

DBS GUIDANCE NOTES

Manage your Application

Manage your application with us using these 4 simple steps.



Log-in to your account using the credentials sent in your welcome email.

Create the application by selecting the type of check required and entering the applicant's contact information.

The applicant receives an email providing their unique log-in details to complete the form.

Check the ID and submit the application to us for processing.

E-mail Login

Following receipt of the required document for registration, you will receive an email providing your log-in details.

By following the link provided in the email shown here, you will be directed to your log-in page

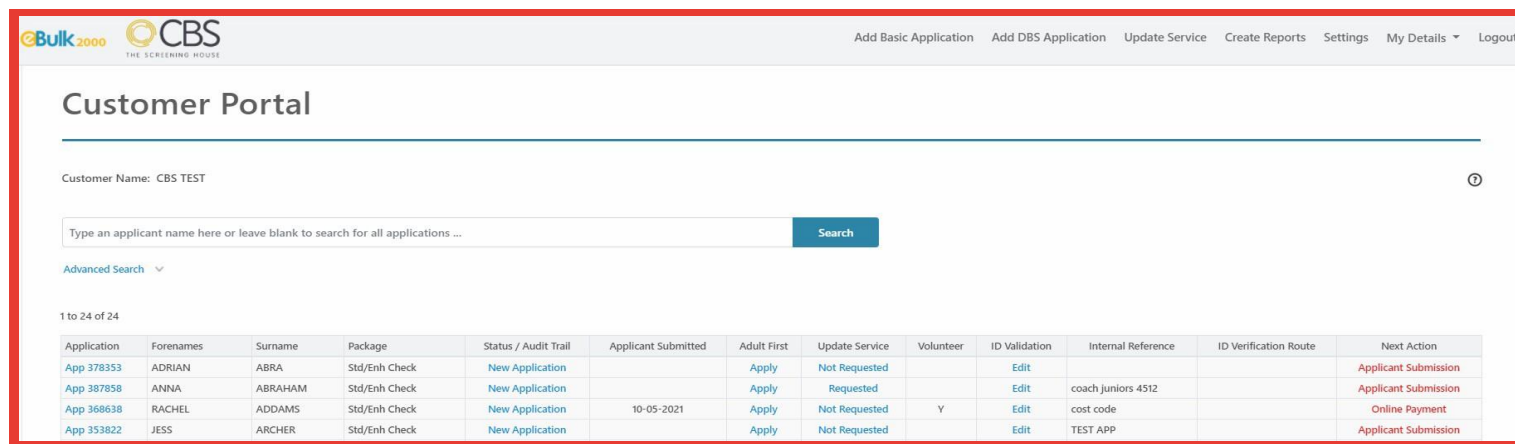
1.

DBS Guidance Notes

continued overleaf..

Welcome to the Customer Portal

Your customisable dashboard



The screenshot shows the Customer Portal interface. At the top, there are navigation links: Add Basic Application, Add DBS Application, Update Service, Create Reports, Settings, My Details, and Logout. The main heading is "Customer Portal". Below this, the customer name is "CBS TEST". There is a search bar with the placeholder text "Type an applicant name here or leave blank to search for all applications ..." and a "Search" button. Below the search bar is an "Advanced Search" dropdown menu. The main content area displays a table of applications, with "1 to 24 of 24" items shown. The table has the following columns: Application, Forenames, Surname, Package, Status / Audit Trail, Applicant Submitted, Adult First, Update Service, Volunteer, ID Validation, Internal Reference, ID Verification Route, and Next Action.

Application	Forenames	Surname	Package	Status / Audit Trail	Applicant Submitted	Adult First	Update Service	Volunteer	ID Validation	Internal Reference	ID Verification Route	Next Action
App 378353	ADRIAN	ABRA	Std/Enh Check	New Application		Apply	Not Requested		Edit			Applicant Submission
App 387858	ANNA	ABRAHAM	Std/Enh Check	New Application		Apply	Requested		Edit	coach Juniors 4512		Applicant Submission
App 368638	RACHEL	ADDAMS	Std/Enh Check	New Application	10-05-2021	Apply	Not Requested	Y	Edit	cost code		Online Payment
App 353822	JESS	ARCHER	Std/Enh Check	New Application		Apply	Not Requested		Edit	TEST APP		Applicant Submission

Customer Portal

From this screen you can create, track and manage all of your applications, as well as accessing a host of reporting functions and useful tools to help you support with all of your safeguarding needs...

Step 1

2.

DBS Guidance Notes.

continued overleaf...

Customer Portal cont...

Lets get started

Customer Portal

Clicking the 'search' button will display all applications. Alternatively you can use the main search field or the advanced searching options if preferred.

The screenshot shows the Customer Portal interface. At the top, there are logos for eBulk2000 and CBS THE SCREENING HOUSE. A navigation bar contains buttons for 'Add Basic Application', 'Add DBS Application', 'Update Service', 'Create Reports', 'Settings', 'My Details', and 'Logout'. Below the navigation bar, the main content area displays 'Customer Portal' and 'Customer Name: CBS TEST'. A search field is present with the placeholder text 'Type an applicant name here or leave blank to search for all applications ...' and a 'Search' button. An 'Advanced Search' dropdown is also visible. Red callout boxes provide instructions: 'Create your applications here' points to 'Add DBS Application'; 'Create customisable reports' points to 'Create Reports'; 'Amend or update passwords' points to 'Settings'; 'Manage the Update Service' points to 'Update Service'; and 'Change dashboard settings' points to 'Settings'.

Step 1

3.
DBS Guidance Notes.
continued overleaf

Creating a new application

Create a new application by selecting a Basic or DBS.

Applicant's Details

Please complete the following fields in order to create the application:

(Please note: Standard or Enhanced Disclosures should only be requested in accordance with legislation and your contractual agreement with CBS. If undertaking the Enhanced level disclosure, you can only tick the lists below for access to the Children or Adult barred list if the individual undertakes a Regulated Activity)

Job Description

Organisation name

Workforce

Please select the level of checks required to access the DBS Updating Service

Registration is not required

Applicant subscribes - CBS undertakes annual check

Applicant subscribes - CBS undertakes status checks every quarter

Applicant subscribes - CBS undertakes status checks every month

Applicant subscribes - CBS undertakes status checks every week

Applicant's surname

Applicant's forenames

Create unique username

Password

Applicant's email address

Internal Reference (if applicable)

Please state the level of disclosure required for this individual.

Standard

Enhanced

Applicant is a Volunteer

Who qualifies as a volunteer?

Are you entitled to know whether the applicant is registered on the DBS Children Barred List?

Yes

Are you entitled to know whether the applicant is registered on the DBS Adult Barred List?

Yes

Does the position involve working with children or vulnerable adults at the applicant's home address?

Yes No

(Please note, marking "yes" will instruct the DBS to screen all individuals who live at this applicant's home address. It is illegal under current legislation to undertake this screening if the applicant does not work from their home address with vulnerable people).

Please select whether this applicant will be paying for this check

Yes No

Please complete the required fields of information in order to create the application which will automatically and immediately send an email to the applicant providing them with your unique log in details to access their application form.

If you are unsure of the level of check you require, please contact a member of the team who will support you through the process.

New Application

Here you can add:

Basic Application

DBS Application

Step 2

4.

DBS Guidance Notes.

continued overleaf

Completing the Application form

4 page application form which is simple and easy to follow.

Completion

User will be prompted at each stage of the process if any information is missed or incorrect.

The applicant can access their form via their own log-in details or it can be accessed via the Customer Portal and completed by the administrator.

All users can save and return later to each page of the form if required.

Welcome

Title: Select

Forename: SACHIEL

Surname: ARCHER

Middle name 1:

Middle name 2:

Middle name 3:

Date of birth: YYYY-MM-DD

Gender: Male Female

NI number:

Telephone No. Enter the telephone number below, select the country and click "OK"

Number:

Country: Select

Language Preference: English

Address Line 1:

Address Line 2:

Town / City:

County:

Postcode:

Country: Select

At current address since: MM/YYYY

Save and return later Save and go to Next screen

Page 1

Details for which Application is being requested

Job Description: SPORTS COACH

Organisation name: RUSLEY FOOTBALL UNION

Workforce: CHED WORKFORCE

Please state the level of disclosure required for this individual:

Standard

Enhanced

Application is a volunteer (Who qualifies as a volunteer?)

Do you wish to be registered on the DBS Children Barred List? Yes No

Do you wish to be registered on the DBS Adult Barred List? Yes No

Do you have any children or someone with children or someone with children living with you at the applicant's home address? No Yes

Do you have any other addresses in the last five years? No Yes

Cancel and go to Previous screen Save to return later Save and go to Next screen

Page 2

Additional Personal Details

Surname at Birth:

Surname at birth (if different):

Used until: YYYY

Other Names:

1. If you have been known by any other surnames you must enter them [here](#)

2. If you have been known by any other forenames you must enter them [here](#)

Previous Address:

Have you lived anywhere other than your current address in the last five years? No Yes

1. If you have lived at other addresses in the last five years you must enter them [here](#)

2. [Then click here](#) to check sufficient address information has been provided

Place of Birth:

Please enter town / city names and country / district names in full as recorded on your Birth Certificate

Town / City: London

Country / District: London

Country: Unknown

Nationality: British

Cancel and go to Previous screen Save to return later Save and go to Next screen

Page 3

Additional Personal Details

Do you have any convictions, cautions, reprimands or final warnings, which would not be filtered in line with current guidance? Yes No

I can access information regarding the filtering rules of a criminal record please visit <https://www.gov.uk/government/topics/criminal-justice>

Declaration by Applicant:

I confirm that the information I have provided to support this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence. Yes No

Consent of Applicant to DBS:

I consent to the DBS checking the details I have provided in support of this application against the data sources specified in order to verify my identity and process this application. These details may be recorded and used to assist other organisations for identity verification purposes, such as the Home Office and other associated public bodies. Yes No

Privacy Acknowledgement:

I have read the Standard/Financial Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbS-privacy-policy> and understand how DBS will process my personal data and the options available to me for submitting an application. Yes No

Electronic Results:

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 valid or to avoid confusion which will indicate that my certificate contains information. In some cases the Registered Body may provide this information directly to my employer prior to receiving my certificate. Yes No

Consent of Applicant (DBS Update Service):

I consent and understand that as part of my recruitment process or in order to renew my continued suitability for the role, my employer may request for my DBS certificate to be submitted to the DBS Update Service allowing regular checks to be made against the certificate ensuring the information remains up to date and accurate. I understand this will be made on my behalf by the Registered Body processing my DBS application or an organisation approved by the Registered Body to act on its behalf. Yes No

Cancel and go to Previous screen Save to return later Save and go to Next screen

Page 4

Step 3

5. DBS Guidance Notes.
continued overleaf...

Complete the ID Section

Complete & Submit

Complete the ID Section and submit the form

1. Search for the application
2. Select 'Edit' in the ID Validation section

Customer Portal

Customer Name: CBS TEST

Type an applicant name here or leave blank to search for all applications ...

Advanced Search ▾

1 to 24 of 24

Application	Forenames	Surname	Package	Status / Audit Trail	Applicant Submitted	Adult First	Update Service	Volunteer	ID Validation	Internal Reference	ID Verification Route	Next Action
App 378353	ADRIAN	ABRA	Std/Enh Check	New Application		Apply	Not Requested		Edit			Applicant Submission
App 387858	ANDRA	ABRAHAM	Std/Enh Check	New Application		Apply	Requested		Edit	coach juniors 4512		Applicant Submission
App 368638	RACHEL	ADDAMS	Std/Enh Check	New Application	10-05-2021	Apply	Not Requested	Y	Edit	cost code		Online Payment
App 353822	JESS	ARCHER	Std/Enh Check	New Application		Apply	Not Requested		Edit	TEST APP		Applicant Submission

Any applications displaying a status of 'New Application' require further action from you. All other statuses mean the application is being processed or is complete.

Evidence of identity seen by the employer / volunteering organisation / Registered Body

In order to comply with the DBS ID validation process you must ensure sufficient identity documents have been checked. For more information about this process, please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines>.

*** Not all fields are mandatory ***

Applicant's Details	
Forename	RACHEL
Middle name 1	
Surname	ADDAMS
Date of Birth	15-06-2004
Address Line 1	1 HIGH STREET
Address Line 2	
Town / City	CARDIFF
County	CARDIFF
Postcode	CF44 4TY
Country	GB

Route 1 Validations ▾

please tick here to select route / validation

Applicant's Passport Details ▾

Applicant's Driving Licence Details ▾

Applicant's Birth Certificate Details ▾

Applicant's Marriage Certificate Details ▾

Applicant's National Insurance Number Details ▾

By ticking the boxes below you are stating that you have seen sufficient documents in line with DBS requirements

Current address details checked against documentation Yes

Evidence seen and checked Yes

By name

Within the ID Page you are able to choose between multiple verification routes.

The system will also cross reference the data entered within this section of the form to ensure the information matches the information entered into the application form.

Are you entitled to know whether the applicant is registered on the DBS Children Barred List? Yes

Are you entitled to know whether the applicant is registered on the DBS Adult Barred List? Yes

Does the position involve working with children or vulnerable adults at the applicant's home address? Yes No

(Please note, marking 'yes' will instruct the DBS to screen all individuals who live at this applicant's home address. It is illegal under current legislation to undertake this screening if the applicant does not work from their home address with vulnerable people)

Please state the level of disclosure required for this individual.

Standard

Enhanced

Applicant is a Volunteer

Who qualifies as a volunteer?

Applicant's surname:

Applicant's forenames:

Create unique username:

Password:

Applicant's email address:

Internal Reference (if applicable):

When complete, click SUBMIT.

Step 4

6.
DBS Guidance Notes.
continued overleaf...

Customer Portal

Customer Portal

Back to your customisable dashboard

Now you can complete applications on behalf of the applicant, view a full audit trail and view the results; manage and view the update to service subscriptions and status checks.

The screenshot shows the Customer Portal dashboard for 'CBS TEST'. It features a search bar and a table of applications. Three callouts highlight specific actions: 'New Application' (to complete an application), 'Update Service' (to manage subscriptions), and 'Apply' (to view audit trails).

Application	Forenames	Surname	Package	Status / Audit Trail	Applicant Submitted	Adult First	Update Service	Volunteer	ID Validation	Internal Reference	ID Verification Route	Next Action
App 378353	ADRIAN	ABRA	Std/Enh Check	New Application		Apply	Not Requested		Edit			Applicant Submission
App 387858	ANNA	ABRAHAM	Std/Enh Check	New Application		Apply	Requested		Edit	coach juniors 4512		Applicant Submission
App 368638	RACHEL	ADDAMS	Std/Enh Check	New Application	10-05-2021	Apply	Not Requested	Y	Edit	cost code		Online Payment
App 353822	JESS	ARCHER	Std/Enh Check	New Application		Apply	Not Requested		Edit	TEST APP		Applicant Submission

Click here to complete an application on behalf of the applicant

Click here to see a full audit trail and view the results

Click here to manage and view the update service subscription and status checks

The Application Screen displays details for applicant ADRIAN ABRA (Applicant Code: 378353). It shows the service as 'DBS Application' with a status of 'New Application'. A note indicates 'Application not yet submitted'. There is a 'View Summary of Application here' link and a 'Refresh login information for Applicant' dropdown.

The Status and Audit Trail page for ADRIAN ABRA (Applicant Code: 378353) includes a 'View Results' button. It features a 'Status Check' table and an 'Audit Trail' table.

Service	Status	Stamp Date
DBS Application	New Application	24-02-2021 13:10:33

Comment	Date
No Comments	


The Update Service page for ADRIAN ABRA (Applicant Code: 378353) includes a 'View Audit Trail' button. It contains a section for 'Enhancing Safeguarding with the DBS Update Service' and 'Upgrade Options' with radio button selections for different update frequencies.

Upgrade Options

- DBS Update Service status checks are currently set to None
- Applicant subscription - CBS undertakes annual check
- Applicant subscription - CBS undertakes status checks every quarter
- Applicant subscription - CBS undertakes status checks every month
- Applicant subscription - CBS undertakes status checks every week


7.
DBS Guidance Notes.
continued overleaf

The process is now complete!



Screening Results

Applicant Information	
Surname	ABRA
Forename	ADRIAN
Date of birth	13-02-1980
Organisation name	CBS TEST
Screening Package	Std/Enh Check
Overall Status	

DBS Criminal Disclosure 	
Position Applied For	CHILD WORKFORCE - ASSESSOR
DBS Reference Number	
Disclosure Number	
Level of Disclosure	Enhanced
DBS Children Barred List	Pending...
Section 142 of the Education Act 2002	Pending...
DBS Adult Barred List	Not Requested
Date of issue	
Status	Pending...

Screening completed by: Complete Background Screening Ltd
Registered Office: The Screening House, Cwm Cynon Business Park, Mountain Ash, CF45 4ER
Tel: 01443 799900

[Print screen](#)

Please be advised the following criminal disclosure is complete:

Name: <name of applicant>
Reference no:<E0005> Certificate number:<0123456> Date of issue: <01/01/2020>
Status: **No Match – Clear Disclosure**

In order to view the full disclosure results, please log into your account and view the Audit trail & results.

Please be advised the following criminal disclosure is complete:

Name: <name of applicant>
Reference no:<E0005> Certificate number:<0123456> Date of issue: <01/01/2020>
Status: In Post – **Please view the applicant's DBS certificate.**

In order to view the full disclosure results, please log into your account and view the Audit trail & results.

When a disclosure returns results, the system will support you to manage this:

1. You will receive email notifications.
2. System changes status
3. Applicant receives an email notifying them of completion of their certificate and asks them to present this as soon as it's received in the post.
4. The system will send weekly notifications until the user logs in to the audit trail, adds a comment and stops reminders.

Process Complete

On completion of the process the system will automate an email to the administrator. The hard copy certificate will be sent to the applicant's home address.

Thank You for
choosing us

We look forward to
working with you