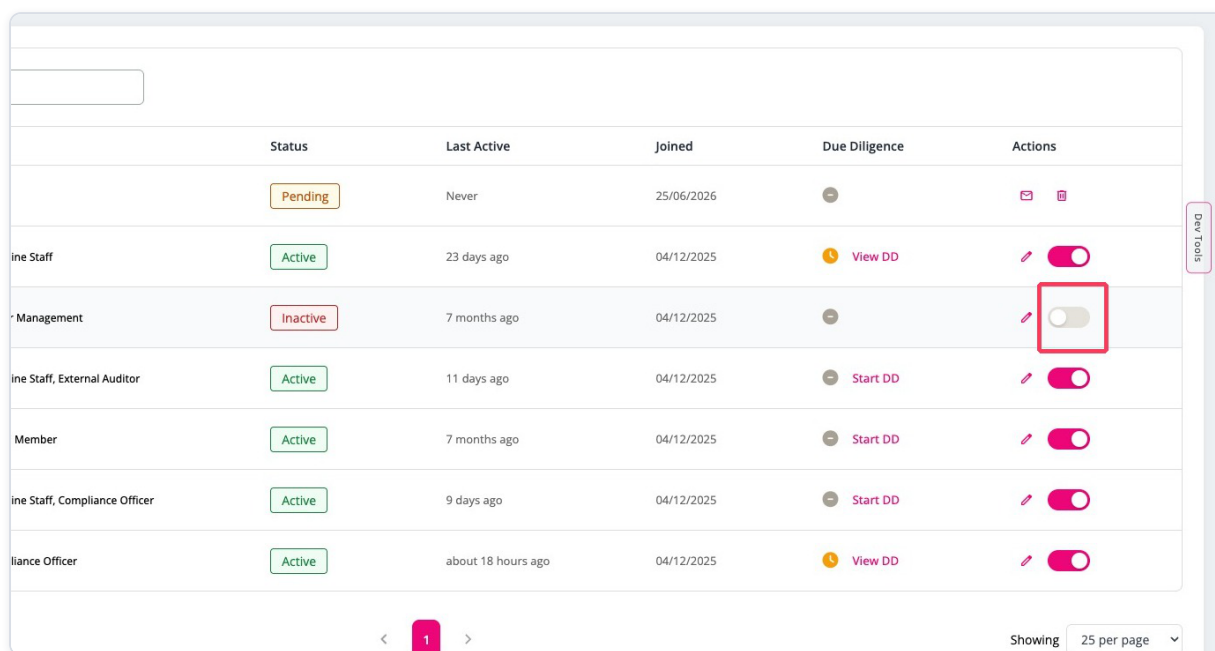


Manage users afterwards

- 1 Use the **Active** tab to view active users. Click the **pencil (edit)** in a row to update profile information, contact details and roles, then **Save Changes**.



- 2 Use the **status toggle** to grant or remove access: pink means the user can access the system; grey means they cannot log in.



The screenshot shows a table with columns: Status, Last Active, Joined, Due Diligence, and Actions. The 'Status' column contains labels like 'Pending', 'Active', and 'Inactive'. The 'Actions' column contains icons for editing and a toggle switch. A red box highlights the toggle switch for the 'Inactive' user, which is currently in the 'off' (grey) position. A 'Dev Tools' sidebar is visible on the right.

	Status	Last Active	Joined	Due Diligence	Actions
	Pending	Never	25/06/2026	—	✉ 📄
ine Staff	Active	23 days ago	04/12/2025	🕒 View DD	✎ 🔴
Management	Inactive	7 months ago	04/12/2025	—	✎ ⚪
ine Staff, External Auditor	Active	11 days ago	04/12/2025	— Start DD	✎ 🔴
Member	Active	7 months ago	04/12/2025	— Start DD	✎ 🔴
ine Staff, Compliance Officer	Active	9 days ago	04/12/2025	— Start DD	✎ 🔴
liance Officer	Active	about 18 hours ago	04/12/2025	🕒 View DD	✎ 🔴

Showing 25 per page

Sole trader with no staff? If the “Add Users” task doesn't apply to you, it can be dismissed — you don't need to invite anyone to complete setup.

More ways to get help

- **In-platform:** the “Want Help?” button on each page opens the relevant walkthrough.
- **Knowledge Base:** <https://knowledge.easyaml.com/add-users-and-complete-personnel-due-diligence-pdd>
- **Video walkthrough:**
https://scribeshow.com/o/PKpOKi2kThyzGwDRLEXASw/viewer/Add_Users_and_complete_Personnel_Due_Diligence_PDD__0f82eb7d