

DBS Online

Guide for the Digital Identity Module

Version 2.0, 27 October 2023

About this guide

Purpose

This guide explains how the DBS process and system differ for organisations who have opted to use the Digital Identity module.

It should be used in conjunction with the [DBS Online - Guide for Administrators and Verifiers](#), which explains how to use Hackney Education's Online DBS system. This document just explains where the system differs for those using Digital Identity.

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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	18 August 2023	First published version to support the Pilot launch of the Digital Identity module.
2.0	27 October 2023	Made clearer that digital ID checks can fail as well as pass. Updated to include guidance on what to do when an applicant thinks they have conducted a digital ID check but is still receiving reminder e-mails. New report added for digital ID checks which reverted to the manual verification route.

The most current version is available on the [Hackney Education website](#).

1. Introduction to the Digital Identity module

1.1. What is digital identity?

The government announced its intention to enable employers to use certified digital identity service providers (IDSPs) to carry out identity checks. A number of organisations are now IDSPs and are certified to complete these digital identity checks.

Yoti, partnered with the Post Office, is one of these certified digital identity service providers. Our new Digital Identity module integrates with Yoti to enable the identity checks required for DBS applications to be carried out digitally.

Digital ID is an optional additional module allowing applicants to conduct digital ID checks, rather than using the traditional manual ID verification process. Organisations using our DBS Online system can opt to use the Digital Identity module or continue to use the traditional method of face-to-face meetings to verify an applicant's identity documents.

The module can also be turned off on an application-by-application basis if you know there is a reason why the applicant is unable to use the Digital Identity module.

1.2. Key points

The key points of the Digital Identity module are:

- Applicants can perform a digital ID check either from a laptop or via a mobile phone app, rather than having to attend a face-to-face appointment with an ID verifier. (The app route results in a higher percentage of ID check which pass, so the applicant is guided down that route first.)
- The digital check scans details of government-issued ID documents, such as passport and driving licence, asks the applicant to enter an address and takes a capture of their face.
- Applicants are not forced to use digital ID and can switch to the traditional 'physical' identity check method if they don't want to use Yoti or the digital ID check fails.
- The number of digital ID attempts is limited before they have to use the 'manual' method.
- The ID check is **not** guaranteed to pass and can fail if the identity cannot be verified, does not reach the required 'Level of Confidence' or the details on the DBS system and Yoti do not match.

1.3. Benefits of the Digital Identity module

Opting to use the Digital Identity module provides the following benefits:

- **Faster:** saves both time and money.
 - Less administration - less arranging of ID appointments.
 - Applicant and ID Verifier don't have to physically meet, saving both of them time.
 - No missed appointments or ones where they bring incorrect documents.
 - If the digital ID check is successful, the application goes straight to countersigning - mostly the ID Verifier won't even need to be involved.
- **Ease of use:** applicants can verify their identity from anywhere, at any time.
- **Secure:** Yoti have been independently assessed and certified against DBS and Home Office guidelines to ensure a compliant and secure solution is always provided.
- **Improved accuracy and safer verification:**
 - Reduces human error - typos, use of the wrong documents, etc.
 - Safer ID verification - eliminates the possibility of forged documents being used as information is taken directly from official ID documents, such as a passport.
- **Cost efficient:**
 - The small charge of conducting a digital ID outweighs the time and administrative cost of face-to-face meetings.
 - Even factoring that some ID checks do not pass, the admin time saved on those that pass outweighs the cost of the failed checks.

2. Using the Digital Identity module

The DBS process changes very slightly when using the Digital Identity module. This section explains the changes for:

- [Setting up an applicant.](#)
- [What could happen at the digital ID stage?](#)
- [Manually verifying the applicant's identity.](#)

2.1. Setting up an applicant

Setting up an applicant is exactly as described in the [DBS Online - Guide for Administrators and Verifiers](#) document, except that 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

Once your organisation elects to use the Digital Identity module, this defaults to 'Yes' (use digital ID) for each new application you create. However, there may be instances where you want to switch the facility off and conduct a manual identity check (for example, if you know the applicant will struggle with the technology, or if they are sitting with you and you are helping them complete their DBS application).

Specifying an ID Verifier

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 elects to not use it. In these cases, the ID Verifier will be e-mailed advising that they need to conduct a manual identity verification.

What happens next?

The applicant will complete the online Disclosure application and be walked through conducting a digital identity check.

They might pause at this point if they don't have the correct documents available.

If so, the application will change to the new status of: 'Awaiting Digital ID Check' 

2.2. What could happen at the Digital ID stage?

The table below describes what could happen when the applicant attempts to conduct a digital ID check:

Status...	Meaning...
Digital ID completed successfully	The digital ID check has passed and reached the required Level of Confidence. The DBS application is updated with information returned from Yoti and is sent to the Hackney DBS Team for countersigning. For 'new' applications, the ID Verifier is notified by e-mail that the applicant has completed the DBS application and it is ready for countersigning.
Digital ID completed but there is a mismatch	Details on the digital ID do not match those on the DBS application. The applicant is e-mailed advising what does not match so they can amend the information on their DBS application and retry. This could be a mismatched forename, surname, date of birth or postcode.
Digital ID not authenticated	The digital ID check fails for some reason (for example, the address could not be validated, the face scan cannot be completed successfully, etc.). The applicant and ID Verifier are e-mailed to advise that they need to do the verification manually.
Insufficient documents or elects to not use Digital ID	If the applicant has insufficient documents or they elect to not use digital ID, the applicant and ID Verifier are e-mailed to advise that they need to do the verification manually.

2.3. Manually verifying the applicant's identity

For applications using the Digital Identity module, the ID Verifier will only need to manually check the applicant's identity documents if they fail the digital ID check or they elect to not use it. Please refer to the [DBS Online - Digital ID Guide](#).

In either of these cases, the status will change from 'Awaiting Digital ID Check' to: 'Awaiting ID Verification'. 

3. Other changes to the system

DBS Administrators at organisations using the Digital ID module will also notice some other minor changes:

- [Changes to status codes and icons.](#)
- [Changes to the application history screen.](#)
- [Reports.](#)

3.1. Changes to status codes and icons

There are the following changes to status codes and icons to reflect the Digital Identity module:

- [Awaiting Digital ID status and icon.](#)
- [Digital ID failed icon](#)
- [ID column reflects ID was conducted digitally](#)

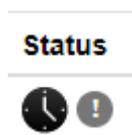
3.1.1. Awaiting Digital ID status and icon

The following new status reflects applications waiting for a digital ID check to be completed:

Status...	Meaning...
 <p>Awaiting Digital ID Check</p>	<p>The applicant has complete the application form but their digital ID check has not been completed, normally because they don't have the correct ID documents available and will conduct it at a later time. For example, they completed the application in the office, but their passport, etc. is at home.</p>

3.1.2. Digital ID failed icon

For applications which are awaiting a manual identity check, the DBS Administrator is able to see those which have failed a digital ID check, as there is a new warning icon displayed:



3.1.3. ID column reflects ID was conducted digitally

The **ID column** now has an IDSP icon to reflect if the applicant’s ID check was conducted digitally:



If the applicant’s identity was checked manually, the route number will be displayed as normal (e.g. Route 1, Route 1a, etc.).

3.2. Changes to the application’s history

If the applicant’s identity check was conducted digitally, this will be reflected in the application’s history when you click the **History** icon next to the relevant application



2023-08-15 16:01:43	Digital ID Check completed with HIGH level of confidence by Yoti	System
2023-08-15 16:01:43	Yoti service update	System
<ul style="list-style-type: none"> Set: Provider to Yoti Set: Session Id to N/A Set: Error Code NONE Set: Level Of Confidence to HIGH Set: Service to App 		
2023-08-15 16:01:43	Application updated (Yoti)	System
<ul style="list-style-type: none"> Set: Passport Number to 965283965 Set: Passport Nationality to GB Set: Passport Date Of Issue to 30/06/2017 Set: Passport Date Of Birth to 26/07/1981 Set: Driving Licence Country Of Issue to GB Set: Driving Licence Number to THIGH857261EA9BGU1. Set: Driving Licence Valid From to 09/08/2023 Set: Driving Licence Date Of Birth to 26/07/1981 		

It shows the information passed to the DBS system from Yoti and the Level of Confidence reached by the digital ID check for this application.

Failure

It will also record if the digital ID fails (is not authenticated) and return the reason:

2023-08-16 15:58:40	Digital ID Not Authenticated	 System
 2023-08-16 15:58:40	Yoti service update	 System
Set: Provider to Yoti Set: Session Id to 12979863-55c0-49c5-9349-996d762242e9 Set: Error Code UNABLE_TO_COMPLETE_CHECKS Set: Level Of Confidence to N/A Set: Service to Web		

3.3. Reports

[Existing reports](#) have been updated to reflect the Digital ID module and some [new reports](#) created.

3.3.1. Existing reports

The existing Application Tracking report has been updated with four new columns to reflect the digital ID functionality:

Column...	Description...
Digital ID Check (Y/N)	Shows whether the application was set up for the applicant's identity check to be conducted digitally.
Date Digital ID Conducted	The date the digital ID was conducted.
LoC Required	The Level of Confidence (LoC) that the digital ID check must achieve for this type of DBS application. For Standard and Enhanced Disclosures this will always be 'High'.
LoC Received	The Level of Confidence (LoC) that the digital ID check actually achieved.

These fields are reported even if you are not using the Digital Identity module.

3.3.2. New digital ID reports

There are **three** new reports that the Administrator can run. The table below explains the information each report provides and describes how it can be used:

Report...	Description/purpose...
Yoti Digital ID Billing	Lists details of all applications for your organisation that required a Yoti Digital ID check. This can be used to cross-check against any invoice you receive.
Yoti Digital ID Check - Errors Only	Reports details of any applicants who failed the digital ID check and lists the reason why the check failed.
Digital ID checks which reverted to IDV route	Shows applications which were set up for digital ID but the applicant chose to not use the digital ID module.

These reports are only displayed for organisations using the Digital Identity module.

4. Troubleshooting and FAQs

This section describes the possible problems and queries you could encounter using the Digital Identity module.

- [Can I deactivate digital ID for an application already in progress?](#)
- [An applicant thinks they have conducted a digital ID check but is still receiving reminder e-mails](#)
- [An applicant cannot see the button to conduct the digital ID check](#)
- [An applicant has failed digital ID. Can we change the status so they can try again?](#)
- [Digital ID passed but I have been asked for more information. Why?](#)
- [Does an applicant need a smartphone to complete the digital ID check?](#)
- [What documents does an applicant need to provide to complete the digital ID check?](#)
- [Is the three route ID Verification process still valid?](#)

4.1. Can I deactivate digital ID for an application already in progress?

Description

If the applicant has completed their application but wants to have their document checked manually, they would normally click the button to say 'Unable to use Yoti'. However, sometimes they ignore this and just arrange to bring in their documents. In these cases you need to deactivate digital ID.

Solution

To deactivate:

1. Edit the application.
2. Change the **Digital ID for IDV** flag to 'No':

Digital ID for IDV * Yes No

3. Change the application status to 'Awaiting ID Verification'.

Note: If you do not see this status, please contact hackneyeducation.dbs@hackney.gov.uk.

4. Scroll to the foot of the page and click **Update**.

4.2. An applicant thinks they have conducted a digital ID check but is still receiving reminder e-mails

Description

If the applicant thinks that they have conducted the digital ID check but they are still receiving reminder e-mails from the DBS system, then this is because they are still at the 'Awaiting Digital ID Check' status and have not actually completed the digital ID process:

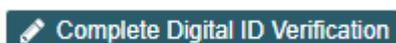


This is probably because they completed their DBS application but then did the digital ID on Yoti at a later time. They think the digital ID is completed, but they haven't actually linked the Yoti ID details to their DBS application.

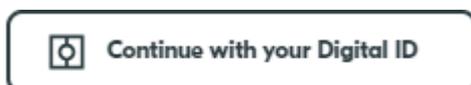
Solution

Check that the status of the application is 'Awaiting Digital ID Check'. If so, advise the applicant that they need to complete the following steps to link the Yoti ID to their DBS application:

1. Log onto the DBS system and click **Complete Digital ID Verification**:



2. Read the instructions and click on the **Continue with your Digital ID** button:



A QR code will be displayed.

3. Open the Yoti app and click **Share**.
4. Choose **Scan code**.
5. Scan the QR code displayed on the DBS system. This will link your digital ID to your DBS application.
6. Follow the instructions on the Yoti app to send your digital ID details to the DBS system. You will receive an e-mail advising whether the digital ID check was successful or not.

4.3. An applicant cannot see the button to conduct the digital ID check

Description

Sometimes an applicant will start their digital ID check but the session will timeout. When they log back into the DBS system rather than seeing the button to complete the digital ID check they see 'No action required':

My Applications						
Application ID	Type	ID		Status	Details	Actions
		Verifier	Date created			
43-29248	DBS	N/A	2023-08-07 09:58:47		Awaiting Digital ID Check	No Action Required

Solution

The system suppliers are looking into changing the system so that this does not occur. However, in the interim:

1. Change the status to 'Waiting for Applicant to Complete Details'.
2. Ask the applicant to tick the declarations and resubmit. This will enable them to continue with their digital ID check.

4.4. An applicant has failed digital ID. Can we change the status so they can try again?

Answer

As you are charged for each digital ID attempt, the number of attempts is restricted to two if the applicant is using the Yoti app or one if they are doing it via their browser.

Changing the status of the application will not allow the applicant to retry; they have to have their documents verified manually by an ID Verifier.

4.5. Digital ID passed but I have been asked for more information. Why?

Description

Occasionally an application will pass digital ID but the DBS Team are unable to countersign the application. This is normally because the passport issue date has not been captured but is required by the DBS.

Solution

Sometimes you can work out what the missing information should be. For example, the issue date of a UK passport would be 10 years before the expiry. However, you may need to contact the applicant to obtain the missing information and edit the application to add it.

4.6. Does an applicant need a smartphone to complete the digital ID check?**Answer**

No, applicants can access the DBS Online system via either a desktop PC or a smartphone. Applicants can use the Yoti app with either option, and then can also use the web browser route on their phone or through a web browser on a desktop PC/laptop.

We recommend using a smartphone where possible due to the improved camera quality.

4.7. What documents does an applicant need to provide to complete the digital ID check?**Answer**

The documents will depend on whether the digital ID check is conducted on the web or via the Yoti app.

Using the smartphone app option, applicants can use an e-Passport to complete the verification and this may be the only document they need to provide.

Typically, applicants will need to provide documents from the list below:

- Passport.
- Driving Licence.
- National ID.
- Biometric Residence Permit.
- Passport Card from Ireland.
- State ID from United States.

4.8. Is the three route ID Verification process still valid?**Answer**

Yes. The existing manual three route ID Verification process holds an equivalence with the digital ID check process. If an applicant cannot complete the digital ID check, they can revert to the three-route process to prove their identity.