ID Checker Guidance Notes

DBS Online Disclosure Guide (eBulkPlus)

Contents

ID Checker Guidance Notes

Online Disclosure and Barring Service (DBS) checks can be completed by accessing the internet from any PC/Laptop that has this facility.

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 complete the Section Y details and approve the application for countersigning.

Logging onto the System

Please enter the following address into your web browser:

https://disclosure.capitarvs.co.uk/cheqs

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

Step 1. Click on **'Application Management'**, this will take you to the start of the application process.

- 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).**

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 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.**
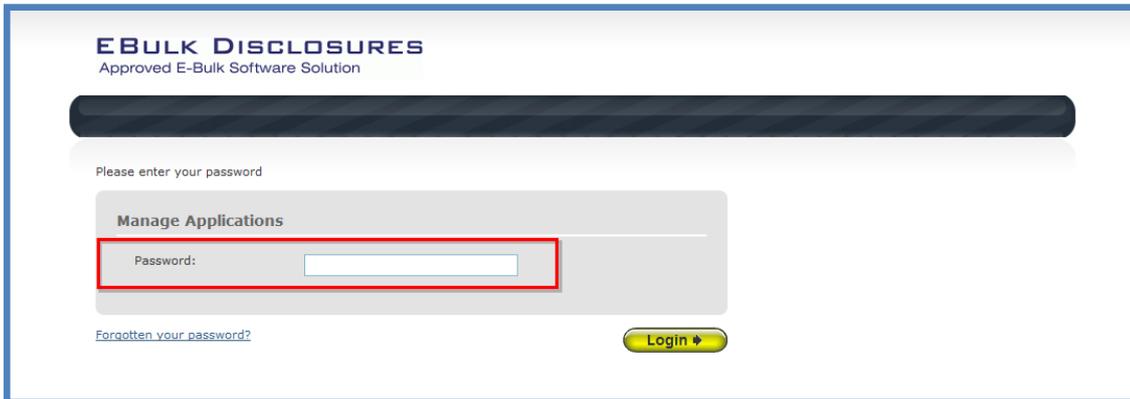
Screen Shot 2

- 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.
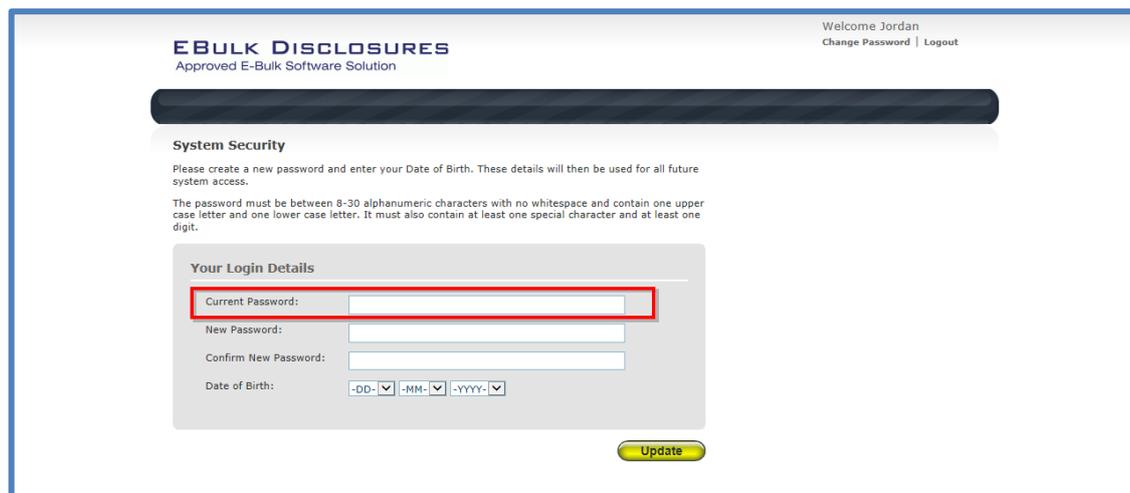
Screen Shot 3

- 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).
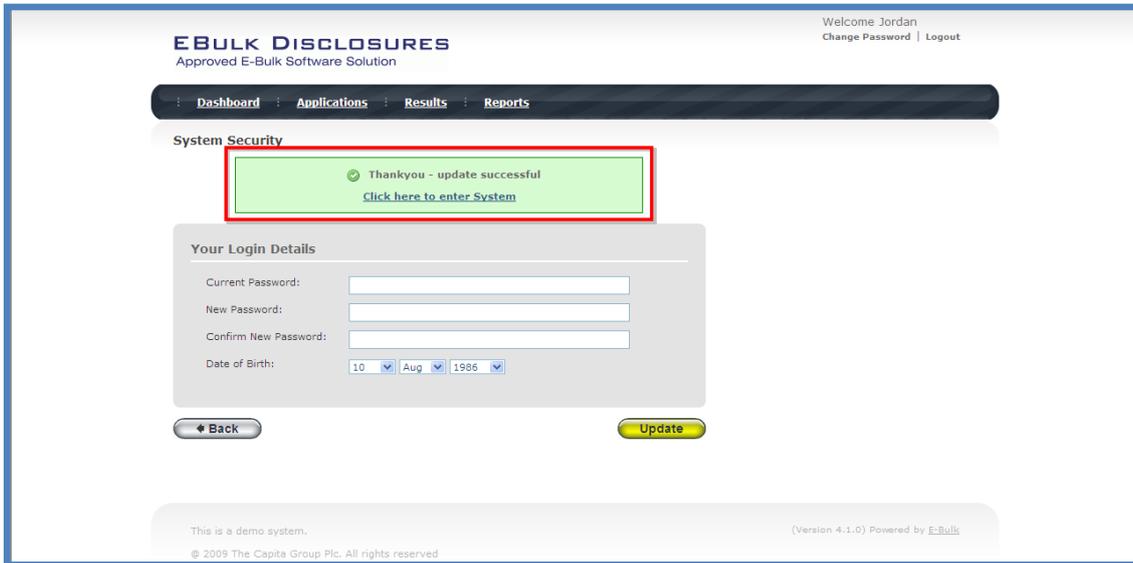
Screen Shot 4

- This will now take you to the eBulkPlus Home Page containing a list of '**Applications for ID Checking**'.
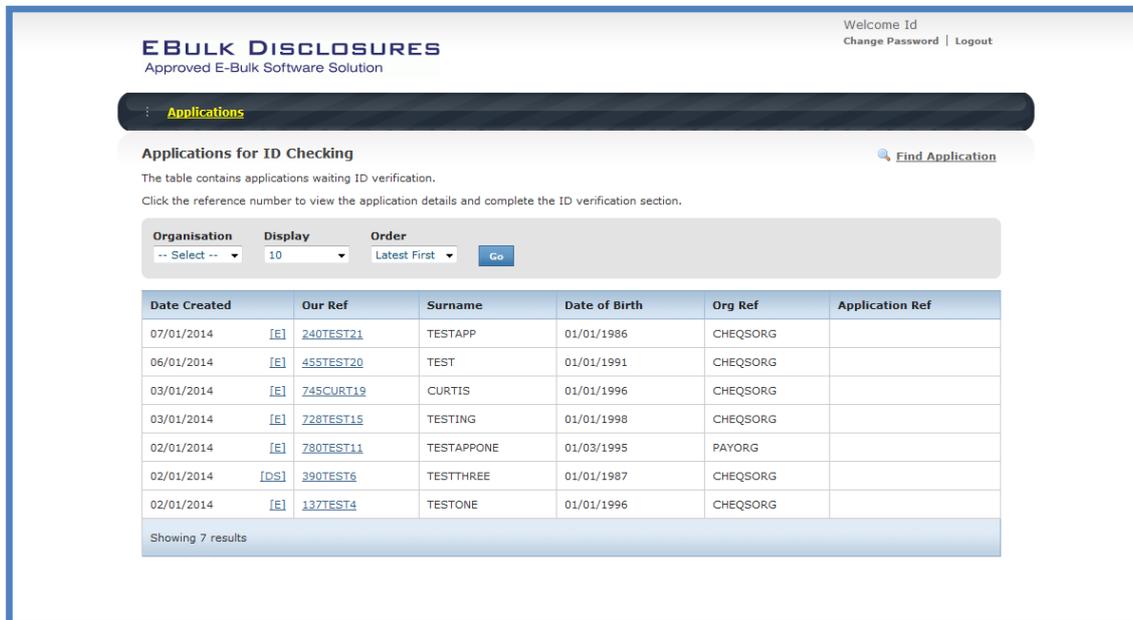
Screen Shot 5

How to verify ID

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

Screen Shot 6

Step 2 - Application Form, you will now see two tabs of the applicant's completed form. Overview and Application (screen shots 7 & 8).

Screen Shot 7

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).
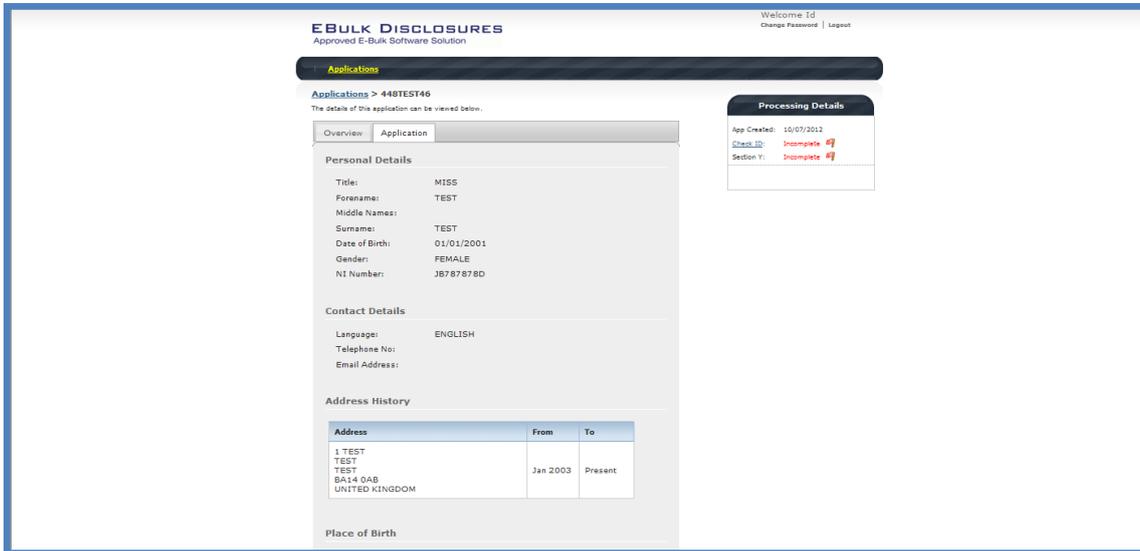
Screen Shot 8

Step 4 - Verifying ID

- You will notice on the right hand side of the screen a box 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**' with a flag if the section has not been completed for either ID verification or Section Y. If there is a green tick it means that this action has been completed and will show the date that it was carried out on.

- 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 – to the right of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shot 9 below).
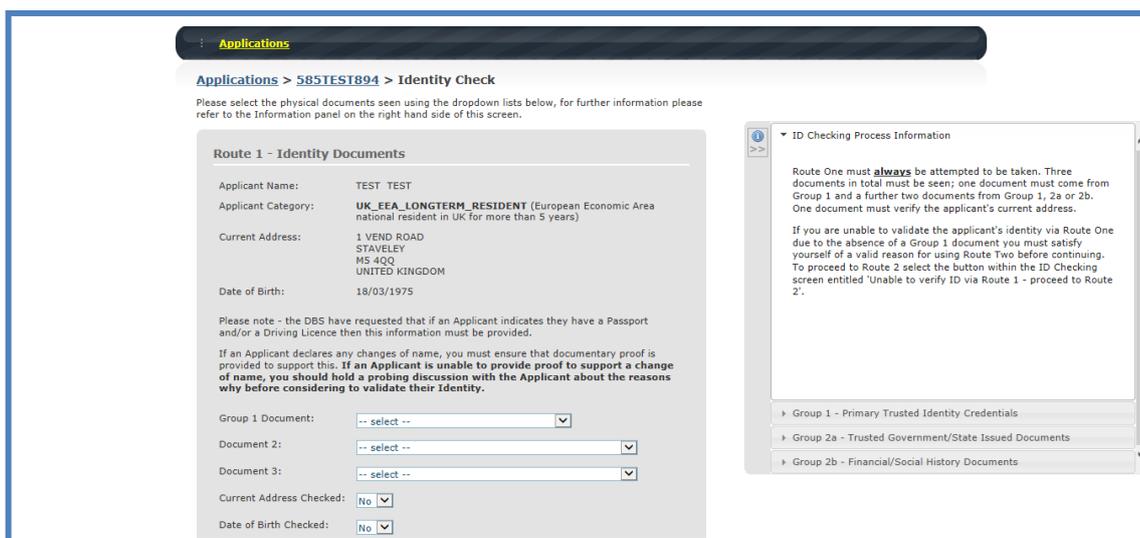
Screen Shot 9

eBulkPlus will automatically ascertain the route that should (or must) be taken based on the nationality stated by an applicant within their application form and will also take into account their 5 year address history. 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 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. 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).

Please note, that if an applicant cannot verify their identity via Routes 1, 2 or 3 they will not be able to process their application through e-Bulk and will need to complete a paper application stating 'NO' in section W59. Fingerprints will need to be taken and consent will be required by the applicant. An applicant who is a non-EEA national can only go through Route 1, if Route 1 cannot be taken then they will have to go straight to completing a paper application.

A full list of DBS acceptable ID for each route can be found at the end of this guide

Find an Application

Step 1 - Finding an individual application – see screen shots 10 & 11.

- To find an individual application from the list of applications that require identity verification, please click on '**Find Application**'
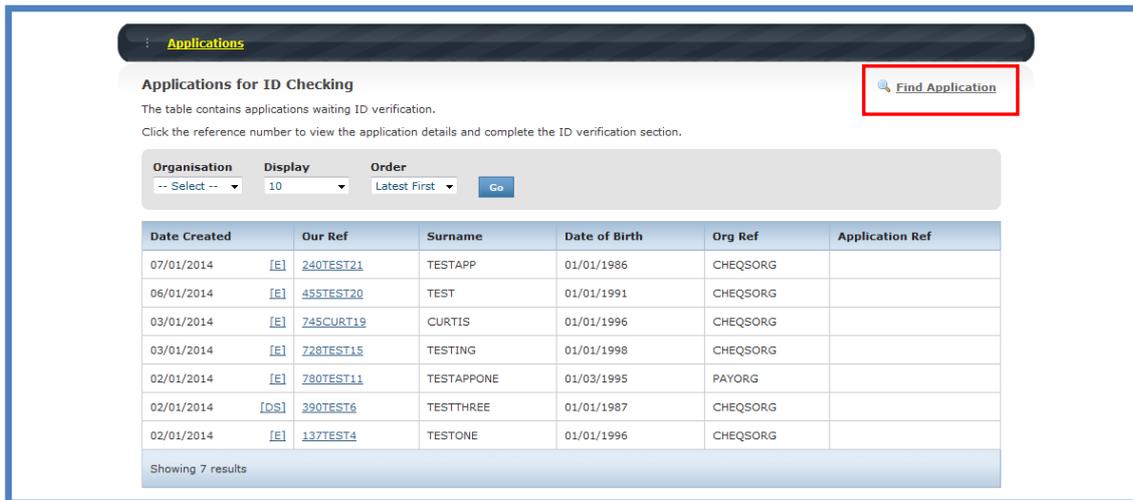
Screen Shot 10

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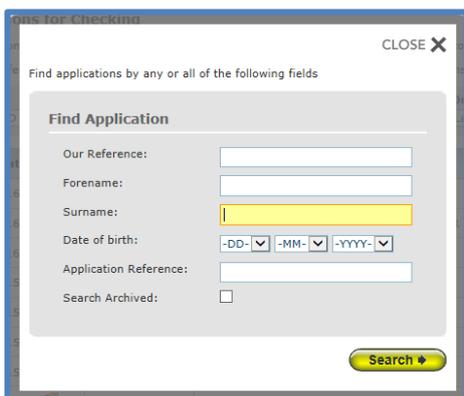
ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN TEN MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF (THIS IS DUE TO SECURITY REASONS).

CONTACT DETAILS

If you experience any technical issues with the online system, please contact our Client Relations Team on 01420558752. Lines open 9.00am-5.30pm Monday to Friday. Alternatively you can contact us by e-mail at dbs.enquiries@capita.co.uk

DBS List of Acceptable Identification

Fingerprints
Paper application form required (unable to process online).

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

Route 1
(3 documents to be seen)

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

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

Route 2
(3 documents to be seen plus an External ID Check)

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

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

Route 3
(5 documents to be seen)

A certified copy of a UK Birth Certificate. 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.

Group 1
Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence – photo card (UK / Isle of Man / Channel Islands and EU) (Full or Provisional)
- Birth Certificate (UK / Channel Islands) (Issued at the time 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)

Group 2a Trusted Government Documents	Group 2b Financial & Social History Documents
- Current Driving Licence – photo card (All Countries other than those in Group 1) (Full or Provisional) - Current Driving Licence – paper version (UK / Isle of Man / Channel Islands / EU) (Full or Provisional) - Birth Certificate (UK / Channel Islands) (Issued after the time of birth) - Marriage / Civil Partnership Certificate (UK / Channel Islands) - HM Forces ID Card (UK) - Fire Arms Licence (UK / Channel Islands)	- Mortgage Statement (UK or EEA) (Non-EEA Statements not accepted) ** - Bank/Building Society Statement (UK or EEA) (Non-EEA Statements not accepted) * - Bank/Building Society Account Opening Confirmation Letter (UK) - Credit Card Statement (UK or EEA) (Non-EEA Statements not accepted) * - Financial Statement e.g. pension, endowment, ISA (UK) ** - P45/P60 Statement (UK / Channel Islands) ** - Council Tax Statement (UK / Channel Islands) ** - Work Permit/Visa (UK Residence Permit, valid up to expiry date) - Utility Bill (UK) - Not Mobile Phone * - 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, Social Security - EU National ID Card – must be valid - Cards carrying the PASS accreditation logo (UK / Channel Islands) – must be valid - Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)

Please note if a document in the List of Valid Identity Documents is:

- Denoted with * - issued in the last 3 months
- Denoted with ** - issued in the last 12 months