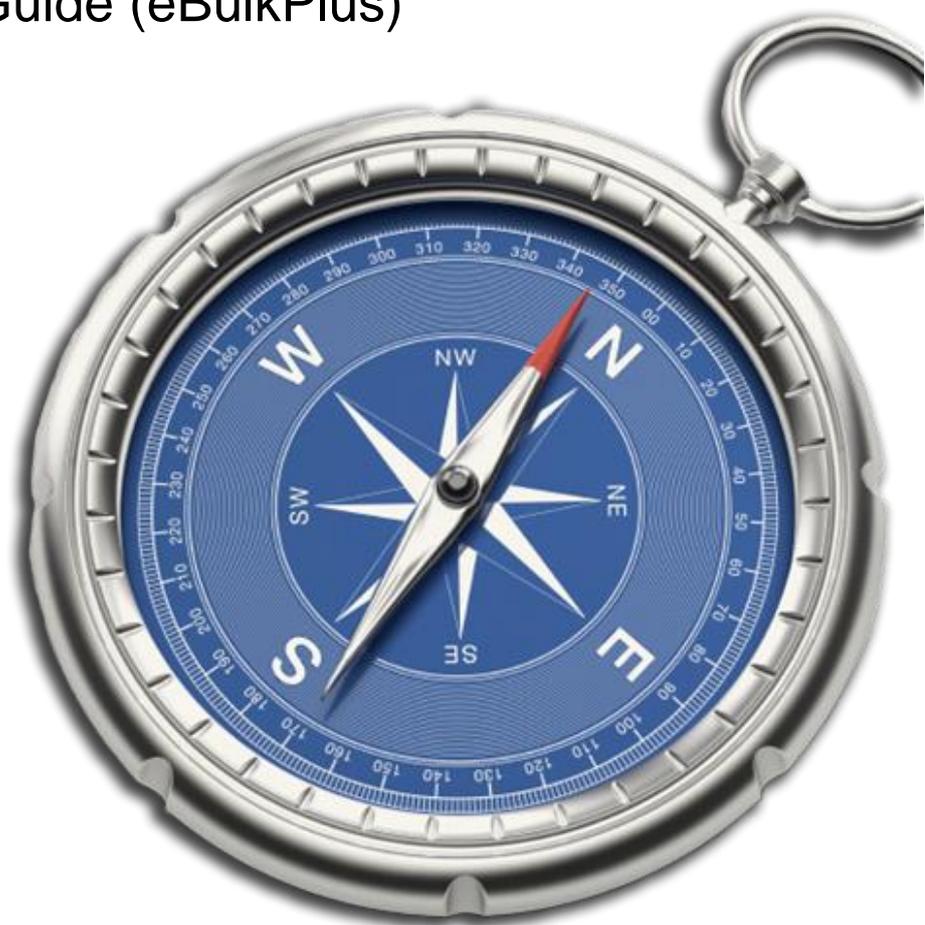


# ID Checker Guidance Notes

## DBS Online Disclosure Guide (eBulkPlus)



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## ID Checker Guidance Notes

Online Disclosure and Barring Service (DBS) checks can be completed by accessing the internet from any device that has this facility. This includes a smart phone, tablet, laptop or PC. It is supported on the latest versions of all modern browsers; however, we do not recommend access via Internet Explorer as this browser is unsupported both by our technology and soon by Microsoft also.

You have been granted access to eBulkPlus in the role of an ID Checker. An ID Checker can view all applications created under the organisation or specific division they have been created under. The ID Checker can stipulate what ID has been seen in relation to an applicant. The ID Checker will then need to advise an Applicant Manager or Countersignatory (where applicable) within their organisation or division to complete the Section Y details and approve the application for countersigning.

## Logging onto the System

Please enter the following address into your web browser:

<https://disclosure.capitarvs.co.uk/cheqs>

You will now be on the main login page that shows three white boxes. NB \*Please note at this stage of the process, your login details are case sensitive.

**Step 1.** Click on 'Application Management', this will take you to the start of the application process.

- Enter your company Organisation Reference - this will have been supplied to you in an automated email (**if you cannot remember this please click on the 'Forgotten your login details?' icon at the bottom of the screen to be sent a reminder**).
- Enter your Username.
- Enter your Date of Birth (**for first initial login please ensure you enter the default date of birth 01 Jan 1998. Failure to do so will deny you access to the system**).

**Application Management**  
Use the sign in below if you have a user account for the organisation to access submitted eBulkPlus applications.

ORGANISATION REFERENCE \*

USERNAME \*

DATE OF BIRTH \*

DD MM YYYY

ENTER

**FIRST LOGIN:**  
Please note that when you login for the first time you must enter the temporary Date of Birth and password as supplied to you in the two automated login emails, these can be changed to your own choice.

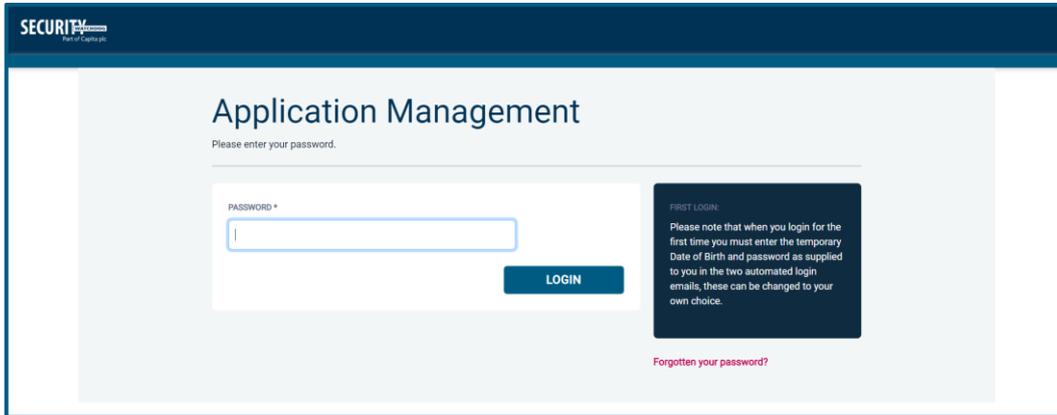
[Forgotten your login details?](#)  
[Forgotten your password?](#)

Screen Shot 1

- Once you have completed this section click 'Enter'.

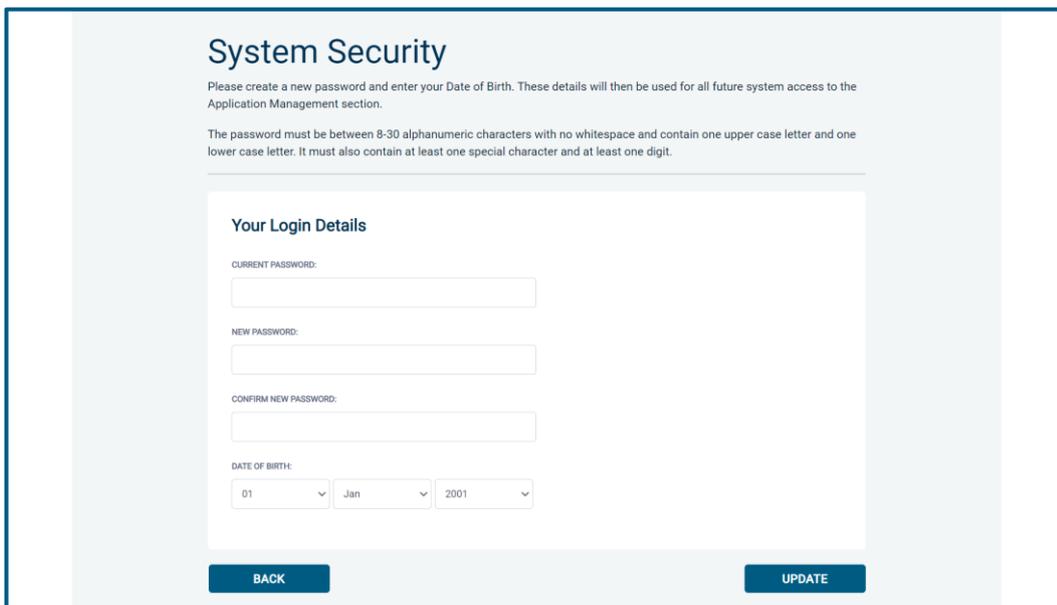
- Enter your password (this will be supplied to you in an automated email) – see screen shot 2. **(If you cannot remember this please click on the ‘Forgotten your password?’ icon at the bottom of the screen to be sent a new one-time password).**

If you still have difficulty gaining access to the system please contact our Client Relations Team on 01420558752, however please ensure the first time you login that you have not been denied access because of entering your own date of birth. **The first time you login you must enter the temporary default date of birth 01 Jan 1998.**



Screen Shot 2

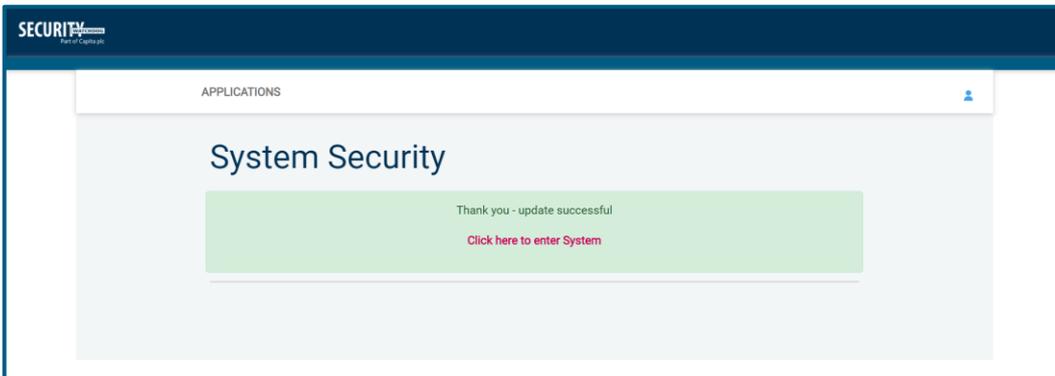
- Please note, after initial login you will be required to set your own password and enter your own date of birth for future login purposes.
- Please re-enter into the ‘**Current Password**’ field the temporary password you received in your initial e-mail and then create your own unique password – see screen shot 3 below.
- The password you create must be between 8 & 30 characters containing at least one upper case letter, one lower case letter, one special character and at least one number.
- Please then enter a date of birth of your choice for future login purposes.



Screen Shot 3

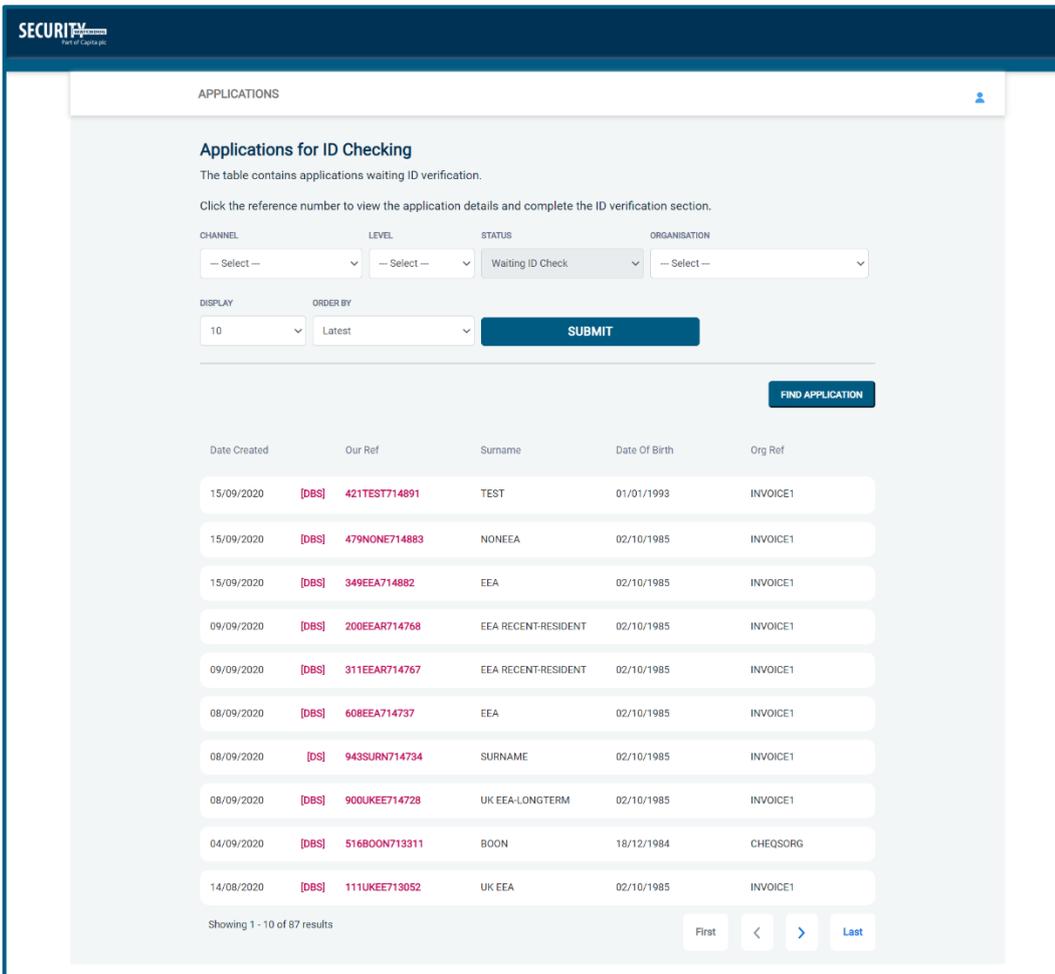
- Please then click ‘**Update**’.

- If you have successfully created your own password, you will now be able to enter the system by clicking the ‘Click here to enter System’ icon in the green box.



Screen Shot 4

- This will now take you to the eBulkPlus dashboard containing a list of ‘Applications for ID Checking’.



Screen Shot 5

# How to verify ID

**Step 1** - On the Applications page, click on the relevant applicant's reference number to open up the application form (see screen shot 6 below).

**Applications for ID Checking**  
The table contains applications waiting ID verification.  
Click the reference number to view the application details and complete the ID verification section.

CHANNEL: -- Select --    LEVEL: -- Select --    STATUS: Waiting ID Check    ORGANISATION: -- Select --

DISPLAY: 10    ORDER BY: Latest    **SUBMIT**

**FIND APPLICATION**

Date Created	Our Ref	Surname	Date Of Birth	Org Ref
15/09/2020	[DBS] 421TEST714891	TEST	01/01/1993	INVOICE1
15/09/2020	[DBS] <b>479NONE714883</b>	NONEEA	02/10/1985	INVOICE1
15/09/2020	[DBS] 349EEA714882	EEA	02/10/1985	INVOICE1
09/09/2020	[DBS] 200EEAR714768	EEA RECENT-RESIDENT	02/10/1985	INVOICE1
09/09/2020	[DBS] 311EEAR714767	EEA RECENT-RESIDENT	02/10/1985	INVOICE1
08/09/2020	[DBS] 608EEA714737	EEA	02/10/1985	INVOICE1
08/09/2020	[DS] 943SURN714734	SURNAME	02/10/1985	INVOICE1
08/09/2020	[DBS] 900UKEE714728	UK EEA-LONGTERM	02/10/1985	INVOICE1

Screen Shot 6

**Step 2** - Application Form, you will now see two tabs of the applicant's completed form. Overview and Application (screen shots 7 & 8).

**Applications** → 900UKEE714728  
The details of this application can be viewed below.

App Created: 08/09/2020  
Check ID: Incomplete  
Section Y: Incomplete

**OVERVIEW**    APPLICATION

**Application Header**

APPLICANT NAME	TESTCHECKID MIDONE MIDTWO MIDTHREE UK EEA-LONGTERM
DATE OF BIRTH	02/10/1985
STATUS	Waiting ID Check and Section Y
OUR REFERENCE	900UKEE714728
DBS REFERENCE	
DATE OF CONSENT	08/09/2020 12:39:26

Screen Shot 7

**Step 3** – Application, to view the application details entered by the applicant, click on the ‘**Application**’ tab. Here you can see the entire application submitted by the applicant, this can be used to ensure the correct job role has been entered and to verify any ID given by the applicant in a previous surname or previous address (see screen shot 8).

The screenshot shows a web interface with a navigation bar at the top containing 'OVERVIEW' and 'APPLICATION'. The 'APPLICATION' tab is active. Below the navigation bar, there are three sections of details:

- Third Party Details:**
  - FORENAME: THIRDPARTY FORENAME
  - SURNAME: THIRDPARTY SURNAME
  - EMAIL: thirdparty\_email@example.com
  - TELEPHONE NO: 434343444334
  - JOB TITLE: Tester
- Personal Details:**
  - TITLE: MR
  - FORENAME: TESTCHECKID
  - MIDDLE NAMES: MIDONE MIDTWO MIDTHREE
  - SURNAME: UK\_EEA\_LONGTERM
  - DATE OF BIRTH: 02/10/1985
  - GENDER: MALE
  - NI NUMBER:
- Contact Details:**
  - LANGUAGE: ENGLISH
  - TELEPHONE NO: 07548712065
  - EMAIL ADDRESS: candidateemail@example.test.com

Screen Shot 8

**Step 4 - Verifying ID**

- You will notice at the top of the screen a box which highlights if the ID has been verified or not (see screen shot 7 above), with a section completion date. It will say in red ‘**Incomplete**’ if the section has not been completed for either ID verification or Section Y. If there is a date entered it means that this action has been completed and will show the date that it was carried out on.
- To complete the ID verification section, click on ‘**Check ID**’ (see screen shot 7 above), access to this section is located in two places – at the top of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shot 9 below).

The screenshot shows a web interface titled 'APPLICATIONS' with a user icon in the top right. The main heading is 'Identity Check' with a sub-heading 'Applications > 900UKEE714728'. Below this, there is a note: 'Please select the physical documents seen using the dropdown lists below, for further information please refer to Identity Documents section of this screen.'

The main content area is titled 'Route 1 - Identity Documents' and contains the following text: 'Route One must always be attempted to be taken. Three documents in total must be seen, one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address. If you are unable to validate the applicant's identity via Route One due to the absence of a Group 1 document you must satisfy yourself of a valid reason for using Route Two before continuing.'

Below the text are three links: 'Group 1 Documents >', 'Group 2a Documents >', and 'Group 2b Documents >'. The 'Group 1 Documents >' link is highlighted in red.

The form fields are as follows:

- APPLICANT NAME: TESTCHECKID MIDONE MIDTWO MIDTHREE UK\_EEA\_LONGTERM
- APPLICANT CATEGORY: UK\_EEA\_LONGTERM\_RESIDENT (European Economic Area national resident in UK for more than 5 years)
- CURRENT ADDRESS:
  - FLAT 1
  - UK STREET
  - UK TOWN
  - UK COUNTY
  - A400 GAA
- DATE OF BIRTH: 02/10/1985

There is a note box with an orange border containing the following text: 'Please note - the DBS have requested that if an Applicant indicates they have a Passport and/or a Driving Licence then this information must be provided. If an Applicant declares any changes of name, you must ensure that documentary proof is provided to support this. If an Applicant is unable to provide proof to support a change of name, you should hold a probing discussion with the Applicant about the reasons why before considering to validate their identity.'

At the bottom, there is a 'GROUP 1 DOCUMENT' dropdown menu with the text '-- select --' and a downward arrow.

Screen Shot 9

eBulkPlus will automatically ascertain the route that should (or must) be taken based on the nationality stated by an applicant within their application form and will also take into account their 5 year address history. If an applicant does not hold sufficient ID to be able to go through Route 1, you will then be required to click the 'NEXT ROUTE' button at the bottom of the screen.

- Please select the ID the applicant has provided for you from the drop down boxes. Guidance notes can be found at the top of the screen and are in accordance with the DBS Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a utility bill if it is more than 3 months old or do not accept an out of date passport.
- Ensure that you confirm from the drop-down boxes that you have verified a document showing the applicant's address and also that you have verified their date of birth.
- If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
- Now click 'Save' and then click the 'Return to Application' icon in the green box located at the top of the screen. Now you are ready to complete Section Y of the form (this is the equivalent to Section X on the new lilac paper DBS application forms).

Please note, that if an applicant cannot verify their identity via Routes 1, 2 or 3 they will not be able to process their application through eBulk and will need to complete a paper application stating 'NO' in section W59. Fingerprints will need to be taken and consent will be required by the applicant. An applicant who is a non-EEA national seeking paid employment cannot go through its appropriate route; they will be unable to submit a DBS application.

**\*A full list of DBS acceptable ID for each route can be found at the end of this guide\***

### Route 1 - Identity Documents

Route One must always be attempted to be taken. Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address. **If you are unable to validate the applicant's identity via Route One due to the absence of a Group 1 document you must satisfy yourself of a valid reason for using Route Two before continuing.**

Group 1 Documents ▾      Group 2a Documents >      Group 2b Documents >

Group 1 - Primary Trusted Identity Credentials ✕

- > Current valid Passport
- > Biometric Residence Permit (UK)
- > Current Driving Licence (UK / Isle of Man / Channel Islands & EEA) (Full or provisional)
- > Birth Certificate - issued within 12 months of birth
  - UK and Channel Islands
  - Full or short form acceptable
  - Including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces.
  - Photocopies are not acceptable
- > Adoption certificate (UK and Channel Islands)

## What you must do as part of the ID Checking process

The applicant must provide a range of ID documents as part of the DBS check application process. As an employer you must:

- follow the ID checking process routes as outlined
- check and validate the information provided by the applicant on the application form
- establish the true identity of the applicant through the examination of a range of documents as set out in this guidance
- make sure the applicant provides details of all names by which they have been known
- make sure the applicant provides details of all addresses where they have lived in the last five years
- check that the online application is fully completed and the information it contains is accurate.
- you must only accept valid, current and original documentation
- you must not accept photocopies
- you must not accept documentation printed from the internet e.g. internet bank statements
- identity information for the applicant's name, date of birth and address recorded on the online application form must be validated
- you should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the applicant's likeness
- all documents must be in the applicant's current name
- one document must confirm the applicant's date of birth
- you must ensure that the applicant declares all previous name changes and provides documentary proof to support the change of name. If the applicant is unable to provide proof to support the change of name, you should hold a probing discussion with the applicant about the reasons why before considering validating their identity
- you must see at least one document to confirm the applicant's current address, in accordance with the guidance
- a document from each of the groups should be included only once in the document count e.g. don't accept two bank statements as two of the required documents, if they are from the same bank
- you should not accept the foreign equivalent of an identity document if that document is listed as '(UK)' on the list of valid identity documents

# Find an Application

**Step 1** - Finding an individual application – see screen shots 10 & 11.

- To find an individual application from the list of applications that require identity verification, please click on ‘**Find Application**’

**Applications for ID Checking**  
The table contains applications waiting ID verification.  
Click the reference number to view the application details and complete the ID verification section.

CHANNEL: -- Select --    LEVEL: -- Select --    STATUS: Waiting ID Check    ORGANISATION: -- Select --

DISPLAY: 10    ORDER BY: Latest    **SUBMIT**

**FIND APPLICATION**

Date Created	Our Ref	Surname	Date Of Birth	Org Ref
15/09/2020	[DBS] 421TEST714891	TEST	01/01/1993	INVOICE1
15/09/2020	[DBS] 479NONE714883	NONEEA	02/10/1985	INVOICE1
15/09/2020	[DBS] 349EEA714882	EEA	02/10/1985	INVOICE1

**Screen Shot 10**

- The following box will appear for you to enter as much of the applicant’s details as you have available. E.g. if you only enter the surname without date of birth or DBS reference, it will bring up a list of every applicant with that surname. However, if you enter their date of birth as well, then this will define the search results accordingly.

Find applications by any or all of the following fields

**Find Application**

OUR REFERENCE:

FORENAME:

SURNAME:

DATE OF BIRTH: DD MM YYYY

APPLICATION REFERENCE:

SEARCH ARCHIVED:

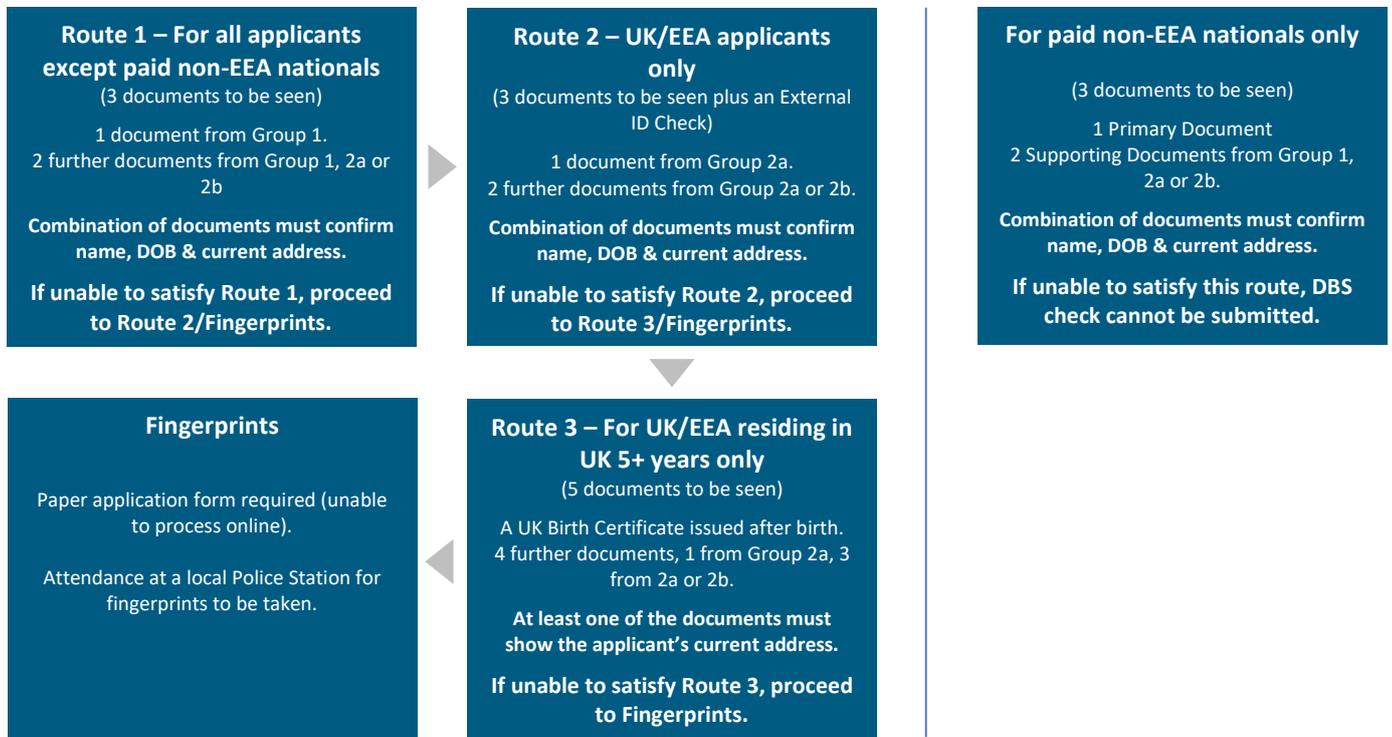
**SEARCH**

**ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN TEN MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF FOR SECURITY REASONS.**

## CONTACT DETAILS

If you experience any technical issues with the online system, please contact our Client Relations Team on 01420558752. Lines open 9.00am-5.30pm Monday to Friday. Alternatively, you can contact us by e-mail at [db.enquiries@capita.co.uk](mailto:db.enquiries@capita.co.uk)

# DBS List of Acceptable Identification



## Group 1

### Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence – photo card (UK / Isle of Man / Channel Islands and EEA) (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands) (Issued within 12 months of birth)

Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces. (Photocopies are not acceptable)

- Adoption Certificate (UK / Channel Islands)

## Paid Non-EEA Nationals

### Primary Documents

- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
- A **current** Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.

- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is **less than 6 months old together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- A **Positive Verification Notice** issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Group 2a Trusted Government Documents	Group 2b Financial & Social History Documents
<ul style="list-style-type: none"> <li>• Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional)</li> <li>• Current Driving Licence – paper version (UK / Isle of Man / Channel Islands / EEA) (Full or Provisional)</li> <li>• Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth)</li> <li>• Marriage / Civil Partnership Certificate (UK / Channel Islands)</li> <li>• HM Forces ID Card (UK)</li> <li>• Fire Arms Licence (UK / Isle of Man / Channel Islands)</li> <li>• Immigration document, work permit or VISA (Issued outside of EEA) (Valid only for roles whereby applicant is living and working outside of UK.)</li> </ul>	<ul style="list-style-type: none"> <li>• Mortgage Statement (UK or EEA) **</li> <li>• Bank/Building Society Statement (UK, Channel Islands or EEA) *</li> <li>• Bank/Building Society Account Opening Confirmation Letter (UK) *</li> <li>• Credit Card Statement (UK or EEA) *</li> <li>• Financial Statement e.g. pension, endowment, ISA (UK) **</li> <li>• P45/P60 Statement (UK / Channel Islands) **</li> <li>• Council Tax Statement (UK / Channel Islands) **</li> <li>• Utility Bill (UK) - Not Mobile Phone *</li> <li>• Benefit Statement (UK) e.g. Child Allowance, Pension *</li> <li>• Document from Central/ Local Government/ Government Agency/ Local Authority (UK / Channel Islands) * e.g. DWP, Employment Service, HMRC, Job Centre, Social Security</li> <li>• EEA National ID Card – must be valid</li> <li>• Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid</li> <li>• Irish Passport Card – must be valid (Cannot be used with an Irish Passport)</li> <li>• Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)</li> <li>• Non-EEA Bank/Building Society Statement * Valid only for roles where applicant is living and working outside of UK – Branch must be located in the country in which the applicant lives and works</li> </ul>
<p><b>Please note if a document in the List of Valid Identity Documents is:</b></p> <ul style="list-style-type: none"> <li>• Denoted with * - issued in the last 3 months</li> <li>• Denoted with ** - issued in the last 12 months</li> </ul>	