TotalCRB
Disclosure and Barring Service

The Verification Process User Guide

Helpdesk Telephone: 0800 310 1057
Opening Times: 9.00am to 4.30pm Monday to Friday

Email: support@totalcrb.co.uk

TotalCRB
Disclosure and Barring Service

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Click on a jump to button below, or simply scroll through to see the verification process.

How do I Activate my Account?

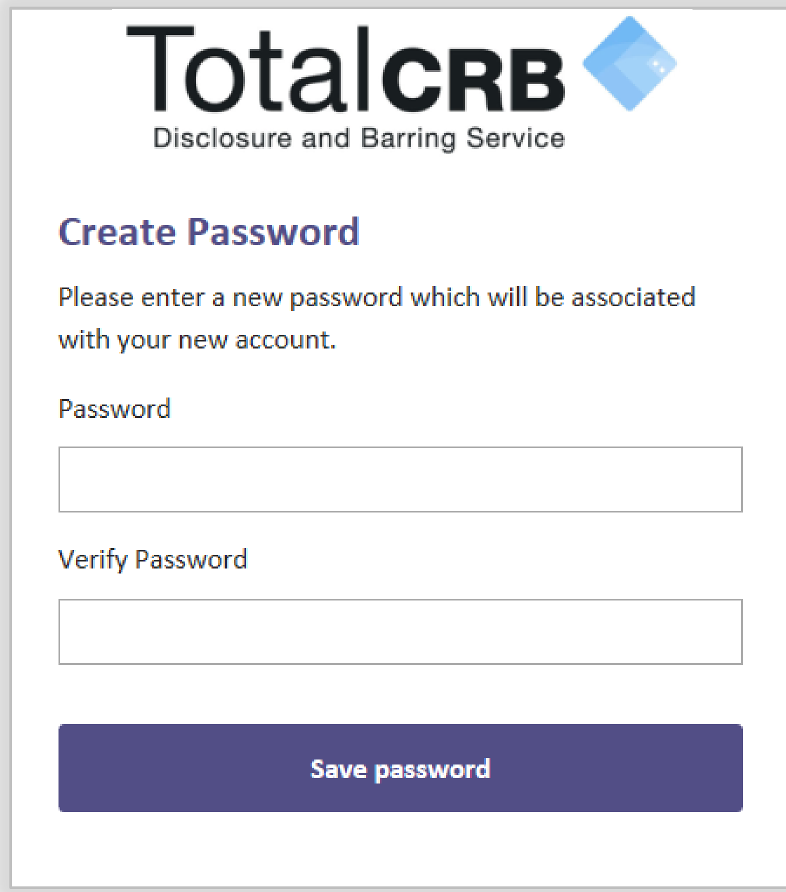
Once you have been added as a Disclosure Manager/Verifier you will automatically be sent an **activation email.** (To see an example of the activation email click the button below.)

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.



How do I Create an Applicant?

How do I Verify the applicants ID?

Example Activation Email

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How do I Sign In?

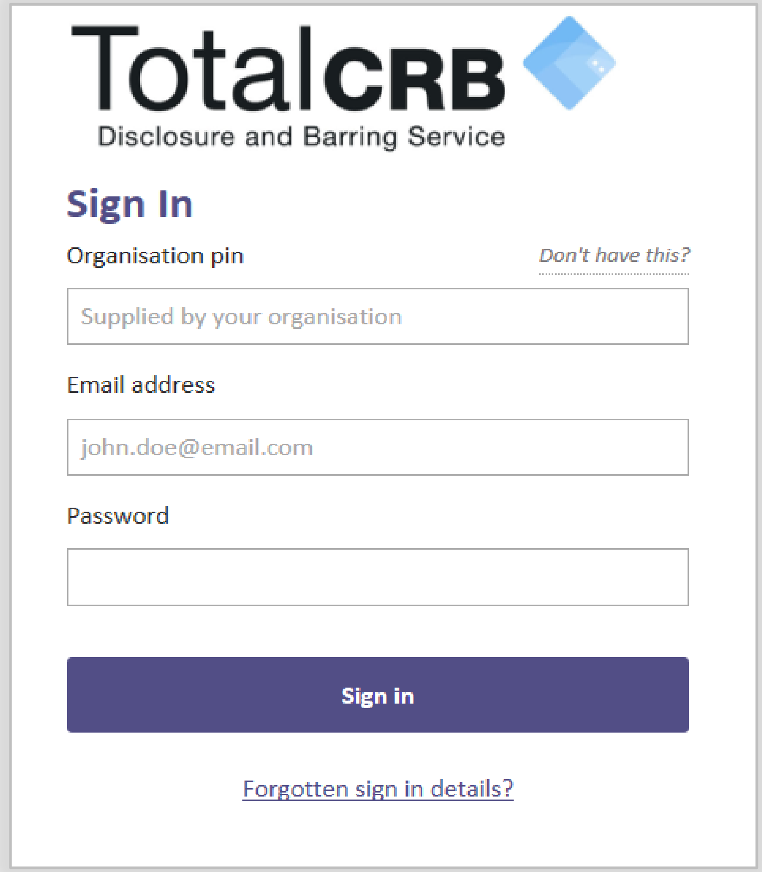
Organisation Pin: This is unique to your organisation. You will find it in your activation email. (To see an example of the activation email click the button below.)

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.



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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 oganisation registers new applicants, please contact the person in charge of the disclosure checks within your organisation.

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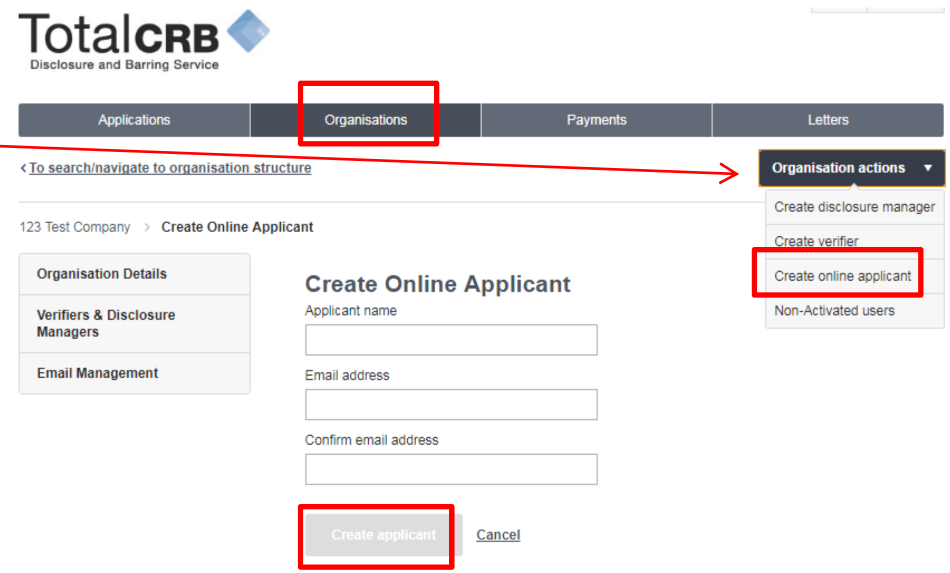
How do I Create an Applicant?

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.

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

How do I re-send an Activation E-mail?

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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.)

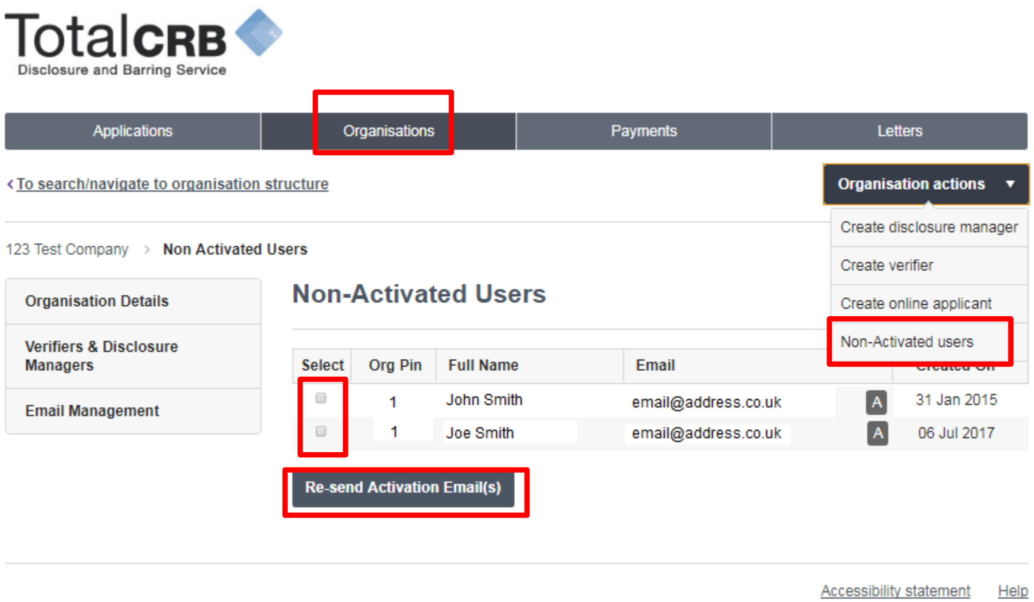
Click **Organisation Actions.**

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.



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

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How do I Verify the Applicants ID?

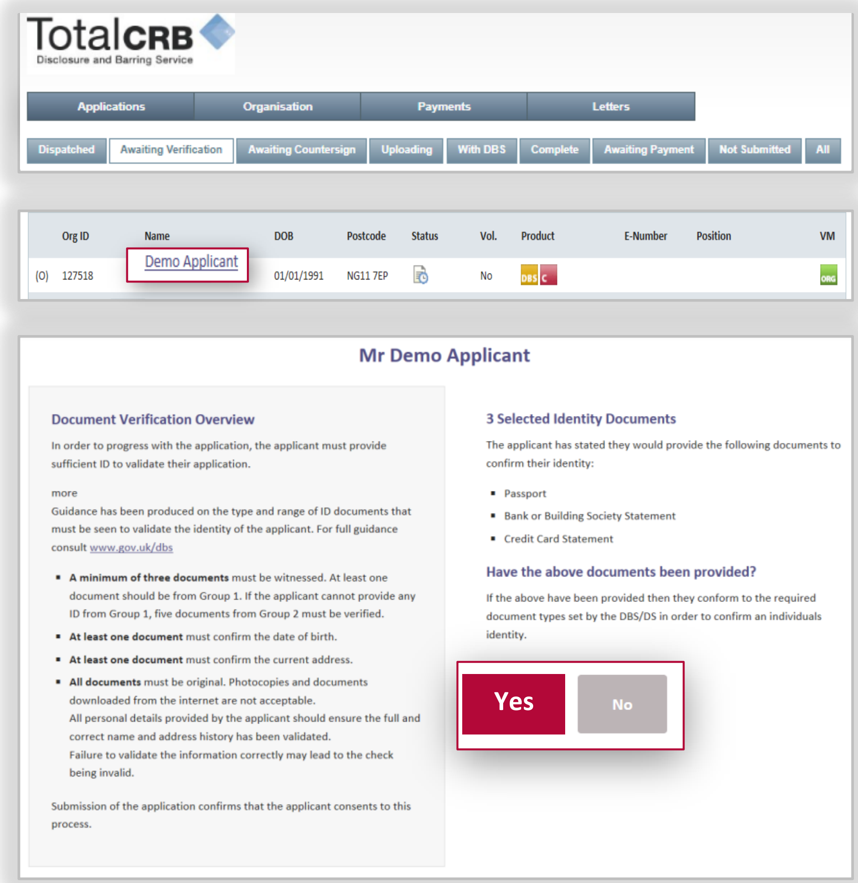
When you **Sign In** you will automatically land on the Applications, Awaiting Verifications tab. If you have clicked away from here, click the **Applications tab** to return.

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.



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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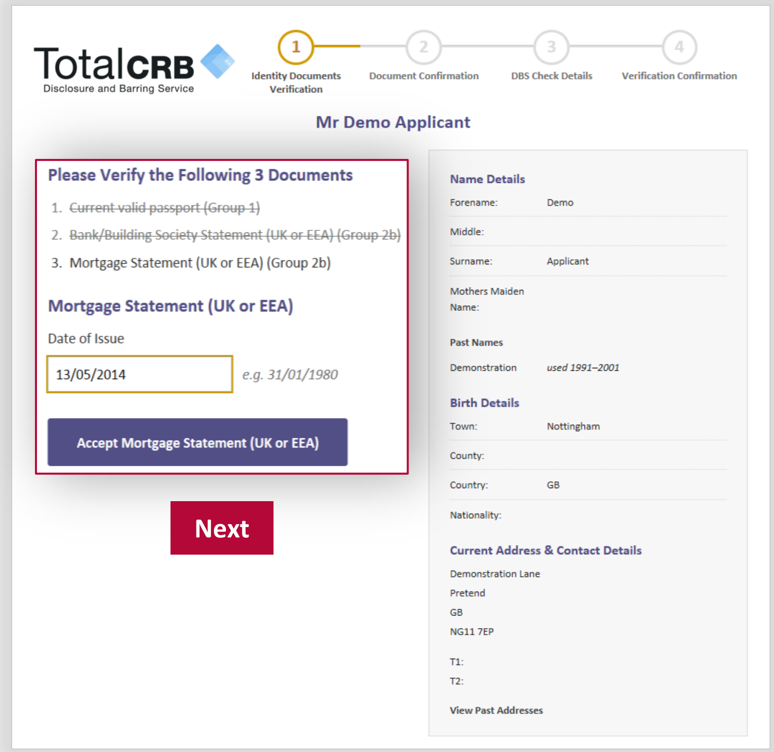
Step 1 - Identity Document Verification?

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'**.



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.

How do I Reject an Application during Verification?

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Step 2 - Document Confirmation

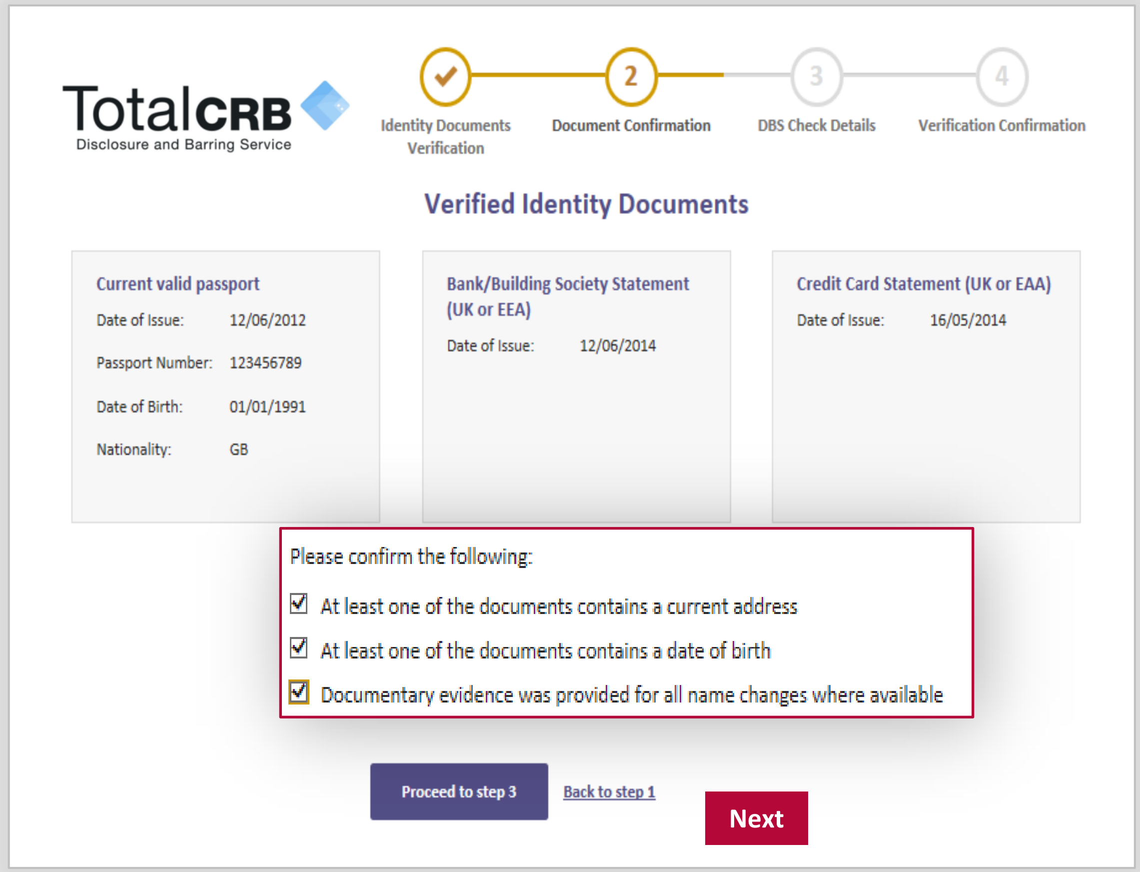
A summary of the verified ID and the specific document details will be shown.

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**



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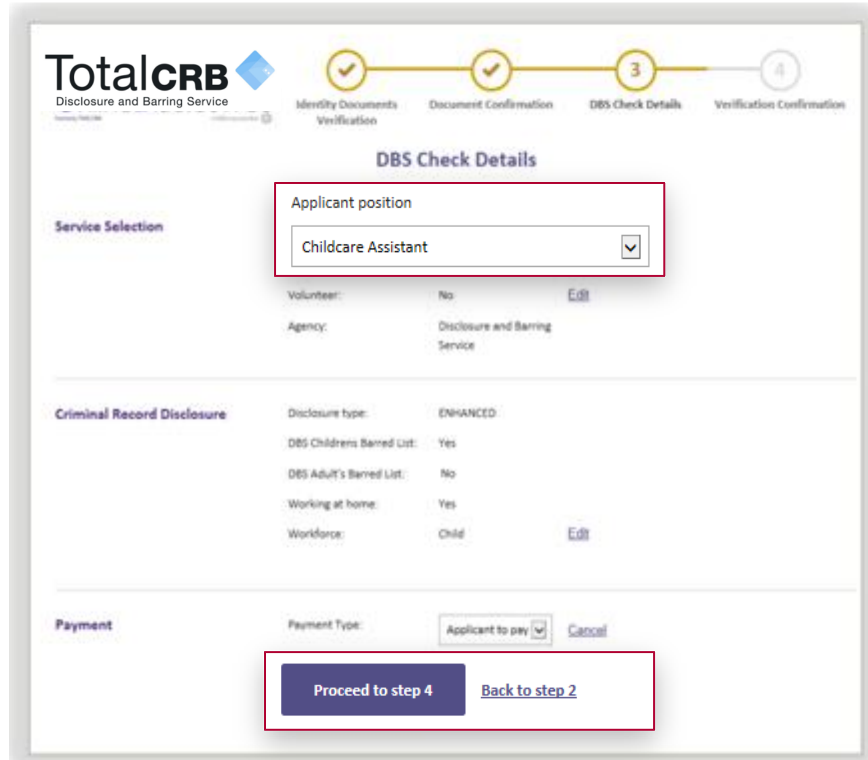
Step 3 - DBS Check Details & Verification Confirmation

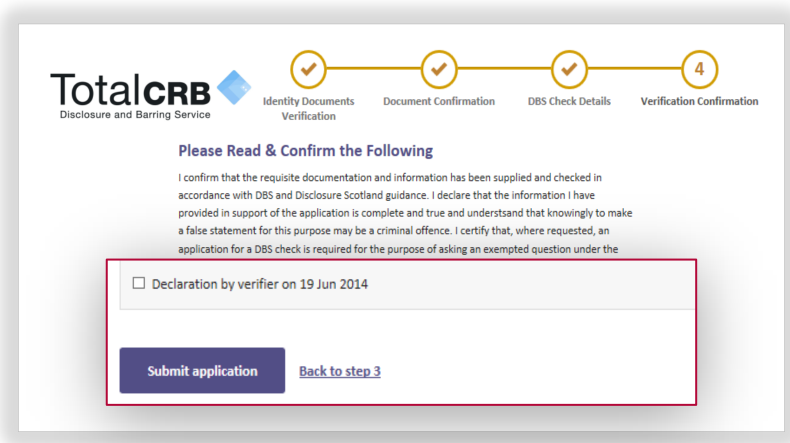
DBS Check Details

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**



Verification Confirmation

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

Click **Submit Application**

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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**.

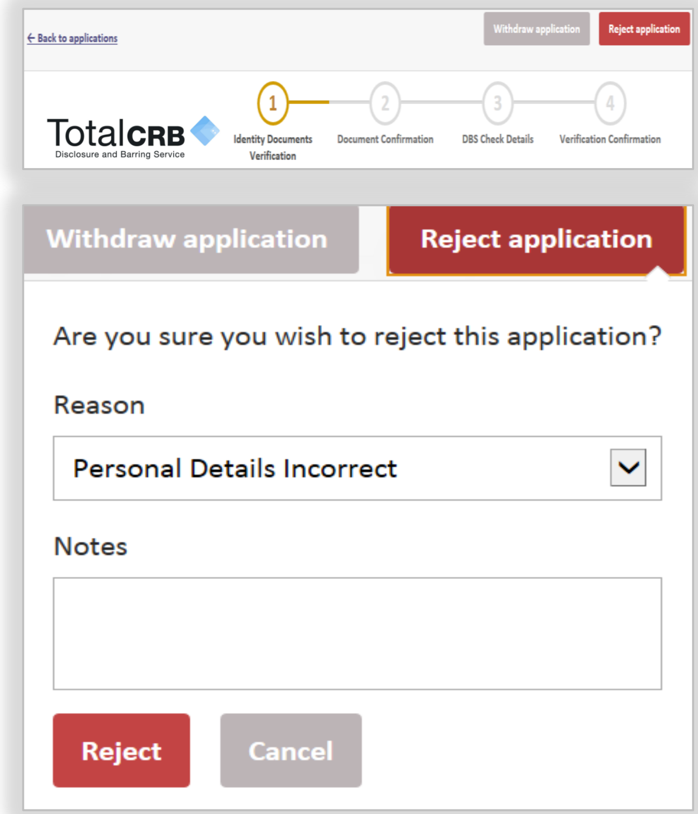
Select **Personal Details Incorrect**.

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.**



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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**

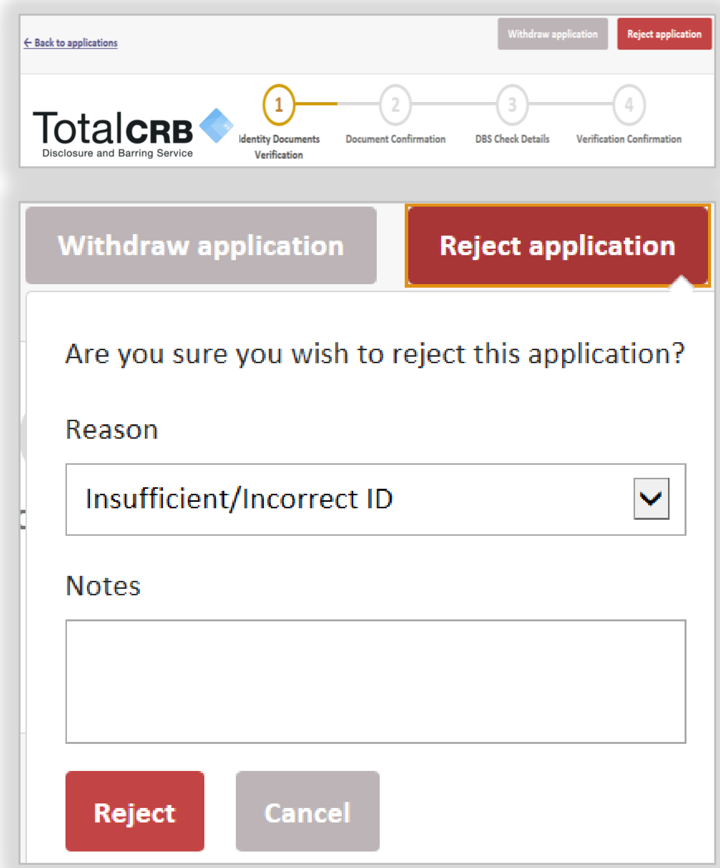
Select **Insufficient/Incorrect ID**.

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.



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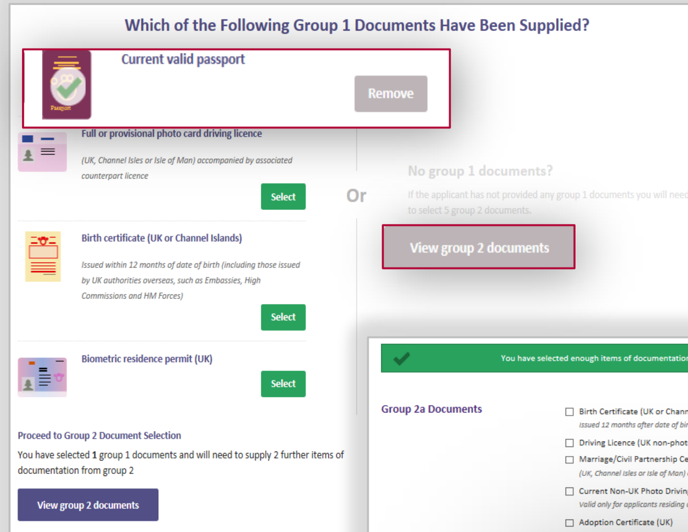
What do I do if the applicant has provided different ID to that listed?

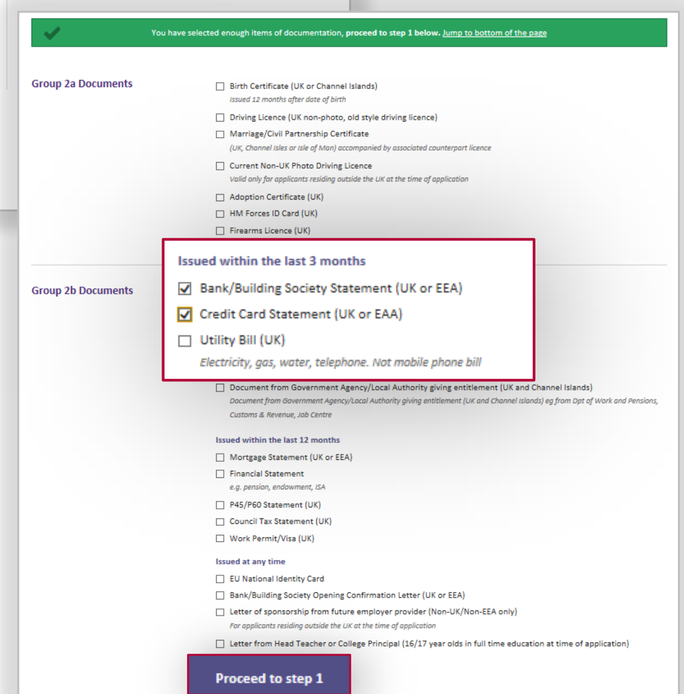
Click **No** when asked ‘**Have the above documents been provided**? (Page 8)’



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.

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?

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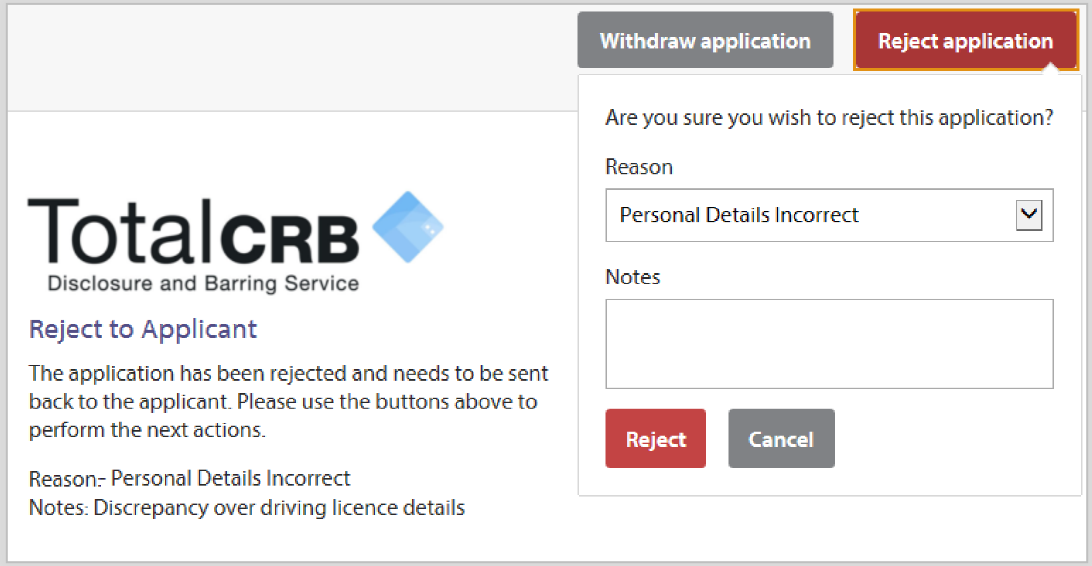
What do I do if the Application has been Rejected at countersign for Personal Details Incorrect?

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.**

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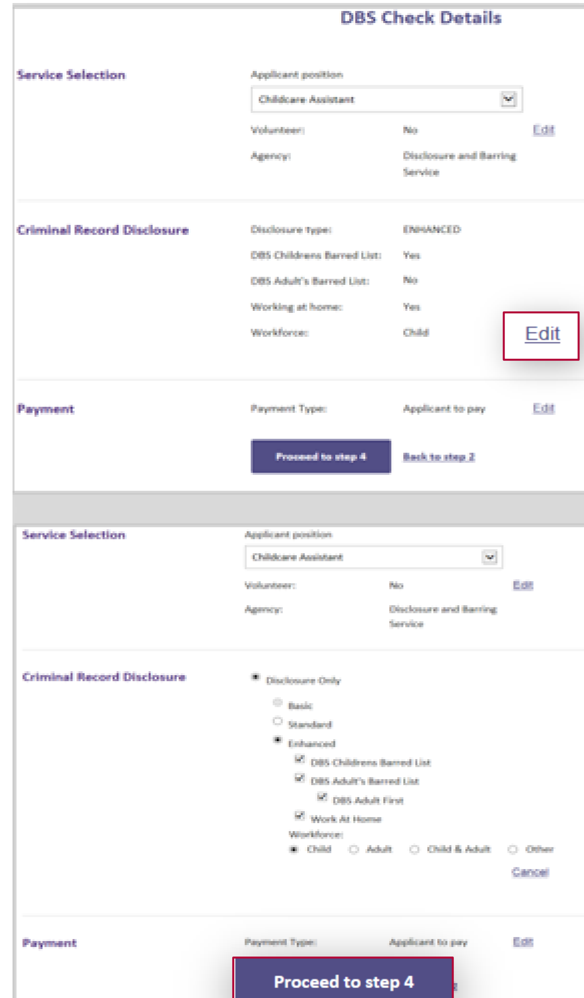
What do I do if the application is rejected at countersign for Verifier Details Incorrect?

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.



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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 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.

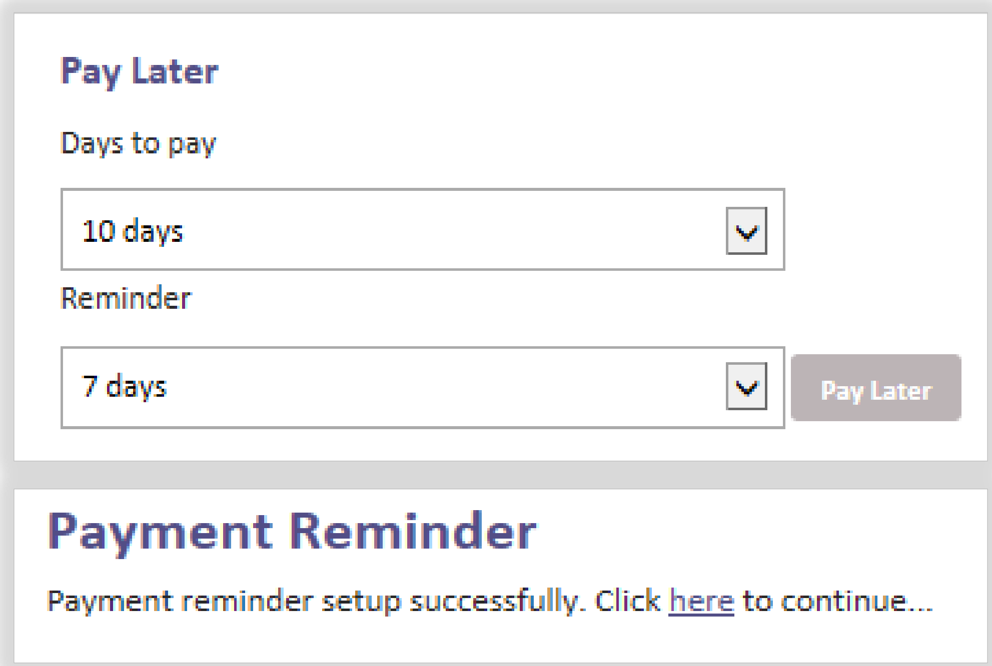
From the **drop down**, **select** the number of **days** you wish the applicant to **pay within**.

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.



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How is Payment made Straight after Verification?

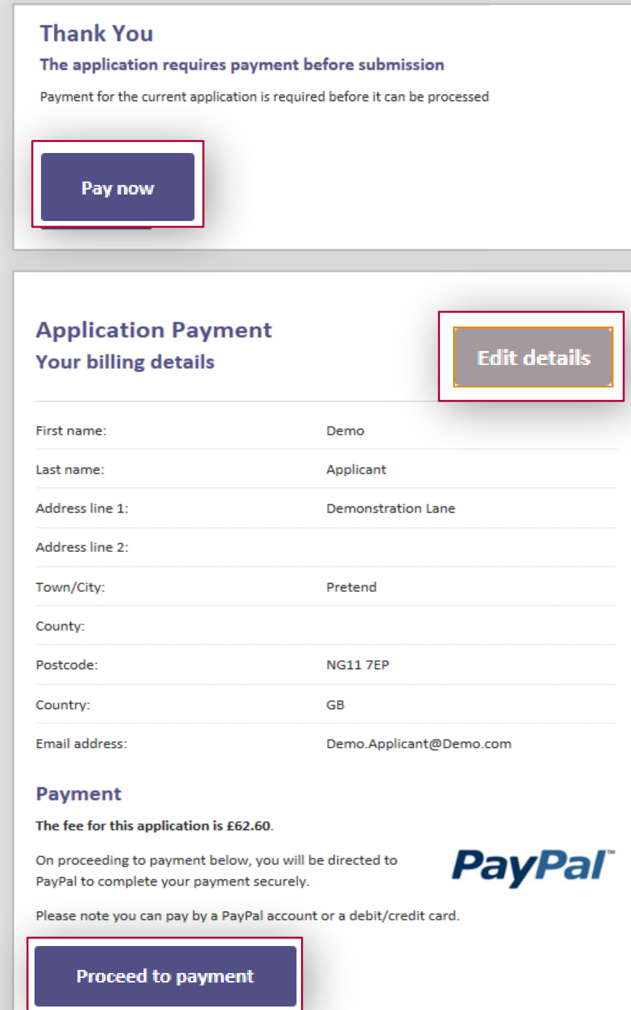
If you wish to make a payment **straight after** verification, click **pay now.**

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



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.

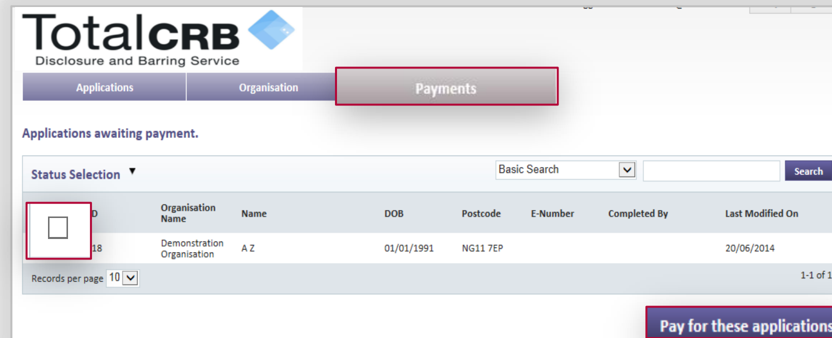
Tick the box alongside the application(s) you want to pay for.

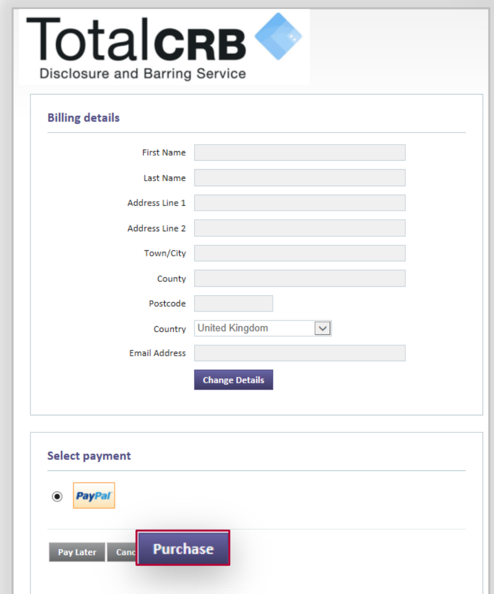
If you wish to make a bulk payment, please be aware bulk payment can only be used for applications under the same Organisation Pin.

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





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?

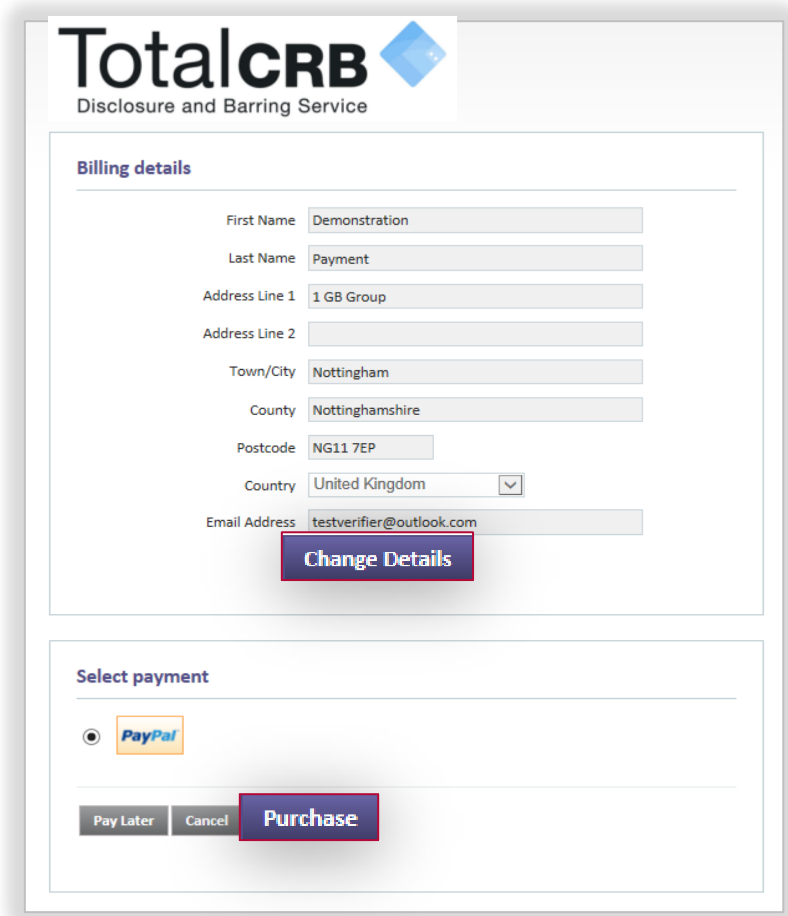
Check the **billing details**.

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.



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

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

Enter the **card details** requested.

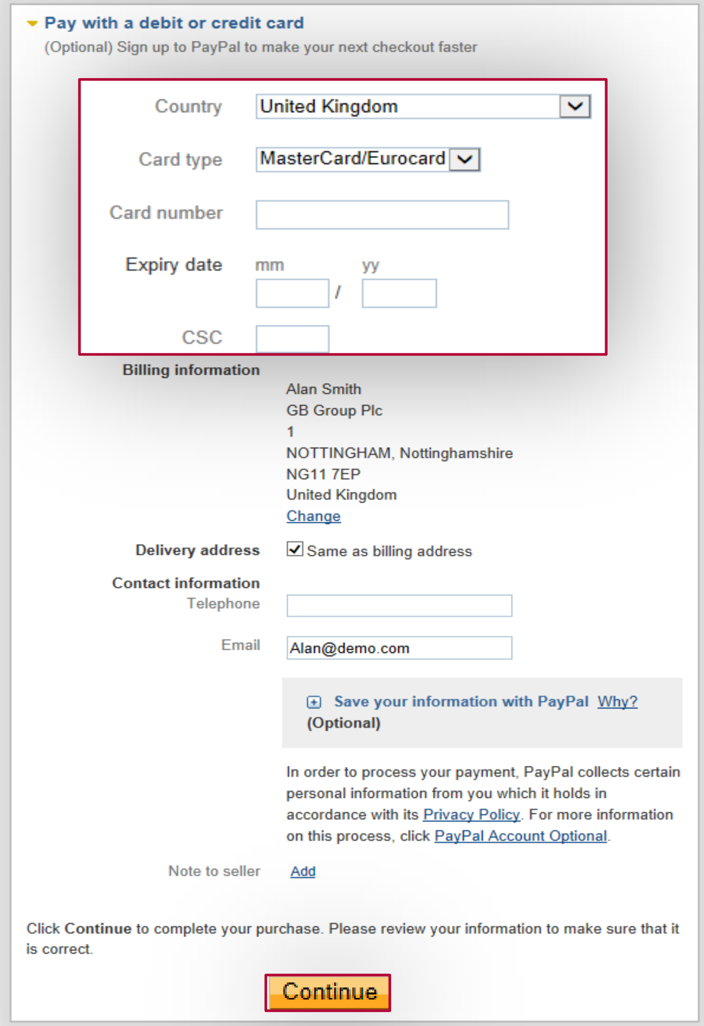
Check the **billing information**.

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.**



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

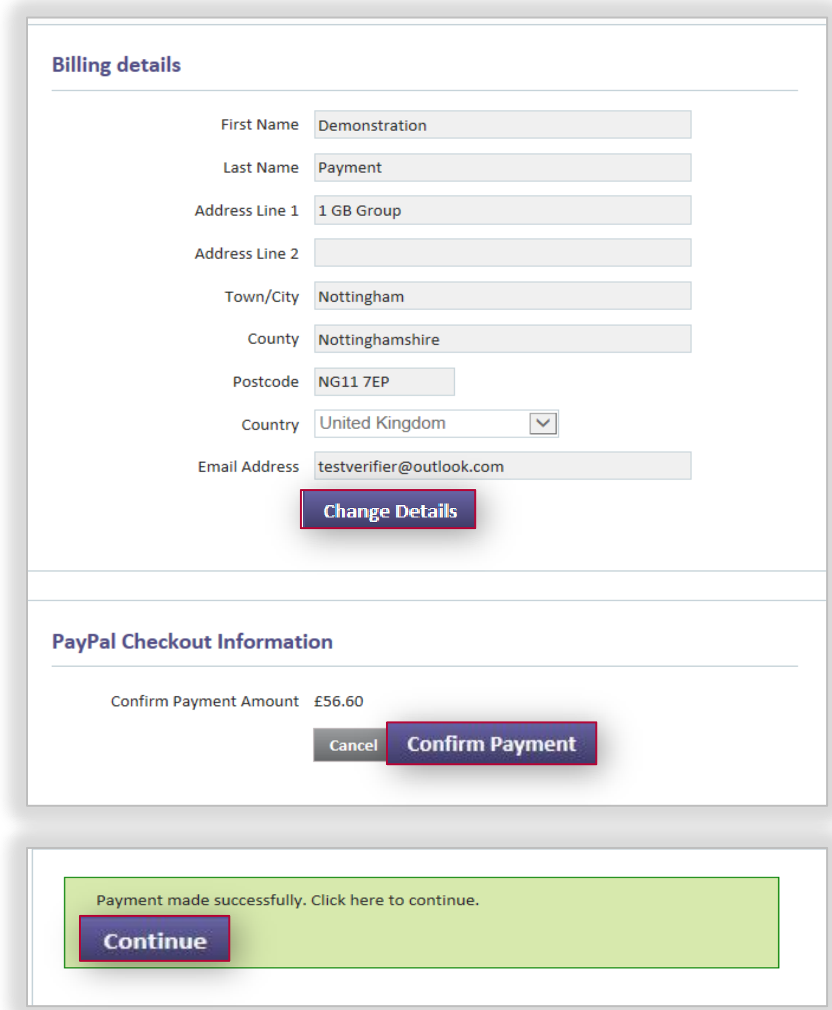
You will be shown the billing details again.

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.



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Disclosure and Barring Service

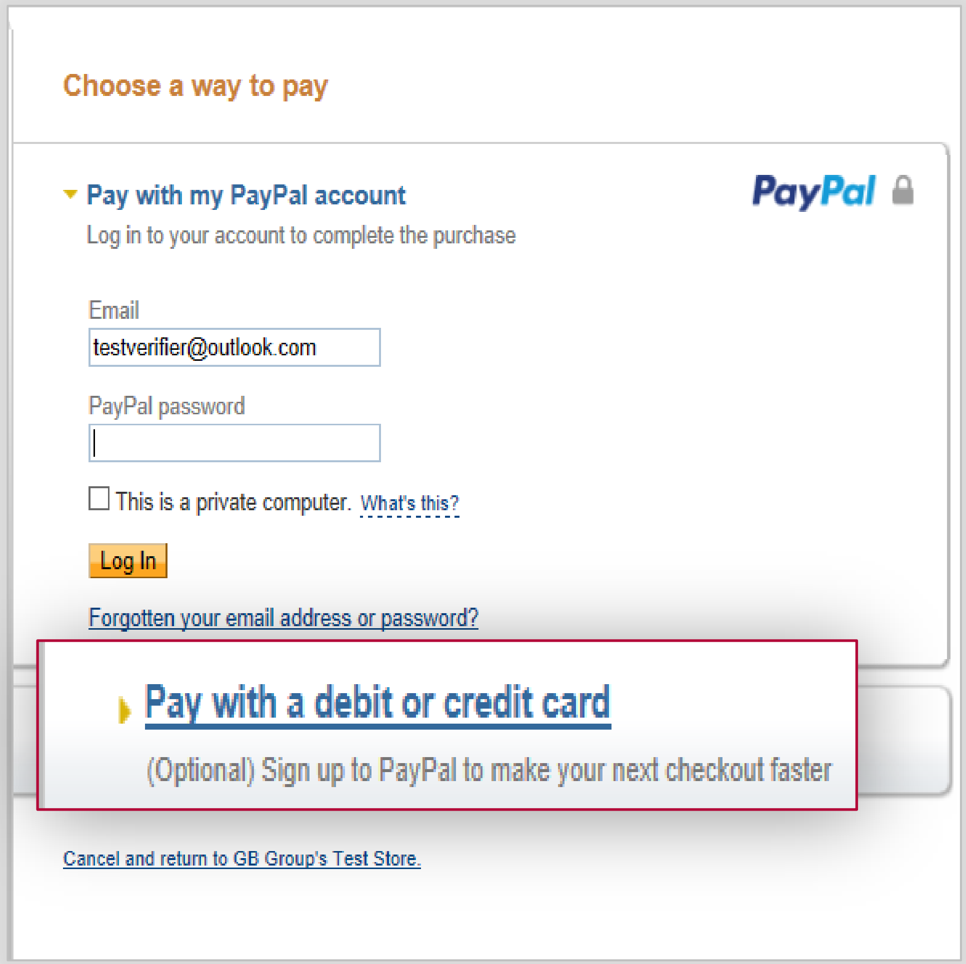
How do I make a single/bulk payment(s) with a PayPal account?

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**.



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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?

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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 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 the y 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	

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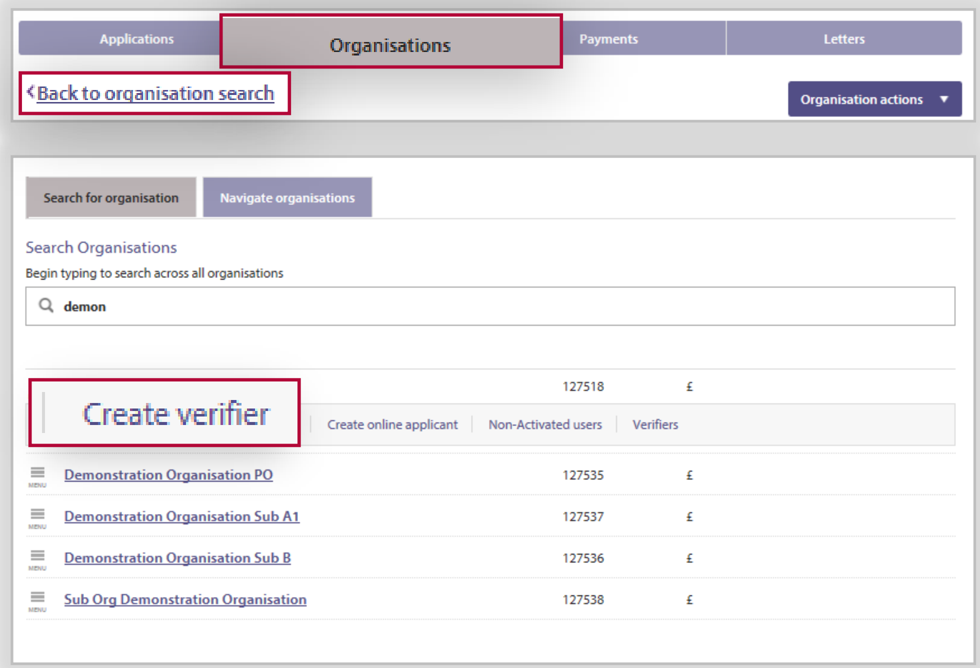
We are a multi-structured Organisation, how do I search for a particular Organisation branch?

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.



How is the applicant registered?

How do I Resend and Activation Email?

How do I Verify the Applicants ID?

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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

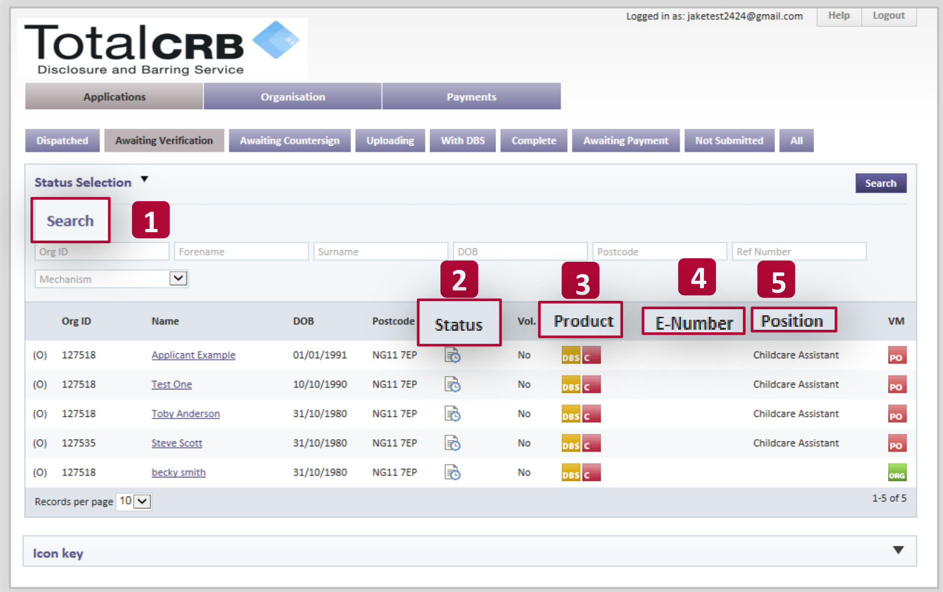
If you require any assistance, please contact our helpdesk using the details below.

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.



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

Tab Functions
Back to Contacts

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

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