

Primary Applicant Manager Guidance Notes

DBS Online Disclosure Guide (eBulkPlus)





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Primary Applicant Manager Guidance Notes

Our online DBS and 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 a Primary Applicant Manager. A Primary Applicant Manager can view and edit all applications created under the organisation or specific division they have been created under. A Primary Applicant Manager can stipulate what ID has been seen in relation to an applicant and complete Section Y details. After an applicant's ID has been verified and Section Y completed, a Primary Applicant Manager has the authority to approve an application for countersigning.

Logging onto the System

Please enter the following address into your web browser:

https://www.matrixscreening.com/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).

Use the sign in below if you have a user account for the organis	tion to access submitted eBulkPlus ap	oplications.
ORGANISATION REFERENCE *		FIRST LOGIN:
		Please note that when you login for the first time you must enter the temporary Date of Birth
USERNAME *		and password as supplied to you in the two automated login emails, these can be changed to your own choice.
		to your own choice.
DATE OF BIRTH *		Forgotten your login details?
DD ~ MM ~ YYYY	~	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 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 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 Managemer	nt	
PASSWORD *	LOGIN	FIRST 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.

Screen Shot 2

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

	System Security
F /	Please create a new password and enter your Date of Birth. These details will then be used for all future system access to the Application Management section.
	The password must be between 8-30 alphanumeric characters with no whitespace and contain one upper case letter and one lower case letter. It must also contain at least one special character and at least one digit.
	Your Login Details
	CURRENT PASSWORD:
	NEW PASSWORD:
	CONFIRM NEW PASSWORD:
	DATE OF BITHE
	01 v Jan v 2001 v
	BACK

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	±	
System Security		
Thank you - update successful Click here to enter System		

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 F				
Applications D				
ne table below provides an overview of the st oplications over 180 days old and Disclosure chived.			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				
Quand	24			
Queued	34			
South .	v			
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.

DASHBO	ARD	APPLICATIONS	RESULTS	REPORTS	1
Enter the follow	te Candida wing information to create ar Ids are denoted by (*)		andidate that will ask them to create the	eir application.	
	ON *		×		
	WIRED * BS Standard/Enhanced BS Basic S Basic Igital Right to Work Check				
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		
Allower me		

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
$\Leftrightarrow \blacksquare \lor \blacksquare \lor \blacksquare \lor \blacksquare \land \Leftrightarrow \Leftrightarrow \blacksquare I \blacksquare \clubsuit \Leftrightarrow \blacksquare$
P POWERED BY TINY
· · · · · · · · · · · · · · · · · · ·
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	IS	RESULTS	REPC	DRTS
Invitations sent to C	andidates				
The table contains invitation	that have been sent by the sys	stem and are awaiting co	mpletion by the candid	ate	
CHANNEL	LEVEL	ORGANISATION		DISPLAY	
- Select -	✓ Select ✓	All		✓ 10	~
ORDER BY					
Latest	SUBMIT	1			
		-0-			
					FIND INVITATION
Date Invited Invitat	on Ref Sumame	Email Address	CC Email Address	Org Ref	Checks Required
31/07/2023 [DBS] 1492S	IIT1368 SMITH			CHEOSORG	
31/07/2023 [DBS] 14925	IIT1368 SMITH	john.smith@test.co m		CHEQSORG	085
				VP	
21/07/2023 [DS] 1468D	1367 DS	vikas.pawar@capit			0

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	-
Application	<mark>S</mark> → 1964SMIT3	53		
The details of this invite can be v				
Invite Created: 19/07/2023				
	WITHDRAW			
OVERVIEW INVITE				
OVERVIEW INVITE				
	JOHN SMITH			
Invite Header	JOHN SMITH Invite Sent			
Invite Header				
Invite Header Applicant name: status:	Invite Sent			

Screen Shot 10

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
Applications	s → 1964SMIT35	53		
The details of this invite can be view				
Invite Created: 19/07/2023				
RESEND	THDRAW			
OVERVIEW INVITE				
Personal Details				
FORENAME	JOHN			
SURNAME	SMITH			
	john.smith@test.com			
EMAIL ADDRESS				
EMAIL ADDRESS				
EMAIL ADDRESS	,			

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 & Complete Section Y

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 DBS applications in this folder can be filtered using the '**ID Check**' and '**Section Y**' drop-down menus from the toolbar if the 'Channel' has been set to 'DBS'. These can be used to only see applications awaiting just the ID Check, just Section Y, or both. It can also be used to filter out applications that have had both the ID Check and Section Y completed, but that are just awaiting approval (see screen shot 6 below)

DASHBOARD	APPLI	CATIONS	RESUL	ſS	REPORTS
Applications for C	Checking				
	ations waiting for ID verification detection d			pleted and appro	ved.
CHANNEL	LEVEL	STATUS		ORGANISATION	
Select	~ Select	✓ Waiting	ID Check	✓ CHEQSORG	• •
DISPLAY	ORDER BY				
10	~ Latest	~	SUBMIT		
					FIND APPLICATION
Date Created	Our Ref	Sumame	Date Of Birth	Org Ref	Checks Required
18/07/2023 [DBS]	574TEST5280	rest	04/04/1996	CHEQSORG	6 005
18/07/2023 [DBS]	836TEST5278	rest	07/05/1990	CHEQSORG	

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)

DASHBOARD	APPL	ICATIONS	RESULTS	3	REPORTS
	Checking eations waiting for ID verific er to view the application of			eted and approved.	
CHANNEL	LEVEL	STATUS	the required sections.	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]	574TEST5280	TEST	04/04/1996	CHEQSORG	Des
18/07/2023 [DBS]	836TEST5278	TEST	07/05/1990	CHEQSORG	E

Screen Shot 13



The details of this application	$ns \rightarrow 1916BA$ can be viewed below.	ART 334	
App Created:	20/07/2023	Registered For Update Service >	
Check ID:	Incomplete		
Section Y:	Incomplete		
WITHDRAW			
OVERVIEW APPLICATI	ON NOTES DOCUMEN		
OVERVIEW APPLICATI	UN NOTES DOCUMEN	ITS AUDIT	
Application Head	er		
APPLICANT NAME	TEST TEST		
DATE OF BIRTH	06/03/1983		
ORGANISATION NAME	CHEQS ORGANISATION		
OUR REFERENCE	1916BART354		
DATE OF CONSENT	20/07/2023 16:19:12		
DBS Application			
STATUS	Waiting ID Check and	d Section Y	
APPLICATION TYPE			

Screen Shot 14

Step 3 – You will now see an overview of the applicant's completed form with 4 other available tabs, Application, Notes, Documents and Audit (see screen shot 14).

- Notes tab this provides the facility to add any notes relating to an application for other Primary Applicant Managers to see. To add a note, click the 'Notes' tab then click the 'Add Note' button. After entering the note, select 'Save'.
- **Documents tab** the reports returned as a result of any digital ID or digital RtW Check will be available to download from this tab.
- Audit tab this provides a real-time audit trail of any activity relating to an application. This will show the date and time when a user views or edits an application as well as when the ID Check/Section Y was completed.

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 shots 15 & 16).

If any of the information stated on the application is incorrect this can be amended. To edit any part of the application, click 'Edit' against that section of the application. Once you have amended the information on the application, click the 'Next' button at the bottom of the page to go back to the overview screen. A Primary Applicant Manager can amend any part of the application up until it has been countersigned by us; once the application has been countersigned it can no longer be edited.



V APPLIC	ATION NOTES AUDIT		Contact Details		
Party Det	ails	Edit		GLISH	
FORENAME	THIRDPARTY FORENAME			148712064	
SURNAME	THIRDPARTY SURNAME		EMAIL ADDRESS Car	didateemail@example.test.com	
EMAIL	thirdparty_email@example.com				
TELEPHONE NO	4343434344334				
JOB TITLE	Tester		Address History		
			ADDRESS	FROM	то
Personal Detail	8	Edit	FLAT 1 UK STREET		
TITLE	MR		UK STREET UK TOWN UK COUNTY	01 Jan 2020	Present
FORENAME	SECTION Y		AADO DAA UNITED KINGDOM		
MIDDLE NAMES					
SURNAME	CHECK ID		FLAT 2 2 UK STREET		
DATE OF BIRTH	02/10/1985		UK TOWN UK COUNTY	01 Jan 2015	01 Jan 2020
	MALE		AAGO BAA UNITED KINGDOM		
GENDER					

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 17 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
Identity Ch	eck Method		
	take an identity check to ensure the perso	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	rice provider (IDSP) or by manually v	itnessing original documents provided
Please select from the options	below, how you wish to validate the ident	ity of the individual this application h	as been completed for.
SELECT THIS OPTION IF YOU Y Complete the ID check us SELECT THIS OPTION IF YOU I	Iertake a digital ID check (plus digital Right to Wo WSH TO INVITE THE APPLICANT TO UNDERGO A DIGITAL Ing a digital ID check already obtained HATE ALREADY CARRED OUT A DIGITAL ID CHECK THROU	ID CHECK USING OUR CERTIFIED IDENTITY SERVI	ce provider (IDSP)
0	anually using original documents provided by the HAVE CARRIED OUT THE ID CHECK MANUALLY USING DOC		
BACK			NEXT
Consent Form		DBS Code of Practice Bulk Invite Template	

Screen Shot 17



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 17 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 18 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.

Create Digital D Invite Applications > 799PAWA713507 Exter 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	1
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 ENETAL ID OFFICE TYPE * - select - - select - - gradet Digital ID Check totype Rept to Kneek only Rept	
Enter the following information to create an email invite insued to the candidate that will ask them to undertake a digital ID check. Mandatory fields are denoted by (*) Invite Details District_BOHECT TYPE * - Select -	
check. Mandatory fields are denoted by (*) Invite Details Batral. 8 GHECK 1795 * - Select - Digital 80 Check roly Digital 80 Check roly Digital 80 Check roly	
Invite Details Destrat. Is dested type * - effect - Sector B Population Streak cody Population Work + Dignal ID Check	
DidTAL ID HILK TYPE * - select -	
DIGITAL ID CHECK TYPE *	
- select - v Depter Diversion Depter Di	
- select - v Institute Convex.com/ Digital to Officer.com/ Digital to Officer.com/ English to Work + Digital ID Check	
Digital 50 Clock coty Digital 50 Clock coty Bight 50 Work + Digital 10 Check	
Digital ID Check only Right to Work + Digital ID Check	
SUBPLACE *	
smith	
EMAIL ADDRESS *	
john.smith@capita.com	

Screen Shot 18

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 19-22 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.

dentity Check
plications > 921PAWA712630
are confirm the details of the digital ID check carried out below, for further information please refer to the identity unrentia 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 Press elect from the displayment is a security by the sentiled by the sentiled latently Senice Provide (IGDP) as gars of
the signal ID check carried out. If the IDSP was unable to validate the applicant's address as part of digital ID check, this will need to be verified manually using a document provided by the applicant that meets IDB/Disclosure Scotland oritoria.
APRCANTINUE VICAS PAVAR
APPLICATE CATEGORY
UK_NATIONAL (UK national resident in UK)
CURRENT ADDRESS
2 SPENCER PLACE CROYDON
SURREY
CR0 20Y UNITED KINGDOM
DATE OF BRTH
01/01/2000
DOCUMENT 1
Pesaport (current and valid)
DOCUMENT 2
- select -
CURRENT ACORESS CHECKED
Yes 🗸
DIDTAL D ORECK RESULT
Pess 🗸
IDEP CERTIFICATE OF COMPLETION
Download Digital ID Report
COST CODE / PERSONNEL NUMBER
NAME OF IDENTITY SERVICE PROVIDER (DSP) USED
Trust0 Limited
DATE DIGITAL ID CHECK CARRED CUT
19 V Oct V 2022 V

Screen Shot 19



	Identity Check
	Identity Check
	Applications > 867PAWA712659
	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 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 "Download 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
	Digital I D - Identity Documents Please select from the drop-down lists below the documents that were verified by the certified identity Service Provide (05P) as part of
	the digital ID check curried out. If the IDSP was unable to validate the applicant's address as part of digital ID check, this will need to be verified manually using a document provided by the applicant that meets DBS/Disclosure Scotland oriteria.
	APPLICANT NAME VIKAS PANNAR
	APPLICANT CATEGORY UK_NNTCONAL (JK national resident in UK)
	CURPENT ALCHEOS
	2 SPENCER PLACE
	CROYDON SURREY
	CR0 20Y UNITED KINGDOM
	DATE OF BRITH
	01/01/2000
	DOCUMENT 1
	Passport (current and valid)
	DODIMENT 2
	-select-
	CURRENT ALCORESS CHECKED
	Yes V
	DOTAL D CHECK RESULT
	Fail 🗸
	IDSP CERTIFICATE OF COMPLETION
	Download Digital ID Report
	COST CODE / PERSONNEL NUMBER
	NAME OF FORMITY SERVICE PROVIDER (DOSP) USED
	TrustD Limited
	DATE DIVITAL ID OHEOX CARRED OUT
Screen Shot 20	
Screen Shot 20	
	Right to Work Check
	Right to Work Check
	Right to Work Check Applications > 860PAWA713485
	Applications > 860PAWA713485
	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 view
	Applications > 860PAWA713485 Digital RTW Check Result
	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 view
	Digital RTW Check Result The digital RTW Check Result The digital ID check report, please click Download Digital ID Report below.
	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 view
	Digital RTW Check Result The digital RTW Check Result The digital ID check report, please click Download Digital ID Report below.
	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 view the digital ID check report, please click' Download Digital ID Report below. Digital Right to Work
	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 view the digital ID check report, please click Download Digital ID Report below. Digital Right to Work APPLICATIONME
	Applications > 860PAWA713485 Digital RTW Check Result The digital ITW Check Resolt been carried out and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click 'Download Digital ID Report below. Digital Right to Work APPLOANT NAME BAGE CBS FAWAR
	Applications > 860PAWA713485 Digital RTW Check Result The digital ID check report, please click: Download Digital ID Report below. Digital Right to Work APPLOART DBS APPLOART COSES WILLANT MARE APPLOART COSES UK_MATIONAL (Un rational resident in UD) Owner ADDRES
	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 view the digital ID check report, please click' Download Digital ID Report below. Digital Right to Work APRICART Name: Back: CBS: FAWAR APRICART CRISSION UK_METORAL (UK rational resident in UK) Conserver Applies 2 DOWRR PRADE
	Applications > 860PAWA713485 Digital RTW Check has been carried out and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click' Download Digital ID Report below: Digital Right to Work APPLICATE NAME BACC DBS F AWAR APPLICATE NAME UKUNTIONAL (UK rational resident in UK) OWNER F ADDRES CROTORN CONTORN SUBJERY
	Applications > 860PAWA713485 Digital RTW Check Result The digital RTW Check has been camed out and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click 'Download Digital ID Report below. Digital Right to Work Avrucent name BASC DBS F RAWAR Avrucent onstorer Ucumentoduc (UK national restorer in tot) constorer Applications 2 Bower Roado
	Applications > 860PAWA713485 Digital RTW Check Result The digital RTW Check Result been came do ut and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click 'Download Digital ID Report below. Digital Right to Work. Augustar Strategie WPUCART NAME BASIC DBS - RAWAR WPUCART CHECKIF URMERTANKI, UR matoninalesident in UK) Strategie RobD Strategie RobD Strategie RobD Strategie RobD WINTER KINKDOOM
	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 view the digital ID check report, please click 'Download Digital ID Report below. Digital Right to Work #Process Transme BASIC DBS F RAVAR #Process Transme ISANC DBS F RAVAR #Process Transme IS COBS F RAVAR #Process Transme IS DEVENDED (IF REMOVED LIFT REM
	Applications > 800PAWA718485 Digital RW Check has been camted out and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click' Download Digital ID Report below: Digital Right to Work. APPLICANT NAME Back Cliffs FawaR APPLICANT NAME Cliffs FawaR APPLICANT NAME Cliffs FawaR Cliffs FawaR Cliffs FawaR Control New Fradewice Contor New Fradwice Cont
	Applications > 800PAWA718485 Digital RTW Check Bees came do ut and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click' Download Digital ID Report below. Digital RIght to Work. Articiant Nume: Bacc OBS FawaR Articiant Nume: Controller, Like Robot Controller, Discont Ontroller Controller Controller <t< th=""></t<>
	Applications > socorestables Description Beignal RTW Check has been came do ut and has successfully confirmed the applicant's right to work. To when the digital ID check report, please click 'Download Digital ID Report below. Digital RTW Check has been came do ut and has successfully confirmed the applicant's right to work. To when the digital ID check report, please click 'Download Digital ID Report below. Digital RTW Check has been came do ut and has successfully confirmed the applicant's right to work. To when the digital ID check report, please click 'Download Digital ID Report below. Multication Multication </th
	Applications > 800PAWA718485 Digital RTW Check Bees came do ut and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click' Download Digital ID Report below. Digital RIght to Work. Articiant Nume: Bacc OBS FawaR Articiant Nume: Controller, Like Robot Controller, Discont Ontroller Controller Controller <t< th=""></t<>
	Applications > socorestables Description Beignal RTW Check has been came do ut and has successfully confirmed the applicant's right to work. To when the digital ID check report, please click 'Download Digital ID Report below. Digital RTW Check has been came do ut and has successfully confirmed the applicant's right to work. To when the digital ID check report, please click 'Download Digital ID Report below. Digital RTW Check has been came do ut and has successfully confirmed the applicant's right to work. To when the digital ID check report, please click 'Download Digital ID Report below. Multication Multication </th
	<section-header>Applications > soorwardsets</section-header>
	<section-header></section-header>
	<section-header>Applications > soorwardsets</section-header>
	<section-header></section-header>

Screen Shot 21

TrustID Limited



Right to Work Check	
Digital RTW Check Result The digital RTW check has been carried out and included a share code digital ID check report, please click 'Download Digital ID Report' below	
Digital Right to Work	
APPLICANT NAME BASIC DES PAWAR	
APPLICANT CATEGORY UK_NATIONAL (UK national resident in UK)	
CURRENT ADDRESS 2 EDVIARD ROAD CRYOTOON SURREY CR0.60Y UNITED XINNOOM	
DATE OF BRTH 01/01/1998	
DOCUMENT 1	
Passport (current and valid)	~
DOCUMENT 2	~
oriortal, RTW CHECK RESULT See Report	
IOSP CERTIFICATE OF COMPLETION Download Digital ID Report	
NAME OF IDENTITY SERVICE PROVIDER (IDSP) USED	
TrustID Limited	
DATE DIGITAL RTW CHECK CARRIED OUT	

Screen Shot 22

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 17 above and screen shot 23 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
Please select from the drop-down lists below the documents that were verified by the certified identity Service Provider (IDSP) as part of
the clipital ID check carried out if the IDSP was unable to validate the applicant's address as part of digital ID check, this will need to be verified manually using a document provided by the applicant that meets DBS/Disclosure Scotland criteria.
APPLICANT NAME
MARIE JALLOW
APPLICANT CATEGORY
UK_NATIONAL (UK national resident in UK)
CURRENT ADDRESS
TEST TEST
AAOO QAA UNITED KINGDOM
DATE OF BIRTH 01/01/1981
DOCUMENT 1 *
- select - V
DOCUMENT 2
- select - 🗸 🗸
CURRENT ADDRESS CHECKED
No 🗸
DATE OF BIRTH CHECKED
No V
IDSP CERTIFICATE OF COMPLETION
Choose file No file chosen
COST CODE / PERSONNEL NUMBER
NAME OF IDENTITY SERVICE PROVIDER (IDSP) USED
DATE DIGITAL ID CHECK CARRIED OUT

Screen Shot 23

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 17 above and screen shot 24 below.)

le	dentity Check			
	•			
Ple	plications > 421TEST714 ase select the physical documents se cuments section of this screen.	een using the dropdown lists below, for further i	nformation please refer to Identity	
	Route 1 - Identity Docume	ents		
	further two documents from Group 1, 2a o	be taken. Three documents in total must be seen; one d or 2b. One document must verify the applicant's current to the absence of a Group 1 document you must satisf	address. If you are unable to validate	
	Group 1 Documents >	Group 2a Documents >	Group 2b Documents >	
	APPLICANT NAME			
	TEST TEST			
	APPLICANT CATEGORY			
	UK_EEA_LONGTERM_RESIDENT (Europea	n Economic Area national resident in UK for more than	5 years)	
	CURRENT ADDRESS			
	TEST			
	TEST S1 1AA			
	DATE OF BIRTH			
	01/01/1993			
	Please note - the DBS have a this information must be pre-	requested that if an Applicant indicates they have a Pas ovided.	asport and/or a Driving Licence then	
	Applicant is unable to provid	changes of name, you must ensure that documentary de proof to support a change of name, you should hold a why before considering to validate their identity.		
	GROUP 1 DOCUMENT			
	- select -	~		

Screen Shot 24



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 at the top 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).
- 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.



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 eBulk 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-UK national seeking paid employment cannot go through its appropriate route; they will be unable to submit a DBS application.

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

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

Step 6 - Completing Section Y

- To complete Section Y click on '**Complete Section Y**' (please refer back to screen shot 14). Access to this section is located in two places to the top of the screen or on the overview of the actual form itself. You will now be on the '**Section Y**' screen (see screen shot 25).
- If required, guidance can be read by clicking on the 'i' tooltip icons if you require any clarification regarding the application type required or any other drop-down boxes within Section Y.

DASHBOARD APPLI	ATIONS RESULTS	REPORTS	
Section Y			
Applications \rightarrow 4211	EST714891 mation to enable the application for subr		
Prease complete the following in	mation to enable the application for sub-	ilibatori.	
Application Detai	S		
APPLICATION TYPE ()			
Select	v		
wongronce () Select	v		
ARE YOU ENTITLED TO KNOW W	THER THE APPLICANT IS BARRED FROM WORKI	NG WITH ADULTS	
Select	~		
ARE YOU ENTITLED TO KNOW WI Select	THER THE APPLICANT IS BARRED FROM WORK	NG WITH CHILDREN (1)	
	UPS AT THE APPLICANT'S HOME ADDRESS		
Select	~		
IS VOLUNTEER ()			
Select	~		
DBS ADULT FIRST CHECK REQUIR	• 1		

Screen Shot 25



• Please complete the application details by selecting Yes/No answers from each of the drop-down boxes. You can add additional information about an applicant and their job role if you wish in the box at the foot of this screen.

Workforce Categories

- Adult Workforce use this for any position that involves working/volunteering with adults
- Child and Adult Workforce use this for any position that involves working/volunteering with both children and adults
- Child Workforce use this for any position that involves working/volunteering with children
- Other Workforce use this for any position that does not involve working/volunteering with Children or Adults (e.g. security guard / electrician
- Finally click 'Save' then scroll to the top of the screen to the green box and click 'Approve'.

X ton to proceed	Thank you - this section is complete. This application is now ready for CounterSignatory Authorisation please click the Approve button to procee 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 your Registered Body to be countersigned, ready for onwards transmission to the DBS.
- *If an application does require further clarification from us prior to submission to the DBS, 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 your Registered Body, the application will be moved to the '**Transfer**' section. Applications at this stage are awaiting collection by the DBS. Once the DBS 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 to the DBS, we cannot withdraw it without incurring the DBS 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 26.

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

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
Applications I The table below provides an overview of the s applications over 180 days old and Disclosure archived.	tatus of your current applications within t		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 26

• 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. To track an individual's DBS application, click on '**Track**' next to their DBS reference number in the right-hand column (see screen shot 27). This will take you directly into the DBS's tracking page for that applicant.



	Applications Being Processed										
T	The table contains applications currently at the DBS or Disclosure Scotland.										
F	or DBS appli	ications,	click the track I	ink for a progress u	pdate	e via the DBS tracking se	rvice.				
c	HANNEL			LEVEL		STATUS		ORGAN	NISATION		
	Select		~	Enhanced	~	Processing	~	All		~	
C	IISPLAY			ORDER BY							
	10		~	Latest	~	SUBMIT					
										FIND APPLICATION	
										FIND APPLICATION	
	Date Sent		Our Ref	Sumame		Date Of Birth	Org Ref		Application Ref	Checks Required	
	18/07/2023	[DBS]	819BART5234	BARTON		10/10/1984	CHEQSORG		E0122366434 Track	6	
										-	
	13/02/2023	[DBS]	823BART5099	BARTON		10/10/1984	CHEQSORG		E01234567892 Track	۵	
	10/02/2023	[DBS]	852BART5115	BARTON		10/10/1984	CHEQSORG		E0111136677	m	

Screen Shot 27

Completed Results

DBS Results with content

Step 1 - Notification – see screen shot 28.

• 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 28

Step 2 - Viewing a Certificate result with content – see screen shot 29.

- 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 29). 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.



The table contains	applications						
RESULT		CHANNEL		LEVEL		ORGANISATION	
All	~	DBS	~	- Select -	-	✓ — Select —	
DISPLAY		ORDER BY					
10	~	Latest	~		SUBMIT		
							FIND APPLICATION
Result Date 14/08/2020 [DBS]	Reference 048ROUT71:			0000694	Issue Date	Status Please wait to view applicant certificate	Org Ref
14/08/2020		3058 ROUTE THR	EE 000000			Please wait to view applicant	Org Ref

Screen Shot 29

Step 3 – Indicating sight of the applicant's certificate – see screen shot 30.

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 29 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 30 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	ate Service >	
Csig Auth:	14/08/2020	Leavers Date:		
Invoice Sent:	14/08/2020			
Applicant's Certificate: Seen Not required				
OVERVIEW APPLIC	ATION			

Screen Shot 30

Step 4 – Uploading a scanned copy of the applicant's certificate – see screen shot 31.

As an Applicant Manager, you may have been granted permission to upload and/or view uploaded certificates attached to results with content. If you have been granted the upload privilege, you are able to upload a scanned copy of the applicant's certificate to their application as long as you obtain their consent. If you wish to use this facility, you will need to mark the 'Written consent has been obtained from the applicant?' box, once ticked you will have facility to select the required file to upload.



Once a file has been uploaded, you will be able to view this as many times as you wish by clicking the 'Download Certificate' button until the application is archived after 180 days (see screen shot 31 below). If you have been granted the appropriate privilege, you may also have the ability to remove the uploaded certificate by clicking the 'Remove Certificate' button. Please note a sample '*Applicant Consent Form*' can be downloaded from the footer of eBulkPlus to use to obtain applicant's consent.

DASHBOARD	APPLICATIO	NS RE	ESULTS	REPORTS
Applicati	$ns \rightarrow 0.48F$	ROUT7130	58	
The details of this application		0017100	00	
The details of this upplied of	can be nemes below.			
Written consent from th	ne applicant must be obtaine	d before you can upload a cer	tificate.	
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	Upload Certificate		
Csig Auth:	14/08/2020	Written Consent Ha	as Been Obtained From The	SAVE
Invoice Sent:	14/08/2020	Applicant?		
Download Personal Dat	a>	Click To Browse Fo	r And Upload A Certificate F	File
Applicant's Certificate:		Choose file		
OSeen Not required		DOWNLOAD CERT		TIFICATE

Screen Shot 31

Clear DBS results

Step 1 - Notification – refer back to screen shot 28 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 32.

- 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 32). 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.



	applications	that have recently been	n complet				
RESULT		CHANNEL.		LEVEL		ORGANISATION	
All	~	DBS	~	- Select -		Select	
DISPLAY		ORDER BY					
10	~	Latest	~		SUBMIT		
Result Date 14/08/2020 [DBS]	Reference 048ROUT71	Surname 8058 ROUTE THREE		cate No 0000694	Issue Date 14/08/2020	Status Please wait to view applicant certificate	Org Ref
14/08/2020		8058 ROUTE THREE	00000			Please wait to view applicant	

Screen Shot 32

Step 3 - Viewing a Result Snapshot for clear applications – see screen shots 32 & 33.

• 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 33 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	1
Decult	Onenaka	+ Descul				
Result	Snapsho	t Resu	ITS >			
DOWNLOAD RES	SULT SNAPSHOT					
					Application	
Result Sna				view	opplication	
Certificate						
LEVEL OF CHECK	Enhanced 000000000	602				
ISSUE DATE	14/08/2020					
CERTIFICATE RESUL		contains no information	1			
Applicant	Personal Details					
SURNAME	ROUTE THE	EE				
FORENAME(S)	COUNTERS					
OTHER NAMES		URNAME, Surname fro ORENAME, Forename 1				
SURNAME AT BIRTH	PREVIOUSS	URNAME				
DATE OF BIRTH	02/10/198	i				
PLACE OF BIRTH	UK TOWN					
GENDER	Male					
CURRENT ADDRESS	FLAT 1 UK STREET UK TOWN UK COUNT AA00 0AA GB					
Employme	ent Details					
POSITION APPLIED		CHILD WORKFORCE				
NAME OF EMPLOYE	R INVOICE CL	IENT 1				
① Pol	lice Records of Convictions, 0	autions, Reprimands a	nd Final Warnings			
	ne recorded		-			
() DB	S Children Barred List Inform	ation			=	
	ne recorded	2001				
	S Adults Barred List Informat	ion				
not	requested					
Disclaimer						
certificate and do	oes not act as a DBS certifica	te alternative in any wa	y. It does not represent a Discl y. The information contained v idual who does not have the a	within this result snapshot is	not be	
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.

Right to Work application results

Step 1 - Notification – refer back to screen shot 28 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 34.



- To view the result of the Right to Work check, click on the applicant's reference number (see screen shot 34). 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 35.)
- 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	APPLICATIO	DNS F	ESULTS	REPORTS			
Application R The table contains		have recently b	een completed				
RESULT	CHA	NNEL	LE	VEL	ORGANISAT	TION	
All	× -	Select	~	Select	✓ All	~	
DISPLAY	ORD	ER BY					
10	~ L	atest	~	SUBMIT			
						FIND APPLICATION	
Result Date	Reference	Sumame	Certificate	e No Issue Date	Status	Org Ref	
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	s → I931BART2	37		
The details of this application can				
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 Check				
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 36 & 37.

• 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'.



DASHBOARD	APPLICATIO	NS RESULTS	RE	PORTS
Applications for Ch	ecking			
Click the reference number	to view the application details a	nd complete the required sections.		
CHANNEL	LEVEL	ORGANISATION	DISPLAY	
- Select	✓ Select —		~ 10	~
ORDER BY				
Latest 🗸	SUBMIT			
				FIND APPLICATION
Date Created 0	Dur Ref Surnam	e Date Of Birth	Org Ref	Checks Required
20/07/2023 [DBS] I	916BART354 TEST	06/03/1983	CHEQSORG	
				086
20/07/2023 [DBS] 1	103SMIT5282 SMITH	10/10/1984	CHEQSORG	
				oes
20/07/2023 [RTW] 1	185BART5283 BARTON	15/02/1992	CHEQSORG	
				RTW
19/07/2023 [DS] 2	219SMIT5285 SMITH	10/05/1983	CHEQSORG	

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.

ſ	Find applications by any or all of the following × fields						
mt	Find Application						
	FORENAME						
l	SURMAME:						
L	DATE OF BIRTH:						
C	DD ~ MM ~ YYYY ~						
1	APPLICATION REFERENCE:						
5	SEARCH ARCHIVED :	054 DOLL					
L		SEARCH					

Screen Shot 37



Reports

Step 1 - Running a report – see screen shot 38.

• 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).

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
Reports Dashboard The options below provide access to all applications processed through the system or you can define your own report				
			CUSTOM REPORT	
General Reports	Standard/Enhanced		Basic Reports	
Renewals Report	Certificate Results		Certificate Results	
Candidate Invite Report	Invoice Report		Invoice Report	
Digital ID Results	Applicant Payment Report		Applicant Payment Report	
	Outstanding Applications		Outstanding Applications	
	DBS Adult First Requested			
ant Consent Form litation of offenders Guidance		DBS Code of Practice Bulk Invite Template		

Screen Shot 38

Stage 2 – Invoice Report – see screen shot 38 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 39.

• 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	AF	PPLICATIONS	RESULTS	REPO	RTS
Create Rep	ort				
Define Report Parameters					
DATE FROM		DATE TO		ORGANISATION	
01 V Jun V	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		вміт
			SEARCH ARCHIVEL	SU	DWIT
Select which fields you want to displ	av in the report		TICK ALL	UNTI	CK ALL
Select when helds you want to disp	ay in the report				ONTALL
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		Withdrawn Date	
Csig Auth Date		Query Resolved Date		Reason For Withdrawal	
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 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

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				
 Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional) Current Driving Licence – paper version (UK / Isle of Man / Channel Islands) (Full or Provisional) Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth) Marriage / Civil Partnership Certificate (UK / Channel Islands) HM Forces ID Card (UK) Fire Arms Licence (UK / Isle of Man / Channel Islands) Immigration document, work permit 	 Mortgage Statement (UK) ** Bank/Building Society Statement (UK / Channel Islands) * Monzo statements or statements printed from the internet are not acceptable Bank/Building Society Account Opening Confirmation Letter (UK) * Credit Card Statement (UK) * Financial Statement e.g. pension, endowment, ISA (UK) ** P45/P60 Statement (UK / Channel Islands) ** Council Tax Statement (UK / Channel Islands) ** Utility Bill (UK) - Not Mobile Phone * Benefit Statement (UK) e.g. Child Allowance, Pension * Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK / Channel Islands) * e.g. DWP, Employment Service, HMRC, Job Centre, Social Security EEA National ID Card – must be valid 				
or VISA (Issued outside of UK) (Valid only for roles whereby applicant is living and working outside of UK.)	 Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid 				
	 Irish Passport Card – must be valid (Cannot be used with an Irish Passport) 				



	 Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK) 				
	 Non-UK Bank/Building Society Statement * Branch must be located in the country in which the applicant lives and works 				
	 Letter of Sponsorship from future employer Non-UK only – valid only for applicants residing outside UK at time of application 				
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