



# **Primary Applicant Manager Guidance Notes**

DBS Online Disclosure Guide (eBulkPlus)



**Commercial in confidence** 





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## **Primary Applicant Manager Guidance Notes**

Our online DBS/digital Right to Work/Media 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. The software is simplistic and easy to use. You can gain access to the system within minutes.

You have been granted access to eBulkPlus in the role of a Primary Applicant Manager. A Primary Applicant Manager can view and edit all applications created under the organisation or specific division they have been created under. A Primary Applicant Manager can stipulate what ID has been seen in relation to an applicant and complete Section Y details. After an applicant's ID has been verified and Section Y completed, a Primary Applicant Manager has the authority to approve an application for countersigning.

### Logging onto the System

Please enter the following address into your web browser:

#### https://matrixscreening.com/cheqs

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

- Click on 'Application Management'.
- 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	J.
ORGANISATION REFERENCE*  USERNAME*  DATE OF BIRTH*  DD V MM V YYYY V BACK ENTER	FRET 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 below (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 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.** 

Application Management Please enter your password.		
PASSWORD •	LOGIN	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 password?

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.
- Please then click 'Update'.

Application Management section. The password must be between 8-30 alphanumeric characters	lease create a new password and enter your Date of Birth. These details will then be used for all future system access to the			
Your Login Details CURRENT PASSWORD: CONFIRM NEW PASSWORD: CONFIRM NEW PASSWORD: DATE OF BRITH: 01 Jan 2001 V	UPDATE			

**Screen Shot 3** 





• 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 (please note you do not need to re-enter your password details once the green box has appeared).

,	\PPLICATIONS	Ŧ	
	System Security		
	Thank you - update successful Click here to enter System		

#### Screen Shot 4

• This will now take you to the main eBulkPlus Home Page called the 'Dashboard' (see screen shot 5 below).

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	*
Applications E The table below provides an overview of the st applications over 180 days old and Disclosure archived.	atus of your current applications within th		Create Invite	
Pre Submission				
Invitations Sent	12	Awaiting Digital ID	15	
Awaiting Verification Awaiting Media Check Request	0	Awaiting External ID Queried Applications	144	
Awaiting Authorisation	937	Awaiting Payment	0	
Transfer				
Queued	12			
Sent	3			
Submitted				
Processing			28	
Certificate Review Required			0	
Completed			4	

**Screen Shot 5** 





# Inviting an applicant to submit their application

You can generate an email invite to an applicant(s) inviting them to submit their application for any combination of the following checks – DBS check (with or without digital ID check), digital Right to Work check and Media check, all from within the eBulk dashboard. This can be done by clicking the 'Create Invite' button at the top of the dashboard.

You will be taken to the invitation page where you can generate your invite (screenshot 6 below).

- You will need to select the 'Organisation' that you wish the applicant to create their application under, you will be able to select any organisations that you are linked to. You will be able to select the types/levels of check that you require the applicant to submit from the 'Checks Required' tick list below.
- You are then required to enter the applicant's forename, surname and email address into the boxes provided. If you wish to invite more than one applicant to create this specific level of check for this specific organisation you can click the 'Add Candidate' button as many times as required to invite multiple applicants.

n ma	trix 					
	DAS	HBOARD	APPLICATIONS	RESULTS	REPORTS	1
	Enter the		idate Invite eate an email invite issued to the cand	idate that will ask them to create th	eir application.	
	ORGAI	ite Details	~			
		ss REQUIRED * DBS Standard/Enhanced DBS Basic DS Basic Digital Right to Work Check Media Check				
	FORE	IAME*				

**Screen Shot 6** 

If you need to invite a large list of individuals, you can use the 'Bulk Upload' feature instead allowing you to upload a spreadsheet of applicants to be invited (screenshot 7 below). If you wish to use this feature, please leave the forename, surname, and email address fields blank and instead upload a pre-created spreadsheet. A blank template is provided in the eBulk footer if required. The spreadsheet must contain 3 columns only (Forename, Surname, Email address), any invalid data contained in the spreadsheet when uploaded will fail validation and be highlighted to you at the top of the screen.

Bulk Upload
Select Excel File Choose file No file chosen
Unoose me Ivo me chosen

Screen Shot 7





- Next, you are required to select a template from the 'Email Template' drop-down field (screenshot 8 below). You will
  have different template choices available to you based on the checks requested as part of the invite. Selecting one
  of these will populate the content of the invite email on-screen for you to review and amend if required. The prepopulated wording of these templates will either be the default wording coded into our system or a bespoke
  template for your organisation.
- Finally, click 'Send' to generate the invite to issue the invite to the applicant(s) entered.

	Template Details	
	EMAIL TEMPLATE *	
	Select ~	
	Select New Starter Invite Email Renewal Invite Email Tools View	
	$\Leftrightarrow \coloneqq \lor \equiv \lor \Xi 5 \Leftrightarrow \Rightarrow B I \ \sqcup \ S \dashrightarrow$	
	P POWERED BY TINY	
	BACK SEND	
erroon Shot 9		





## How to track/chase invitations

**Step 1** - Once invitations have been generated and sent, they are stored in the system until the applicant creates their application from the invite they have received. On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on 'Invitations Sent'.

You will be able to see the invitations that have been sent, waiting for the applicant to create their application. When an applicant has created their DBS/DS application from the invite they have received, it will move from this dashboard folder and into the 'Awaiting Verification' folder. A Right to Work application form will move from into the 'Awaiting Digital ID' folder and a Media Check application form will move into the 'Awaiting Media Check Request' folder.

DASHBOARD		APPLICATIO	NS		RESULTS		REI	PORTS		1	
Invitations sen The table contains in			yste	em and are awaiting co	mpletion by the candi	date					
- Select	- LEV		~	ORGANISATION		~	ISPLAY		~		
ORDER BY	~ s	UBMIT									
								FIND INVIT	ATION		
Date Invited	Invitation Ref	Sumame		Email Address	CC Email Address	Org I	Ref	Checks Requ	ired		
19/07/2023 <b>[DBS]</b>	1964SMIT353	SMITH		john.smith@test.co m		CHE	QSORG	005			
06/07/2023 [DBS]	IB19PARR330	PARROTT		will.parrott@capita. com		CHE	QSORG	085			

Screen Shot 9

Step 2 - Opening an invite: Click on an applicant's reference number to open their invitation (see screen shot 9 above)

Step 3 - Overview, you will now see two tabs of the invitation (see screen shots 10 & 11 below)

<b>X</b>				
DASHBOARD	APPLICATIONS	RESULTS	REPORTS	±.
Applications	B → 1964SMIT3 wed below.	53		
Invite Created: 19/07/2023	ITHDRAW			
OVERVIEW INVITE				
Invite Header				
APPLICANT NAME:	JOHN SMITH			
STATUS:	Invite Sent			
EMAIL ADDRESS:	john.smith@test.com			
CHECK TYPE:	DBS Basic			
APPLICATION TYPE	DBS Basic Social Media Check			

Screen Shot 10





natrix					
	DASHBOARD	APPLICATIONS	RESULTS	REPORTS	*
	Applicatior	<mark>IS</mark> → I964SMIT3	53		
	The details of this invite can be				
	Invite Created: 19/07/2023				
	RESEND	WITHDRAW			
	OVERVIEW INVITE				
	Personal Details				
	FORENAME	JOHN			
	SURNAME	SMITH			
	EMAIL ADDRESS	john.smith@test.com			
	BACK				
een Sho					

**Step 4** – Invitation, to view the details entered for the invitation click the 'Invite' tab. If these details are incorrect, these can be updated by a user with the appropriate access (see screen shot 11).

**Step 5** – Chasing an invitation

- If you wish to resend the invitation, please click the **'Resend'** button at the top of the page. This will resend the original invitation email to the email address detailed on the 'Invite' tab.
- Invitations will be automatically chased by the system at a default chase pattern of 3 times every 3 days unless a different chase pattern has been configured for your organisation. After the final chase, the applicant will then have a further 30 days to create their application until the invitation is automatically withdrawn by the system.
- If the invitation is no longer required, it can be withdrawn at any time using the **'Withdraw'** button at the top of the page. This will remove the invite from the **'Invitations Sent'** folder.





## How to verify ID & Complete Section Y

**Step 1** – On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on 'Awaiting **Verification**'. Please note that you will be able to see the total number of application forms you have awaiting ID verification and Section Y to be completed.

The DBS applications in this folder can be filtered using the '**ID Check**' and '**Section Y**' drop-down menus from the toolbar if the 'Channel' has been set to 'DBS'. These can be used to only see applications awaiting just the ID Check, just Section Y, or both. It can also be used to filter out applications that have had both the ID Check and Section Y completed, but that are just awaiting approval (see screen shot 6 below)

DASHBOARD		APPL	ICATIONS	RESULT	5	REPORTS
Applications for	or Checking					
				/or Section Y for DBS) to be comp complete the required sections.	eted and approved.	
CHANNEL		LEVEL		STATUS	ORGANISATION	
- Select -	~	Select	~	Waiting ID Check	✓ CHEQSORG	~
DISPLAY		ORDER BY			_	
10	~	Latest	~	SUBMIT		
						FIND APPLICATION
Date Created	Our Ref		Sumame	Date Of Birth	Org Ref	Checks Required
18/07/2023 [D	BS] 574TEST5	280	TEST	04/04/1996	CHEQSORG	

Screen Shot 12



Click on an applicant's reference number to open up their application form (see screen shot 13 below)

DASHBOARD		APP	LICATIONS	RES	ULTS		REPORTS
Applications f	or Checking						
				or Section Y for DBS) to be co complete the required section		d and approved.	
CHANNEL		LEVEL		STATUS		ORGANISATION	
- Select -	~	Select	~	Waiting ID Check	~	CHEQSORG	~
DISPLAY		ORDER BY					
10	Ŷ	Latest	Ŷ	SUBMIT			
							FIND APPLICATION
Date Created	Our Ref		Sumame	Date Of Birth		Org Ref	Checks Required
18/07/2023 D	BS] 574TEST5	280	TEST	04/04/1996		CHEQSORG	100 x
18/07/2023	BS 836TEST5		TEST	07/05/1990		CHEQSORG	

Screen Shot 13





App Created:	20/07/2023	Registered For Update Service >
Check ID:	Incomplete	
Section Y:	Incomplete	
WITHDRAW		
OVERVIEW APPLICATION	NOTES DOCUMENTS	AUDIT
Application Header		
APPLICANT NAME	TEST TEST	
DATE OF BIRTH	06/03/1983	
ORGANISATION NAME	CHEQS ORGANISATION	
OUR REFERENCE	1916BART354	
DATE OF CONSENT	20/07/2023 16:19:12	
DBS Application		

#### Screen Shot 14

**Step 3** – You will now see an overview of the applicant's completed form with 4 other available tabs, Application, Notes, Documents and Audit (see screen shot 14).

- Notes tab this provides the facility to add any notes relating to an application for other Primary Applicant Managers to see. To add a note, click the 'Notes' tab then click the 'Add Note' button. After entering the note, select 'Save'.
- **Documents tab** the reports returned as a result of any digital ID, digital RtW or Media Check will be available to download from this tab.
- Audit tab this provides a real-time audit trail of any activity relating to an application. This will show the date and time when a user views or edits an application as well as when the ID Check/Section Y was completed.

**Step 4** – **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 shots 15 & 16).

If any of the information stated on the application is incorrect this can be amended. To edit any part of the application, click 'Edit' against that section of the application. Once you have amended the information on the application, click the 'Next' button at the bottom of the page to go back to the overview screen. A Primary Applicant Manager can amend any part of the application up until it has been countersigned by us; once the application has been countersigned it can no longer be edited.

RVIEW APPLIC	CATION NOTES AUDIT		Contact Details		
hird Party Det	ails	Edit	LANGUAGE ENCLIS	н	
RENAME	THIRDPARTY FORENAME		TELEPHONE NO 075487	12064	
AME	THIRDPARTY SURNAME		EMAIL ADDRESS candida	teemail@example.test.com	
	thirdparty_email@example.com				
HONE NO	43434344334				
TLE	Tester		Address History		
			ADDRESS	FROM	то
ersonal Detail	ls	Edit	FLAT 1 UK STREET UK TOWN		
ut	MR		UK COUNTY AAGO DAA	01 Jan 2020	Present
INAME	SECTION Y		UNITED KINGDOM		
OLE NAMES			FLAT 2		
GAME	CHECK ID		2 UK STREET UK TOWN		
OF BIRTH	02/10/1985		UK COUNTY AAOO DAA	01 Jan 2015	01 Jan 2020
ER .	MALE		UNITED KINGDOM		
MBER					

Screen Shot 15





#### Step 5 - 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 14 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. If a digital ID check has already been requested but hasn't yet completed, it will state '**Pending Digital ID Result**'
- To complete the ID verification section, click on 'Complete ID Check', 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 17 below).

You will have three options for how you wish to perform the identity check. This can be carried out by using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you.

DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
Identity Che	eck Method			
You are now required to underta individual this check is being ca	ke an identity check to ensure the person rried out against.	al details entered on this application	on match the details held by the	
The identity check can either be to you by the applicant.	carried out using a certified identity servi	ce provider (IDSP) or by manually	witnessing original documents provided	
Please select from the options b	eelow, how you wish to validate the identit	y of the individual this application	has been completed for.	
<ul> <li>Invite the applicant to under</li> </ul>	rtake a digital ID check (plus digital Right to Worl	check if required)		
	SH TO INVITE THE APPLICANT TO UNDERGO A DIGITAL IC	CHECK USING OUR CERTIFIED IDENTITY SERV	VICE PROVIDER (IDSP)	
0 1	YE ALREADY CARRIED OUT A DIGITAL ID CHECK THROUG	H YOUR OWN PROVIDER		
0 .	ually using original documents provided by the a WE CARRIED OUT THE ID CHECK MANUALLY USING DOCU			
ВАСК			NEXT	
nt Consent Form tation of offenders Guidance		DBS Code of Practice Bulk Invite Template		

Screen Shot 17

#### Verifying identity using the eBulk digital ID integration

This facility allows for the identity verification to be performed digitally and remotely without the need for the applicant to present original documents to you to be verified. It also allows you to request a digital Right to Work check at the same time as performing the identity verification digitally.

If you didn't request a digital ID check as part of the invite created and you wish to carry out the identity check using our certified identity service provider, please select 'Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required)' (see screen shot 17 above.)

You will now be taken to the digital invite page which will automatically populate the name and email address of the applicant where present (see screen shot 18 below.) To invite the applicant to undertake just a digital ID check, please select 'Digital ID Check Only' from the 'Digital ID Check Type' drop-down list and ensure their name and email address are populated along with selecting the email template to issue them. This will generate an email to the applicant allowing them to carry out their digital ID check via our certified IDSP.





To invite the applicant to undertake a digital ID check and a digital Right to Work Check, please select 'Right to Work + Digital ID Check' from the 'Digital ID Check Type' drop-down list and ensure their name and email address are populated along with selecting the email template to issue them. This will generate an email to the applicant allowing them to carry out their digital ID check and digital Right to Work check at the same time via our certified IDSP.

DASHBOARD APPLICATIONS RESULTS REPORTS	4
Create Digital D Invite Applications > 799PAWA713507 The the following information to create an email invite issued to the candidate that will ask them to undertake a digital check. Mandatory fields are denoted by (*) Invite Details Invite Doubork trys Invite Context trys Invite Invite Context trys Invite Inv	ID

**Screen Shot 18** 

Applicants that have been invited to do a digital ID check can be found in the 'Awaiting Digital ID' queue on the main dashboard (see screen shot 5 above.)

Once the digital ID check has been carried out, the ID section of the application will be updated with either a pass or fail result and a PDF report of the digital ID check can be downloaded by clicking the '**Download Digital ID Report**' button (see screen shots 19-22 below.)

If the result of the digital ID check is '**FAIL**', you must read the digital ID report to understand why and verify their identity manually depending on the reason the digital ID check failed. To do this, click the '**RESET ID CHECK**' button at the bottom of the ID screen to restart the identity process, this time selecting an alternative method.

If the result of the digital ID check is '**PASS**', the ID section will be auto completed upon receipt of the digital ID check result and there will be nothing further to do in relating to the identity verification part of the process.

If a digital Right to Work check was also requested, a '**RTW Check**' element will be added to the header of the application and will be updated with either a pass, fail or see report result. A PDF report of the digital Right to Work check can be downloaded by clicking the '**Download Digital ID Report**' button from either the ID screen or the RTW screen.





Identity Check Applications > 921PAWA712630	
Rease confirm the details of the digital ID check carried out below, for further information please refer to the identity locuments section of this screen	
Digital ID Check Result The digital ID check has been carried out and has successfully confirmed the applicant's identity. To view the digital ID check report, please click. Download Digital ID Report below.	
Digital ID - Identify Documents Press sides from to disproduent total balance to documents that were writted by the avritue factory Service Provide (IGDP) to per of the digital ID check control could the UBDP-rease analate to wildles the applicant in address as part of digital ID check, this will need to be writted manually using a document provided by the applicant that meets DBS/Disclosure Sociated onteria.	
APPCART NAME VIKAS PAWAR	
APPLICANT CATEGORY UKJNATIONAL (UK national resident in UK)	L
OWNEY AGNESS 2 SPINICE R AGE CONTROL ON CONT	
547 of BRH 01/01/2000	
DOCUMENT 1	L
Passport (current and valid)	L
occument 2 - select - V	L
CUMENT ACMESS CHORED	L
Yes V Dorthe Bordox Kestar	L
Pass 🗸	L
INFP CERTIFICATION COMPLETION Download Digital ID Report	L
COST CODE / PERSONAL MUMBER	
NAME OF DENTITY SERVICE PROVER (DOSP) USD	
INTERIO CIMINER	
19 V Ott V 2022 V	

Identity Check Applications > 867PAWA712659 Please confirm the deals of the digial ID check carried out below, for further information please refer to the identity Documents section of this screen	
Digital ID Check Result The digital ID Check Result and Check has been carried out however it has not been able to successfully confirm the applicant's identity. To view the digital ID check report and understand why the digital ID check has failed, please click Download Digital ID Report below. In order to proceed, you will need to verify the applicant's identity using an alternative method, Please click the RESET ID CHECK button below to restart the identity process again	
Display the operation of the poly way under the source of the twe way which the poly the source of the poly way under the poly way un	
Fail     Verifies       Start carding at the function of the f	

Screen Shot 20





Right to Work Check Applications > 860PAWA713485	
Digital RTW Check Result The digital RTW check has been carried out and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click Download Digital ID Report' below.	
Digital Right to Work	
APPLICATIONE BASIC DBS PAWAR	
APPLICATE ONE CONF UK-UATIONAL (UK national resident in UK)	
CURRENT ADDRESS 2 EDWARD ROAD CROYDON SURREY CR0 60V UNITED KINGDOM	
04/10/1996	
DOCAMONT 1 Passport (current and valid)	
2003ABH12	
Dottel, stw. D-MCX MBALT Pass	
BOP CERTIFICATE OF COMPLETION Download Digital ID Report	
NAME OF BENTTY SERVICE (HONDER (DEP) GED TruetID Limited	
DATE DIGTUL RTW GREEK CARRED DUT	

#### Screen Shot 21

	ght to Work Check Ilications > 596PAWA713456
т	gital RTW Check Result e digital RTW check has been carried out and included a share code to verify their RTW status. To view the gital ID check report, please click: Townload Digital ID Report below.
	Digital Right to Work
	UPUCANT INAME JASIC DBS PAWAR
	NPNLONT CATEGORY KKNATIONAL (UK national resident in UK)
	XX#847 AD0855 EDWARD RAD SRITCON XX#8FY XX 000
	X11 0F 887H
	Nocument 1 Passport (current and valid)
	холминт 2 У
	aanu, iiri ooco kesuur See Report 🗸
	DRF SERTFICHE OF COMPLETION Overviced Digital ID Report
	wate or exemtly served provider (posy-used
	АНТ В ВОТА, НТИ ОНЕКСАЛИЕВ В ОЛТ 24 Jan V 2023 V





#### Verifying identity using a digital ID check already obtained

This facility allows you to verify the identity using a digital ID check already obtained via your own IDSP outside of our platform. If you wish to verify the identity using this method, please select **'Complete the ID check using a digital ID check already obtained'** (see screen shot 17 above and screen shot 23 below.)

- Please select the ID documents verified by the IDSP as part of the digital ID check undertaken.
- Ensure that you confirm from the drop-down boxes that they have verified the applicant's address and also that they have verified a document containing their date of birth.
- Please upload a copy of the digital ID report obtained from your IDSP by clicking 'Choose File'
- 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).
- Once the ID Check has been saved, if you realise that it has been completed incorrectly or through the wrong route, you can reset the ID Check section and complete it again if required. Please note, you will only be able to do this if you have been assigned the appropriate user privilege to do so. To do this, go back into the ID Check screen and click the **'Reset ID Check'** button found at the bottom of the screen.

Identity Check Applications > 890JALL712700 Please confirm the details of the digital ID check carried out below, for further information please refer to the identity Documents section of this screen.	
Support Line Control function balance in the sequence in the se	
Dutt of With velociditity       No       Bit Configuration       Discoss file       Note of Scientify Sciences Ready uses       Intermediation Sciences Ready uses       Discoss file       Data of Scientify Sciences Ready uses	





#### Verifying identity using original documents provided to you by the applicant

If you do not wish to verify identity using a digital ID check, please select **'Complete the ID check manually using original documents provided by the applicant'** (see screen shot 17 above and screen shot 24 below.)

Identity Chec	k		
Applications > 421TEST71			
Please select the physical documents Documents section of this screen.	s seen using the dropdown lists below, for further i	information please refer to Identity	
Route 1 - Identity Docu	ments		
further two documents from Group 1, 2	to be taken. Three documents in total must be seen; one d 2a or 2b. One document must verify the applicant's current sue to the absence of a Group 1 document you must satisf	address. If you are unable to validate	
Group 1 Documents >	Group 2a Documents >	Group 2b Documents >	
APPLICANT NAME			
TEST TEST			
APPLICANT CATEGORY			
UK_EEA_LONGTERM_RESIDENT (Europ	pean Economic Area national resident in UK for more than	5 years)	
CURRENT ADDRESS			
TEST			
TEST			
S1 1AA			
DATE OF BIRTH			
01/01/1993			
<ul> <li>Please note - the DBS ha this information must be</li> </ul>	ve requested that if an Applicant indicates they have a Pas provided.	sport and/or a Driving Licence then	
If an Applicant declares :	any changes of name, you must ensure that documentary	proof is provided to support this. If an	
	ovide proof to support a change of name, you should hold		
Applicant about the reas	ons why before considering to validate their identity.		
GROUP 1 DOCUMENT			
- select -	~		
voltete -	÷		

#### Screen Shot 24

eBulkPlus will automatically ascertain the route that should (or must) be taken based on the nationality and country of birth stated by an applicant within their application form. If an applicant does not hold sufficient ID to be able to go through Route 1, you will then be required to click the 'Unable to verify ID via Route 1 – proceed to Route 2' 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).
- Once the ID Check has been saved, if you realise that it has been completed incorrectly or through the wrong route, you can reset the ID Check section and complete it again if required. Please note, you will only be able to do this if you have been assigned the appropriate user privilege to do so. To do this, go back into the ID Check screen and click the **'Reset ID Check'** button found at the bottom of the screen.



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-UK 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\*





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

When verifying identity manually, 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





#### Step 6 - Completing Section Y

- To complete Section Y click on '**Complete Section Y**' (please refer back to screen shot 14). Access to this section is located in two places to the top of the screen or on the overview of the actual form itself. You will now be on the '**Section Y**' screen (see screen shot 25).
- If required, guidance can be read by clicking on the 'i' tooltip icons if you require any clarification regarding the application type required or any other drop-down boxes within Section Y.

	DASHBDARD APPLICATIONS RESULTS REPORTS	1	
	Section Y		
	Applications → 421TEST714891		
	Please complete the following information to enable the application for submission.		
	Application Details		
	APPLICATION TYPE ()		
	Select 🗸		
	WONFORCE ()		
	Select 🗸		
	ARE YOU DITITLED TO KNOW WHETHER THE APPLICANT IS BARRED FROM WORKING WITH ADULTS		
	Select 🗸		
	ARE YOU ENTITLED TO INKIW WHETHER THE APPLICANT IS BARRED FROM WORKING WITH CHEDREN		
	Select V		
	WORKING WITH VULNERABLE GROUPS AT THE APPLICANT'S HOME ADDRESS		
	Select V		
	IS VOLUNTEER ①		
	Select 🗸		
	DBS ADULT FIRST CHECK REQUIRED ()		
	Select 🗸		
creen Shot 2	-		

• Please complete the application details by selecting Yes/No answers from each of the drop-down boxes. You can add additional information about an applicant and their job role if you wish in the box at the foot of this screen.

#### Workforce Categories

- Adult Workforce use this for any position that involves working/volunteering with adults
- Child and Adult Workforce use this for any position that involves working/volunteering with both children and adults
- Child Workforce use this for any position that involves working/volunteering with children
- Other Workforce use this for any position that does not involve working/volunteering with Children or Adults (e.g. security guard / electrician)





• Finally click 'Save' then scroll to the top of the screen to the green box and click 'Approve'.

APPROVE	

- Please ensure you click on 'Approve' failure to do so will result in the form not being submitted for Countersignatory Authorisation.
- You have now completed this section; you will have no further action to take. The form will automatically transfer to your Registered Body to be countersigned, ready for onwards transmission to the DBS.
- \*If an application does require further clarification from us prior to submission to the DBS, a query will be flagged on the application and WE will contact you for clarification. During this time, a copy of the application record move into the 'Queried Applications' folder on the Dashboard (see Screen Shot 5). You can view the full information regarding the query by clicking on the 'Notes' tab of any application in the 'Queried Applications' folder (see Screen Shot 26 below)\*

App Created:       15/09/2020         Check ID (Route 1):       16/09/2020         Section Y:       16/09/2020         Query Outstanding:       Waiting Review         Approved:       16/09/2020         OVERVIEW       APPLICATION       NOTES         Audit       Refresh         Application Notes       Refresh         We have a query (Created by JORDAN BARTON)       17/09/2020 15:18	the details of this application can be viewed belo The application is now ready to be author		
Application Notes Refresh	Check ID (Route 1) : 16/09/2020 Section Y: 16/09/2020 Query Outstanding: Waiting Rev		
We have a query (Created by JORDAN BARTON) 17/09/2020 15:18		S AUDIT	Refresh
This is a note		TON)	17/09/2020 15:18

- Screen Shot 26
- Once a form has been countersigned by your Registered Body, the application will be moved to the '**Transfer**' section. Applications at this stage are awaiting collection by the DBS. Once the DBS have collected them, they will move into the processing stage – please see below for further details.

NB. An application form can be withdrawn at any time up to and including Countersignatory stage. Once a form has been electronically transferred to the DBS, we cannot withdraw it without incurring the DBS charge. If you wish to withdraw an application at Countersignatory stage, please contact us immediately, to enable the process to be halted





# How to submit Media Check requests

**Step 1** – On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on 'Awaiting **Media Check Request'**. Please note that you will be able to see the total number of application forms you have awaiting the media check to be requested.

DASHBOAR	D	AP	PLICATIONS	R	ESULTS		REPORTS	
Media Check	applicatio	ns waiting	to be req	uested				
The table contains	Media Check a	pplications wai	ting to be rev	iewed and requested.				
CHANNEL		LEVEL		STATUS		ORGANISATION		
Select		- Select -	~	Awaiting Media Check	~	All	~	
DISPLAY		ORDER BY						
10	)	Latest	×	SUBMIT				
							FIND APPLICATION	
Date Created	Our Ref		Sumame	Date Of Birth		Org Ref	Checks Required	
18/07/2023	[MD] 1383SMI	T352	SMITH	01/01/1972		CHEQSORG		)
Showing 1 result								

Screen Shot 27

**Step 2** - Opening an application form:

Click on an applicant's reference number to open up their application form (see screen shot 28 below)

DASHBOARI	D	APPLICATIO	NS .	RESI	ULTS		REPORTS	
Media Check	applications	waiting to be re	equeste	d				
		lications waiting to be						
CHANNEL		LEVEL	STATUS		0	RGANISATION		
Select	~	Select	Awaitin	ng Media Check	~	All		~
DISPLAY		ORDER BY						
10	~	Latest		SUBMIT				
							FIND APPLICATIO	ON
							i.	
Date Created	Our Ref	Sumame	E	Date Of Birth		Org Ref	Checks Required	
18/07/2023	(MD I383SMIT3	52 SMITH		01/01/1972		CHEQSORG		
Showing 1 result								

Screen Shot 28





Step 3 – Overview, you will now see three tabs of the applicant's completed form (see screen shots 29 & 30 below).

	DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1
	Applications	s → I383SMIT3	52		
	The details of this application can b	e viewed below.			
	App Created:	18/07/2023			
	WITHDRAW				
	OVERVIEW APPLICATION	NOTES DOCUMENTS AUI	זור		
	Application Header	NOTES DOOMENTO AO			
	APPLICANT NAME	JOHN SMITH			
	DATE OF BIRTH	01/01/1972			
	ORGANISATION NAME	CHEQS ORGANISATION			
	OUR REFERENCE	1383SMIT352			
	DATE OF CONSENT	18/07/2023 20:51:10			
	Media Check			SUBMIT REQUEST	
	STATUS	Awaiting Media Check			
	MEDIA APPLICATION TYPE	Social Media			
	ISSUE DATE				
creen Shot	t 29				

OVERVIE	APPLICATION	NOTES	DOCUMENTS	AUDIT		
Third	Party Details					Edit
FORENAM						
SURNAME						
EMAIL						
TELEPHO	ENO					
JOB TITLE						
Perso	nal Details					Edit
FORENAM		JOHN				
MIDDLE N	MES					
SURNAME		SMITH				
DATE OF E	RTH	01/01/19	72			
GENDER		MALE				
Conta	ct Details					Edit
TELEPHO	ENO	+447755	123456			

Screen Shot 30

**Step 4** – 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 information has been entered prior to the media check being processed (see screen shot 31).





**Step 5** – Submitting the media check request:

Once you are happy with the data supplied by the candidate for their media check, you can submit the media check request by clicking the 'Submit Request' button within the Media Check section of the Overview tab (see screenshot 29 below). Please note – until the 'Submit Request' button has been pressed, the media check will not be processed and a result for this media check will not be returned.

trix moo				
DASHBOARD	APPLICATIONS	RESULTS	REPORTS	( <b>4</b> )
Applications	→ I383SMIT3	352		
The details of this application can be	e viewed below.			
App Created:	18/07/2023			
WITHDRAW				
OVERVIEW APPLICATION	DOCUMENTS			
Application Header				
APPLICANT NAME	JOHN SMITH			
DATE OF BIRTH	01/01/1972			
ORGANISATION NAME	CHEQS ORGANISATION			
OUR REFERENCE	1383SMIT352			
DATE OF CONSENT	18/07/2023 20:51:10			
Media Check				
Media Check			SUBMIT REQUEST	
STATUS	Awaiting Media Check			
MEDIA APPLICATION TYPE	Social Media			
ISSUE DATE				

Screen Shot 31

Once the **'Submit Request'** button has been pressed, you will receive on-screen confirmation that the Media Check has been successfully submitted and is now in progress (see screenshot 32 below).

Applications The details of this application can be	→ I383SMIT352
Media check submitted success	fully,
App Created:	18/07/2023
OVERVIEW APPLICATION	DOCUMENTS
Application Header	
APPLICANT NAME	JOHN SMITH
DATE OF BIRTH	01/01/1972
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	1383SMIT352
DATE OF CONSENT	18/07/2023 20:51:10
Media Check	
STATUS	Processing
MEDIA APPLICATION TYPE	Social Media
ISSUE DATE	19/07/2023

Screen Shot 32





# **DBS/Media Check Processing**

**Step 1** – Tracking an application – see screen shot 33.

• On the Dashboard you will see towards the bottom of the screen, a box called 'Submitted'.

Applications Da The table below provides an overview of the statur applications over 180 days old and Disclosure Sco archived.	s of your current applications within the		Create Invite
Pre Submission			
Invitations Sent	12	Awaiting Digital ID	15
Awaiting Verification	332	Awaiting External ID	0
Awaiting Media Check Request	0	Queried Applications	144
Awaiting Authorisation	937	Awaiting Payment	0
Transfer			
Queued	12		
Sent	3		
Submitted			
Processing			28
Certificate Review Required			0
Completed			4

#### Screen Shot 33

• To track an application, click on '**Processing**', this will take you to a screen which will show all the applications for your company that are currently being processed by the DBS and/or SP Index. To track an individual's DBS application, click on '**Track**' next to their DBS reference number in the right-hand column (see screen shot 34). This will take you directly into the DBS's tracking page for that applicant.

	Applications Being Processed The table contains applications currently at the DBS or Disclosure Scotland.					
For DBS application:	s, click the track	link for a progress upd	late via the DBS tracking	service.		
CHANNEL.		LEVEL	STATUS	ORG	SANISATION	
Select	~	Enhanced	Processing	~ A	All	~
DISPLAY		ORDER BY				
10	~	Latest	SUBMI	т		
Date Sent	Our Ref	Surname	Date Of Birth	Org Ref	Application Ref	FIND APPLICATION
18/07/2023 [DBS]	819BART5234	BARTON	10/10/1984	CHEQSORG	E0122366434 Track	õ
13/02/2023 [DBS]	823BART5099	BARTON	10/10/1984	CHEQSORG	E01234567892 Track	
10/02/2023 [DBS]	852BART5115	BARTON	10/10/1984	CHEQSORG	E0111136677 <b>Track</b>	õ

Screen Shot 34





## **Completed Results**

### **DBS Results with content**

**Step 1** - Notification – see screen shot 35.

• The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on '**Completed**' in the Submitted section.

Transfer		
Queued	12	
Sent	3	
Submitted		
Processing		28
Certificate Review Required		0
Completed		4

#### **Screen Shot 35**

Step 2 - Viewing a Certificate result with content – see screen shot 36.

- To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant's reference number (see screen shot 36). This information will stay in the '**Completed'** folder for 180 days from the issue date of the certificate.
- Certificate results with content will state "*Please wait to view applicant certificate*" in the Status column This means the certificate contains information and you will have to view the applicant's certificate to see this information.

RESULT		that have recently bee		LEVEL		ORGANISATION	
All	~	DBS		- Select -	• .	- Select -	
DISPLAY		ORDER BY					
10	~	Latest	~		SUBMIT		
Result Date	Reference 048R0UT713	Surname ROUTE THREE	Certific	ate No 0000694	Issue Date 14/08/2020	Status Please wait to	Org Ref
14/08/2020 [DBS]	048ROUT713	058 ROUTE THREE	000000	0000694	14/08/2020	Please wait to view applicant certificate	INVOICE1
14/08/2020		058 ROUTE THREE	000000			Please wait to view applicant	

Screen Shot 36





**Step 3** – Indicating sight of the applicant's certificate – see screen shot 37.

To help an organisation keep track of which applicants have brought their certificate in and been viewed by the organisation, the system is able to record the date the applicant's certificate has been seen by their organisation or whether sight is not required. As an Applicant Manager, you can add this date on to an application to indicate that their certificate has been sighted.

To add the date or to view whether a date has been added, click on the reference number of the application from the **'Completed'** folder (see screen shot 36 above). Once in the application, the date can be added in the **'Applicant's Certificate'** section at the top of the screen (see screen shot 37 below).

Application of this application of the details of this application of the details of the application of the details of the second secon		ROUT71305	58
App Created: Check ID (Route 3) :	14/08/2020	E-Sent: E-Receipt:	14/08/2020
Section Y:	14/08/2020	E-Result:	14/08/2020
Approved:	14/08/2020	Registered For Upda	te Service >
Csig Auth: Invoice Sent:	14/08/2020	Leavers Date:	
Applicant's Certificate: Seen Not required			
OVERVIEW APPLIC	ATION		

Screen Shot 37

Step 4 – Uploading a scanned copy of the applicant's certificate – see screen shot 38.

As an Applicant Manager, you may have been granted permission to upload and/or view uploaded certificates attached to results with content. If you have been granted the upload privilege, you are able to upload a scanned copy of the applicant's certificate to their application as long as you obtain their consent. If you wish to use this facility, you will need to mark the 'Written consent has been obtained from the applicant?' box, once ticked you will have facility to select the required file to upload.

Once a file has been uploaded, you will be able to view this as many times as you wish by clicking the 'Download Certificate' button until the application is archived after 180 days (see screen shot 38 below). If you have been granted the appropriate privilege, you may also have the ability to remove the uploaded certificate by clicking the 'Remove Certificate' button. Please note a sample '*Applicant Consent Form*' can be downloaded from the footer of eBulkPlus to use to obtain applicant's consent.

DASHBOARD	APPLICATIO	DNS RE	ESULTS R	EPORTS
Applicati	ons → 048	ROUT7130	58	
The details of this application	n can be viewed below.			
Written consent from t	he applicant must be obtain	ed before you can upload a cer	tificate	
		ca service you can aproad a con		
App Created:	14/08/2020	E-Sent:	14/08/2020	
Check ID (Route 3) :	14/08/2020	E-Receipt:	14/08/2020	
Section Y:	14/08/2020	E-Result:	14/08/2020	
Approved:	14/08/2020	Upload Certificate		
Csig Auth:	14/08/2020		as Been Obtained From The 🛛 🗹	SAVE
Invoice Sent:	14/08/2020	Applicant?		
Download Personal Da	ita >	Click To Browse Fo	r And Upload A Certificate File	
Applicant's Certificate:		Choose file		
OSeen Not required		DOWNLOAD CERT		ATE

Screen Shot 38





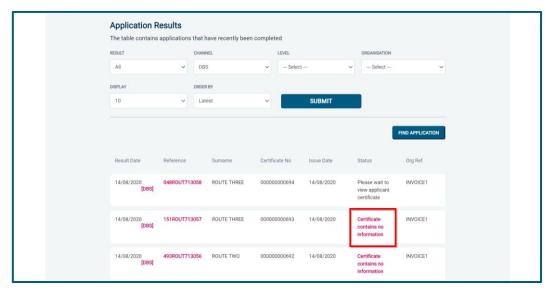
### **Clear DBS results**

**Step 1** - Notification – refer back to screen shot 35 above.

• The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on '**Completed**' in the Submitted section.

Step 2 - Viewing a clear certificate result – see screen shot 39.

- To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant's reference number (see screen shot 39). This information will stay in the '**Completed'** folder for 180 days from the issue date of the certificate.
- Clear certificate results will state "*Certificate contains no information*" in the status column This means the certificate contains no criminal convictions, cautions, warnings or reprimands.



#### Screen Shot 39

Step 3 - Viewing a Result Snapshot for clear applications – see screen shots 39 & 40.

• As an Applicant Manager you can click on the '*Certificate contains no information'* wording in the status column to view a Result Snapshot for this application (see screen shot 40 below).

Please note that the Result Snapshot is for information purposes only, it does not represent a DBS certificate or act as a DBS certificate alternative. The information contained within the snapshot is not to be viewed by or passed to any individual who does not have the appropriate authority to view it.





RITeframan Fort of Capita ple					
	DASHBOARD APPLI	CATIONS RESULTS	EBULK ADMIN	RB ADMIN F	REPORTS 2
	Result Sna	anshot Res	ulte >		
	Result one	iponot neo			
	DOWNLOAD RESULT SNA	РЅНОТ			
	Result Snapshot			View Applic	cation
	Certificate Details	3			
	LEVEL OF CHECK	Enhanced			
	CERTIFICATE NO	00000000693			
	ISSUE DATE	14/08/2020			
	CERTIFICATE RESULT	Certificate contains no inforr	mation		
	Applicant Person	al Details			
	SURNAME	ROUTE THREE			
	FORENAME(S)	COUNTERSIGNED			
	OTHER NAMES	PREVIOUSSURNAME, Sumar PREVIOUSFORENAME, Forer	me from 1985 to 2000 name from 1985 to 2000		
	SURNAME AT BIRTH	PREVIOUSSURNAME			
	DATE OF BIRTH	02/10/1985			
	PLACE OF BIRTH	UK TOWN			
	GENDER	Male			
	CURRENT ADDRESS	FLAT 1 UK STREET UK TOWN UK COUNTY AA00 0AA GB			
	Employment Deta	ails			
	POSITION APPLIED FOR	POSITION - CHILD WORKFOP	RCE		
	NAME OF EMPLOYER	INVOICE CLIENT 1			
	Police Records	of Convictions, Cautions, Reprima	inds and Final Warnings		
	none recorded				
	DBS Children B	lemed List Information			=
	none recorded	arred List Information			
					_
		rred List Information			
	not requested				
	Disclaimer				
	certificate and does not act a	as a DBS certificate alternative in a	es only. It does not represent a Disc ny way. The information contained y individual who does not have the a	within this result snapshot is not b	10
	BACK				

Screen Shot 40

As the Registered Body/Employer does not receive a copy of a completed DBS certificate, we advise that you have sight of the applicant's certificate regardless of the status outcome on eBulkPlus; however, this is for your organisation to decide based on your own internal policies. For completed applications with a result status of *"Please wait to view applicant's certificate"* you must view the applicant's certificate before making a recruitment decision.

### **Right to Work application results**

**Step 1** - Notification – refer back to screen shot 35 above.

• An automated email will be issued once a digital Right to Work check has been completed. To view a result for a Right to Work application, please return to the Dashboard and click on '**Completed**' in the Submitted section.

Step 2 - Viewing a Right to Work result – see screen shot 41.





- To view the result of the Right to Work check, click on the applicant's reference number (see screen shot 41). This information will stay in the '**Completed'** folder for 365 days from the issue date of the digital ID report. To download the full PDF report, click '**Download Digital ID Report**' (see screen shot 42.)
- Digital Right to Work results will state one of the following results in the 'Status' column;
  - Pass The applicant's Right to Work has been successfully established
  - Fail The applicant's Right to Work has not been successfully established, you will need to download the Digital ID Report to understand why
  - See Report The applicant's Right to Work check has been carried out and involved a share code as the applicant is of non-UK origin. You will need to download the Digital ID Report to get the full detail of their Right to Work status

WATERNOED et of Capita pic									
	DASHBOARD	APPLICATI	IONS RES	ULTS	REP	DRTS			
	Application Results The table contains applications that have recently been completed								
	All		ANNEL	~	LEVEL	- •	All	~	
	DISPLAY 10		DER BY Latest	~		SUBMIT			
							-	FIND APPLICATION	
	Result Date	Reference	Surname	Certific	ate No	Issue Date	Status	Org Ref	
	31/01/2023 [RTW]	1208PAWA453	PAWAR			31/01/2023	Pass	VPINV	
	31/01/2023 [RTW]	1838PAWA449	PAWAR			31/01/2023	Pass	VPORG	

Screen Shot 41

<section-header>         Applications - J931BART237         Jack and the application can be viewed below         App Created       0y02/2023         VERVEN       APPLICATION         OCUMENTS         Application Headen         Maximum Maximum</section-header>	DASHBOARD	APPLICATIONS	RESULTS	REPORTS	
The details of this application can be viewed below.         App Created:       09/02/2023         OVERVIEW       APPLICATION         DOCUMENTS         Application Header         APPLICATION       DOCUMENTS         APPLICATION Header         MARE OF BIRTH       JORDAN BARTON         DIR HER DE BIRTH       01/01/1992         ORIGN REFERENCE       01/01/1992         DIR OF CONSENT       01/02/2023 1532:57         DIE OF CONSENT       09/02/2023 1532:57         STATUS       • Application Complete         APPLICATION IVPE       Digital Right To Work	Applications	→ I931BART2	37		
OVERVIEW         APPLICATION         DOCUMENTS           Application Header         JORDAN BARTON           Date of Birth         01/01/1992           ORDANISATION NAME         CHEQS ORDANISATION           OUR REFERENCE         1931BAR1237           Date of CONSENT         09/02/2023 15:32:57           Flight To Work Check         Yatus         • Application Complete           ATAUS         • Application Complete           APPLICATION TYPE         Digital Right To Work					
Application Header         APPLICATION TWAKE       JORDAN BARTON         DATE OF BITTH       01/01/1992         ORGANISATION HAME       CHEQS ORGANISATION         OR REFERENCE       1931BART237         DATE OF CONSERNT       09/02/2023 15.32:57	App Created:	09/02/2023			
APPLIGANT NAME JORDAN BARTON DATE OF BIRTH 01/01/1992 ORGANISATION NAME CHEQS ORGANISATION OUR REFERENCE 931BART237 DATE OF CONSENT 09/02/2023 15:32:57 Right To Work Check straus • Application Complete APPLIGATION TYPE Digital Right To Work	OVERVIEW APPLICATION	DOCUMENTS			
ыте ор виятн 01/01/1992 опамиватноп наме СНЕQS ORGANISATION ония перевичисе 1931BART237 bate op constent 09/02/2023 15:32:57 Fright To Work Check status • Application Complete Application туре Digital Right To Work	Application Header				
ORGANISATION NAME     CHEQS ORGANISATION       OUR REFERENCE     1931BART237       DATE OF CONSENT     09/02/2023 15:32:57         Right To Work Check	APPLICANT NAME	JORDAN BARTON			
OLIR REFERENCE     1931BART237       DATE OF CONSENT     09/02/2023 15:32:57         Right To Work Check         STATUS        • Application Complete        APPULGATION TYPE     Digital Right To Work	DATE OF BIRTH	01/01/1992			
DATE OF CONSENT     09/02/2023 15:32:57       Right To Work Check         STATUS         APPLICATION TYPE     Digital Right To Work	ORGANISATION NAME	CHEQS ORGANISATION			
Right To Work Check       STATUS        • Application Complete        APPULGATION TYPE     Digital Right To Work	OUR REFERENCE	1931BART237			
STATUS • Application Complete APPLICATION TYPE Digital Right To Work	DATE OF CONSENT	09/02/2023 15:32:57			
STATUS   Application Complete  AppLication Vype  Digital Right To Work	Right To Work Check				
APPLICATION TYPE Digital Right To Work					
	DIGITAL RTW CHECK RESULT	Pass			
ISSUE DATE 20/07/2023		20/07/2023			

Screen Shot 42





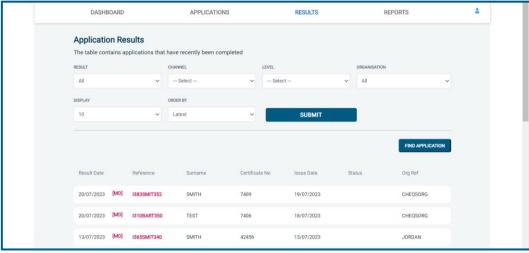
### **Media Check results**

**Step 1** - Notification – refer back to screen shot 35 above.

• To view a result for a Media Check application, please return to the Dashboard and click on '**Completed**' in the Submitted section.

Step 2 - Viewing a Media Check result – see screen shot 43.

- To view the result of the Media Check, click on the applicant's reference number (see screen shot 43). This information will stay in the '**Completed'** folder for 365 days from the issue date of the Media Check report. To download the PDF report, click '**Download Media Report**' (see screen shot 44.)
- The outcome of the Media Check will be contained within the attached PDF report.



Screen Shot 43

App Created: 18/07/2023     OVERVIEW APPLICATION     OUCUMENTS     Application Header     APPLICATION     APPLICATION     APPLICATION     OUCUMENTS     APPLICATION     APPLICATION <th>Applications</th> <th>s → I383SMIT352</th>	Applications	s → I383SMIT352
OVERVIEW       APPLICATION       DOCUMENTS         Application Header	The details of this application can b	e viewed below.
Application Header         Application Header         Date of Birth       01/01/1972         oreawisation make       CHEQS ORGANISATION         our REFERENCE       1835MIT352         Date of consent       18/07/2023 20:51:10         Media Check       status         status       • Completed         MEDIA.APPLICATION TYPE       Social Media         ISSUE DATE       19/07/2023	App Created:	18/07/2023
APPLICANT MAME     JOHN SMITH       DATE OF BIRTH     01/01/1972       ORGANISATION MAME     CHEQS ORGANISATION       OUR REFERENCE     1333SMIT352       DATE OF CONSENT     18/07/2023 20:51:10         Media Check     status       STATUS     • Completed       MEDIA.APPLICATION TYPE     Social Media       ISSUE DATE     19/07/2023	OVERVIEW APPLICATION	DOCUMENTS
DATE OF BIRTH     01/01/1972       ORGANISATION NAME     CHEQS ORGANISATION       OUR REFERENCE     1333SMIT352       DATE OF CONSIST     18/07/2023 20:51:10         Media Check       STATUS <ul> <li>Completed</li> <li>Media APPLICATION TYPE</li> <li>Social Media</li> <li>ISSUE DATE</li> <li>19/07/2023</li> </ul>	Application Header	
DIRGANISATION NAME     CHEQS ORGANISATION       OUR REFERENCE     I383SMIT352       DATE OF CONSENT     18/07/2023 20:51:10         Media Check       STATUS        • Completed       MEDIA.APPLICATION TYPE     Social Media       ISSUE DATE     19/07/2023	APPLICANT NAME	JOHN SMITH
OUR REFERENCE     I383SMIT352       IDATE OF CONSENT     18/07/2023 20:51:10         Media Check       STATUS        • Completed       MEDIA.APPLICATION TYPE     Social Media       ISSUE DATE     19/07/2023	DATE OF BIRTH	01/01/1972
DATE OF CONSERT 18/07/2023 20:51:10  Media Check  status  o Completed  media.APPLICATION TYPE Social Media  issue DATE 19/07/2023	ORGANISATION NAME	CHEQS ORGANISATION
Media Check         status          • Completed          MEDIA APPLICATION TYPE       Social Media          ISSUE DATE       19/07/2023	OUR REFERENCE	1383SMIT352
STATUS Completed MEDIA APPLICATION TYPE Social Media ISSUE DATE 19/07/2023	DATE OF CONSENT	18/07/2023 20:51:10
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ISSUE DATE 19/07/2023	STATUS	Completed
	MEDIA APPLICATION TYPE	Social Media
🔁 Download Media Report	ISSUE DATE	19/07/2023
	Download Media Report	

**Screen Shot 44** 





# **Find an Application**

**Step 1** - Finding an individual application – see screen shots 45 & 46.

• To find an individual application pre or post processing or that has been archived, select from the Dashboard the Applications tab and then click on 'Find Application'.

rix ****							
	DASHBOARD		APPLICATIONS	RESULTS		REPORTS	
	lications for		ion details and comp	lete the required sections.			
CHANNE	EL	LEVEL	ORGA	NISATION	DISPLAY		
— Se	lect	✓ — Selec			~ 10	~	
ORDER B	3Y						
Lates	st 💊	SUBMI	r i				
Date	Created	Our Ref	Surname	Date Of Birth	Org Ref	FIND APPLICATION	
20/0	7/2023 [DBS	i916BART354	TEST	06/03/1983	CHEQSORG	Des	
20/0	7/2023 [DBS	5] 103SMIT5282	SMITH	10/10/1984	CHEQSORG	Des	
20/0	7/2023 <b>[RTW</b>	] 185BART5283	BARTON	15/02/1992	CHEQSORG	RTW	
19/0	7/2023 <b>[DS</b>	i] 219SMIT5285	SMITH	10/05/1983	CHEQSORG	CS DS	

#### Screen Shot 45

• 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. If you tick the 'Search Archived' button, this will display applications that have been archived from the system.

•	Find applications by any or all of the foll- fields	owing	×
nt	Find Application		
	FORENAME		
	SURNAME		
L	DATE OF BIRTH:		
c	DD V MM V YYYY V		
1	APPLICATION REFERENCE:		
5	SEARCH ARCHIVED :	SEADOU	
1		SEARCH	





### Reports

**Step 1** - Running a report – see screen shot 47.

• To run a report, you need to return to the Dashboard and select the tab '**Reports**' and then select the report you wish to run. There are currently a number of standard reports that you can choose from, however it is also possible to run a customised report (please note that as you only process Standard/Enhanced DBS checks, you can ignore the right-hand section of the reports screen containing Basic Disclosure report information).

	DASHBOARD	APPLICATIONS	RESULTS	REPORTS	1	
	Reports Dashb		n define your own report	CUSTOM REPORT		
	General Reports Renewals Report Candidate Invite Report Digital ID Results	Standard/Enhanced Certificate Results Invoice Report Applicant Payment Report Outstanding Applications DBS Adult First Requested		Basic Reports Certificate Results Invoice Report Applicant Payment Report Outstanding Applications		
Applicant Co Rehabilitatio	insent Form n of offenders Guidance		DBS Code of Practice Bulk Invite Template			

Screen Shot 47

Stage 2 – Invoice Report – see screen shot 47 above.

This report can be used to produce an electronic version of the invoice you will receive from us or for you to calculate the company budget required in relation to DBS costs. This can be filtered by a specific division or can be run on all divisions within your organisation. The report captures applicant and organisation data with the addition of;

- Basic, Standard or Enhanced Fee
- Cost Code
- Organisation Postcode
- Admin Fee (referred to as Base Fee on the system)
- VAT
- Total application price





**Stage 3** - Customised Reports and selecting field headings – see screen shot 48.

• To run a customised report, you can select the field headings and date criteria that you wish the report to contain. For example, this is an ideal opportunity to run a report when carrying out re-checks on your staff or for capturing cost codes for invoicing purposes. All reports can be printed or saved into an Excel spreadsheet (.CSV file) or PDF document.

DASHBOARD	AP	PLICATIONS	RESULTS	REPOR	TS
Create Rep	port				
Define Report Parameters					
DATE FROM		DATE TO		ORGANISATION	
01 V Jun	✓ 2023	30 ~ Jun	✓ 2023 ✓	All	~
DATE TYPE	LEVEL		STATUS	ROUTE TAKEN (DBS ONL	Y)
Created Date	- Select -	~	- Select -	- Select -	· •
CHANNEL		DISPLAY		ORDER	
All	~	10	~	Oldest	~
			SEARCH ARCHIVED		вміт
Select which fields you want to dis	play in the report		TICK ALL	UNTIC	CK ALL
Application Data					
Forename		NI Number		DBS Profile Id	
Surname		Position		Employment Sector Type	
DOB		Applicant Email		Purpose Of Check Type	
Application Fields					
Created Date	۵	Channel	۵	Application Ref	Ø
Created Date View		Our Ref		Application Ref Purged Flag	•
Created Date					
Created Date View Status		Our Ref			0
Created Date View Status Processing Approved Date		Our Ref Application Type Sent Date		Purged Flag Withdrawn By	
Created Date View Status Processing Approved Date Approved Date		Our Ref Application Type Sent Date Query Flagged Date		Purged Flag Withdrawn By Withdrawn Date	
Created Date View Status Processing Approved Date		Our Ref Application Type Sent Date		Purged Flag Withdrawn By	
Created Date View Status Processing Approved Date Approved Date		Our Ref Application Type Sent Date Query Flagged Date		Purged Flag Withdrawn By Withdrawn Date	
Created Date View Status Processing Approved Date Approved By Csig Auth Date Result Certificate No		Our Ref Application Type Sent Date Query Flagged Date Query Resolved Date Cert Issue Date		Purged Flag Withdrawn By Withdrawn Date Reason For Withdrawal Cert Seen Date	
Created Date View Status Processing Approved Date Approved By Csig Auth Date Result		Our Ref Application Type Sent Date Query Flagged Date Query Resolved Date		Purged Flag Withdrawn By Withdrawn Date Reason For Withdrawal	

Screen Shot 48

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 <a href="mailto:dbs.enquiries@teammatrix.com">dbs.enquiries@teammatrix.com</a>





## **DBS List of Acceptable Identification**

Route 1 – For all applicants except paid non-UK nationals (3 documents to be seen

1 document from Group 1. 2 further documents from Group 1, 2a or 2b

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

If unable to satisfy Route 1, proceed to Route 2/Fingerprints.

#### Fingerprints

Paper application form required (unable to process online).

Attendance at a local Police Station for fingerprints to be taken.

Route 2 – UK applicants only (3 documents to be seen plus an External ID Check)

1 document from Group 2a. 2 further documents from Group 2a or 2b.

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

If unable to satisfy Route 2, proceed to Route 3/Fingerprints.

Route 3 – For UK applicants only (5 documents to be seen)

A UK Birth Certificate issued after birth. 4 further documents, 1 from Group 2a, 3 from 2a or 2b.

At least one of the documents must show the applicant's current address.

If unable to satisfy Route 3, proceed to Fingerprints.

#### For paid non-UK nationals only

(3 documents to be seen)

1 Primary Document 2 Supporting Documents from Group 1, 2a or 2b.

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

If unable to satisfy this route, DBS check cannot be submitted.

#### **Group 1** Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence photo card (UK / Isle of Man / Channel Islands) (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-UK Nationals**

#### Primary Documents

- A current passport or passport card showing that the holder is a national of the Republic of Ireland.
- A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.
- 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.
- Online evidence of immigration status. Either via the View and Prove service or using the BRP or BRC online service. Issued by the Home Office 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. Must be valid. Note: this includes the EUSS digital status confirmation.
- 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 document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom for a time limited period and to do the type of work in question.
- A frontier worker permit issued under regulation 8 of the Citizens' Rights (Frontier Workers) (EU Exit) Regulations 2020.
- 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 document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 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.

oup 2a	Group 2b
Isted Government Documents	Financial & Social History Documents
Sted Government Documents         Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional)         Current Driving Licence – paper version (UK / Isle of Man / Channel Islands) (Full or Provisional)         Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth)         Marriage / Civil Partnership Certificate (UK / Channel Islands)         HM Forces ID Card (UK)         Fire Arms Licence (UK / Isle of Man / Channel Islands)         Immigration document, work permit or VISA (Issued outside of UK) (Valid only for roles whereby applicant is living and working outside of UK.)	<ul> <li>Mortgage Statement (UK) **</li> <li>Bank/Building Society Statement (UK / Channel Islands) * Monzo statements or statements printed from the internet are not acceptable</li> <li>Bank/Building Society Account Opening Confirmation Letter (UK) *</li> <li>Credit Card Statement (UK) *</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 / Channel Islands) *</li> <li>Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK / Channel Islands) *</li> <li>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 i the UK)</li> <li>Non-UK Bank/Building Society Statement * Branch must be located in the country in which the applicant lives and works</li> <li>Letter of Sponsorship from future employer Non-UK only – valid only for applicants residing outside UK at time of application</li> </ul>

Denoted with \*\* - issued in the last 12 months