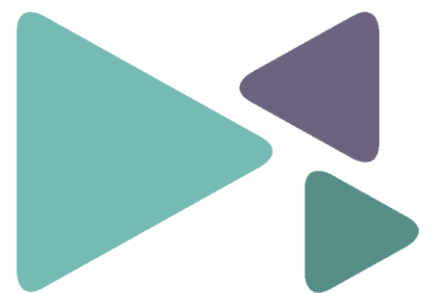


Individual Application Guidance



disclosure
services

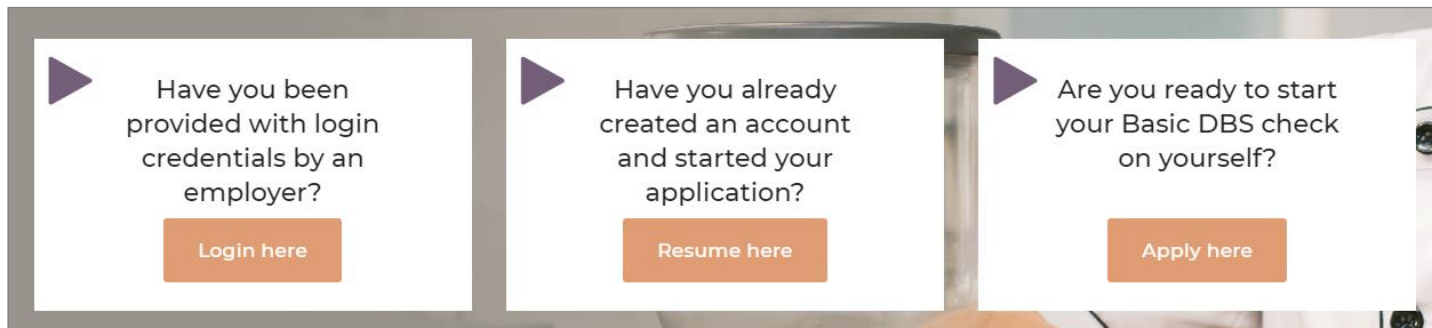
Expert Support. Informed Clients. Clear Decisions.

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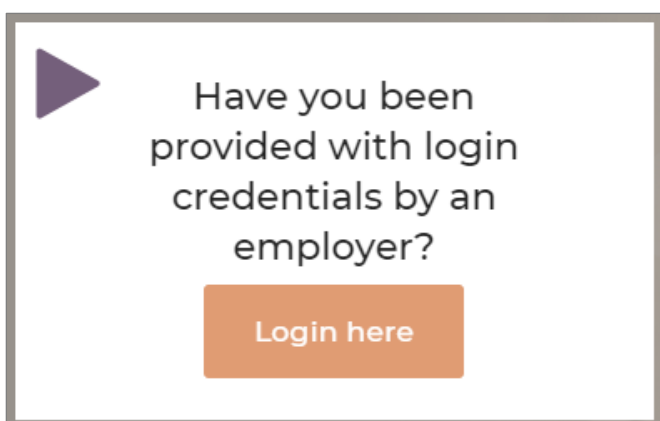
Navigating the Individual Application Homepage

When you land on the Homepage, you will see three questions that are designed to assist you in navigating to the correct page.



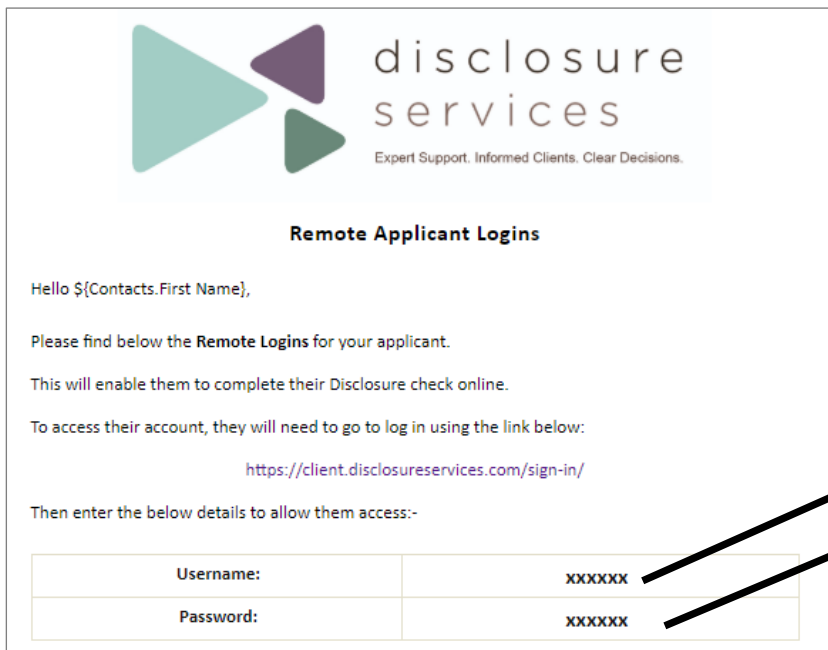
It's very important that you choose the right option at this stage as failure to do so may result in you applying for and paying for a Basic DBS Check that you do not need and regrettably, **no refunds** will be given if this is the case.

Option 1 - Have you been provided with login credentials by an employer?



This option is for individuals that have been asked to conduct a DBS Check by an organisation that is registered with Disclosure Services.

Your organisation may have forwarded you an email that looks like the one below or they may have simply provided you with a **Username** and **Password** to log in to our [online portal](#) which will allow you to complete your application.



Remote Applicant Logins

Hello \${Contacts.First Name},

Please find below the **Remote Logins** for your applicant.

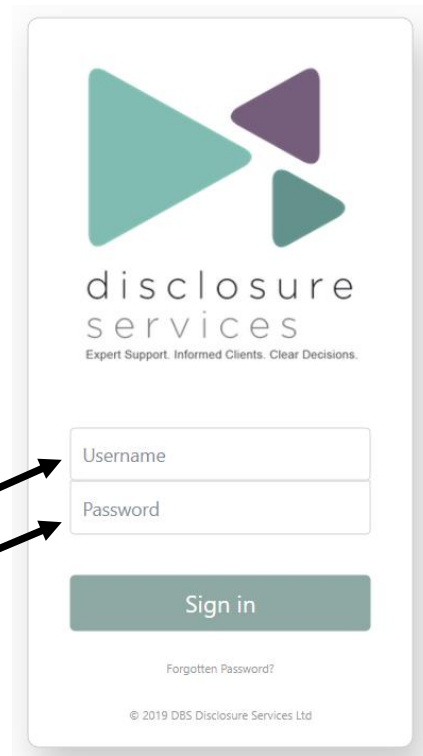
This will enable them to complete their Disclosure check online.

To access their account, they will need to go to log in using the link below:

<https://client.disclosureservices.com/sign-in/>

Then enter the below details to allow them access:-

Username:	XXXXXX
Password:	XXXXXX



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Username

Password

Sign in

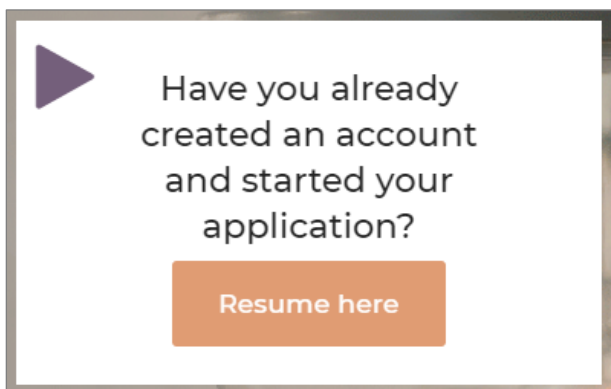
[Forgotten Password?](#)

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If you haven't been provided with login credentials by the organisation that has asked you to conduct a check, please contact them to see if they are registered with Disclosure Services. If they are not a client of Disclosure Services, they will need to Register so that we can set them up with an online account and enable them to pay for the check on your behalf.

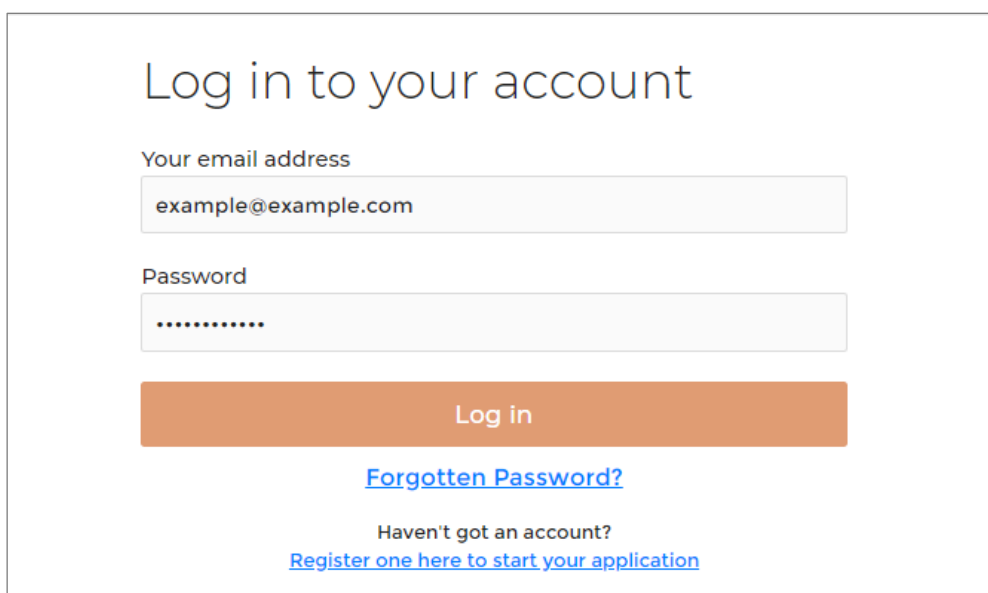
If they're not registered with us and don't intend to pay for the check on your behalf, or you want to conduct a Basic Check for your own personal interest, you should fall into one of the two remaining options.

Option 2 - Have you already created an account and started your application?



This option is for individuals that have already registered with Disclosure Services and may have started their Basic DBS application.

You will need to [log in](#) to your account using the email address and password that you set your account up with.

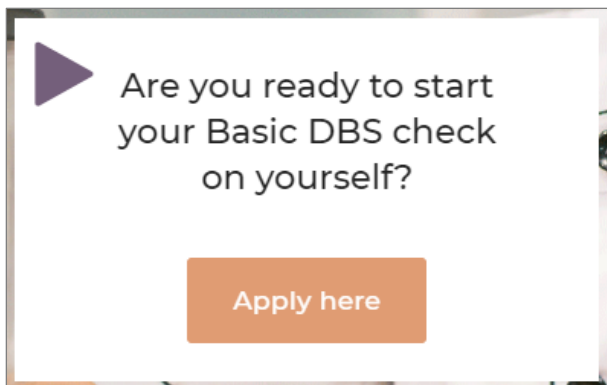
A screenshot of a login form titled "Log in to your account". It contains two input fields: "Your email address" with the placeholder text "example@example.com" and "Password" with masked characters ".....". Below the fields is an orange "Log in" button. Underneath the button are two links: "Forgotten Password?" and "Haven't got an account? Register one here to start your application".

If you have forgotten your password, you can use the [Forgotten Password](#) link.

Please Note: If you have created an account with Disclosure Services, you will need to confirm your email address before you can log in.

The email verification email will have been sent to the email address that was provided when you registered for your Individual Basic DBS account.

Option 3 - Are you ready to start your Basic DBS check on yourself?



This option is for individuals that haven't registered with Disclosure Services yet but require a Basic DBS Check for employment or for personal interest.

You will need to [Register](#) for an Individual Basic DBS account to enable you to start your application.

Create an account

You will need these details if you want to pause and continue your application at a later time

Your email address

Password

Password again

Your first name

Your last name

I consent to Disclosure Services Ltd storing my information and contacting me for the purposes of supporting me with my application.

I consent to Disclosure Services Ltd contacting me regarding their products and services.

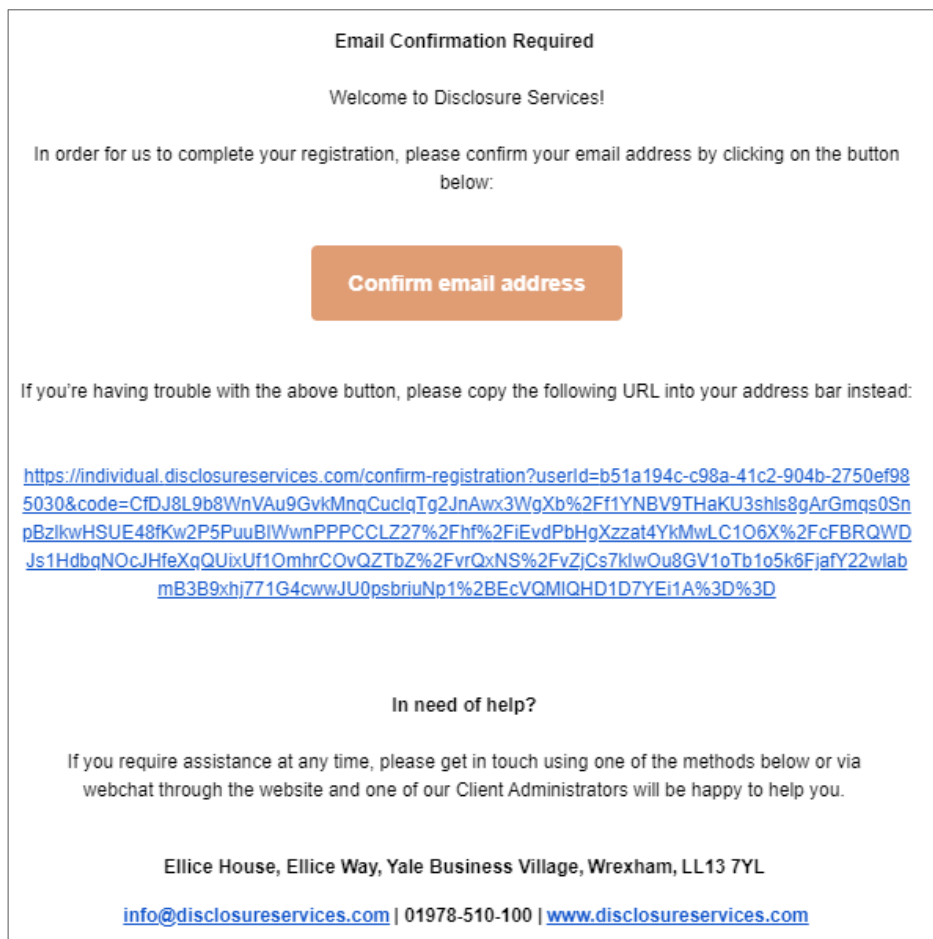
[Register and start your application](#)

By clicking on the **Register and Start Your Application** button, you will be sent an email asking you to confirm the email address that you have used to register. You will need to click on the link within the email to confirm, this is not something that can be done manually by Disclosure Services.

Confirmation Email

You will be redirected to a new page titled **You're almost there** which means that our system will have triggered an email for you to confirm your email address.

The email will have been sent from info@disclosureservices.com should look like this:



Once you have clicked on **Confirm email address**, you will be redirected to the **Email address verified** page and will be able to log in to your account from there.



If you haven't received the email or you require any assistance, please either give us a call on **01978 510100**, contact us via webchat through the website or send us an email to info@disclosureservices.com.

Basic DBS Check for Individuals

Important considerations before you begin...

1. Make sure you are applying for your DBS check in the correct place

If you have been asked by an organisation that is registered with Disclosure Services to conduct a Basic DBS Check, please do this via our Client portal, not our Individual portal.

You can log into our Client Portal [here](#)

Should you continue to proceed and pay for an Individual Basic DBS Check, this check will be processed by our team and sent to the DBS. We will be unable to offer you a refund for unnecessary applications or applications that have submitted through the wrong portal.

2. You will need a Registered Professional to certify your identity documents

Your identity will need to be certified by a Registered Professional as part of your application.

Before you begin, please familiarise yourself with the list provided [here](#) of who can certify the documents on your behalf. Most Registered Professionals will not charge you for this service, but we always recommend asking somebody that you know.

3. We always aim to process any applications the same day

Provided it's received by 4pm, your application will be sent to the DBS the same day. The official SLA provided by the DBS is 14 days but most applications complete well within this time.

Stage 4 of the application is a Police Search and some Basic DBS Checks have been known to take longer than this due to demands on particular police forces.

4. If you choose to receive a digital copy of your certificate, you won't be able to get a paper certificate

This is a rule that has been enforced by the Disclosure and Barring Service (DBS) and as an Umbrella Body, we have to abide by these rules when processing applications on your behalf.

It is really important to choose the correct option when completing your application to avoid having to complete another application for a paper certificate.

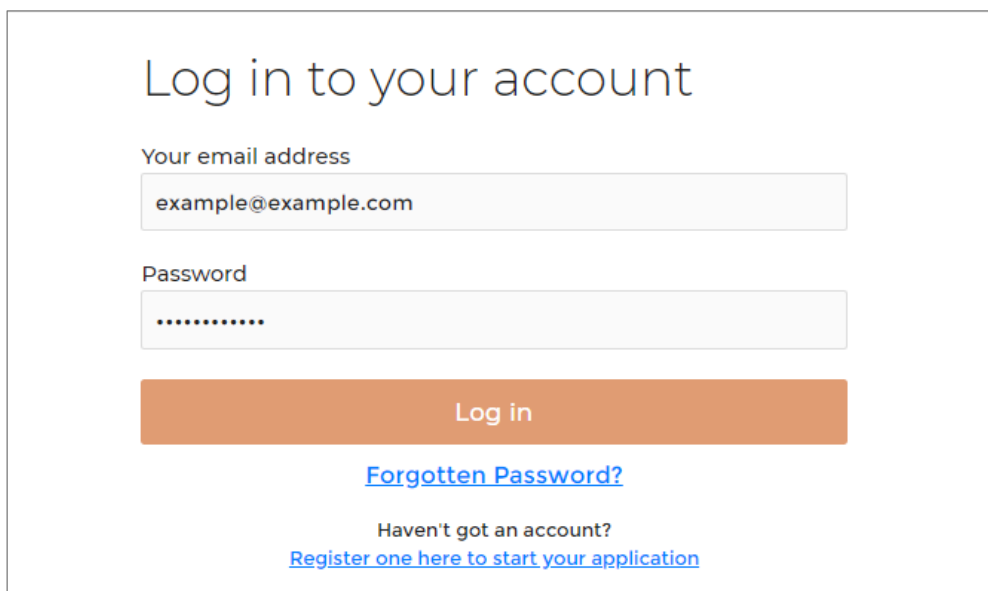
5. If you live outside of the UK, you may experience delays with the delivery of your certificate

Certificates that are being posted outside of the UK will take longer than those within the UK.

However, we will always endeavour to process your application the same day so it reaches you as quickly as possible.

Logging In

You will firstly need to [log in](#) to your account using the email address and password that you set your account up with.



The screenshot shows a login interface with the following elements:

- Title: "Log in to your account"
- Label: "Your email address"
- Input field: "example@example.com"
- Label: "Password"
- Input field: "....."
- Button: "Log in" (orange)
- Link: "[Forgotten Password?](#)"
- Text: "Haven't got an account?"
- Link: "[Register one here to start your application](#)"

If you have forgotten your password, you can use the [Forgotten Password](#) link.

Please Note: If you have created an account with Disclosure Services, you will need to confirm your email address before you can log in.

The email verification email will have been sent to the email address that was provided when you registered for your Individual Basic DBS account.

Completing your Individual Basic DBS application

Step 1 – Application Options

1. Select your **Reason for applying** – If you select ‘Employment’ and your organisation is already registered with Disclosure Services, you may be applying for this check in the wrong place. Please contact the organisation that has asked you to conduct the DBS check as they may be able to give you remote login details to log in to the portal on our Homepage instead.
2. Select **Where will you be working** (if you’re working in Scotland or Northern Ireland, please contact us)
3. Click on **Save & Continue**

Step 2 – Applicant Details

1. Choose your **Title** from the drop-down menu
(Your **Forename** and **Surname** should be automatically populated)
2. Please insert your **Middle Name(s)** if applicable
3. Choose your **Gender**
(For transgender applicants, please click on the link to read the guidance)
4. Only insert your **NI Number** if you’re using a P45 or P60 as identity evidence
5. Choose your **Date of Birth** by clicking on the calendar
6. Click on **Save & Continue**

Step 3 – Contact Information

1. Enter your **Email Address** (If it hasn’t been populated already)
2. Enter your **Home Phone Number** and/or **Mobile Number**
(Please note: Home Phone Number is optional but by providing a mobile number you will receive a confirmation text when your application has been accepted by DBS. This will include your e-reference number)
3. Choose your **Preferred Telephone Number**
4. Select your **Preferred Time to Call** from the drop-down menu
5. Click on **Save & Continue**

Step 4 - Birth Details

1. Choose your **Country of Birth** from the drop-down menu
2. Choose your **Nationality** from the drop-down menu
3. Enter your **Town/City of Birth**
4. Enter your **County of Birth**
5. Click on **Save & Continue**

Step 5 – Employer Details (For employment applications only)

1. Choose your **Employment Sector** from the drop-down menu
2. Choose your **Workforce Type**
3. Enter your **Employer Name**
4. Enter the name of the **Position Applied For**
5. Click on **Save & Continue**

Step 6 – Address History

You must provide a **Full 5 Year Address History** with no gaps or overlaps.

The month that you moved from one address must be the same month that you moved into the next one.

1. Enter your **Current Address**
(for UK addresses, you can use the address lookup by inserting your **Postcode** first after you have selected **United Kingdom** from the **Country** drop-down menu.)
2. Complete the **When did you move into this address** field
(If you haven't lived at this address for 5 years or more, you will see an error that says: **There are problems within the address history – Please enter a full 5 year address history**. You will need to use the **Add Address** button to add addresses spanning 5 years or more.)
3. Click on **Save & Continue**

Please Note: If you are applying with an Overseas address, your certificate may take significantly longer to reach you from the Disclosure and Barring Service.

Step 7 – Previous Names

1. Please indicate whether you have used **any other names**

Please note: You must list all names you have been known by or have used from the age of 10 or since birth.

In addition, if you are a married woman using your maiden name, please include your forename even though it may not have changed, ensuring the dates used span from birth or age 10 until your marriage date.

This ensures any change in legal status is correctly recorded.

e.g. Jane Doe born in 1970 and marries in 1990 would be recorded as below:

Previous Name: **Jane Doe** – Used from **1970** to **1990**

Current Name: **Jane Doe** – Used from **1990** to **present**

This shows that she had a change in her legal status in 1990, becoming Mrs instead of Miss.

2. Click on **Save & Continue**

Step 8 – Evidence

1. Please select whether or not you are an **EEA** or **Swiss National**

Please note that documents must:

- Be in your **current name** (except your birth certificate, which is also acceptable in a different name)
- List your **current address** (at least 1 document should give your current address)
- Include your **date of birth** (at least 1 document should include this)
- Be **original** documents (you cannot use copies)

Good examples to use as identity documents

- Valid Passport + Valid Driving License (Current Address)
- Valid Driving License (Old Address) + Supporting Document (Current Address)
- Biometric Residence Permit + Valid Driving License (Current Address)

2. Click on **Save & Continue**

Step 9 – Certificate Delivery

1. Please select whether you would like to receive a **paper copy** or **digital copy** of your certificate
2. If **Yes**, please select whether you want it sending to your **current address** or **another address**
3. If **another address**, please enter the address that you want the certificate sending to
4. Click on **Proceed to preview**

Please Note: If you choose to receive a Digital Copy of your DBS certificate, you will not be able to request a Paper Copy at a later date.

This is a rule that has been set out by the Disclosure and Barring Service and as an Umbrella Body, we have to abide by these rules when processing applications on your behalf.

Step 10 – Application Preview

This enables you to preview the data that you have entered before the application is submitted.

1. Please take a moment to read through your application. Please ensure that there are no errors or no missing information as this can contribute to an application taking longer than it should
2. If you're happy with the information that you have provided, please read through the declarations at the bottom of the page and tick each one

Please note: You must tick each declaration in order to proceed

3. Click on the **Submit and Pay** button to submit your application and make payment

Step 11 – Payment

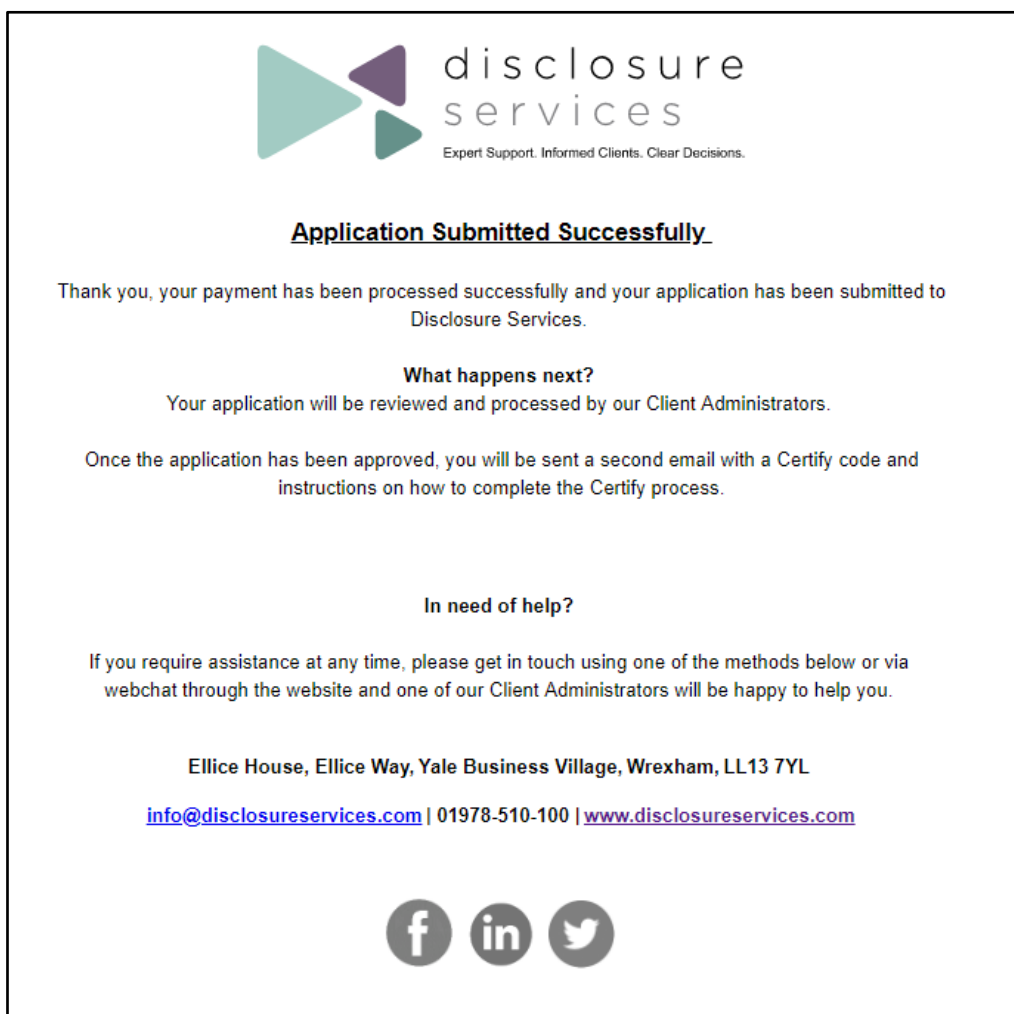
1. Enter your **Card Details** and **Postcode**
2. Click on the **Pay** button to submit your payment
3. You will be redirected to the **Payment Successful** page

What happens next?

Your application will now be checked by our Client Administrators and you will shortly receive emails from us with regards to the status of your application. The guidance below details the emails that you will receive and, in some instances, what you will need to do in order to progress.

Successful Submission Email

The first email that you will receive from us is a courtesy email to confirm that your application has been submitted successfully to Disclosure Services. It will look like this:

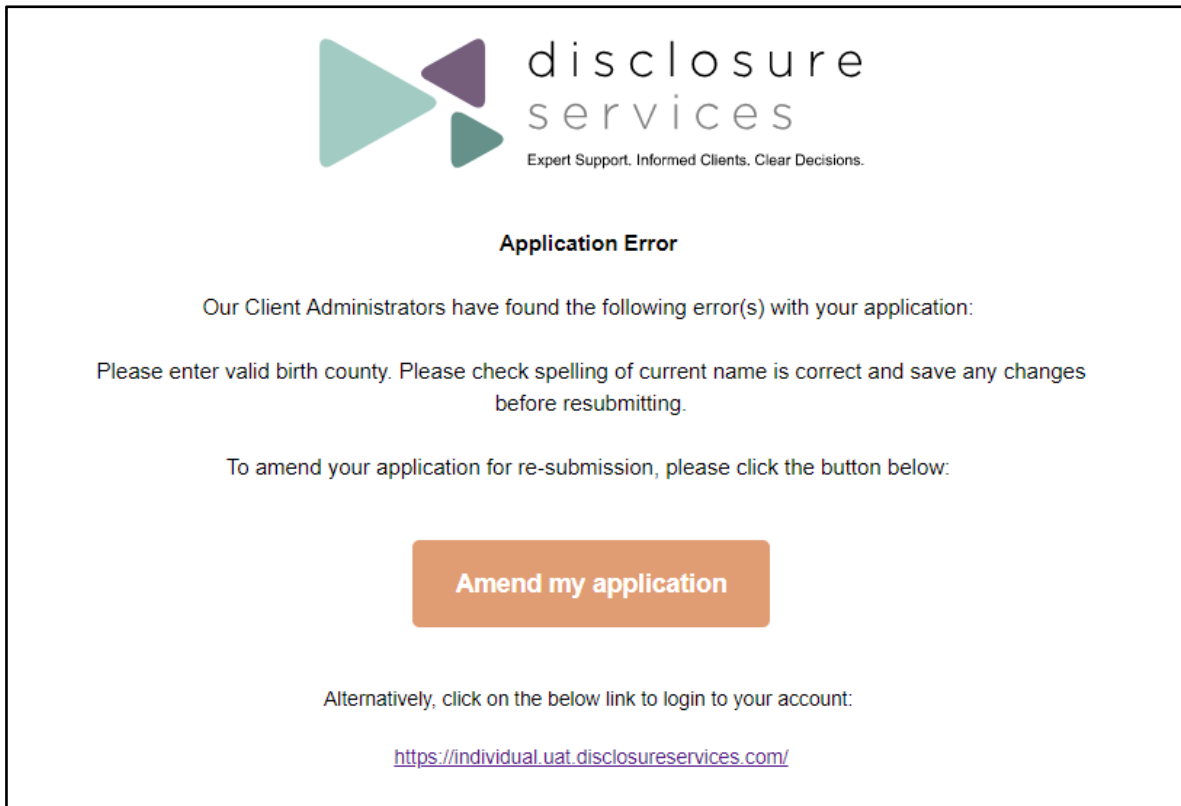


As mentioned in the email, your application will now be reviewed by our Client Administrators.

It is important to check your emails, including your **junk** folder, as the next email will detail whether your application is ready to progress to the next stage or not.

Application Error Email

If there is an error(s) with your application, you will receive the following email:



Any errors with the application will be clearly listed, as can be seen above.

In order to submit your application, please complete the following steps:

1. Log into your online account by clicking on the **Amend my application** button shown above
2. Once you have logged in, make a note of the reject reasons displayed at the top of the screen
3. Make the necessary amendments to your application, remembering to save changes as you go
4. Please thoroughly check your application and re-submit it when you're happy that all information is present and correct by clicking the **Submit with changes** button

If errors still exist upon rechecking your application, you will again receive the above email detailing the changes that need to be made in order to progress your application.


However, if our Client Administrators are happy that there are no errors within your application, you will receive an email containing the details on how to Certify your identity.

The Certify Process

Certify is the low cost and easy to use solution that enables you, the applicant, to complete face-to-face identity verification 'at a distance' and at a time and location that suits you.

Certifying Your Identity

Now that you have completed and paid for your application and our Client Administrators are happy that there are no errors with the application, you will receive the following email that contains a **Personal Access Code**:



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Certify your identity

Thank you, you have successfully submitted your application.

The next step is to certify your identity using the steps outlined below.

Step 1

Please take these instructions along with your identity documents to a Registered Professional in your area with one of the job titles listed [here](#)

Please note: All documents must be **current** and **original**. Photocopies or out-of-date documents will **NOT** be accepted. Printed documents (e.g bank statements) are also **NOT** acceptable.

Step 2

The registered professional must certify your identity by checking your identity documents and completing the declaration here:

<https://individual.disclosureservices.com/certify>

Step 3

This is your personal access code:

NQ30LU

If you have not received this email, please contact us as you will not be able to progress without this code.

Step 1

Please take these instructions, along with your identity documents to a Registered Professional in your area with one of the job titles listed here:

<https://individual.disclosureservices.com/assets/guidance/Professions-Regulated-by-Law-or-Public-Authority.pdf>

Please note:

- All documents must be **Current** and **Original**
- Photocopies or out-of-date documents will **NOT** be accepted
- Printed documents (e.g bank statements) are also **NOT** acceptable

Step 2

The Registered Professional must certify your identity by checking your identity documents against the evidence that has been used as part of your application and completing the declaration here:

<https://individual.disclosureservices.com/certify>

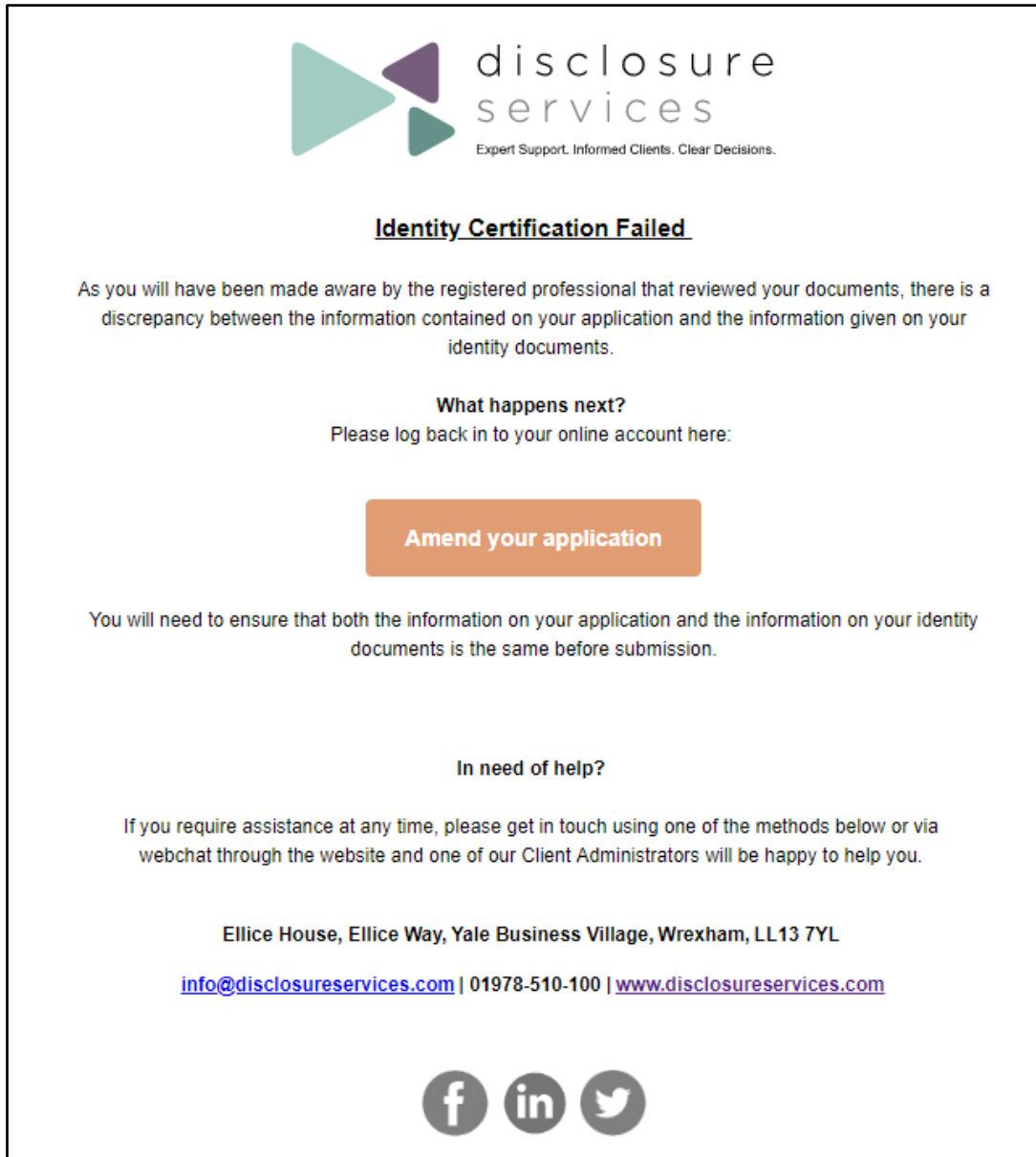
They will need to use the **Personal Access Code** that has been sent to you via email.

Again, if you have not received this code or can't find it for any reason, please contact us as the Registered Professional will not be able to progress past this point without it.

Depending on the result of the Certify process, this will determine which email you receive next from Disclosure Services.

Certify Rejection Email

If the Certifier was unable to verify your documents for any reason, they will inform you that they will be rejecting your application and you will receive the following email:

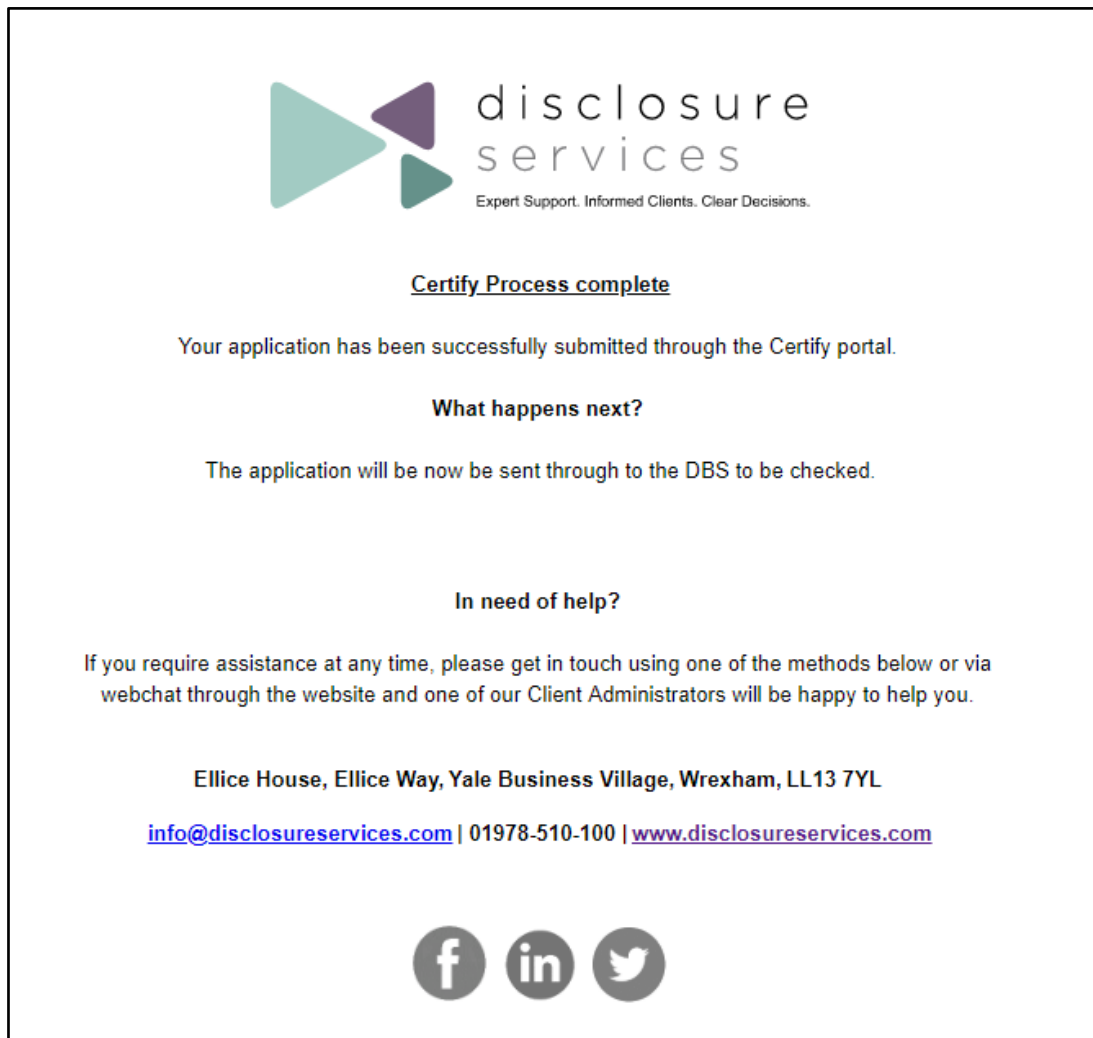


The image shows a screenshot of an email from Disclosure Services. At the top left is the company logo, which consists of three overlapping triangles (one green, one purple, one teal) to the left of the text 'disclosure services' and the tagline 'Expert Support. Informed Clients. Clear Decisions.' below it. The main heading of the email is '**Identity Certification Failed**'. Below this, the text states: 'As you will have been made aware by the registered professional that reviewed your documents, there is a discrepancy between the information contained on your application and the information given on your identity documents.' This is followed by the question 'What happens next?' and the instruction 'Please log back in to your online account here:'. A prominent orange button with the text 'Amend your application' is centered below. Further text reads: 'You will need to ensure that both the information on your application and the information on your identity documents is the same before submission.' Underneath is the section 'In need of help?' with the text: 'If you require assistance at any time, please get in touch using one of the methods below or via webchat through the website and one of our Client Administrators will be happy to help you.' The contact information provided is 'Ellice House, Ellice Way, Yale Business Village, Wrexham, LL13 7YL', followed by the email address 'info@disclosureservices.com', the phone number '01978-510-100', and the website 'www.disclosureservices.com'. At the bottom center are three circular social media icons for Facebook, LinkedIn, and Twitter.

If the application is rejected, you will need to make the necessary changes and re-submit the application.

Certify Success Email

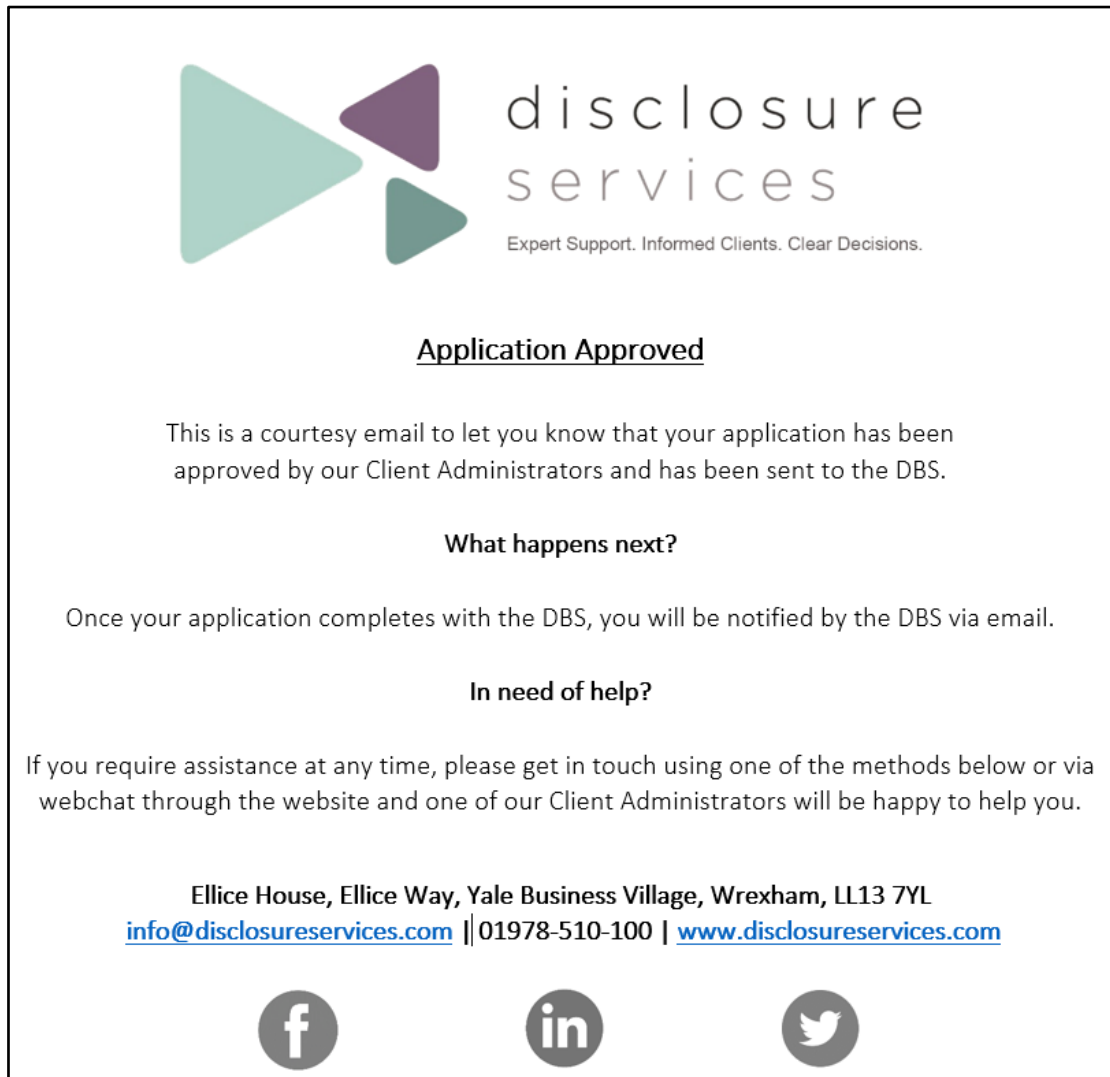
If however, the Certifier was able to verify your documents and there were no issues, you will receive the following email:



Once the Certify process has been completed, the application will be looked over for a final time before being submitted to the DBS.

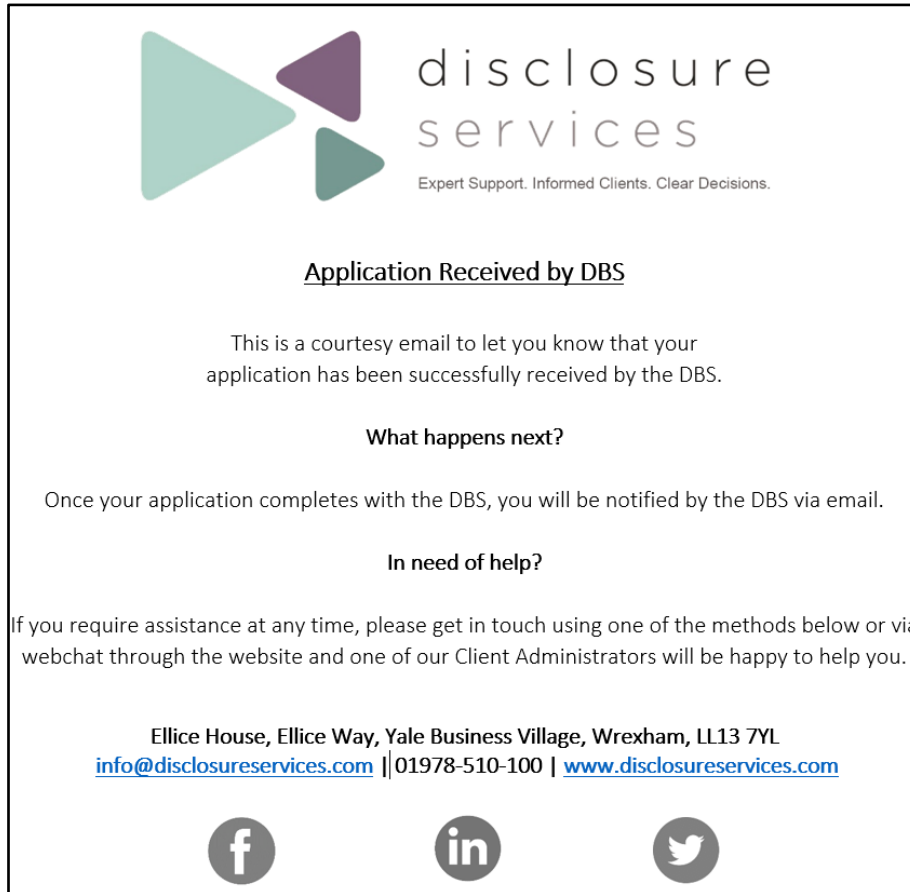
Application Approved Email

As soon as the application is submitted to the DBS, you will receive the following courtesy email from Disclosure Services:



Application Received by DBS Email

Similarly, once the application has been received by the DBS, we will send you the following courtesy email:



Once the application is with the DBS, the next email that you will receive regarding your Individual Application will be directly from the DBS.

If you require any assistance at any time, please don't hesitate to contact us and one of the team will be more than happy to assist you.

FAQ's

Why do I need a DBS Check as an Individual?

There are a number of reasons why an individual may need a Basic DBS Check:

- Employment
- Visa
- Personal Alcohol Licence
- Character Reference/Background

Why can't I apply for a Standard or Enhanced check as an individual?

As an individual, you will not be able to apply for this yourself.

The DBS state that an individual cannot apply for a Standard or Enhanced level check. The reasons for this are as follows:

- An individual cannot authorise and verify their own ID. If they proceeded to do so, their disclosure would immediately become invalid and removed from the system.
- Individuals cannot ask themselves exempt questions i.e. do you have any criminal convictions?
- Enhanced and Standard level checks require a disclosure recipient who is going to make an informed recruitment decision

A self-employed person who is eligible for a Standard or Enhanced DBS Check can ask the organisation that wishes to contract their services to apply for the check on their behalf.

Please ask them to register with us [here](#)

Can I apply for a Basic Check if I live in Scotland?

Individuals living or working in Scotland should still apply to Disclosure Scotland directly.

How can I pay for my check?

The easiest way to pay for your check is using a Credit/Debit Card but we also offer the option to pay using Apple Pay.

How long will my check take to complete?

Official guidance from the DBS states that a Basic Check can take up to 14 days. However, from our experience, we know that they usually take on average between 3-5 working days.

Please Note: The police and the DBS have a service level agreement of 60 days and once the application is with the DBS, Disclosure Services are unable to speed the application along on your behalf.

What do I need to perform a DBS Check as an individual?

- Your five-year address history
- Your National Insurance Number
- A debit or credit card
- Proof of ID (e.g. passport, driving licence, birth certificate)
- Proof of address (e.g. utility bill, council tax bill, bank statement)

What will an Individual Basic Check show?

An Individual Basic check shows all unspent convictions and conditional cautions that are held on the Police National Computer (PNC)

When will my Individual DBS Check expire?

A DBS Check will not have an expiry date and there is no specific period for which they are valid. However, a DBS check is only as good as the day it is printed so it is good practice to renew your DBS certificates every 3 years.

Can I get a paper copy of my certificate if I chose to receive a digital copy when completing my application?




If you chose to receive a digital copy of your DBS certificate at the time of applying, you will not be able to get a paper certificate printed at a later date.

This is a rule imposed by the DBS which we, as an Umbrella Body, have to abide by.

However, you can allow someone access to view your certificate online by following this [guidance](#) from the DBS.



Disclosure Services
Ellice House
Ellice Way
Yale Business Village
Wrexham
LL13 7YL

-  info@disclosureservices.com
-  www.disclosureservices.com
-  01978 510100

