GUIDANCE NOTES NO:

3.6

OBTAINING A DBS CHECK ONLINE

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1. THE CLUB REGISTRATION PROCESS

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, their FAN and the club name in the email.

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

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From: Daniel Storey
Sent: 29 October 2018 16:54
To: FADBSS <FAchecks@thefa.com>
Subject: ONLINE CHECKS

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 should complete the attached Registration Form and send it by email to FAchecks@TheFA.com

1. THE CLUB REGISTRATION PROCESS cont’d

The FA DBS Online Club Registration Form

To register to use The FA DBS Online Disclosures service please provide us with the details requested below. This information will be validated against County FA records. The Club Welfare officer (CWO) will be responsible for ID verification for the purpose of the DBS application. The email address is required to access the online service. If the CWO or email address change please ensure you contact FAchecks@TheFA.com and your County FA who will update their records accordingly.

Club Details

| Club name (as recorded by County FA) |  |
| Address Line 1 |  |
| Address Line 2 |  |
| Town |  |
| County |  |
| Postcode |  |

CWO Details

| CWO name |  |
| Email address (used for all future correspondence relating to online applications) |  |
| Telephone number (daytime) |  |

From: FAchecks@TheFA.com
To: CWO / email enquirer
Subject: FA DBS Online Club Registration

Thank you for enquiring about The FA DBS Check Online Disclosures application process. To register to use this service please complete the attached Club Registration Form and return by email to FAchecks@TheFA.com.

Once this is received and the information validated against County FA records, access to the Online Disclosures service will be granted. You will receive two emails. One will confirm your personal login details needed to activate your account as a verifier. The other will provide all the information you require to check your club members.

Once the account is activated your club members can commence the application process. Applicant guidance is provided and this must be presented to each club member requiring a check.

These details are unique to your club registration and should be retained for future reference.

Please Note: To use this service Club Welfare Officer (CWO) needs to have an accepted DBS, and have completed the Welfare Officer Workshop (you will find this on the Online Safeguarding Service accessed via your CFA Member’s Services).

If you are a CWO requiring a DBS, follow the same process and submit your application online. You will need to have your ID verified by a County FA Verifier. A County FA Verifier list will be detailed on the summary page of your online application. Once your DBS has been accepted, contact us and we will set you up as your club verifier.

Who needs a DBS Enhanced Disclosure?
The FA DBS 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 process.
1. THE CLUB REGISTRATION PROCESS cont’d

The CWO will also receive an email to confirm that they have been added to OnlineDisclosures 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 OnlineDisclosures. 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 OnlineDisclosures in the future.

From: OnlineDisclosures System <OnlineDisclosures@gbgplc.com>
Sent: 30 October 2018 08:48
To: Daniel Storey
Subject: New Verifier Account Activation

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

Dear Daniel Storey,

You are now registered as a Verifier for Test FC.

To activate your OnlineDisclosures account and create a password, please click on the link below:
http://gbg.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=VNSU/bwgecQ%3d&UserKey=c6cmyyl7kOYgL6kNnMTYEQ1HTI8mkQxPeDRHJV%2bAMFs%3d

Your sign in details are:
Organisation PIN: 123456
Email address: scarlett.tasker@demo.com
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 are attached on the 2nd Registration email.
In the Online Applicant Guidance, the applicant is instructed to go to gbg.onlinedisclosures.co.uk and click ‘Register’. The applicant should enter the relevant details as requested and click ‘Next Step’. They are required to create a password unique to them and click ‘Complete Registration’. They will then start the application process. To access OnlineDisclosures in the future they should Sign In.
3. THE APPLICANT PROCESS: SIGN IN

The applicant should go to 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.
If the applicant has any of the documents listed it is mandatory that they supply the information relating to them. Read the Statement of Fair Processing and click ‘Proceed with application’ at the bottom of the page.
3. THE APPLICANT PROCESS: COMPLETING THE APPLICATION FORM

The applicant is required to enter their personal details, making sure they include any:

- Middle names;
- Any previous or additional names;
- A five-year address history;
- Birthplace details;
- Passport number (if they have one);
- Driving Licence number (if they have one);
- National Insurance number.
3. THE APPLICANT PROCESS: VERIFICATION DOCUMENTS

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.
3. THE APPLICANT PROCESS: DBS DETAILS

**DBS profile number**

If the applicant has completed an application for a DBS check in the past then they may have a DBS profile number. If they are unsure, they can contact the DBS directly or answer No to this question.

**Paper certificate?**

The applicant has the option to select if they would like to receive a paper certificate and where they want this paper certificate to be sent.

If the applicant chooses to receive a paper certificate they must specify the address they want the certificate to be sent to. This can be their current address or another of their choosing.

Alternatively the applicant can select to only receive an online certificate. If this option is selected, it is NOT possible to print the certificate.
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 the applicant need to provide alternative ID the verifier can amend the selection during the verification process.
4. THE VERIFICATION PROCESS

When the CWO Signs In to OnlineDisclosures, 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.

The CWO should check the Current Nationality and ensure it is correct for that applicant. If incorrect, the CWO must update it to the correct nationality.

If the wrong Position has been selected by the applicant, this can be amend by clicking the 'Edit' button.
4. THE VERIFICATION PROCESS: ENTERING THE ID INFORMATION

The CWO should confirm if the applicant has supplied the ID documents listed. If not, then they can select the relevant ID on behalf of the applicant.

If Yes, 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 as displayed on the screen match the details on the ID provided by the applicant.

If the applicant requires Route 2 External Verification please select the ‘Route 2’ tile below.

If discrepancies are found, the application should be rejected (see next page).
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.

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.

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’.
A summary of the verified ID and the specific document details will be shown.

Check the document details again to ensure that the information for each has been entered correctly.

Tick all three boxes to confirm the verified ID meets the specified requirements.

Click Proceed to Step 3

If the details are incorrect, click 'Back to Step 1'. Re-enter the information correctly or follow instructions for 'Selecting documents for Verification'.

Proceed to Step 3
If the applicant requires Route 2 External verification an ID Check is required. The CWO should request the applicant’s consent to undertake the external ID verification check prior to proceeding.

If the applicant doesn’t consent to an external ID check the CWO should ask the applicant which of the three options they would select on screen.
5. **ROUTE 2 EXTERNAL VERIFICATION: ENTERING ID INFORMATION**

The CWO should review all verified ID and tick all three boxes to confirm they meet the specified requirements. If any details happen to be incorrect, click ‘Back to Step 1’ to amend.

To Reject an application please select the ‘Reject Application’ tile below.

As per the standard verification process, the CWO should enter the ID details requested relevant to that particular ID and click the ‘Accept’ button.
If the ID Check shows a Pass result the CWO should click Proceed to step 3.

If the ID Check shows a Fail result the CWO should choose one of the three options shown.
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.
A payment must be made for the application before the FA DBS team can process it any further.

Depending on your club’s requirements your account will be set up so either the applicant OR the club is responsible for payment.

If the club is responsible, it is possible to pay for each application following verification or make a bulk payment for several applications. All applications 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 be made by credit/debit card.
6. THE PAYMENT PROCESS: SELECTING APPLICATIONS FOR BULK PAYMENT

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 be 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 or debit card’.
In order for a CWO to keep track of the status of DBS Checks for their club, they must use their club's Whole Game system portal webpage.

This can be accessed through your local County FA's website or here:

https://wholegame.TheFA.com
From the Whole Game System link, login using your FA-known email/FAN (unique FA Number) and password.

First-time users can create a FAN by clicking the on page links.

You can also reset or retrieve your password.

Short video guidance can be accessed by going to the 'Help' tab indicated.

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**7. WHAT HAPPENS NEXT? cont’d**

From the Whole Game System link, login using your FA-known email/FAN (unique FA Number) and password.

First-time users can create a FAN by clicking the on page links.

You can also reset or retrieve your password.

Short video guidance can be accessed by going to the 'Help' tab indicated.
Once logged in, click on the Safeguarding tab on the left to view the Safeguarding status of club coaches and officials within your club. You can see: individual’s name, FAN, role(s) and their DBS status. You can also check the issue date and outcome, along with safeguarding education and other relevant information which can be exported to a PDF.
For further help on the online DBS process, please use:

- 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.

Calls charged at UK landline local rate.

GB Group Plc is the DBS-registered umbrella body The FA uses to process DBS Checks. The Online Disclosures application system is a trademark of GBG.