The Applicants User Guide

Helpdesk Telephone: 0845 251 5000
Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com
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How do I Register on Online Disclosures?

To be able to Sign In and complete the disclosure application, you need to register first.

There are **two** ways in which you can register on Online Disclosures.
How you register is decided by the organisation you are completing the disclosure check for.

**Please select how you need to Register**

- **My Organisation has Registered me**
  (I have been sent an activation e-mail)

- **I need to Self-register**
  (I have been supplied with an Org Pin & Secret Word)

If you are unsure of how you need to register, please contact the Organisation you are completing the disclosure check for.
The first time you use Online Disclosures you need to Register. Click Register on the right hand side of the screen.

**Org Pin:** This is a specific number supplied by your organisation.

**Your Full Name:** Enter your full name.

**Email:** Enter your own email and confirm it by entering it again.

Click **Next Step**

**Please Note:** If you do **not** have an Org Pin, then you should contact the organisation requesting you complete an Online Disclosures check.
The name of your organisation will automatically be generated, **click** the box to **confirm** that this is your organisation.

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

**Click**  **Complete Registration**.

You will be taken to the **Step 1** of the application.

**Please Note:** The password has to be at least 8 characters in length, be a combination of **UPPER CASE** and lower case and numbers (0-9). You can add special characters (@!%$£) to increase your password security strength.
Once you have been added as an applicant, you will automatically be sent an activation email.

Open the email and click on the link contained. You will be asked to create a password. To see an example of the activation email click the link below.

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

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

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

Please Note: If you have not been sent an activation email then contact your organisation.
Organisation Pin: This is a number specific to your organisation.

Email: Enter the email address you used when you first accessed Online Disclosures.

Password: Enter the password you created for yourself.

Click Sign In

Please Note: The password is case sensitive and must be entered exactly as you created it.
If you have forgotten your sign in details, click Forgotten sign in details?
If you have any of the documents listed it is mandatory to supply the relevant information requested. To make completing the application easier and faster for yourself, make sure therefore that you them readily available.

Please read the **Statement of Fair Processing** and click **Accept** at the bottom of the page.
Gender: Select your Gender
(A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.)

Select your title from the drop down list.

Type in your full Forename and Surname.

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

If you have a middle name, select Yes.

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

If you do not have a middle name select No.
If you have **never** been known by any other names, select **No**

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

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

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

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

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

**Please Note**: If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.
Date of Birth: Enter your date of birth in the following format DD/MM/YYYY

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

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

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

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

If they are not marked as optional, you do have to complete them.
Click on the box **next** to any current and valid document that you have.

Fields will appear underneath each document selected.

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

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

Click **Proceed to Step 2**.

**Please Note:** Do **not** click the box alongside the document if you **do not** have it.
Step 2
How do I complete the Contact & Address Details?

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

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

- I am currently living in the UK, and have done, for the last 5 years.
- I have visited another country/countries or lived abroad for longer than a month, at any one time, during the last 5 years.
- In the last 5 years I have lived away from home whilst at University.
Enter your Postcode, Click **Find**.

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

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

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

Type in your postcode and full address details.

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

Click **Confirm**
Step 2
How do I add my previous UK address details?

After you have entered your current address, click **Add Another Address**

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

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

Click **Confirm**.

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

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

Click **Proceed to Step 3**
Select **Enter Address Manually.**

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

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

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

Click **Confirm**

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

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

Click **Proceed to Step 3.**
Step 2

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

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

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

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

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

An example of a student, currently living away at University who has lived in two previous addresses during term time is shown.
As part of the disclosure application you are required to provide ID and have these verified against the personal details you have supplied. This is to ensure that you are who you say you are.

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

A green bar will appear at the top of Step 3 to tell you when you have selected sufficient ID. For full guidance, please select how your ID will be verified?

- My Organisation will verify my ID
- My ID will be verified by the Post Office

Please Note: If you do not know how your ID will be verified, please contact your organisation directly.
The **default** method of verification for your organisation listed. **Do not** change the verification method **without** contacting your **organisation first**.

Select your position from the drop down list. If there is **no** position that describes your role, please **contact** your **organisation** directly.

Click **Select verification documents**.
Select the ID from Group 1 that you want to use for verification.

For each of the ID selected you will need to enter specific information. Enter the details requested.

Repeat for all ID document you wish to provide from this group.

If no green bar appears, click View Group 2 Documents

If you do not have a Group 1 document then you must be able to supply a Birth Certificate (Issued 12 months after date of birth) from Group 2a, along with 4 other documents from Group 2a/b

Please Note: It is important to enter the exact information for each document. If the details entered do not match the ID shown at the Post Office, you will be turned away at the Post Office.
Select the ID from Group 2a/2b you want to use for your ID verification.

For each of the documents selected you will need to enter specific information.

Enter the details requested.

Repeat for all the ID document you wish to provide from Group2a/2b

A green bar will appear at the top of the page when sufficient ID has been selected.

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

Tick all 3 boxes and click Proceed to step 4
Click **Select verification documents**.

Select the ID from Group 1 that you wish to use for verification.

When sufficient ID has been selected a **green bar** will appear at the top of the application.

If **no** green bar appears and you have selected all the document the applicant has from Group 1.

Click **View Group 2 Documents**. Select the ID from Group 2a/2b that the wish to use.

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

**Tick all 3 boxes** and click **Proceed to step 4**.
Application Overview
If you have a personal reference number, enter it. This might be Payrol reference, an employer or licence registration number, an FA number.

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

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

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

Click Confirm & Submit Application.

For full guidance on what convictions, reprimands or final warnings are considered ‘Not’ protected click the button below.
In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

To Print the ID Verification Form, Click Print Document Selection.

The ID Verification form will open in a PDF file. You can either print it directly from the PDF or save the document to your desktop.

Click Sign Out

Payment: Any payments required should be made at the Post Office once they have verified your ID.

Please Note: To find the nearest Post Office to you that does this, and how to use this service click the relevant button below.
Enter the address details you want to find the nearest Post Office branch to.

Click on Products & Services. From the drop down list select CRB & ID Verification Service.

Click Search.

The nearest branches in mile radius to the address information entered will be shown on the right hand side, along with a map.
The ID you selected in Step 3 for verification will be listed.

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

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

The contact details of nominated verifiers is listed.

**Payment:** If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.
Once your ID has been verified you will receive an email asking you to make the payment. To do this Sign In to Online Disclosures and click **Pay Now**.

Check the billing name and address details are that of the payee.

If different to the payees billing details, click **Edit and enter the correct billing details**. To change the billing details back, click **Revert**.

Click **Proceed to Payment**.

**Please Note**: You **do not** need a PayPal account to make a payment. Payment can made by credit/debit card. This will be processed through PayPal.
If you have a PayPal account, check the email is the email used for logging in to PayPal. If not change it and enter your PayPal Password.

Follow the instructions provided by PayPal.

If you cannot remember your PayPal account details, click Forgotten your email address or Password?

If you do not have a PayPal account, click Pay with a Credit/Debit card.
How do I make a payment without a PayPal account?

Check the billing details.

If different from the payees or no details are visible entered click Change Details and enter the correct payees details.

Click Purchase.

You do not need a PayPal account to make a payment.

Payment can made by credit/debit card. This will be processed through PayPal.
Select the **type of card** being used to make the payment form the drop down list.

Enter the **card details** requested.

Check the **billing information**.

If the **billing information** is incorrect, click **change** and make any necessary changes to the billing information.

Enter a contact telephone number.

Check the **email address**, if different delete and enter the **correct** contact email address.

Click **Continue**.
How do I make a payment without a PayPal account?

You will be shown the billing details again.

If incorrect, click **Change Details** and update with the correct address.

If Correct, click **Confirm Payment**.

When the payment has gone through a green box will appear.

Click **continue** to be taken back to the applications page.
To make any changes to the application after it has been submitted it has to be reactivated first. To get your application reactivated please contact us so we can do this for you.

**Telephone:** 0845 251 5000  
**Email:** onlinedisclosures@gbgplc.com

Once the application has been reactivated you should **Sign In** and click **Amend Application**.

Make any changes required.

Continue to **Step 4** and **resubmit** the application.

**You must Print Out** a new **ID Verification Form** and take it to the **Post Office**, along with the ID selected for verification.
Once the application has been **verified** and **submitted**, the application will be further validated and countersigned. This **means** that the application is **checked** to ensure that there are **no errors** i.e., spelling or contradictions in the name, birth or address details.

**If no errors/contradictions** are found the application details will be **uploaded**, depending on the level of check required, to either the Disclosure and Barring Service (DBS) or Disclosure Scotland, who will run the necessary checks to obtain the relevant disclosure certificate.

**If errors/contradictions are found.** The Online Disclosures countersignatory team will **reject** the application. This will allow you to clarify or amend the details in question.

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

- **My ID was verified by my organisation but has been rejected at countersign**
- **My ID was verified at the Post Office but has been rejected at countersign**
You **will be sent an email** to the email address you used to **Sign In** to Online Disclosures. This will advise you on what information is incorrect or needs clarifying. The email will **contain a link** to Online Disclosures, **click this** to be taken to our **Sign In** page.

Click **Amend Application** to make any changes to the information you have entered.

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

You will be told in the email if your are required to go to the **Post Office again OR** if you have to **contact us** once you have resubmitted the application.

It is **important** to follow the instructions in the email, if you do not contact us and you are asked to, this can lead to delays in your application being processed.
My ID was verified by my organisation but has been rejected at countersign, what do I do?

If an error is identified during countersign these must be corrected before your application can continue being processed. To be able to amend the incorrect information, your organisation must reject the application back to you. You will then receive an email which details what needs correcting, and a link to Online Disclosures.

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

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

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

Please Note: If you do not see the option to amend application please contact your organisation.
The Organisation PIN is specific to your organisation.

The email address listed, is the one you have been added as a verifier against.

When accessing Online Disclosures in the future, please use this email, and the Organisation PIN to Sign In to Online Disclosures.

To activate your account click on the link.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:
Organisation PIN: 123456
Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:
http://onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHltrq

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: https://gbg.onlinedisclosures.co.uk

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

Thank you for using our online service.
If you are still unsure about what to do, you can call or email us...

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