



# Applicant User Guide

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# Accessing Your Application

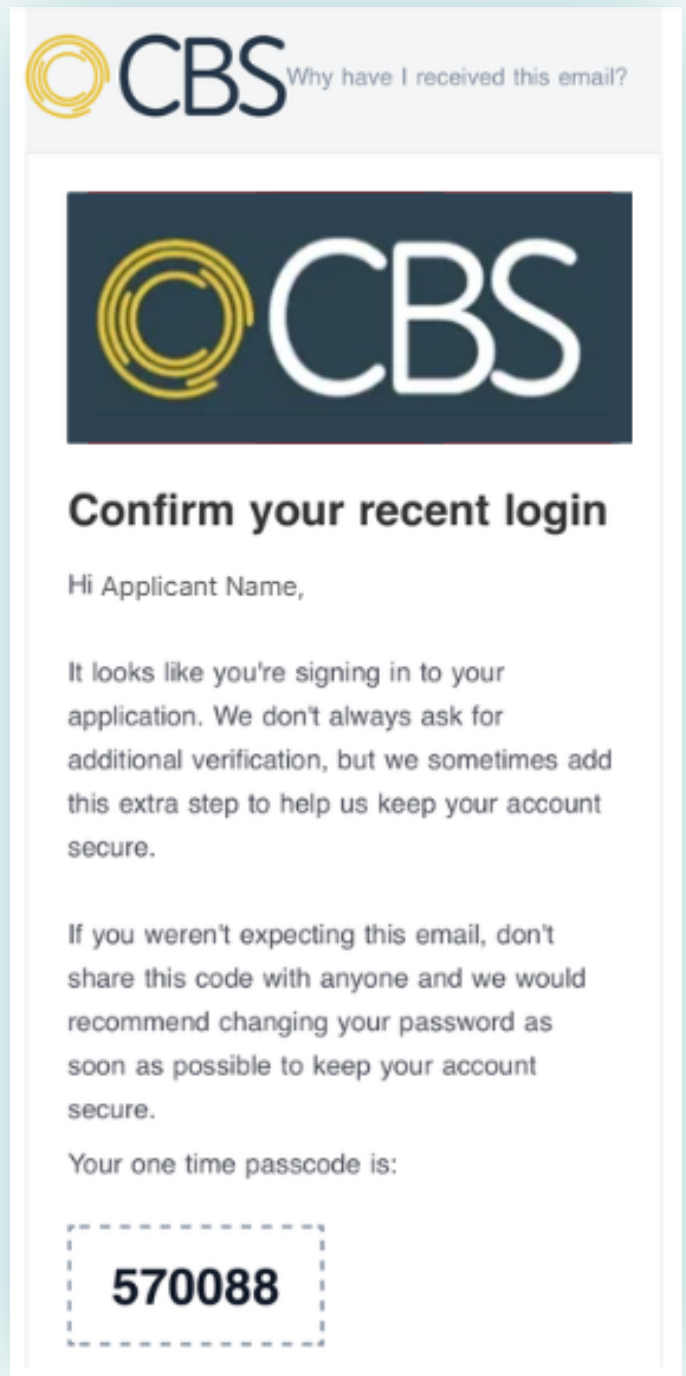
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You will receive an email invitation to access and complete your application.

If you cannot find the email, please check your junk/spam folder.

The invitation email will include:

- The name of the organisation requesting your check
- A temporary password to access your application
- A link directing you to the application login page



# Logging In

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To log in, you will need:

## Email Address

Enter the email address the invitation was sent to

## Temporary Password

Copy and paste the temporary password from your email

Once entered, click 'Continue'.

### Your DBS Application

Before you begin, we need to confirm some details. If you've already started an application, we'll take you back to it. If not, we'll create a **secure account** for you now.

**Email address \***

**Password \***

For additional security we may send you a one time passcode.

[Continue](#)

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Problems getting started? [Get help](#)



# One-Time Passcode

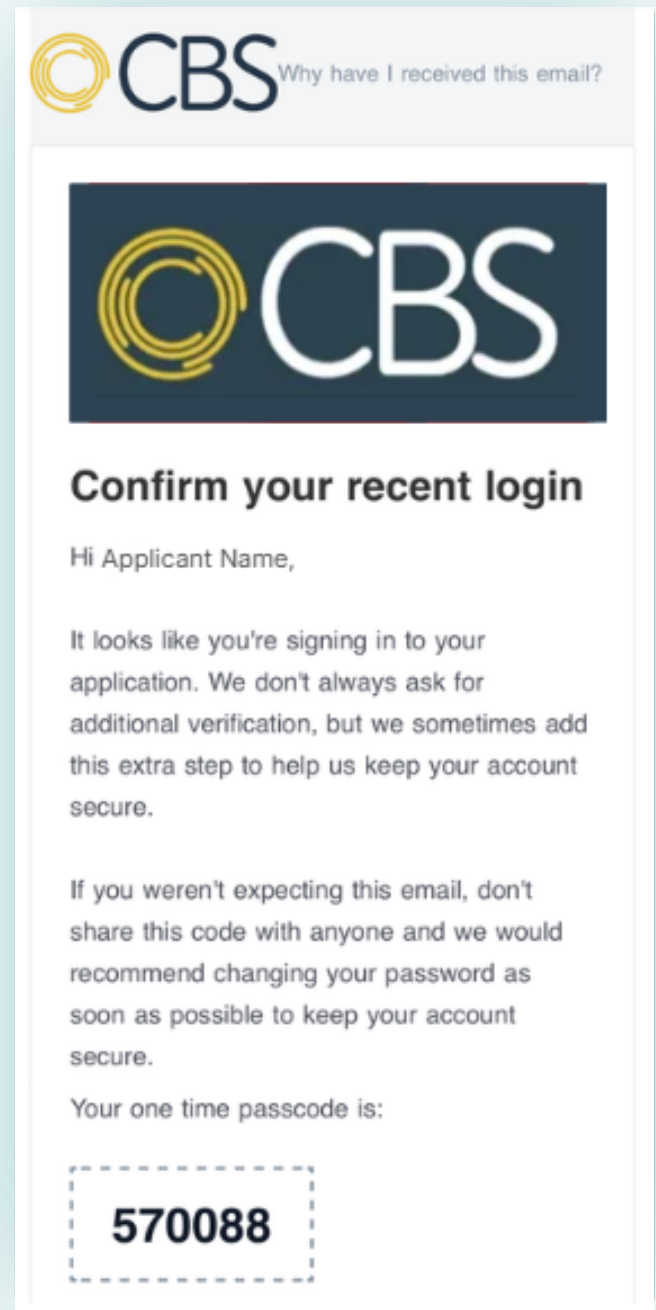
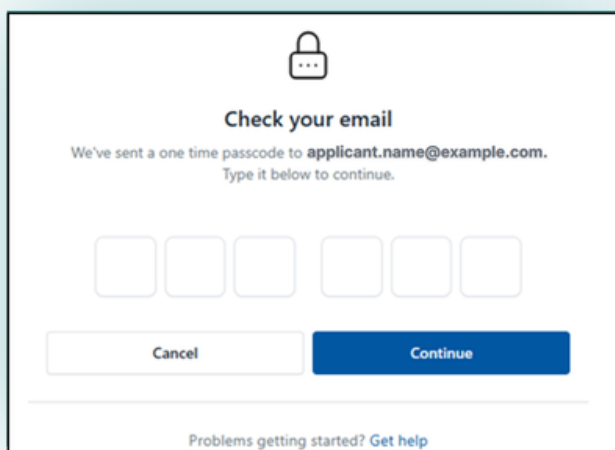
For additional security, you will be required to enter a one-time passcode to access your application.

A 6-digit code will be sent to your registered email address, however, it will expire after 15 minutes.

Please allow a few minutes for the email to arrive. If you do not receive the code, check your junk/spam folder before requesting a new one.

If you have previously marked an email from us as spam, our system may no longer be able to send emails to your inbox.

To resolve this, you will need to locate the original email and mark it as 'Not Spam' or 'Not Junk'.



## Enter Your Passcode

Enter the 6-digit code sent to your registered email address into the required fields on the application screen.



# The Application Form

Once logged in, you will be taken to your application dashboard, where you can access and complete each section of your application form.

As each section is completed, its status will automatically update from “**Incomplete**” to “**Complete**”. You must complete all required sections before you can submit your application.

**1** Tasks    2 Personal Info    3 Additional Info    4 ID Verification    5 ID Documentation    6 Declarations    7 Submit

**Before you begin...**  
Providing accurate information is essential. Even a small mistake such as a single incorrect letter or number may cause delays or require a new application, which may incur a charge.  
Double check your details carefully before submitting each section.

What you'll need to complete

Personal Information	Incomplete
Additional Information	Incomplete
ID Verification	Incomplete
ID Documentation	Incomplete
Declarations	Incomplete
Submit Application	Incomplete

My Account    Begin Application

**On the dashboard, you will be able to view:**

**Application Sections** – All sections of your application form

**Section Status** – Displays whether a section is Incomplete or Complete

**My Account** – Access your account details, password settings, and logout option

**Begin Application** – Start or continue your application



# Personal Information

In this section, you will be asked to provide your language preference, personal details and address details.

## Language Preference

Select 'English' if you wish to continue your application online.

## Full Legal Name

You must enter your full legal name exactly as it appears on your official documents. If the names do not match, this may cause an error later in your application. If you have more than one middle name, you can add additional names where required.

## Date of Birth

Once entered, the date and your age will automatically display below this field.

## Gender

If you select 'Other', additional information is provided for you to review before continuing.

## Telephone Number

The telephone number provided will be used for communication regarding your application.

The screenshot shows a multi-step application process. Step 2, 'Personal Info', is active. The 'Language Preference' section has 'English' selected. An 'Important Information' box explains that the online application is only in English, but Welsh applications are accepted via a paper-based process. The 'Your Information' section includes fields for Title, Forename, Middle name(s), Surname, Date of birth, and Gender. The 'Date of birth' field is populated with '19/01/1990' and the age is '35'. The 'Gender' field has 'Other' selected. A second 'Important Information' box provides details for selecting gender and contact information for the Sensitive Applications Team. The 'Telephone Number' field is populated with '07700 123456' and is identified as a valid UK mobile number.



# Personal Information

You will need to enter your current address details and, if required, any previous addresses.

## Country

This will automatically default to United Kingdom. Please amend this if it is not correct.

## Move-In Date

Enter the date you moved to your current address.

## Address Search

Begin typing the first line of your address into the address field.

A list of matching addresses will appear. Select the correct address from the list to auto-fill the remaining fields.

## Additional Address History

If more address history is required, a message will appear and additional fields will be displayed for you to enter previous addresses.

The screenshot shows a web form titled "Current Address" with the following fields and sections:

- Country \***: A dropdown menu with "United Kingdom" selected.
- Address Line 1 \***: A text input field containing "10 High Street, Anyt". Below it, a list of suggestions shows "10 High Street, Anytown CF45 0AB" selected.
- Town / City \***, **County**, and **Postcode \***: Three separate text input fields.
- Date you moved into this address \***: Two dropdown menus for "Month" and "Year".
- Previous Address Required**: A grey box containing the text: "To complete your application, we must collect at least 5 years of continuous address history. Please continue adding your previous addresses below. We still need 4 years and 11 months of address history."
- Country \***: A dropdown menu with "United Kingdom" selected.
- Address Line 1 \***: A text input field containing "4 Harcourt Road".
- Address Line 2**: An empty text input field.
- Town / City \***, **County**, and **Postcode \***: Three separate text input fields containing "Mountain Ash", "Rhondda Cynon Taf", and "CF45 3PY" respectively.
- Date you moved into this address \***: Two dropdown menus for "Month" and "Year" containing "June" and "1999".
- Below the date fields, it says: "You have lived here for 25 years 8 months."
- At the bottom, there are two buttons: "Back" and "Save & Continue".



# Additional Information

**In this section, you will be asked to provide information about any previous names, along with your place of birth and nationality at birth.**

## If You Have Previous Names

If you have been known by another surname or forename, select 'Yes' when prompted. A field will then appear for you to enter your previous name(s).

You will also be asked to provide the year you used the name(s) until.

If you have more than one previous name, you can add more by clicking 'Add Previous Surname / Forename'.

The screenshot shows a form titled 'Additional Info'. It contains two sections. The first section asks 'Have you ever been known by any other surnames?' with 'No' and 'Yes' radio buttons. Below this is a text input field with a placeholder 'Your surname has been \_\_\_\_\_ since birth.' and an '+ Add Previous Surname' button. The second section asks 'Have you ever been known by any other forenames?' with 'No' and 'Yes' radio buttons. Below this is a text input field with a placeholder 'Your forename has been \_\_\_\_\_ since birth.' and an '+ Add Previous Forename' button.

## If You Do Not Have Previous Names

If you have not been known by any other names, select 'No'.

An additional question will appear asking you to confirm that you have had the same surname since birth. You must select 'Yes' to continue.

You also need to complete the information regarding your Place of Birth to complete this section.

The screenshot shows a progress bar at the top with seven steps: 1. Tasks, 2. Personal Info, 3. Additional Info (highlighted), 4. ID Verification, 5. ID Documentation, 6. Declarations, 7. Submit. Below the progress bar is the 'Additional Info' form. It contains three questions with 'No' and 'Yes' radio buttons: 'Have you ever been known by any other surnames?', 'Have you used the same surname since birth?', and 'Have you ever been known by any other forenames?'. Below these is the 'Place of Birth' section with a 'Country of birth' dropdown menu (set to 'United Kingdom'), 'Town / City of birth' and 'County / State of birth' text input fields, and a 'Nationality at birth' text input field. At the bottom are 'Back' and 'Save & Continue' buttons.



# ID Documentation

**In this section, you will be asked to confirm which forms of identification you hold. For each document listed, select 'Yes' or 'No'.**

## UK NI Number

If you have a UK National Insurance Number, select 'Yes' and enter the details requested.

## Passport

If you hold a valid passport, select 'Yes' and provide the information requested.

## Driving Licence

If you hold a valid driving licence, select 'Yes' and complete the required information. There is a Magic Wand tool to help generate the first part of your licence number. The last 5 digits must be entered manually. Please double-check that the number entered is exactly as it appears on your driving licence.

A pop-up message will appear to help you check that your driving licence number has been entered correctly.

The screenshot shows a multi-step form titled 'ID Documentation'. At the top, a progress bar indicates seven steps: 1. Tasks, 2. Personal Info, 3. Additional Info, 4. ID Verification, 5. ID Documentation (current step), 6. Declarations, and 7. Submit. The form is divided into three main sections:

- UK National Insurance Number:** A question 'Do you have a UK National Insurance Number?' with 'No' and 'Yes' radio buttons. A 'Yes' selection is shown. A text input field for 'Your National Insurance Number' is present.
- Passport:** A question 'Do you have a Valid Passport?' with 'No' and 'Yes' radio buttons. A 'Yes' selection is shown. Fields include 'Country of issue' (dropdown menu with 'United Kingdom' selected), 'Issue date' (calendar icon), 'Expiry date' (calendar icon), 'Passport Number' (text input), and 'Passport Nationality' (text input).
- Driving Licence:** A question 'Do you have a Valid Driving Licence?' with 'No' and 'Yes' radio buttons. A 'Yes' selection is shown. Fields include 'Country of issue' (dropdown menu with 'United Kingdom' selected), 'Valid from date' (calendar icon), 'Expiry date' (calendar icon), 'Licence Number' (text input with a 'Magic Wand' icon and the value 'NAMES12345AN????'), and 'Driving Licence Type' (dropdown menu with 'Photo ID Licence' selected). A small note below reads: 'Click the wand to auto-fill the parts we can generate.'

At the bottom, there are 'Back' and 'Save & Continue' buttons.

The screenshot shows a pop-up message box titled 'Driving Licence Auto Fill' with a close button (X) in the top right corner. The message text reads: 'We have pre-filled most of your driving licence number. Based on the details you've entered, we've generated the main part of your UK driving licence number. Please check it carefully and complete the remaining characters before continuing.' At the bottom of the box is a large blue button labeled 'OK'.



# Declarations

In this section, you will be asked to confirm your consent and declare any relevant criminal history.

For each question, select either 'Yes' or 'No' as appropriate.

Any relevant criminal history must be declared accurately within this section.

To proceed, you must select 'Yes' to confirm your consent.

1 Tasks 2 Personal Info 3 Additional Info 4 ID Verification 5 ID Documentation 6 **Declarations** 7 Submit

**Read the following statements carefully.**

Providing false or misleading information may result in your application being rejected. For more information on DBS filtering rules, see [DBS filtering guidance](#).

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

Yes  No

I have read the [Standard/Enhanced Check Privacy Policy](#) for applicants and I understand how DBS will process my personal data and the options available to me for submitting an application. \*

Yes  No

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 information. In some cases the registered body may provide this information directly to my employer prior to me receiving my certificate. \*

Yes  No

I understand if I do not consent to an electronic result being issued to the registered body submitting my application that I must not proceed with this application and I should submit a paper application form. \*

Yes  No

I understand that to withdraw my consent whilst my application is in progress I must contact the DBS helpline [03000 200 190](tel:03000200190). My application will then be withdrawn. \*

Yes  No



# Submission

**In this section, you will be able to review all information entered on your application before submission.**

## Application Review

Where sufficient information has been provided, the section will display as 'OK'.

If any section is incomplete or requires further information, it will be flagged as 'Needs Attention'.

If any information entered does not match your verified ID details, the system will flag this and display the information it is expecting to see.

You can click on any section marked as needing attention to return directly to that part of the application and update the information accordingly.

## Submitting Your Application

The Submit button will only be available once:

- All required sections have been completed
- Your identity verification has been completed

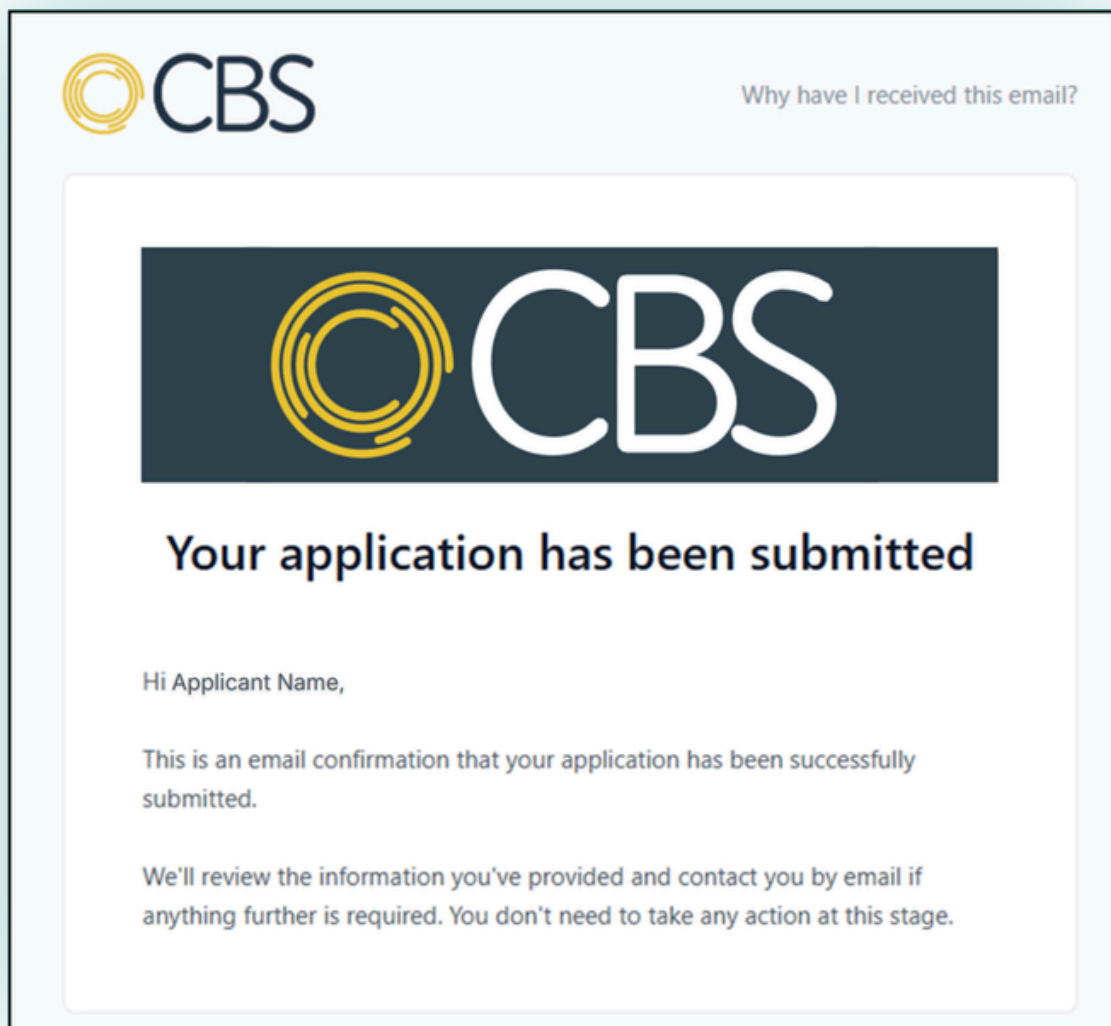
The screenshot displays a multi-step application review form. At the top, a progress bar shows seven steps: 1. Tasks, 2. Personal info, 3. Additional info, 4. ID Verification, 5. ID Documentation, 6. Declarations, and 7. Submit. The 'Personal Information' section includes fields for Full name (Applicant Full Name), Date of birth (05/06/2000), Gender (Female), Telephone (070345678), Current Address (10 High Street, Anytown, CF45 0AB, Moved in Jun 1999), and Address History Provided (20 years, 8 months). The 'Additional Information' section includes Previous Forename (None), Previous Surname (None), Country of birth (GB), Town / City of birth (Anytown), County / State of birth (Anystate), and Nationality at birth (British). The 'ID Documentation' section includes ID Verified (No, Needs Attention), National Insurance Number (00 XX XX XX A), Passport Number (12345678), Passport Issued (1st February 2025), Passport Expires (1st February 2035), Passport Country (GB), and Passport Nationality (BRITISH CITIZEN). Each field has a status indicator: a green dot and 'OK' for completed fields, and a red dot and 'Needs Attention' for the ID Verified field.



# Post Submission

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Once your application has been submitted successfully, you will receive an email to confirm.



# Post Submission (DBS Check)

**Once your DBS application has been completed, you will receive a follow-up email with further information.**

Once your DBS application has been completed, you will receive a follow-up email with further information.

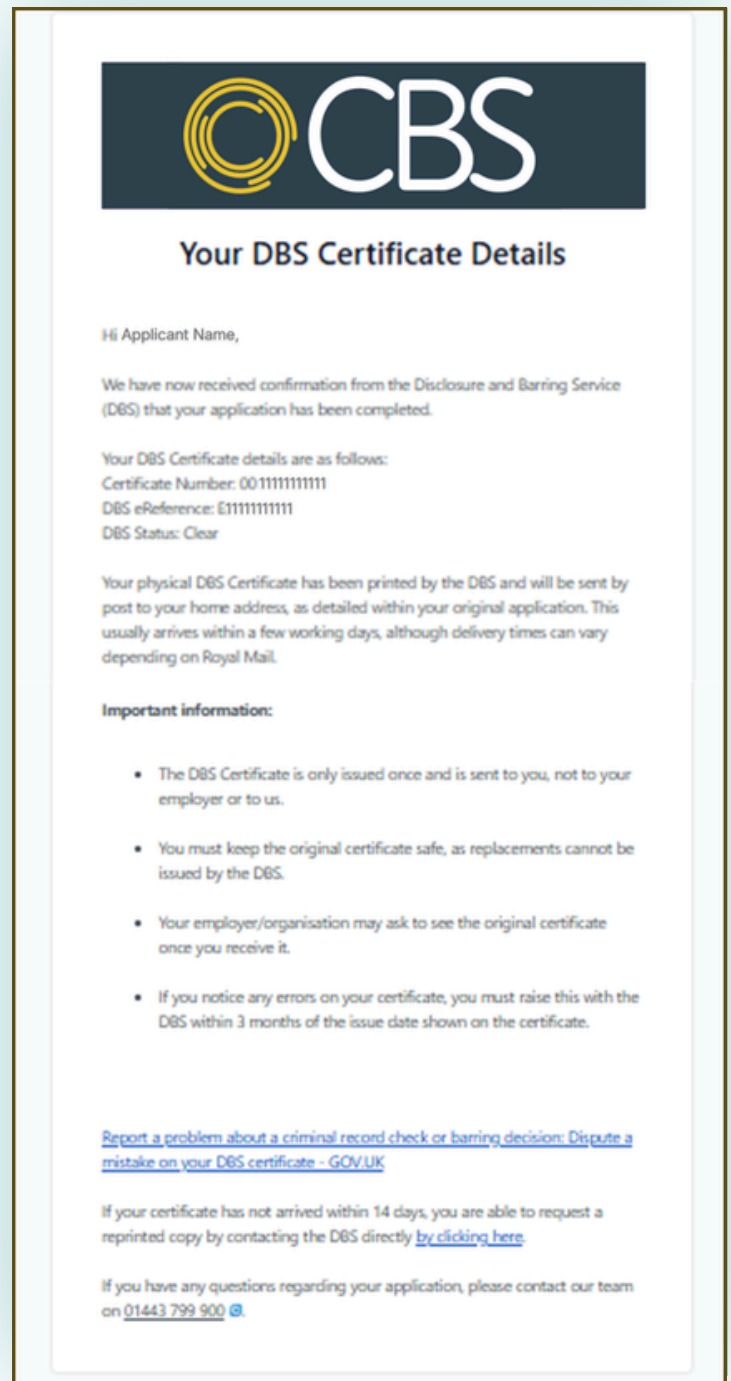
This email will include:

- Your DBS certificate details
- Information on what happens next
- Your E-reference number

## Update Service

Your E-reference number is required if you wish to register for the DBS Update Service.

Please note that you have 30 calendar days from the date your certificate is issued to sign up for the Update Service.





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