Online Criminal Record Check E-guide

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The Club Welfare Officer (CWO) should send an email to FAchecks@thefa.com indicating that they wish to register.

Remember to include the CWO’s name and the club name in the email.

Hi,

My name is Daniel Storey and I am the Club Welfare Officer for ABC Football Club.

I wish to register my club so that we can process our criminal record checks online.

Please send me the registration information

Many thanks

Daniel Storey
The CWO will receive an email reply with an Information Sheet and a Registration Form attached.

The CWO should complete the attached Registration Form and send it by email to FAchecks@thefa.com
The Club Registration Process

Thank you for completing The FA CRB Online Club Registration Form. Your club is now registered to use the Online Service.

This service is only available to be accessed by the Club Welfare Officer. If you are not the CWO please contact us for further information.

Please activate your verifier account before proceeding with any applications. Follow the link on the separate activation email to set up a password and access.

Online applications must only be completed by the applicant. If you have paper DBS Application Forms completed by the applicant you cannot enter these onto the online system for processing.

Please read the guidance notes carefully and retain for future reference.

Please note: Completion of the online DBS application is not confirmation of an accepted FA CRC. The DBS record status can be verified on The FA’s Online Safeguarding Service via Members’ Services on your County FA website. For further information and guidance on accessing this service please CLICK HERE.

The FA CRB team will add your club to the online system.

The CWO will receive an email which contains two attachments:

1. Guidance notes for the CWO
2. Guidance notes for the applicant

The guidance notes for the applicant provide them with the information to start the DBS application the process.
The CWO will also receive an email to confirm that they have been added to Online Disclosures as a verifier.

This will contain an Organisation Pin unique to the club, confirmation of their email address (which should be used as the username) and a link to Online Disclosures.

The CWO should click the link in the email.

They will be asked to create a password. This is unique to them and should not be shared. This is needed to access Online Disclosure in the future.
The Club Welfare Officer (CWO) is responsible for providing the applicant with the Online Applicant Guidance.

This document is provided in the registration email sent to the CWO.

It is important that all applications are commenced in this way and that the CWO provides the applicant with the full Applicant Guidance notes, including the Organisation PIN and Secret Word.

This is because the guidance notes contain important information that the FA has a responsibility to provide to every applicant.

The full applicant guidance notes can are attached on the 2nd Registration email.
In the Online Applicant Guidance, the applicant is instructed to go to www.gbg.onlinedisclosures.co.uk and click **Register**. The applicant should enter the relevant details as requested and click **Next Step**.

They applicant is required to create a password unique to them and click **Complete Registration**. They will then start the application process. To access Online Disclosures in the future they should Sign In.
The applicant should go to www.gbg.onlinedisclosures.co.uk enter their details as requested and click Sign In.

The email address must be the email given when they registered.

When completing the application form, help text is displayed on screen throughout the application process.

Additionally there are extensive guidance notes providing step-by-step instruction on all sections of the application form process. These can be found on the homepage under guidance notes.

Default payment settings and verification options are set according to the Organisations requirements.
The applicant is required to enter their personal details, making sure they include any relevant:

- Middle names
- Additional names
- A 5 year address history
- Passport number
- Driving Licence number
- National Insurance number
The applicant is required to choose the Identity Documents (ID) that they wish to have verified.

**Please Note:** Certain documents are time sensitive. The details of these are given in the application.

When sufficient ID has been selected, the red bar at the top will change to green.
Once the application has been submitted for verification, confirmation of the chosen ID will be shown.

A list of people within the club, county or FA, who are able to verify documents will also be listed. A verification meeting between the CWO and applicant must now be arranged.

Should you need to provide alternative ID the verifier can amend the selection during the verification process.
When the CWO Signs In to the Online Disclosures, they will automatically land on the Awaiting Verification tab.

The CWO should locate the relevant applicant by using the search fields and single click on the applicants name. This starts the verification process.

If the applicant has provided the same ID as listed, they should click Yes.

If not, they should click No and select the corresponding ID to match what the applicant has provided.
If an applicant has chosen to bring alternative documents to those selected, simply select the alternative documents as appropriate.

The CWO should enter the ID details requested relevant to that particular ID and click the Accept button.

**Important:** The CWO must check that the *personal details* provided by the applicant and displayed on screen **match** the *details* on the *ID provided* by the applicant.

If discrepancies are found, the application should be rejected. See next slide.
The Verification Process: Rejecting an Application

If at any point the CWO spots a mistake in the applicants personal details displayed on the screen during verification, the application should be rejected for **Personal Details Incorrect**.

If the ID provided does not correspond to the applicants personal details, is out of date or is not an accepted document, the application should be rejected for **Insufficient/Incorrect ID provided**.

The CWO should click **reject application**, select the **appropriate reason**, enter the details in the notes and click **Reject**.

This will return the application to the applicant. The applicant will need to Sign In to their account, rectify the mistake and submit the application again.
The CWO should select the position that best describes the applicant’s role from the dropdown list.

The CWO should not need to change default settings as this has been set against each role.

If appropriate, the applicant’s volunteer status can be changed by clicking **Edit**.

The CWO should then click to **proceed to step 4** and submit the application.
The Payment Process

A payment must be made for the application before the FA CRB team can process it any further.

Depending on your clubs requirements your account will be set up so either the applicant is responsible for payment or the club.

If the club is responsible, it is possible to pay for each application following verification or make a bulk payment for several applications. All application paid for in bulk must have the same Organisation PIN.

(Contact us to have bulk payment set as a default setting)

Please Note: You do not need a PayPal account to make a payment online, once you have clicked into PayPal, payment can made by credit/debit card.
Click the **Payments** tab.

Tick the box alongside the application(s) you want to pay for.

If you wish to make a bulk payment, please be aware bulk payment can only be used for applications under the same Organisation Pin and where bulk payment has been set.

Click **Pay for these Applications**.

Enter the billing details. Click **Purchase**.

**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.
In order for a CWO to keep track of the status of criminal record checks for the club, they use the Members’ Services area for the club.

This can be found on the top right hand corner of the screen on the local County FA’s website.
From the *Members’ Services* link, click on Member Login, as highlighted.
Use your FAN number and Password to login.

If you don’t have access, please click Request Access.

If you have forgotten your details then please click on Forgotten Details?
Once logged in, click on **Safeguarding** on the left hand side of the screen and click to see a *Club Status* report.

You can see the applicant FAN, name, date of birth, role, criminal record check issue date and outcome.
For further help on the online criminal record check process, please use the following:

- Help text provided within the application
- Guidance notes for both applicant and Club Welfare Officer

Email assistance is available by contacting FAchecks@thefa.com

Phone assistance is available on 0845 210 80 80