



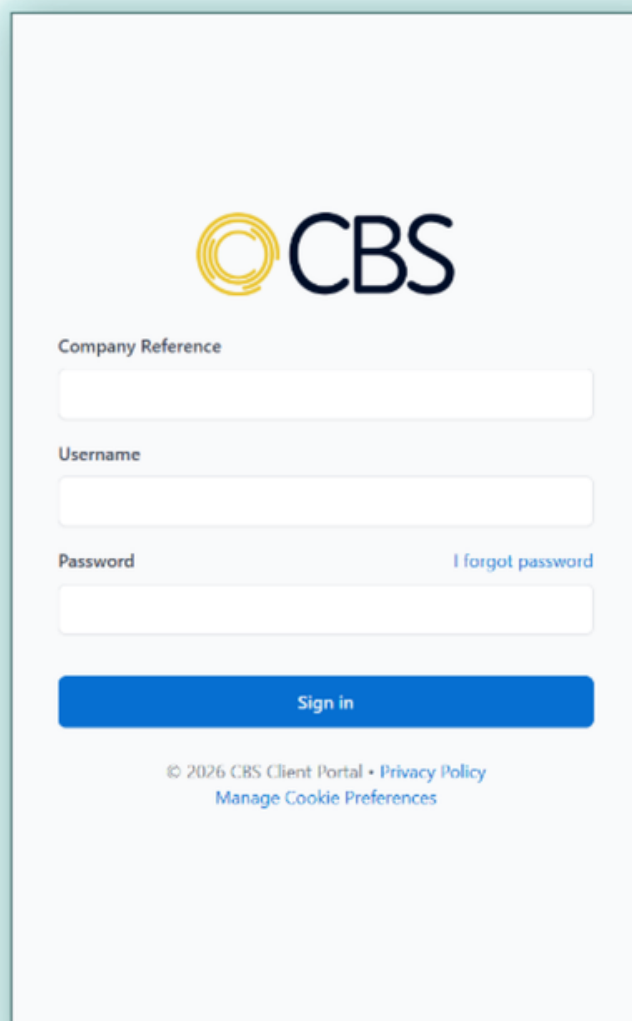
Client Portal Guide

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Logging into the Portal

Once CBS has set up your account, you will be provided with your Access Code, Login Details and a temporary password which you will need to reset when you first log in to the Client Portal. Navigate to the CBS Client Portal Login Page: client.cbscheck.com

The image shows a screenshot of the CBS Client Portal login page. At the top center is the CBS logo, consisting of a yellow circular icon with concentric lines and the letters 'CBS' in a bold, dark blue font. Below the logo are three input fields: 'Company Reference', 'Username', and 'Password'. Each field is a white rectangle with a light gray border. To the right of the 'Password' field is a blue link that says 'I forgot password'. Below the input fields is a solid blue button with the text 'Sign in' in white. At the bottom of the page, there is a small copyright notice: '© 2026 CBS Client Portal • Privacy Policy' and a link 'Manage Cookie Preferences'.

Logging into the Portal

Enter Your Credentials

You'll need three pieces of information to log in:

Company Reference

Your company reference number

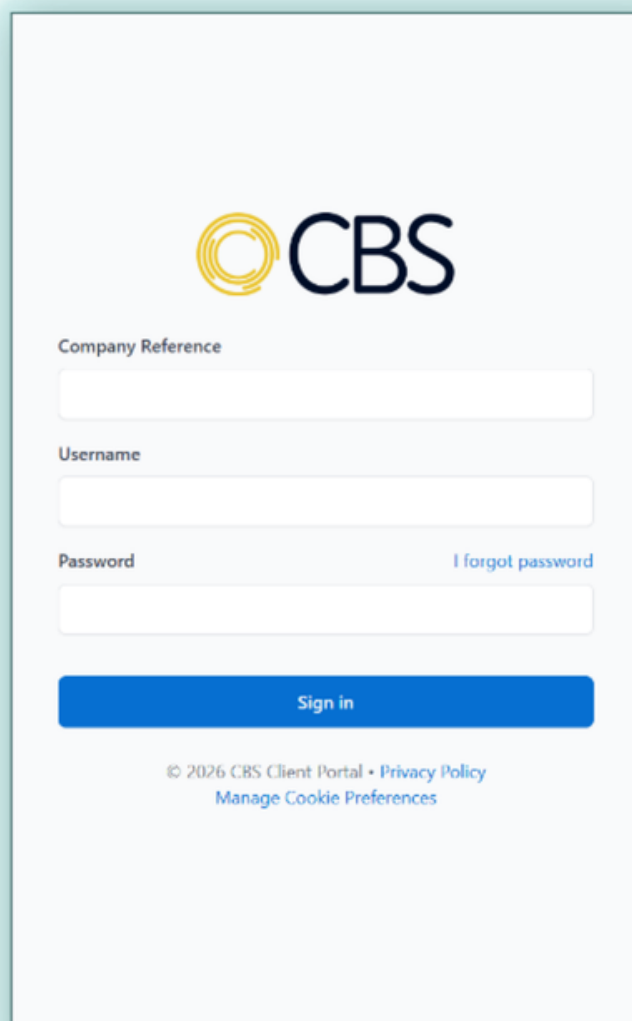
Username

Your individual username

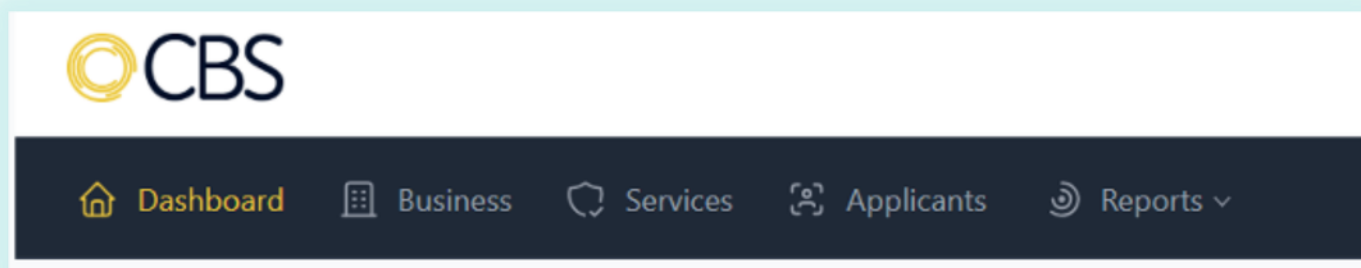
Password

Your secure password

Enter each of these in the corresponding fields on the Login Page.

A screenshot of the CBS Client Portal login page. At the top center is the CBS logo, consisting of a yellow circular icon with concentric lines and the letters 'CBS' in a bold, dark blue sans-serif font. Below the logo are three white input fields with light gray borders. The first field is labeled 'Company Reference' in a small, dark gray font. The second field is labeled 'Username' in a small, dark gray font. The third field is labeled 'Password' in a small, dark gray font, and to its right is a blue link that says 'I forgot password'. Below the input fields is a solid blue rectangular button with the text 'Sign in' in white. At the bottom of the page, there is a small copyright notice: '© 2026 CBS Client Portal • Privacy Policy' and a blue link 'Manage Cookie Preferences'.

The Portal



Once you are logged in to the portal, you will be presented with a navigation bar at the top of the page which you will be able to access:

Dashboard – Main overview

Business – Your organisation settings and information

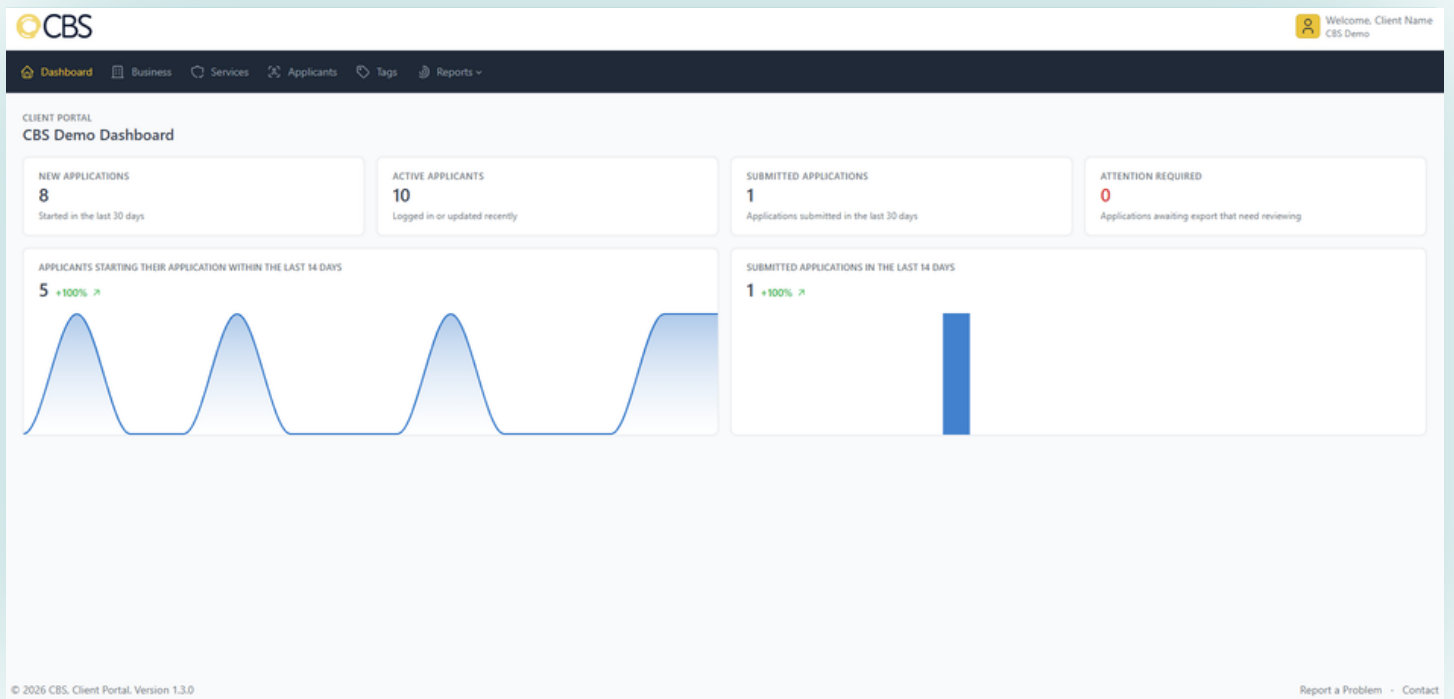
Services – Available packages assigned to your account

Applicants – Detailed applicant management

Reports – Generate and view reports



The Dashboard



The Dashboard

The dashboard will display the following:

New Applications within the last 30 days

NEW APPLICATIONS

8

Started in the last 30 days

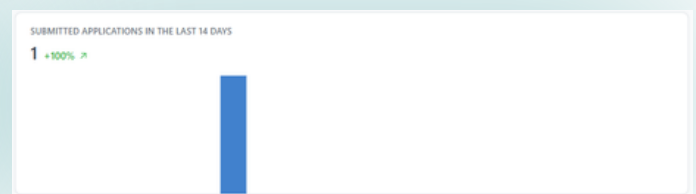
Active Applicants that have logged in recently

ACTIVE APPLICANTS

10

Logged in or updated recently

Graphical details of active applicants that have logged in recently



Submitted Applications within the last 30 days

SUBMITTED APPLICATIONS

1

Applications submitted in the last 30 days

Applications awaiting review

ATTENTION REQUIRED

0

Applications awaiting export that need reviewing



The Business Page

This page provides information about your organisation, the branding displayed on applicant communications, your CBS contact, users, etc. For any changes you wish to make on this page, please contact your CBS representative and we will make the changes for you.

Welcome, Client Name
CBS Demo

DashboardBusinessServicesApplicantsReports

PORTAL
Business Information

Important: The information on this page cannot be edited in the portal. Please contact your account manager if any details need updating.

Business Details

COMPANY NAME CBS Demo	COMPANY NUMBER	REGISTERED ADDRESS The Screening House Mountain Ash CF45 4LR
PRIMARY CONTACT EMAIL Not Provided	APPLICATION REFERENCE CBSDEMO	

Branding



Used across applicant emails and on application process

Active Users

USER	JOB TITLE	LAST ACTIVITY	
Client Name cbdemoemail@gmail.com	Job Title	Just now	Active User
Client Name cbdemoemail@gmail.com		1 hour ago	Active User
Client Name cbdemoemail@gmail.com		10th Jun 2026 16:22	Active User

Showing users with recent activity on this client account

Your Account Managers

AM

Account Manager
account.manager@cbscreening.co.uk

Your account manager can help with updates, configuration changes and support.



The Services Page

The services page gives you an overview of the packages assigned to your account, the roles assigned as well as the digital identity service provider where applicable.

CBS

Welcome, Client Name
CBS Demo

[Dashboard](#) [Business](#) [Services](#) [Applicants](#) [Tags](#) [Reports](#)

Package / Service List

A list of your available apps

PACKAGE NAME	DEFAULT JOB TITLE	DIGITAL ID PROVIDER	SERVICE	SENT TO DBS	
Enhanced Demo DBS Application	Manager	Yoti	DBS Application Enhanced	-	Launch App
Basic Demo DBS Application	Tester	Yoti	DBS Application Basic	1	Launch App
F2F ID DBS Application	Enhanced Job Title	Yoti	DBS Application Enhanced	-	Launch App
Basic DBS Application	Manager	Yoti	DBS Application Basic	1	Launch App
Enhanced F2F DBS Application		Yoti	DBS Application Enhanced	-	Launch App
Enhanced ARU DBS Application		Yoti	DBS Application Enhanced	-	Launch App



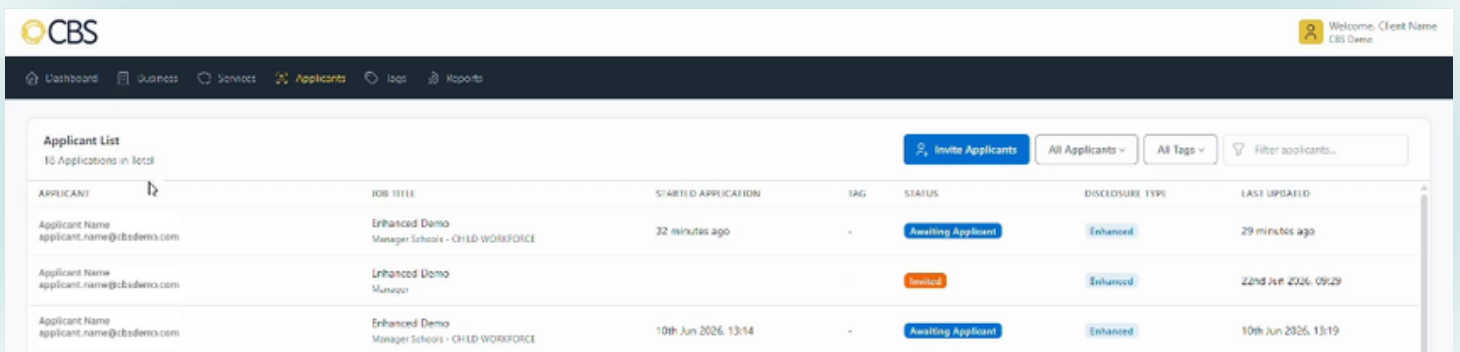
The Applicant Page

The Applicants page provides you with details of the recent applicants, when they started their application, when the last action was taken on the application and the status.

Here you can also search for an applicant by name or E-reference number to see this information.

In addition, you can also invite new applicants to complete their background screening application by clicking on the  button.

Please see the [annex](#) for examples of the default emails that are sent to applicants.



The screenshot shows the 'Applicant List' page in the CBS system. The page header includes the CBS logo, a navigation bar with links to Dashboard, Business, Services, Applicants, Logs, and Reports, and a user profile section with 'Welcome, Client Name' and 'CBS Demo'. Below the navigation bar, there is a section titled 'Applicant List' with a sub-header '10 Applications in total'. To the right of this section are buttons for 'Invite Applicants', 'All Applicants', 'All Tags', and a search bar labeled 'Filter applicants...'. The main content is a table with the following columns: APPLICANT, JOB TITLE, STARTED APPLICATION, TAG, STATUS, DISCLOSURE TYPE, and LAST UPDATED. The table contains three rows of data, each representing an applicant with their name, email, job title, application start time, status, and last update time.

APPLICANT	JOB TITLE	STARTED APPLICATION	TAG	STATUS	DISCLOSURE TYPE	LAST UPDATED
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager Schools - CHILD WORKFORCE	32 minutes ago	-	Awaiting Applicant	Enhanced	29 minutes ago
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager		-	Invited	Enhanced	22nd Jun 2026, 09:29
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager Schools - CHILD WORKFORCE	10th Jun 2026, 13:14	-	Awaiting Applicant	Enhanced	10th Jun 2026, 13:19



Invite Applicant

You will have the option to invite individual applicants separately or send multiple email invitations automatically via a bulk upload.

CBS

Welcome, Client Name
CBS Demo

Dashboard

Business

Services

Applicants

Tags

Reports

Applicant Invite List

Invited Users to complete an Application

Back

Invite Individual Applicant

Invite Multiple Applicants

INVITE GROUP	DATE	APPLICANTS INVITED	FAILED INVITES	UPLOADED BY
CBS Demo - June 2026 Filename: CBS Demo Upload.csv	17th Jun 2026, 16:05	2	0	Client Name

Invite an individual

Invite an Individual

Package (Service) *
Choose a package...

Applicant First Name *

Applicant Last Name *

Applicant Email *

Custom message with invite

In addition to the standard email, you can include a custom message

Cancel Invite Applicant

Invite multiple applicants

Invite Multiple Applicants

Package (Service) *
Choose a package...

Label Your Upload *
e.g. July 2026 Candidates

Custom message with invite

In addition to the standard email, you can include a custom message

Upload CSV File *
Choose File No file chosen

Your CSV file must only contain 3 columns, [download a sample file here.](#)

Cancel Invite Applicants



Invite Applicant

Welcome, Client Name
CBS Demo

[Dashboard](#) [Business](#) [Services](#) [Applicants](#) [Logs](#) [Reports](#)

Applicant List

10 Applications in total

[Invite Applicants](#) [All Applicants](#) [All Tags](#)

APPLICANT	JOB TITLE	STARTED APPLICATION	TAG	STATUS	DISCLOSURE TYPE	LAST UPDATED
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager Schools - CHILD WORKFORCE	32 minutes ago	*	Awaiting Applicant	Enhanced	29 minutes ago
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager			Invited	Enhanced	22nd Jun 2026, 09:29

- Once you submit the request, whether it is an individual application or a bulk upload, the candidate will receive an email with instructions to complete their background screening application.
- The email can be branded with your logo and be customisable for each package that you have on your account.
- Once the email has been sent, you will also be able to track the application on the “Applicants” page.



Applicant Status

CBS

Welcome, Client Name
CBS Demo

DashboardBusinessServicesApplicantsLogReports

Applicant List

10 Applications in total

Invite Applicants

All Applicants

All Tags

Filter applicants...

APPLICANT	JOB TITLE	STARTED APPLICATION	TAG	STATUS	DISCLOSURE TYPE	LAST UPDATED
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager Schools - CHILD WORKFORCE	32 minutes ago	-	Awaiting Applicant	Enhanced	29 minutes ago
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager		-	Invited	Enhanced	22nd Jun 2026, 09:29
Applicant Name applicant.name@cbsdemo.com	Enhanced Demo Manager Schools - CHILD WORKFORCE	10th Jun 2026, 13:14	-	Awaiting Applicant	Enhanced	10th Jun 2026, 13:19
Applicant Name applicant.name@cbsdemo.com	Basic Manager	3rd Jun 2026, 15:15	-	Completed Clear	Basic	9th Jun 2026, 15:33
Applicant Name applicant.name@cbsdemo.com	Basic Demo Teacher	8th Jun 2026, 11:21	-	Awaiting Applicant	Basic	8th Jun 2026, 13:30
Applicant Name applicant.name@cbsdemo.com	Basic Demo Teacher	17th Apr 2026, 13:14	-	Awaiting Applicant	Basic	4th Jun 2026, 12:06
Applicant Name applicant.name@cbsdemo.com	Basic Demo Teacher	20th Apr 2026, 09:51	-	Completed Clear	Basic	1st Jun 2026, 16:48
Applicant Name applicant.name@cbsdemo.com	Basic Demo Teacher	1st May 2026, 16:33	-	Awaiting Applicant	Enhanced	6th May 2026, 20:21

Showing 1 to 10 of 10 entries

1



Applicant Status

Invited

- The applicant has been sent an invitation but has not started the application

Registered

- The applicant has self registered for the application process but has not started the application yet

Awaiting Applicant

- The applicant has started the application but has not submitted it yet

Awaiting ID Verification

- The applicant has started the application and is awaiting employer face-to-face verification

Awaiting Results

- The application has been submitted to the DBS, and the E-reference number is displayed for tracking purposes

Complete Review

- The application is complete and the result needs review

Completed Clear

- The application is complete and the result is clear



Applicant Status

Clicking on each applicant will provide further details of the applicant and status, see example data below:

Applicant details are listed below. You can see in real time which information has been entered and which details are still outstanding on the application form.

Further details on the identity verification and application status can be seen here.

Current Personal Information

- Full name: MS TEST TEST TEST OK
- Date of birth: 1st January 2000 (26 years old) OK
- Gender: Female OK
- Telephone: +441443799900 OK
- Email: johnsoncallen236@gmail.com OK

Additional Information

- Country of birth: GB OK
- Town / City of birth: Murthyr Tydfil OK
- Country / State of birth: Murthyr Tydfil OK
- Nationality at birth: British OK
- Authorised Requester: Email Address OK
- Applicant Reference Number: BO OK

Declarations

- Convictions, cautions, reprimands or final warnings? Not answered Needs Attention
- Consent to the DBS providing an electronic result: Not answered Needs Attention

Historical Address Information

- Current Address: The Screening House, Cwm Cynon Business Park, Mountain Ash, Rhondda Cynon Taf, CF45 4BS, GB OK
- Address History Provided: 12 years, 8 months OK

Application Status Information

Last updated: 8th Jun 2026, 13:29

APPLICATION REFERENCE: #18458	APPLICATION STATUS: Awaiting Applicant
ID VERIFIED: OK	DBS STATUS: Not Sent
DBS RESULT: Not Sent	DBS NUMBER: Not Received

In Person ID Verification

[Begin ID Check](#)

Useful Information

APPLICATION STARTED: 8th Jun 2026, 11:21	USER IP: 149.40.116.182
APP VERSION: 2.8.901	SERVICE: P9 DBS Application, Basic
DISCLOSURE TYPE: Basic	

Job Information

- Employer: CBS Demo OK
- Job Title: Tester OK
- Working with vulnerable adults: No OK
- Working with children: No OK
- Volunteer role: No OK
- Working from home: No OK

Audit Log

8 recorded events [Add Audit Log](#)

DATE & TIME	USER	ACTION	DESCRIPTION
9 Jun 2026	Samantha Vaughan	Client Audit Log	This is a test message.

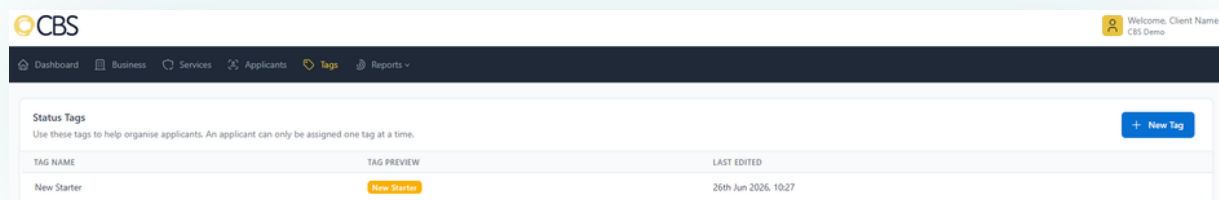
This section displays the audit history for the application, including notes added by CBS staff. To add your own comment, select 'Add Audit Log'.

On applications where Face to Face verification is an option, you will be able to verify the applicants identity by following the steps after clicking 'Begin ID Check'.



Tags

Tags allow you to categorise applicants using your organisation's own internal criteria, making it easier to organise and identify applications. In the Tags section, you can create new tags and view any existing tags that have been created by your organisation.



To create a new tag:

1. Select 
2. Enter a name for the tag
3. Choose a colour
4. Click 'Create'

A 'New Tag' modal form with a close button (X) in the top right. It contains a 'Tag Name *' text input field. Below it is a 'Tag Colour' section with a row of 16 color swatches. At the bottom right are 'Cancel' and 'Create' buttons.

Once a tag has been created, it can be assigned to an application by opening the relevant application and adding the tag through the Audit Log. The selected tag will then be associated with that application.

An 'Add Audit Log Entry' modal form with a close button (X) in the top right. It features a 'Note' section with a text area for 'Enter details of the action, conversation or note...'. Below this is a 'Change Application Tag' section with two buttons: 'No Tag' and 'New Starter' (which is selected). At the bottom right are 'Cancel' and 'Add Audit Log' buttons.

Applicant List						
1 Applications in Total						
Invite Applicants All Applicants ▾ New Starter ▾ Filter applicants...						
APPLICANT	JOB TITLE	STARTED APPLICATION	TAG	STATUS	DISCLOSURE TYPE	LAST UPDATED
Applicant Name cbdemoemail@gmail.com	Enhanced Demo Manager	Yesterday, 10:47	New Starter	Awaiting Applicant	Enhanced	Just now

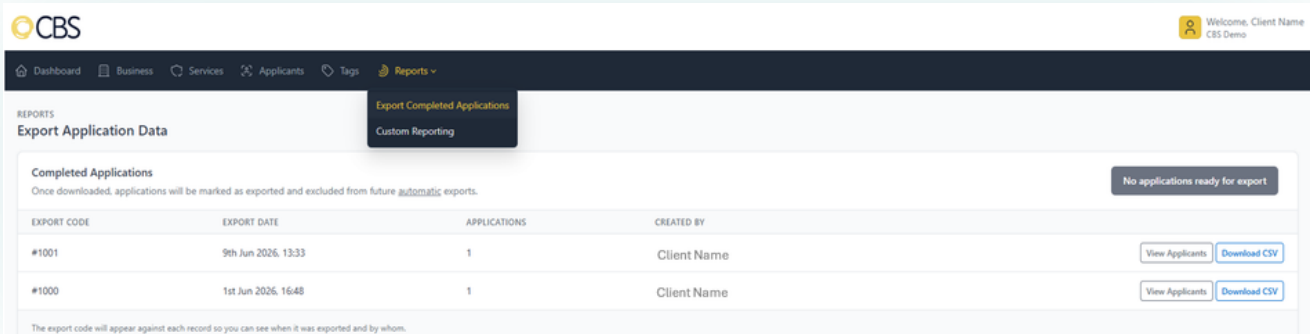
Please note:

- Only one tag can be assigned to an application at any one time.
- You can filter applicant searches by tag to quickly find applications with a specific tag assigned.



Reports - Completed Applications

The Reports page allows you to export completed application data as a CSV file.



The screenshot shows the CBS Reports page. The top navigation bar includes links for Dashboard, Business, Services, Applicants, Tags, and Reports. The Reports section is active, showing 'Export Completed Applications' and 'Custom Reporting' options. Below this, there's a section for 'Completed Applications' with a note: 'Once downloaded, applications will be marked as exported and excluded from future automatic exports.' A table displays application data with columns: EXPORT CODE, EXPORT DATE, APPLICATIONS, and CREATED BY. Two rows are shown: one with EXPORT CODE #1001, EXPORT DATE 9th Jun 2026, 13:33, APPLICATIONS 1, and CREATED BY Client Name; the other with EXPORT CODE #1000, EXPORT DATE 1st Jun 2026, 16:48, APPLICATIONS 1, and CREATED BY Client Name. Each row has 'View Applicants' and 'Download CSV' buttons. A status message at the top right says 'No applications ready for export'.

EXPORT CODE	EXPORT DATE	APPLICATIONS	CREATED BY
#1001	9th Jun 2026, 13:33	1	Client Name
#1000	1st Jun 2026, 16:48	1	Client Name

Here you can see how many completed applications have not been downloaded and exported yet. This will be displayed as:

78 applications ready for export

OR

No applications ready for export

To export completed applications, simply click the green button and a CSV File will be downloaded containing all applications that have recently completed that have not yet been exported.

Any exports will stay on this section for you to access at a future date.

Click [Download CSV](#) to re-download a copy of previous reports.

You can also view the applications included in each report by clicking [View Applicants](#)

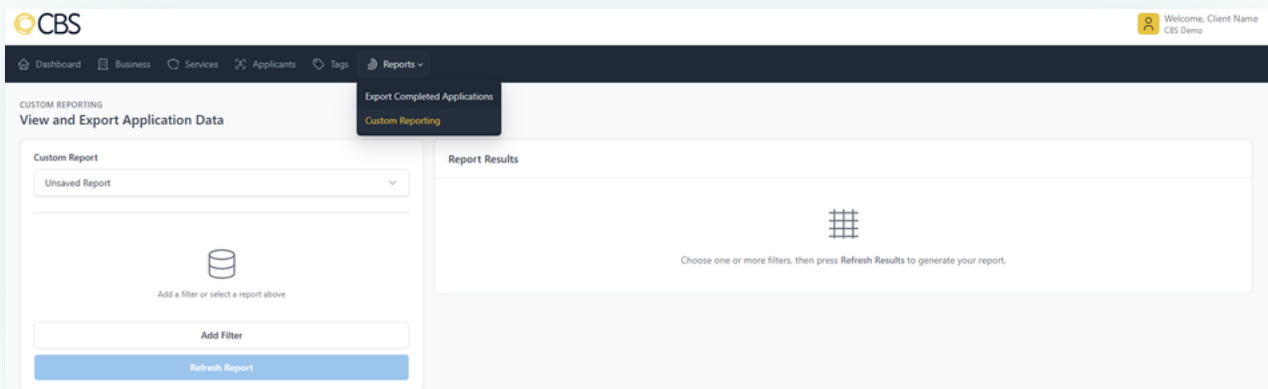
The completed application reports include:

- Organisation Name
- Package Name and Details
- Applicant Job Title
- Applicants Personal Details (Name, DOB, Address, Email Address)
- Application Start Date
- Application Status
- Completion Date and Result (E-Reference Number and Disclosure Number)
- CBS Reference Number / Export Reference Number
- Custom Fields



Reports - Custom Reporting

You can also create, customise, and save reports based on your organisation's reporting requirements. Custom reports can be created whenever needed and saved as templates for future use.

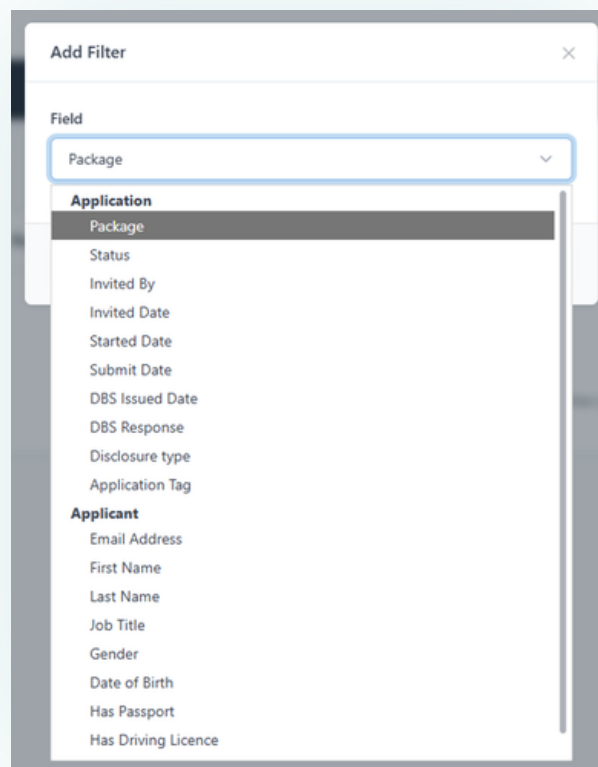


The screenshot shows the CBS Custom Reporting interface. At the top, there's a navigation bar with 'CBS' logo and a user profile 'Welcome, Client Name CBS Demo'. Below the navigation bar, there's a 'CUSTOM REPORTING' section with a 'View and Export Application Data' button. A dropdown menu is open, showing 'Export Completed Applications' and 'Custom Reporting'. The main area is divided into two panels. The left panel, titled 'Custom Report', shows a dropdown menu with 'Unsaved Report' selected, a database icon, and a text prompt 'Add a filter or select a report above'. Below this are 'Add Filter' and 'Refresh Report' buttons. The right panel, titled 'Report Results', shows a grid icon and a text prompt 'Choose one or more filters, then press Refresh Results to generate your report.'

To create a custom report:

1. Select and choose a field from the list provided. This will give you the option select the information you would like to pull from the system.

2. Select



The screenshot shows the 'Add Filter' modal. It has a 'Field' dropdown menu with 'Package' selected. Below this is a list of fields under the 'Application' and 'Applicant' categories. The 'Application' category includes 'Package', 'Status', 'Invited By', 'Invited Date', 'Started Date', 'Submit Date', 'DBS Issued Date', 'DBS Response', 'Disclosure type', and 'Application Tag'. The 'Applicant' category includes 'Email Address', 'First Name', 'Last Name', 'Job Title', 'Gender', 'Date of Birth', 'Has Passport', and 'Has Driving Licence'.



Reports - Custom Reporting

3. To refine your results, apply filtering criteria to narrow down the information displayed. Depending on the type of data selected you will be given a range of options such as:

The image shows three separate dropdown menus for filtering data:

- Email Address:** Options include 'Is', 'Is Not', 'Contains', 'Starts With', and 'Ends With'.
- Disclosure type:** Options include 'Is' and 'Is Not'.
- Invited Date:** Options include 'Is', 'Is Not', 'Greater Than', 'Greater Than or Equal To', 'Less Than', and 'Less Than or Equal To'.

4. You would then either need to choose a date, manually type in the field or select an option from a dropdown menu to define your filter criteria.

The image shows two parts of the filter configuration interface:

- Invited Date:** A date picker for July 2026 with a calendar view. The date '8' is selected. Below the calendar are 'Clear' and 'Today' buttons.
- First Name:** A dropdown menu set to 'Is' followed by a text input field and a trash icon. Below this is an 'Add Filter' button and a blue 'Refresh Report' button.
- Disclosure type:** A dropdown menu set to 'Is' followed by a dropdown menu showing 'Basic', 'Standard', and 'Enhanced' options. Below this is another 'Add Filter' button and a blue 'Refresh Report' button.

5. You can add multiple filters to a single report to further refine your results. Whenever you update or add filters, select “Refresh Report” to display the latest results.

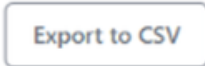
The screenshot shows the CBS Custom Reporting interface. On the left, there are filter controls for 'Custom Report' (set to 'Unsaved Report'), 'Disclosure type' (set to 'Enhanced'), and 'Status' (set to 'Created / Invited'). Below these are 'Add Filter' and 'Refresh Report' buttons. On the right, the 'Report Results' section shows 8 applications found, displayed in a table.

ID	APPLICANT	STARTED APPLICATION	STATUS	DISCLOSURE
23398	Applicant Name		Registered	Enhanced
23376	Applicant Name		Registered	Enhanced
23106	Applicant Name		Registered	Enhanced
11368	Applicant Name		Registered	Enhanced
10502	Applicant Name		Registered	Enhanced
10500	Applicant Name		Registered	Enhanced
6062	Applicant Name		Registered	Enhanced
4669	Applicant Name		Registered	Enhanced

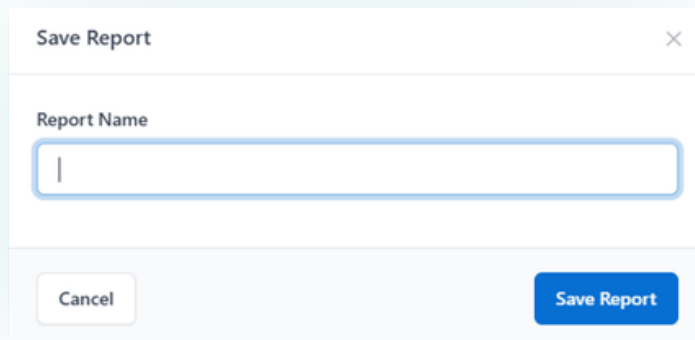


Reports - Custom Reporting

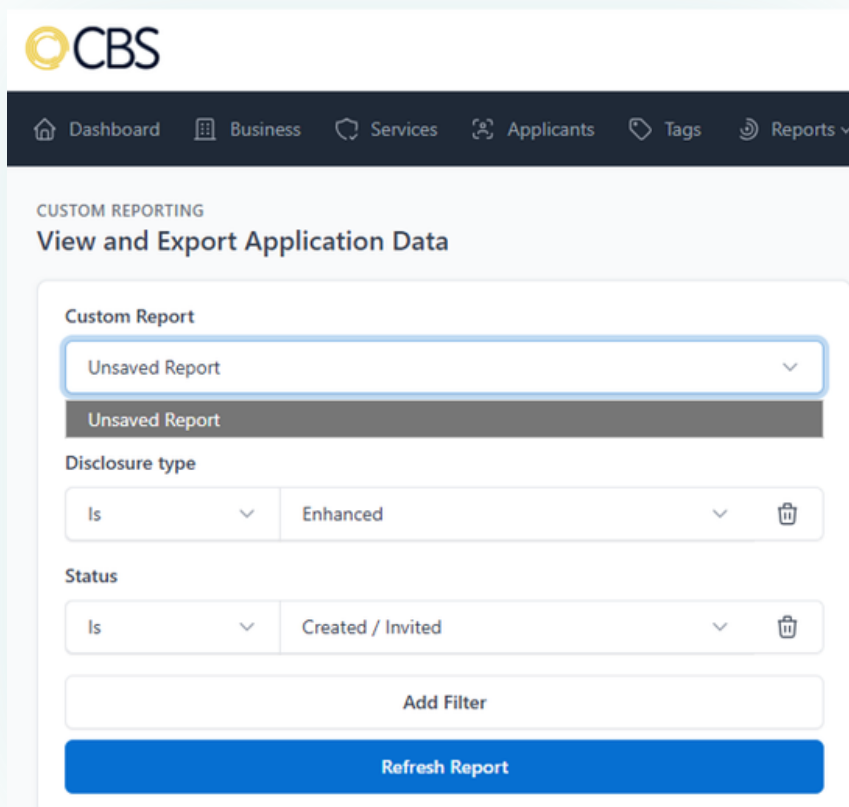
6. Reports can also be exported for use outside of the system by clicking:



7. Once your report has been configured, click [Save Report](#). You can save it with a chosen name, allowing you to reuse the same report template in the future.

A modal dialog box titled "Save Report" with a close button (X) in the top right corner. It contains a text input field labeled "Report Name" with a cursor inside. At the bottom, there are two buttons: "Cancel" on the left and "Save Report" on the right.

8. To locate the report template again, look for the report name in the dropdown option under Custom Report.

A screenshot of the CBS web application interface. The top navigation bar includes the CBS logo and links for Dashboard, Business, Services, Applicants, Tags, and Reports. The main section is titled "CUSTOM REPORTING" and "View and Export Application Data". It features a "Custom Report" dropdown menu currently showing "Unsaved Report". Below this are two filter sections: "Disclosure type" with "Is" and "Enhanced" options, and "Status" with "Is" and "Created / Invited" options. At the bottom of the filter section are "Add Filter" and "Refresh Report" buttons.

Annex (Default Templates)

Client Application Invite

The invitation email sent to a new applicant which has been created from inside the Client Portal.

Subject: Complete your DBS Application, {{ full_name }}

Heading: Complete your DBS Application

Template Body:

Dear {{ full_name }},

{{ company_name }} has invited you to begin a DBS application using this email address. An account has been created for you, and your temporary password is shown below.

To begin the process, please click the button below to sign in and get started. Once logged in, you'll have the option to change your password. {{ custom_message }}

If you weren't expecting this message, please contact CBS on 01443 799 900 or email info@cbscreening.co.uk

Your password is:

Self Register Email Verification

When a user self registers we first confirm their email is genuine by sending a unique link to verify their email address inviting them to register.

Subject: Verify your application email address

Heading: Your DBS Application

Template Body:

We've received a request to begin an application using this email address. To proceed, simply click the secure link below. If this wasn't you, don't worry - no account has been set up and you can safely ignore this email.



1st Email Reminder

The first email reminder the applicant receives for not completing their application.

Subject: Incomplete DBS Application

Heading: Incomplete DBS Application

Template Body:

Hi {{ first_name }},

You recently started a DBS check application.

Our records show that your application has not yet been completed. In order for {{ company_name }} to progress your DBS check, all required information must be submitted.

Please log in at your earliest convenience to review and complete your application.

If you are experiencing any difficulties or have any questions about the DBS process, please contact the Service Desk on 01443 799900 and we will be happy to assist.

2nd Email Reminder

A second email reminder the applicant receives for not completing their application.

Subject: URGENT - Incomplete DBS Application

Heading: URGENT - Incomplete DBS Application

Template Body:

Hi {{ first_name }},

Our records indicate that you have not yet completed your online DBS application.

Please log in as soon as possible to complete the outstanding sections of your application. Your DBS check cannot be progressed until all required information has been submitted.

If you are experiencing any difficulties or wish to discuss this further, please contact the Service Desk on 01443 799900 and we will be happy to assist.



3rd Email Reminder

The third email reminder the applicant receives for not completing their application

Subject: Incomplete DBS Application

Heading: Incomplete DBS Application

Template Body:

Hi {{ first_name }},

You recently started a DBS check application.

Our records show that your application has not yet been completed. In order for {{ company_name }} to progress your DBS check, all required information must be submitted.

Please log in at your earliest convenience to review and complete your application.

If you are experiencing any difficulties or have any questions about the DBS process, please contact the Service Desk on 01443 799900 and we will be happy to assist.

Application One Time Passcode

Security Check for Applicants where the system does not recognise them. Sent when an authentication cookie is not found.

Subject: Your one time passcode is {{ otp }}

Heading: Confirm your recent login

Template Body:

Hi {{ first_name }},

It looks like you're signing in to your application. We don't always ask for additional verification, but we sometimes add this extra step help us to keep your account secure.

If you weren't expecting this email, don't share this code with anyone and we would recommend changing your password as soon as possible to keep your account secure.

Your one time passcode is:



Application Reset Password

When an applicant cannot remember their password and starts a password reset request.

Subject: Reset your password, {{ first_name }}

Heading: Reset your password

Template Body:

Hi {{ first_name }},

We received a request to reset the password for your CBS Check account.

For security reasons, this link will expire shortly. If you did not request a password reset, you can safely ignore this email and your account will remain unchanged.

To proceed, please click the secure link below to set a new password:

Application Reset Password - Nova Instigated

Password reset by Nova team member.

Subject: We have reset your password, {{ first_name }}

Heading: Your password has been changed

Template Body:

Hi {{ first_name }},

We received a request to reset the password for your CBS Check account.

If you did not request this password reset please reach out to us on 01443 799 900 or email info@cbscreening.co.uk

Your new password can be found below:



Application IBV Letter

Sent to the applicant when they generate a new IBV Letter (with attachment).

Subject: Your in-branch verification letter

Heading: Post Office ID Verification

Template Body:

Hi {{ first_name }},

Your in-branch ID verification (IBV) appointment has now been set up. Please find attached your letter which you will need to bring with you alongside the documentation listed within the letter.

Ideally you should print this letter but some branches will be able to scan from your mobile device.

Please ensure to visit the Post Office listed on your letter within 14 days from today. Failure to do so will mean you will need to start this process again.

You can continue with your application before or after your in branch visit but you cannot submit until IBV has been completed.

Application IBV Status Update

Sent to the applicant when the Post Office notify us of a complete IBV.

Subject: Post Office in-person identity verification complete

Heading: Post Office in-person identity verification complete

Template Body:

Hi {{ first_name }},

We've received a status update from your visit to the Post Office branch and are now verifying your identity.

Please login to review the outcome of your visit and complete your application.



Application Submitted Confirmation

A confirmation email sent to the applicant when the user submits their application after the final review.

Subject: Your application has been submitted

Heading: Your application has been submitted

Template Body:

Hi {{ first_name }},

This is an email confirmation that your application has been successfully submitted.

We'll review the information you've provided and contact you by email if anything further is required. You don't need to take any action at this stage.

DBS Update - E Number Received

An update email to the candidate that lets them know their e-number so they can track their progress.

Subject: Your DBS E Number is {{ otp }}

Heading: Track Your DBS Application

Template Body:

Hi {{ first_name }},

Your DBS application has been received by the Disclosure & Barring Service.

You can monitor the status of your application at any time using the DBS online tracking service. Please use the link below to access the service along with your unique e-number.

You will need this reference number, along with your date of birth, to log in and view updates on your application.



DBS Complete - Clear Certificate Received

When an application is received from DBS with certificate number and the status Clear, this is the final email sent to the applicant.

Subject: Your DBS Certificate Details

Heading: Your DBS Certificate Details

Template Body:

Hi {{ first_name }},

We have now received confirmation from the Disclosure and Barring Service (DBS) that your application has been completed.

Your DBS Certificate details are as follows:

Certificate Number: {{ dbs_certificate_number }}

DBS eReference: {{ dbs_e_ref }}

DBS Status: Clear

Your physical DBS Certificate has been printed by the DBS and will be sent by post to your home address, as detailed within your original application. This usually arrives within a few working days, although delivery times can vary depending on Royal Mail.

Important information:

The DBS Certificate is only issued once and is sent to you, not to your employer or to us.

You must keep the original certificate safe, as replacements cannot be issued by the DBS.

Your employer/organisation may ask to see the original certificate once you receive it.

If you notice any errors on your certificate, you must raise this with the DBS within 3 months of the issue date shown on the certificate.

Report a problem about a criminal record check or barring decision: Dispute a mistake on your DBS certificate - GOV.UK

If your certificate has not arrived within 14 days, you are able to request a reprinted copy by contacting the DBS directly by clicking here.

If you have any questions regarding your application, please contact our team on 01443 799 900.



Basic DBS Complete - Clear Certificate Received

When a basic application is received from DBS with certificate number and the status Clear, this is the final email sent to the applicant.

Subject: Your DBS Certificate Details

Heading: Your DBS Certificate Details

Template Body:

Hi {{ first_name }},

We have now received confirmation from the Disclosure and Barring Service (DBS) that your application has been completed.

Your DBS Certificate details are as follows:

Certificate Number: {{ dbs_certificate_number }}

DBS eReference: {{ dbs_e_ref }}

DBS Status: Clear

If you requested a physical DBS Certificate, it has been printed by the DBS and will be sent by post to either your home address or the address you provided, as detailed within your original application. This usually arrives within a few working days, although delivery times can vary depending on Royal Mail.

Important information:

- The DBS Certificate is only issued once and is sent to you, not to your employer or to us.

- You must keep the original certificate safe, as replacements cannot be issued by the DBS.

- Your employer/organisation may ask to see the original certificate once you receive it.

- If you notice any errors on your certificate, you must raise this with the DBS within 3 months of the issue date shown on the certificate.

[Report a problem about a criminal record check or barring decision: Dispute a mistake on your DBS certificate - GOV.UK](https://www.gov.uk/report-problem-criminal-record-certificate/dispute-a-mistake)

If your certificate has not arrived within 14 days, you are able to request a reprinted copy by contacting the DBS directly [by clicking here](https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide).

If you have any questions regarding your application, please contact our team on 01443 799 900.



Basic DBS Complete - Review Certificate Received

When a basic application is received from DBS with certificate number and the status Review, this is the final email sent to the applicant.

Subject: Your DBS Certificate Details

Heading: Your DBS Certificate Details

Template Body:

Hi {{ first_name }},

We have now received confirmation from the Disclosure and Barring Service (DBS) that your application has been completed.

Your DBS Certificate details are as follows:

Certificate Number: {{ dbs_certificate_number }}

DBS eReference: {{ dbs_e_ref }}

DBS Status: To be reviewed

If you requested a physical DBS Certificate, it has been printed by the DBS and will be sent by post to either your home address or the address you provided, as detailed within your original application. This usually arrives within a few working days, although delivery times can vary depending on Royal Mail.

Important information:

- The DBS Certificate is only issued once and is sent to you, not to your employer or to us.

- You must keep the original certificate safe, as replacements cannot be issued by the DBS.

- Your employer/organisation may ask to see the original certificate once you receive it.

- If you notice any errors on your certificate, you must raise this with the DBS within 3 months of the issue date shown on the certificate.

[Report a problem about a criminal record check or barring decision: Dispute a mistake on your DBS certificate - GOV.UK](https://www.gov.uk/report-problem-criminal-record-certificate/dispute-a-mistake)

Please be aware, if additional information is held on your disclosure certificate, this will need to be shared with the organisation you are working with, in order for them to confirm your suitability for the role.

If your certificate has not arrived within 14 days, you are able to request a reprinted copy by contacting the DBS directly [by clicking here](https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide).

If you have any questions regarding your application, please contact our team on 01443 799 900.



DBS Complete - Review Certificate Received

When an application is received from DBS with certificate number and the status Review, this is the final email sent to the applicant.

Subject: Your DBS Certificate Details

Heading: Your DBS Certificate Details

Template Body:

Hi {{ first_name }},

We have now received confirmation from the Disclosure and Barring Service (DBS) that your application has been completed.

Your DBS Certificate details are as follows:

Certificate Number: {{ dbs_certificate_number }}

DBS eReference: {{ dbs_e_ref }}

DBS Status: To be reviewed

Your physical DBS Certificate has been printed by the DBS and will be sent by post to your home address, as detailed within your original application. This usually arrives within a few working days, although delivery times can vary depending on Royal Mail.

Important information:

- The DBS Certificate is only issued once and is sent to you, not to your employer or to us.

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<https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide>

If you have any questions regarding your application, please contact our team on 01443 799 900.



CBS Client Portal Account Creation

When a new client portal account is created an email will automatically be sent to the new user.

Subject: Your CBS Client Portal Account

Heading: Welcome to your CBS Client Portal

Template Body:

Hi {{ first_name }},

Welcome to the CBS Portal.

Your account has now been successfully created and linked to {{ company_name }}. You can begin using the system straight away. Please find your login details below and ensure they are stored securely.

Company Reference: {{ company_ref }}

Username: {{ email }}

Password: {{ password }}

If you have any questions or experience any issues accessing your account, please contact us and we will be happy to assist.

We look forward to working with you.

Client One Time Passcode

Security Check for a Client User where the system does not recognise them. Sent when an authentication cookie is not found.

Subject: Your one time passcode is {{ otp }}

Heading: Confirm your recent login

Template Body:

Hi {{ first_name }},

It looks like you're signing in to your client portal. We don't always ask for additional verification, but we sometimes add this extra step help us keep your account secure.

If you weren't expecting this email, don't share this code with anyone and we would recommend changing your password as soon as possible to keep your account secure.

Your one time passcode is:



Nova Account Creation

When a new account is created to access the Nova System this email is sent.

Subject: Your CBS Nova Account

Heading: Welcome to Nova by CBS

Template Body:

Hi {{ first_name }},

An account has been created for you to access Nova.

Before using the system, please ensure you have completed your 1-to-1 training session. Once this has taken place, you may log in straight away using the details below. Please keep this information secure.

Username: {{ username }}

Password: {{ password }}

Access Code: Please obtain this from a colleague, as it may change periodically.

For security reasons, you should change your password to something memorable after your first login.

If you experience any issues accessing your account, please contact your administrator for assistance.

Nova One Time Passcode

Security Check for a Nova User where the system does not recognise them. Sent when an authentication cookie is not found.

Subject: Your one time passcode is {{ otp }}

Heading: Confirm your recent login

Template Body:

Hi {{ first_name }},

It looks like you're signing into Nova.

If you weren't expecting this email, don't share this code with anyone and speak to Kevin as soon as possible.

Your one time passcode is:





Head Office:

Complete Background Screening,
The Screening House,
Cwm Cynon Business Park, Mountain Ash, CF45 4ER

London Office:

5 St John's Lane, London, EC1M 4BH

T: 01443 799 900

E: info@cbscreening.co.uk

Company Registration No. 05435348 | VAT No. 860086430