

# **Applicant Manager Guidance Notes**

Basic Online Disclosure Guide (eBulkPlus)





## Contents

3
3
6
8
10
18
20
21
25
27
29
30
32



# **Applicant Manager Guidance Notes - Basic**

Our online DBS/digital Right to Work checks can be completed by accessing the internet from any device that has this facility. This includes a smart phone, tablet, laptop or PC. It is supported on the latest versions of all modern browsers; however, we do not recommend access via Internet Explorer as this browser is unsupported both by our technology and soon by Microsoft also. The software is simplistic and easy to use. You can gain access to the system within minutes.

You have been granted access to eBulkPlus 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 an Applicant Manager has the authority to approve an application for submission.

## Logging onto the System

Please enter the following address into your web browser:

https://disclosure.capitarvs.co.uk/care/adminLogin.do

You will now be on the main login page that shows three white 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 (if you cannot remember this please click on the 'Forgotten your login details?' icon at the bottom of the screen to be sent a reminder).
- 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).

Application Management Use the sign in below if you have a user account for the organisation to access submitted eBulkPlus applications.					
ORGANISATION REFERENCE *	FIRST LOGIN: Please note that when you login for the first time you must enter the temporary Date of Birth and password as supplied to you in the two automated login emails, these can be changed to your own choice.				
	Forgotten your login details? Forgotten your password? ENTER				

### 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 below (If you cannot remember this please click on the 'Forgotten your password?' icon at the bottom of the screen to be sent a new one-time password).

If you have difficulty gaining access to the system, please contact our Client Relations Team on 01420558752 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.** 

Application Manag	ement	
PASSWORD *	LOGIN	FREETLOOKE Please note that when you login for the first time you must enter the temporary Date of Birth and password as supplied to you in the two automated login emails, these can be changed to your own choice.

- 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**'.

System Security Please create a new password and enter your Date of Birth. Th Application Management section.	use details will then be used for all future system access to the
lower case letter. It must also contain at least one special cha -	s with no whitespace and contain one upper case letter and one racter and at least one digit.
Your Login Details	
NEW PASSWORD:	
DATE OF BIRTH:	
ВАСК	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).

	APPLICATIONS	1
	System Security	
	Thank you - update successful Click here to enter System	
Chat 4		

Screen Shot 4

• This will now take you to the main eBulkPlus Home Page called the 'Dashboard' (see screen shot 5 below).

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	÷
Applications	Dashboard			
The table below provides an overview of the applications over 180 days old and Disclosu archived.	status of your current applications within the		Create Invite	
Pre Submission				
Invitations Sent	3	Awaiting Digital ID	762	
Awaiting Verification	357	Awaiting External ID	0	
Awaiting Authorisation	245	Queried Applications	2	
		Awaiting Payment	0	
Transfer				
Queued	34			
Sent	0			
Submitted				
Processing			261	
Completed			208	

**Screen Shot 5** 



# Inviting an applicant to submit their application

You can generate an email invite to an applicant(s) inviting them to submit their application for any combination of the following checks – DBS/Disclosure Scotland check (with or without digital ID check) and digital Right to Work check, all from within the eBulk dashboard. This can be done by clicking the 'Create Invite' button at the top of the dashboard.

You will be taken to the invitation page where you can generate your invite (screenshot 6 below).

- You will need to select the 'Organisation' that you wish the applicant to create their application under, you will be able to select any organisations that you are linked to. You will be able to select the types/levels of check that you require the applicant to submit from the 'Checks Required' tick list below.
- You are then required to enter the applicant's forename, surname and email address into the boxes provided. If you wish to invite more than one applicant to create this specific level of check for this specific organisation you can click the **'Add Candidate'** button as many times as required to invite multiple applicants.

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
	didate Invite to create an email invite issued to the ca y (*)	ndidate that will ask them to create	their application.	
Invite Details		×		
CHECKS REQUIRED * DBS Standard/Enhanc DBS Basic DS Basic Digital Right to Work 0				
FORENAME *		]		

### **Screen Shot 6**

If you need to invite a large list of individuals, you can use the 'Bulk Upload' feature instead allowing you to upload a spreadsheet of applicants to be invited (screenshot 7 below). If you wish to use this feature, please leave the forename, surname, and email address fields blank and instead upload a pre-created spreadsheet. A blank template is provided in the eBulk footer if required. The spreadsheet must contain 3 columns only (Forename, Surname, Email address), any invalid data contained in the spreadsheet when uploaded will fail validation and be highlighted to you at the top of the screen.

	Bulk Upload Select Excel File Choose file No file chosen
Screen Shot 7	



- Next, you are required to select a template from the 'Email Template' drop-down field (screenshot 8 below). You will have different template choices available to you based on the checks requested as part of the invite. Selecting one of these will populate the content of the invite email on-screen for you to review and amend if required. The prepopulated wording of these templates will either be the default wording coded into our system or a bespoke template for your organisation.
- Finally, click 'Send' to generate the invite to issue the invite to the applicant(s) entered.

	Template Details	
	EMAIL TEMPLATE *	
	Select	
	Select	
	New Starter Invite Email Renewal Invite Email	
	Tools View	
	$\Leftrightarrow \boxminus \lor \boxdot \lor \bowtie \lor \bowtie \land \land \land B I \sqcup \mathrel{\mathfrak{S}} \dotsm$	
	P POWERED BY TINY	
	P POWERED BY HINT	
	BACK SEND	
Screen Shot 8		



# How to track/chase invitations

**Step 1** - Once invitations have been generated and sent, they are stored in the system until the applicant creates their application from the invite they have received. On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on 'Invitations Sent'.

You will be able to see the invitations that have been sent, waiting for the applicant to create their application. When an applicant has created their DBS/DS application from the invite they have received, it will move from this dashboard folder and into the 'Awaiting Verification' folder. A Right to Work application form will move from into the 'Awaiting Digital ID' folder.

DASHBOARD	APPLICATION	S	RESULTS	REPO	ORTS
Invitations sent to Ca The table contains invitations		tem and are awaiting co	mpletion by the candida	te	
CHANNEL	LEVEL	ORGANISATION		DISPLAY	
Select	✓ Select ✓	All		/ 10	~
CRDER BY	SUBMIT				
					FIND INVITATION
Date Invited Invitatio	Ref Surname	Email Address	CC Email Address	Drg Ref	Checks Required
31/07/2023 [DBS] 14925M	1368 SMITH	john.smith@test.co m	(	CHEQSORG	DBS
21/07/2023 [DS] 1468DS1	67 DS	vikas.pawar@capit a.com		/P	00

### Screen Shot 9

Step 2 - Opening an invite: Click on an applicant's reference number to open their invitation (see screen shot 9 above)

Step 3 - Overview, you will now see two tabs of the invitation (see screen shots 10 & 11 below)

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
Application The details of this invite can be vi	S → 1964SMIT3	53		
Invite Created: 19/07/2023	VITHDRAW			
OVERVIEW INVITE				
Invite Header				
APPLICANT NAME:	JOHN SMITH			
STATUS:	Invite Sent			
EMAIL ADDRESS:	john.smith@test.com			
CHECK TYPE:	DBS Basic			
APPLICATION TYPE	DBS Basic Social Media Check			

Screen Shot 10



DASHBOARD	APPLICATIONS	RESULTS	REPORTS	±
Application	<mark>s</mark> → I964SMIT3	53		
The details of this invite can be v				
The details of this invite call be v				
Invite Created: 19/07/2023				
RESEND	WITHDRAW			
OVERVIEW INVITE				
Personal Details				
FORENAME	JOHN			
SURNAME	SMITH			
EMAIL ADDRESS	john.smith@test.com			
BACK				

Screen Shot 11

**Step 4** – Invitation, to view the details entered for the invitation click the 'Invite' tab. If these details are incorrect, these can be updated by a user with the appropriate access (see screen shot 11).

Step 5 – Chasing an invitation

- If you wish to resend the invitation, please click the **'Resend'** button at the top of the page. This will resend the original invitation email to the email address detailed on the 'Invite' tab.
- Invitations will be automatically chased by the system at a default chase pattern of 3 times every 3 days unless a different chase pattern has been configured for your organisation. After the final chase, the applicant will then have a further 30 days to create their application until the invitation is automatically withdrawn by the system.
- If the invitation is no longer required, it can be withdrawn at any time using the **'Withdraw'** button at the top of the page. This will remove the invite from the **'Invitations Sent'** folder.



# How to verify ID – Basic Disclosures

**Step 1** – On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on '**Awaiting Verification**'. Please note that you will be able to see the total number of application forms you have awaiting ID verification and Section Y to be completed.

The applications in this folder can be filtered using the '**Channel**' and '**Level**' drop-down menus from the grey toolbar. These can be used to only see DBS basic applications, or only Disclosure Scotland basic applications.

DASHBOARD	APPLI	CATIONS	RESULTS	R	EPORTS	1
Applications for C	-					
	ations waiting for ID verifica er to view the application de			d and approved.		
CHANNEL	LEVEL	STATUS		ORGANISATION		
- Select -	~ _ Select	Vaiting ID Ch	heck 🗸	CHEQSORG	~	
DISPLAY	ORDER BY					
10	✓ Latest	~ [	SUBMIT			
					FIND APPLICATION	
Date Created	Our Ref S	Surname	Date Of Birth	Org Ref	Checks Required	
18/07/2023 [DBS]	574TEST5280	EST	04/04/1996	CHEQSORG	DBS	
18/07/2023 [DBS]	836TEST5278	EST	07/05/1990	CHEQSORG	Des	

Screen Shot 12

### Step 2 - Opening an application form:

Click on an applicant's reference number to open up their application form (see screen shot 13 below)

DASHBOAF	RD	APPI	ICATIONS	RES	ULTS		REPORTS
Applications		-	action (and/	or Section Y for DBS) to be co	malata	t and approved	
				complete the required section		a ana approved.	
CHANNEL		LEVEL	:	STATUS		ORGANISATION	
- Select	```	- Select	~	Waiting ID Check	~	CHEQSORG	~
DISPLAY		ORDER BY					
10		Latest	~	SUBMIT			
							FIND APPLICATION
Date Created	Our Ref		Surname	Date Of Birth		Org Ref	Checks Required
18/07/2023	[DBS] 574TEST	5280	TEST	04/04/1996		CHEQSORG	Des
18/07/2023	[DBS] 836TEST	5278	TEST	07/05/1990		CHEQSORG	



Step 3 – Overview, you will now see three tabs of the applicant's completed form (see screen shots 14 & 15 below).

Applications	→ 574TEST5280	
The details of this application can be v	riewed below.	
App Created:	18/07/2023	
Check ID:	Incomplete	
WITHDRAW		
OVERVIEW APPLICATION	DOCUMENTS	
Application Header		
APPLICANT NAME	TEST TEST	
DATE OF BIRTH	04/04/1996	
ORGANISATION NAME	CHEQS ORGANISATION	
OUR REFERENCE	574TEST5280	
DATE OF CONSENT	18/07/2023 16:45:26	
DBS Application		
STATUS	Waiting ID Check	
APPLICATION TYPE	Basic	
Identity Check		COMPLETE ID CHECK
STATUS	Not Started	

### Screen Shot 14

OVERVIEW APPLICATION DOCUMENTS		
Third Party Details		
FORENAME		
SURNAME		
EMAIL		
TELEPHONE NO		
JOB TITLE		
Personal Details		
TITLE	SIR	
FORENAME	ALEX	
MIDDLE NAMES		
SURNAME	DAVIDSON	
DATE OF BIRTH	19/02/1973	
GENDER	MALE	
VALID PASSPORT	Yes	
PASSPORT NO (FROM APPLICANT)	12345818925	
PASSPORT NATIONALITY (FROM APPLICANT)	BRITISH	

Screen Shot 15

**Step 4** – 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 15).

Step 5 - Verifying ID

• You will notice at the top of the screen a box which highlights if the ID has been verified or not (see screen shot 14 above), with a section completion date. It will say in red '**Incomplete**' if the section has not been completed for either ID verification or Section Y. If there is a date entered it means that this action has been completed and will show the date that it was carried out on. If a digital ID check has already been requested but hasn't yet completed, it will state '**Pending Digital ID Result**'



 To complete the ID verification section, click on 'Complete ID Check', access to this section is located in two places – at the top of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shot 16 below).

You will have three options for how you wish to perform the identity check. This can be carried out by using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you.

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
Identity Ch	eck Method			
	ake an identity check to ensure the person	nal details entered on this applicatio	n match the details held by the	
The identity check can either b to you by the applicant.	e carried out using a certified identity serv	ice provider (IDSP) or by manually v	vitnessing original documents provided	
Please select from the options	below, how you wish to validate the ident	ity of the individual this application I	as been completed for.	
	lertake a digital ID check (plus digital Right to Wo			
	VISH TO INVITE THE APPLICANT TO UNDERGO A DIGITAL	ID CHECK USING OUR CERTIFIED IDENTITY SERVI	CE PROVIDER (IDSP)	
	ing a digital ID check already obtained IAVE ALREADY CARRIED OUT A DIGITAL ID CHECK THROU	IGH YOUR OWN PROVIDER		
	anually using original documents provided by the			
BACK			NEXT	
Applicant Consent Form Rehabilitation of offenders Guidance		DBS Code of Practice Bulk Invite Template		

### Screen Shot 16

### Verifying identity using the eBulk digital ID integration

This facility allows for the identity verification to be performed digitally and remotely without the need for the applicant to present original documents to you to be verified. It also allows you to request a digital Right to Work check at the same time as performing the identity verification digitally.

If you didn't request a digital ID check as part of the invite created and you wish to carry out the identity check using our certified identity service provider, please select 'Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required)' (see screen shot 16 above.)

You will now be taken to the digital invite page which will automatically populate the name and email address of the applicant where present (see screen shot 17 below.) To invite the applicant to undertake just a digital ID check, please select 'Digital ID Check Only' from the 'Digital ID Check Type' drop-down list and ensure their name and email address are populated along with selecting the email template to issue them. This will generate an email to the applicant allowing them to carry out their digital ID check via our certified IDSP.

To invite the applicant to undertake a digital ID check and a digital Right to Work Check, please select 'Right to Work + Digital ID Check' from the 'Digital ID Check Type' drop-down list and ensure their name and email address are populated along with selecting the email template to issue them. This will generate an email to the applicant allowing them to carry out their digital ID check and digital Right to Work check at the same time via our certified IDSP.



DASHBOARD APPLICATIONS RESULTS REPORTS	1
Create Digital ID Invite	
Applications > 799PAWA713507	
Enter the following information to create an email invite issued to the candidate that will ask them to undertake a digital ID check.	
Mandatory fields are denoted by (*)	
Invite Details DOTAL BOHCK 198*	
Dagital ID Check only Reght to Work - Digital ID Check	
john	
BURNAME *	
smith	
EMAIL ADORESS *	

Applicants that have been invited to do a digital ID check can be found in the 'Awaiting Digital ID' queue on the main dashboard (see screen shot 5 above.)

Once the digital ID check has been carried out, the ID section of the application will be updated with either a pass or fail result and a PDF report of the digital ID check can be downloaded by clicking the '**Download Digital ID Report**' button (see screen shots 18-21 below.)

If the result of the digital ID check is '**FAIL**', you must read the digital ID report to understand why and verify their identity manually depending on the reason the digital ID check failed. To do this, click the '**RESET ID CHECK**' button at the bottom of the ID screen to restart the identity process, this time selecting an alternative method.

If the result of the digital ID check is '**PASS**', the ID section will be auto completed upon receipt of the digital ID check result and there will be nothing further to do in relating to the identity verification part of the process.

If a digital Right to Work check was also requested, a '**RTW Check**' element will be added to the header of the application and will be updated with either a pass, fail or see report result. A PDF report of the digital Right to Work check can be downloaded by clicking the '**Download Digital ID Report**' button from either the ID screen or the RTW screen.



Identity Check Applications > 921PAWA712630 Please confirm the details of the digital ID check carried out below, for further information please refer to the identity Documents section of this screen	
Digital ID check Result The digital ID check has been carried out and has successfully confirmed the applicant's identity. To view the digital ID check report, please click Download Digital ID Report below.	
Digital ID - Identity Documents Please select from the displacements before the documents that were writted by the centred identity Service Provide (DSP) as part of the displace ID check centred out if the DDP was anable to waitable the applicant's address as part of displace ID check, this will need to be writted meaning wing a document provided by the applicant that meets DBUDGlobuse blocks of tests. Applicant numbers	
VIKLS PAINR APCOART CONSIGN UK_HATTONAL (UR national resident in UR) UK_HATTON	
UNITE XINGOOM Late or each 01/01/200 DOLLMART 1 Pasport (current and valid)	
ECONMENT 2 - street -  CARRIERT ALCORESS DECRED Yes Yes Yes	
Inorth, Lio Greak Kellaur Pass V Isolar Connectifier Connectification Deveload Digital D Report Control Conferences, Installes	
NAMA OF DENTITY LEPINCE PROVIDER (DDP) VIED TruelD Limited DATE DOTAL IS OVERC CAMBED OUT 19 V 0 Ct V 2002 V	
19 V Oct V 2022 V	

		_
A	dentity Check pplications > 867PAWA712659 accomment details of the dg1al ID check carried out below, for further information please refer to the identity currents section of this screen	
	Digital ID Check Result The digital ID check has been carried out however it has not been able to successfully confirm the applicant's identity. To view the digital ID check report and understand why the digital ID check has failed, please click Devindeal Digital ID Report below. In order to proceed, you will need to verify the applicant's identity using an alternative method, Please click the RESET ID CHECK button below to restart the identity process again	
	Program Line Control	
	Image: Select -       Image: Select -         Convert concells or docade         Image: Select concells or docade         <	



Right to Work Check Applications > 860PAWA713485	
Digital RTW Check Result The digital RTW check has been carried out and has successfully confirmed the applicant's right to work. To the digital ID check report, please click 'Download Digital ID Report' below.	'o view
Digital Right to Work	
APPLICANT MARE BASIC DBS PAWAR	
APPLICANT CATEGORY UK_NATIONAL (UK national resident in UK)	
CARMENT ADDRESS 2 EDWARD RDAD CROYDON SURFEY CRO 607 UNITED KINGGOM	
DATE OF 88TH 01/01/1998	
POCUMENT 1 Passport (current and valid)	
DOCUMENT 2	
Dotts, ITW OVECK HERIT Pass v	
IDIP CERTIFICATE OF COMPLETION Download Digital ID Report	
NAME OF IDENTITY SERVICE PROVIDER (DSP) USED	
TrustID Limited	
DATE DIGITAL RTW CHECK CARRIED OUT	

Right to Applications > 59	Work Check		
	ault (has been carried out and included a share code to vi please click 'Download Digital ID Report' below:	nify their RTW status. To view the	
Digital Right to	Work		
APPLICANT NAME BASIC DES PAWAR			
APPLICANT CATEGORY UK_NATIONAL (UK natio	unal resident in UK)		
CUMBERT ADDRESS 2 EDWARD POAD CRYNDDN SURREY CR6 60Y UNITED XN00DM			
6ATE OF BRITH 01/01/1998			
DOCUMENT 1 Passport (current and	valid)	-	
DOCUMENT 2			
Diatra, RTW CHECK RESUL See Report 🖌	r		
IDSP CERTIFICATE OF COMP Download Digital ID Rep	ort		
NAME OF IDENTITY SERVICE TrustID Limited	PROVIDER (IOSP) USED		
DATE DIGITAL RTW CHECK			



### Verifying identity using a digital ID check already obtained

This facility allows you to verify the identity using a digital ID check already obtained via your own IDSP outside of our platform. If you wish to verify the identity using this method, please select **'Complete the ID check using a digital ID check already obtained'** (see screen shot 16 above and screen shot 22 below.)

- Please select the ID documents verified by the IDSP as part of the digital ID check undertaken.
- Ensure that you confirm from the drop-down boxes that they have verified the applicant's address and also that they have verified a document containing their date of birth.
- Please upload a copy of the digital ID report obtained from your IDSP by clicking 'Choose File'
- 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. Now you are ready to complete Section Y of the form (this is the equivalent to Section X on the new lilac paper DBS application forms).
- Once the ID Check has been saved, if you realise that it has been completed incorrectly or through the wrong route, you can reset the ID Check section and complete it again if required. Please note, you will only be able to do this if you have been assigned the appropriate user privilege to do so. To do this, go back into the ID Check screen and click the **'Reset ID Check'** button found at the bottom of the screen.

Identity Check Applications > 890,JALL712700 Press confirm the details of the digital ID check carried out below, for further information please refer to the identity Documents section of this screen.	
Digital ID - Identity Documents Please select from the drop down lists block the documents that were verified by the centrified identity Service Provider (IDIP) as part of the drop ID - Onex core in a Core for the Other was also the validate the applicant address as part of drop ID O drock, the will need to be writified immunity using a document provided by the applicant that meets DBSD backsave Socialist Orbers. APPLCent Table: MARL_ALLON	
APPLICATE OLITISON UK-NATIONAL (Un national resident in UK) custeon Accesses TEST TEST A00 GAA UNITED KINGEOM	
Date or same 01/01/1981 DOCUMP11* - select - DOCUMP12 - select -	
CUMBER ADDRESS O GENER No v No v	
ISOF CRETINGER OF COMPLETION CONCEPTING TO COMPLETION COTT CODE / PERSONNEL NAMER	



### Verifying identity using original documents provided to you by the applicant

If you do not wish to verify identity using a digital ID check, please select **'Complete the ID check manually using original documents provided by the applicant'** (see screen shot 16 above and screen shots 23 & 24 below.)

Identity Check Applications > 613TEST715198 Please select the physical documents seen using the dropdown lists below, for further information please refer to Identity Documents section of this screen.
Route 1 - Identity Documents (For all applicants except non EEA national applicants meeting a DBS check for paid work in the UK.) The applicant should have their identity validated using Route1. The applicant must be able to show 1 document from Group 1 and 1 further document from other Group 1, Group 2 and 2. The combination of documents presented must confirm the applicant's name, address and date of birth. If this cart be achieved within 2 documents, a third can be selected.
Group 1 Documents >       Group 2a Documents >       Group 2b Documents >         APPLICANT NAME          TEST TEST          UKLEPLALONDTERNLRESIDENT (European Economic Area national resident in UK for more than 5 years)          CUMENT ADDRESS          TEST          TEST          TEST          TEST          TEST          TEST          TEST          TITE KONDODM          UNTEO FORMTH          OLIGI FOR BUTH          OLIGI FOR BUTH          OLIGI FOR BUTH
Please note - the DBS have requested that if an Applicant indicates they have a Passport and/or a Driving Licence then this information must be provided.     If an Applicant declares any changes of name, you must ensure that documentary proof is provided to support this. If an Applicant about the reason why bodro considering to validate their identity.

Screen Shot 23 – DBS Basic ID screen

Identity Checc Applications > 304PAWA7 Please select the physical documents Documents section of this screen.		
documents presented must confirm th	1 document from Document 1 and 1 further document from Document 2. The combination of the application fra anne, address and date of birth. If an applicant is unable to provide this application for a Disclosure Sociation Bacic Index.	
Group 1 Documents >	Group 2 Documents >	
APPLICANT NAME VIKAS PAWAR		
CURRENT ADDRESS 1 SPENCER PLACE CROYDON CR0 2DY UNITED KINGDOM		
DATE OF BIRTH 01/01/2009		
	e Scotland have requested that if an Applicant indicates they have a Passport and/or a Driving nation must be provided.	
DOCUMENT 1		
- select	~	
DOCUMENT 2		
- select	~	

Screen Shot 24 – Disclosure Scotland Basic ID screen



## What you must do as part of the ID Checking process

When verifying identity manually, the applicant must provide a range of ID documents as part of the DBS check application process. As an employer you must:

- follow the ID checking process routes as outlined
- check and validate the information provided by the applicant on the application form
- establish the true identity of the applicant through the examination of a range of documents as set out in this guidance
- make sure the applicant provides details of all names by which they have been known
- make sure the applicant provides details of all addresses where they have lived in the last five years
- check that the online application is fully completed and the information it contains is accurate.
- you must only accept valid, current and original documentation
- you must not accept photocopies
- you must not accept documentation printed from the internet e.g. internet bank statements
- identity information for the applicant's name, date of birth and address recorded on the online application form must be validated
- you should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the applicant's likeness
- all documents must be in the applicant's current name
- one document must confirm the applicant's date of birth
- you must ensure that the applicant declares all previous name changes and provides documentary proof to support the change of name. If the applicant is unable to provide proof to support the change of name, you should hold a probing discussion with the applicant about the reasons why before considering validating their identity
- you must see at least one document to confirm the applicant's current address, in accordance with the guidance
- a document from each of the groups should be included only once in the document count e.g. don't accept two bank statements as two of the required documents, if they are from the same bank
- you should not accept the foreign equivalent of an identity document if that document is listed as '(UK)' on the list of valid identity documents



For DBS basic applications, eBulkPlus will automatically ascertain the route that should (or must) be taken based on the nationality and country of birth stated by an applicant within their application form. If an applicant does not hold sufficient ID to be able to go through Route 1, you will then be required to click the 'Unable to verify ID via Route 1 - proceed to Route 2' button at the bottom of the screen.

- 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 the DBS or Disclosure Scotland Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a utility bill if it is more than 3 months old or do not accept an out of date passport.
- 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.
- Once the ID Check has been saved, if you realise that it has been completed incorrectly or through the wrong route, you can reset the ID Check section and complete it again if required. Please note, you will only be able to do this if you have been assigned the appropriate user privilege to do so. To do this, go back into the ID Check screen and click the **'Reset ID Check'** button found at the bottom of the screen.

VIEW APPLICATION RESET ID CHECK SAVE	
--------------------------------------	--

Please note, that if an applicant cannot verify their identity via the routes available on screen, they will not be able to process their application through eBulk. If the identity cannot be satisfactorily verified, a basic application cannot be processed.

\*A full list of acceptable ID for both the DBS and Disclosure Scotland can be found at the end of this guide\*

• Finally scroll to the top of the screen to the green box and click 'Approve'.

Thank you - this section is complete. X This application is now ready for CounterSignatory Authorisation please click the Approve button to proceed APPROVE
--

- Please ensure you click on 'Approve' failure to do so will result in the form not being submitted for Countersignatory Authorisation.
- You have now completed this section; you will have no further action to take. The form will automatically transfer to us to be countersigned, ready for onwards transmission to the DBS or Disclosure Scotland.
- \* If an application does require further clarification from us prior to submission, a query will be flagged on the application and we will contact you for clarification. During this time, a copy of the application record move into the 'Queried Applications' folder on the Dashboard (see Screen Shot 5) \*
- Once a form has been countersigned by us, the application will be moved to the '**Transfer**' section. Applications at this stage are awaiting collection by the DBS or Disclosure Scotland. Once they have collected them, they will move into the processing stage please see below for further details.

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



# **DBS Processing**

**Step 1** – Tracking an application – see screen shot 25.

• On the Dashboard you will see towards the bottom of the screen, a box called 'Submitted'.

	DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
T	Applications D The table below provides an overview of the state applications over 180 days old and Disclosure So richived.	us of your current applications within th		Create Invite	
	Pre Submission				
	Invitations Sent	3	Awaiting Digital ID	762	
	Awaiting Verification	357	Awaiting External ID	0	
	Awaiting Authorisation	245	Queried Applications	2	
			Awaiting Payment	0	
	Transfer				
	Queued	34			
	Sent	0			
	Submitted				
	Processing			261	
	Completed			208	

### Screen Shot 25

• To track an application, click on '**Processing**', this will take you to a screen which will show all the applications for your company that are currently being processed by the DBS/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 26).

DASHBOARD	APPLICATION	IS	RESULTS	REPO	RTS
Applications Being P	ocessed				
The table contains application	s currently at the DBS or Disc	losure Scotland.			
For DBS applications, click the	track link for a progress upd	ate via the DBS tracking	g service.		
CHANNEL	LEVEL	STATUS	C	RGANISATION	
Select	✓ Basic	Processing	~	All	~
DISPLAY	ORDER BY				
10	✓ Latest	SUBM	π		
					FIND APPLICATION
Date Sent Our Ref	Sumame	Date Of Birth	Org Ref	Application Ref	Checks Required
18/07/2023 [DBS] 1688BAF	T351 JALLOW	06/05/1988	CHEQSORG	E0112344566	6
					Case of the second seco
18/07/2023 [DS] 661TES	5104 TEST	08/07/1994	CHEQSORG	4123222114	A
					00

Screen Shot 26



# **Completed Results – Basic DBS**

## **DBS Results with content**

**Step 1** - Notification – see screen shot 27.

• The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on '**Completed**' in the Submitted section.

Transfer		
Queued	16	
Sent	4	
Submitted		
Processing		69
Completed		73

#### Screen Shot 27

Step 2 - Viewing a Certificate result with content – see screen shot 28.

- To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant's reference number (see screen shot 28). This information will stay in the '**Completed'** folder for 180 days from the issue date of the certificate.
- Certificate results with content will state "*Please wait to view applicant certificate*" in the Status column This means the certificate contains information and you will have to view the applicant's certificate to see this information.

RESULT		that have recently bee		LEVEL			ORGANISATION	
All	~	DBS	~	- Select		~	Select	
DISPLAY		ORDER BY						
10	~	Latest	~		SUBMIT			
Result Date	Reference	Sumame	Certific	cate No	Issue Date	St	tatus	Org Ref
Result Date 14/08/2020 [DBS]	Reference 048ROUT713			cate No 0000694	Issue Date 14/08/2020	Pl vi	ease wait to ew applicant	Org Ref
14/08/2020		058 ROUTE THREE	00000			PI vie ce	lease wait to ew applicant ertificate ertificate ontains no	
14/08/2020 [DBS]	048ROUT713	058 ROUTE THREE	000000	0000694	14/08/2020	PI via ce Ce	lease wait to ew applicant ertificate ertificate	INVOICE1

Screen Shot 28



**Step 3** – Indicating sight of the applicant's certificate – see screen shot 29.

To help an organisation keep track of which applicants have brought their certificate in and been viewed by the organisation, the system is able to record the date the applicant's certificate has been seen by their organisation or whether sight is not required. As an Applicant Manager, you can add this date on to an application to indicate that their certificate has been sighted.

To add the date or to view whether a date has been added, click on the reference number of the application from the '**Completed'** folder (see screen shot 28 above). Once in the application, the date can be added in the '**Applicant's Certificate'** section at the top of the screen (see screen shot 29 below).

Application The details of this application of		ROUT7130	58	
App Created:	14/08/2020	E-Sent:	14/08/2020	
Check ID (Route 3) :	14/08/2020	E-Receipt:	14/08/2020	
Section Y:	14/08/2020	E-Result:	14/08/2020	
Approved:	14/08/2020	Registered For Upda	ite Service >	
Csig Auth:	14/08/2020	Leavers Date:		
Invoice Sent:	14/08/2020			
Applicant's Certificate Seen Not required	TION			

Screen Shot 29



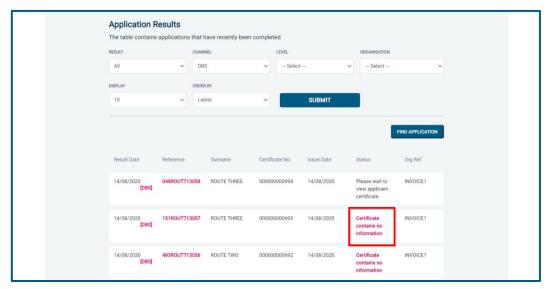
## **Clear DBS results**

Step 1 - Notification – refer back to screen shot 27 above.

• The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on '**Completed**' in the Submitted section.

Step 2 - Viewing a clear certificate result- see screen shot 31.

- To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant's reference number (see screen shot 31). This information will stay in the '**Completed'** folder for 180 days from the issue date of the certificate.
- Clear certificate results will state "Certificate contains no information" in the status column This means the certificate contains no criminal convictions, cautions, warnings or reprimands.



### Screen Shot 30

Step 3 - Viewing a Result Snapshot for clear applications – see screen shots 31 & 32.

• As an Applicant Manager you can click on the '*Certificate contains no information*' wording in the status column to view a Result Snapshot for this application (see screen shot 32 below).

Please note that the Result Snapshot is for information purposes only, it does not represent a DBS certificate or act as a DBS certificate alternative. The information contained within the snapshot is not to be viewed by or passed to any individual who does not have the appropriate authority to view it.



DASHBOARD	APPLICATIONS	RESULTS	EBULK ADMIN	RB ADMIN	REPORTS	£
Decul	t Sponsho	t Doou	lto >			
Resul	t Snapsho	t Resu	its >			
DOWNLOAD	RESULT SNAPSHOT					
Result S	nanshot			View Ap	plication	
	te Details					
LEVEL OF CHEC						
CERTIFICATE N	000000006	93				
ISSUE DATE	14/08/2020					
CERTIFICATE R	SULT Certificate co	ontains no informatio	n			
Applica	nt Personal Details					
SURNAME	ROUTE THRE	E				
FORENAME(S)	COUNTERSIG	SNED				
OTHER NAMES	PREVIOUSSU PREVIOUSSO	IRNAME, Surname fr RENAME, Forename	om 1985 to 2000 from 1985 to 2000			
SURNAME AT B	RTH PREVIOUSSU	IRNAME				
DATE OF BIRTH	02/10/1985					
PLACE OF BIRTI	UK TOWN					
GENDER	Male					
CURRENT ADDF	ESS FLAT 1 UK STREET UK TOWN UK COUNTY AAQO QAA GB					
Employ	nent Details					
POSITION APPL	ED FOR POSITION - C	HILD WORKFORCE				
NAME OF EMPL	DYER INVOICE CLI	ENT 1				
0	Police Records of Convictions, Ca	utions, Reprimands	and Final Warnings			
	none recorded					
0	DBS Children Barred List Informal	lion			5	
	none recorded					
					=	
	DBS Adults Barred List Informatio	in				
	not requested					
Disclaimer						
certificate an	at this result snapshot is for info d does not act as a DBS certificate tributed or passed on to (directly)	alternative in any w	ay. The information contained w	ithin this result snapshot is n		
BACK						

As the Registered Body/Employer does not receive a copy of a completed DBS certificate, we advise that you have sight of the applicant's certificate regardless of the status outcome on eBulkPlus; however, this is for your organisation to decide based on your own internal policies. For completed applications with a result status of *"Please wait to view applicant's certificate"* you must view the applicant's certificate before making a recruitment decision.



# **Completed Results – Basic Disclosure Scotland**

## 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 '**Completed**' found on the Dashboard (see screen shot 27).

## 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 33 & 34). This disclosure result will be retained on the system for 90 days, the rest of the metadata will be retained on the system, even after the disclosure has been archived until it has been purged or deleted.

## **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:**

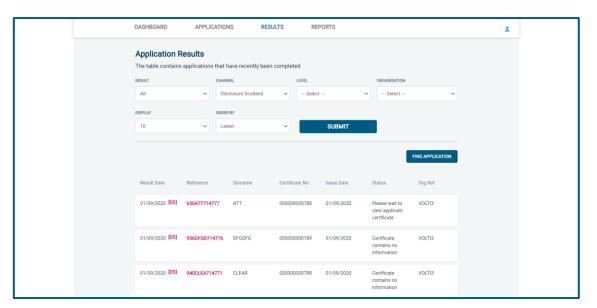
### **Step 1 - Security Watchdog receives Disclosure Certificate with no content**

• 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 'Completed' (see screen shots 27, 33 & 34).





Applic	ations	→ 661TES	T5104		
	is application can b				
App Created:		12/01/2023	E-Receipt:	18/07/2023	
Check ID:		07/01/2023	Invoice Sent:	21/07/2023	
Approved:		12/01/2023	Certificate Received:	18/07/2023	
Csig Auth:		18/07/2023	Certificate Sent On:	Incomplete	
E-Sent:		18/07/2023	Certificate Sent On.	incomplete	
OVERVIEW	APPLICATION	DOCUMENTS			
Applicat	ion Header				
APPLICANT NAM	ME	TEST NAME TEST			
DATE OF BIRTH		08/07/1994			
ORGANISATION	NAME	CHEQS ORGANISATION			
OUR REFERENCI	E	661TEST5104			
DATE OF CONSE	NT	12/01/2023 19:24:40			
Disclosu	ire Scotland A	pplication			
STATUS		Application Complete			
DISCLOSURE RE	SULT	Certificate contains no inform	nation		
CERTIFICATE NO	)	4123222114			
ISSUE DATE		18/07/2023			
APPLICATION T	YPE	Basic			
DISCLOSURE SC	OTLAND BARCODE	4123222114			
📆 Downloa	d Cover Letter				



# **Completed Results – Right to Work**

**Step 1** - Notification – refer back to screen shot 27 above.

• An automated email will be issued once a digital Right to Work check has been completed. To view a result for a Right to Work application, please return to the Dashboard and click on '**Completed**' in the Submitted section.

Step 2 - Viewing a Right to Work result- see screen shot 35.

- To view the result of the Right to Work check, click on the applicant's reference number (see screen shot 35). This information will stay in the '**Completed'** folder for 365 days from the issue date of the digital ID report. To download the full PDF report, click '**Download Digital ID Report**' (see screen shot 36.)
- Digital Right to Work results will state one of the following results in the 'Status' column;
  - **Pass** The applicant's Right to Work has been successfully established
  - **Fail** The applicant's Right to Work has not been successfully established, you will need to download the Digital ID Report to understand why
  - See Report The applicant's Right to Work check has been carried out and involved a share code as the applicant is of non-UK origin. You will need to download the Digital ID Report to get the full detail of their Right to Work status

DASHBOARD	APPLICATION	S RESULTS	REPORTS			1
Application F The table contains		ave recently been comple	eted			
RESULT	CHANNE	EL.	LEVEL	ORGANISATION	4	
All	✓ Se	lect — 🗸 🗸	Select	~ All	~	
DISPLAY	ORDER	8Y	·			
10	✓ Late	st 🗸 🗸	SUBMIT			
Result Date	Reference	Sumame Certi	ficate No Issue Date	Status	FIND APPLICATION	
31/01/2023 [RTW]	1208PAWA453	PAWAR	31/01/2023	Pass	VPINV	
31/01/2023 [RTW]	1838PAWA449	PAWAR	31/01/2023	Pass	VPORG	

Screen Shot 34



DASHBOARD	APPLICATIONS	RESULTS	REPORTS	*
Application The details of this application can	S → 1931BART2	37		
App Created:	09/02/2023			
OVERVIEW APPLICATION	DOCUMENTS			
Application Header				
APPLICANT NAME	JORDAN BARTON			
DATE OF BIRTH	01/01/1992			
ORGANISATION NAME	CHEQS ORGANISATION			
OUR REFERENCE	1931BART237			
DATE OF CONSENT	09/02/2023 15:32:57			
Right To Work Chec	k			
STATUS	Application Complete			
APPLICATION TYPE	Digital Right To Work			
DIGITAL RTW CHECK RESULT	Pass			
ISSUE DATE	20/07/2023			
Download Digital ID Report				

Screen Shot 35



# **Find an Application**

Step 1 - Finding an individual application – see screen shots 37 & 38.

• To find an individual application pre or post processing or that has been archived, select from the Dashboard the Applications tab and then click on 'Find Application'.

Subjections for Checking         Disk the reference number to view the application details and complete the required sections.         Disk the reference number to view the application details and complete the required sections.         Disk the reference number to view the application details and complete the required sections.         Disk the reference number to view the application details and complete the required sections.         Disk to 's application details and complete the required sections.         Disk to 's application details and complete the required sections.         Disk to 's application details and complete the required sections.         Disk to 's application details and complete the required sections.         Disk to 's application details and complete the required sections.         Disk to 's application details and complete the required section.         Disk Created Our Ref       Sumame       Date Of Birth       Org Ref       Checka Required         20/07/2023       [DBS]       19168ART354       TEST       06/03/1983       CHEOSORG       Some       Som	DASHBOARD	APPLICATIONS	RESULTS	REPORTS
CHANNEL LEVEL ORGANISATION DISPLAY  Select -   Generation  Generat	Applications for Check	ing		
Select	Click the reference number to vie	w the application details and compl	ete the required sections.	
ORDER BY       Latest     SUBMIT       Date Created     Our Ref       Sumame     Date Of Birth     Org Ref       Checks Required       20/07/2023     [DBS]       1916BART354     TEST       06/03/1983     CHEOSORG       Sumame     CHEOSORG	CHANNEL	LEVEL ORGAN	SATION	DISPLAY
Latest SUBMIT  FIND APPLOA  Date Created Our Ref Surname Date Of Birth Org Ref Checks Required  20/07/2023 [DBS] 1916ART354 TEST 06/03/1983 CHEQSORG	- Select	✓ - Select ✓ All		~ 10 ~
Date Created Our Ref Surname Date Of Birth Org Ref Checks Required 20/07/2023 [DBS] 1916BART354 TEST 06/03/1983. CHEQSORG	ORDER BY			
Date Created     Our Ref     Sumame     Date Of Birth     Org Ref     Checks Required       20/07/2023     [DBS]     1916BART354     TEST     06/03/1983     CHEOSORG     Image: Checks Required	Latest 🗸	SUBMIT		
Date Created     Our Ref     Sumame     Date Of Birth     Org Ref     Checks Required       20/07/2023     [DBS]     1916BART354     TEST     06/03/1983     CHEQSORG     Image: Checks Required				
20/07/2023 [DBS] 1916BART354 TEST 06/03/1983 CHEQSORG				FIND APPLICATION
20/07/2023 [DBS] 1916BART354 TEST 06/03/1983 CHEQSORG				
	Date Created Our Re	l Surname	Date Of Birth Org Rel	Checks Required
20/07/2023 [DBS] 1035MIT5282 SMITH 10/10/1984 CHEQSORG	20/07/2023 [DBS] 1916BA	RT354 TEST	06/03/1983 CHEQS	DRG
20/07/2023 [DBS] 1035MIT5282 SMITH 10/10/1984 CHEQSORG				ORG
985	20/07/2023 [DBS] 103SM	IT5282 SMITH	10/10/1984 CHEQS	DRG
				COS
20/07/2023 [RTW] 185BART5283 BARTON 15/02/1992 CHEQSORG	20/07/2023 [RTW] 185BA	RT5283 BARTON	15/02/1992 CHEQS	DRG
VIII VIII VIII VIII VIII VIII VIII VII				RTW
19/07/2023 [DS] 219SMIT5285 SMITH 10/05/1983 CHEQSORG	19/07/2023 [DS] 219SM	IT5285 SMITH	10/05/1983 CHEQS	DRG 🕘

**Screen Shot 36** 

• The following box will appear for you to enter as much of the applicant's details as you have available. E.g. if you only enter the surname without date of birth or DBS reference, it will bring up a list of every applicant with that surname. However, if you enter their 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.

ĺ	Find applications by any or all of the following fields						
it.	Find Application our reference:						
	FORENAME:						
	SURHAME						
	DATE OF BURTH:						
1	DD V MM V YYYY V APPLICATION REFERENCE						
5	SEARCH ARCHIVED :						
4	SEARCH						

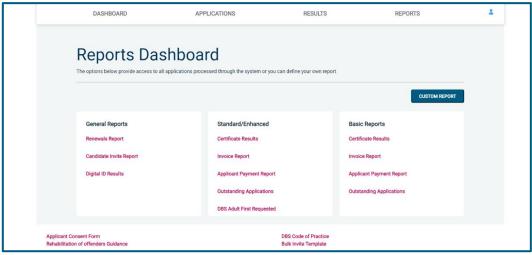
Screen Shot 37



## Reports

**Step 1** - Running a report – see screen shot 39.

• To run a report, you need to return to the Dashboard and select the tab '**Reports**' and then select the report you wish to run. There are currently a number of standard reports that you can choose from, however it is also possible to run a customised report (please note that as you only process Standard/Enhanced DBS checks, you can ignore the right-hand section of the reports screen containing Basic Disclosure report information).



Screen Shot 38

Stage 2 – Invoice Report – see screen shot 39 above.

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

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



**Stage 3** - Customised Reports and selecting field headings – see screen shot 40.

• 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.

DASHBOARD	AP	PLICATIONS	RESULTS	REPO	RTS
Create Rep	oort				
Define Report Parameters					
DATE FROM		DATE TO		ORGANISATION	
01 V Jun	✓ 2023	30 🗸 Jun	✓ 2023 ✓	All	~
DATE TYPE	LEVEL		STATUS	ROUTE TAKEN (DBS ON	ILY)
Created Date	∽ − Select −	~	- Select -	✓ - Select -	~
CHANNEL		DISPLAY		ORDER	
All	~	10	~	Oldest	~
			SEARCH ARCHIVED	SU	вміт
			TICK ALL	1017	CK ALL
Select which fields you want to dis	splay in the report		TICK ALL	UNTI	CK ALL
Application Data					
Forename		NI Number		DBS Profile Id	
Surname		Position		Employment Sector Type	
DOB		Applicant Email		Purpose Of Check Type	
Application Fields			_		_
Created Date		Channel		Application Ref	<
View		Our Ref		Purged Flag	
Status		Application Type			
Processing					
Approved Date		Sent Date		Withdrawn By	
Approved By		Query Flagged Date	0	Withdrawn Date	0
Csig Auth Date	0	Query Resolved Date		Reason For Withdrawal	0
Result					
Certificate No		Cert Issue Date		Cert Seen Date	
Cert Result		Cert Received Date		Risk Assessment	
Result Date		Cert Sent Date		Cert Upload Consented	

Screen Shot 39

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 FOR SECURITY REASONS.

## **CONTACT DETAILS**

If you experience any technical issues with the online system, please contact our Customer Service Team on 0333 777 8575. Lines open 9.00am-5.00pm Monday to Friday. Alternatively, you can contact us by e-mail at <u>info@carecheck.co.uk</u>



# **DBS List of Acceptable Identification**

Route 1 – For all applicants except paid non-UK nationals (3 documents to be seen

1 document from Group 1. 2 further documents from Group 1, 2a or 2b

Combination of documents must confirm name, DOB & current address.

If unable to satisfy Route 1, proceed to Route 2/Fingerprints.

### Fingerprints

Paper application form required (unable to process online).

Attendance at a local Police Station for fingerprints to be taken.

Route 2 – UK applicants only (3 documents to be seen plus an External ID Check)

1 document from Group 2a. 2 further documents from Group 2a or 2b.

Combination of documents must confirm name, DOB & current address.

If unable to satisfy Route 2, proceed to Route 3/Fingerprints.

Route 3 – For UK applicants only (5 documents to be seen)

A UK Birth Certificate issued after birth. 4 further documents, 1 from Group 2a, 3 from 2a or 2b.

At least one of the documents must show the applicant's current address.

If unable to satisfy Route 3, proceed to Fingerprints.

#### For paid non-UK nationals only

(3 documents to be seen)

1 Primary Document 2 Supporting Documents from Group 1, 2a or 2b.

Combination of documents must confirm name, DOB & current address.

If unable to satisfy this route, DBS check cannot be submitted.

#### **Group 1** Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence photo card (UK / Isle of Man / Channel Islands) (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands) (Issued within 12 months of birth)
   Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces. (Photocopies are not acceptable)
- Adoption Certificate (UK / Channel Islands)

### Paid Non-UK Nationals

### Primary Documents

- A current passport or passport card showing that the holder is a national of the Republic of Ireland.
- A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.
- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK.
- Online evidence of immigration status. Either via the View and Prove service or using the BRP or BRC online service. Issued by the Home Office to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question. Must be valid. Note: this includes the EUSS digital status confirmation.
- A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.



- A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
- A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom for a time limited period and to do the type of work in question.
- A frontier worker permit issued under regulation 8 of the Citizens' Rights (Frontier Workers) (EU Exit) Regulations 2020.
- A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement
  indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official
  document giving the person's permanent National Insurance number and their name issued by a government agency or a previous
  employer.
- A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
- An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
- A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Group 2a Trusted Government Documents	Group 2b Financial & Social History Documents
<ul> <li>Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional)</li> <li>Current Driving Licence – paper version (UK / Isle of Man / Channel Islands) (Full or Provisional)</li> <li>Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth)</li> <li>Marriage / Civil Partnership Certificate (UK / Channel Islands)</li> <li>HM Forces ID Card (UK)</li> <li>Fire Arms Licence (UK / Isle of Man / Channel Islands)</li> <li>Immigration document, work permit or VISA (Issued outside of UK) (Valid only for roles whereby applicant is living and working outside of UK.)</li> <li>Please note if a document in the List of Valid Idu</li> </ul>	<ul> <li>Mortgage Statement (UK) **</li> <li>Bank/Building Society Statement (UK / Channel Islands) * Monzo statements or statements printed from the internet are not acceptable</li> <li>Bank/Building Society Account Opening Confirmation Letter (UK) *</li> <li>Credit Card Statement (UK) *</li> <li>Financial Statement e.g. pension, endowment, ISA (UK) **</li> <li>P45/P60 Statement (UK / Channel Islands) **</li> <li>Council Tax Statement (UK / Channel Islands) **</li> <li>Utility Bill (UK) - Not Mobile Phone *</li> <li>Benefit Statement (UK / Channel Islands) *</li> <li>Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK / Channel Islands) *</li> <li>e.g. DWP, Employment Service, HMRC, Job Centre, Social Security</li> <li>EEA National ID Card – must be valid</li> <li>Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid</li> <li>Irish Passport Card – must be valid (Cannot be used with an Irish Passport)</li> <li>Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)</li> <li>Non-UK Bank/Building Society Statement * Branch must be located in the country in which the applicant lives and works</li> <li>Letter of Sponsorship from future employer Non-UK only – valid only for applicants residing outside UK at time of application</li> </ul>
<ul> <li>Denoted with * - issued in the last 3 r</li> <li>Denoted with ** - issued in the last 1</li> </ul>	