

# Remote Applicant's Guide to Completing a Disclosure Services Web Application

**IMPORTANT NOTE:** Please note that the web application form has a ten minute inactivity logout in order to protect your personal data. As there is no save option, please ensure that you are active in your application at least once every ten minutes to prevent data loss and the need to rekey your application.

If you have any difficulties with any part of the application, our support line is open 09:00 – 20:00 on 01691 662255 or 07976 082099.

## Steps to Easier Application Completion

1. Please read this guide through fully first. 2. On your internet browser got to URL: [www.disclosureservices.com](http://www.disclosureservices.com) 3. Log into the website by completing the Username and Password fields. Your Candidate Remote Login details will have been provided to you by your HR Department or organisational contact. 4. Once logged onto the Client site, please click on the Library navigation link which will be found on the top left hand side of your screen. From there, please click on Tutorials and then Submitting a DBS (CRB) Application link. This will open a new window which will display an informative step-by- step visual guide on completing your application. 5. PLEASE DO NOT CLICK ON "YOUR APPLICATION" until you have finished

watching the guidance video. 6. Read the Evidence Documentation Guide at the end of this document. 7. Collate the Evidence required before you start your application. **THERE IS NO SAVE OPTION**; this is in order to keep your personal data secure; this is a single session application only.

8. Collate the following before you start your application. **THERE IS NO SAVE OPTION**; this is in order to keep your personal data secure; this is a single session application only. a. Details of all the names you have been known by/used and dates; b. A full five year address history, including postal codes. 9. If you have been timed/logged out of the website, log back into the

website by completing the Username and Password fields. 10. Please click on the Your Application link on the top left hand side of your

screen. 11. Complete the form as per the instructions in the tutorial video, basically working your way down each page of the application, completing relevant fields and ensuring that you click on the "Save Changes" button at the bottom of each form page until you reach the end.

12. At the end of the application, click on the Submit button. This will send an automatic email to your HR Department to let them know that your application has been sent to them and is ready for them to validate your ID Evidence before submitting to Disclosure Services.

## Evidence Documentation Guide

We will also need to confirm your identity, so please ensure that you have the required number and type of the following list of documents.

If you can provide at least **one** document from **Group 1** you will need a further **two** documents which can come from either **Group 1, 2a, or 2b** (i.e. providing **three** documents in total). One of these documents must verify your current address.

If you cannot provide any documents from **Group 1**, you will need **three** documents from **Group 2** comprising of **one** document from **Group 2a** and **two** further documents from **Group 2a or 2b**. One of these documents must verify your current address.

If you cannot provide these documents, you will need your birth certificate (UK and Channel Islands Only) – (which must have been issued within 12 months of your date of birth by the General Register Office/relevant authority) and **four**

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further documents from **Group 2** comprising of **one** document from **Group 2a** and **three** further documents from **Group 2a or 2b**. One of these documents must verify your current address.

### **Group 1 – Primary Trusted Identity Credentials**

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK) (Full or provisional) Isle of Man / Channel Islands; Photo card only (a photo card is only valid accompanied by the associated counterpart licence; except Jersey)
- Birth Certificate (UK and 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 and HM Forces

### **Group 2a – Trusted Government/State Issued Documents**

- Current UK Driving licence (old style paper version)
- Current Non-UK Photo Driving Licence (valid for up to 12 months from the date of entrance to the UK)
- Birth Certificate (UK and Channel Islands) - Photocopies are not acceptable)
- Marriage/Civil Partnership Certificate (UK and Channel Islands)

- Adoption Certificate (UK and Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK and Channel Islands)

## **Group 2b – Financial/Social History Documents**

- Bank/Building Society Statement \* (UK or EEA ONLY)
- Utility Bill \* (UK) – NOT Mobile Telephone
- Benefit Statement\* - e.g. Child Allowance, Pension
- A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement \* (UK & Channel Islands) - e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- Credit Card Statement \* (UK or EEA)
- Mortgage Statement\*\* (UK or EEA)
- Financial Statement \*\* - (UK) e.g. pension, endowment, ISA

- P45/P60 Statement \*\*(UK & Channel Islands)
- Council Tax Statement\*\* (UK & Channel Islands)
- Work Permit/Visa\*\* (UK) (UK Residence Permit valid up to expiry date)
- Bank/Building Society (UK) Account Opening Confirmation Letter
- Letter of Sponsorship from future employment provider (Non-UK/Non-EEA only – valid only for applicants residing outside of the UK at time of application)
- EU National ID Card

- Cards carrying the PASS accreditation logo (UK and Channel Islands)
- Letter from Head Teacher or College Principal (UK) (16 - 19 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)

\* Document should be less than three months old \*\*

Document should be issued within the past 12 months

N.B: Internet generated documents are **not** acceptable.

In addition, you need to know from your employer/organisation whether you are going to have your ID documents validated by them or by use the 'Verify' form that can be generated at the end of the remote web application process.

