

# Basic DS Online Disclosure Guide (eBulkPlus)

Applicant Guidance Notes



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## Applicant Guidance Notes

An online basic Disclosure Scotland (DS) check 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. If you do not own your own computer, you can go to any internet café or local library. Please be aware that you must complete your application form in full, as part completed applications form cannot be saved.

## Starting your application

You can start your application one of two ways depending on how you have been invited by the employer requesting this check to be carried out on you.

### Option 1 – via a direct link within an email invitation

If you have received an email invitation containing a direct link to completing your application, simply click the link contained in your email and skip to page 5 of this guide.

### Option 2 – accessing our system through your browser

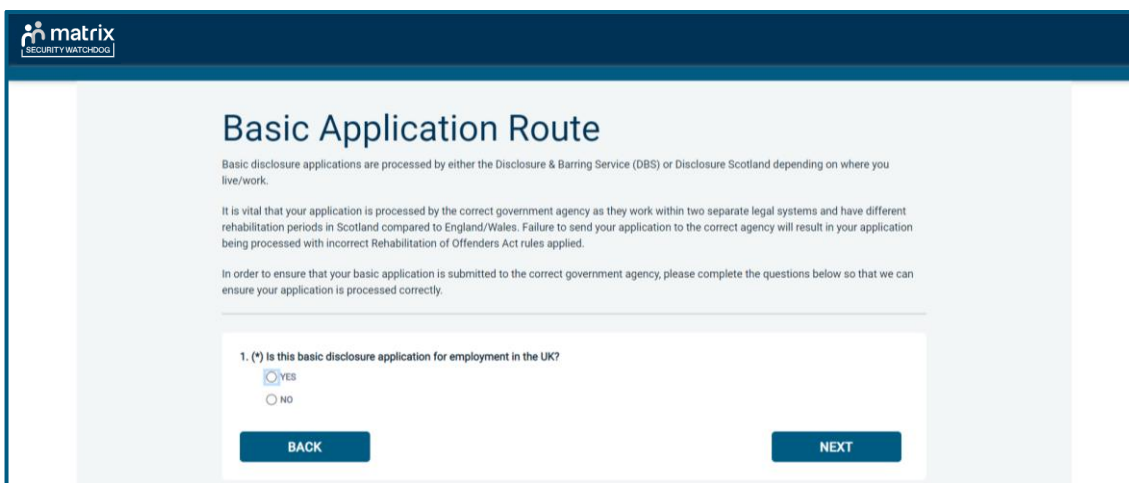
Please enter the following address in the web browser:

<https://matrixscreening.com/cheqs>

If you are **not** taken directly to the ‘**Start New Application**’ page, please click on ‘**Start Application**’ in the box entitled ‘**Basic Disclosure Application**’ to enter the system and start your application.

You will now be taken to the basic routing screen in order to determine whether your basic applications needs to be processed by Disclosure Scotland or the DBS based on where you live/work.

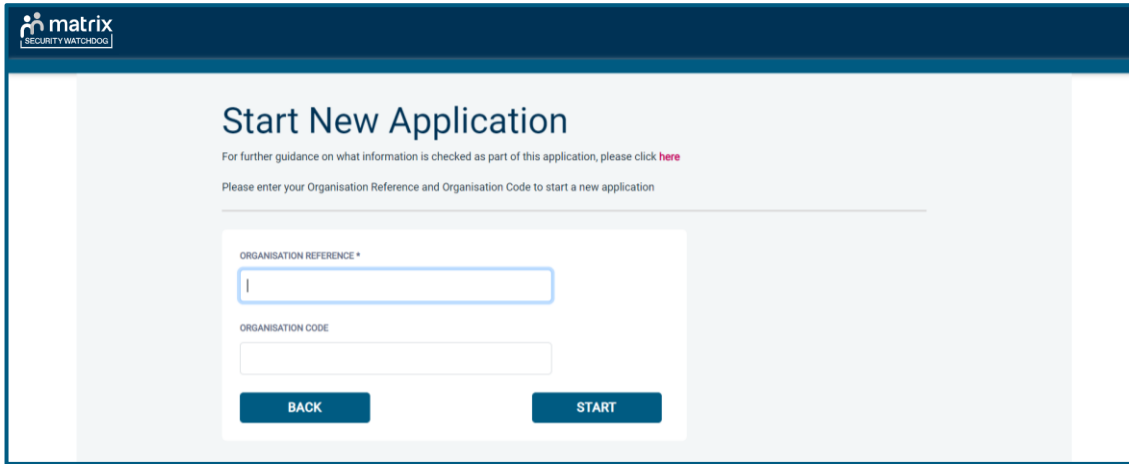
For applicants based in Scotland who require a basic Disclosure Scotland check, the answers to these questions will point to ‘Scotland’.



Once the questions have been answered, please click ‘Next’.

Please note at this stage of the process your login details are case sensitive.

1. Enter the Organisation Reference that has been supplied to you by the company that you will be/are working for.
2. Enter the Organisation Code that has been supplied to you by the company that you will be/are working for.

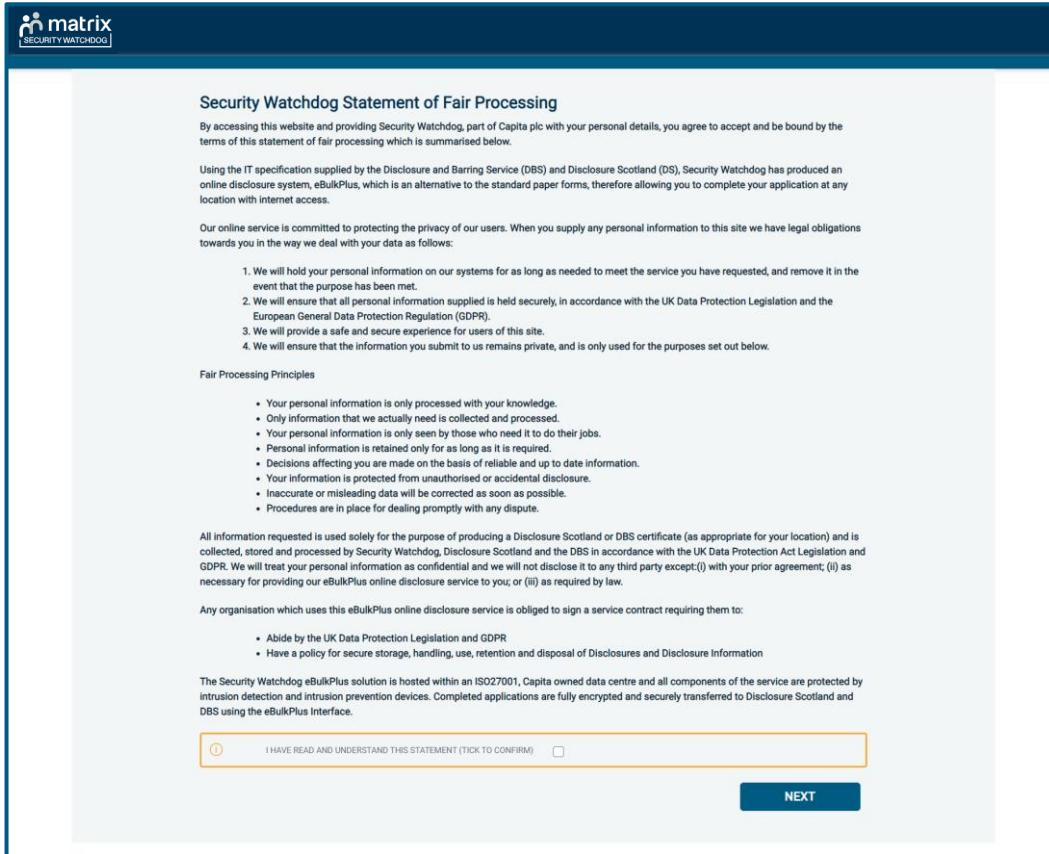


The screenshot shows a web interface for starting a new application. At the top left is the 'matrix SECURITY WATCHDOG' logo. The main heading is 'Start New Application'. Below the heading, there is a link for further guidance and a prompt to enter the Organisation Reference and Organisation Code. The form contains two input fields: 'ORGANISATION REFERENCE\*' and 'ORGANISATION CODE'. At the bottom of the form are two buttons: 'BACK' and 'START'.

Once you have completed this section click 'Enter'.

# Statement of Fair Processing

You will now be taken to the 'Statement of Fair Processing' outlining the terms and conditions. Please read the statement and tick the box to confirm this has been read and agreed to.



The screenshot shows a web page titled "Security Watchdog Statement of Fair Processing". It contains the following text:

**Security Watchdog Statement of Fair Processing**

By accessing this website and providing Security Watchdog, part of Capita plc with your personal details, you agree to accept and be bound by the terms of this statement of fair processing which is summarised below.

Using the IT specification supplied by the Disclosure and Barring Service (DBS) and Disclosure Scotland (DS), Security Watchdog has produced an online disclosure system, eBulkPlus, which is an alternative to the standard paper forms, therefore allowing you to complete your application at any location with internet access.

Our online service is committed to protecting the privacy of our users. When you supply any personal information to this site we have legal obligations towards you in the way we deal with your data as follows:

1. We will hold your personal information on our systems for as long as needed to meet the service you have requested, and remove it in the event that the purpose has been met.
2. We will ensure that all personal information supplied is held securely, in accordance with the UK Data Protection Legislation and the European General Data Protection Regulation (GDPR).
3. We will provide a safe and secure experience for users of this site.
4. We will ensure that the information you submit to us remains private, and is only used for the purposes set out below.

**Fair Processing Principles**

- Your personal information is only processed with your knowledge.
- Only information that we actually need is collected and processed.
- Your personal information is only seen by those who need it to do their jobs.
- Personal information is retained only for as long as it is required.
- Decisions affecting you are made on the basis of reliable and up to date information.
- Your information is protected from unauthorised or accidental disclosure.
- Inaccurate or misleading data will be corrected as soon as possible.
- Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose of producing a Disclosure Scotland or DBS certificate (as appropriate for your location) and is collected, stored and processed by Security Watchdog, Disclosure Scotland and the DBS in accordance with the UK Data Protection Act Legislation and GDPR. 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 eBulkPlus online disclosure service to you; or (iii) as required by law.

Any organisation which uses this eBulkPlus online disclosure service is obliged to sign a service contract requiring them to:

- Abide by the UK Data Protection Legislation and GDPR
- Have a policy for secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information

The Security Watchdog eBulkPlus solution is hosted within an ISO27001, Capita owned data centre and all components of the service are protected by intrusion detection and intrusion prevention devices. Completed applications are fully encrypted and securely transferred to Disclosure Scotland and DBS using the eBulkPlus interface.

I HAVE READ AND UNDERSTAND THIS STATEMENT (TICK TO CONFIRM)

**NEXT**

Once you have ticked the consent box please click 'Next'

- The application form is a simple four step process. Please complete all fields.
- Mandatory fields are denoted by (\*)

**Mistakes on the application form will cause delays in processing**

# Section 1 – About you

## Third Party Details

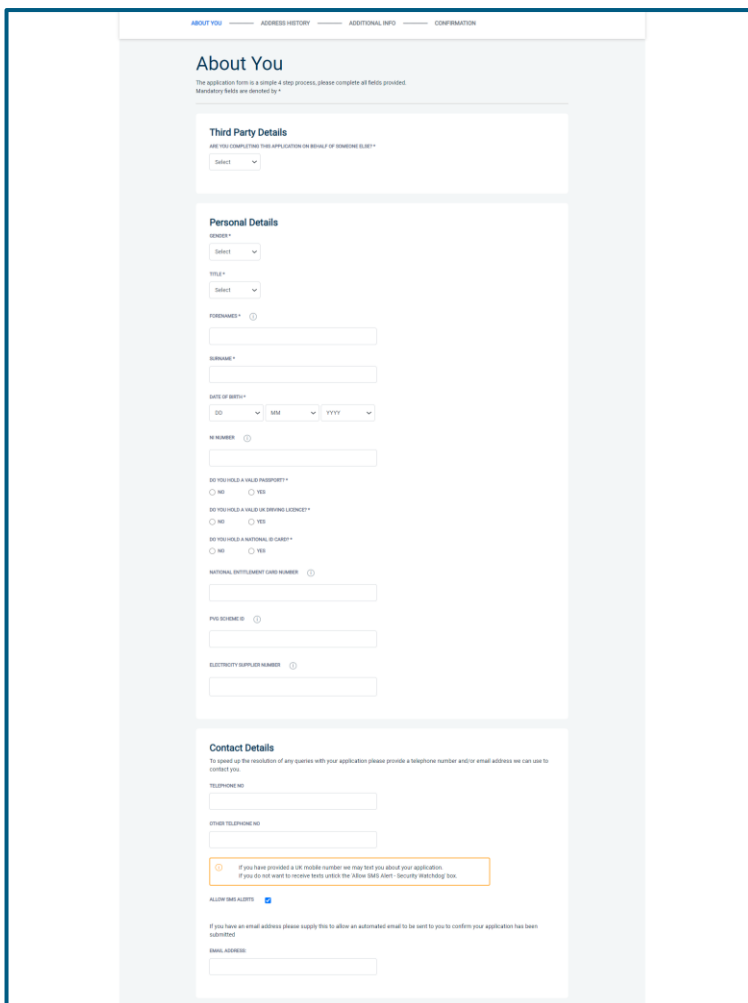
If you are completing the application on behalf of someone else, please ensure you answer ‘Yes’ to the first question within the ‘Third Party Details’ section. Please then provide your personal details within the ‘Third Party Details’ section but the details of the person you are completing it on behalf of, for the rest of the application.

## Personal Details

Please enter your personal details.

If you have any middle name(s) ensure that you enter these details within the ‘Forename’ field, particularly those that appear on your identity documents, e.g. passport, driving licence, birth certificate, etc. Any missing information from this or any other section can severely delay the processing of your criminal record check.

**If you are providing a contact telephone number, please DO NOT include any spaces between digits.**



The screenshot shows a web form titled 'About You' with a progress bar at the top indicating the current step. The form is divided into three main sections: 'Third Party Details', 'Personal Details', and 'Contact Details'. The 'Third Party Details' section has a dropdown menu for 'Are you completing this application on behalf of someone else?'. The 'Personal Details' section includes dropdowns for 'Gender' and 'Title', text boxes for 'Forenames', 'Surname', and 'National Entitlement Card Number', a date selector for 'Date of Birth', and radio buttons for 'Do you hold a valid passport?', 'Do you hold a valid UK driving licence?', and 'Do you hold a National ID Card?'. There are also text boxes for 'Passport ID' and 'Electricity Supplier Number'. The 'Contact Details' section includes text boxes for 'Telephone No.' and 'Other Telephone No.', a warning box about providing a UK mobile number, a checkbox for 'Allow text alerts', and a text box for 'Email Address'.

Once you have completed this section click ‘Next’.

## Section 2 – Address History

Please enter your current address either using the address lookup tool or manually. If you have not lived at this property for more than five years, you will be taken to another screen. Here you will be required to add any additional addresses to ensure your address history goes back the required five years. **Please note if you do not provide a minimum of five years address history, you will not be able to proceed to the next stage of the application process.**

### Address Dates

There cannot be any gaps/overlaps in your address history. Please ensure that the month and year of each address follows that of the previous address. Students who switch between their permanent residence and educational establishments must enter each address with dates consecutively e.g. parents' address Dec 2009 – Jan 2010, university address Jan 2010 – March 2010, parents' address March 2010 – April 2010 etc. Do not run addresses/dates simultaneously as your application form will be rejected by Disclosure Scotland. Once an address has been entered, you can edit any information by clicking on the 'Edit' button.

### Postcode

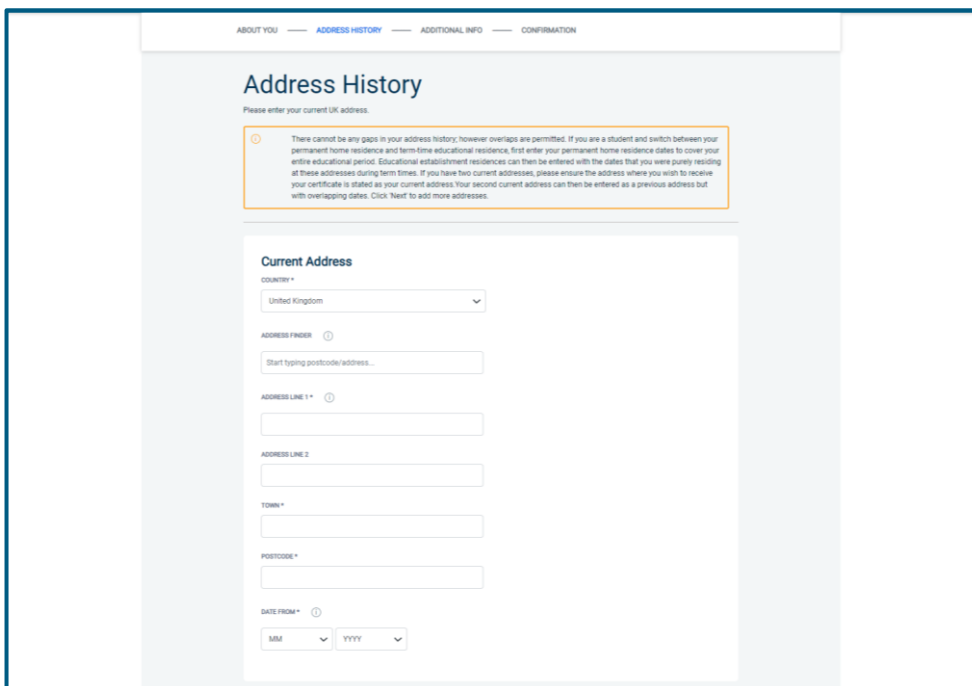
Please ensure that all UK addresses have a full postcode; if you cannot remember your postcode please use the address lookup tool to populate the address by searching using the first line of your address.

### No Fixed Abode UK

If you were of no fixed abode within the UK please enter the nearest hostel address to the location you were based.

### Foreign Addresses/Travelling Overseas

If you have travelled overseas and cannot supply the address for a foreign country then please enter 'no fixed abode' for Address line 1. Please then enter the Town/City and Country of where you were residing within this period.



The screenshot shows the 'Address History' section of an application form. At the top, there are navigation tabs: 'ABOUT YOU', 'ADDRESS HISTORY', 'ADDITIONAL INFO', and 'CONFIRMATION'. The main heading is 'Address History' with a sub-instruction: 'Please enter your current UK address.' Below this is a warning box with an orange border and a red 'X' icon, containing the following text: 'There cannot be any gaps in your address history; however overlaps are permitted. If you are a student and switch between your permanent home residence and term-time educational residence, first enter your permanent home residence dates to cover your entire educational period. Educational establishment residences can then be entered with the dates that you were purely residing at these addresses during term times. If you have two current addresses, please ensure the address where you wish to receive your certificate is stated as your current address. Your second current address can then be entered as a previous address but with overlapping dates. Click 'Next' to add more addresses.' Below the warning box is the 'Current Address' form. It includes a 'COUNTRY\*' dropdown menu with 'United Kingdom' selected. An 'ADDRESS FINDER' section has a text input field with the placeholder 'Start typing postcode/address...'. Below that are three 'ADDRESS LINE' input fields (ADDRESS LINE 1, ADDRESS LINE 2, and ADDRESS LINE 3). There are also input fields for 'TOWN\*', 'POSTCODE\*', and 'DATE FROM\*' (with a calendar icon). The 'DATE FROM\*' field has 'MM' and 'YYYY' dropdown menus.

Once you have completed this section click 'Next'

## Section 3 – Additional Info

### Other Details

- Enter details for your town of birth.
- Enter your Country of Birth
- Enter your Nationality at Birth
- Enter your Mother’s maiden (or family) name.

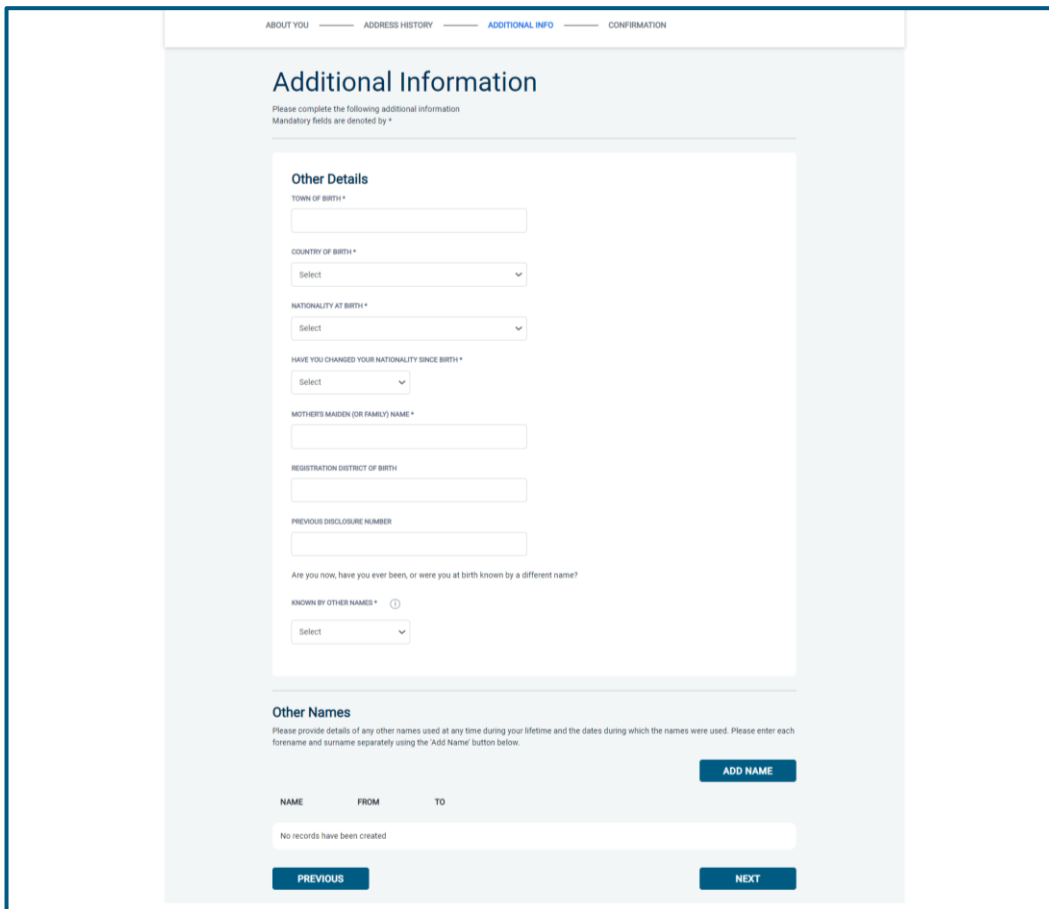
### Known By Other Names

Please select ‘Yes’ or ‘No’ from the dropdown list.

### Other names

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename, middle name(s) and surname separately using the 'Add Name' button below. If you have used any aliases, e.g. William known as Bill, please also supply these details.

**Failure to supply any additional information may cause your application to be delayed.**



ABOUT YOU — ADDRESS HISTORY — **ADDITIONAL INFO** — CONFIRMATION

### Additional Information

Please complete the following additional information  
Mandatory fields are denoted by \*

#### Other Details

TOWN OF BIRTH\*

COUNTRY OF BIRTH\*

NATIONALITY AT BIRTH\*

HAVE YOU CHANGED YOUR NATIONALITY SINCE BIRTH\*

MOTHER'S MAIDEN (OR FAMILY) NAME\*

REGISTRATION DISTRICT OF BIRTH

PREVIOUS DISCLOSURE NUMBER

Are you now, have you ever been, or were you at birth known by a different name?

KNOWN BY OTHER NAMES\* ⓘ

ADD NAME

NAME	FROM	TO
No records have been created		

PREVIOUS NEXT

Once you have completed this section click ‘Next’



## Section 4 – Confirmation and consent

Now please read through your application to ensure that there are no omissions/errors before you submit your application. If you wish to edit a section of your application click on 'edit' next to the section of the form that requires changes.

At the end of the application please make sure that you complete the Applicant Consent section.

ABOUT YOU
ADDRESS HISTORY
ADDITIONAL INFO
CONFIRMATION

### Application Confirmation and Consent

To complete this application, please review the details entered, tick the consent box at the bottom of this page and click the Complete button.

**Third Party Details** Edit

FORENAMES  
SURNAME  
EMAIL  
TELEPHONE NO  
JOB TITLE

**Personal Details** Edit

TITLE  
MR  
FORENAMES  
TEST  
SURNAME  
TEST  
DATE OF BIRTH  
01/01/1998  
GENDER  
MALE  
VALID PASSPORT  
No  
VALID DRIVING LICENCE  
No  
VALID NATIONAL ID CARD  
No  
VALID NATIONAL ENTITLEMENT CARD  
MEMBER OF PVS SCHEME  
No

**Contact Details** Edit

(None given)

**Address History** Edit

TEST		
TEST	Jan 2013	Present
51 1AA UNITED KINGDOM		

**Other Details** Edit

TOWN OF BIRTH  
TEST  
COUNTRY OF BIRTH  
UNITED KINGDOM  
MOTHER'S MAIDEN NAME  
TEST  
REGISTRATION DISTRICT OF BIRTH

**Application Consent**

Information you have supplied on this form and on the Disclosure record to which this relates may be passed to other Government organisations and law enforcement agencies.

I declare that, to the best of my knowledge and belief, all of the information that I have given in connection with this application is full and correct in every respect.

I undertake to supply any additional information that may be required by Disclosure Scotland to verify the particulars given and also to inform Disclosure Scotland immediately of any alterations in these particulars.

I give consent for this information to be passed to Capita Recruitment Vetting Service (CRVS) in order to process my Disclosure.

I give my permission for Disclosure Scotland to send my Disclosure Certificate directly to CRVS or the Recruiting Employer and understand that I will not receive a copy at my home address.

**WARNING** It is an offence if you knowingly make a false statement for the purpose of obtaining, or enabling another person to obtain, a Disclosure. The work of Disclosure Scotland includes checking that all the information given is genuine.

By signing the declaration on this form, you are explicitly consenting for the data you provide to be processed in the manner described above.

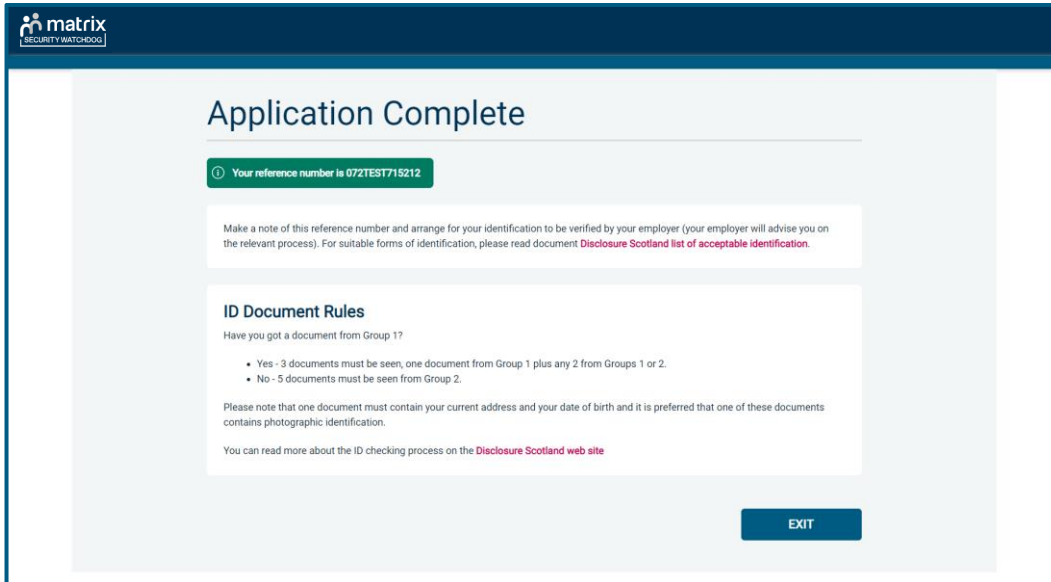
Please tick this box to indicate your consent:

PREVIOUS

COMPLETE

Now click 'Complete'.

You have now completed your application form and you will be given a reference number. Please make a note of this number for reference purposes. If you entered an email address onto your application form you will receive a confirmation email containing these details.



Your application will be processed by your employer once they have verified your identity. Please see below for guidance on identity verification.

## Next step - Identity Verification

In line with Disclosure Scotland's code of practice all applicants requiring a Disclosure Scotland check must have their identity verified.

## How do I have my identity verified?

There are two ways in which your identity can be verified, either digitally and remotely via our certified identity service provider (IDSP) or by providing original identification to your employer. Your employer will inform you how they wish to verify your identity. If you are verifying your identity digitally, you will receive a unique link by email to upload your documents and a selfie to our IDSP platform. If you are verifying your identity manually, please provide original identification to your Company's Nominated Person (usually Recruitment or HR Manager) and provide identification as listed in the acceptable ID table (see table below). Your application form will be processed by your employer once they have verified your identity, and then sent onto Disclosure Scotland.

## CONTACT DETAILS

Please contact your HR Team/Recruiting Manager if you have any queries regarding the DS application process. If you experience any technical issues with the online system, please contact the Client Relations Team on 01420558752. Lines open 9.00am-5.30pm Monday to Friday. Alternatively you can contact us by e-mail at [dbs.enquiries@teammatrix.com](mailto:dbs.enquiries@teammatrix.com)

# Disclosure Scotland List of Acceptable Identification

## For all applicants

(2 documents to be seen)

1 ID document

1 further proof of address document

Combination of documents must confirm name, DOB & current address.

If unable to supply required documents, basic check cannot be submitted.

## Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence – photo card (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands)  
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)
- Marriage / Civil Partnership Certificate (UK / Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)
- NHS Card
- EEA National ID Card
- National Identity Card from a country outside the European Economic Area (EEA)

## Proof of Address Documents

Issued within the last 12 months

- Mortgage Statement
- Bank/Building Society Statement  
Online statements are acceptable however Monzo statements are not acceptable
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (Online statements are acceptable)
- Financial Statement e.g. pension, endowment, ISA (UK)
- P45/P60 Statement (UK / Channel Islands)
- Council Tax Statement (UK / Channel Islands)
- Tenancy Agreement (must be typed, not handwritten)
- Utility Bill - Not Mobile Phone (Online statements are acceptable)
- Insurance policy document or letter
- TV Licence letter (UK / Isle of Man / Channel Islands)
- Benefit Statement (UK) e.g. Child Allowance, Pension
- Document from Central/ Local Government/ Government Agency/ Local Authority (UK / Channel Islands)  
e.g. DWP, Employment Service, HMRC, Job Centre, NHS
- Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)
- Current Driving Licence – photo card (Full or Provisional)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)