



# **The Applicants User Guide**

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# How do I Activate my Account?

Once you have been added as an applicant, you will automatically be sent an activation email with the heading ‘**New Applicant Account Activation**’.

**Open** the email, **note your pin number and chosen email address**, then click on the link contained. You will be asked to create a password.

**Password:** This is created by you. It should be something that you **can remember** as you will **need** it to **Sign In** to Online Disclosures in the **future**.

The password has to be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

**Confirm** the password by entering it again. Click **Save Password**.



### Create Password

Please enter a new password which will be associated with your new account.

Password  
*Please enter a password for your account.*

Verify Password

**Save password**

**Please Note:** If you have not been sent an activation email then contact the your employer.

## How do I Sign In?

If you leave your application at any point, you will need to sign back into it to continue adding information. Go to the TotalCRB website, [www.totalcrb.co.uk](http://www.totalcrb.co.uk), and click the blue 'E-Bulk Login' button in the top right corner.

**Organisation Pin:** This is a number specific to your organisation.

**Email:** Enter the email address you used when you first accessed your application.

**Password:** Enter the password you created for yourself.

Click **Sign In**

**Please Note:** The password is case sensitive and must be entered **exactly** as you created it.

If you have forgotten your sign in details, click 'Forgotten sign in details?'



### Sign In

Organisation pin

[Don't have this?](#)

Supplied by your organisation

Email address

john.doe@email.com

Password

Sign in

[Forgotten sign in details?](#)

# Before you begin the application...

If you have any of the documents listed below it is mandatory to supply the relevant information requested. To make completing the application easier and faster for yourself, make sure that you have them readily available.

Save & sign out

## Before you Begin

This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.

### What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid Driving licence
- Valid passport
- Valid national ID card

Begin application

Click **Begin Application**.

Next, please read the **Statement of Fair Processing** and click **Accept** and then **Proceed** at the bottom of the page.

## Statement of Fair Processing

Please confirm below that you agree to the following statement

The DBS was established in December 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Applications for Basic criminal record checks are processed by Disclosure Scotland.

In this fair processing statement, "we", "us" and "our" refers to the organisation requesting a criminal record Disclosure.

By accessing the Website and providing us with your personal details, you agree to accept and be bound by our privacy policy, the key terms of which are non-exhaustively summarised in this fair processing statement.

All information is stored in a secure environment, compliant with ISO27001. All information for a Disclosure is encrypted and submitted to and from DBS via secure government pathway.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

All organisations requesting criminal record Disclosures are required to:

- Abide by the DBS/DS Code of Practice
- Abide by the Data Protection Act 1998
- Have a policy for the recruitment of ex-offenders and a policy for secure storage, handling, use, retention and disposal of Disclosure Certificates and Disclosure Information

All information requested is used solely for the purpose of producing a Criminal Record Disclosure and is collected, stored and processed by us and the DBS or Disclosure Scotland in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our Criminal Record online service to you; or (iii) as required by law.

Applicants using this service for the purpose of obtaining a Basic Disclosure from Disclosure Scotland consent to:

- Their Disclosure Certificate dispatched to the Registered/Responsible Body instead of their home address.
- The exchange of electronic data between Disclosure Scotland and Registered/Responsible Body which may indicate the presence, or otherwise, of information on central records

I have read and accept the above terms

Proceed with application

# Step 1

## How do I complete About You: Name & Gender?

### Gender: Select your Gender

*(A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.)*

Select your **title** from the drop down list.

Type in your full **Forename** and **Surname**.

**Important:** Shortened names, 'nicknames' and only initials should not be used unless these match you Identity Documents (ID).

If you have a **middle name**, select **Yes**.

Enter **all** your middle names. **One middle name per box**. The details of all middle names must be entered.

If you do not have a middle name select **No**.

The screenshot shows the 'About You' section of the TotalCRB application form. At the top right, there are 'Withdraw' and 'Save & sign out' buttons. Below the TotalCRB logo is a progress bar with five steps: 1. About You (highlighted), 2. Contact Details, 3. Verification Documents, 4. Summary, and 5. Confirmation. A yellow banner below the progress bar states: 'Please note - we require all questions to be answered unless labelled as (Optional)'. The main form area is titled 'Your Name & Gender' and includes a disclaimer: 'Please provide your full name and any names you have been known by in the past.' and 'A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure. Please contact the Sensitive Team on Sensitive@dbb.gov.uk'. The form contains the following fields:
 

- Gender:** Radio buttons for 'Male' and 'Female'.
- Title:** A dropdown menu with 'Select' as the current selection.
- Forename:** A text box containing 'eg. John'.
- Surname:** A text box containing 'eg. Smith'.
- Do you have a middle name?:** Radio buttons for 'Yes' and 'No'.
- Please enter your middle names:** A sub-header followed by the instruction 'Enter each middle name you have in a separate text box. A maximum of 3 middle names should be supplied' and three empty text boxes.
- Have you been known by any other names?:** Radio buttons for 'Yes' and 'No'.

 Red arrows from the text instructions on the left point to the Title dropdown, the Forename and Surname text boxes, the 'Yes' radio button for the middle name question, and the 'No' radio button for the other names question.

## Step 1

# How do I complete About You: Adding Previous Names?

If you have **never** been known by any other names, select **No**

If you **have** been known by any other names, Select **Yes**.

Enter your previous name. Select the name type i.e. **forename** or **surname** from the drop down.

Enter the year that you used this name **from** and **until**.

Click **Add Name**. Repeat this process until all previous names have been entered.

To remove a name, click **remove**.

**Please Note:** If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

TotalCRB Disclosure and Barring Service

1 About You 2 Contact Details 3 Verification Documents 4 Summary 5 Confirmation

Please note - we require all questions to be answered unless labelled as (Optional).

Have you been known by any other names?  
*This could be a change of first or last name*

Yes  No

Please add any names you have previously been known as below

*If adding previous forename(s), all names must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename. If you need to amend a previous name please press remove and re-add it.*

Previous name	Name type	Used from	Used until
<input type="text"/>	Surname	Select	Select

Add Name

## Step 1

### How do I complete: About You: Birth Details?

**Date of Birth:** Enter your date of birth in the following format DD/MM/YYYY

**Enter** the name of the **town** you were born in i.e. Nottingham

**Select** from the drop down list the country you were **born** in.

**Please Note:** The details of **Birth County**, **Birth Nationality** and **Mother's Maiden Name** are not required for all types of disclosure checks.

If they marked as **optional**, you **do not** need to **complete them**.

If they are **not** marked as optional, you **do** have to **complete them**.

#### Birth Details

Please provide details about your place of birth.

Date of birth

-  -  e.g. 31 - 12 - 1960

Town you were born in  
*As detailed on Birth Certificate*

County you were born in *(Optional)*  
*Please enter the county of birth*

Country you were born in

Birth nationality *(Optional)*

Mothers maiden name *(Optional)*  
*Please enter your Mother's maiden name*

# Step 1 My Identification Documents (ID)

Click on the box **next** to any current and valid document that you have.

Fields will appear underneath each document selected.

You must enter all the required information for the document you have selected.

If you do not have any of the documents click the box to state this.

Once completed, click **Proceed to Step 2**.

**Please Note:** Do **not** click the box alongside the document if you **do not** have it.

**Identification**  
Please select the items of identification that you own.

Do you have any of the following forms of ID?

- National Insurance number  
*You can find your NI number of your payslip, P45 or P60 or correspondence from HM Revenue & Customs*
- Valid driving licence  
*Please enter your Driving Licence details.*
- Valid passport

Please enter your passport number

1234567890

Passport country of issue

United Kingdom ▼

- Valid national ID card
- I do not have any of the above forms of ID

Proceed to step 2

## Step 2

### How do I complete the Contact & Address Details?

#### Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will provide us with more contact details for you, making it easier for us to contact you, should we need to.

#### Address Details

For your application to be processed, **we must have a full 5 year address history**. Click a button below which best describes your address history.

I am currently living in the UK, and have done, for the last 5 years.

I have visited another country/countries or lived abroad for longer than a month, at any one time, during the last 5 years.

In the last 5 years I have lived away from home whilst at University.

## Step 2

# I live in the UK, How do I enter my current address details?

Enter your Postcode, Click **Find**.

Select your house number/name from the drop down list.

Enter the date that you moved in. Click **Confirm**

If for some reason the automatic look up cannot find your address, it is possible to enter your address details manually. Click **Enter address manually**.

Type in your postcode and full address details.

Enter the date that you have lived at that address from.

Click **Confirm**

### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.



#### Current Address

Postcode

**Find**

[Enter address manually](#)

I was travelling abroad and had no fixed abode

Address line 1

Address line 2 (optional)

Town/City

County (optional)

Country

When did you move into this address?

Month...  Year...

**Confirm**

[Cancel](#)



## Step 2

### How do I add my previous UK address details?

If you have not lived in your current address for five years or more, click **Add Another Address**

Follow the steps for **automatic look up** or enter your previous address **manually**.

Enter the **Month** and **Year** you moved into this address and the **Month** and **Year** you moved out.

Click **Confirm**.

**Repeat**, until you have supplied address details for the last 5 years.

When you have entered sufficient address details, the address bar will be fully highlighted in green.

Click **Proceed to Step 3**

#### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

| 5 years ago | Today |

We require a minimum of 5 years address history, please enter another previous address below.

#### Current Address

Total C R B Martland Mill, Mart Lane Burscough, ORMSKIRK, Lancashire, L40 0SD, GB

May 2015 – Present (2 years 2 months) [Change current address](#)

We require a minimum of 5 years address history  
Please enter another address

**Add another address**

When did you move into this address?

Month... Year...

When did you leave this address?

Month... Year...

**Confirm** [Cancel](#)

We require a minimum of 5 years address history  
Please enter another address

#### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

| 5 years ago | Today |

#### Current Address

Total C R B Martland Mill, Mart Lane Burscough, ORMSKIRK, Lancashire, L40 0SD, GB

May 2015 – Present (2 years 2 months) [Change current address](#)

#### Previous Address

2D Orrell Lane, Burscough, ORMSKIRK, Lancashire, L40 0SQ, GB

January 2009 – May 2015 (6 years 4 months) [Change dates](#) [Remove address](#)

Address history complete

You can now proceed to step 3 below

OR

**Add another address**

**Proceed to step 3**

[Back to step 1](#)

## Step 2

# I have lived abroad/travelled in the last 5 years, How do I enter my address details?

Select **Enter Address Manually**.

Tick the box next to: **I was travelling abroad and had no fixed abode**.

Select the country from the **drop down list**.

Enter the **month** and **year** that you **entered** this country.

Click **Confirm**

If more than 1 country was visited, provide the details of **all** the countries you visited. It is possible for the dates entered to overlap.

Repeat until all addresses have been entered. The address bar will go green when sufficient address details have been entered.

Click **Proceed to Step 3**.

### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.



#### Current Address

Postcode

Find

[Enter address manually](#)

I was travelling abroad and had no fixed abode

Country

United Kingdom

When did you enter this country?

July

2017

Confirm

[Cancel](#)

**We require a minimum of 5 years address history**  
Please enter another address

### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.



## Step 2

### I have lived away from home whilst at University, how do I enter my address details?

The Online Disclosures system allows you enter overlapping addresses. If you have been to University and lived away from home during this time, you must supply the details of **all your university addresses**.

Your ID is checked against the address you enter as your current address. Therefore it should match the address shown on the ID you have selected for verification.

If you are currently living away from home but your ID relates to your home address, then enter you home address details in the current address.

Any other addresses lived at can be added by clicking **Add Another Address**.

An example of a student, who has lived in two previous addresses at University during term time is shown.

#### Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

| 5 years ago | Today |

#### Current Address

2D Orrell Lane, Burscough, ORMSKIRK, Lancashire, L40 0SQ, GB

January 2009 – Present (8 years 6 months) [Change current address](#)

#### Previous Addresses

Fake University Address 2, Burscough, Lancashire, L40 0SQ, GB

September 2012 – June 2013 (9 months) [Change dates](#) | [Remove address](#)

Fake University Address, Burscough, Lancashire, L40 0SQ, GB

September 2011 – June 2012 (9 months) [Change dates](#) | [Remove address](#)

#### Address history complete

You can now proceed to step 3 below

OR

[Add another address](#)

## Step 3

### How will my Identity Documents (ID) be Verified?

As part of the disclosure application you are required to provide ID and have these verified against the personal details you have supplied. This is to ensure that you are who you say you are.

How many documents you need to supply depends on what disclosure check you require.

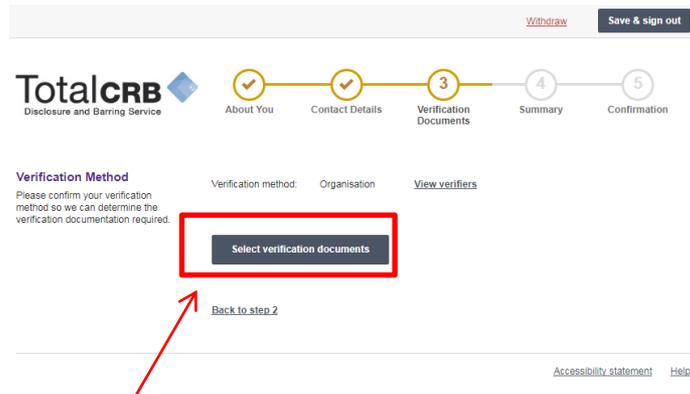
A green bar will appear at the top of Step 3 to tell you when you have selected sufficient ID.

ID will be verified by your employer. It is your responsibility to provide the ID you choose to your employer in a timely fashion so that they can verify and submit your application for processing.

Until they have seen your original ID documents they will not be able to do this.

Please ensure you send the same ID you choose on the application to the employer.

# How do I select my ID for Organisation Verification?



## Which of the following group 1 documents do you own?

Chosen documentation must be provided for verification to prove your identity. At least one of your chosen documents must be from group 1 documents listed below. Where there is no Group 1 document then a UK Birth Certificate must be provided.

**Please note** all documents must be original, photocopies and documents downloaded from the internet cannot be accepted. [Why are specific documents required?](#)

- 

**Current valid passport**

**Select**

---

- 

**Current UK, Channel Isles or Isle of Man driving licence – photo card**

*Full or provisional. All licences must be valid in line with current DVLA requirements*

**Select**

---

- 

**Birth certificate – issued at time of birth**

*UK and Channel Islands - including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces*

**Select**

---

- 

**Biometric residence permit (UK)**

**Select**

---

- 

**Current EU Driving Licence – photo card with counterpart where one is issued**

*Full or provisional. (Please note some European countries do not issue counterpart) All licences must be valid in line with current DVLA requirements*

**Select**

---

- 

**Adoption certificate UK & Channel Islands**

**Select**

**I am unable to provide any of the above group 1 documents**

If you are unable to provide any of the above group 1 documents you will be required to supply 5 group 2 documents in the next step.

**View group 2 documents**

Click **Select verification documents**.

Select the ID from Group 1 that you wish to use for verification (when the **Select** box says the word **Remove**, the piece of ID has been selected).

When sufficient ID (3 pieces in total) 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 documents you have from Group 1, please click **View group 2 documents**. If you have no Group 1 documents, please click **View Group 2 Documents**

# How do I select my ID for Organisation Verification?

Select the ID from Group 2a/2b that the wish to use (by clicking on the 'tick box'.

You must confirm that you have selected sufficient ID for verification.

Tick all 3 boxes and click Proceed to step 4.

### Group 2a Documents

- Birth Certificate (UK or Channel Islands)  
*Issued after 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces)*
- Current UK, Channel Isles or Isle of Man driving licence – paper version  
*Full or provisional. All licences must be valid in line with current DVLA requirements.*
- Marriage/Civil Partnership Certificate  
*(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence*
- Current Non-UK Driving Licence – Photocard (where counterpart issued but no counterpart is presented)  
*Full or provisional. All licences must be valid in line with current DVLA requirements.*
- HM Forces ID Card (UK)
- Valid Firearms Licence (UK and Channel Islands or Isle of Man)
- Current EU Driving Licence – Paper version (non-photo, old style driving licence)  
*Full or provisional. All licences must be valid in line with current DVLA requirements*

### Group 2b Documents

- Issued within the last 3 months**
- Bank/Building Society Statement (UK and Channel Islands or EEA)
- Bank/Building Society Opening Confirmation Letter (UK or EEA)
- Credit Card Statement (UK or EEA)
- Utility Bill (UK)  
*Electricity, gas, water, telephone. Not mobile phone bill*
- Benefit Statement e.g. child allowance, pension (UK)
- 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 Dpt of Work and Pensions, Customs & Revenue, Job Centre*
- Issued within the last 12 months**
- Mortgage Statement (UK or EEA)
- Financial Statement (UK)  
*e.g. pension, endowment*
- P45/P60 Statement (UK and Channel Islands)
- Council Tax Statement (UK and Channel Islands)
- Issued at any time (must still be valid)**
- EU National Identity Card
- 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 (UK) - for 16 to 19 year olds in full time education  
*Only used in exceptional circumstances if other documents cannot be provided*
- Work Permit/Visa (UK)
- Card carrying the pass logo (UK and Channel Islands)

Please confirm the following

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

**Proceed to step 4**

[Back to step 2](#)

## Step 4

# How do I complete the Summary?

### Application Overview

If you have a **personal reference number**, enter it. This might be Payroll reference, an employer or licence registration number, an FA number.

This field is **optional**. **If you are unsure what to put in here then leave it blank.**

If you would like to be updated via email of the progress of your application, tick the box.

### Declaration

Answer the declaration question **Yes** or **No**. To **Confirm that you** have read and agree to the terms stated, tick the box.

Click **Confirm & Submit Application**.

For full guidance on what convictions, reprimands or final warnings are considered 'Not' protected click the button below.

The screenshot shows the TotalCRB application interface. At the top, a progress bar indicates five steps: 'About You', 'Contact Details', 'Verification Documents', 'Summary' (the current step, highlighted with a blue circle and the number 4), and 'Confirmation' (highlighted with a grey circle and the number 5). Below the progress bar, the 'Application Overview' section contains the following fields: 'Organisation name: 123 Test Company', 'Personal reference number (Optional)' with a text input box containing 'Reference provided by your organisation', and a checkbox labeled 'I would like to be updated on my application progress via email updates (Optional)'. The 'Declaration' section follows, with a question: 'Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2014)?'. Below this are radio buttons for 'Yes' and 'No'. A sub-section titled 'Please read & confirm the following' contains a paragraph of terms and a checkbox labeled 'I confirm I have read and agree to the above terms on 13 Jul 2017'. At the bottom of the form are two buttons: 'Confirm & submit application' and 'Back to step 3'. In the bottom right corner, there are links for 'Accessibility statement' and 'Help'.

## Step 5

### What do I have to do on the Confirmation Step for Organisation Verification?

The ID you selected in Step 3 for verification will be listed.

If you have already supplied your ID to your employer, e.g. during interview, then you are **not** required to do so again as these will be used for verification.

If you have **not** supplied your ID then please contact your employer directly.

The contact details of nominated verifiers is listed. This should ideally be the person that created and sent you your application.

**Payment:** If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.

#### Your application has been submitted for verification

##### What you need to bring

If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter your password when starting the verification process.

You selected to bring the following proof of identity documents:

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

You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

##### What happens next?

Please make an appointment to meet with a verifier from the list below.

Demo

[disclosure.manager@outlook.com](mailto:disclosure.manager@outlook.com)

Demo Verifier

[testverifier@outlook.com](mailto:testverifier@outlook.com)

Print document selection

Sign out

## How do I Pay Online?

Once your ID has been verified you will receive an email asking you to make the payment. To do this Sign In to Online Disclosures and click **Pay Now**.

**Check the billing name and address details are that of the payee (i.e. match the card registration details).**

If different to the payees billing details, click **Edit** 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

Pay now



### Application Payment

Your billing details

Edit details

First name:	TotalCRB
Last name:	TotalCRB
Address line 1:	Total C R B Martland Mill
Address line 2:	Mart Lane Burscough
Town/City:	ORMSKIRK
County:	Lancashire
Postcode:	L40 0SD
Country:	GB
Email address:	email@address.co.uk

### Payment

The fee for this application is £59.00

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

Cancel payment

## How do I make a payment with a PayPal account?



Log in to PayPal

Form fields for logging in to PayPal:

- Email address
- Password

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** and press **Log in**

**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.

Log in

[Having trouble logging in?](#)

or

Pay with debit or credit card

[Cancel and return to TotalCRB Disclosure and Barring Service](#)

## How do I make a payment without a PayPal account?



Log in to PayPal

**Log in**

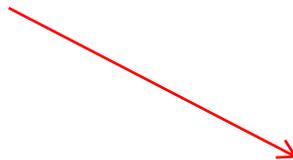
[Having trouble logging in?](#)

or

**Pay with debit or credit card**

[Cancel and return to TotalCRB Disclosure and Barring Service](#)

If you do not have a PayPal account and you wish to pay as a guest, click Pay with a Credit/Debit card.



# How do I make a payment using PayPal?

Check the card and billing details.

If different from the payee **or** no details are visible, enter the correct payees details.

If you are a paying as a guest, you **do not** need to create a PayPal account to make a payment.

Click continue when you are happy with the details entered.

## Why not create a PayPal account?

Protect your eligible purchases and check out faster at millions of websites by signing up for a free PayPal account.

Yes. I'd like a PayPal account (recommended)

Password

No, thanks

Continue

Your financial details won't be shared with the merchant.

Country  
United Kingdom

Card type

Card number

Expiry Date      CSC

First name      Last name

**Billing Address**

Address Line 1

Address Line 2 (optional)

Town/City

County (optional)      Postcode

Send to my billing address

**Contact Information**

Phone number type  
Mobile

Mobile number

Email address

## How do I make a payment using PayPal?

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**

## What do I do if my application has been rejected back to me?

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**, depending on the level of check required, to either the Disclosure and Barring Service (DBS) or Disclosure Scotland, who will run the necessary checks to obtain the relevant disclosure certificate.

**If errors/contradictions are found.** The TotalCRB counter-signatory team will **reject** the application. This will allow you to clarify or amend the details in question.

**How this will happen depends on how you get your ID verified.**

**My ID was verified by my organisation but has been rejected at countersign**

## My ID was verified by my organisation but has been rejected at countersign, what do I do?

If an error is identified during counter-signing these must be corrected before your application can continue being processed.

To be able to amend the incorrect information, your **organisation must reject** the application **back to you**. You will then receive an email which details, what needs correcting, and a link to TotalCRB Online Disclosures.

**Click** the link contained in the email, **Sign In** and click **Amend Application**.

Once you have made the changes, you will need to submit the application again on Step 4.

A nominated verifier within your organisation must **verify your ID documents again**, before it can be resubmitted to countersign.

**Please Note:** If you **do not** see the option to amend application please **contact your organisation**.

The screenshot displays the TotalCRB Online Disclosures application process. At the top, a progress bar shows five steps: 1. Application, 2. Verification, 3. Payment, 4. Submitted, and 5. Disclosure Received. Step 1 is highlighted in yellow. Below the progress bar, the 'Application summary' section is visible. It contains the following text:

**Application summary**  
You have been asked to change your application details. Please remember to complete the declaration section.

Reason: Return Application to Applicant  
Note: Example rejection note

Please amend you application as detailed above and resubmit. You are required to have your ID verified at a participating Post Office® branch.

Below this text is a blue button labeled 'Amend Application'.

To the right of the 'Amend Application' button, there is a table with the following details:

Application summary	
Application request	
Enhanced Disclosure	
DBS Children's Barred List	
Children's Workforce	
DBS reference:	Awaiting E-Number
Submission date:	19 Jun 2014
Applicant name:	Applicant Demonstration
Applicant date of birth:	01 Jan 1991
Address line 1:	Pretend Avenue
Postcode:	NG11 7EP

## 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** your application in the **future**, please **use** this **email**, and the **Organisation PIN** to **Sign In** to TotalCRB.

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 Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:  
Organisation PIN: 123456  
Email address: demoapplicant@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://.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHltrq>

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.

## Example - Forgotten sign in details

From the main website if you have forgotten your sign in details, click **Forgotten sign in details**

Enter the email address you used for login and press the Reset your password button

You will then be sent a link to reset your password



### Forgotten Sign In Details

Enter your email address below. You will receive a password update link via email.

Email address

**Reset your password**

[Cancel password reset](#)



**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](mailto:support@totalcrb.co.uk)**