

Basic DS Online Disclosure Guide (eBulkPlus)

ID Checker Guidance Notes





Contents

ID checker guidance notes	3
Logging onto the system	3
Section A – How to login	3
Section B – How to verify ID	6
Disclosure Scotland List of Acceptable Identification	9



ID checker guidance notes

The eBulkPlus online basic Disclosure Scotland (DS) 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.

You have been granted access to eBulkPlus in the role of an ID Checker. An ID Checker can view all applications created under the organisation or specific division they have been created under. The ID Checker can stipulate what ID has been seen in relation to an applicant. The ID Checker will then need to advise an Applicant Manager or Countersignatory (where applicable) within their organisation or division to approve the application for countersigning.

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, which shows three white boxes. NB *Please note at this stage of the process, your login details are case sensitive.

- 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 subm	nitted eBulkPlus applications.
ORGANISATION REFERENCE *	PIET LOGIE: 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 entry, lease can be changed to your own choice.
DATE OF BIRTH* DD V MM V YYYY V BACK	Forgotten your login details? Forgotten your password?

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 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 still have difficulty gaining access to the system please contact 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.

Application Management Please enter your password.		
ASSWORD*	LOGIN	PRICE LOOKE 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 password?

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 email 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.

System Security Please create a new password and enter your Date of B Application Management section. The password must be between 8-30 alphanumeric chr lower case letter. It must also contain at least one spec	lirth. These details will then be used for all future system access to the aracters with no whitespace and contain one upper case letter and one jal character and at least one digit.
Your Login Details current Password: confirm New Password: confirm New Password: confirm New Password: DATE OF BIRTH: 01 Jan 2001	
ВАСК	UPDATE

Screen Shot 3

• Please then click 'Update'



• 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	

Screen Shot 4

• This will now take you to the eBulkPlus homepage containing a list of **'Applications for ID Checking'**. Please note the list may contain both DBS and Disclosure Scotland applications. DBS applications are marked with 'DBS' and Disclosure Scotland applications are marked with 'DS'

APPLICA	TIONS						*
Application The table conta	ns for II	D Checking ations waiting ID verif	ication.	alata tha 10 unification anati			
CHANNEL	ice numb		ion details and con	ne	OPGANISATION		
- Select		 ✓ — Select 	- v w	aiting ID Check	 All 	~	
DISDLAY		OPDER BY					
10	~	Latest	~	SUBMIT			
						FIND APPLICATION	
Date Created		Our Ref	Sumame	Date Of Birth	Org Ref	Checks Required	
26/07/2023	[DBS]	612TIPT5321	TIPTON	16/04/1983	BRONZELABS	oos	
26/07/2023	[DBS]	993TIPT5320	TIPTON	16/04/1983	BRONZELABS	065	
26/ <mark>07/2023</mark>	[DBS]	055TIPT5318	TIPTON	16/04/1983	BRONZELABS	Des Contraction	
26/07/2023	[DBS]	094TIPT5317	TIPTON	16/04/1983	BRONZELABS	ees e	
25/07/2023	[DBS]	026TIPT5313	TIPTON	16/04/1983	BRONZELABS		
20/07/2023	[DBS]	1916BART354	TEST	06/03/1983	CHEQSORG	005	
18/07/2023	[DBS]	574TEST5280 🤱	TEST	04/04/1996	CHEQSORG	Des RTW	
18/07/2023	[DBS]	836TEST5278 🤱	TEST	07/05/1990	CHEQSORG	CES CES	
18/07/2023	[DBS]	1235CHIB349	CHIBUA	01/01/1988	HARBOUR		

Screen Shot 5



Section B – How to verify ID

Step 1 - On the Applications page, click on the relevant applicant's reference number to open the application form (see screen shot 6 below).

Applicati The table co	Applications for ID Checking The table contains applications waiting ID verification.						
Click the refe	erence numb	er to view the ap	plication details and	complete the ID verification se	ction.		
CHANNEL		LEVE	EL .	STATUS	ORGANISATION		
Select		×	Select V	Waiting ID Check	~ All	~	
DISPLAY		ORDER BY					
10	~	Latest	~	SUBMIT			
						FIND APPLICATION	
Date Creater	d	Our Ref	Surname	Date Of Birth	Org Ref	Checks Required	
26/07/2023	[DBS]	612TIPT5321	TIPTON	16/04/1983	BRONZELABS	E ES	
26/07/2023	[DBS	993TIPT5320	TIPTON	16/04/1983	BRONZELABS	1 00	
26/07/2023	[DBS]	055TIPT5318	TIPTON	16/04/1983	BRONZELABS	100	
26/07/2023	[DBS]	094TIPT5317	TIPTON	16/04/1983	BRONZELABS	Des	
25/07/2023	[DBS]	026TIPT5313	TIPTON	16/04/1983	BRONZELABS	ED.	
20/07/2023	[DBS]	1916BART354	TEST	06/03/1983	CHEQSORG	CES CES	

Screen Shot 6

Step 2 - You will now see two tabs (overview and application), and you will need to check the applicant's completed form (screen shot 7 & 8 below).



APPLICATIONS		4
Applications	→ 574TEST5280	
The details of this application can be	viewed below.	
App Created: Check ID:	18/07/2023 Incomplete	
OVERVIEW APPLICATION		
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	

Screen Shot 7

Step 3 - 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).

OVERVIEW APPLICATION	N
Third Party Details	
FORENAME	
SURNAME	
EMAIL	
TELEPHONE NO	
JOB TITLE	
Personal Details	
TITLE	MR
FORENAMES	TEST
SURNAME	TEST
DATE OF BIRTH	01/01/1998
GENDER	MALE
NI NUMBER	
MOTHERS MAIDEN NAME	TEST

Screen Shot 8

Step 4 – Verifying ID

- You will notice a box at the top of the screen, which highlights if the ID has been verified or not (see screen shot 7 above), with a section completion date. It will say in red 'Incomplete' if the section has not been completed. If there is a date present, 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 above). 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 8 below).



Description Brown in clonentic y check to ensure the personal details entered on this application match the details held by the individual this check is being carried out against. With the individual this check is being carried out against. The identity check can either be carried out using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you by the applicant. With the options below, how you wish to validate the identity of the individual this application has been completed for. Image: Select from the options below, how you wish to validate the identity of the individual this application has been completed for. Image: Select from the options below, how you wish to validate the identity of the individual this application has been completed for. Image: Select from the options below, how you wish to validate the identity of the individual this application has been completed for. Image: Select from the options below, how you wish to validate the identity of the individual this application has been completed for. Image: Select from the options below, how you wish to validate the identity of the individual this application has been completed for. Image: Select from the options below, how you wish to validate the identity of the individual this application to use the personal details application to uset the personal details application to use the personal details a	APPLICATIONS	1
You are now required to undertake an identity check to ensure the personal details entered on this application match the details held by the individual this check is being carried out against. The identity check can either be carried out using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you by the applicant. Please select from the options below, how you wish to validate the identity of the individual this application has been completed for. Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required) Estart the period is "You way to envirt the Applicant' to independe a biotral, it belief using our centry estimate period is a digital ID check allow obtained Complete the ID check using a digital ID check allorad potation	Identity Check Method	
The identity check can either be carried out using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you by the applicant. Please select from the options below, how you wish to validate the identity of the individual this application has been completed for. Newsense to undertake a digital ID check (plus digital Right to Work check if required) SELECT the orthour wrou wais to swrite the APPLICANT to undertake a digital ID check (plus digital Right to Work check if required) SELECT the orthour wrou wais to swrite the APPLICANT to undertake a complete the D check using a digital ID check already obtained SELECT the Orthour Wrou wais to swrite the APPLICANT to undertake on CENTRED DENTRY SERVICE PROVIDER	You are now required to undertake an identity check to ensure the personal details entered o details held by the individual this check is being carried out against.	on this application match the
Please select from the options below, how you wish to validate the identity of the individual this application has been completed for. Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required) SELECT THIS OFTION IF YOU HIGH TO EVITE THE APPLICANT TO UNDERGO A DISTAL ID OHECK USING OUR CERTIFIED DEDITITY SERVICE PROVIDER SELECT THIS OFTION IF YOU HAVE ALIREADY CARRED OUT A DISTAL ID OHECK THEOLOGH YOUR OWN PROVIDER	The identity check can either be carried out using a certified identity service provider (IDSP) documents provided to you by the applicant.	or by manually witnessing original
Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required) Instant mesormore you water to ever the Averuceant to underso a bisch, is check using our commets bentry service recorder gosty Complete the ID check using a digital ID check already obtained SLECT THE OPTION # YOU HAVE AURICADY CARRED OUT A BISTAL ID CHECK THEOUGH YOUR OWN PROVIDER	Please select from the options below, how you wish to validate the identity of the individual t completed for.	this application has been
Complete the ID check manually using original documents provided by the splicant. SELECT THIS OPTION IF YOU HAVE CARRED OUT THE ID CHECK MANUALLY USING DOCUMENTS PROVIDED BY THE APPLICANT	Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required) setter the ortion e viou wish to exvite the Analysiant to undersion a bistral to check using a digital ID check already obtained Complete the ID check using a digital ID check already obtained SELECT thes ortion e viou wave AUEADY CARRED OUT A BISTRAL TO ORDER YOUR OWN PROVIDER Complete the ID check manually using original documents provided by the applicant select thes ortion e viou wave CARRED OUT THE ID CHECK MANUALLY USING DOCUMENTS PROVIDED BY TH	TIPIED DENTITY SERVICE PROVIDER 1 14 APPLICANT

Screen Shot 9

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 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 9 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 10 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.



APPLICATIONS	÷
Create Digital ID Invite Applications > 449PAWA713465 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 Detroy Order UTM** - select - - select - Profit Nor + Opdate D Check	

Screen Shot 10

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 11 & 12 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 and 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 > 92 (174WA7,1230) Rease confirm the deals of the clinital 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 record, bease click Download Digital ID Record Thelow.	
Digital ID - Identity Documents	
Please select from the drop-down lists about the documents that wave verifield by the certifield (sentry Service Provide (IDSP) as part of the certifield in the second se	
verified manually using a document provided by the applicant that meets DBS/Disclosure Scotland criteria.	
APPLOAT NAME	
VIKAS PAWAR	
APPLICANT CATEGORY	
UK_NATIONAL (UK netional resident in UK)	
CURRENT ALCRESS	
2 3PENCER PLACE CROYDON	
SURFEY ren ny	
UNITED KINGDOM	
DATE OF BRTH	
01/01/2000	
BOCUMENT 1	
Passport (current and valid)	
DOCUMENT 2	
- select - 🗸 🎽	
163 🗸	
DOFFAL D OHEOX REDUCT	
Pasa 🗸	
IDEP EXTERNATE OF COMPLETION	
Download Digital ID Report	
COST CODE / PERSONAL MARKER	
NAME OF DIDNTTY SERVICE PROVIDER (DSP) USED	
TrustD Limited	
bitte Diettra, ile Ovelec CAMPER OUT	
19 V Oct V 2022 V	

Screen Shot 11



Lidentity Check Applications > 867PAWA712659 Rease confirm the details of the digital ID check carried out below, for further information please refer to the identity counterest action of this screen Digital ID Check Result Digital D Check Result
Digital Di - dicatty Documents Hass setts from the diright own statists table to the sources that is a very wind by the carified barrow, Savid as calified to direct, the will need to be windered to be

Screen Shot 12 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 9 above and screen shot 13 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 > 890JALL712700
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 - Identity Documents Press election the dropdown ists balow the documents that wave verified by the cantified latently Service Provider (05P) as part of the doput D check criteria durit of the DDP was walked to walked the applicants defined as a part of digital D check, this will need to be writted smarkey using a document provider by the applicant that matel BSO/sockwas document document.
APECINT NAME
MARE JALLOW
APPUGART CATEGORY
UK_INATIONAL (UK national resident in UK)
CURRENT ADDRESS
LEST TEST
ARD DAA UNITE KINDOOM
NUT OF BRIT
0/0//1981
DOCUMENT 1 *
- select - V
DOUMENT 2
-select - V
CURRENT ADDRESS CHECKED
No 🗸
DATE OF BITH CHICKED
No 🗸
INP ORTFICATE OF COMPLETION
Drozes file No file chosen
COST CODE / PERSONNEL, NUMER
NAME OF EDNTTY SERVICE PROVER (EDIF) USED
DATE DOTAL O SHOC CARRED OUT

Screen Shot 13

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 9 above and screen shot 14 below.)



APPLICATIONS		
Identity Check Applications > 469PAWA712743 Please select the physical documents seen using the dropdown lists below, for further information please refer to identity Documents section of this screen.		
Identity Documents The spatiant must be table to show in document from Document 1 and 1 further document from Document 2. The combination of documentations, they can the applications is unable to provide this documentation. Course 12 documents		
Prease note - Disclosure Scotland have requested that if an Applicant indicates they have a Passport and/or a Driving Licence than this information must be provided.		
DOCUMENT 2		

Screen Shot 14

- Please select the ID that the applicant has provided for you from the drop down boxes. Guidance notes can be found at the end of this document and are in accordance with Disclosure Scotland Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a bank statement if it is more than 12 months old, and 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.
- Finally click 'Save' and then click the 'Return to Application' icon in the green box located at the top of the screen.

Once you have fully completed the applicant's identity verification, you will then need to liaise with your appointed Applicant Managers/Countersignatories for the application to be approved. Please note, until the application has been approved, the application will not be able to be forwarded to Disclosure Scotland for processing.



Find an Application

Step 1 - Finding an individual application – see screen shots 15 & 16.

• To find an individual application from the list of applications that require identity verification, please click on 'Find Application'

Applications for The table contains a	Applications for ID Checking The table contains applications waiting ID verification.								
Click the reference n	lick the reference number to view the application details and complete the ID verification section.								
CHANNEL	LEVEL	STATUS	ORGANISATION						
Select	✓ — Select —	✓ Waiting ID Check	✓ ✓ − Select −	~					
DISPLAY	ORDER BY								
10 ~	Latest	~	SUBMIT						
Date Created	Our Ref	Surname	Date Of Birth	FIND APPLICATION					
15/09/2020 [[DBS] 421TEST714891	TEST	01/01/1993	INVOICE1					
15/09/2020	DBS] 479NONE714883	NONEEA	02/10/1985	INVOICE1					
15/09/2020	DBS] 349EEA714882	EEA	02/10/1985	INVOICE1					

Screen Shot 15

• 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.

Find applications by any or all of the followi fields	ng ×	
FORENAME		ļ
SURVAME:		0
DATE OF BURTHE		IN
DD V MM V YYYY V APPLICATION REFERENCE:		IN
8		IN
		IN
SI SE	ARCH	IN

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 0333 777 8575. Lines open 9.00am-5.00pm Monday to Friday. Alternatively, you can contact us by e-mail at info@carecheck.co.uk



Disclosure Scotland List of Acceptable Identification

For all applicants (2 documents to be seen)

1 ID document 1 further proof of address document

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

If unable to supply required documents, basic check cannot be submitted.

Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence photo card (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands)
 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)
- Marriage / Civil Partnership Certificate (UK / Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)
- NHS Card
- EEA National ID Card
- National Identity Card from a country outside the European Economic Area (EEA)

Proof of Address Documents Issued within the last 12 months



- Mortgage Statement
- Bank/Building Society Statement
 Online statements are acceptable however Monzo statements are not acceptable
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (Online statements are acceptable)
- Financial Statement e.g. pension, endowment, ISA (UK)
- P45/P60 Statement (UK / Channel Islands)
- Council Tax Statement (UK / Channel Islands)
- Tenancy Agreement (must be typed, not handwritten)
- Utility Bill Not Mobile Phone (Online statements are acceptable)
- Insurance policy document or letter
- TV Licence letter (UK / Isle of Man / Channel Islands)
- Benefit Statement (UK) e.g. Child Allowance, Pension
- Document from Central/ Local Government/ Government Agency/ Local Authority (UK / Channel Islands) e.g. DWP, Employment Service, HMRC, Job Centre, NHS
- Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)
- Current Driving Licence photo card (Full or Provisional)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)