



# **ID Checker Guidance Notes**

DBS Online Disclosure Guide (eBulkPlus)







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### **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).

EBULK DISCLOSURES Approved E-Bulk Software Solution	
Please enter your Organisation Reference, Username and Date of Birth  Manage Applications  Organisation Reference (*): Username (*): Date of Birth (*): -DD-  -MM-  -YYYY-	Information First Login: Please note that when you login for the first time you must enter the temporary DOB & Password as supplied to you in the two automated login emails, these can then be changed to your own choice.
Foraotten vour login details? Forgotten vour 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. (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.

EBULK DISCLOSURES Approved E-Bulk Software Solution	
Please enter your password	
Manage Applications Password:	]
Forgotten your password?	Login *

#### 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.

EBULK DISC Approved E-Bulk Softwar	LOSURES 9 Solution	Welcome Jordan Change Password   Logout
System Security Please create a new password as system access. The password must be between case letter and one lower case letter digit.	nd enter your Date of Birth. These details will then be used for all future 8-30 alphanumeric characters with no whitespace and contain one upper tter. It must also contain at least one special character and at least one	
Your Login Details Current Password: New Password: Confirm New Password: Date of Birth:	-DD-V -MM-V -YYYY-V	
	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).

EBULK DISCLOSURES Approved E-Bulk Software Solution	Welcome Jordan Change Password   Logout
: Dashboard : Applications : Results : Reports	
System Security   Thankyou - update successful Click here to enter System   Your Login Details  Current Password:  Current Password:  Date of Birth:  10 V Aug V 1986 V	
This is a demo system. © 2009 The Capita Group Pic. All rights reserved	(Version 4.1.0) Powered by <u>E-Bulk</u>

#### Screen Shot 4

• This will now take you to the eBulkPlus Home Page containing a list of 'Applications for ID Checking'.

Applications for ID Checking  Find Application Find Application Click the reference number to view the application details and complete the ID verification section.							
Organisation Select 🔻	Displ 10	lay Order • Lates	t First 🔹 Go				
Date Created		Our Ref	Surname	Date of Birth	Org Ref	Application Ref	
07/01/2014	<u>[E]</u>	240TEST21	TESTAPP	01/01/1986	CHEQSORG		
06/01/2014	[E]	455TEST20	TEST	01/01/1991	CHEQSORG		
03/01/2014	<u>[E]</u>	745CURT19	CURTIS	01/01/1996	CHEQSORG		
03/01/2014	<u>[E]</u>	728TEST15	TESTING	01/01/1998	CHEQSORG		
	<u>[E]</u>	780TEST11	TESTAPPONE	01/03/1995	PAYORG		
02/01/2014	[DS]	390TEST6	TESTTHREE	01/01/1987	CHEQSORG		
02/01/2014 02/01/2014			TESTONE	01/01/1996	CHEQSORG		
02/01/2014 02/01/2014 02/01/2014	[E]	137TEST4					

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).

Applications f	or ID (	Checking	rification			Sind Application
he table contains applications waiting ID vernication. Jick the reference number to view the application details and complete the ID verification section.						
Organisation Select 🔻	Disp 10	lay Oi • L	<b>der</b> atest First ▼ Go			
Date Created		Our Ref	Surname	Date of Birth	Org Ref	Application Ref
07/01/2014	<u>[E]</u>	240TEST21	TESTAPP	01/01/1986	CHEQSORG	
06/01/2014	<u>[E]</u>	455TEST20	TEST	01/01/1991	CHEQSORG	
03/01/2014	<u>[E]</u>	745CURT19	CURTIS	01/01/1996	CHEQSORG	
03/01/2014	<u>[E]</u>	728TEST15	TESTING	01/01/1998	CHEQSORG	
02/01/2014	<u>[E]</u>	780TEST11	TESTAPPONE	01/03/1995	PAYORG	
02/01/2014	[DS]	<u>390TEST6</u>	TESTTHREE	01/01/1987	CHEQSORG	
02/01/2014	<u>[E]</u>	137TEST4	TESTONE	01/01/1996	CHEQSORG	
Showing 7 results	3					

#### 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).

EBULK DIS Demonstration System	CLOSURES n	Welcome Id Change Password   Logout
: <u>Applications</u>		
Applications > 105BL00 The details of this application ca	1197 n be viewed below.	Processing Details
Overview Application Application Header		App Created: 25/01/2013 <u>Check ID</u> : Incomplete Section Y: Incomplete
Applicant Name:	JO BLOGGS	
Date of Birth:	01/01/1997	
Status:	Waiting ID Check and Section Y	
Our Reference: DBS Reference:	105BLOG1197	

**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).

EBL Approv	EBULK DISCLOSURES Approved E-Bulk Software Solution				Weld	come Id ge Password   Logout	
App	i Applications						
Applica The detail	Applications > 448TEST46 The details of this application can be viewed below.				Proc	essing Details	
Over	view Application				App Created: Check ID: Section Y:	10/07/2012 Incomplete 47 Incomplete 47	
T F M S D	itle: MISS orename: TEST iddle Names: urname: TEST ate of Birth: 01/01/2001						
G	ender: FEMALE I Number: JB787878D						
L. Tr Er	anguage: ENGLISH elephone No: mail Address:						
Add	lress History						
Ac	ldress	From	То				
1 1 T T T T B V U	TEST EST EST A14 0AB NITED KINGDOM	Jan 2003	Present				
Pla	ce of Birth						

#### **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).

: <u>Applications</u> <u>Applications &gt; 585TES</u>	1894 > Identity Check		
refer to the Information panel	on the right hand side of this screen.		
Route 1 - Identity De	ocuments	>>	▼ ID Checking Process Information
Applicant Name: Applicant Category:	TEST TEST UK_EEA_LONGTERM_RESIDENT (European Economic Area national resident in UK for more than 5 years)		Route One must <u>always</u> be attempted to be taken. Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address.
Current Address:	1 VEND ROAD STAVELEY M5 4QQ UNITED KINGDOM		If you are unable to validate the applicant's identity via Route One due to the absence of a Group 1 document you must satisfy yourself of a valid reason for using Route Two before continuing. To proceed to Route 2 select the button within the ID Checking creane artified 'Itable to varify ID via Boute 1 - proceed to Route
Date of Birth: Please note - the DBS hav and/or a Driving Licence t	18/03/1975 e requested that if an Applicant indicates they have a Passport hen this information must be provided.		2'.
an Applicant declares ar ovided to support this. I name, you should ho ny before considering	iny changes of name, you must ensure that documentary proof is if an Applicant is unable to provide proof to support a change id a probing discussion with the Applicant about the reasons to validate their Identity.		
Group 1 Document:	select		Group 1 - Primary Trusted Identity Credentials
Document 2:	select 🗸		Group 2a - Trusted Government/State Issued Documents
Document 3:	select 💙		Group 2b - Financial/Social History Documents
Current Address Checked:	No V		
Date of Birth Checked:	No V		

**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'

Applications f The table contains Click the reference	or ID ( application number		Rind Application			
Organisation Select 👻	Disp 10	ay Order • Latest	First 🔻 Go			
Date Created		Our Ref	Surname	Date of Birth	Org Ref	Application Ref
07/01/2014	<u>[E]</u>	240TEST21	TESTAPP	01/01/1986	CHEQSORG	
06/01/2014	[E]	455TEST20	TEST	01/01/1991	CHEQSORG	
03/01/2014	<u>[E]</u>	745CURT19	CURTIS	01/01/1996	CHEQSORG	
	[E]	728TEST15	TESTING	01/01/1998	CHEQSORG	
03/01/2014						
03/01/2014 02/01/2014	<u>[E]</u>	780TEST11	TESTAPPONE	01/03/1995	PAYORG	
03/01/2014 02/01/2014 02/01/2014	[E] [DS]	780TEST11 390TEST6	TESTAPPONE	01/03/1995 01/01/1987	CHEQSORG	

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.

01	ns for Checking	
)n		CLOSE 🗙 🛛
fe	Find applications by any or all of	the following fields
D	Find Application	
at	Our Reference:	
.6	Forename:	
.6	Surname:	
.6	Date of birth:	-DD-V -MM-V -YYYY-V
.5	Application Reference:	
5	Search Archived:	
		Search 🔶
	n63	

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 <u>dbs.enquiries@capita.co.uk</u>





Route 2

# **DBS List of Acceptable Identification**

### Fingerprints At least one of the documents must show the applicant's current address. (3 documents to be seen plus an External ID Check) 1 document from Group 2a. 2 further documents from Group 2a or 2b. Route 3 At least one of the documents must show the applicant's current address 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.

Route 1

### Group 1

- 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	•	Mortgage Statement (UK or EEA) (Non-EEA Statements not accepted) $^{**}$
	(All Countries other than those in Group 1) (Full or Provisional)	•	Bank/Building Society Statement (UK or EEA) (Non-EEA Statements not accepted) $st$
•	Current Driving Licence – paper version (UK / Isle of Man / Channel Islands / EU) (Full or Provisional)	•	Bank/Building Society Account Opening Confirmation Letter (UK)
		•	Credit Card Statement (UK or EEA) (Non-EEA Statements not accepted) $st$
		•	Financial Statement e.g. pension, endowment, ISA (UK) **
•	Birth Certificate (UK / Channel Islands) (Issued after the time of birth)	•	P45/P60 Statement (UK / Channel Islands) **
•	Marriage / Civil Partnership Certificate	•	Council Tax Statement (UK / Channel Islands) **
	(UK / Channel Islands)	•	Work Permit/Visa (UK Residence Permit, valid up to expiry date)
٠	HM Forces ID Card (UK)	•	Utility Bill (UK) - Not Mobile Phone *
•	Fire Arms Licence (UK / Channel Islands)	•	Benefit Statement (UK) e.g. Child Allowance, Pension *
		•	Document from Central/ Local Government/ Government Agency/ Local Authority (UK / Channel Islands) $\ast$
		•	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