



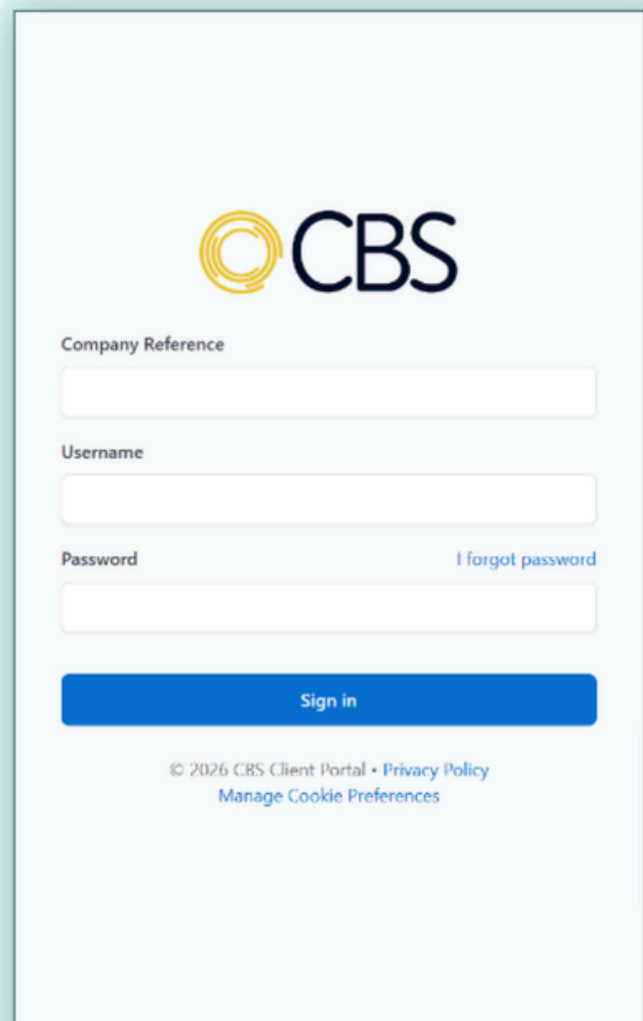
Client Portal Guide

Contents

- Logging into the Portal
- The Portal
- The Dashboard
- The Business Page
- The Sub Accounts Page
- The Services Page
- The Applicants Page
- Invite Applicant
- Applicant Status
- Applicant Actions
- F2F Verification
- Tags
- The Reports Menu
- Annex (Default Templates)

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'. The 'Password' field has a blue link 'I forgot password' to its right. Below the input fields is a 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 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

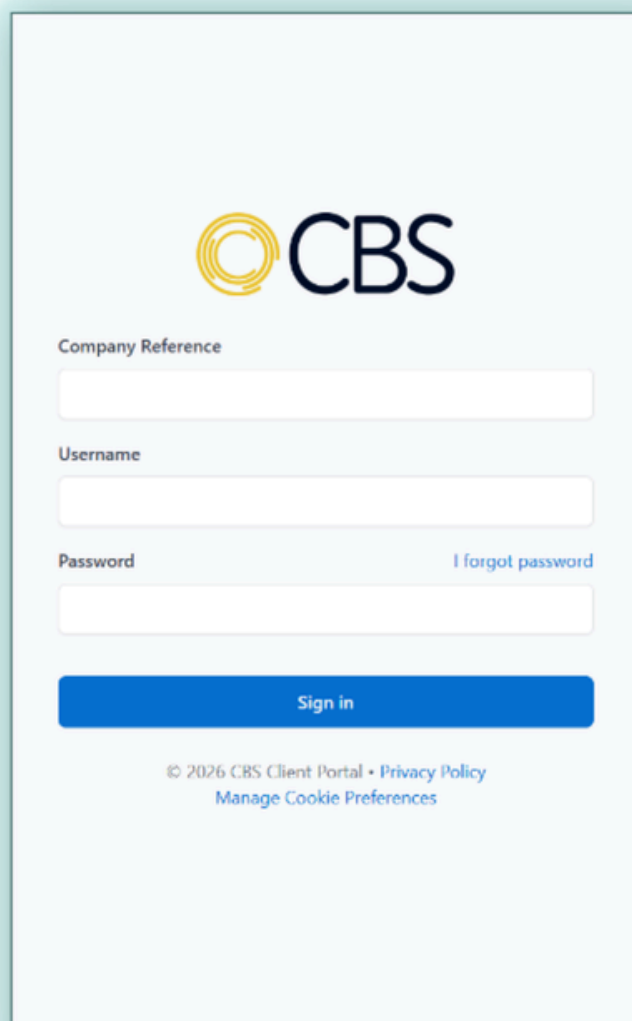
Username

Your individual username

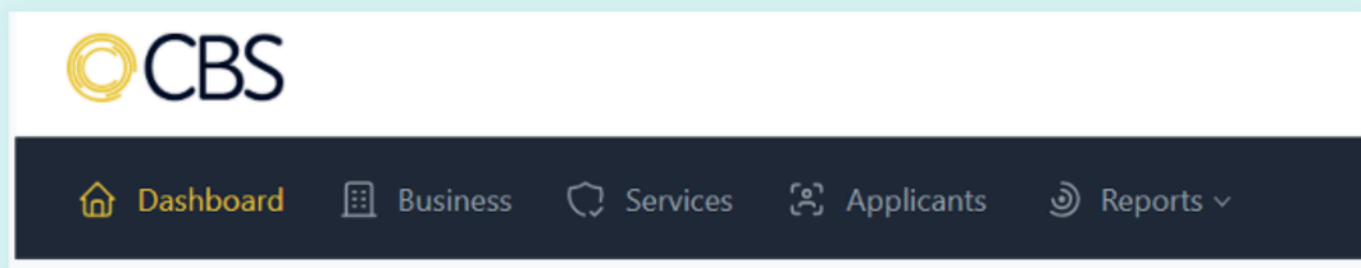
Password

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 thin grey borders. The first field is labeled 'Company Reference' in a small grey font. The second field is labeled 'Username' in a small grey font. The third field is labeled 'Password' in a small grey font, and to its right is a blue link that says 'I forgot password'. Below these 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 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

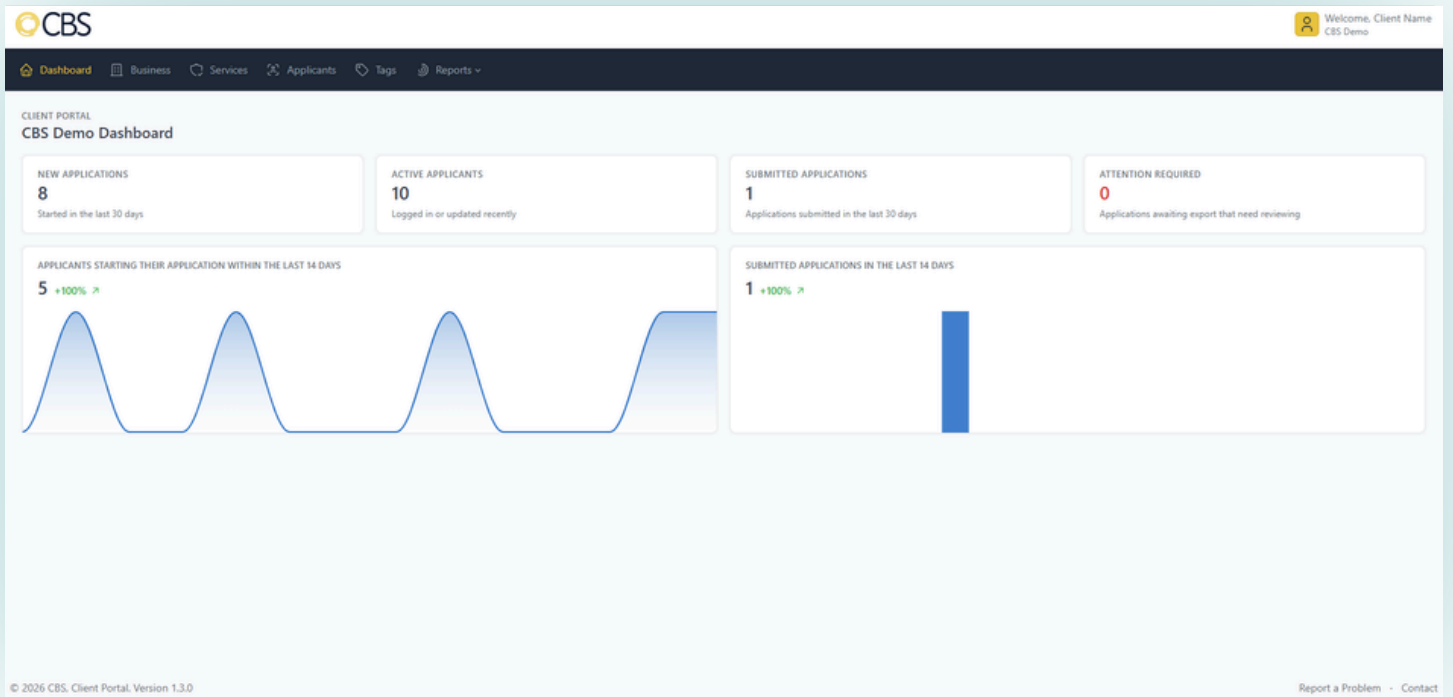
Services – Available packages assigned to your account

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

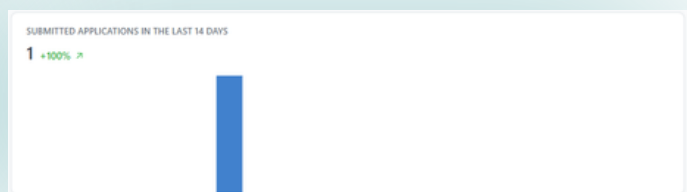
Active Applicants that have logged in recently

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

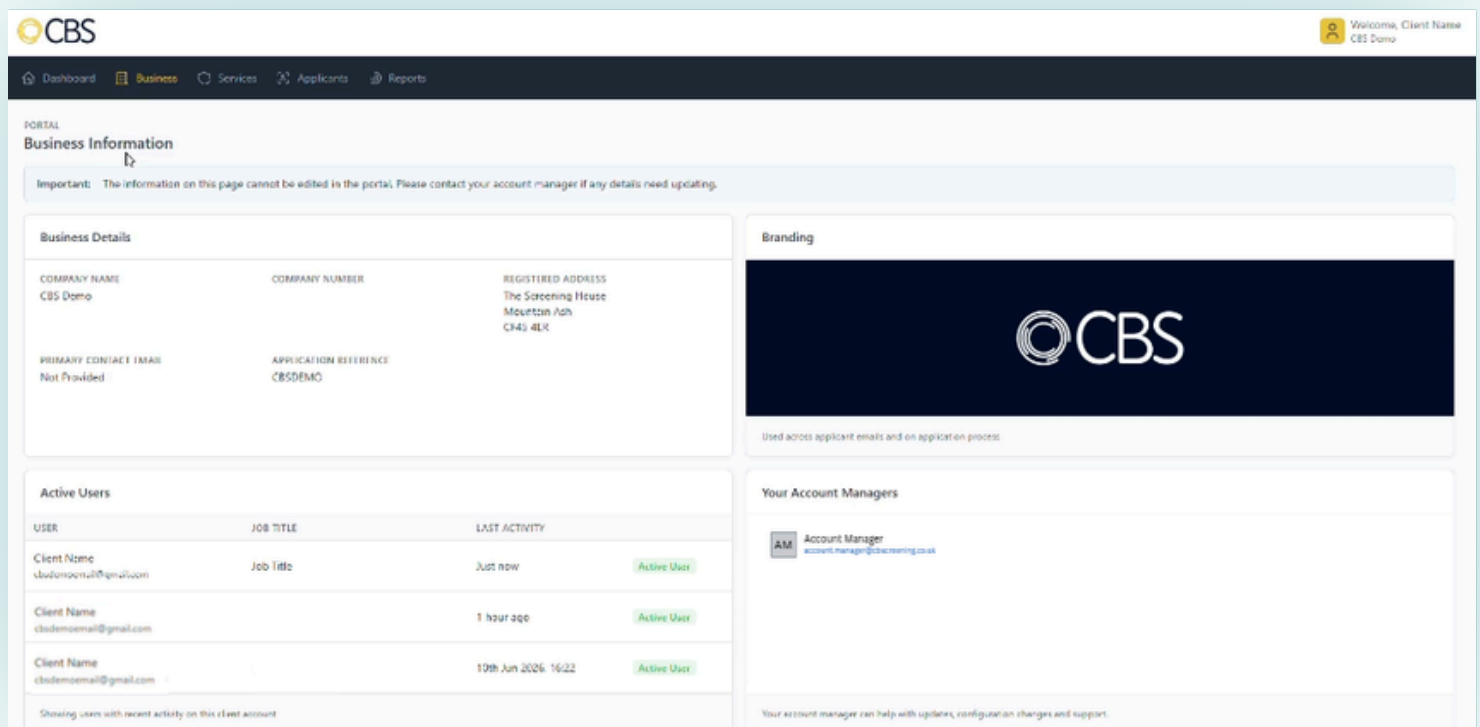
0

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.



The screenshot displays the CBS Business Page interface. At the top, the CBS logo is on the left, and a user greeting 'Welcome, Client Name CBS Demo' is on the right. A navigation bar includes links for Dashboard, Business (highlighted), Services, Applicants, and Reports. The main content area is titled 'PORTAL Business Information' and features a warning: 'Important: The information on this page cannot be edited in the portal. Please contact your account manager if any details need updating.'

The page is divided into two columns. The left column contains 'Business Details' and 'Active Users'. The right column contains 'Branding' and 'Your Account Managers'.

Business Details

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

Active Users

USER	JOB TITLE	LAST ACTIVITY
Client Name sbudemo123@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

Branding



Used across applicant emails and on application process

Your Account Managers

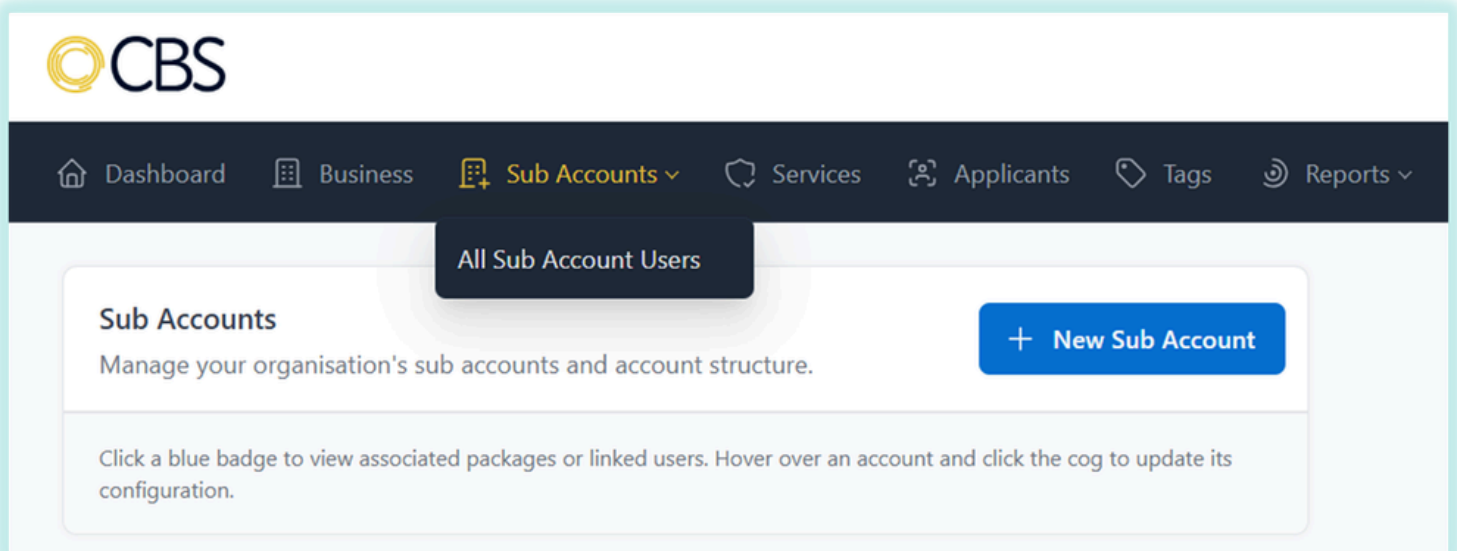
AM	Account Manager account.manager@cbscreening.co.uk
----	--

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



The Sub Accounts Page

The Sub Accounts menu allows you to create and view all the sub accounts associated to your master account.



To **add** a sub account, click on the blue '+ New Sub Account' button and complete the information as required.

- Note:
 - A 'Folder Only' account means that no users, packages or job roles are assigned to the sub account and therefore no applicant invitations can be sent from this account. It is used only to organise the sub accounts underneath it.
 - A 'Parent Account' is an account sitting directly under your Master Account.
 - 'Use Name on Cert' means that you want this sub account name to appear on a DBS Standard or Enhanced Certificate as the employer. If you select 'No', the Master Account name will appear as the employer on the certificate.
- Once you're happy with the information, you can click the blue "Create" button.

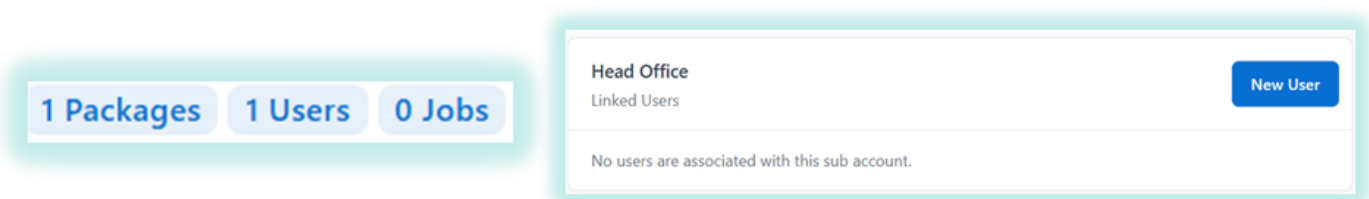
To **edit** a sub account, hover your mouse over the sub account name and click on the cog on the right-hand side.



The Sub Accounts Page

Adding Users

To add a user, click on the light blue users box and in the top right hand corner, the user list will appear. To add a user, click on the blue 'New User' button, complete the details as required and click the 'Create' button.



- For details of the User Permissions Group, see the user permissions list below.

User Permissions List An overview of the access levels available to users on your CBS account, so you can assign the right role to the right person.				
PERMISSION	Super User	Standard	Restricted	Finance
View applications within all sub accounts (Including Master Account)	✓	✗	✗	✓
View assigned account/department orders	✓	✓	✗	✓
Send Individual application invites	✓	✓	✓	✗
Send Bulk upload application invites	✓	✗	✗	✗
Delete Incomplete applications	✓	✓	✗	✗
Confirm in-person ID document review	✓	✓	✗	✗
View client-facing notes	✓	✓	✗	✓
Client Proxy as Applicant	✓	✓	✗	✗
Add tags	✓	✓	✓	✗
Add notes	✓	✓	✓	✗
Access reports and exports	✓	✓	✗	✓
View financial / invoice data	✓	✗	✗	✓
Configure branding & settings	✗	✗	✗	✗
Create Users and assign permissions	✓	✗	✗	✗
Receive Result Notifications	✓	✓	✓	✗
✓ Permission granted ✗ Permission not granted				

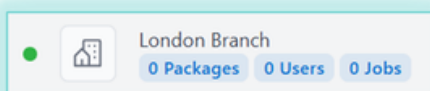


The Sub Accounts Page

Assigning Job Roles & Packages

If you need additional packages or job roles to be added to your master account or any of your sub accounts, speak to your CBS representative who will arrange these to be added for you. Once these have been added, you can assign them as required.

Click on the relevant light blue packages option on the left hand side and on the top right hand side, click on the dark blue 'Add Package' button.



A pop-up window will appear and here you will be able to select the packages and job roles you wish to assign to the account.

- Note: If there are multiple roles, you can also type the role name in the search bar and then select the required role/s.

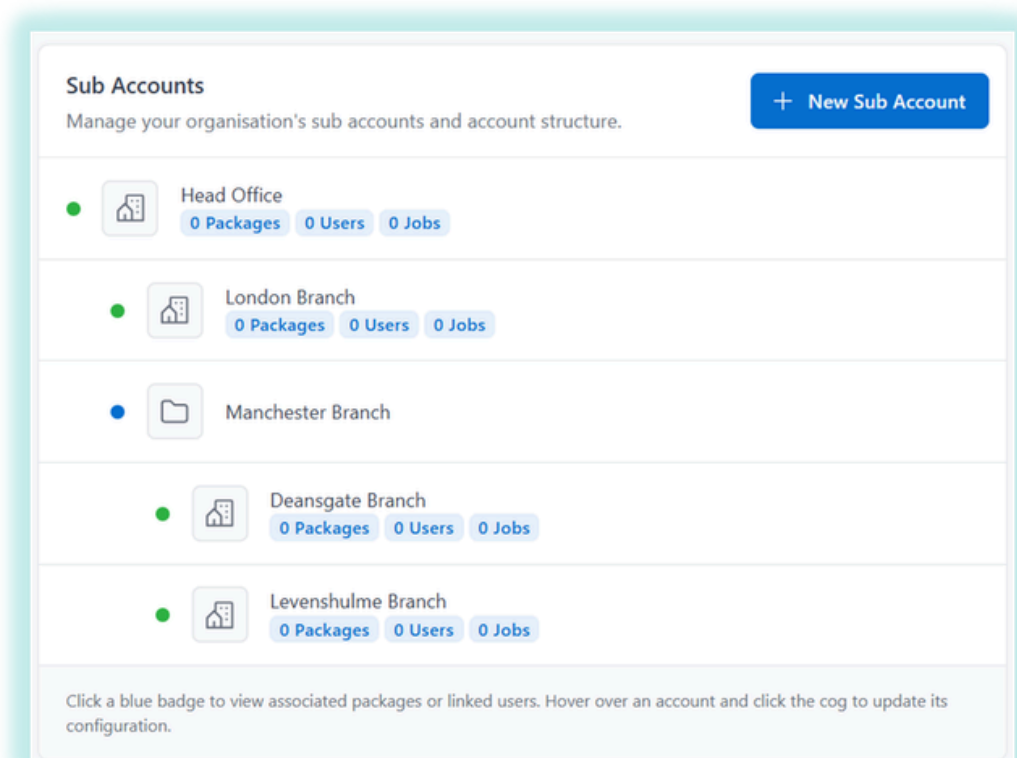
Once you're done with assigning the package and job roles, click the Update button.

A screenshot of a 'Manage Sub Account Package' pop-up window. It has a title bar with a close button. The main content area includes a 'Package' dropdown menu with the placeholder text 'Choose a package...'. Below this is a section titled 'AVAILABLE JOBS' which contains a 'Categories' dropdown set to 'All Categories' and a 'Search' input field. A message at the bottom of the jobs section states 'No jobs found for this filter / package.' At the bottom right of the window are three buttons: a trash icon, a 'Cancel' button, and an 'Update' button.

The Sub Accounts Page

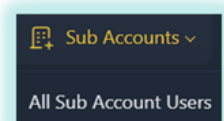
Viewing Sub Accounts & Users

When you click on the sub account menu, you will be able to see the hierarchy of all the sub accounts assigned to your master account as well as how many packages, users and job roles are assigned to each account. See example below:



Note: A sub account with a green dot and building icon means that the account has active users, packages and job roles assigned to it so that users can send application invites to applicants. A sub account with a blue dot and the folder icon means that it's a folder only, i.e. a means to organise the sub accounts underneath it. This means that no users, packages or job roles are assigned to the sub account and therefore no applicant invitations can be sent from this account.

To view all the users assigned to your Master Account, click on the Sub Accounts Menu in the top black menu bar and select 'All Sub Account Users'. Here you will be able to see the users, which sub accounts they have been assigned to, their user permissions as well as when last they were active.



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.



Welcome, Client Name
CBS Demo

DashboardBusinessServicesApplicantsTagsReports

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	-	<button>Launch App</button>
Basic Demo DBS Application	Tester	Yoti	DBS Application Basic	1	<button>Launch App</button>
F2F ID DBS Application	Enhanced Job Title	Yoti	DBS Application Enhanced	-	<button>Launch App</button>
Basic DBS Application	Manager	Yoti	DBS Application Basic	1	<button>Launch App</button>
Enhanced F2F DBS Application		Yoti	DBS Application Enhanced	-	<button>Launch App</button>
Enhanced ARU DBS Application		Yoti	DBS Application Enhanced	-	<button>Launch App</button>



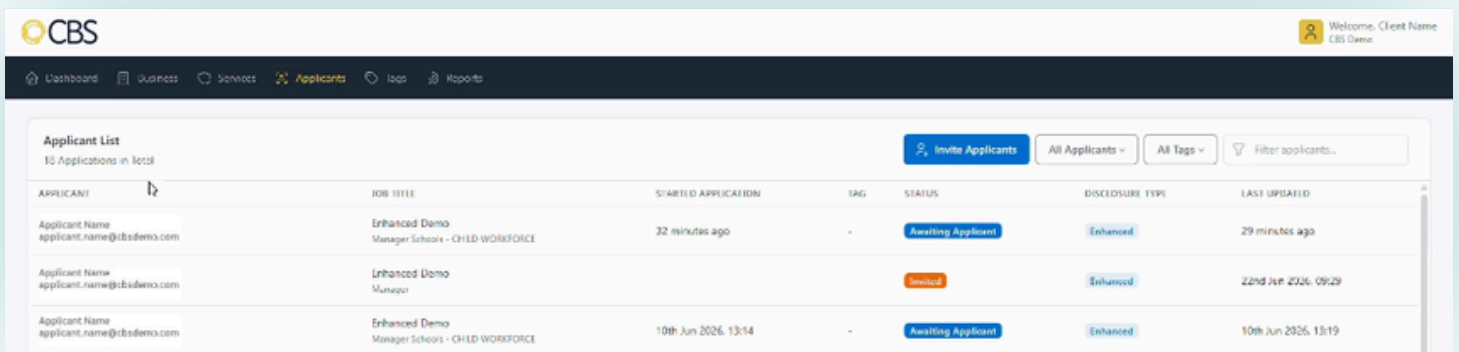
The Applicant Page

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, email address 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 CBS Applicant List page. At the top, there's a navigation bar with 'Dashboard', 'Business', 'Services', 'Applicants' (active), 'Logs', and 'Reports'. A user profile 'Welcome, Client Name' is in the top right. Below the navigation bar, the 'Applicant List' section shows '10 Applications in total'. There's a search bar and an 'Invite Applicants' button. The table below lists three applicants with columns for Applicant, Job Title, Started Application, Tag, Status, Disclosure Type, and Last Updated.

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.



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) *

F2F ID (Enhanced)

Job Title *

Choose a job...

Label Your Upload *

e.g. August 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

[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
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, 13:33
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



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.

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'.

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

The screenshot displays a comprehensive applicant status dashboard. It is organized into several key sections:

- Current Personal Information:** Includes fields for Full name (MIS TEST TEST), Date of birth (1st January 2000), Gender (Female), Telephone (+441453799900), and Email (johnsoncattin236@gmail.com). Each field has a green 'OK' status indicator.
- Additional Information:** Includes Country of birth (GB), Town / City of birth (Murryer Tydli), Country / State of birth (Murryer Tydli), Nationality at birth (British), Authorized Requester (Email Address), and Applicant Reference Number (BO). Each field has a green 'OK' status indicator.
- Historical Address Information:** Includes Current Address (The Screening House, Cwm Cynon Business Park, Mountain Ash, Rhondda Cynon Taf, CF45 4BB, GB) and Address History Provided (12 years, 8 months). Each field has a green 'OK' status indicator.
- Application Status Information:** Shows the last update (8th Jun 2026, 13:29) and application reference #18458. It includes a table for Application Status (Awaiting Applicant), ID Verified (Not Verified), DBS Status (Not Sent), DBS Result (Not Sent), and DBS Number (Not Received).
- In Person ID Verification:** Includes a 'Begin ID Check' button.
- Right to Work:** Includes a 'Right to Work Verification' button and a 'Clear' button. It also displays a 'Result' section stating: 'The applicant has proved their right to work in the United Kingdom. Note: In order to obtain a statutory excuse, you must check that the photograph and biographic details provided by the digital identity verification are consistent with the individual presenting themselves for work and you must retain a clear copy of the check for the duration of the employment and for two years after the employment has ended.'
- Useful Information:** Includes Application Started (14th Aug 2026, 14:54), User IP (94.0.20.95), App Version (2.7.0.2), Service (#15 DBS Application, Standard), and Disclosure Type (Standard).
- Declarations:** Includes 'Convictions, cautions, reprimands or final warnings?' (Not answered) and 'Consent to the DBS providing an electronic result' (Not answered). Both fields have a red 'Needs Attention' status indicator.
- Job Information:** Includes Employer (CBS Demo), Job Title (Tutor), Working with vulnerable adults (No), Working with children (No), Volunteer role (No), and Working from home (No). Each field has a green 'OK' status indicator.
- Audit Log:** Shows 8 recorded events. The first event is dated 9 Jun 2026, performed by Samantha Vaughan, with the action 'Client Audit Log' and description 'This is a test message.' There is an 'Add Audit Log' button.

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 RTW is included, you will be able to view and download the RTW Digital Identity Summary by clicking into 'Actions'.

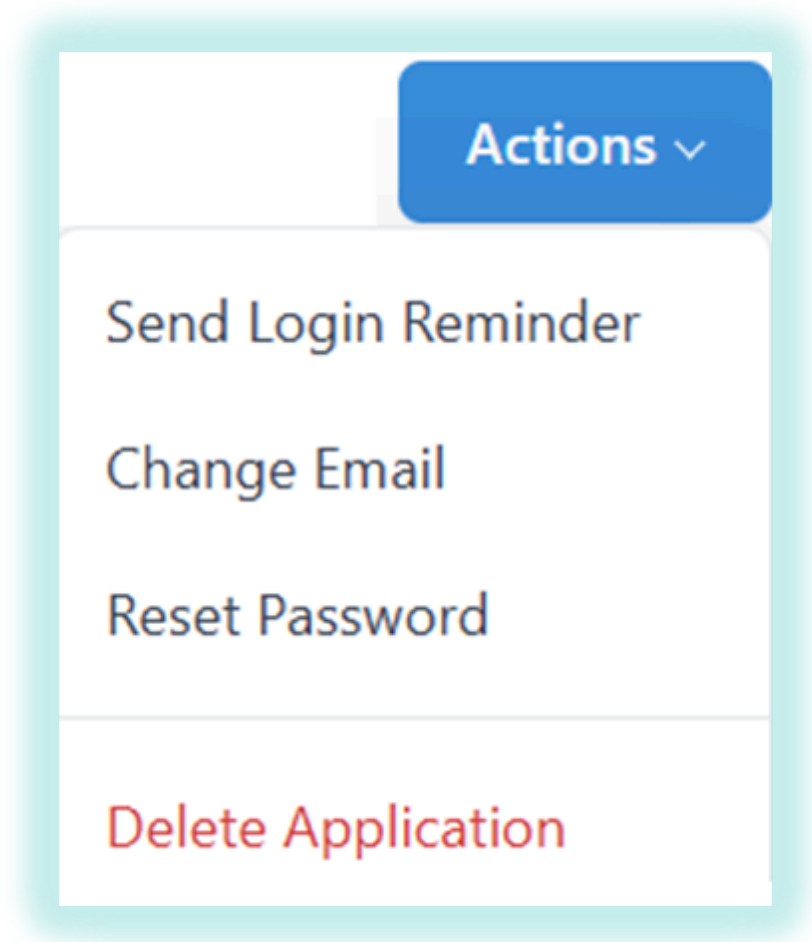
Here you can view the disclosure type and when the application started.



Applicant Actions

Once you've selected the applicant you wish to view, you will also be able to access some self-service tools such as sending an email to remind the applicant to login to their application, change the applicant's email address, reset their password and also delete an application.

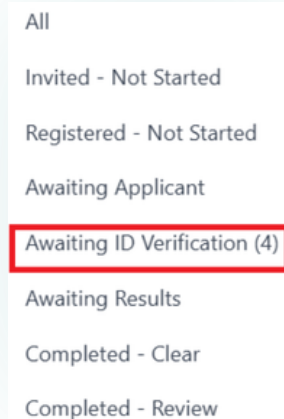
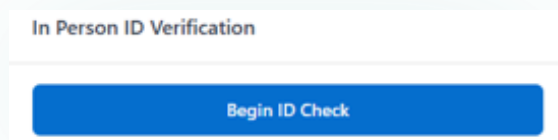
Note: these options are only available for applications that have not been submitted yet.



F2F Verification

To select the applicants requiring Face to Face (F2F) Identity Verification, click on the “Applicants” tab and select the applicants waiting on F2F ID Verification:

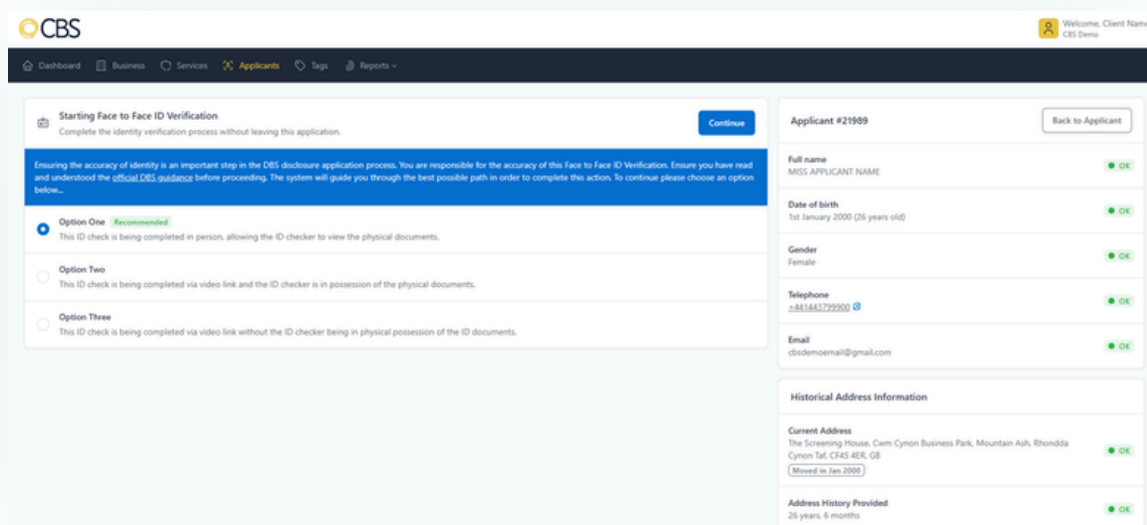
Select the relevant application and scroll down to “In Person ID Verification” and click on “Begin ID Check”.



Review the on-screen instructions carefully and ensure that you understand the verification requirements before selecting an option from the list.

DBS strongly recommends that you verify the individual's identity using Option One, an in-person verification, along with the original identification documents. If you are unable to verify the applicant's identity using option 1, you will be required to record why you were unable to verify the applicant's identity using option 1 or 2 and save the information along with the copies of the documents (or document information if unable to retain copies) for a minimum of 2 years.

You can also view the applicant's personal information from their application to cross-reference during the verification process.



Click “Continue”.



F2F Verification

A list of acceptable documents is provided.

The screenshot shows the CBS F2F Verification interface. On the left, a list of documents to verify is shown with checkboxes. The 'Passport' option is selected and marked as 'Recommended'. Below it, the 'Driving Licence Photocard' is also selected. The right side of the interface displays the 'Applicant #21989' details, including full name, date of birth, gender, telephone, email, historical address information, and address history provided. The 'ID Information' section is currently empty.

Select the documents you're verifying
The system will automatically suggest the correct dba route

Choose the documents you're verifying, as you pick documents more options may appear in the list depending on what is selected.

- ☐ **Passport** *Recommended*
Any current and valid passport. A UK passport can be expired by up to 6 months.
- ☐ **e-Visa**
Accessed via the UK Government "View and Prove" service using the applicant's immigration status share code.
- ☐ **Biometric Residence Permit (BRP)**
UK BRP. BRPs showing Indefinite Leave to Remain, Indefinite Leave to Enter or No Time Limit may be used up to 18 months after expiry.
- ☐ **Application Registration Card (ARC)**
Issued by the Home Office. Must be verified using the Home Office Employer Checking Service.
- ☐ **Driving Licence Photocard**
Current and valid photocard driving licence issued by the UK, Isle of Man or Channel Islands.
- ☐ **Birth Certificate**
Original UK, Isle of Man or Channel Islands birth certificate issued within 12 months of birth.
- ☐ **Adoption Certificate**
UK or Channel Islands adoption certificate.
- ☐ **Unable to provide any of the above documents**
If the applicant is unable to produce any of the above documents then you must also use an external ID verification service.

Applicant #21989

Full name
MISS APPLICANT NAME OK

Date of birth
1st January 2000 (26 years old) OK

Gender
Female OK

Telephone
+441443729500 OK

Email
cbdemoemail@gmail.com OK

Historical Address Information

Current Address
The Screening House, Cwm Cynon Business Park, Mountain Ash, Rhondda Cynon Taf, CF45 4ER, GB OK
Moved in Jan 2000

Address History Provided
26 years, 6 months OK

ID Information

Once you have selected the documents, enter the required information for each one. Note, if you have seen a passport and/or driving licence, this information is auto populated from the applicant information and you would simply need to check that it matches the information on the original identity document.

The screenshot shows the CBS F2F Verification interface. On the left, a list of documents to verify is shown with checkboxes. The 'Passport' and 'Driving Licence Photocard' options are selected. The right side of the interface displays the 'Applicant #21989' details, including full name, date of birth, gender, telephone, email, historical address information, and address history provided. The 'ID Information' section is currently empty.

Select the documents you're verifying
The system will automatically suggest the correct dba route

Choose the documents you're verifying, as you pick documents more options may appear in the list depending on what is selected.

- ☒ **Passport** *Recommended*
Any current and valid passport. A UK passport can be expired by up to 6 months.
- ☒ **Driving Licence Photocard**
Current and valid photocard driving licence issued by the UK, Isle of Man or Channel Islands.
- ☐ **UK Bank or Building Society Statement**
Issued and dated within the last 3 months. More than one statement can be submitted, but must be from different accounts.

Passport Information
Ensure the details entered are accurate and correct

Passport Number *
Country of Issue *
GB
Nationality *
GB
Issued *
dd/mm/yyyy
Expires *
dd/mm/yyyy

Driving Licence Information
Ensure the details entered are accurate and correct

Driving Licence Number *
Country of Issue *
GB
Licence Type *
Photo Card
Issued *
dd/mm/yyyy
Expires *
dd/mm/yyyy

Applicant #21989

Full name
MISS APPLICANT NAME OK

Date of birth
1st January 2000 (26 years old) OK

Gender
Female OK

Telephone
+441443729500 OK

Email
cbdemoemail@gmail.com OK

Historical Address Information

Current Address
The Screening House, Cwm Cynon Business Park, Mountain Ash, Rhondda Cynon Taf, CF45 4ER, GB OK
Moved in Jan 2000

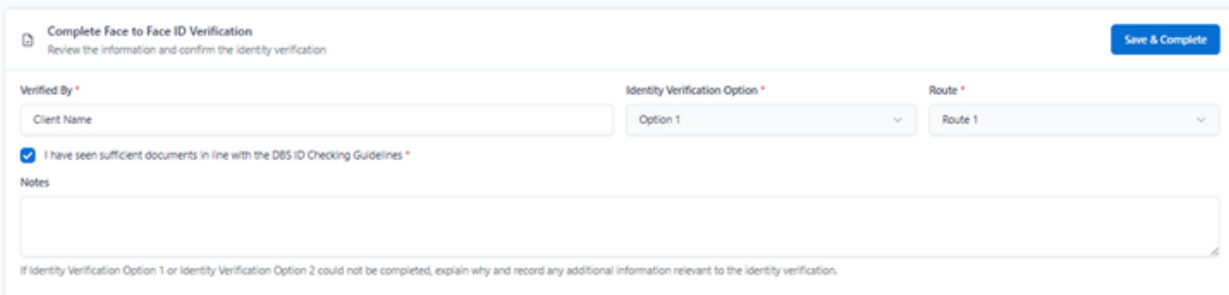
Address History Provided
26 years, 6 months OK

ID Information
No Information Provided Needs Attention



F2F Verification

The “Verified By” section will auto populate with your name, the identity verification option you selected at the beginning of the process and the verification route based on the documents you selected. If you’re happy with the information provided, select the box next to “I have seen sufficient documents in line with the DBS ID Checking Guidelines”.



The screenshot shows a form titled "Complete Face to Face ID Verification" with the subtitle "Review the information and confirm the identity verification". A "Save & Complete" button is in the top right. The form contains three dropdown menus: "Verified By" (populated with "Client Name"), "Identity Verification Option" (populated with "Option 1"), and "Route" (populated with "Route 1"). Below these is a checkbox labeled "I have seen sufficient documents in line with the DBS ID Checking Guidelines" which is checked. A "Notes" text area is at the bottom, with a small instruction: "If Identity Verification Option 1 or Identity Verification Option 2 could not be completed, explain why and record any additional information relevant to the identity verification."

Note – if you wish to return the application back to the applicant to correct the application and resubmit it, you can select the box next to “Do not submit this application to DBS. Return it to the applicant for corrections and resubmission”. You will need to inform the applicant what they need to correct and to resubmit their application. Once they’ve resubmitted their application, the application will appear in the “Awaiting ID Verification” pool again.

Application Status Information

Last update, Yesterday, 16:06

APPLICATION REFERENCE
#28566

APPLICATION STATUS
Completed Clear

ID VERIFIED
Yes, Samantha Vaughan

Face to Face ID Verification

Documents Verified
Yes

Verification Route
1

Send to DBS
Yes

Documents Checked

Passport Driving Licence Mortgage Statement



Once the ID Verification has been completed by the client, the ‘ID Verified’ status on the Applicant Status Information will update to confirm. You can click onto the client’s name which will bring up which documents have been checked.



F2F Verification

Route 2 Verification:

If you have selected documents that support Route 2, you will be required to also complete an external ID verification. CBS will be able to do this for you. Please reach out to the support team to arrange for this to be done and note that you will not be able to proceed with the verification until the external ID verification has been completed.

The screenshot shows a web form titled "Complete Face to Face ID Verification" with a subtitle "Review the information and confirm the identity verification". A blue "Save & Complete" button is in the top right. A red-bordered box contains a warning: "Before completing this process, you will need to contact CBS to organise External ID verification, in the meantime you can save your progress. Save your current progress before contacting CBS." Below this, there are three dropdown menus: "Verified By *" (with "Client Name" selected), "Identity Verification Option *" (with "Option 1" selected), and "Route *" (with "Route 2" selected). There are two checkboxes: "I have seen sufficient documents in line with the DBS ID Checking Guidelines *" (checked) and "External ID verification has been completed (Contact CBS to organise this) *" (unchecked). A "Notes" section with a text area is below. At the bottom, a small note states: "If Identity Verification Option 1 or Identity Verification Option 2 could not be completed, explain why and record any additional information relevant to the identity verification."

Once the external ID verification has been completed, CBS will inform you whether the applicant has passed or failed.

If the applicant has passed, the “External ID Verification has been completed” option will be auto selected, and you will be able to Save and Complete the application.

Route 3 Verification:

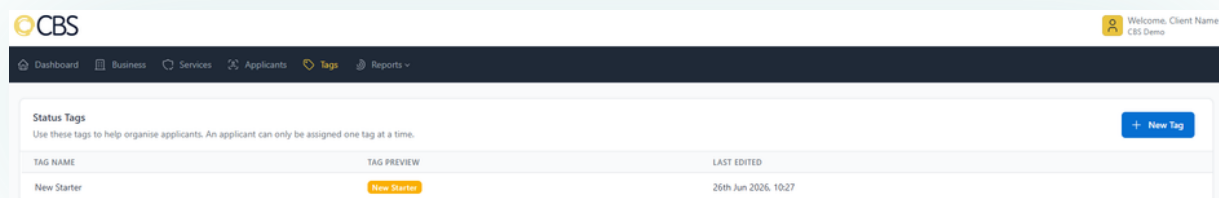
If the applicant has failed, you will then be able to proceed to Route 3 and you will need to have checked at least 5 documents, one of which must be a birth certificate issued more than 12 months after the time of birth (UK, Isle of Man and Channel Islands).

Once all required document information has been provided and you’ve clicked on the “Save & Complete” button, the Application Status Information will update to confirm that the applicant’s Identity has been verified and the application will be submitted to the DBS for processing.



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

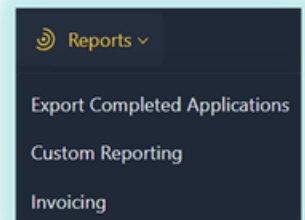
Please note:

- 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.



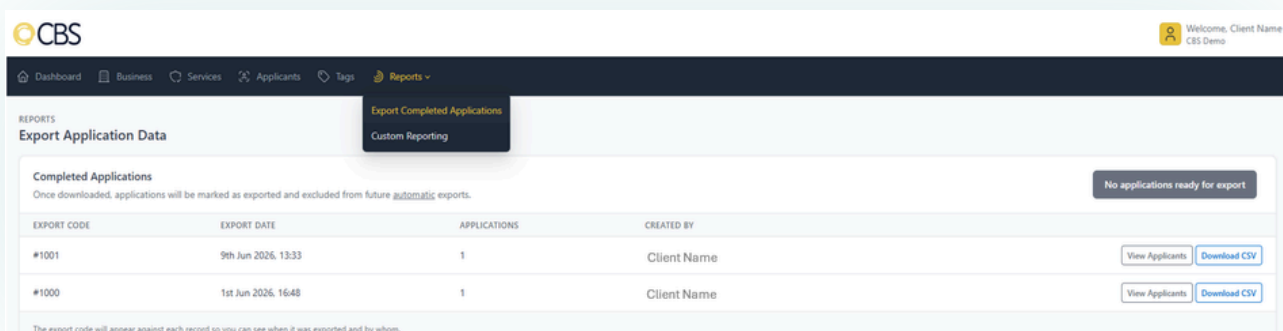
The Reports Menu

The reports menu allows you to view completed applications, create your own custom reporting as well as seeing your organisation's billing information.



Export Completed Applications

This option allows you to export completed application data as a CSV file.



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 export will appear on the page for you to view applicants and download a CSV File containing all applications that have recently completed. 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.

To view the applications included in each report, click [View Applicants](#)

The completed application reports include:

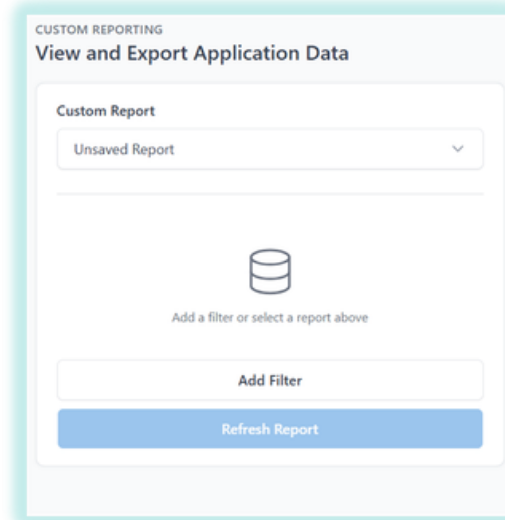
- Organisation Name
- Package Name and Details
- Applicant Job Title
- Applicants Personal Details (Name, DOB, Address, Email Address)
- Application Start Date
- Application Status
- Completion Date and Result (E-Reference Number and Disclosure Number)
- CBS Reference Number / Export Reference Number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



The Reports Menu

Custom Reporting

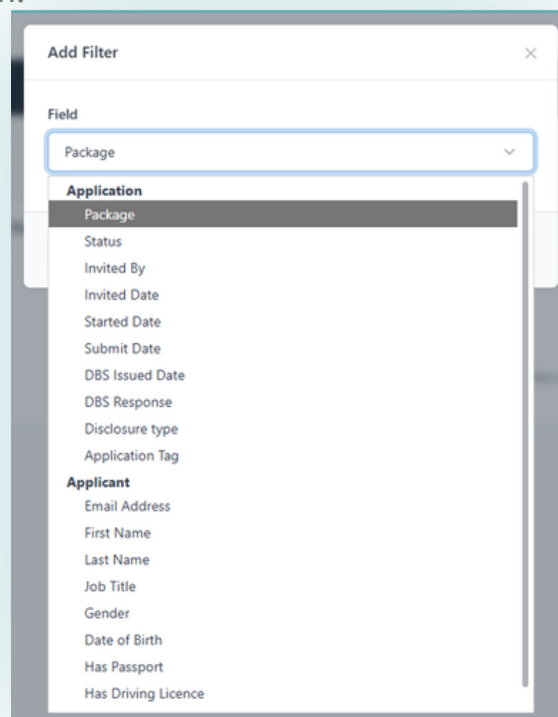
You can also create, customise, and save reports based on your organisation's reporting requirements. Custom reports can be created whenever needed and saved as templates for future use.



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 Reports Menu

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:

Three dropdown menus are shown, each with a blue border and a downward arrow. The first menu is labeled 'Email Address' and has options: 'Is', 'Is Not', 'Contains', 'Starts With', and 'Ends With'. The second menu is labeled 'Disclosure type' and has options: 'Is', 'Is Not', and 'Is Not'. The third menu is labeled 'Invited Date' and has options: '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.

Two filter panels are shown. The first panel is for 'Invited Date' and includes a dropdown menu with 'Is' selected, a text input field with 'dd/mm/yyyy', a calendar icon, and a trash icon. Below this is a calendar for July 2026 with a date picker. The second panel is for 'First Name' and includes a dropdown menu with 'Is' selected, a text input field, and a trash icon. Below this is a button labeled 'Add Filter' and a button labeled 'Refresh Report'.

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 sections for 'Custom Report' (set to 'Unsaved Report'), 'Disclosure type' (set to 'Is' and 'Enhanced'), and 'Status' (set to 'Is' and 'Created / Invited'). Below these is an 'Add Filter' button and a 'Refresh Report' button. On the right, there is a 'Report Results' section showing 8 Applications Found. Below this is a table with columns: ID, APPLICANT, STARTED APPLICATION, STATUS, and DISCLOSURE. The table contains 8 rows of data, each with an 'Applicant Name' and a status of 'Registered' and 'Enhanced'.

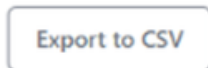
ID	APPLICANT	STARTED APPLICATION	STATUS	DISCLOSURE
23398	Applicant Name		Registered	Enhanced
23376	Applicant Name		Registered	Enhanced
23106	Applicant Name		Registered	Enhanced
11368	Applicant Name		Registered	Enhanced
10502	Applicant Name		Registered	Enhanced
10500	Applicant Name		Registered	Enhanced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



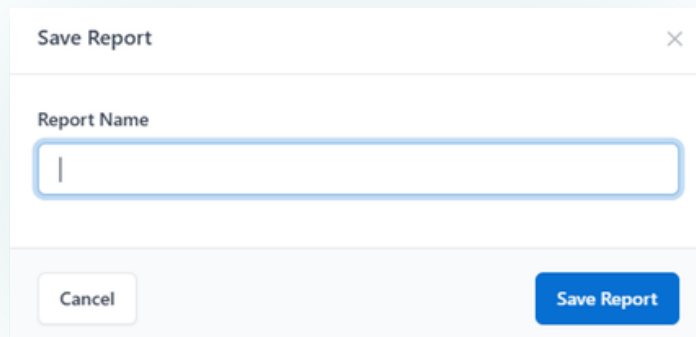
The Reports Menu

Custom reporting

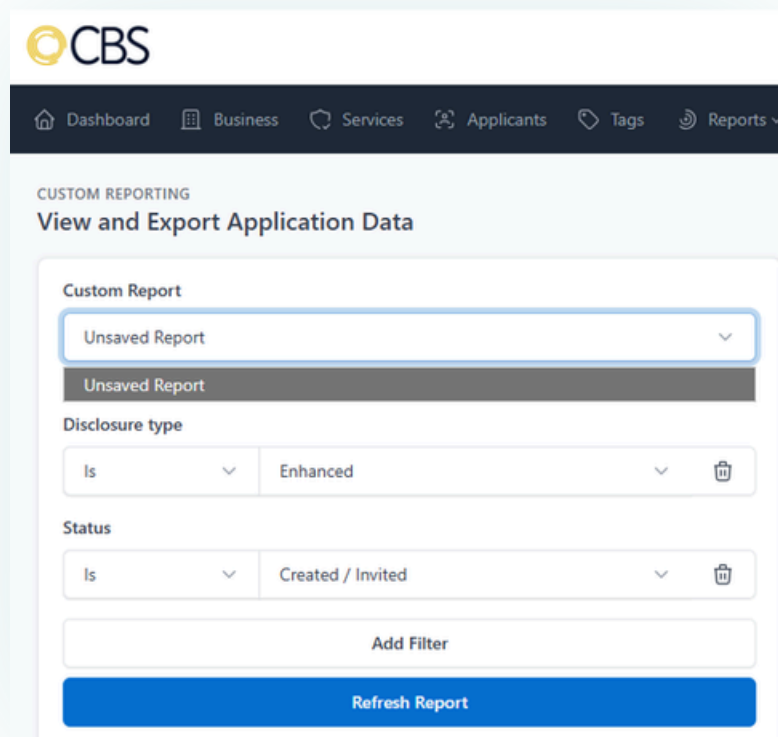
6. Reports can also be exported for use outside of the system by clicking:



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.

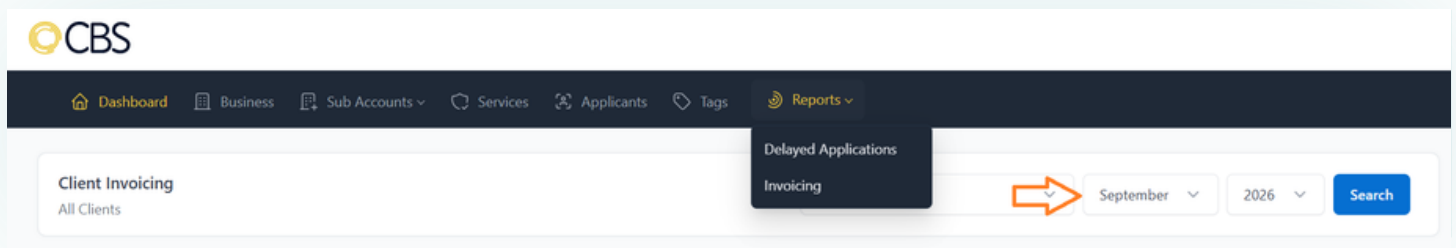
8. To locate the report template again, look for the report name in the dropdown option under Custom Report.

A screenshot of the CBS web application's "CUSTOM REPORTING" section. The header shows the CBS logo and a navigation bar with links: Dashboard, Business, Services, Applicants, Tags, and Reports. The main heading is "View and Export Application Data". Below this is a "Custom Report" section with a dropdown menu currently showing "Unsaved Report". Underneath are two rows of filters: "Disclosure type" with a dropdown set to "Is" and a value of "Enhanced", and "Status" with a dropdown set to "Is" and a value of "Created / Invited". Each filter row has a trash icon. At the bottom of the filter section is an "Add Filter" button, and at the very bottom is a large blue "Refresh Report" button.

The Reports Menu

Invoicing

This menu allows you to view your organisation's billing information. If you are unable to see this information, it means your permissions have not been set to provide you with access to this menu. Please speak to your organisation's main contact who would be assigned as a Super User on the account, to grant you access.



Simply select the month you require and click the 'Search' button. You will then be presented with the billing information:

Complete Background Screening

Reference: CBS

Invoice Date: 31/08/2026

Due Date: 30/09/2026

DESCRIPTION	UNIT COST (INC VAT)	QTY	VAT	PROCESSED	INVOICE
Standard - F2F Standard					
DBS Fee	0.00	2	0%	-	0.00
Administration Fee	0.00	2	20%	-	0.00
Digital ID Sessions	0.00	0	20%	-	0.00
In Branch Verification Sessions	0.00	0	20%	-	0.00
Other Revenue Processed	-	0	-	0.00	-
DBS Fees	0.00	0	0%	0.00	-
Administration Fees	0.00	0	20%	0.00	-
Digital ID Fees	0.00	0	20%	0.00	-
IBV Fees Expected	0.00	0	20%	0.00	-
Enhanced - Volunteer - Digital Enhanced					
DBS Fee	0.00	1	0%	-	0.00
Administration Fee	0.00	1	20%	-	0.00
Digital ID Sessions	0.00	0	20%	-	0.00
In Branch Verification Sessions	0.00	0	20%	-	0.00
Other Revenue Processed	-	0	-	0.00	-
DBS Fees	0.00	0	0%	0.00	-
Administration Fees	0.00	0	20%	0.00	-
Digital ID Fees	0.00	0	20%	0.00	-



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](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 - 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.

- 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).

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

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:





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