

# Disclosure Scotland Online Disclosure Guide (eBulkPlus)

Applicant Manager Guidance Notes





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## Applicant Manager Guidance Notes

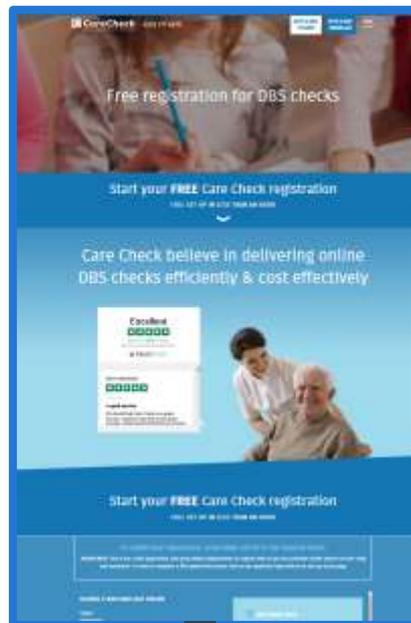
Online Disclosure Scotland (DS) checks can be completed by accessing the internet from any PC/laptop that has this facility. The software is simplistic and easy to use so please do not be daunted by the task in hand. You can gain access to the system within minutes.

### Logging onto the system

You have been granted access to Care Check in the role of an Applicant Manager. An Applicant Manager can view all applications created under the organisation or specific division they have been created under. An Applicant Manager can stipulate what ID has been seen in relation to an applicant. After an applicant's ID has been verified and the ID section has been completed, an Applicant Manager has the authority to approve an application for countersigning.

Please enter the following address into your web browser:

[www.carecheck.co.uk](http://www.carecheck.co.uk)



Once you are on the homepage, you will see two icons on the top right hand side of the page.

To manage your applications, select 'Applicant Manager'.



When you have selected the 'Applicant Manager' option, a log in section will now appear.



## Section A – How to login

You will now be on the main login page that shows three coloured boxes. Please note at this stage of the process, your login details are case sensitive.

- Click on 'Application Management'.
- Enter your company Organisation Reference - this will have been supplied to you in an automated email.
- Enter your Username.
- Enter your Date of Birth (for first initial login please ensure you enter the default date of birth 01 Jan 1998. Failure to do so will deny you access to the system).



Screen Shot 1

- Once you have completed this section click 'Enter'.
- Enter your password (this will be supplied to you in an automated email) – see screen shot 2.

If you have difficulty gaining access to the system please contact XXX on XXX, however please ensure the first time you login that you have not been denied access because of entering your own date of birth. **The first time you login you must enter the temporary default date of birth: 01 Jan 1998.**



Screen Shot 2

- Please note, after initial login you will be required to set your own password and enter your own date of birth for future login purposes.
- Please re-enter into the '**Current Password**' field, the temporary password you received in your initial e-mail and then create your own unique password (see screen shot 3 below).
- The password you create must be between 8 & 30 characters containing at least one upper case letter, one lower case letter, one special character and at least one number.
- Please then enter a date of birth of your choice for future login purposes.
- Please then click '**Update**'.



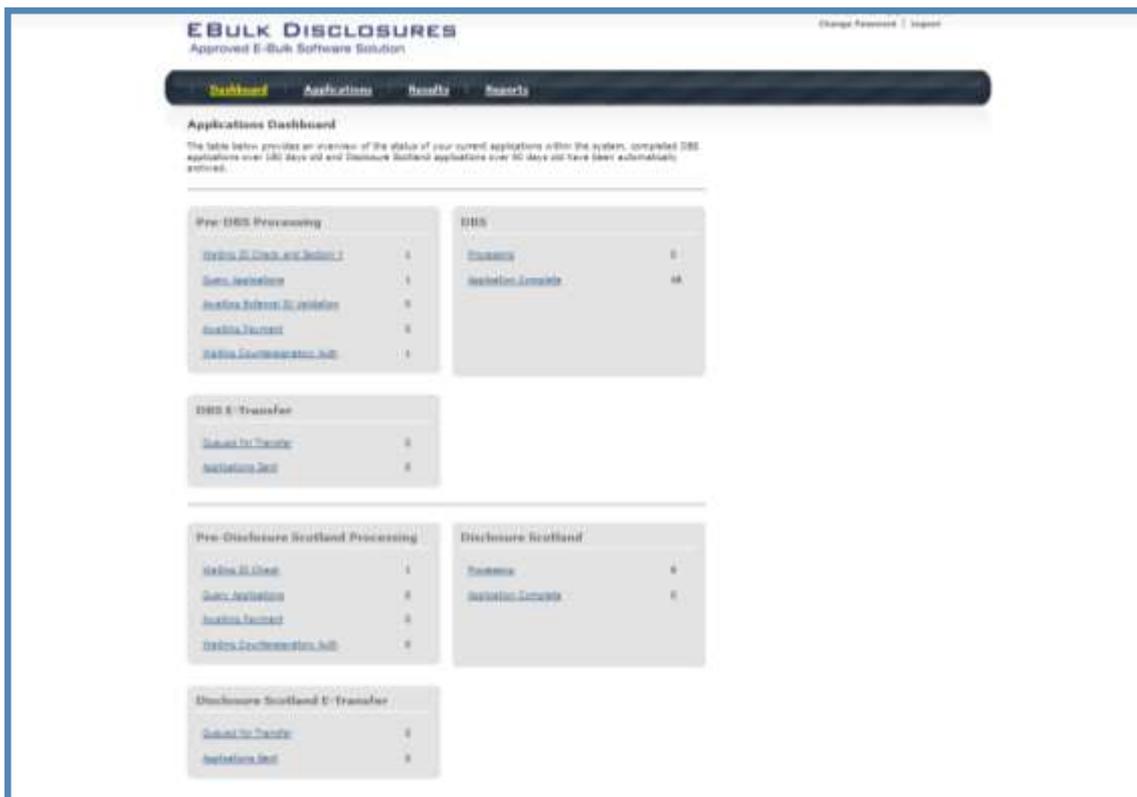
Screen Shot 3

- If you have successfully created your own password, you will now be able to enter the system by clicking the '**Click here to enter system**' icon in the green box (please note you do not need to re-enter your password details once the green box has appeared).



Screen Shot 4

- This will now take you to the main eBulkPlus homepage called the '**Dashboard**' (see screen shot 5).
- Please note that the Dashboard will also include fields in regards to DBS processing. This is due to the online system being capable of processing both Disclosure Scotland and DBS applications. If you are only registered with us to process applications through Disclosure Scotland, please disregard the DBS details shown on the Dashboard.



Screen Shot 5

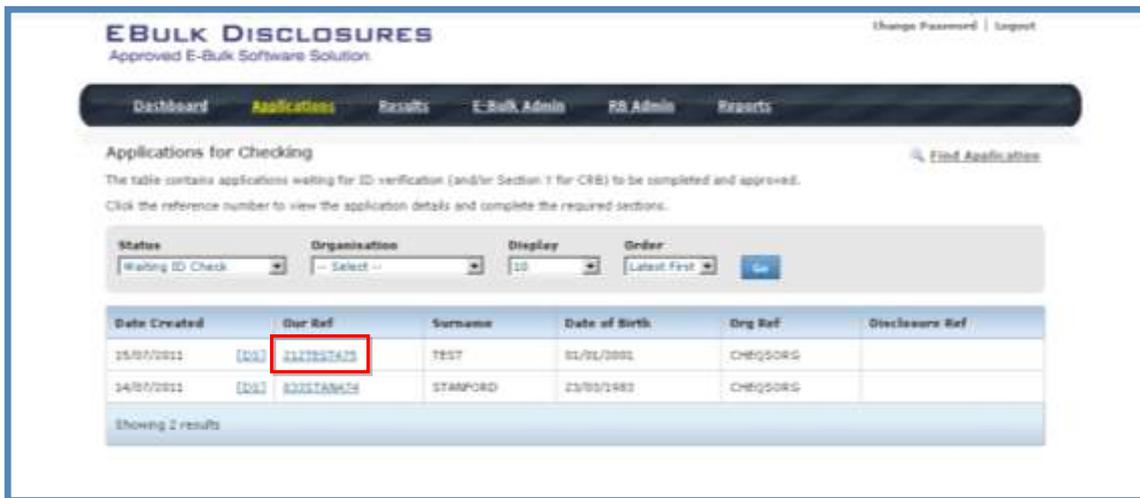
# Section B – How to verify ID

## Step 1

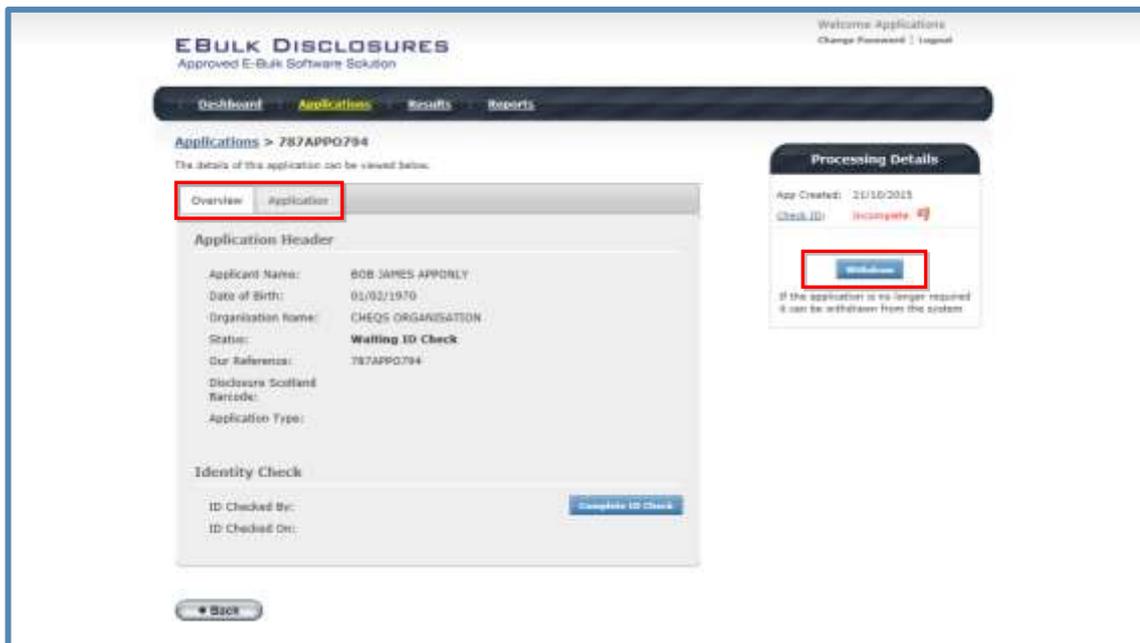
On the Dashboard page (see screen shot 5 above), in the box named **Pre-Disclosure Scotland Processing**, click on **'Waiting ID Check'**. Please note that you will be able to see the total number of application forms you have awaiting ID verification.

## Step 2 – Opening an application form:

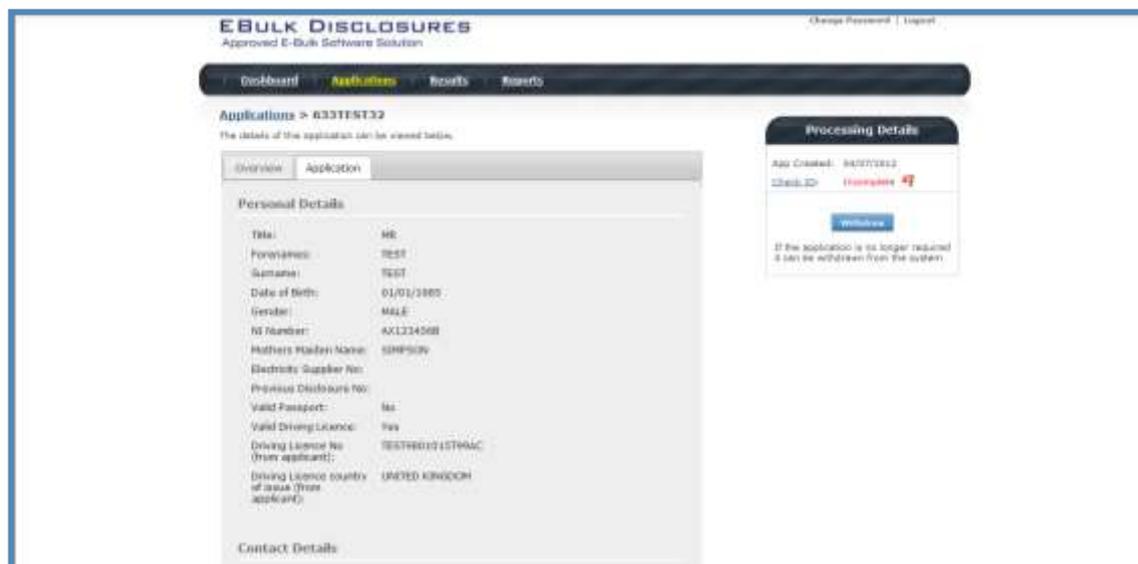
Click on an applicant's reference number to open up their application form – see screen shot 6 below.



Screen Shot 6



Screen Shot 7



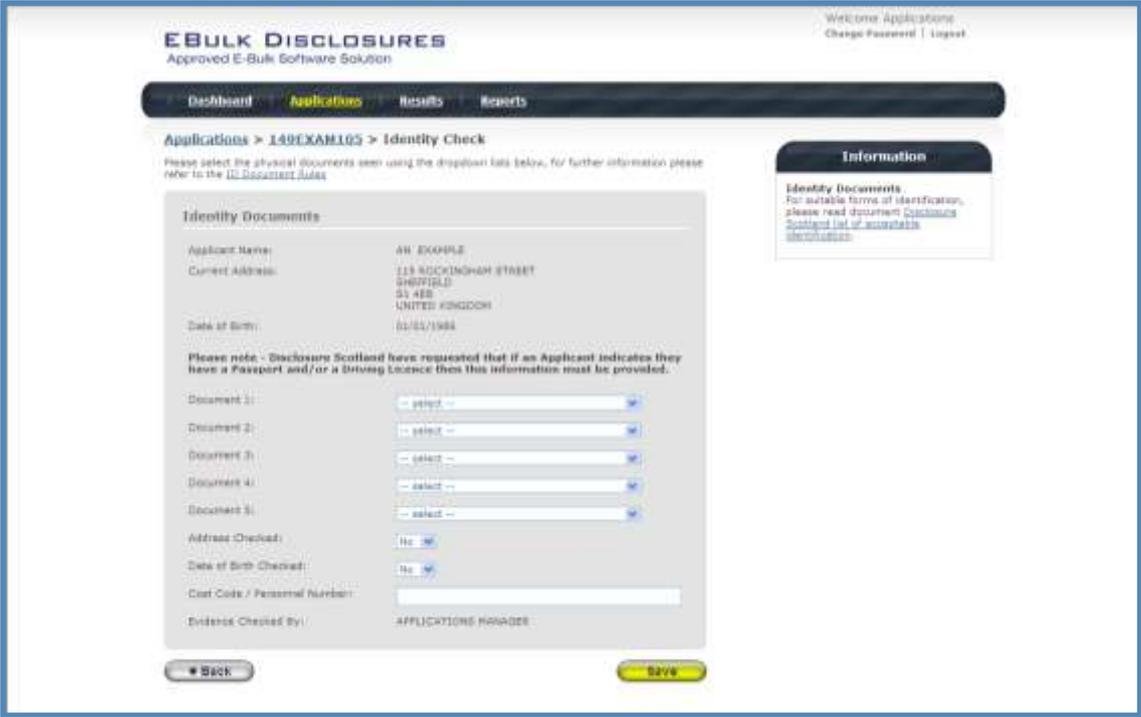
Screen Shot 8

### Step 3 – Application

To view the application details entered by the applicant, click on the 'Application' tab. Here you can see the entire application submitted by the applicant. This can be used to ensure the correct job role has been entered and to verify any ID given by the applicant in a previous surname or previous address (see screen shot 8).

### Step 4 – Verifying ID

- You will notice a box on the right-hand side of the screen, which highlights if the ID has been verified or not (see screen shot 7), with a section completion date. It will say in red 'Incomplete' with a flag if the section has not been completed. If there is a green tick it means that this action has been completed and will show the date that this was carried out.
- To complete the ID verification section click on 'Complete ID Check' (see screen shot 7). Access to this section is located in two places – to the right of the screen or on the overview of the actual form itself. You will now be on the ID screen (screen shot 9).



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Welcome Applications  
Change Password | Logout

Dashboard Applications Results Reports

Applications > 149EXAM105 > Identity Check

Please select the physical documents seen using the dropdown lists below, for further information please refer to the ID Document Rules

**Identity Documents**

Applicant Name: AH DOOHLE  
Current Address: 115 ROCKINGHAM STREET  
SHEFFIELD  
S1 4EB  
UNITED KINGDOM  
Date of Birth: 01/01/1984

Please note - Disclosure Scotland have requested that if an Applicant indicates they have a Passport and/or a Driving Licence then this information must be provided.

Document 1: -- select --  
Document 2: -- select --  
Document 3: -- select --  
Document 4: -- select --  
Document 5: -- select --

Address Checked: No   
Date of Birth Checked: No   
Cost Code / Personnel Number:   
Evidence Checked By: APPLICATIONS MANAGER

[Back](#) [Save](#)

**Information**

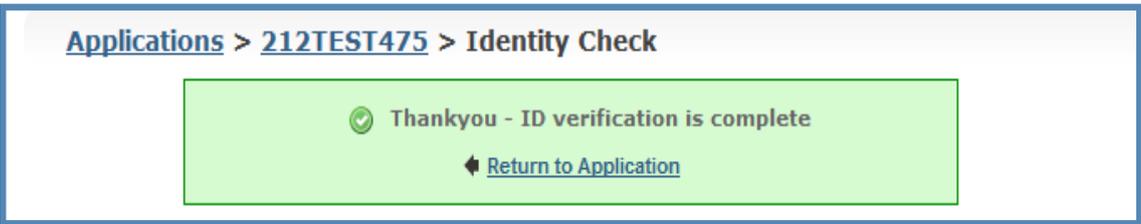
**Identity Documents**  
For suitable forms of identification, please read document [Disclosure Scotland list of acceptable documents](#).

Screen Shot 9

- Please select the ID the applicant has provided for you from the drop down boxes. Guidance notes can be found on the right-hand side of the screen and are in accordance with Disclosure Scotland’s Code of Practice. Please ensure at all times that you follow the ID checking rules e.g., do not accept an address payslip if it is more than three months old and do not accept an out of date passport.

**Please note – Disclosure Scotland has requested that if an applicant has stated that they have a valid Passport or Driving Licence on their application form then the system will automatically request that you, the Applicant Manager, checks and provides the required information from the Passport/Driving Licence.**

- Ensure that you confirm from the drop down boxes that you have verified a document showing the applicant’s address, and also that you have verified their date of birth.
- If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
- Now click ‘Save’ and then click the ‘Return to Application’ icon in the green box located at the top of the screen.
- You must now click on ‘Return to Application’ at the top of the screen to approve the application form (see screen shot 10)



Applications > 212TEST475 > Identity Check

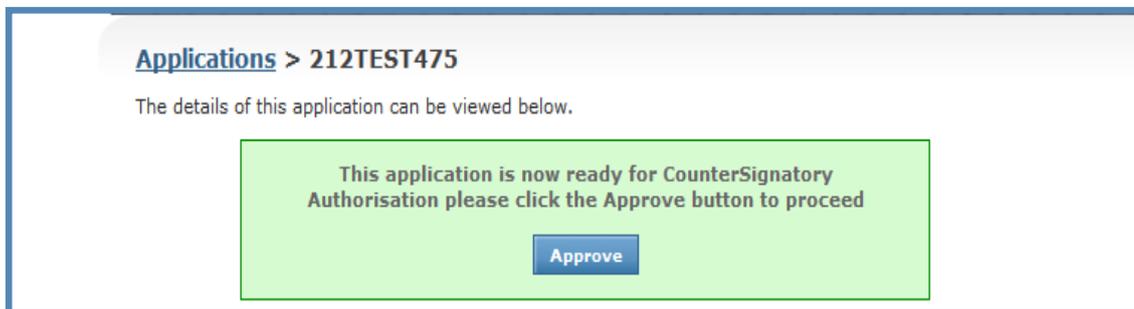
Thankyou - ID verification is complete

[Return to Application](#)

Screen Shot 10



- Finally click the 'Approve' button within the green box at the top of the screen (see screen shot 11). **Please ensure you click on 'Approve' – failure to do so will result in the form not being submitted for Countersignatory Authorisation.**



#### Screen Shot 11

- You have now completed this section and will have no further action to take. The form will automatically transfer to Security Watchdog to be countersigned, ready for onwards transmission to Disclosure Scotland.
- \*If an application does require further clarification prior to submission to DS, a query will be flagged on the application and Security Watchdog will contact you for clarification. During this time, a copy of the application record will move into the 'Query Applications' folder on the Dashboard (see Screen Shot 5).\*

**NB. An application form can be withdrawn at any time up to and including Countersignatory stage. Once a form has been electronically transferred to Disclosure Scotland from Security Watchdog we cannot withdraw it without incurring the Disclosure Scotland charge. If you wish to withdraw an application at Countersignatory stage, please contact Security Watchdog immediately to enable the process to be halted.**

## Section C – Disclosure Scotland Processing

Viewing an application in process – see screen shot 12 & 13 below.

- On the Dashboard you will see a box on the right-hand side called Disclosure Scotland (see screen shot 12).

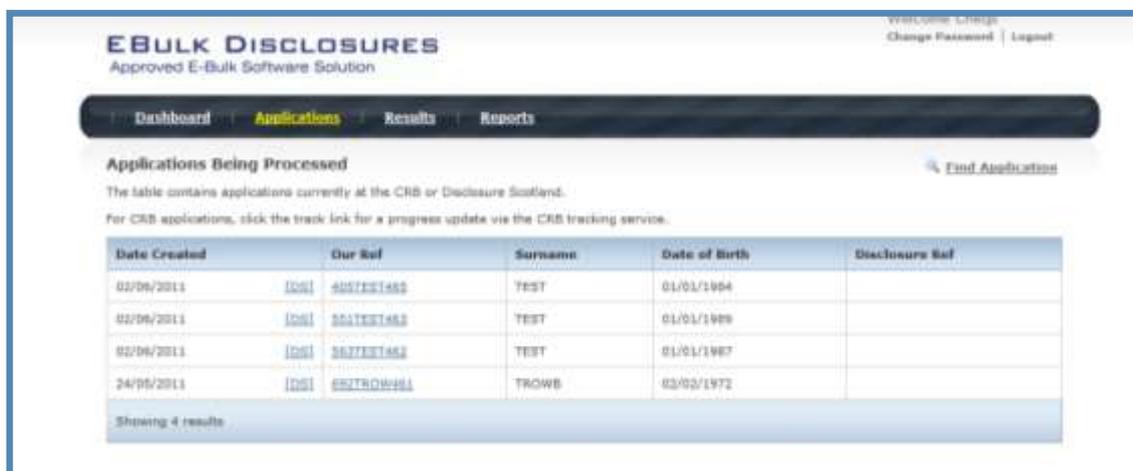
| Pre-Disclosure Scotland Processing            |   | Disclosure Scotland                  |   |
|---|---|--------------------------------------|---|
| <a href="#">Waiting ID Check</a>              | 1 | <a href="#">Processing</a>           | 6 |
| <a href="#">Query Applications</a>            | 0 | <a href="#">Application Complete</a> | 0 |
| <a href="#">Awaiting Payment</a>              | 0 |                                      |   |
| <a href="#">Waiting Countersignatory Auth</a> | 0 |                                      |   |

| Disclosure Scotland E-Transfer      |   |
|-------------------------------------|---|
| <a href="#">Queued for Transfer</a> | 0 |
| <a href="#">Applications Sent</a>   | 0 |

### Screen Shot 12

- To view all applications processing with Disclosure Scotland click on 'Processing' (see screen shot 12). This will take you to a screen which will show all the applications for your company that are currently being processed by Disclosure Scotland. To view an individual's application click on their reference number - this will take you directly into the application form you wish to view (see screen shot 13).



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Welcome Craig  
Change Password | Logout

Dashboard Applications Results Reports

**Applications Being Processed** [Find Application](#)

The table contains applications currently at the CRB or Disclosure Scotland.  
For CRB applications, click the track link for a progress update via the CRB tracking service.

| Date Created | Our Ref        | Surname | Date of Birth | Disclosure Ref |
|--------------|----------------|---------|---------------|----------------|
| 02/06/2011   | DIS1 AB5TESTAB | TEST    | 01/01/1994    |                |
| 02/06/2011   | DIS1 BA1TESTAB | TEST    | 01/01/1989    |                |
| 02/06/2011   | DIS1 BA7TESTAB | TEST    | 01/01/1987    |                |
| 24/05/2011   | DIS1 CB2TROWB1 | TROWB   | 03/02/1972    |                |

Showing 4 results

### Screen Shot 13



## Section D – Results

### Notification and Viewing Disclosure Certificate Meta Data

#### Step 1 – Notification

- Security Watchdog will send you an email notification when an application form has been completed and a Disclosure Certificate has been completed. To view all disclosures that have been sent to you within the last 90 days, click on 'Application Complete' found on the Dashboard (see screen shot 12).

#### Step 2 – Viewing Disclosure Certificate Meta Data

- To view the disclosure Meta Data, for example disclosure issue date, reference number and disclosure status, click on the applicant's reference number (see screen shots 13 & 14). This information will always be retained on the system, even after the disclosure has been archived.

### Results with content:

#### Step 1 – Security Watchdog receives Disclosure Certificate with content

- Security Watchdog will update the 'Disclosure Sent On' date on the online system.
- The Disclosure Certificate will then be sent to you, the Applicant Manager, by post.

#### Step 2 – Applicant Manager receives Disclosure Certificate with content

- Please ensure that you follow the Disclosure Scotland Code of Practice – secure storage, handling, use, retention and disposal of disclosure information.

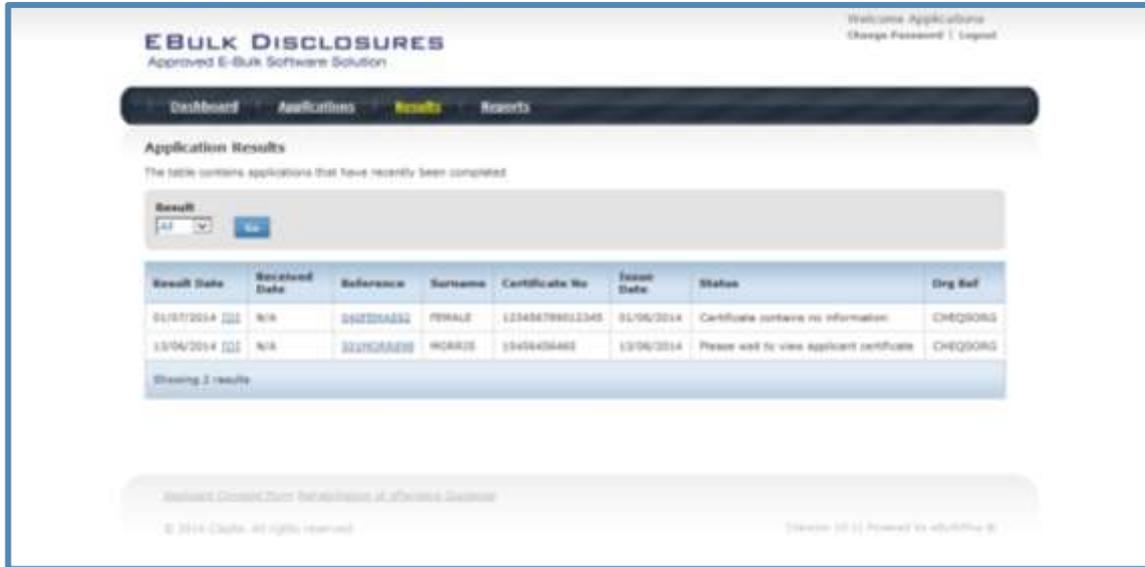
### Results with no content:

#### Security Watchdog receives Disclosure Certificate with no content

- The Disclosure Certificate will not be sent to you, the Applicant Manager, by post. This will be securely shredded at our office by our document destruction contractors, Shred-It. Shred-It document destruction services were developed specifically to deal with the privacy and confidentiality requirements of the individuals and organisations. All documents are destroyed following Shred-It's secure shredding process and we receive a Certificate of Destruction from Shred-It on every site visit.

## Step 2 – Applicant Manager

- Applicant Manager can view Disclosure Certificate Meta Data from the Dashboard 'Application Complete' (see screen shots 12, 14 & 15).



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Welcome Applicants  
Change Password | Logout

Dashboard Applications **Results** Reports

**Application Results**  
The table contains applications that have recently been completed

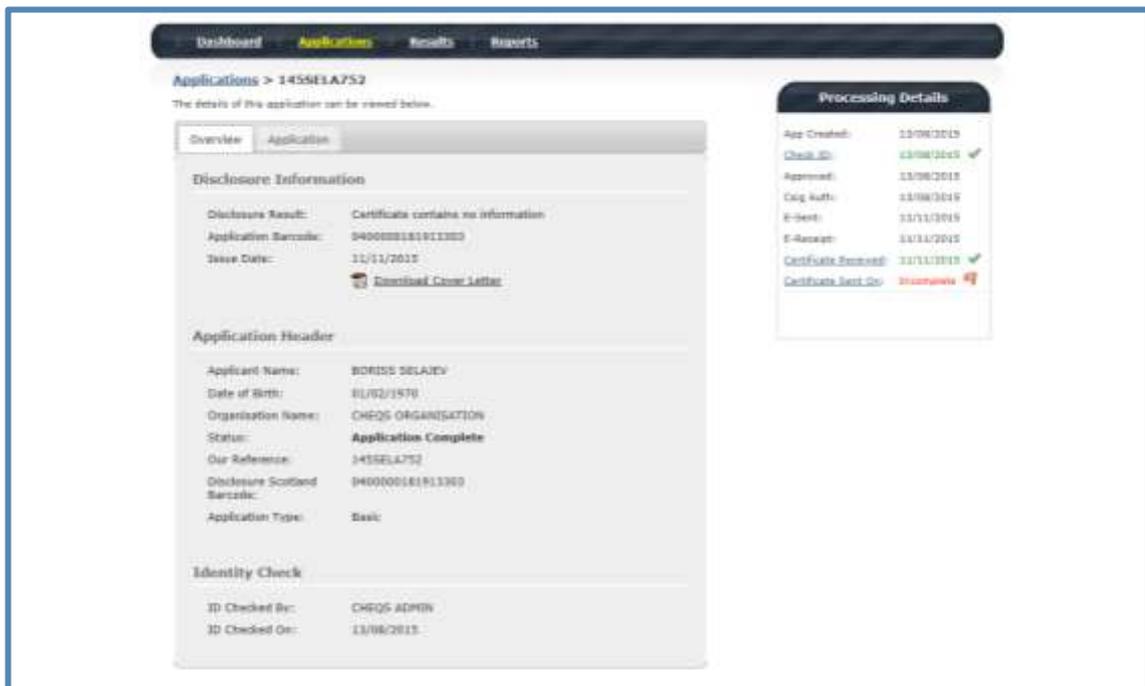
Result: All

| Result Date | Received Date | Reference      | Surname | Certificate No | Issue Date | Status                                    | Org Ref |
|-------------|---------------|----------------|---------|----------------|------------|---|---------|
| 01/07/2014  | N/A           | 04000018191300 | PERALE  | 02048799011345 | 01/06/2014 | Certificate contains no information       | CHEQORG |
| 13/04/2014  | N/A           | 0207000000     | MCARRIS | 0040400400     | 12/04/2014 | Please wait to view applicant certificate | CHEQORG |

Showing 2 results

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Screen Shot 14



Dashboard Applications Results Reports

Applications > 1455EA752  
The details of this application can be viewed below.

Overview Application

**Disclosure Information**

Disclosure Result: Certificate contains no information  
 Application Barcode: 04000018191300  
 Issue Date: 11/11/2013  
[Download Cover Letter](#)

**Application Header**

Applicant Name: BORISS DELAJEV  
 Date of Birth: 01/02/1970  
 Organization Name: CHEQS ORGANISATION  
 Status: **Application Complete**  
 Our Reference: 1455EA752  
 Disclosure Scotland Barcode: 04000018191300  
 Application Type: Basic

**Identity Check**

ID Checked By: CHEQS ADMIN  
 ID Checked On: 13/06/2013

**Processing Details**

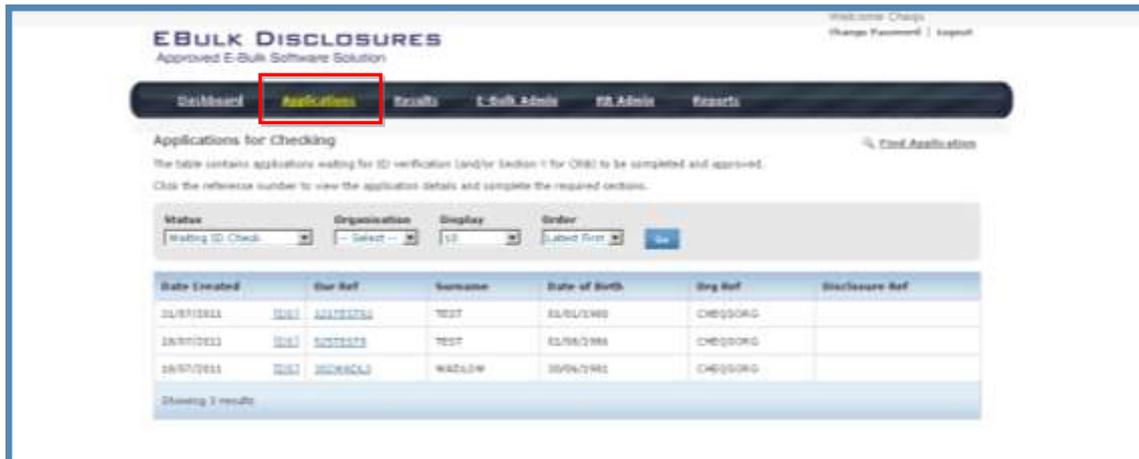
App Created: 13/06/2013  
 Check ID: 03/06/2013 ✓  
 Approved: 13/06/2013  
 Org Auth: 13/06/2013  
 E-Ident: 11/11/2013  
 E-Receipt: 11/11/2013  
 Certificate Received: 11/11/2013 ✓  
 Certificate Sent On: **Incomplete** ❌

Screen Shot 15

# Section E – Find an application

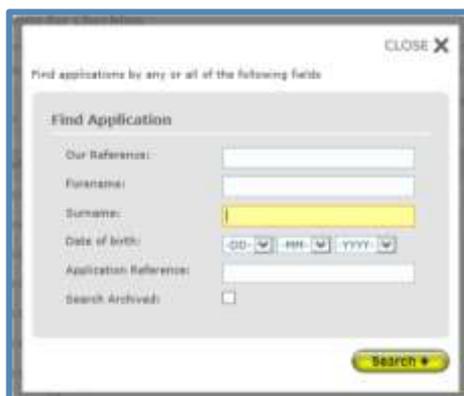
## Step 1 - Finding an individual application – screen shots 16 & 17

- To find an individual application pre or post Disclosure Scotland processing, select the Applications tab on the Dashboard and then click 'Find Application'.



Screen Shot 16

- The following box will appear for you to enter as much of the applicant’s details as you have available. For example, if you only enter the surname without a date of birth or DS reference, it will bring up a list of every applicant with that surname. However, if you enter a date of birth as well, then this will define the search results accordingly. If you tick the ‘Search Archived’ button, this will display applications that have been archived from the system.

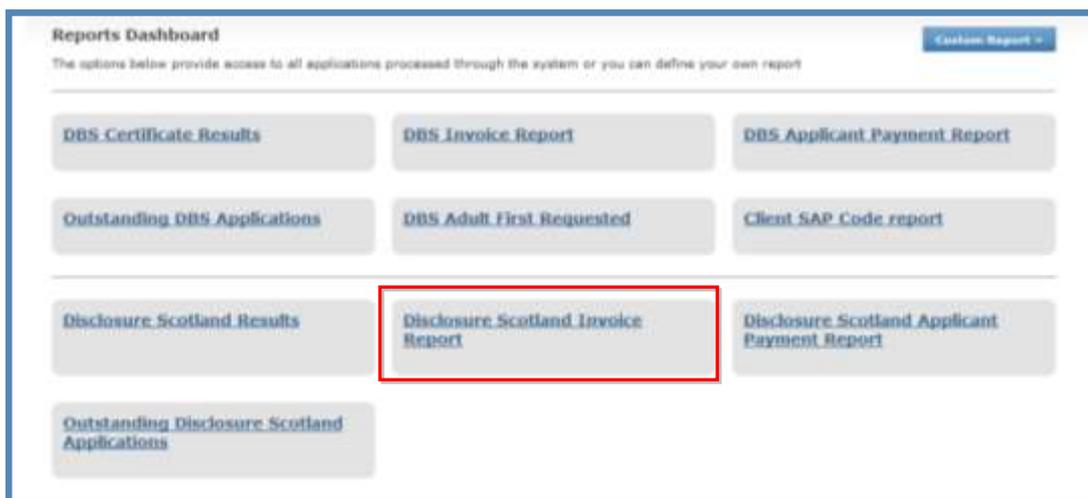


Screen Shot 17

## Section F – Reports

### Step 1 - Running a report – see screen shot 18

- To run a report you need to return to the Dashboard, select the tab 'Reports', and then select the report you wish to run. There are currently three main standard reports that you can choose from, however it is also possible to run a customised report (please note that as you only process Disclosure Scotland checks, you can ignore the upper section of the reports screen containing DBS report information).



Screen Shot 18

### Stage 2 – Invoice report – see screen shot 18 above.

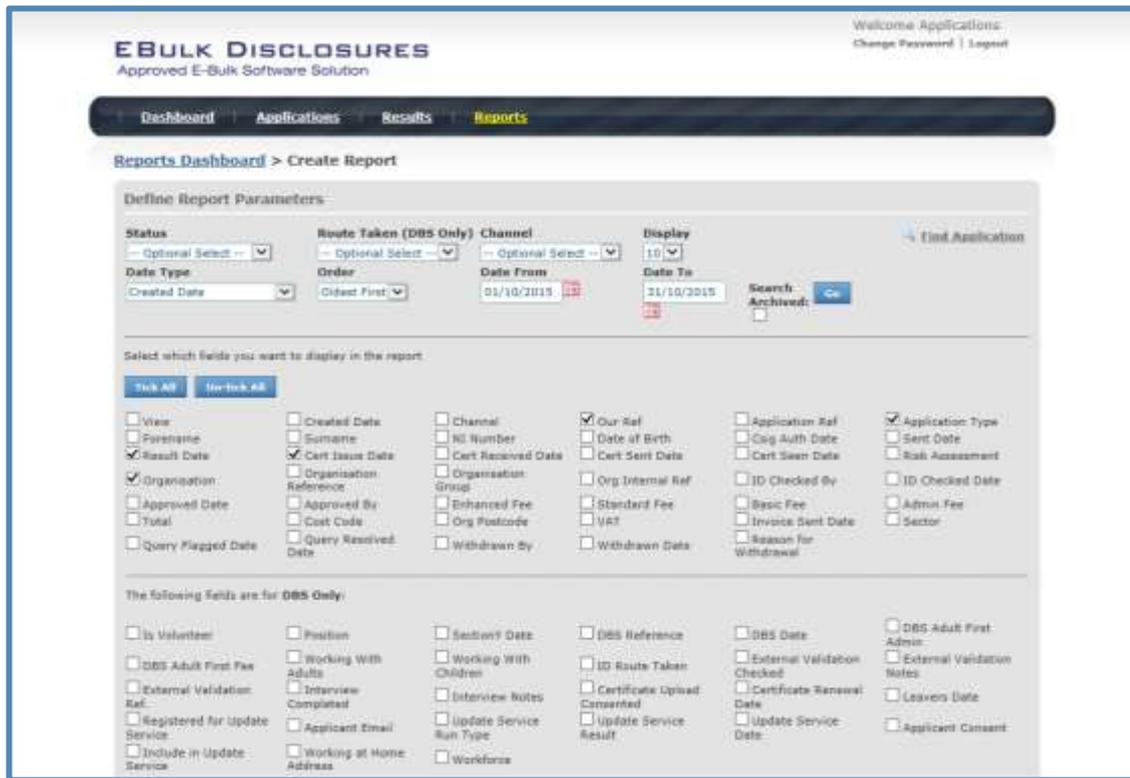
This report can be used to produce an electronic version of the invoice that you will receive from us, or for you to calculate the company budget required in relation to DS costs. This can be filtered by a specific division or can be run for all divisions within your organisation. The report captures applicant and organisation data with the addition of:

- Basic Fee
- Cost Code
- Organisation Postcode
- Admin Fee (referred to as Base Fee on the system)
- VAT
- Total application price

Applications that were submitted before the system was capable of producing invoice reports will not be captured in the report. These will have a zero value against them. Only applications processed after the system was capable of producing this report will be captured.

### Stage 3 - Customised reports and selecting field headings – see screen shot 19.

- To run a customised report you can select the field headings and date criteria that you wish the report to contain. For example, this is an ideal opportunity to run a report when carrying out re-checks on your staff, or for capturing cost codes for invoicing purposes. All reports can be printed, or saved into an Excel spreadsheet (.CSV file) or PDF document.



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Welcome Applications  
Change Password | Logout

Dashboard Applications Reports **Reports**

Reports Dashboard > Create Report

Define Report Parameters:

Status: Optional Select  
Route Taken (DBS Only): Optional Select  
Channel: Optional Select  
Display: 10  
Date Type: Created Date  
Order: Oldest First  
Date From: 01/10/2015  
Date To: 31/10/2015  
Search: Archived: [ ]

Select which fields you want to display in the report.

Task All Uncheck All

|  |   |   |   |  |  |
|--|---|---|---|--|--|
| <input type="checkbox"/> View                    | <input type="checkbox"/> Created Date               | <input type="checkbox"/> Channel            | <input checked="" type="checkbox"/> Our Ref | <input type="checkbox"/> Application Ref       | <input checked="" type="checkbox"/> Application Type |
| <input type="checkbox"/> Forename                | <input type="checkbox"/> Surname                    | <input type="checkbox"/> NI Number          | <input type="checkbox"/> Date of Birth      | <input type="checkbox"/> Csg Auth Date         | <input type="checkbox"/> Sent Date                   |
| <input checked="" type="checkbox"/> Result Date  | <input checked="" type="checkbox"/> Cert Issue Date | <input type="checkbox"/> Cert Received Date | <input type="checkbox"/> Cert Sent Date     | <input type="checkbox"/> Cert Seen Date        | <input type="checkbox"/> Risk Assessment             |
| <input checked="" type="checkbox"/> Organisation | <input type="checkbox"/> Organisation Reference     | <input type="checkbox"/> Organisation Group | <input type="checkbox"/> Org Internal Ref   | <input type="checkbox"/> ID Checked By         | <input type="checkbox"/> ID Checked Date             |
| <input type="checkbox"/> Approved Date           | <input type="checkbox"/> Approved By                | <input type="checkbox"/> Enhanced Fee       | <input type="checkbox"/> Standard Fee       | <input type="checkbox"/> Basic Fee             | <input type="checkbox"/> Admin Fee                   |
| <input type="checkbox"/> Total                   | <input type="checkbox"/> Cost Code                  | <input type="checkbox"/> Org Postcode       | <input type="checkbox"/> VAT                | <input type="checkbox"/> Invoice Sent Date     | <input type="checkbox"/> Sector                      |
| <input type="checkbox"/> Query Flagged Date      | <input type="checkbox"/> Query Resolved Date        | <input type="checkbox"/> Withdrawn By       | <input type="checkbox"/> Withdrawn Date     | <input type="checkbox"/> Reason for Withdrawal |  |

The following fields are for DBS Only:

|  |  |  |   |  |  |
|--|--|--|---|--|--|
| <input type="checkbox"/> Is Volunteer                  | <input type="checkbox"/> Position                | <input type="checkbox"/> Section? Date           | <input type="checkbox"/> DBS Reference                | <input type="checkbox"/> DBS Date                    | <input type="checkbox"/> DBS Adult First Admin     |
| <input type="checkbox"/> DBS Adult First Fax           | <input type="checkbox"/> Working With Adults     | <input type="checkbox"/> Working With Children   | <input type="checkbox"/> ID Route Taken               | <input type="checkbox"/> External Validation Checked | <input type="checkbox"/> External Validation Notes |
| <input type="checkbox"/> External Validation Ref       | <input type="checkbox"/> Interview Completed     | <input type="checkbox"/> Interview Notes         | <input type="checkbox"/> Certificate Upload Commented | <input type="checkbox"/> Certificate Renewal Date    | <input type="checkbox"/> Leaves Date               |
| <input type="checkbox"/> Registered for Update Service | <input type="checkbox"/> Applicant Email         | <input type="checkbox"/> Update Service Run Type | <input type="checkbox"/> Update Service Result        | <input type="checkbox"/> Update Service Date         | <input type="checkbox"/> Applicant Consent Date    |
| <input type="checkbox"/> Include in Update Service     | <input type="checkbox"/> Working at Home Address | <input type="checkbox"/> Workforce               |   |  |  |

Screen Shot 19

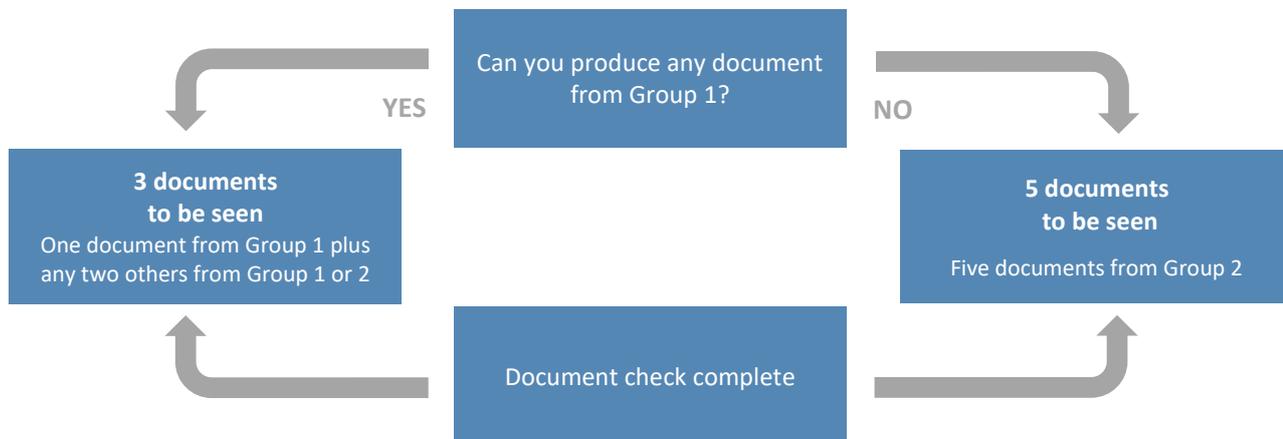
**ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN TEN MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF (THIS IS DUE TO SECURITY REASONS).**

### CONTACT DETAILS

If you experience any technical issues with the online system, please contact Care Check on 0333 777 8575. Lines open 9.00am-5.30pm Monday to Friday. Alternatively you can contact us by e-mail at [info@carecheck.co.uk](mailto:info@carecheck.co.uk)



# Disclosure Scotland List of Acceptable Identification



## Group 1 Primary Identity Documents

- Current valid Passport (any nationality)
- Current UK Driving Licence – photo card or paper (England/Wales/Northern Ireland/Isle of Man) (Full or Provisional)
- Original UK Birth Certificate (Issued within 12 months of date of birth)  
Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces.
- Adoption Certificate (UK)
- Valid photo identity card (EU countries only)
- UK Firearms licence
- HM Forces ID card (UK)

| Group 2         |                             |                              |
|-----------------|-----------------------------|------------------------------|
| Issued whenever | Issued within last 3 months | Issued within last 12 months |

|  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Non-original UK Birth Certificate (Issued after 12 months of date of birth, full or short form)</li> <li>• Marriage / Civil Partnership Certificate</li> <li>• P45/P60 Statement</li> <li>• Utility Bill (electricity, gas, water, telephone – including mobile phone contract/bill)</li> <li>• Valid TV licence</li> <li>• Credit card statement</li> <li>• Store card statement</li> <li>• Mortgage statement</li> <li>• Valid insurance certificate</li> <li>• Certificate of British nationality</li> <li>• Asylum Registration Card</li> <li>• Valid vehicle registration document</li> <li>• Court summons</li> <li>• Valid NHS card</li> <li>• Court Claim Form</li> <li>• National insurance number card</li> <li>• Examination certificate (e.g. GCSE, NVQ)</li> <li>• Child benefit book</li> </ul> | <ul style="list-style-type: none"> <li>• Personal correspondence or a document from a Government Department</li> <li>• Mail order catalogue statement</li> <li>• Addressed payslip</li> <li>• Letter from a Head Teacher</li> </ul> | <ul style="list-style-type: none"> <li>• British work permit/visa</li> <li>• Bank or Building Society Document</li> <li>• Financial statement e.g. pension, endowment, ISA</li> </ul> |
|--|---|---|