



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

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How do I Activate my Account?

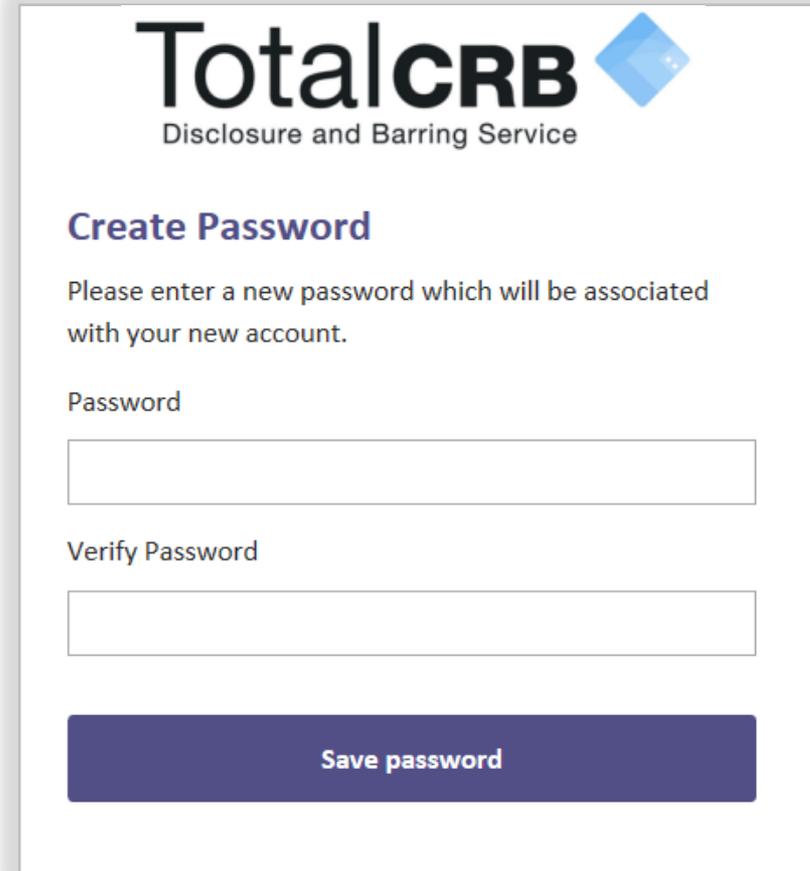
Once you have been added as a Disclosure Manager/Verifier you will automatically be sent an **activation email**. (To see an example of the activation email click the button below.)

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 be 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 asks the user to enter a new password for their account. There are two input fields: 'Password' and 'Verify Password'. A blue button labeled 'Save password' is at the bottom of the form.

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?

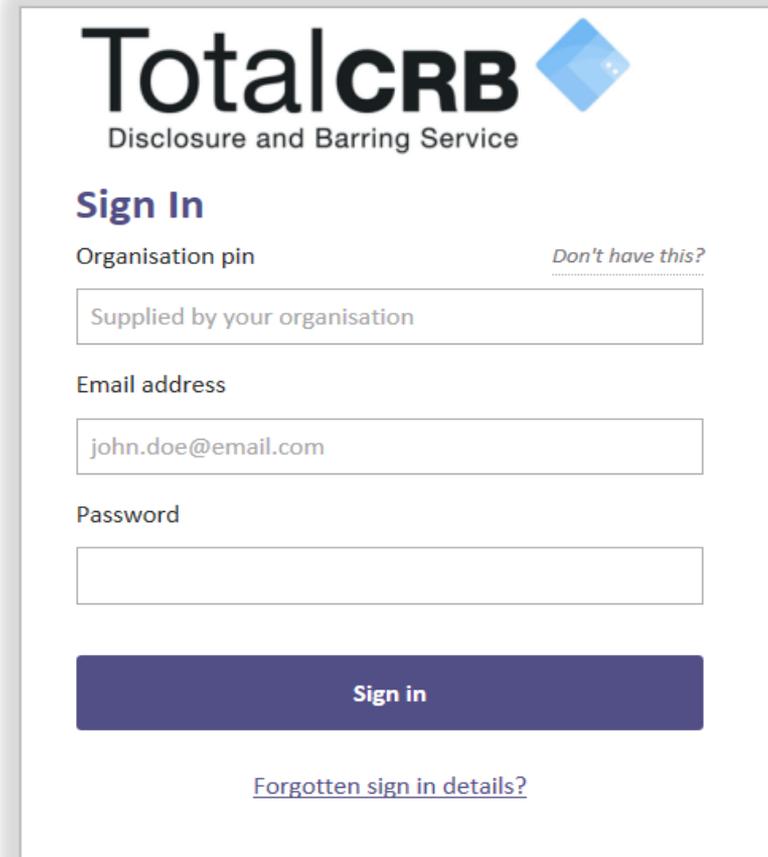
Organisation Pin: This is unique to your organisation. You will find it in your activation email. (To see an example of the activation email click the button below.)

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.



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' containing 'john.doe@email.com', and 'Password'. A dark blue 'Sign in' button is positioned below the fields. At the bottom of the form area is a link 'Forgotten sign in details?'.

How do I Create an Applicant?

How do I Verify the applicants ID?

Example Activation Email

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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 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.)

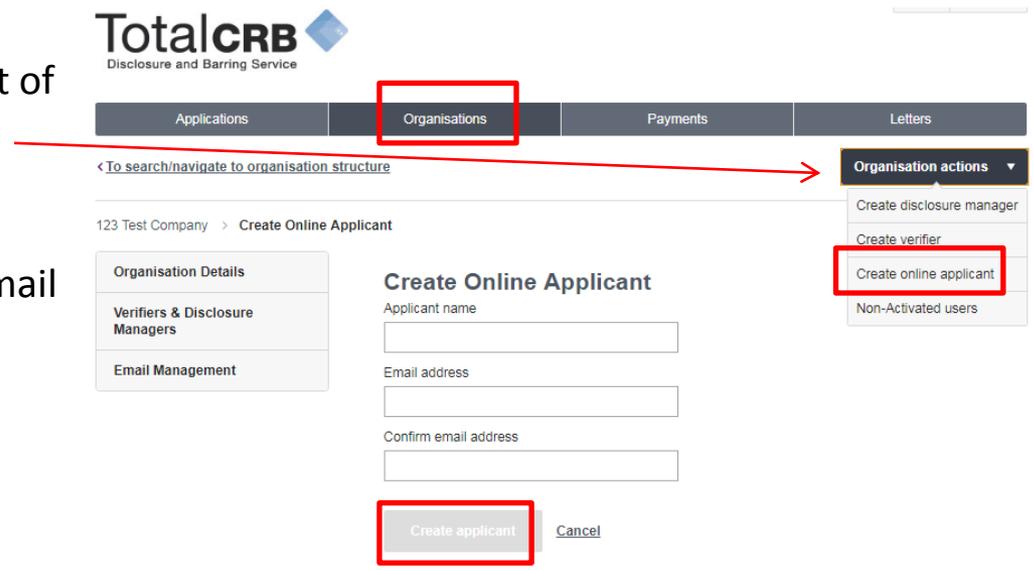
Click **Organisation Actions**. A dropdown list of actions will appear. Select **Create Online Applicant**.

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.



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, the 'Organisations' tab is highlighted with a red box. Below the navigation bar, a dropdown menu for 'Organisation actions' is open, with 'Non-Activated users' selected and highlighted with a red box. The main content area displays a table of 'Non-Activated Users' for '123 Test Company'. The table has columns for 'Select', 'Org Pin', 'Full Name', 'Email', and 'Created on'. Two rows are visible: one for John Smith and one for Joe Smith. The 'Select' checkboxes for both rows are highlighted with red boxes. Below the table, a 'Re-send Activation Email(s)' button is highlighted with a red box. On the left side, there are navigation links for 'Organisation Details', 'Verifiers & Disclosure Managers', and 'Email Management'. At the bottom right, there are links for 'Accessibility statement' and 'Help'.

| Select | Org Pin | Full Name | Email | Created on |
|--------------------------|---------|------------|---------------------|-------------|
| <input type="checkbox"/> | 1 | John Smith | email@address.co.uk | 31 Jan 2015 |
| <input type="checkbox"/> | 1 | Joe Smith | email@address.co.uk | 06 Jul 2017 |

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 | | No | | | | |

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**'.

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

DBS Check Details

Service Selection

Applicant position:

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: [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**

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](#)

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**.

The screenshot shows the TotalCRB application verification process. At the top, there is a navigation bar with a 'Back to applications' link, a 'Withdraw application' button, and a 'Reject application' button. Below this is a progress indicator with four steps: 1. Identity Documents Verification (highlighted in yellow), 2. Document Confirmation, 3. DBS Check Details, and 4. Verification Confirmation. The main content area has two buttons: 'Withdraw application' and 'Reject application' (which is highlighted in red). Below the buttons is a confirmation question: 'Are you sure you wish to reject this application?'. Underneath is a 'Reason' dropdown menu with 'Personal Details Incorrect' selected. Below the dropdown is a 'Notes' text area. At the bottom, there are two buttons: 'Reject' (highlighted in red) and '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.

The screenshot shows the TotalCRB application verification interface. At the top, there is a navigation bar with a 'Back to applications' link, a 'Withdraw application' button, and a 'Reject application' button. Below this is a progress indicator with four steps: 1. Identity Documents Verification (highlighted with a yellow circle), 2. Document Confirmation, 3. DBS Check Details, and 4. Verification Confirmation. The main content area features a 'Withdraw application' button and a 'Reject application' button. Below the buttons is a confirmation dialog asking 'Are you sure you wish to reject this application?'. The dialog includes a 'Reason' dropdown menu with 'Insufficient/Incorrect ID' selected, a 'Notes' text area, and 'Reject' and 'Cancel' buttons at the bottom.

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?

▶ 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**.

The screenshot displays the TotalCRB interface for rejecting an application. On the left, the TotalCRB logo and 'Disclosure and Barring Service' are visible. A blue button labeled 'Reject to Applicant' is present. Below this, a message explains that the application has been rejected and needs to be sent back to the applicant. The reason for rejection is 'Personal Details Incorrect' and the notes are 'Discrepancy over driving licence details'. On the right, a modal dialog is open, asking for confirmation to reject the application. The dialog includes a dropdown menu for selecting the reason, which is currently set to 'Personal Details Incorrect'. At the bottom of the dialog, there are 'Reject' and 'Cancel' buttons. Above the dialog, there are two buttons: 'Withdraw application' and 'Reject application'.

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 **applicant's 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 your organisation in charge of the disclosure checks.

The image displays two screenshots of the 'DBS Check Details' form. The top screenshot shows the 'Criminal Record Disclosure' section with an 'Edit' button highlighted in a red box. The bottom screenshot shows the 'Payment' section with a 'Proceed to step 4' button highlighted in a red box.

DBS Check Details

Service Selection

Applicant position: Childcare Assistant

Volunteer: No

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

Proceed to step 4 **Back to step 2**

Service Selection

Applicant position: Childcare Assistant

Volunteer: No

Agency: Disclosure and Barring Service

Criminal Record Disclosure

Disclosure Only

Basic

Standard

Enhanced

DBS Childrens Barred List

DBS Adult's Barred List

DBS Adult First

Work At Home

Workforce: Child Adult Child & Adult Other

Cancel

Payment

Payment Type: Applicant to pay

Proceed to step 4 **Edit**

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.

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.

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?

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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.

Pay Later

Days to pay

10 days
▼

Reminder

7 days
▼

Payment Reminder

Payment reminder setup successfully. Click [here](#) to continue...

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 |

Records per page: 10 1-1 of 1

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

Change Details

Select payment

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.

The screenshot shows the TotalCRB web interface. At the top is the logo and 'Disclosure and Barring Service'. Below is a 'Billing details' section with several input 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), and Email Address (testverifier@outlook.com). A 'Change Details' button is below these fields. The 'Select payment' section below has a radio button selected for 'PayPal'. At the bottom of the form 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

Card type

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.

Billing details

First Name

Last Name

Address Line 1

Address Line 2

Town/City

County

Postcode

Country

Email Address

Change Details

PayPal Checkout Information

Confirm Payment Amount £56.60

Payment made successfully. Click here to continue.

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
|

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?

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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 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.

The screenshot shows the 'Organisations' section of the TotalCRB interface. At the top, there are tabs for 'Applications', 'Organisations', 'Payments', and 'Letters'. The 'Organisations' tab is active. Below the tabs, there is a navigation bar with a red box around the '< Back to organisation search' link and an 'Organisation actions' dropdown menu. The main content area has a search bar with 'demon' entered. Below the search bar, there is a table of search results. The first result is 'Demonstration Organisation PO' with ID 127518 and currency £. A red box highlights the 'Create verifier' button for this result. Other results include 'Demonstration Organisation Sub A1', 'Demonstration Organisation Sub B', and 'Sub Org Demonstration Organisation'.

| Organisation Name | ID | Currency |
|------------------------------------|--------|----------|
| Demonstration Organisation PO | 127518 | £ |
| Demonstration Organisation Sub A1 | 127535 | £ |
| Demonstration Organisation Sub B | 127537 | £ |
| Sub Org Demonstration Organisation | 127536 | £ |
| | 127538 | £ |

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>

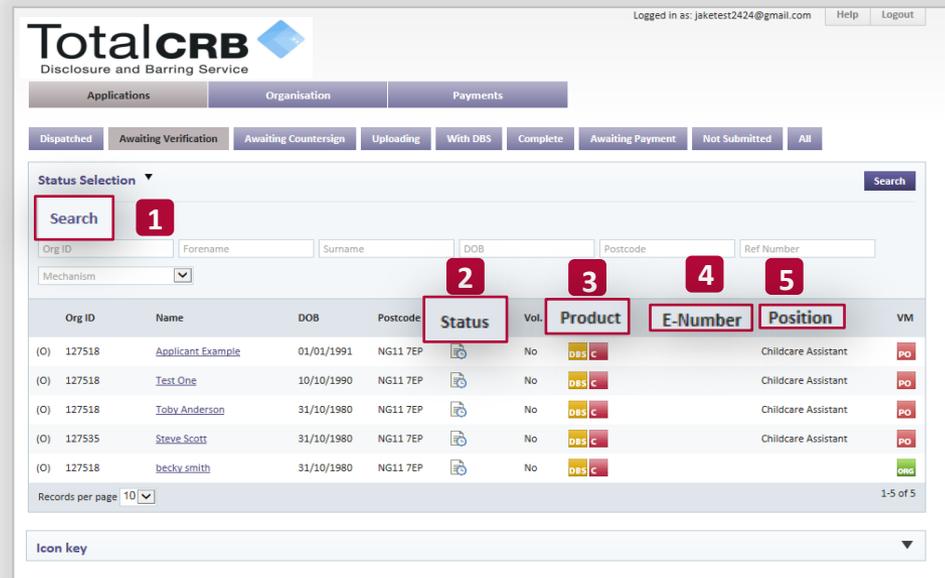
If you require any assistance, please contact our helpdesk using the details below.

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.



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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