



# Lancashire County Council DBS Online System

Step by Step Application Guide

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)



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## Section 1. Activation Link Process

Once you have been added to OnlineDisclosures you will receive an Activation Email, this will contain;

- **The Organisation PIN**

This is specific to your organisation

- **Confirmation of Email Address**

This email address will be used as your username

- **Link to Registration Page**

The link required to activate your account

1. Click the link within the email
2. Create a memorable password
3. Confirm the password by entering it again
4. Click '**Save Password**'

**Please Note:** The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:

Organisation PIN: 123456

Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:

<http://onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHltrq>

For full guidance on the role of Disclosure Manager please visit the Online

### Create Password

Please enter a new password which will be associated with your new account.

#### Password

Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%\$£) to increase your password security strength.

#### Verify Password

**Save password**

## Section 2. Before you begin your application....

If you have any of the documents listed it is mandatory that you supply the information relating to them.

To make completing the application easier and faster for yourself, make sure therefore that you them readily available.

Click Begin application to proceed

### Before you Begin

This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.

#### What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid Driving licence
- Valid passport
- Valid national ID card

**Begin application**

### Statement of Fair Processing

Please confirm below that you agree to the following statement of fair processing

Applications for **Standard and Enhanced Checks** are processed by Disclosure and Barring Service (DBS).

By accessing the Website and providing your personal details, you agree to accept and be bound by the Privacy Policy which explains how GBG processes your data for the purposes of obtaining your Disclosure from DBS, the key terms of which are non-exhaustively summarised in this statement of fair processing.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

By **ticking the two boxes below**, applicants using this service for the purpose of obtaining a Disclosure from DBS, confirm that:

If I am applying for a DBS Standard and Enhanced Check, I have read the Standard/Enhanced Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbs-privacy-policies> and I understand how DBS will process my personal data and the options available to me for submitting an application.

Read the **Statement of Fair Processing**

Check the box to confirm you have read the Privacy Policy

Check the box to confirm you give your consent to Electronic Results

You can now proceed with your Application

#### Consent to obtain e-Bulk Standard/Enhanced Check electronic result

I consent to the DBS providing an electronic result directly to the registered body that has submitted my application. I understand that an electronic result contains a message that indicates either the certificate is blank or to await certificate which will indicate that my certificate contains criminal record information. In some cases the registered body may provide this information directly to my employer prior to you receiving the certificate.

**Proceed with application**

# Step 1: How do I complete About You: Name & Gender?



Please note - we require all questions to be answered unless labelled as (Optional).

## Your Name & Gender

Please provide your full name and any names you have been known by in the past.

### Gender

*A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on [Sensitive@dbs.gsi.gov.uk](mailto:Sensitive@dbs.gsi.gov.uk)*

Male  Female

Title

Forename

Surname

MISS ▼	Jane	Smith
--------	------	-------

Do you have a middle name?

Yes  No

You must specify your gender and supply us with your full name details.

**Important:** Shortened names, 'nicknames' and initials should not be used unless these are stated on your Identity Documents (ID).

If you have any middle names you must provide this information.

To the question 'Do you have a middle name?' answer **Yes** and enter one middle name per box.

*A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.*

## Step 2: Adding Previous Names

If you have been known by any other names, you must supply the previous name and the dates you used this from and until. To do this...

1. Select **Yes**
2. Enter your previous name.
3. Select the name type i.e. **forename** or **surname** from the drop down list

Have you been known by any other names?  
This could be a change of first or last name (You only need to add the name that has changed i.e. if your name has changed from Jenny Smith to Jenny Jones only enter "Jones" in the last name field.)

Yes  No

Please add any names you have previously been known as below

If adding previous forename(s), all names must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename. If you need to amend a previous name please press remove and re-add it.

Forename

Middle names

Surname

Used from

Used until

**Add Name**

4. Enter the Day of the Month, Month and Year that you used this name **from** and **until** – *If you are unsure, enter the closest date you can remember or the 1<sup>st</sup> of the month closest to the name change.*
5. Click **Add Name**

Repeat this process until all previous names have been entered  
 To remove a name, click **Remove**

**Please Note:** If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

## Step 3: Completing my Birth Details

Depending on the level of check you are completing the disclosure application form for, some details in this section are optional.

All optional questions are marked as such on the online application form

1. Enter your date of birth (DD/MM/YYYY)
2. The name of the **town** you were born in e.g. Nottingham as it appears on your birth certificate
3. Enter the **country** you were born in
4. Enter your Nationality at Birth

**Birth Details**  
Please provide details about your place of birth.

Date of birth  
 -  -  e.g. 31 - 12 - 1960

Town you were born in  
As detailed on Birth Certificate

County you were born in (Optional)  
Your county at birth as it appears on your birth certificate.

Country you were born in

Birth nationality (Optional)

## Step 4: My Identification Documents (ID)

If you have any of the ID documents listed in this section you must supply this information.

1. Click the box next to any current and valid ID that you have. You will be asked to supply information relating to that particular document.

2. Enter all the required information for the ID you have selected.

If you do not have any of the documents click the box to state this.

**Identification**  
Please select the items of identification that you own.

Do you have any of the following forms of ID?

National Insurance number  
You can find your NI number on your payslip, P45 or P60 or correspondence from HM Revenue & Customs. Letters must be typed in CAPITALS with no spaces.

---

Valid driving licence  
Please provide your driving licence number. Format ROBIN757025CJ99901

Valid passport

---

I do not have any of the above forms of ID

Proceed to step 2

3. Click **Proceed to Step 2**

## Step 5: Complete the Contact & Address

### Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will make it easier for us to contact you, should we need to.

Your email address is pre-populated – Please double check this to ensure it is correct – If not and you have Self Registered, please do so again using the correct email address

### Address Details

**For your application to be processed, a full 5 year address history must be provided.**

#### **Lived Abroad or been travelling in the last 5 years?**

If you have lived abroad or been travelling and visited more than one country, the details for each country you visited must be entered. It is possible for the dates you visited/lived in each country to overlap.

#### **Lived Away at University?**

If you are currently living away from home, but your ID relates to your home address, enter your home address as your current address. It is possible for the dates you have lived at these addresses to overlap.

**Please Note:** The ID documents you provide as proof of address for verification must match the current address details supplied in this section. If they do not support the current address details your application will not be verified

## Step 6: Entering Address Details

### Automatic Look Up

1. Enter your Postcode and click **'Find'**
2. Select your house number/name
3. Enter the **Day, Month** and **Year** that you moved in
4. Click **'Confirm'**

**Address History Timeline**  
The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago Today

**Current Address**  
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB  
March 2013 – Present (2 years 4 months) [Change current address](#)

**Previous Address**  
4 Broad Marsh Centre, NOTTINGHAM, Nottinghamshire, NG1 7LB, GB  
April 2006 – March 2013 (7 years) [Change dates](#) | [Remove address](#)

Address history complete  
You can now proceed to step 3 below OR [Add another address](#)

[Proceed to step 3](#) [Back to step 1](#)

### Manual Entry

1. Click **'Enter address manually'**
2. Enter your **postcode** and **full address** details
3. Enter the **Day, Month** and **Year** that you moved in
4. Click **'Confirm'**

**Address History Timeline**  
The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago Today

We require a minimum of 5 years address history, please enter another previous address below.

**Current Address**  
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB  
March 2013 – Present (2 years 4 months) [Change current address](#)

We require a minimum of 5 years address history  
Please enter another address [Add another address](#)

[Proceed to step 3](#) [Back to step 1](#)

### Adding Previous Addresses

1. Click **Add Another Address**
2. Follow the steps for automatic look up or enter the address manually

When did you move into this address?

Day...  Month...  Year...

When did you leave this address?

Day...  Month...  Year...

[Confirm](#) [Cancel](#)

We require a minimum of 5 years address history  
Please enter another address [Add another address](#)

**Please Note:** If you cannot remember the exact day that you moved into or out of an address, enter the closest, most likely date or enter the 1<sup>st</sup> of the closest, most likely month.

# Step 7: Entering Overseas Address Details

If you have lived abroad or were travelling and visited more than one country, the details for each country must be entered.

1. Select 'Enter Address Manually'
2. Tick the box next to: 'I was travelling and had no fixed abode'
3. Select the **country** from the drop down
4. Enter the **Day, Month** and **Year** that **entered** and **left** that country
5. Click 'Confirm'

abroad  
list  
you

Repeat this process until all overseas addresses have been entered. It is possible for the address details to overlap.

When sufficient address details have been entered the address bar will go green.

6. Click **Proceed to Step 3**

## Step 8: Entering an Overlapping University Address History

**If you have been to University and lived away from home during this time, you must supply the details of all your university addresses.**

The ID you provide for verification must match the current address details supplied.

If your ID relates to your home address, but you are currently living away from home, enter your home address as your current address.

Enter your addresses whilst at University by clicking '**Add Another Address**'

It is possible for the dates you have lived at these address to overlap.

An example student, currently living away at University, who has lived in two previous addresses during term time, but whose ID is in their home address is shown.

### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

| 5 years ago
Today |

---

**Current Address**

10 Westway, Cotgrave, NOTTINGHAM, Nottinghamshire, NG12 3QD, GBR

01 January 2010 – Present **(7 years 11 months 4 days)** [Change current address](#)

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**Previous Address**

Pretend Uni Address, NOTTINGHAM, Nottinghamshire, NG11 7DA, GBR

15 January 2014 – 01 April 2016 **(2 years 2 months 18 days)** [Change dates](#) | [Remove address](#)

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**Address history complete**

You can now proceed to step 3 below

OR

## Step 9: How will my identity Documents (ID) be verified?

As part of the disclosure application you are required to provide ID for verification. This is to ensure that you are who you say you are.

### ID is Verified by the Organisation

Your organisation is responsible for verifying your ID documents.

You may have already provided this information to them or be expected to arrange for these to be checked.

**Please Note:** If you do not know how your ID will be verified, please contact your organisation directly.

## Step 10: Selecting ID for Verification

The **default** method of verification for your organisation is listed. **Do not** change the verification method without contacting your organisation first.

**Verification Method**

Please confirm your verification method so we can determine the verification documentation required.

Verification method: Organisation

What is your position within the organisation

Administrative Assistant
▼

*If there is no position present that describes your role, please contact the Organisation that has asked you to complete this process.*

1. Select your position from the drop down list.
2. Select your Current Nationality
3. Click **Select verification documents**.  
If there is **no** position that describes your role, or you are unsure which role to select, please contact your organisation directly.

**Current Nationality**

Current Nationality

United Kingdom
▼

**Select verification documents**

[Back to step 2](#)

## Step 11: Selecting ID for Verification (Group 1)

1. Select the ID that you wish to use for verification from Group 1.
2. If **no** green bar appears, click '**View Group 2 Documents**'.
3. If you have selected sufficient ID a green bar will appear at the top of the page.

[← Back to verification method](#)

Which of the following group 1 documents do you own?

Chosen documentation must be provided for verification to prove your identity. At least one of your chosen documents must be from group 1 documents listed below. Where there is no Group 1 document then a UK Birth Certificate must be provided.

**Please note** all documents must be original, photocopies and documents downloaded from the internet cannot be accepted. [Why are specific documents required?](#)

	Current valid passport	<a href="#">Select</a>
	Current UK, Channel Isles or Isle of Man driving licence – photo card <i>Full or provisional. All licences must be valid in line with current DVLA requirements</i>	<a href="#">Select</a>
	Birth certificate – issued at time of birth <i>UK and Channel Islands - including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces</i>	<a href="#">Select</a>
	Biometric residence permit (UK)	<a href="#">Select</a>
	Current EU Driving Licence – photo card with counterpart where one is issued <i>Full or provisional. (Please note some European countries do not issue counterpart) All licences must be valid in line with current DVLA requirements</i>	<a href="#">Select</a>
	Adoption certificate UK & Channel Islands	<a href="#">Select</a>

I am unable to provide any of the above group 1 documents

If you are unable to provide any of the above group 1 documents you will be required to supply 5 group 2 documents in the next step.

[View group 2 documents](#)

## Step 12: Selecting ID for Verification (Group 2a/b)

1. Select the ID from Group 2a/2b you want to use for your ID verification

2. Tick all 3 boxes below to confirm that you have selected sufficient ID for verification and to proceed to step 4.

### Group 2a Documents

- Current UK, Channel Isles or Isle of Man driving licence – paper version  
*Full or provisional*
- Marriage/Civil Partnership Certificate  
*(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence*
- Current Non EU Driving Licence Photocard - (Full or Provisional)  
*Full or provisional. All licences must be valid in line with current DVLA requirements.*
- HM Forces ID Card (UK)
- Valid Firearms Licence (UK and Channel Islands or Isle of Man)
- Current EU Driving Licence – Paper version (non-photo, old style driving licence)  
*Full or provisional. All licences must be valid in line with current DVLA requirements*
- Non EEA Immigration Document/Visa/Work Permit  
*Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based*

### Group 2b Documents

- Issued within the last 3 months**
- Bank/Building Society Statement (UK and Channel Islands or EEA)
  - Bank/Building Society Opening Confirmation Letter (UK or EEA)
  - Credit Card Statement (UK or EEA)
  - Utility Bill (UK)  
*Electricity, gas, water, telephone. Not mobile phone bill*
  - Benefit Statement e.g. child allowance, pension (UK)
  - Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)  
*Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Department of Work and Pensions, Customs & Revenue, Job Centre*
  - Bank or building society statement (outside EEA)  
*Valid only for roles whereby the applicant is living and working outside of the UK. Statement must relate to a bank or building society from the non EEA country in which the role is based.*
- Issued within the last 12 months**
- Mortgage Statement (UK or EEA)
  - Financial Statement (UK)  
*e.g. pension, endowment*
  - P45/P60 Statement (UK and Channel Islands)
  - Council Tax Statement (UK and Channel Islands)
- Issued at any time (must still be valid)**
- EU National Identity Card
  - Letter of sponsorship from future employer provider (Non-UK/Non-EEA only)  
*For applicants residing outside the UK at the time of application*
  - Letter from head teacher or college principal (UK) - for 16 to 19 year olds in full time education  
*Only used in exceptional circumstances if other documents cannot be provided.*
  - Card carrying the pass logo (UK and Channel Islands)

3. Click **Proceed to Step 4**

Please confirm the following

- At least one of the documents selected contains a current address
- At least one of the documents selected contains a date of birth
- Documentary evidence was provided for all name changes where available

Proceed to step 4
Back to step 2

## Step 13: Complete declaration

Complete the declaration details and then click the Confirm & submit application

### Application Overview

Organisation name: 1 - PRS Test 1

Personal reference number *(Optional)*

Reference provided by your organisation

I would like to be updated on my application progress via email updates *(Optional)*

### Declaration

Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance?

Yes  No

#### Please read & confirm the following

By ticking the application declaration box I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.

I have provided complete and true information in support of the application and I understand that knowingly making a false statement for this purpose is a criminal offence.

**Confirm & submit application**

[Back to step 3](#)

## Step 14: Summary Review

A summary screen will now be displayed

### Your application has been submitted for verification

#### What you need to bring

If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter your password when starting the verification process.

You selected to bring the following proof of identity documents:

- Passport
- Birth Certificate less than 12 months from DOB
- Utility Bill

You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

#### What happens next?

Please now contact your organisation to arrange to visit a verifier. Please remember to take the documents you selected with you in order for your application to be verified and progressed.

[Print document selection](#)

[Sign out](#)

## Section 3. Self-Register Process

The first time you use DBS Online you need to register.

1. Click '**Register**' on the right hand side of the screen.

2. Enter your Org Pin: This is a unique number supplied by your organisation

3. Enter your full name

4. Enter your email address and confirm it by entering it again

5. Click **Next Step**

**Please Note:** If you do **not** know the Org Pin, please contact the organisation requesting you complete an OnlineDisclosures check.

1. Enter the Organisation's Secret Word as requested
2. Tick the confirmation box
3. **Create** a memorable password
4. **Confirm** the password by entering it again
5. Click '**Complete Registration**'

You will be taken to the **Step 1** of the application form.

**Please Note:** The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

- You will now be given the 'Begin Application' button with details of information you will need.

### Need to Register?

If you have been directed here to self register by your organisation you can do so below.

Register



#### Register - Step 1 of 2

You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.

Org pin [Don't have this?](#)

Supplied by your organisation

Your full name

Email address

john.doe@email.com

Confirm email address



#### Register - Step 2 of 2

Please enter the secret word

*This should have been provided by your organisation*

I confirm **PRS Test 1** is my organisation

Create password

*Please enter a password for your account.*

Confirm password

Complete registration