DBS Online

Guide for Administrators and Verifiers

Version 16.0, 18 August 2023

Working for **every child**

⊖ Hackney

About this guide

Purpose

This guide explains how those involved in the DBS process (Administrators and ID Verifiers) use Hackney Education's Online DBS system. There is an additional guide for organisations using the Digital Identity module.

There is also a separate guide for the Hackney Education's DBS Team covering their internal procedures and how the system is configured.

Contents

This document covers the following topics:

Version control

The table below shows the history of the document and the changes were made at each version:

Version	Date	Summary of changes
1.0	10 May 2016	First published version to support the Pilot launch of the Hackney Education online DBS system.
2.0	2 June 2016	Updated version to coincide with launch of training roll-out. The following sections have been added: • How to withdraw an application. • How to edit an application created in the wrong name. • How to change the ID verifier. Status Codes section updated with an additional status. Clearer guidance provided on using the applicant's official name, rather than a 'known as' name.
3.0	22 July 2016	Troubleshooting section updated to cover cases where the applicant does not have any of the required identity documents and needs to be sent for fingerprinting. A note has also been added to Section 4.2. Section 5.2 updated to advise that an application can be amended to add the NI Number at any stage in the process, even after the result is returned from the DBS. Section 5.4 updated to clarify that a CGC is only required for new applicants not renewals. Document updated throughout to remind that only the ID Verifier account can be used to record identity verification documents. Screenshots updated to show more meaningful data.
4.0	27 September 2016	Section 10 updated with details of new reports. These are available to the Administrators to run. Document updated to reinforce that a valid e-mail address must be used when setting up the applicant, otherwise they won't receive their login details or reminder e-mails.

Version	Date	Summary of changes
5.0	23 October 2016	Explanation of CGC Report changed. New report added to list applications which required an external ID check. Warning added that if the applicant is verified using Route 2 or 3 they will need to provide a Group 2A document. 'Application Archiving' explained.
6.0	18 November 2016	New report added to list applications sent to the DBS. This can be used to cross-check invoices received from Hackney Education. New section added to explain how to cross-check admin fees, DBS fees and external ID check fees against invoices.
7.0	9 January 2017	CGC section updated to reflect that, contrary to previously advised, the application is **not** automatically moved from 'Holding' status to 'Result Received' status when the CGC receipt is recorded. The Disclosure result **is** automatically e-mailed to the manager/Headteacher, but the status is changed manually by the Hackney Education System Administrator. Added a 'Housekeeping' section to explain that applications in the 'Waiting for Applicant to Fill in Details' stage or the 'Awaiting ID Verifier' stage which are no longer required must be archived. Troubleshooting section also updated with what to do with unwanted applications.
8.0	8 December 2017	Troubleshooting section updated with what to do if an applicant requests a certificate reprint. Minor corrections and typographical errors.
9.0	29 January 2018	The DBS introduced new ID verification rules for non-EEA nationals. The guide was updated with the new screens and processes.
10.0	13 August 2018	Reflects new screen design and functionality in **Version 2** of the Online DBS system. The main changes are: • A fresher look-and-feel to the screens and icons. • More guidance when you are verifying an applicant's identity. • No need to have two separate administrator and ID verifier accounts.

Version	Date	Summary of changes
11.0	7 September 2018	Troubleshooting section updated with what to do if an applicant receives their log in details but can't access their application.
		Instructions on producing reports clarified.
12.0	29 April 2020	Pages 8 and 14 updated to reflect the government's temporary relaxation of ID verification guidelines during the COVID-19 pandemic.
		Guidance on setting up an applicant clarified, warning that the DBS may withdraw erroneous applications. Added inks to latest government guidance and definitions.
		The Housekeeping section updated to remind Administrators to archive unwanted applications so that GDPR requirements are not breached. Now explains that the Hackney Education DBS Team periodically archive completed applications.
		Troubleshooting section updated to provide guidance about where the Driving Licence doesn't match the applicant's middle name.
		The previously-named E-Bulk Menu has been renamed on the system to 'Application Dashboard'. References to E-Bulk and screenshots have been changed throughout.
		Password rules amended to clarify that a previous password cannot be reused.
13.0	6 November 2020	Reflects Hackney Learning Trust's rebranding to Hackney Education.
14.0	9 July 2021	Reflects Brexit changes to the ID Verification process, introduced by the DBS on 1 July 2021.
15.0	21 March 2022	Minor amendments to fix two broken links and change incorrect guidance in Section 13.4 (Problem: An applicant has been set up in the wrong name).
16.0	18 August 2023	Reflects that the optional digital ID verification module is now 'live' and links to the DBS Online - Digital ID Guide.
		Also updated to eflect the auto-archiving policy to meet GDPR requirements.

The most current version is available on the Hackney Education website.

1. Benefits of the system

Our Online DBS system provides the following benefits:

- Vastly improved average turnaround times mean DBS results are received more quickly, resulting in safer recruitment decisions.
- Online forms mean the process is less laborious for the applicant. Information is automatically validated reducing the error rate and number of returned forms.
- System-generated e-mail reminders to applicants and ID Verifiers, and automated tracking of the application process.
- DBS send online notification when the DBS check is completed so the applicant's manager is automatically informed and the system updated. This means reduced manual chasing and tracking of the application, as we only need to chase the 4% of Disclosures that are not clear.

2. Roles

There are two main roles in the process for each school or organisation:

- DBS Administrator.
- ID Verifier.

2.1. DBS Administrator

The main role of a school or organisation's DBS Administrator is to set up new DBS applicants. For example:

- For a new employee.
- On a three-yearly basis when an existing employee's DBS Disclosure expires. (This is the Hackney Education policy for our schools; other organisations will have their own policy.)

Additional tasks for the Administrator are:

- Track and monitor all applications for their school/organisation and view results.
- Search and edit applications to:
  - Make corrections or add missing information (such as, NI number).
  - Enter receipt of a Certificate of Good Conduct.
  - Enter the recruitment decision (if a Disclosure is returned with content).
  - Move applications to a different status in the process.
  - Add notes to the application (for example, to explain delays).
- Manage account details (password resets, correct any invalid e-mail addresses, etc.).

2.2. ID Verifier

The ID Verifier can only verify the applicant's identity and record the details online for the DBS applications assigned to them. The ID Verifier may also need to chase the applicant to get them to complete the application.

> **Note:** For organisations using the Digital Identity module, the role of the ID Verifier only becomes relevant when applicants fail the digital ID check or elect to not use it. Please refer to the DBS Online - Digital ID Guide.

See *Verifying the applicant's identity and submitting the application*, on page 14.

3. Accessing the system

An Administrator and an ID Verifier will have separate access. If the same person is performing both roles, they will be able to switch between the two accounts.

This section explains:

- Logging on to the DBS online system.
- Changing your password (and other details).
- Logging out.

3.1. Logging on to the DBS online system

Once you have been trained as an Administrator and/or ID Verifier you will receive an automated e-mail from the Hackney Education DBS Team providing you with your username and password for the system.

To log on:

1. Click http://hackneyeducation.employmentcheck.org.uk/ to access the system.

2. Click **Login** from the left-hand menu:

   Login

3. Enter the **Username** and **Password** which were provided to you by the Hackney Education DBS Team, and click the **Log in** button. If you are verifying identity documents you **must** use your ID Verifier access **not** the Administrator one.

   > **Note:** You can click the **Forgot my password** link to be prompted to reset your password. If you enter the correct Username associated with your e-mail address you will receive an e-mail with a secure link allowing you to reset your own password.

4. Read the Terms and Conditions of use, and click **Yes** to accept. You are logged on to the system.

3.2. Changing your password (and other details)

Once logged on you can amend the password you were supplied with (you can also edit your name and e-mail address on the same screen):

1. Click **My Account** from the left-hand menu.

2. Type your new password in the **Password** field.

> **Note: Password rules:**
> Cannot be one of your previous password, and must be a minimum ten characters and contain at least one from at least three of the following four categories: lower case, upper case, numeric and non-alphabetic characters.

3. Edit other details, as required.

4. Click **Save**.

3.3. Logging out

Simply click the **Logout** button from the left-hand menu.

4. The online DBS Application Process

An overview of the online DBS Application Process is:

- **Administrator**: Sets up the application on the system (see page 10).
- **Applicant**: Completes the application online and presents identity documents.
- **ID Verifier**: Checks identity documents and updates details on the system (see page 14).

> **Note:** You should familiarise yourself with the Government's advice on ID checking guidelines. Please refer to the latest [guidance](#):

- **DBS Team:** Countersigns the application.
- **Disclosure and Barring Service (DBS)**: Conducts checks, e-mails the manager the Disclosure result and sends the hard-copy Disclosure certificate to the applicant.

The system sends e-mails at each stage to advise each participant what they have to do next and automatically advises the manager of the Disclosure result.

Result

If the Disclosure is **clear**, no further action is required; if the Disclosure **contains content**:

- **Applicant**: Brings in the original Disclosure Certificate to discuss the content with the **manager**.

- **Administrator**: Updates the system with the manager's decision (see page 24).

4.1. Setting up an applicant

Setting up an applicant is done in two parts:

- Checking that the ID Verifier is set up.
- Creating the applicant.

Checking that the ID Verifier is set up

Before you can create the applicant you need to ensure that an ID Verifier has been created on the system for your school or organisation.

You can skip these steps and continue from *Setting up the* applicant, below, if you know that this has already been done.

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage ID Verifiers** from the left-hand menu.

4. Type part of the username in the **Search** box. A list of matches will be displayed

5. Is the ID Verifier displayed?

   Yes: Continue from *Setting up the* applicant, below.

   No: Contact the Hackney Education DBS Team. New verifiers have to be trained before they can be given access to the system.

Setting up the applicant

Once you are sure that the Verifier has a valid account on the system you can set up the online application for the applicant.

You **must take care** to ensure that the correct information is set up, as if the DBS identify errors they will withdraw the application and you will need to start the process again. More importantly, they will **charge for both** applications.

1. Click **Manage Applications** > **Create New Application** from the left-hand menu.

2. Click **DBS Check**.

3. Complete the fields in the **Applicant Information** section as follows:

In field…	Action…
Forename	Type the applicant's full **first** name, as it appears on their official documents. Do not add middle names as the applicant will add them when they complete the application.
	Note: Do **not** use a 'known as' name, as the applicant will not be able to change it on their application form and the ID Verifier will not be able to validate the name against the identity documents.
	If you do enter the name incorrectly it can be amended. See *Problem: An applicant has been set up in the wrong name*, on page 48.
Surname	Type the applicant's surname, as it would appear on official documents.
Username	Click **Generate** to create a unique username.
Password	Click **Generate** to produce a random password.
Email address	Type the applicant's e-mail address.
	Note: Take care to use a valid e-mail address, otherwise the applicant **will not** receive their login details or any reminder e-mails – and you will be unaware that they have not received them.
Workforce	Select the type of people the applicant with be working with in their role: children, vulnerable adults or both.
	Schools should choose 'Child Workforce', but other organisations need to choose the workforce most appropriate to their organisation.
Position	Select the closest matching job from the list of positions.
	Note: The jobs are generic. For example, 'Teacher' instead of the specific type of teacher.
	If the position is not on the list, contact the Hackney Education DBS Team.

In field…	Action…
Volunteer	Tick **Yes** or **No**, as applicable.
	Refer to guidance on the [DBS website](#) if you are unsure whether the applicant qualifies as a volunteer.

In the Business Unit section:

4. Check that the correct school/organisation name is in the **Business Unit** section.

5. Click the **Copy to Organisation** button to copy the name to the **Organisation** field. This ensures that the name is always consistent, which helps reporting:

⎘ Copy to Organisation
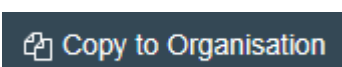
If your organisation uses the Digital ID module, an extra field is displayed allowing you to turn off the functionality for this specific application.

Digital ID for IDV *   Yes ⦿   ○ No

6. Click the **ID Verifier** drop-down and select the person who will verify this applicant's identity.

> **Note:** Even if your organisation is using the Digital Identity module, you still need to specify an ID Verifier in case the applicant fails the digital ID check or elect to not use it. Please refer to the [DBS Online - Digital ID Guide](#).

7. Is the manager who should receive the Disclosure notification the same person as the ID Verifier?

   Yes: Click the **Copy to Manager** button to copy their details into the **Manager Details** section.

   ⎘ Copy to Manager
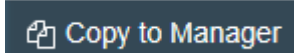
   No: Enter the name and e-mail address of the person who should receive a copy of the Disclosure result in the fields in the **Manager details** section. Schools **must** enter the Headteacher's details.

In the E-mail group section:

8. Ensure the correct choice is made in the **Email type** section. Choose:

    - **New** – for new applicants.
    - **Renewal** – for a three-yearly recheck.
    - **Volunteer** – for a volunteer post.

    > **Note:** Please **do not use** any of the other options you might see. These are for Hackney Education use only.

    This ensures that the system sends correctly-worded e-mails throughout the process (e.g. the reminder e-mails to volunteers are more softly worded).

In the Additional information section:

9. Complete the fields in the **Additional information** section as follows:

In field…	Action…
Type of check required	Leave as 'Enhanced'.
DBS Vulnerable Adults Barred List	Tick if you want the Vulnerable Adults Barred List checked. Schools should select 'No'.
DBS Children's Barred List	Tick if you want the Children's Barred List checked. Schools should select 'Yes'.
Does this position involve working… …at the applicant's home address	Tick if the work involves working with children or vulnerable adults at the **applicant's** home address. Schools should select 'No'.

10. Click **Save and send**.

    Save and send

    A message that the application has been created is displayed and the system will generate an e-mail to the applicant notifying them of their login details and how to apply.

    Application status is now: 'Waiting for Applicant to Fill in Details' ⌛

What happens next?

The applicant will complete the online Disclosure application. If the applicant fails to submit their form within three days an automated reminder e-mail is sent to them and to the ID Verifier.

Once complete, a confirmation e-mail is sent to the applicant and an e-mail is sent to the ID Verifier notifying them that the applicant will be contacting them to arrange verification of their identity documents. (See *Verifying the applicant's identity and submitting the application*, on page 14.)

4.2. Verifying the applicant's identity and submitting the application

> **Note:** If your organisations is using the Digital Identity module, you will only need to follow this section to manually ID the applicant if they fail the digital ID check or elect to not use it. Please refer to the [DBS Online - Digital ID Guide](#).

If you are selected as ID Verifier, once the applicant has completed and submitted their online form, an e-mail is sent to you instructing you to check and verify the applicant's identity documents.

> **Note:** If the applicant does not submit their application within three days, you will be sent a reminder to chase them. If you become aware of a genuine delay in the process (sickness, holiday, etc.), you can ask the Administrator to move the application to the 'Holding' status. This will stop reminder e-mails from being sent. (See *Moving an application to 'Holding' status*, on page 23.)
>
> Another reason for the delay may be that an incorrect e-mail address was entered for the applicant by the Administrator. In this case the applicant will not have received their login details or reminder e-mails. If you speak to them and find out they have not received their login details, the Administrator can correct the e-mail address so that the details are resent to the applicant. See: *Problem: An applicant has not received their login details*, on page 46

You have five days to verify the documents and update the system (e-mail reminders are sent every five days).

Application status is currently: 'Awaiting ID Verification'.

> **PLEASE READ: Guidance for ID verification**
>
> You should familiarise yourself with the Government's advice on ID checking guidelines. Refer to the latest [guidance](#).

You should always try to verify an applicant's identity using documents from **Route One** (or **Route One A** for non-UK nationals undertaking paid work). For UK nationals, if you need to go to Route Two you will be required to submit the applicant's details for an external validation check – which incurs an additional charge. The system will also delete details of any documents you added for Route One.

> **Note:** If the applicant cannot provide documents to satisfy any of the routes they will have to be sent for fingerprinting and submit their application using the paper form. See *Problem: The applicant cannot provide identity document to satisfy any of the ID verification routes*, on page 50. Contact the Hackney Education DBS Team if you need advice.

Checking the applicant's identity

If the ID Verifier is absent when the applicant presents their documents, see *Problem: The ID Verifier is absent, but an applicant has presented their documents for verification*, on page 49.

When the applicant presents the documents, you should record the details on the system, as follows:

1. Log onto the system using your **ID Verifier account** (or click on the **Choose Role** drop-down and select ID Verifier).

    CHOOSE ROLE
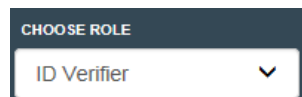
    ID Verifier

> **Note:** If you are an Administrator and an ID Verifier you **must** use your ID Verifier account to record ID verification documents. **Do not** use your Administrator account. This will stop the application from being submitted to the DBS. **Always** use your ID Verifier account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them. A list of all applicants whose identity you need to verify is displayed:

Applications to Verify			
Name	**Status**	**Type**	**Actions**
Test Test (Test123)	Awaiting ID Verification	DBS	✅

3. Find the applicant and click on the **Verify ID** (green tick) icon to display details of the application. The candidate's Disclosure application is displayed allowing you to verify the identity documents against this information.
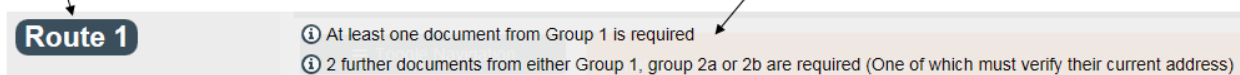
    A message is also displayed at the top of the screen showing the Route you should follow.

Route:
Shows which verification Route you are using. This Route may change depending on how you answer the EEA questions and which documents you use for verifying the applicant's identity.

Documents required:
Shows which documents are required to satisfy the current ID verification Route. These messages will change as you record details of each document used or the Route changes.

| Route 1 | ⓘ At least one document from Group 1 is required |
| | ⓘ 2 further documents from either Group 1, group 2a or 2b are required (One of which must verify their current address) |

This will change as you answer the remaining questions and start to add documents you have used to verify the applicant's identity.

4. Check the first section to make sure the applicant has entered their National Insurance number. (If not, you will need to get the Administrator to edit the application form to add the NI number. See *Adding a missing National Insurance number*, on page 22.)

5. Check the **Position details** and **Volunteer** indicator are correct. (If not, you will need to get the Administrator to edit the application form to make the corrections. See *Correcting position details or Volunteer flag* on page 22.)

6. Answer whether the applicant is a UK national.

    Yes: Continue from *Route One – for UK nationals*, on page 18.
    No: Continue from step 7.

7. Is the applicant a volunteer?

    Yes: Continue from *Route* One – for non-UK nationals not undertaking paid work, on page 17.
    No: Continue from step 8.

8. Answer whether the applicant is an adult household member in a fostering household, a childminding household, a host family or living where 'work with children' takes place e.g. living in boarding school?

    Yes: Continue from *Route One – for non-UK nationals not undertaking paid work*, on page 17.
    No: Continue from *Route One A – for non-UK nationals undertaking paid work*, on page 17.

Route One – for non-UK nationals not undertaking paid work

1. Check that the applicant can provide documents from Group 1. Can they?

   Yes: Continue from step 2.

   No: Scroll to the foot of the screen and click the **Click here…** button: Continue from *Route One A – for non-UK nationals undertaking paid work*, on page 17

2. Verify photographic evidence and other details such as name, date of birth and address against the relevant identity documents provided.

3. Tick the relevant boxes to indicate the Route One documents against which you have checked the applicant's identity.

   > **Note:** Some boxes will expand and ask you to complete additional information. For example, ticking 'Passport' as an identity document will prompt you to enter the passport number, nationality, date of issue and date of birth.

   Once sufficient identity documents have been checked and entered, the message at the top of the screen asks you to confirm that you have checked the applicant's address.

   Route 1   ⓘ Please confirm checking Applicant's address and all the documents

4. Continue from *Submitting the application*, on page 20.

Route One A – for non-UK nationals undertaking paid work

This route is for non-UK nationals undertaking paid work or other UK nationals (e.g. volunteers) who cannot satisfy Route One, above.

1. Check that the applicant is able to produce the required documents for Route One A. Can they?

   Yes: Continue from step 2.

   No: If the applicant does not have the documents to satisfy this route do not continue. They will have to be sent for fingerprinting and submit their application using the paper form. See *Problem: The applicant cannot provide identity document to satisfy any of the ID verification routes*, on page 50. Contact the Hackney Education DBS Team if you need advice.

2. Verify photographic evidence and other details such as name, date of birth and address against the relevant identity documents provided.

3. Tick the relevant boxes to indicate the Route One A documents against which you have checked the applicant's identity.

> **Note:** Some boxes will expand and ask you to complete additional information. For example, ticking 'Passport' as an identity document will prompt you to enter the passport number, nationality, date of issue and date of birth.

Once sufficient identity documents have been checked and entered, the message at the top of the screen asks you to confirm that you have checked the applicant's address

Route 1a   ⓘ Please confirm checking Applicant's address and all the documents

4. Continue from *Submitting the application*, on page 20.

Route One – for UK nationals

This route is only for UK nationals:

1. Check that the applicant can provide documents from Group 1. Can they?

   Yes: Continue from step 2.

   No: Continue from *Using Route Two or Route Three*, on page 19.

2. Verify photographic evidence and other details such as name, date of birth and address against the relevant identity documents provided.

3. Tick the relevant boxes to indicate the Route One documents against which you have checked the applicant's identity.

> **Note:** Some boxes will expand and ask you to complete additional information. For example, ticking 'Passport' as an identity document will prompt you to enter the passport number, nationality, date of issue and date of birth.

Once sufficient identity documents have been checked and entered, the message at the top of the screen asks you to confirm that you have checked the applicant's address.

Route 1   ⓘ Please confirm checking Applicant's address and all the documents

4. Continue from *Submitting the application*, on page 20.

Using Route Two or Route Three

If the applicant is unable to provide documents for Route One:

1. Check that they are able to produce the required documents for Route Two.

   > **Note:** If the applicant does not have a document from Group 2A do not continue as they will not be able to satisfy any of the routes. They will have to be sent for fingerprinting and submit their application using the paper form. See *Problem: The applicant cannot provide identity document to satisfy any of the ID verification routes*, on page 50. Contact the Hackney Education DBS Team if you need advice.

2. Scroll to the foot of the screen and click the **Click here…** button:

   Click here if the Applicant does not have any documents from Group 1

   A message is displayed warning you that an external ID validation check will need to be undertaken, and that any data entered for Route One will not be saved.

   > **Note:** This will incur an additional charge.

3. Click **OK**.

4. Tick the relevant boxes to indicate the Route Two documents against which you have checked the applicant's identity.

5. Click the **Verify ID** button. The system sends information to the Experian External ID Check system. After a few seconds the result is returned; either a tick (pass) or a cross (fail).

   ✓ PASS

6. Has the applicant passed the external identity verification check and can you verify sufficient documents to meet Route Two?

   Yes: Continue from *Submitting the application*, on page 20.

   No: Continue from step 7.

7. Scroll to the foot of the screen and click the **Show Route Three** button.

   A message is displayed warning you that if the applicant fails Route Three they will need to be sent for fingerprinting.

8. Click **OK**.

9. Tick the relevant boxes to indicate the Route Three documents against which you have checked the applicant's identity.

10. Can you verify sufficient documents to meet Route Three?

    Yes: Continue from *Submitting the application*, on page 20.

    No: Send the applicant for fingerprinting. See *Problem: The applicant cannot provide identity document to satisfy any of the ID verification routes*, on page 50

Submitting the application

Once the requirements for a particular route have been met:

1. Tick to confirm that you have checked the current address, date of birth, name and address history.

2. Tick the declaration to acknowledge that you confirm that the information provided in support of the application is complete and true.

3. A message is displayed confirming that the Route is complete and you can submit the application:

Route 1	ⓘ Route Complete. Please submit the Verification using the button on the bottom of the page.

> **Note:** If you want to take a print of the screen to save with your Single Central Record, right-click on the screen and choose **Print**.

4. Click **Submit ID Verification**. The application is sent to the Countersignatory for checking and submission to the DBS. A message is displayed to confirm this has been successful.

   Application status is now: 'Ready for Processing'.

> **Note:** The application is removed from your list of 'pending' applications and can no longer be viewed using your ID Verifier account.

What happens next?

The Countersignatory will check and countersign the application. This is automatically sent to the DBS online. The applicant is sent an e-mail advising them how they can track their application online using the DBS checking service. Once the DBS checks have been undertaken, the DBS will post a hard-copy Disclosure Certificate to the applicant and advise the manager (and other specified parties) by e-mail.

> **Note:** Details of any 'content' are **not revealed** to the various parties. They will just receive an e-mail advising that they need to see the original hard-copy Disclosure Certificate before making an employment decision. The certificate should then be viewed and a recruitment decision based on what is shown on the certificate. See *Recording a recruitment decision*, on page 24.

5. Finding and editing application details

There are a number of reasons why you might want to edit an application:

- Adding a missing National Insurance number.

- Correcting position details or Volunteer flag.

- Entering receipt of a Certificate of Good Conduct.

- Moving an application to 'Holding' status.

- Recording a recruitment decision.

- Adding a note to an application.

The first stage is to find the application you want to edit, as described below.

5.1. Searching for an application

This section explains how to search for an individual application.

> **Note:** You can also find applications using the **Application Dashboard** option. This provides a summary of the status of all applications. The *Viewing a summary of all applications (by status)* section, on page 26, describes how to use the Application Dashboard option and explains each status in the process.

To search for a specific application:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage Applications** from the left-hand menu.

4. Enter known details for the application you are trying to find (e.g. the applicant's last name) in the **Search** box. A list of applications matching the criteria is displayed.

5. Edit the application as required: add NI number (p22); correct position details or Volunteer flag (p22); enter receipt of a Certificate of Good Conduct (p23); move an application to 'Holding' (or other) status (p23); record a recruitment decision (p24).

5.2. Adding a missing National Insurance number

DBS rules mean that the National Insurance number is not a mandatory field when the applicant submits their application. However, the system uses it to uniquely identify an applicant, so it is imperative that it is included for tracking and reporting purposes.

As part of the identity verification process, the ID Verifier must ensure that a valid NI number is included on the application.

If not, an Administrator will have to edit the application as follows:

1. Click the **Edit** (pencil) icon next to the relevant application:

2. Click **Expand all** to display details of the application.

3. Enter the NI number in the relevant field.

4. Scroll to the foot of the screen and click the **Update** button.

    A message is displayed confirming that the application has been successfully updated.

Note: The application can be amended to add the NI Number at any stage in the process, even after the result is returned from the DBS.

5.3. Correcting position details or Volunteer flag

As part of the identity verification process, the ID Verifier must ensure that the application has the correct position details and Volunteer flag recorded against it. Refer to guidance on the DBS website if you are unsure whether the applicant qualifies as a volunteer.

If either of these fields is incorrect, an Administrator will have to edit the application as follows:

1. Click the **Edit** (pencil) icon next to the relevant application:

2. Click **Expand all** to display details of the application.

3. Edit the **Position** field or **Volunteer** flag to record the correct information.

    Note: If you change the Volunteer flag for non-UK nationals after the applicant's identity has been verified, it may make the chosen ID verification route invalid.

4. Scroll to the foot of the screen and click the **Update** button.

    A message is displayed confirming that the application has been successfully updated.

5.4. Entering receipt of a Certificate of Good Conduct

For **new** applicants whose five-year address history indicates that they have lived abroad for at least one period of six or more consecutive months, an automated e-mail is generated to the applicant (copying in the manager) indicating that a Certificate of Good Conduct (CGC) is required. This is sent once their identity has been verified.

The Disclosure e-mail will not be sent until **both** the Disclosure result and CGC have been received. If a Disclosure result is received from the DBS and a CGC has not been received, the application will automatically be moved to the 'Holding' status.

To add details of the Certificate of Good Conduct:

1. Click the **Edit** (pencil) icon next to the relevant application:

2. Click **Expand all** to display details of the application.

3. Scroll to the **Additional information** section and tick **Yes** next to the **CGC Received** option.

CGC Required	Yes ◉	◯ No
CGC Received	Yes ◉	◯ No

4. Scroll to the foot of the screen and click the **Update** button. A message is displayed confirming that the application has been successfully updated.

   If the Disclosure has already been received, the manager (and specified parties) are advised of the Disclosure result and the application is moved from 'Holding' status to 'Result Received' status.

5.5. Moving an application to 'Holding' status

If you become aware of a delay in the process (for example, the applicant or ID Verifier contacts you to say that they can't meet the deadlines, or that the recruitment process is on hold), you are able to move the application to 'Holding' status. This will stop the automatic reminder e-mails being sent.

If you are advised that a Disclosure result contained 'content' you might also want to move the application to 'Holding' status while a recruitment decision is made.

Note: The application is automatically moved to 'Holding' status if the Disclosure is received but the applicant is awaiting a certificate of Good Conduct.

To move the application to a different status:

1. Click the **Edit** (pencil) icon next to the relevant application:

2. Click **Expand all** to display details of the application.

3. Scroll to the foot of the screen, click the **Status** drop-down and change the status:

Status	Holding ▼

4. Click the **Update** button. A message is displayed confirming that the application has been successfully updated.

5. Consider adding a note against the application to explain why the status has changed. See *Viewing an application's history and adding notes*, on page 35.

> **Note:** This same process can be used to remove an application (for example, if the successful candidate decides to withdraw).

5.6. Recording a recruitment decision

If the Disclosure result contained 'content', the applicant **must** bring in the original hard-copy Disclosure Certificate for the manager to review and make a recruitment decision.

The result of the recruitment decision should be recorded against the application.

> **Note:** This can also be recorded on the Application Dashboard screen. See *Viewing a summary of all applications (by status)*, on page 26.

To record a recruitment decision:

1. Click the **Edit** (pencil) icon next to the relevant application:

2. Click **Expand all** to display details of the application.

3. Scroll to the **Additional information** section of the screen, click the **Recruitment Decision** drop-down to 'Appoint' or 'Decline':

Recruitment decision	Appoint ▼

The Confirmation Required pop-up box is displayed prompting you to confirm who made the recruitment decision. This displays the manager whose name was entered against the original application.

4. Either leave as default or enter a different name, and click **OK**.

Confirmation Required	
Recruitment decision taken by:	
	🖫 Save ⊘ Cancel

5. Click the **Save** button. A message is displayed confirming that the application has been successfully updated.

   Details of the recruitment decision can be viewed on the Application History screen.

6. Consider adding a note against the application to explain why this recruitment decision was taken. See *Viewing an application's history and adding notes*, on page 35.

5.7. Adding a note to an application

You may notice that there is a **Notes** field on this Edit Application screen. Please **do not** use this field to records notes about the application, as it is a historic field and is no longer used.

To make a note on the application, add it on the Application History screen. For example, you may want to add a note to explain why the overall process had been delayed, or why an application has been withdrawn, etc.

See *Viewing an application's history and adding notes*, on page 35.

6. Tracking applications and viewing Disclosure results

This section explains the different methods of tracking an application through the process. It covers:

- Viewing a summary of all applications (by status).
- Tracking Disclosure applications received by the DBS.
- Viewing Disclosure results.

Please ensure that the applicant completes the form and their ID is verified in a timely manner.

Any application in the 'Waiting for Applicant to Fill in Details' stage or the 'Awaiting ID Verifier' stage which is no longer required must be archived so that it no longer appears with the 'live' applications. This ensures that GDPR requirements are not breached. See *Archiving an application*, on page 37.

6.1.   Viewing a summary of all applications (by status)

The **Application Dashboard** option allows you to display a breakdown of all ongoing and complete applications for your school or organisation to help you track progress of applications.

6.1.1.   Using the Application Dashboard to display the status of all applications

To display all applications for your school or organisation:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Application Dashboard** from the left-hand menu. The Application Dashboard screen is displayed, showing the number of applications at each stage:

6.1.2. Understanding the status codes and icons

All ongoing and complete applications will be in one of the following statuses:

	Status…	Meaning…
	Application created by Admin	The applicant's details have been partially created but not yet sent to the applicant. See *Problem: An applicant has received their login details but can't access their application form*, on page 46.
	Waiting for Applicant to Fill in Details	The applicant's details have been set up, but they have yet to complete and submit the form.
	Awaiting ID Verification	The applicant has submitted the form but their identity has not been verified on the system. See *Verifying the applicant's identity and submitting the application*, on page 14.
	Awaiting Digital ID Check	The applicant has submitted the form but their identity has not been digitally verified yet, probably because they don't have the identity documents to hand. (You will only see this if your organisation is using the Digital Identity module.) See the DBS Online - Digital ID Guide.
	Digital ID Not Authenticated	This status is not used.
	Ready for Processing	The identity has been verified and the application submitted for countersigning.
	Application Submitted	The application has been countersigned and sent online to the DBS, but they have yet to receive it on their system.
	Receipt Received	The application has been received by the DBS. You can click on this icon to display three further statuses which show at which stage of the actual DBS checking process the application is currently at. See *Tracking Disclosure applications received by the DBS*, on page 30.
	In Process with DBS	**Only used by Hackney Education DBS Team**. This is for paper application forms where applicants cannot make an online application. Applications may be placed here until the hardcopy results are returned, to ensure these records are included in reporting.
	Result Received	The Disclosure result has been issued by the DBS. A hard-copy Disclosure Certificate is sent to the applicant, and manager is advised by e-mail.

	Status…	Meaning…
📦	Application Archived	The application has been archived. Completed applications are periodically archived by the Hackney Education Administrator to meet our Data Protection requirements. Applications are also archived when they are no longer required (e.g. they were set up in error, the employee has left, etc.). After six months the system will remove sensitive information from the application.
⬗⬖	Holding	The application has been moved to 'Holding' status. This could be because of a number of reasons, the most common being: • The Disclosure result contained 'content' and the application was manually placed in 'Holding' status while a recruitment decision is made. • There is a known delay in the process and the application was manually placed in 'Holding' status to stop the automatic reminder e-mails being sent. • The Disclosure has been received but the applicant is waiting for a Certificate of Good Conduct (CGC) because their address history shows they have lived abroad. The application was automatically placed in 'Holding' status awaiting receipt of the CGC.
🛡	Error	The application has been rejected by the DBS. Speak to the Hackney Education DBS Team.

Clicking on the icon, status description or number will show all applications in the selected status:

This list provides the following details:

Colum title…		Description…
+		Clicking on this icon displays a summary of the application (position, type of check, barred list checks, ID verifier, volunteer, etc.).
Applicant		The applicant's name. Clicking on this column will allow you to edit application details. See *Finding and editing application details*, on page 21.
Organisation		Your school or organisation name.
Position		The position name for which this Disclosure is being applied.
T		Type of check: standard or enhanced.
A		Whether the adults' barred list is being checked as part of the application.
C		Whether the children's barred list is being checked as part of the application.
V		Whether the application is for a volunteer.
H		Whether the application has indicated the applicant is working from home.
ID		The identification route the ID Verifier used to verify this applicant's identity (will be blank if the application has yet to be verified).
UK		Whether the applicant is a UK national.
Actions	🔍	Clicking on this icon will display the application history and notes.
	✏	Clicking on this icon will allow you to edit application details. See *Finding and editing application details*, on page 21
	ℹ	Clicking on this icon displays a summary of the application and its status.

Moving between the different statuses

You can move between the different status by clicking the icon or number at the top:

6.2. Tracking Disclosure applications received by the DBS

Disclosures submitted online are typically received within one to seven days of submission. However, the process may be lengthened if an applicant has lived in several areas and information is required from multiple police forces.

The following will help you track applications received by the DBS:

- Tracking applications using the system.

- Tracking applications using the DBS online service.

- Reporting applications that have been sent to the DBS.

6.2.1. Tracking applications using the system

You can track the progress of applications which have been submitted to the DBS, via the Application Dashboard menu. These are applications in the status of 'Receipt Received':

To track these applications:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Application Dashboard** from the left-hand menu. The Status screen is display, showing the number of applications at each stage.

4. Click the plus next to the **Receipt Received** status. The list will expand and show three additional statuses identifying where an application is in the DBS's checking process:

5. Click the **Information** icon next to a specific application:

The Application Status screen is displayed. Scroll to the Tracking section. This shows the date and time each stage was completed. You may need to click the **Refresh** icon to update the information:

Tracking		Refresh ⟳
Police National Computer Search	Completed 31-10-2020	
Barred Lists searched where applicable	Completed 31-10-2020	
Records held by the Police search	Not Started	

6.2.2. Tracking applications using the DBS online service

You are also able to track individual applications that you know have been received by the DBS, using their online tracking service.

You will need to know the:

- Applicant's date of birth.
- Disclosure application form reference number.

Finding the applicant's date of birth and Disclosure application form reference number

To track an application using the DBS online service:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Application Dashboard** from the left-hand menu. The Status screen is display, showing the number of applications at each stage.

4. Click **Receipt Received** to list applications with the DBS:

Receipt Received ➕

5. Click the **Information** icon next to the application you want to track:

A summary of the application is displayed.

6. Make a note of the applicant's **Date of Birth** and **DBS Reference** number.

Using the DBS tracking service

Once you have identified the applicant's date of birth and Disclosure application form reference number:

7. Click this link https://secure.crbonline.gov.uk/enquiry/enquirySearch.do to go to the DBS online tracking service.

8. Complete the **DBS Applicant Form Reference** field and the **Applicant Date of Birth** field.

9. Click **Search**. The Tracking Service will show how far through the process the application has been progressed and the stages that have already been completed.

There are five stages in the process:

2 The name on the application is cross-referenced with National Police Database to see if any convictions appear.

1 Application form is received by DBS and checked to confirm it is completed correctly.

3 The name and date of birth on the application is cross-referenced with the relevant DBS Barred List.

Stage 1	(Application Form received and validated):	**Completed on**	**26 Oct 2020**
Stage 2	(Police National Computer searched):	**Completed on**	**26 Oct 2020**
Stage 3	(DBS Children, DBS Adults and List 99 searched, where applicable):	**Completed on**	**27 Oct 2020**
Stage 4	(Records held by the Police search):	**In Progress**	
Stage 5	(Certificate Printed):	**Not Started**	

5 The disclosure is printed and sent to the Applicant.

4 The application is sent to the relevant local police force for further checks. If there are delays, this is the stage at which they are most likely to occur.

6.2.3. Reporting applications that have been sent to the DBS

To help you track applications, you are able to produce a report of all applications that have been sent to the DBS.

See *Reporting*, on page 41.

6.3. Viewing Disclosure results

Once the DBS send the results of the check, the manager will receive an e-mail advising them of the result, and a hard-copy Disclosure Certificate is posted to the applicant.

You can also:

- Track Disclosure results on the Application Dashboard menu.
- Search for individual applications.
- Run a standard report.

6.3.1. Track Disclosure results on the Application Dashboard menu

To view the results of applications in the 'Result Received' status:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Application Dashboard** from the left-hand menu. The Status screen is display, showing the number of applications at each stage.

4. Click **Result Received** to list applications returned from the DBS:

   Result Received

   The list of application where the results have been received is displayed.

5. Enter part of the surname in the **Search** box to filter the list.

6. Click the **Information** icon next to the application you want to view:

   A summary of the application is displayed.
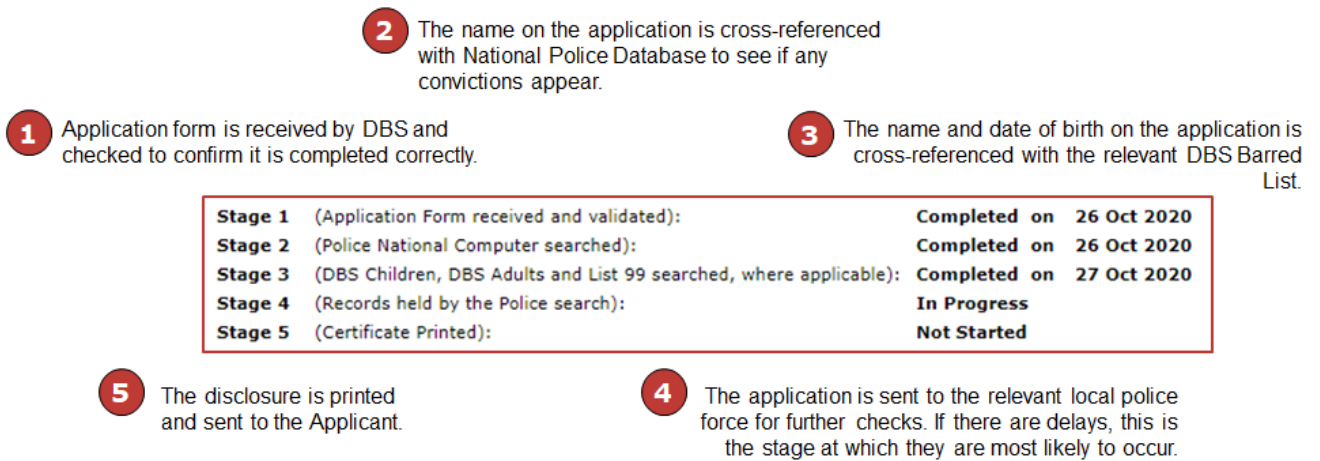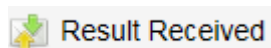
7. Look at the **DBS Results** section to find details of the disclosure number and issue date.

8. Review the list to identify any Disclosures with content (these have a 'P' against the application – 'Please wait to view applicant certificate').

> **Note:** Details of any 'content' are **not revealed** to the various parties. The Administrator will only see the icon, above, and the manager will just receive an e-mail advising that they need to see the original hard-copy Disclosure Certificate before making an employment decision.

If you did not find the application in **Result Received** it may be because it has already been archived:

9. Click the **Application Archived** icon:

10. Enter part of the surname in the **Search** box to filter the list.

11. Click the **Information** icon next to the application you want to view:

A summary of the application is displayed.

12. Look at the **DBS Results** section to find details of the disclosure number and issue date.

What happens next

Once the manager has viewed the hard-copy Disclosure Certificate and made the recruitment decision, you will need to update the system with the result.

See *Recording a recruitment decision*, on page 24.

6.3.2. Searching for individual applications

To search for an individual application:

1. Click **Manage Applications** from the left-hand menu.

2. Click the **Result Received** icon:

A summary of the application is displayed.

3. Look at the **DBS Results** section to find details of the disclosure number and issue date.

6.3.3. Reporting Disclosure results received

To help you track applications, you are able to produce a report of all applications where the Disclosure result has been received from the DBS (the 'Disclosure Results Received' report).

See *Reporting*, on page 41.

7. Viewing an application's history and adding notes

The main use of the Application History screen is to view the complete audit trail of an application's history and attached notes. You can also use it to record additional notes, for example, to record why there is a delay in the process or why the application has been withdrawn.

This screen is also useful when investigating any issues.

To view an application's history and notes:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage Applications** from the left-hand menu.

4. Enter known details for the application you are trying to find (e.g. the applicant's last name) in the **Search** box. A list of applications matching the criteria is displayed.

5. Click the **History** icon next to the relevant application:

    The screen shows the full audit of the application's history, changes in application status and notes added to the application.

Timestamp	Log Entry	User
2019-11-21 11:23:09	Application updated by ID Verifier	francl02idv
2019-11-21 11:14:43	Email trigger point activated	System
2019-11-21 11:14:43	Awaiting ID Verification	System
2019-11-21 11:14:41	Confirmation page updated by Applicant	JOHNJ448225
2019-11-21 11:14:31	Details page updated by Applicant	JOHNJ448225
2019-11-21 10:53:27	Waiting for Applicant to Fill in Details	System
2019-11-21 10:53:27	Email trigger point activated	System
2019-11-21 10:53:26	Application updated by Admin	System admin - LF
2019-11-21 10:53:26	Application Created by Admin	System

Adding a new note

Type in the free-format **Note** field and click **Add Note**.

Already has a DBS and is subscribed to the Update Service   Add Note

8. Deleting/withdrawing an application

There may be occasions where you need to delete an application as it is no longer required. For example, a candidate may have originally accepted an offered position but has subsequently withdrawn.

> **Note:** The system does not allow you to delete applications; only to archive them. This is so that you are able to still report against these applications.

8.1. Charging for withdrawn applications

You are able to archive an application at any stage in the process. However, once the application reaches a certain status the DBS will charge for the application.

Refer to the table below or speak to the DBS Team:

	Status…	Chargeable?…
	Application Created by Admin	At this stage in the process, the application is yet to reach the Countersignatory or the DBS.
	Waiting for Applicant to Fill in Details	It can be archived at no charge.
	Awaiting ID Verification	
	Awaiting Digital ID Check	
	Ready for Processing	Contact the Hackney Education DBS Team to see if the application can be archived. Once it is countersigned, the application will move to 'Receipt Received' status and will be chargeable.
	Application Submitted	The application has been sent online to the DBS. You can still archive it but you will be charged by the DBS. You will still receive the Disclosure result.
	Receipt Received	
	Holding	Whether or not the application is chargeable will depend on its status history before being placed in 'Holding'.

8.2. Archiving an application

To archive a specific application:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage Applications** from the left-hand menu.

4. Enter known details for the application you want to withdraw (e.g. the applicant's last name) in the **Search** box. A list of applications matching the criteria is displayed.

5. Click the **History** icon next to the relevant application:

6. Make a note of the application status, so you know whether or not you will be charged.

7. Click the **Edit** (pencil) icon next to the relevant application:

8. Click **Expand all** to display details of the application.

9. Scroll to the **Application Status** section near the foot of the screen, click the **Status** drop-down and change the status to 'Application Archived':

Status	Application Archived ▼

10. Click the **Update** button. A message is displayed confirming that the application has been successfully updated.

11. Add a note against the application to explain why the application was withdrawn. See *Viewing an application's history and adding notes*, on page 35.

9. Housekeeping

Archiving checks regularly is important in order to comply with GDPR regulations. Once an application is archived, personal data will be purged six months later in line with DBS and GDPR requirements.

9.1. Archiving application which are no longer required

Any application in the 'Waiting for Applicant to Fill in Details' stage or the 'Awaiting ID Verifier' stage which is no longer required **must** be archived so that it no longer appears with the 'live' applications.

You should periodically monitor for and archive applications which are no longer required. This ensures that GDPR requirements are not breached, keeps the data clean and makes it easier to monitor 'live' applications.

See *Archiving an application*, on page 37.

9.2. Automatic archiving

In order to comply with our GDPR requirements, the system automatically archives applications in the following states.

	Status…	Archived after…
	Application Created by Admin	90 days.
	Waiting for Applicant to Fill in Details	90 days.
	Receipt Received	7 days.

10. Other administration tasks

This section explains:

- Re-setting password and correcting e-mail addresses.
- Re-activating or deactivating accounts.

> **Note:** If an applicant has been set up in the wrong name, refer to *Problem: An applicant has been set up in the wrong name*, on page 48.

10.1. Re-setting password and correcting e-mail addresses

The system has inbuilt ability to allow users to reset their own password. However, there may be occasions where you are required to do it on their behalf or you need to change their e-mail address:

To re-set a password or change an e-mail address:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage Applicants** from the left-hand menu.

4. Enter known details for the user you want to amend (e.g. the applicant's last name) in the **Search** box. A list of users matching the criteria is displayed.

5. Click the **Edit** (pencil) icon next to the relevant user:

   The Edit User screen is displayed.

6. Enter a new password in the **Password** field or click **Generate**.

7. Update the e-mail address, if required.

8. Untick the **Access Revoked** box, if required.

9. Click **Save**. A message is displayed confirming that the account has been successfully updated and a message is sent to the user confirming their new details.

10.2. Re-activating or deactivating accounts

User accounts are automatically deactivated after six months of inactivity.

As the DBS Administrator for your school or organisation, you are able to reactivate an inactive account on behalf of the ID Verifier. You can also use these same steps to deactivate an account (for example, if the ID Verifier leaves).

To activate/deactivate an account:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage ID Verifiers** from the left-hand menu.

4. Click the **Edit** (pencil) icon next to the relevant ID verifier:

   The Edit User screen is displayed.

5. Enter a new password in the **Password** field or click **Generate**.

6. Update the e-mail address, if required.

7. Untick the **Access Revoked** box, if required.

8. Click **Save**. A message is displayed confirming that the account has been successfully updated and a message is sent to the user confirming their new details.

11. Reporting

This section explains how to run the system reports and explains the purpose of each.

11.1. Overview of available reports

There are **nine** standard reports that the Administrator can run to track progress of DBS applications for their school or organisation:

Report description and purpose

The table below explains the information each report provides and describes how it can be used:

Report…	Description/purpose…
Application Tracking	This is the most comprehensive report, as it shows you the current status of all applications set up for your school or organisation. You can track how long an application has been at a specific status as the report shows the date that the application was: - Set up by the Administrator (so you can check how long you have been waiting for the employee to complete the application). - Completed by the applicant and ready for ID verification (so you can check how long you have been waiting for the employee to bring in their identity documents). - Received by the DBS. Where completed, the report will show the Disclosure Number and Issue Date, and whether or not the check was clear.
Applications sent to DBS group by Business Unit	Shows the total number of applications sent to the DBS by your school or organisation between the dates you specify. This report and the **Disclosures issued by DBS group by Business Unit** report can be used as a quick cross-check against any invoice you receive.
Applications with the DBS	Lists details of all applications for your school or organisation that have been countersigned and are still with the DBS for processing. The **Date received by DBS** column shows how long the application has been with the DBS.

Report…	Description/purpose…
Billing Statement Report	Lists details of all applications for your school or organisation which have been countersigned and sent to the DBS for a specific period. It shows the DBS fee and the Hackney Education admin fee and can be used to cross-check against any invoice you receive. See *Checking invoices received from Hackney Education*, on page 44.
Billing Summary – External ID Validation ID Checks	Lists details of all applications for your school or organisation for a specific period that required an external ID check. This can be can be used to cross-check against any invoice you receive. See *Checking invoices received from Hackney Education*, on page 44.
CGC Report	Lists details of all applications for your school or organisation where the system has determined from the address history that the applicant needs to obtain a Certificate of Good Conduct, but that this has not yet been received or recorded on the system (see *Entering receipt of a Certificate of Good Conduct*, on page 23 for details of how to record receipt). **Note:** If you download this report to Excel, the **cgc_rec** (CGC Received) column, does not show as N (no). The value for 'no' is either 0 or blank.
Disclosure Results Received	Lists details of all Disclosure results issued for your school or organisation between the dates you specify. The report will show the Disclosure Number and Issue Date, and whether or not the check was clear.
Disclosures issued by DBS group by Business Unit	Shows the total number of Disclosures issued by the DBS between the dates you specify. This report and the **Applications sent to DBS group by Business Unit** report can be used as a quick cross-check against any invoice you receive.
Forms that have been with DBS for over 8 weeks	Lists details of all applications for your school or organisation that have been countersigned and have been with the DBS for more than **8 weeks**.
Yoti Digital ID Billing	This report will only be displayed if your organisation is using the Digital Identity module. Lists details of all applications for your school or organisation that required a Yoti Digital ID check. This can be can be used to cross-check against any invoice you receive. See the DBS Online - Digital ID Guide.

Report…	Description/purpose…
Yoti Digital ID Check - Errors Only	This report will only be displayed if your organisation is using the Digital Identity module.
	Reports details of any applicants who failed the digital ID check and lists the reason why the check failed.
	See the DBS Online - Digital ID Guide.

Note: If you require a specific report, please speak to the DBS Team.

11.2. Running the reports

To run a report:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Reports** from the left-hand menu. A list of standard reports is displayed.

4. Click the **Run Report** icon next to the report you want to run.

Note: Some reports will ask you to specific the start and end date for the report. This is to allow you to contain you report to a specific month or reporting period.

The report will run and open on the system.

5. Click **Export Results as CSV**.

6. Click **Open**.

7. Switch to Excel and click **Yes** at any warning message. The report is opened in Microsoft Excel.

Known issue – duplicates

Sometimes the report will list applications more than once. This can be easily rectified in Excel by removing duplicates based on the Application ID number (as that is unique):

1. Click **Data** > **Remove Duplicates**:

The Remove Duplicates dialogue box is displayed allowing you to specify the criteria by which duplicates are identified.

2. Click **Unselect All**, then tick the **App ID** column to be the criteria on which to identify duplicates:
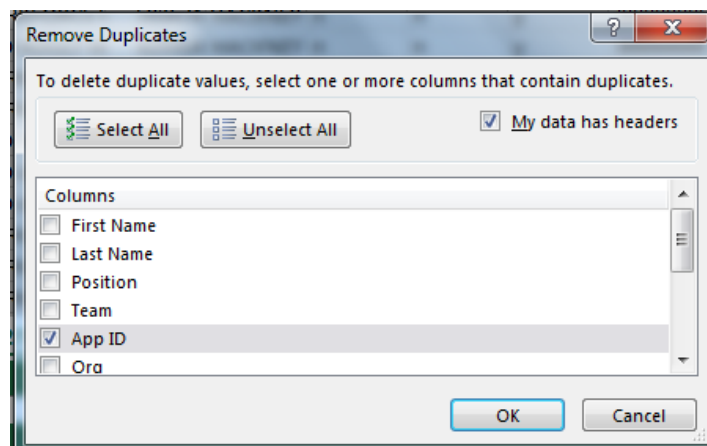
3. Click **OK** to remove the duplicates.

12. Checking invoices received from Hackney Education

There are two elements which you need to check on the invoice:

- The DBS charge for the application.
- The admin fee charged by the Hackney Education DBS team.

The admin fee could be made up of two amounts: the normal Hackney Education admin fee for processing the DBS application and an additional fee if the application required an external identity check.

As such, you may need to run two reports:

- **Billing Statement Report**, to check the DBS charge and the standard Hackney Education admin fee.
- **Billing Summary – External ID Validation ID Checks**, to check if there were any external identity checks for the period.

Running the Billing Statement Report

There are not many applications which require an external identity check, so normally you will only need to run the Billing Statement Report to be able to cross-check the fees:

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Reports** from the left-hand menu.

4. Find **Billing Statement Report** and click the **Run Report** (flag) icon next to it:

5. Select the month you want to report in both the **Receipts Received From** and **Receipts Received To** fields:

Receipts Recieved From (00:00hrs)	DD/MM/YYYY	📅
Receipts Recieved To (00:00hrs)	DD/MM/YYYY	📅

6. Click **Run Report**. The report will display on screen.

7. Click **Export Results as CSV**.

8. Click **Open**.

9. Switch to Excel and click **Yes** at any warning message. The report is opened in Microsoft Excel. This shows all the applications submitted to the DBS for the period being reported.

10. Total the following columns and cross-check against the amount being invoiced.

   - **DBS Fee**.
   - **Admin Fee**.
   - **Total**.

> **Note:** If the total of the **Admin Fee** column and **Total** column do not match the amount you have been invoiced, it is probably because these totals do not include the fee for the external identity check.
>
> In these cases, follow the same steps but run the **Billing Summary - External ID Validation ID Checks**. The admin fee for each check is £5.

13. Troubleshooting

This section describes the possible problems and queries you could encounter.

> **Note:** For organisations using the Digital Identity module, please refer to the DBS Online - Digital ID Guide for FAQs and troubleshooting Digital ID problems.

13.1. Problem: An applicant has not received their login details

Description

An applicant has not received their log in details and instructions for completing their application.

Possible cause

The e-mail address entered when setting up the application is the wrong e-mail address or has been entered incorrectly.

Solution

1. Update the e-mail address against the user's account. See *Re-setting password and correcting e-mail addresses*, on page 39.

2. Make a note of the username and password. This is just in case they don't receive the automated e-mail.

13.2. Problem: An applicant has received their login details but can't access their application form

Description

An applicant has received their log in details but is unable to access or complete their online application.

Possible cause

This is because the Administrator has set up the application but clicked **Save as Draft** at the bottom of the screen instead of **Save and Send**. Therefore the applicant receives the e-mail with their log in details, but the application has not been fully set up so they can't access it.

The status will be 'Application Created by Admin', rather than 'Waiting for Applicant to Fill in Details':

Solution

The Administrator can edit the application and send the details. This will enable the applicant to log back in and complete the online application form.

1. Ask the applicant to logout of the system.

2. Log onto the system using your Administrator account.

3. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

4. Click **Manage Applications** from the left-hand menu.

5. Enter known details for the user you want to amend (e.g. the applicant's last name) in the **Search** box. A list of users matching the criteria is displayed.

6. Click the **Edit** (pencil) icon next to the relevant user:

7. Scroll to the bottom of the screen and click **Update and Send**:

   > **Note:** If any error messages are displayed, make the amendments and click **Update and Send**.

An e-mail is sent to the applicant explaining how to complete the application and they can log on to the system and apply online.

13.3. Problem: The ID Verifier is not on the list

Description

When an applicant is created an ID Verifier must be selected. This is the person who will verify the applicant's identity documents. All ID Verifiers are set up as and when they are trained by the Hackney Education DBS Team, as this is a requirement of the DBS.

Possible cause

If the ID Verifier is not on the list, it is probably because they have not been trained yet (so their account is still inactive) or a new ID Verifier needs to be set up.

Solution

Please contact the Hackney Education DBS Team (hackneyeducation.dbc@hackney.gov.uk or 020 820 7301).

13.4. Problem: An applicant has been set up in the wrong name

Description

When an applicant is completing the online application form they may notice that their name has been set up incorrectly and they are unable to correct it themselves. For example, it is set up in their 'known as' name rather than their official name, or their maiden name rather than their married name, etc.

Possible cause

The Administrator set up the first name and surname when they created the applicant's account. If the wrong name was used this will carry forward into the actual application form and cannot be amended by the applicant.

Solution

The Administrator can correct the applicant's account details to reflect their actual name. This will carry forward into the application.

1. Ask the applicant to logout of the system without completing the application.

2. Warn the applicant that their password for the system will be changed.

3. Log onto the system using your Administrator account.

4. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

5. Click **Manage Applicants** from the left-hand menu.

6. Enter known details for the user you want to amend (e.g. the applicant's last name) in the **Search** box. A list of users matching the criteria is displayed.

7. Click the **Edit** (pencil) icon next to the relevant user:

8. Click **Expand all**.

9. Change the name and click **Update**. A message is displayed confirming that the account has been successfully updated and a message is sent to the applicant confirming their new details.

   The applicant can access and complete the online form, which will reflect the amended name.

13.5. Problem: The ID Verifier is absent, but an applicant has presented their documents for verification

Description

When an applicant is created, someone has to be chosen to verify their documents. This person may be absent when the applicant actually presents their identity documents for verification, so the application has to be amended to change the ID Verifier.

Possible cause

This is not a system error. It is just caused if the normal verifier is absent when the applicant presents their documents.

Solution

Most schools and organisations have more than one trained verifier. The Administrator can edit the application and change the ID Verifier.

1. Log onto the system using your Administrator account.

2. Read the Terms and Conditions and click **Yes** to confirm you agree to them.

3. Click **Manage Applications** from the left-hand menu.

4. Enter known details for the user you want to amend (e.g. the applicant's last name) in the **Search** box. A list of users matching the criteria is displayed.

5. Click the **Edit** (pencil) icon next to the relevant user:

> **Note:** If you are going to act as ID Verifier you **must not** use this screen to record details of the identity documents. Finish these steps, log off from your Administrator account and log back in with your ID Verifier account.

6. Click **Expand all**.

7. Scroll to the **Business unit** section and find the **ID Verifier** field.

8. Click the drop-down and change to a different ID Verifier.

9. Scroll to the foot of the page and click **Update**. A message is displayed confirming that the application has been successfully updated.

   The new ID Verifier can now log on and verify the documents in the normal way. See *Verifying the applicant's identity and submitting the application*, on page 14.

13.6. Problem: The applicant cannot provide identity document to satisfy any of the ID verification routes

Description

Occasionally an applicant will not have the documentation to satisfy any of the identity verification routes.

Solution

The applicant must complete a paper DBS Application Form and be sent for fingerprinting. Contact the Hackney Education DBS Team if you need advice.

Ask the Administrator to withdraw the online application. See *Deleting/withdrawing an application*, on page 36.

13.7. Problem: There is an error when a valid Driving Licence is entered as an identity document

Description

Occasionally, an error message will be displayed when an ID Verifier enters a valid Driving Licence as a form of identity.

Applicant's Middle Name does not match Driving Licence Number

This is because the 12th and 13th character of the Driving Licence number represent the initials of the driver's first two names, padded with a 9 if there is no middle name (e.g. the 12th and 13th character for 'Simon John', would be 'SJ'; for 'Simon', 'S9').

The problem is caused because a middle name is recorded on the Online DBS system and not on the Driving Licence, or vice-versa. Therefore the Driving Licence number is considered as invalid because the system thinks that the names don't match.

Solution

This problem **does not** require a 'global' Administrator to correct this; it can be resolved by the Business Unit Administrator.

1. Log onto the system using your Administrator account.

2. Click **Manage Applications** from the left-hand menu.

3. Enter known details for the application you are trying to find (e.g. the applicant's last name). A list of applications matching the criteria is displayed.

4. Click the **Edit** (pencil) icon next to the relevant application:

   The Edit Application screen is displayed.

5. Look at the **Middle name(s)** field and use the table below to decide how to proceed:

If the Middle name(s) field…	Then...
Is blank and the middle name needs to be added	Just enter the missing middle names in the **Middle name(s)** field.
Has an entry which needs to be removed	You can't just delete the middle name. You will have to add it to the **Names history** section as follows: • Delete the names from the **Middle name(s)** field. • Scroll down the screen to the **Names history** section and click **Add name**. • Select 'Forename' from the drop-down and enter the applicant's first name and middle name. • Ensure the **Used From** date matches the applicant's date of birth.

6. Scroll to the foot of the page and click **Update**. A message is displayed confirming that the application has been successfully updated.

The ID Verifier can now log back on and use the Driving Licence as one of the identity documents.

13.8. Problem: An application is no longer required

Description

Occasionally an application which has already been created is no longer required (for example, the employee has left, the application was set up in error, etc.) and needs to be removed from the system.

Solution

You cannot delete an application. However, you can 'Archive' it so that is not shown with 'live' applications'.

Ask the Administrator to withdraw the online application. See *Archiving an application*, on page 37.

13.9. Problem: The applicant has not received their Disclosure certificate

Description

An applicant has not received their Disclosure certificate and wants a reprint.

Solution

An applicant can only request a reprint of their Disclosure certificate if they meet **all** of the following criteria:

- The certificate was issued over 14 days ago, but they haven't received it. (The applicant can find out the date the certificate was issued using the online tracking service (https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)). See *Tracking applications using the DBS online service*, on page 31.

- The request is within three months (93 days) of the date of issue of the certificate.

- The address to which they want the reprint sent matches the address on their original DBS application.

A reprint **cannot** be requested if:

- The certificate has been lost.

- The request is made more than three months after the Disclosure was issued. (A new DBS application will need to be submitted and paid for.)

- A reprint has already been sent but not received.

Further guidance, and the Reprint Request Form, is available on the DBS website: https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide.