



The Verification Process User Guide

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Opening Times: 9.00am to 4.30pm Monday to Friday

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Contact Details

How do I Activate my Account?

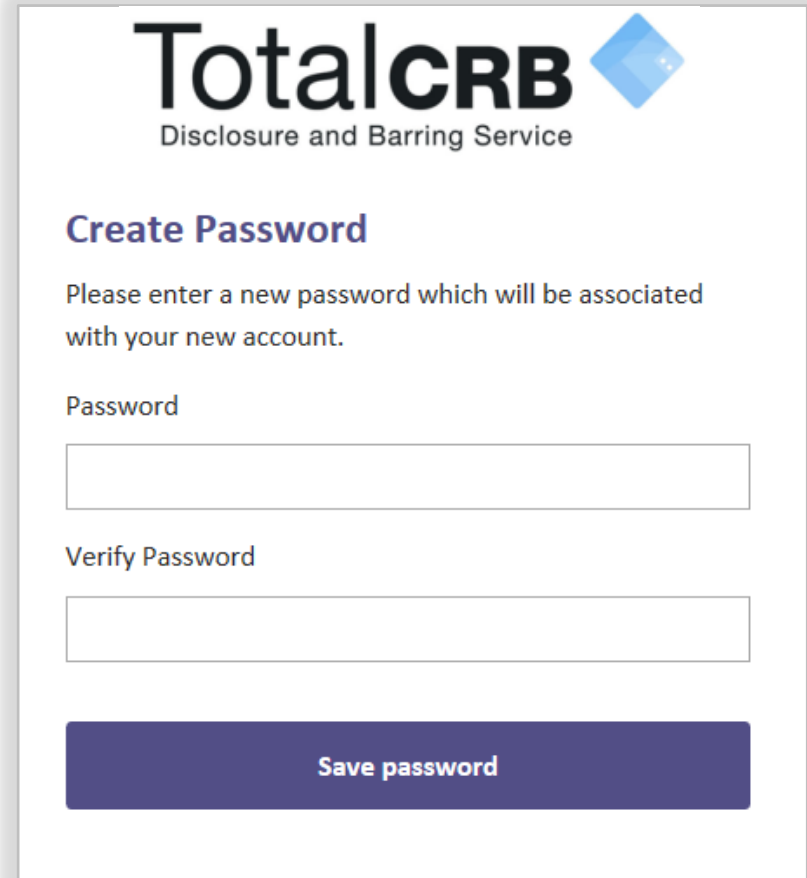
Once you have been added as a Disclosure Manager/Verifier you will automatically be sent an **activation email**. (To see an example of the activation email click the button below.)

Open the email and click on the link contained. You will be asked to **create a password**. (The password **has** to be **at least** eight characters in length using a combination of **UPPER CASE**, **lower case** and **numbers** (0-9)).

Verify the password by entering it again. Click **Save Password**. You will directed to the Online Disclosures, Awaiting Verification tab. This will be your home page.

The next time you access Online Disclosures you will need to Sign In.

Click a button below or simply click through the user guide.



The screenshot shows the 'Create Password' page of the TotalCRB Disclosure and Barring Service. At the top is the TotalCRB logo and name. Below it, the heading 'Create Password' is displayed in blue. A message states: 'Please enter a new password which will be associated with your new account.' There are two input fields: 'Password' and 'Verify Password'. At the bottom is a large blue button labeled 'Save password'.

How do I Create an
Applicant?

How do I Verify the
applicant's ID?

Example Activation Email

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How do I Sign In?

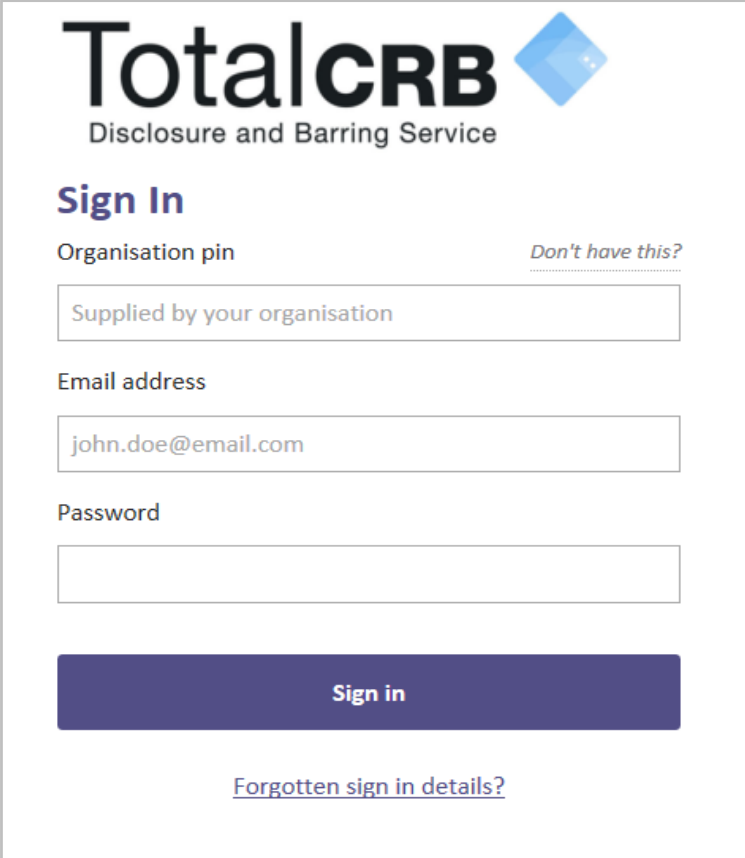
Organisation Pin: This is unique to your organisation. You will find it in your activation email. (To see an example of the activation email click the button below.)

Email: Enter the email address you received the activation e-mail to.

Password: Enter the password you created for yourself. The password is case sensitive and must be entered **exactly** as you created it.

Click **Sign In**

Click a button below or simply scroll through the user guide.



The screenshot shows the TotalCRB Sign In page. At the top is the TotalCRB logo and the text 'Disclosure and Barring Service'. Below this is the heading 'Sign In'. There are three input fields: 'Organisation pin' with a link 'Don't have this?' to its right, 'Email address' with the example 'john.doe@email.com', and 'Password'. A large blue 'Sign in' button is at the bottom. Below the button is a link 'Forgotten sign in details?'.

How is the Applicant Registered?

To be able to complete the disclosure application, the applicant has to be registered on Online Disclosures first. **How** a new applicant is registered is determined by the organisation.

Please select how a new applicant is registered for your organisation

Applicant Registered by Organisation
(The applicant receives an activation email)

Please Note: If you are unsure of how your organisation registers new applicants, please contact the person in charge of the disclosure checks within your organisation.

How do I Create an Applicant?

Click the **Organisation tab** along the top. (If you are a multiple organisation, search for and select the relevant organisation first. Click the link below to see how.)

Click **Organisation Actions**. A dropdown list of actions will appear. Select **Create Online Applicant**.

Enter the applicant's full name and their email address. **Confirm** their email address by entering it again.

Click **Create Applicant**.

The applicant will receive an email containing a link and instructions on how to complete the registration process.

Please Note: If the error message 'E-mail already in use' appears, this means that the applicant has **already** been registered and should be re-sent an activation email instead.

The screenshot shows the TotalCRB interface. At the top, the 'Organisations' tab is selected in the navigation bar. Below it, the 'Organisation actions' dropdown menu is open, showing options like 'Create disclosure manager', 'Create verifier', 'Create online applicant' (which is highlighted), and 'Non-Activated users'. A red arrow points from the 'Organisations' tab to this dropdown. The main content area shows the 'Create Online Applicant' form for '123 Test Company'. The form has three sections: 'Organisation Details', 'Verifiers & Disclosure Managers', and 'Email Management'. The 'Email Management' section is active, showing fields for 'Applicant name', 'Email address', and 'Confirm email address'. The 'Create applicant' button is highlighted with a red box, and a 'Cancel' link is next to it.

How do I Re-send an Activation email to the applicant?

Click the **Organisation** tab. (If you are a multiple organisation, search for and select the relevant organisation first. Click the link below to see how.)

Click **Organisation Actions**.

A dropdown list of actions will appear, click **Non-Activated Users**.

Tick the box alongside the relevant applicant's name.

Click **re-send activation e-mail**.

The applicant will receive an email containing a link and instructions on how to complete the registration process.

The screenshot shows the TotalCRB web interface. At the top, there's a navigation bar with tabs: Applications, Organisations (highlighted with a red box), Payments, and Letters. Below the navigation bar, there's a link: < To search/navigate to organisation structure. On the left, there's a sidebar with 'Organisation Details', 'Verifiers & Disclosure Managers', and 'Email Management'. The main content area is titled 'Non-Activated Users' and contains a table with columns: Select, Org Pin, Full Name, Email, and Created on. The table has two rows: one for John Smith (Org Pin 1, Email email@address.co.uk, Created on 31 Jan 2015) and one for Joe Smith (Org Pin 1, Email email@address.co.uk, Created on 06 Jul 2017). The 'Select' column has checkboxes next to each row, with the first checkbox highlighted by a red box. To the right of the table, there's a dropdown menu titled 'Organisation actions' with options: Create disclosure manager, Create verifier, Create online applicant, and Non-Activated users (highlighted with a red box). Below the table, there's a button 'Re-send Activation Email(s)' highlighted with a red box. At the bottom right, there are links for 'Accessibility statement' and 'Help'.

How do I Verify the Applicants ID?

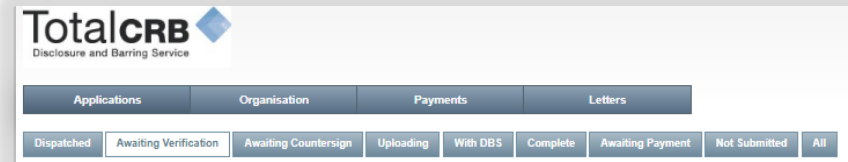
When you **Sign In** you will automatically land on the Applications, Awaiting Verifications tab. If you have clicked away from here, click the **Applications tab** to return.

If you are a **multiple organisation**, search for and select the relevant organisation first. Click the **button below** to see how.

Single click on the name of the applicant you want to verify.

If the applicant has supplied the ID listed, click **Yes**. This will take you to Step 1 'Identity Document Verification'.

If the applicant has provided **different** ID click **No**. Click the **button below** to see what to do.



Org ID	Name	DOB	Postcode	Status	Vol	Product	E-Number	Position	VM
(0) 127518	Demo Applicant	01/01/1991	NG11 7EP	ID	No	DBS C			DBS

Mr Demo Applicant

Document Verification Overview

In order to progress with the application, the applicant must provide sufficient ID to validate their application.

more
Guidance has been produced on the type and range of ID documents that must be seen to validate the identity of the applicant. For full guidance consult www.gov.uk/dbs

- A minimum of three documents must be witnessed. At least one document should be from Group 1. If the applicant cannot provide any ID from Group 1, five documents from Group 2 must be verified.
- At least one document must confirm the date of birth.
- At least one document must confirm the current address.
- All documents must be original. Photocopies and documents downloaded from the internet are not acceptable. All personal details provided by the applicant should ensure the full and correct name and address history has been validated. Failure to validate the information correctly may lead to the check being invalid.

Submission of the application confirms that the applicant consents to this process.

3 Selected Identity Documents

The applicant has stated they would provide the following documents to confirm their identity:

- Passport
- Bank or Building Society Statement
- Credit Card Statement

Have the above documents been provided?

If the above have been provided then they conform to the required document types set by the DBS/DS in order to confirm an individuals identity.

Yes **No**

What do I do if the Applicant has Provided Different ID?

How do I search for a particular branch of the Organisation?

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Step 1 - Identity Document Verification?

For each ID you will need to provide specific information. **Enter** the details **requested** for each ID.

Click **accept** this ID.

The **next** ID requiring verification will be shown automatically. The ID already verified will be greyed out and be struck through.

Once **all** ID has been verified you will automatically be taken to Step 2 '**Document Confirmation**'.

The screenshot shows the 'TotalCRB Disclosure and Barring Service' interface for 'Mr Demo Applicant'. At the top, a progress bar indicates four steps: 1. Identity Documents Verification (highlighted), 2. Document Confirmation, 3. DBS Check Details, and 4. Verification Confirmation. The main content area is titled 'Please Verify the Following 3 Documents' and lists three items: 1. Current valid passport (Group 1), 2. Bank/Building Society Statement (UK or EEA) (Group 2b), and 3. Mortgage Statement (UK or EEA) (Group 2b). Below this, the 'Mortgage Statement (UK or EEA)' section is expanded, showing a 'Date of Issue' field with the value '13/05/2014' and a reference 'e.g. 31/01/1980'. A blue button labeled 'Accept Mortgage Statement (UK or EEA)' is visible. To the right, a 'Name Details' section shows fields for Forename (Demo), Middle, Surname (Applicant), Mothers Maiden Name, and Past Names (Demonstration, used 1991-2001). Below this is a 'Birth Details' section with fields for Town (Nottingham), County, Country (GB), and Nationality. At the bottom right, a 'Current Address & Contact Details' section shows fields for Address (Demonstration Lane, Pretend, GB, NG11 7EP), T1, T2, and a 'View Past Addresses' link. A red 'Next' button is positioned below the mortgage statement section.

Please Note: It is important to check that all personal details supplied, name history, full address etc. have been entered exactly as evidenced on the ID. The disclosure check cannot be relied upon if not. If there are any discrepancies, the application will need to be rejected.

Step 2 - Document Confirmation

A summary of the verified ID and the specific document details will be shown.

Check the document details again to ensure that the information for each has been entered correctly.

If **correct**, confirm the verified ID by clicking all **three** boxes against the confirmation sentences.

Click **Proceed to Step 3**

If the details are incorrect, click **Back to Step 1**

TotalCRB
Disclosure and Barring Service

Identity Documents Verification | Document Confirmation | DBS Check Details | Verification Confirmation

Verified Identity Documents

Current valid passport	Bank/Building Society Statement (UK or EEA)	Credit Card Statement (UK or EAA)
Date of Issue: 12/06/2012	Date of Issue: 12/06/2014	Date of Issue: 16/05/2014
Passport Number: 123456789		
Date of Birth: 01/01/1991		
Nationality: GB		

Please confirm the following:

- ☒ At least one of the documents contains a current address
- ☒ At least one of the documents contains a date of birth
- ☒ Documentary evidence was provided for all name changes where available

Proceed to step 3 | [Back to step 1](#) | Next

Step 3 - DBS Check Details & Verification Confirmation

DBS Check Details

Select the **Applicants Position** from the drop down list. To be able to **edit** any information the **Applicants Position must** be selected **first**.

Please Note: The settings for a typical application for your organisation are pre-selected. If you want to make any changes to these default settings, please check with your organisation first.

Click **Proceed to Step 4**

TotalCRB
Disclosure and Barring Service

Identity Documents Verification Document Confirmation DBS Check Details Verification Confirmation

Please Read & Confirm the Following

I confirm that the requisite documentation and information has been supplied and checked in accordance with DBS and Disclosure Scotland guidance. I declare that the information I have provided in support of the application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence. I certify that, where requested, an application for a DBS check is required for the purpose of asking an exempted question under the

☐ Declaration by verifier on 19 Jun 2014

[Submit application](#) [Back to step 3](#)

TotalCRB
Disclosure and Barring Service

Identity Documents Verification Document Confirmation DBS Check Details Verification Confirmation

DBS Check Details

Service Selection

Applicant position
Childcare Assistant

Volunteer: No [Edit](#)

Agency: Disclosure and Barring Service

Criminal Record Disclosure

Disclosure type: ENHANCED

DBS Childrens Barred List: Yes

DBS Adult's Barred List: No

Working at home: Yes

Workforce: Child [Edit](#)

Payment

Payment Type: Applicant to pay [Cancel](#)

[Proceed to step 4](#) [Back to step 2](#)

Verification Confirmation

Read the information, tick the box to confirm that you have read and understood it.

Click **Submit Application**

Why might I need to Reject the Application during Verification?

It is very important to be thorough when verifying an applicants ID. If mistakes are found, then this can lead to it being rejected at countersign and cause delays in the application being processed. If the disclosure check is carried out with incorrect personal details, this makes the result of the check unreliable.

Being vigilant and spotting any potential errors or discrepancies at Verification allows the disclosure checking process to run as smoothly as possible.

The reason why you may have to reject an application at verification, fall into two categories:

Personal Details Incorrect

If there are any **mistakes** in the applicants **personal details** e.g. name, date of birth, and or address details, the application should be **rejected** for Personal Details Incorrect.

Insufficient/Incorrect ID

ID should **not** be accepted at verification if it **does not correspond** with the applicants **personal details**, i.e. the ID is in their previous name or address **and/or** out of date. In this situation the application should be **rejected** for Insufficient/Incorrect ID.

How do I Reject an Application for Personal Details Incorrect?

How do I Reject an Application for Insufficient/Incorrect ID?

Back to ID Verification

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How do I reject the Application during Verification for Personal Details Incorrect?

If there are any **mistakes** in the applicants **personal details** e.g. name, date of birth, and or address details, the application should be **rejected** for **Personal Details Incorrect**.

Click **Reject Application**.

Select **Personal Details Incorrect**.

Detail the reason why in the **Notes** field.

Click **Reject**.

An **automated email will be sent to the applicant notifying** them that **amendments are required**, according to the notes entered.

The **applicant** should **Sign In** to Online Disclosures, **make** the necessary **amendments** and **submit** the application **again** for **verification**.

← Back to applications

Withdraw application Reject application

TotalCRB
Disclosure and Barring Service

1 Identity Documents Verification

2 Document Confirmation

3 DBS Check Details

4 Verification Confirmation

Withdraw application Reject application

Are you sure you wish to reject this application?

Reason

Personal Details Incorrect

Notes

Reject Cancel

How do I reject the Application at Verification for Insufficient/Incorrect ID?

ID should **not** be accepted at verification if it **does not correspond** with the applicants **personal details**, i.e. the ID is in their previous name or address **and/or** is out of date. In this situation the application should be **rejected** for **Insufficient/Incorrect ID**.

Click **Reject Application**

Select **Insufficient/Incorrect ID**.

Detail the reason why in the **Notes** field.

Click **Reject**.

The applicant will receive an **automated** email asking them to provide further ID documents, according to the note entered.

The application will be listed in the **Awaiting Verification** tab, ready for verification, once further ID has been supplied.

← Back to applications

Withdraw application Reject application

TotalCRB
Disclosure and Barring Service

1 Identity Documents Verification 2 Document Confirmation 3 DBS Check Details 4 Verification Confirmation

Withdraw application Reject application

Are you sure you wish to reject this application?

Reason

Insufficient/Incorrect ID

Notes

Reject Cancel

What do I do if the applicant has provided different ID to that listed?

Click **No** when asked 'Have the above documents been provided?' (**Page 8**)

Select the ID from across Group 1 that the applicant wishes to use.

When sufficient ID has been selected a **green bar** will appear at the top of the application.

If **no** green bar appears and you have selected all the document the applicant has from Group 1 click **View Group 2 Documents**.

Select the ID from Group 2a/2b that the applicant wishes to use.

Click **Proceed to Step 1**. This will take you to **Step 1, 'Identity Documents Verification'**.

Follow the Verification process.

Which of the Following Group 1 Documents Have Been Supplied?

Current valid passport Remove

Full or provisional photo card driving licence
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence Select

Birth certificate (UK or Channel Islands)
Issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces) Select

Biometric residence permit (UK) Select

Proceed to Group 2 Document Selection

You have selected 1 group 1 documents and will need to supply 2 further items of documentation from group 2

View group 2 documents

Or

No group 1 documents?
If the applicant has not provided any group 1 documents you will need to select 3 group 2 documents.

View group 2 documents

✓ You have selected enough items of documentation, proceed to step 1 below. [Jump to bottom of the page](#)

Group 2a Documents

- ☐ Birth Certificate (UK or Channel Islands)
issued 12 months after date of birth
- ☐ Driving Licence (UK non-photo, old style driving licence)
- ☐ Marriage/Civil Partnership Certificate
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
- ☐ Current Non-UK Photo Driving Licence
Valid only for applicants residing outside the UK at the time of application
- ☐ Adoption Certificate (UK)
- ☐ HM Forces ID Card (UK)
- ☐ Firearms Licence (UK)

Group 2b Documents

Issued within the last 3 months

- ☒ Bank/Building Society Statement (UK or EEA)
- ☒ Credit Card Statement (UK or EEA)
- ☐ Utility Bill (UK)
Electricity, gas, water, telephone. Not mobile phone bill
- ☐ Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dept of Work and Pensions, Customs & Revenue, Job Centre

Issued within the last 12 months

- ☐ Mortgage Statement (UK or EEA)
- ☐ Financial Statement
e.g. pension, endowment, ISA
- ☐ P45/P60 Statement (UK)
- ☐ Council Tax Statement (UK)
- ☐ Work Permit/Visa (UK)

Issued at any time

- ☐ EU National Identity Card
- ☐ Bank/Building Society Opening Confirmation Letter (UK or EEA)
- ☐ Letter of sponsorship from future employer provider (Non-UK/Non-EEA only)
For applicants residing outside the UK at the time of application
- ☐ Letter from Head Teacher or College Principal (16/17 year olds in full time education at time of application)

Proceed to step 1

Back to Verification


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What do I do if the Application is Rejected at Countersign?

The application could be rejected at countersign for two reasons;

Personal Details Incorrect

If any of the applicants personal details appear to be incorrect, e.g. the name or address details the application will be rejected for Personal Details Incorrect.

Once it has been rejected, the application will be listed in the Not Submitted tab, with the status Applicant Amendment and the following symbol 

Verifier Details Incorrect

The application will be rejected if there is an error in the default settings, i.e. the level of check requested is incorrect.

The Status of the application will stay at **Awaiting Verification**

Click on the relevant button if it applies to you:

What do I do if the Application is Rejected at Countersign for Personal Details Incorrect?

What do I do if the Application is Rejected at Countersign for Verifier Details Incorrect?

 [Back to Contents](#)

What do I do if the Application has been Rejected at countersign for Personal Details Incorrect?

The application will show in the Awaiting Verification tab.

Click on the **applicants name**.
The reason
and the associated notes will
be listed.

Click Reject Application.

Select **Personal Details Incorrect**.

Detail the reason why in the **Notes** field.

Click Reject.

An **automated email** will be sent to the applicant notifying them that **amendments** are required.

The **applicant** should **Sign In** to Online Disclosures, **make** the necessary **amendments** and **submit** the application **again** for **verification**.

Withdraw application Reject application

Are you sure you wish to reject this application?

Reason

Personal Details Incorrect

Notes

Reject Cancel

TotalCRB
Disclosure and Barring Service

Reject to Applicant

The application has been rejected and needs to be sent back to the applicant. Please use the buttons above to perform the next actions.

Reason: Personal Details Incorrect
Notes: Discrepancy over driving licence details

What do I do if the application is rejected at countersign for Verifier Details Incorrect?

The application will show in the **Awaiting Verification** tab. **Single click** on the **applicants name** to open the application.

Click **Edit** to make the changes to the disclosure settings to reflect the correct level of check required and or payment settings.

Click **Proceed to Step 4** and **submit** the application again.

If you are unsure what the default settings are for your organisation, please contact the individual within you organisation in charge of the disclosure checks.

The screenshot shows the 'DBS Check Details' form. The form is divided into three main sections: Service Selection, Criminal Record Disclosure, and Payment. In the Service Selection section, the Applicant position is 'Childcare Assistant', Volunteer is 'No', and Agency is 'Disclosure and Barring Service'. In the Criminal Record Disclosure section, the Disclosure type is 'ENHANCED', DBS Childrens Barred List is 'Yes', DBS Adult's Barred List is 'No', Working at home is 'Yes', and Workforce is 'Child'. An 'Edit' button is highlighted with a red box. In the Payment section, the Payment Type is 'Applicant to pay'. A 'Proceed to step 4' button is highlighted with a red box. Below the form, there is a 'Back to Contents' button.

Payment Method

Organisation Pays by PayPal or Debit/Credit Card

The organisation is responsible for the payment.

This can be made per application straight after verification.

It is also possible to make a bulk payment for several applications at once. The applications must be under the same Organisation Pin.

Applicant Pays by PayPal or Debit/Credit Card

The applicant is responsible for the payment.

Once the ID has been verified you can set a reminder notification. The applicant will receive an automated email notifying them when payment is due.

How do I arrange for the applicant to pay later?

How do I make a single/bulk payment?

How is Payment made Straight after Verification?

Please Note: You **do not** need a PayPal account to make a payment. Payment can be made by credit/debit card. This will be processed through PayPal.

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How do I arrange for the applicant to pay later?

If payment is **required** from the **applicant** it is possible to set how **many days** they have to **pay within**, and when they will receive a **reminder email** to do so.

From the **drop down**, **select** the number of **days** you wish the applicant to **pay within**.

From the **drop down**, **select** the number of **days** you wish the applicant to **receive** a payment **reminder** on.

Click **Pay Later**

Confirmation that the reminder has been set up successfully will be shown.

By clicking '**here**' you will be take back to the **awaiting verification** tab.

The screenshot shows a web interface for setting up payment terms. It has two main sections: 'Pay Later' and 'Payment Reminder'. In the 'Pay Later' section, there is a label 'Days to pay' above a dropdown menu currently showing '10 days'. Below that is a label 'Reminder' above another dropdown menu currently showing '7 days'. To the right of these dropdowns is a button labeled 'Pay Later'. The 'Payment Reminder' section below it shows the text 'Payment reminder setup successfully. Click [here](#) to continue...'. The 'here' link is underlined and blue.

How is Payment made Straight after Verification?

If you wish to make a payment **straight after** verification, click **pay now**.

Check the **billing name** and **address details** are that of the payee.

If different to the payees billing details, click **Edit details** and enter the correct billing details.

To change the billing details back, click **Revert**.

Click **Proceed to Payment**.

Please Note: You **do not** need a PayPal account to make a payment. Payment can be made by credit/debit card. This will be processed through PayPal.

Thank You

The application requires payment before submission

Payment for the current application is required before it can be processed

[Pay now](#)

Application Payment Your billing details

[Edit details](#)

First name:	Demo
Last name:	Applicant
Address line 1:	Demonstration Lane
Address line 2:	
Town/City:	Pretend
County:	
Postcode:	NG11 7EP
Country:	GB
Email address:	Demo.Applicant@Demo.com

Payment

The fee for this application is £62.60.

On proceeding to payment below, you will be directed to PayPal to complete your payment securely.



Please note you can pay by a PayPal account or a debit/credit card.

[Proceed to payment](#)

[How do I make a Payment With a PayPal Account?](#)

[How do I make a Payment Without a PayPal Account?](#)

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How do I make a single/bulk payment(s)?

Click the **Payments** tab.

Tick the box alongside the application(s) you want to pay for.

If you wish to make a bulk payment, please be aware bulk payment can only be used for applications under the same Organisation Pin.

Click **Pay for these Applications**.

Enter the billing details. Click **Purchase**.

Please Note: You **do not** need a PayPal account to make a payment. Payment can be made by credit/debit card. This will be processed through PayPal.

TotalCRB Disclosure and Barring Service

Applications Organisation **Payments**

Applications awaiting payment.

Status Selection Basic Search Search

	Organisation Name	Name	DOB	Postcode	E-Number	Completed By	Last Modified On
<input type="checkbox"/>	Demonstration Organisation	A Z	01/01/1991	NG11 7EP			20/06/2014

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Pay for these applications

TotalCRB Disclosure and Barring Service

Billing details

First Name
Last Name
Address Line 1
Address Line 2
Town/City
Country
Postcode
Country: United Kingdom
Email Address

Select payment

☒ PayPal

Purchase

How do I make a Payment With a PayPal Account?

How do I make a Payment Without a PayPal Account?

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How do I make a single/bulk payment(s) without a PayPal account?

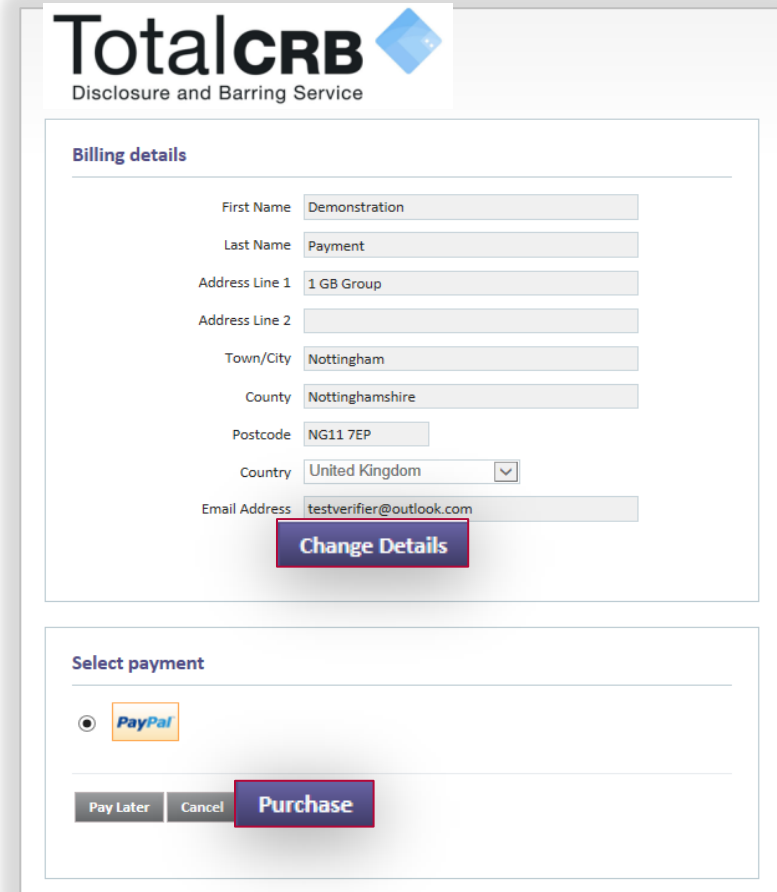
Check the **billing details**.

If different from the payees **or** no details are visible entered click **Change Details** and enter the correct payees details.

Click **Purchase**.

You **do not** need a PayPal account to make a payment.

Payment can made by credit/debit card. This will be processed through PayPal.



The screenshot shows the TotalCRB Disclosure and Barring Service interface. The 'Billing details' section contains the following fields:

- First Name: Demonstration
- Last Name: Payment
- Address Line 1: 1 GB Group
- Address Line 2: (empty)
- Town/City: Nottingham
- County: Nottinghamshire
- Postcode: NG11 7EP
- Country: United Kingdom (dropdown menu)
- Email Address: testverfier@outlook.com

Below the billing details is a 'Change Details' button. The 'Select payment' section shows the 'PayPal' option selected with a radio button. At the bottom, there are three buttons: 'Pay Later', 'Cancel', and 'Purchase'.

How do I make a single/bulk payment(s) without a PayPal account?

Select the **type** of **card** being used to make the payment from the **drop down list**.

Enter the **card details** requested.

Check the **billing information**.

If the **billing information** is **incorrect**, click **change** and make any necessary changes.

Enter a contact telephone number.

Check the **email address**, if **different** delete and enter the **correct** contact email address.

Click **Continue**.

▼ **Pay with a debit or credit card**
(Optional) Sign up to PayPal to make your next checkout faster

Country United Kingdom ▼

Card type MasterCard/Eurocard ▼

Card number

Expiry date mm / yy

CSC

Billing information

Alan Smith
GB Group Plc
1
NOTTINGHAM, Nottinghamshire
NG11 7EP
United Kingdom
[Change](#)

Delivery address ☒ Same as billing address

Contact information

Telephone

Email

[+ Save your information with PayPal](#) [Why?](#)
(Optional)

In order to process your payment, PayPal collects certain personal information from you which it holds in accordance with its [Privacy Policy](#). For more information on this process, click [PayPal Account Optional](#).

Note to seller [Add](#)

Click **Continue** to complete your purchase. Please review your information to make sure that it is correct.

Continue

How do I make a single/bulk payment(s) without a PayPal account?

You will be shown the billing details again.

If incorrect, click **Change Details** and update with the correct address.

If correct, click **Confirm Payment**.

When the payment has gone through a green box will appear.

Click **continue** to be taken back to the applications page.

The screenshot displays a payment interface with two main sections. The top section, titled "Billing details", contains several input fields: "First Name" (filled with "Demonstration"), "Last Name" (filled with "Payment"), "Address Line 1" (filled with "1 GB Group"), "Address Line 2" (empty), "Town/City" (filled with "Nottingham"), "County" (filled with "Nottinghamshire"), "Postcode" (filled with "NG11 7EP"), "Country" (a dropdown menu showing "United Kingdom"), and "Email Address" (filled with "testverifier@outlook.com"). Below these fields is a red button labeled "Change Details". The bottom section, titled "PayPal Checkout Information", shows the "Confirm Payment Amount" as "£56.60". At the bottom of this section are two buttons: a grey "Cancel" button and a red "Confirm Payment" button.

A green rectangular box with a thin border, containing the text "Payment made successfully. Click here to continue." and a red button labeled "Continue".

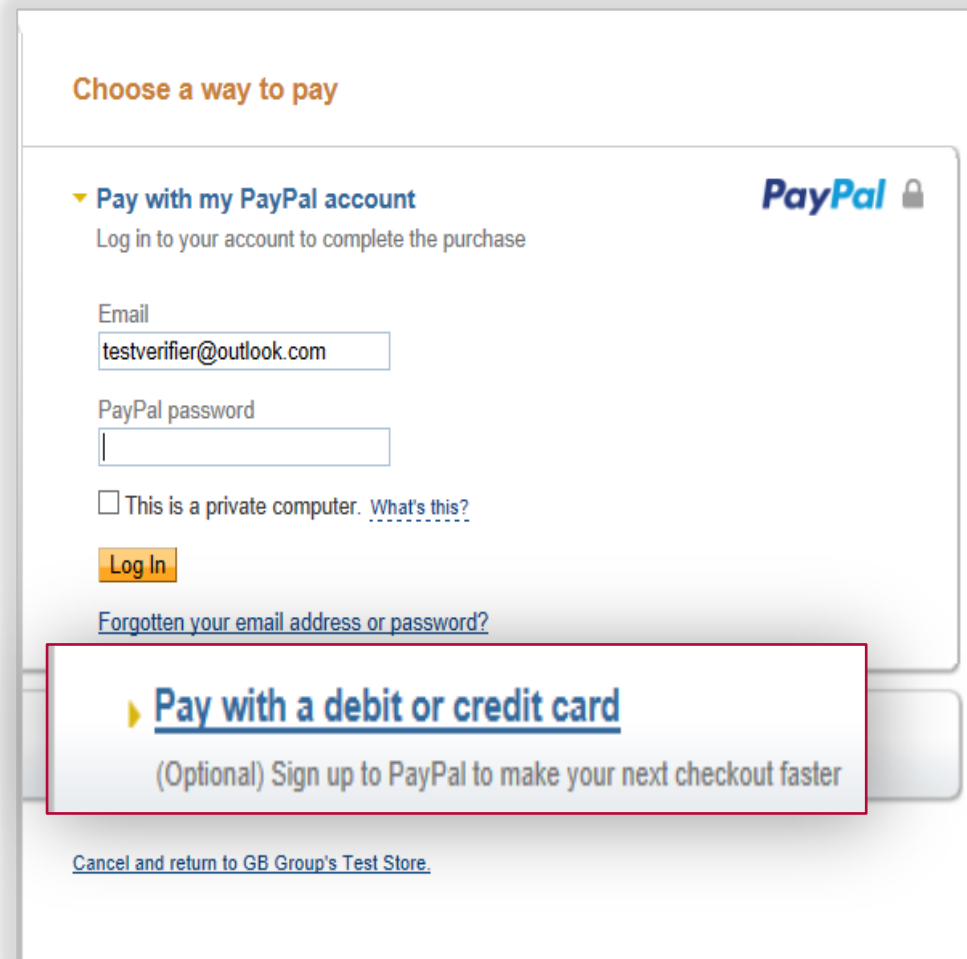
How do I make a single/bulk payment(s) with a PayPal account?

If you have a PayPal account, check the email is the email used for logging in to PayPal. If not change it and **enter** your PayPal **Password**.


Follow the instructions provided by PayPal.

If you **cannot** remember your PayPal account details, click **Forgotten your email address or Password?**

If you **do not** have a PayPal account, click **Pay with a Credit/Debit card**.



Choose a way to pay

▼ **Pay with my PayPal account** PayPal 
Log in to your account to complete the purchase

Email
testverifier@outlook.com

PayPal password
[password field]

☐ This is a private computer. [What's this?](#)

Log In

[Forgotten your email address or password?](#)

► **Pay with a debit or credit card**
(Optional) Sign up to PayPal to make your next checkout faster

[Cancel and return to GB Group's Test Store.](#)

What Happens Next?

Once the application has been **verified** and **submitted**, the application will be further validated and countersigned.

This **means** that the application is **checked** to ensure that there are **no errors** i.e. spelling or contradictions in the name, birth or address details.

If **no errors/contradictions** are found the application details will be uploaded to either the Disclosure and Barring Service **or** Disclosure Scotland, who will run the necessary checks to obtain the relevant disclosure certificate.

Once the check has been fully completed the status will show as **Application Complete**.

If errors/contradictions are found the Online Disclosures countersignatory team will **reject** the application. **Click** on the **button below** to see what **to do**.

What do I do if an application has been rejected at countersign?

▶ [Back to Contents](#)

Tab Functions

Applications Tab	
All applications can be located within this tab. Use the sub-tabs to navigate between statuses or complete a search using the search fields and Status Selection.	
Dispatched *	
Awaiting Verification	The applications that have not yet been verified are listed here. Click on the Applicants name to verify their ID documents.
Awaiting Countersign	Applications which have been verified but are waiting for Online Disclosures to countersign them will be listed here. During countersigning applications are checked to ensure that there are no errors e.g. spelling or contradictions in the name or address
Uploading	When the application has been countersigned it will be uploaded to either Disclosure Scotland or the Disclosure and Barring Service. The applications in the queue for upload will be shown here.
With DBS	Once the application has been uploaded to either the Disclosure and Barring Service, or Disclosure Scotland who will be carrying out the background check itself, they will be listed here.
Complete	When the result of the disclosure check has come back from either the Disclosure Scotland or the Disclosure and Barring Service they are considered as complete and will be listed here.
Awaiting Payment	Applications which have not been paid for yet, either by the applicant or the organisation will be listed here. If the Organisation is to pay, then either the Verifier or Disclosure Manager can sign in and select the applications they wish to make a payment for.
Not Submitted	This will show applications that have not been fully completed by the applicant.
Organisation Tab	
Information relating to the organisation and user management can be found here.	
Organisation Details	The default settings for the organisation can be found here
Verifiers/Disclosure Managers	All verifiers and other disclosure managers are listed here.
Organisation Actions	
Create Online Applicant	This is used to register an applicant. The system will then send an activation email to the applicant with instructions on how to register.
Non-activated User	This will show the applicants that have been registered, but have not yet activated their account. From here you can re-send activation emails, if for example the applicant does not have access to the other email previously used or they have deleted it.
Payments Tab	
Only applications awaiting payment by the Organisation are listed here. Payment can be made for single or multiple applications which are listed under the same Organisation Pin	

We are a multi-structured Organisation, how do I search for a particular Organisation branch?

Click the Organisation tab and then **Back to organisation search**

Type in the organisation name, all associated organisations will be listed.

To view all of an organisations details, click on the name of the relevant organisation.

To view the quick action list, click on the menu symbol and select the required action.

Search for organisation		Navigate organisations	
Search Organisations Begin typing to search across all organisations			
<input type="text" value="demon"/>			
Create verifier		127518	£
Create online applicant Non-Activated users Verifiers			
	Demonstration Organisation PO	127535	£
	Demonstration Organisation Sub A1	127537	£
	Demonstration Organisation Sub B	127536	£
	Sub Org Demonstration Organisation	127538	£

How is the applicant registered?

How do I Resend and Activation Email?

How do I Verify the Applicants ID?

Back to Contents

Example Activation email

The **Organisation PIN** is specific to your organisation.

The **email** address listed, is the **one** you have been **added** as a **verifier** **against**.

When **accessing** Online Disclosures in the **future**, please **use** this **email**, and the **Organisation PIN** to **Sign In** to Online Disclosures.

To **activate** your **account** click on the **link**.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for GBG Organisation
An account has now been created for you with Online Disclosures.

Your login details are:

Organisation PIN: 127469

Email address: John@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:

<http://gbg.onlinedisclosures.co.uk/ActivateAccount.aspx>

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: <https://gbg.onlinedisclosures.co.uk>

If you require any assistance, please contact our helpdesk using the details below.

Thank you for using our online service.

My Home Screen

Every time you access Online Disclosures you will land on this Awaiting Verification tab, this screen can be seen below...

1	You can use the search fields to search for a particular applicant.
2	The status of an application is indicated by the symbol in the status column. The Key to these can be seen by clicking the downward arrow alongside the Icon Key.
3	Product, this refers to the type of disclosure check requested for that applicant.
4	E-number, Once the application has been submitted each applicant will be generated a personal reference number. This is listed under E-Number.
5	Position states the role the applicant has within the organisation.

The screenshot shows the 'Awaiting Verification' tab in the TotalCRB system. It features a search bar at the top with fields for Org ID, Forename, Surname, DOB, Postcode, and Ref Number. Below the search bar is a table of applicants. The table has columns for Org ID, Name, DOB, Postcode, Status, Vol., Product, E-Number, Position, and VM. Red boxes with numbers 1 through 5 highlight specific elements: 1 points to the search bar, 2 points to the Status column, 3 points to the Product column, 4 points to the E-Number column, and 5 points to the Position column. An 'Icon key' dropdown is visible at the bottom of the table.

Org ID	Name	DOB	Postcode	Status	Vol.	Product	E-Number	Position	VM
(O) 127518	Applicant Example	01/01/1991	NG11 7EP		No	DBS C		Childcare Assistant	PO
(O) 127518	Test One	10/10/1990	NG11 7EP		No	DBS C		Childcare Assistant	PO
(O) 127518	Toby Anderson	31/10/1980	NG11 7EP		No	DBS C		Childcare Assistant	PO
(O) 127535	Steve Scott	31/10/1980	NG11 7EP		No	DBS C		Childcare Assistant	PO
(O) 127518	becky.smith	31/10/1980	NG11 7EP		No	DBS C			ORG

For full details on what information/what action can be carried out with each tab see **Tab Functions** on the next slide.



If you are still unsure about what to do you can call or email us...

Helpdesk Telephone: 0800 310 1057

Opening Times: 9.00am to 4.30pm Monday to Friday

Email: support@totalcrb.co.uk