



GUIDANCE NOTES NO:

3.6

OBTAINING A DBS CHECK ONLINE

FOR ALL

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FOR ALL

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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.

From: Daniel Storey
Sent: 29 October 2018 16:54
To: FADBS <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

Subject: FA DBS Online Disclosures Registration

Attached:

1 FA DBS Online Club Registration.docx
27 KB

2 FA DBS Online Club Registration Form.docx
294 KB

Thank you for enquiring about The FA DBS Online Disclosures service. Please find attached instructions and associated Registration Form for completion and return to FAchecks@TheFA.com. Please read the information carefully and retain for future reference.

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 note: Completion of an online DBS application is not confirmation of an FA Accepted DBS. The DBS record status must be confirmed by viewing the individuals safeguarding record on The FA's 'Whole Game' portal which can be accessed by clicking on this link <https://wholegame.thefa.com> or through your local County FA's website or The FA.com. For more information regarding The FA's Whole Game Portal [Click Here](#) and go to the red 'Help' tab, or speak to your local County FA.

1. THE CLUB REGISTRATION PROCESS CONT'D

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

GBG OnlineDisclosures



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	

Club Welfare Officer

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?

1. THE CLUB REGISTRATION PROCESS CONT'D

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 the 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@ghgplc.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://qbq.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=VNSU/bwqecQ%3d&UserKey=c6cm yyJ7kOYqL6kNnMtYEQ1HTI8mkQxPeDRHJV%2bAMFs%3d>

Your sign in details are:

Organisation PIN: 123456

Email address: scarlett.tasker@demo.com

2. THE APPLICANT REGISTRATION PROCESS

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 contains 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.



The screenshot shows the 'FA DBS Check Online Applicant Guidance' page. At the top left is the 'GBG OnlineDisclosures' logo, and at the top right is the Football Association crest. The title 'FA DBS Check Online Applicant Guidance' is centered. Below the title, the section 'How do I get started?' is followed by instructions to go to www.gbg-onlinedisclosures.co.uk and select 'REGISTER'. It lists required information: Org PIN, Secret word, and Org name. Further instructions state that after registration, users will be directed to complete the application, can save it, and will be asked for National Insurance, Passport, and Driving Licence numbers. A note asks users to provide their FAN in the Personal Reference Number field. Another note states that proof of identity must be provided to the CWO, and that original documents are required. The final section, 'What happens next?', explains that the CWO will verify the ID, submit the application to the FA DBS, and the DBS will issue a disclosure result to the FA.

GBG OnlineDisclosures

**FA DBS Check
Online Applicant Guidance**

How do I get started?

Go to www.gbg-onlinedisclosures.co.uk select REGISTER on the right hand side of the sign in screen and enter the information requested, including:

Org PIN:

Secret word:

Org name:

Once registered, you will be directed to complete the application. You can save your application at any time. To log back into your application, sign in using the above organisation PIN, your email address and password you created as part of the registration process. You will be asked for your National Insurance, Passport and Driving Licence numbers so please ensure you have this information ready.

Please ensure you provide your FAN in the Personal Reference Number field provided (if known).

Once completed and submitted you are required to provide proof of identity to your Club Welfare Officer (CWO) in support of your application. All Identity Documents (ID) must be original, photocopies are not acceptable. The list of acceptable ID and an ID selection tool form part of the online application.

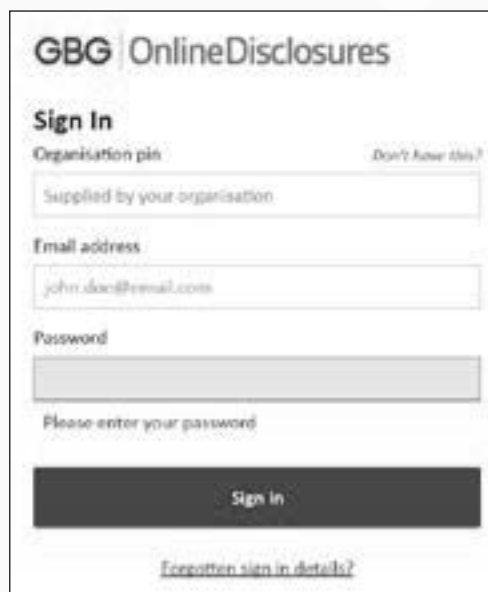
What happens next?

The Club Welfare Officer (CWO) will verify your ID against the details you have supplied and, if correct, submit the application to The FA DBS. The application will be validated before progressing to the Disclosure and Barring Service (DBS) for further processing. Upon completion, the DBS will issue you with a copy of the DBS Disclosure. The FA DBS will update their records and forward the Disclosure result to The FA.

2. THE APPLICANT REGISTRATION PROCESS CONT'D

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'.

The applicant is 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.



GBG | OnlineDisclosures

Sign In

Organisation pin Don't have this?

Supplied by your organisation

Email address

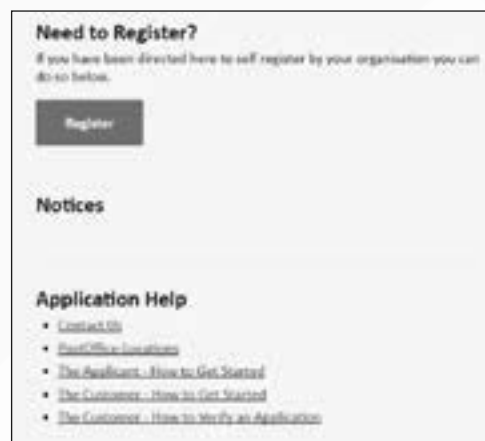
john.doe@email.com

Password

Please enter your password

Sign In

[Forgotten sign in details?](#)



Need to Register?

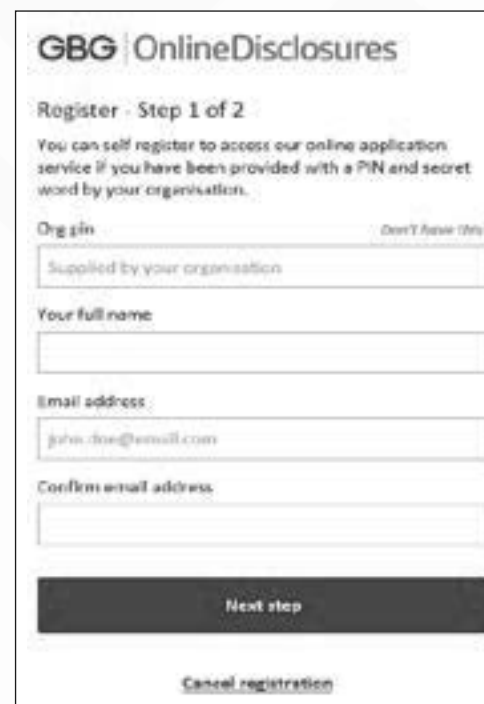
If you have been directed here to self register by your organisation you can do so below.

Register

Notices

Application Help

- [Contact Us](#)
- [About Online Disclosures](#)
- [The Applicant - How to Get Started](#)
- [The Customer - How to Get Started](#)
- [The Customer - How to Verify an Application](#)



GBG | OnlineDisclosures

Register - Step 1 of 2

You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.

Org pin Don't have this?

Supplied by your organisation

Your full name

Email address

john.doe@email.com

Confirm email address

Next step

[Cancel registration](#)



GBG | OnlineDisclosures

Register - Step 2 of 2

☐ I confirm **Demonstration Organisation PO** is my organisation

Create password

Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (!@#\$%) to increase your password security strength.

Confirm password

Complete registration

[Cancel registration](#)

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.

GBG | OnlineDisclosures

Sign In

Organisation pin

Don't have this?

Supplied by your organisation

Email address

john.doe@email.com

Password

Please enter your password

Sign in

[Forgotten sign in details?](#)

3. THE APPLICANT PROCESS: BEFORE YOU BEGIN...

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.

Before you Begin

This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.

What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid Driving licence
- Valid passport
- Valid national ID card

Begin application

Statement of Fair Processing

Please confirm below that you agree to the following statement of fair processing

Applications for **Standard and Enhanced Checks** are processed by Disclosure and Barring Service (DBS).

By accessing the Website and providing your personal details, you agree to accept and be bound by the Privacy Policy which explains how GBG processes your data for the purposes of obtaining your Disclosure from DBS, the key terms of which are non-exhaustively summarised in this statement of fair processing.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

By **clicking the two boxes below**, applicants using this service for the purpose of obtaining a Disclosure from DBS, confirm that:

☐ If I am applying for a DBS Standard and Enhanced Check, I have read the Standard/Enhanced Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbs-privacy-policies> and I understand how DBS will process my personal data and the options available to me for submitting an application.

Consent to obtain e-Bulk Standard/Enhanced Check electronic result

☐ I consent to the DBS providing an electronic result directly to the registered body that has submitted my application. I understand that an electronic result contains a message that indicates either the certificate is blank or to await certificate which will indicate that my certificate contains criminal record information. In some cases the registered body may provide this information directly to my employer prior to you receiving the certificate.

Proceed with application

3. THE APPLICANT PROCESS: COMPLETING THE APPLICATION FORM

The applicant is required to enter their personal details:

- 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.

The screenshot shows the 'About You' step of the GBG Online Disclosures process. It includes a progress bar with five steps: 1. About You, 2. Contact Details, 3. Verification Document, 4. Summary, and 5. Confirmation. A note states: 'Please note - we reserve all questions to be answered unless labelled as Optional'. The 'Your Name & Gender' section asks for a full name and any names previously known by the user. It includes a gender selection (Male/Female), title, forename, and surname fields, and a checkbox for a middle name.

The screenshot shows the 'Birth Details' step. It asks for birth details and includes fields for date of birth (DD, MM, YYYY), time of birth, and birthplace (country and county). It also includes a field for the country of birth and a checkbox for 'Please select'. The 'Birth nationality' field is optional. The 'Mother's maiden name' field is also optional, with a note that it should be included if it is a surname or family name before she is married.

The screenshot shows the 'Address History Timeline' step. It displays a timeline of the user's address history from 5 years ago to the present. The current address is listed as 'GB Group Plc, 5, NOTTINGHAM, Nottinghamshire, NG13 7EP, GB' with a date range of 'March 2013 - Present (2 years 4 months)'. The previous address is listed as '4 Broad Marsh Centre, NOTTINGHAM, Nottinghamshire, NG1 7LB, GB' with a date range of 'April 2006 - March 2013 (7 years)'. The user can change dates or remove addresses. The timeline is complete, and the user can proceed to step 4 or add another address.

The screenshot shows the 'Previous Names' step. It asks if the user has been known by any other names. If yes, it asks for the names and includes a field for the date of birth. The user can add names and dates. The 'Add Name' button is visible at the bottom.

Current valid passport

Please complete the information for this document below

Date of issue
 d.p. 01/01/2011

Passport number

Date of birth
 d.p. 01/01/1990

Nationality

When sufficient ID has been selected, the red bar at the top will change to green.

Please confirm the following:

- ☐ At least one of the documents selected contains a current address
- ☐ At least one of the documents selected contains a date of birth
- ☐ Documentary evidence was provided for all name changes where available

[Proceed to step 4](#) [Back to step 2](#)

Issued within the last 3 months

☒ Issuing Society Statement (SM or ISM)

Date of Issue

e.g. 31/05/2002

[illegible]

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.

The screenshot shows the 'DBS Details' section of the GBG Online Disclosures application. At the top, a progress bar indicates five steps: 'About You', 'Contact Details', 'Verification Documents', 'Summary' (the current step, marked with a '4'), and 'Confirmation' (marked with a '5'). The 'DBS Details' section includes a link for 'Pending DBS Details Section Help Text'. The main content area contains three questions with radio button options: 'Do you have a DBS profile number?' (Yes/No), 'Do you wish to receive the paper certificate?' (Yes/No), and 'Receive paper certificate at current address?' (Yes/No). A text input field for the 'DBS profile number' is also present.

GBG OnlineDisclosures

Progress bar: 1. About You, 2. Contact Details, 3. Verification Documents, 4. Summary, 5. Confirmation

DBS Details
Pending DBS Details Section Help Text

Do you have a DBS profile number?
Pending Has DBS Profile Number Help Text
☒ Yes ☐ No

DBS profile number

Do you wish to receive the paper certificate?
☒ Yes ☐ No

Receive paper certificate at current address?
☐ Yes ☐ No

3. THE APPLICANT PROCESS: CONFIRMATION OF SUBMISSION

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.

The screenshot shows the 'GBG OnlineDisclosures' interface. At the top, a progress bar indicates five steps: 'About You', 'Contact Details', 'Verification Documents', 'Summary', and 'Confirmation'. The first four steps are marked with checkmarks, and the fifth step, 'Confirmation', is highlighted with a circle containing the number '5'. The main content area is titled 'Your application has been submitted for verification' and includes the following sections:

- What you need to bring**
If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter your password when starting the verification process.
- You selected to bring the following proof of identity documents:**
 - Passport
 - Bank or Building Society Statement
 - Credit Card Statement
- You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.**
- What happens next?**
Please make an appointment to meet with a verifier from the list below.

Below this text is a table with two rows of contact information:

Demo	disclosure_manager@outlook.com
Demo Verifier	bestverifier@outlook.com

At the bottom of the page, there are two buttons: 'Print document selection' and 'Sign out'.

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.

GBO | Online Disclosures

Applications | **Awaiting Verification** | Completed | With Info | Complete | Pending Payment | Not Submitted | All

Status Selection

Search

Log ID: [] | Name: [] | DOB: [] | Residence: [] | Status: [] | WFO: [] | Product: [] | E Number: [] | Decision: [] | WFO: []

Log ID	Name	DOB	Residence	Status	WFO	Product	E Number	Decision	WFO
001127000	John Doe	01/01/1980	123456789	Awaiting Verification	No	123456789	123456789	Closed and discarded	123456789
001127000	John Doe	01/01/1980	123456789	Awaiting Verification	No	123456789	123456789	Closed and discarded	123456789
001127000	John Doe	01/01/1980	123456789	Awaiting Verification	No	123456789	123456789	Closed and discarded	123456789
001127000	John Doe	01/01/1980	123456789	Awaiting Verification	No	123456789	123456789	Closed and discarded	123456789
001127000	John Doe	01/01/1980	123456789	Awaiting Verification	No	123456789	123456789	Closed and discarded	123456789

Records per page: 10 | 20 | 50 | 100 | 200 | 500 | 1000 | 2000 | 5000 | 10000 | 20000 | 50000 | 100000 | 200000 | 500000 | 1000000 | 2000000 | 5000000 | 10000000 | 20000000 | 50000000 | 100000000 | 200000000 | 500000000 | 1000000000 | 2000000000 | 5000000000 | 10000000000 | 20000000000 | 50000000000 | 100000000000 | 200000000000 | 500000000000 | 1000000000000 | 2000000000000 | 5000000000000 | 10000000000000 | 20000000000000 | 50000000000000 | 100000000000000 | 200000000000000 | 500000000000000 | 1000000000000000 | 2000000000000000 | 5000000000000000 | 10000000000000000 | 20000000000000000 | 50000000000000000 | 100000000000000000 | 200000000000000000 | 500000000000000000 | 1000000000000000000 | 2000000000000000000 | 5000000000000000000 | 10000000000000000000 | 20000000000000000000 | 50000000000000000000 | 100000000000000000000 | 200000000000000000000 | 500000000000000000000 | 1000000000000000000000 | 2000000000000000000000 | 5000000000000000000000 | 10000000000000000000000 | 20000000000000000000000 | 50000000000000000000000 | 100000000000000000000000 | 200000000000000000000000 | 500000000000000000000000 | 1000000000000000000000000 | 2000000000000000000000000 | 5000000000000000000000000 | 10000000000000000000000000 | 20000000000000000000000000 | 50000000000000000000000000 | 100000000000000000000000000 | 200000000000000000000000000 | 500000000000000000000000000 | 1000000000000000000000000000 | 2000000000000000000000000000 | 5000000000000000000000000000 | 10000000000000000000000000000 | 20000000000000000000000000000 | 50000000000000000000000000000 | 100000000000000000000000000000 | 200000000000000000000000000000 | 500000000000000000000000000000 | 1000000000000000000000000000000 | 2000000000000000000000000000000 | 5000000000000000000000000000000 | 10000000000000000000000000000000 | 20000000000000000000000000000000 | 50000000000000000000000000000000 | 100000000000000000000000000000000 | 200000000000000000000000000000000 | 500000000000000000000000000000000 | 1000000000000000000000000000000000 | 2000000000000000000000000000000000 | 5000000000000000000000000000000000 | 10000000000000000000000000000000000 | 20000000000000000000000000000000000 | 50000000000000000000000000000000000 | 100000000000000000000000000000000000 | 200000000000000000000000000000000000 | 500000000000000000000000000000000000 | 1000000000000000000000000000000000000 | 2000000000000000000000000000000000000 | 5000000000000000000000000000000000000 | 10000000000000000000000000000000000000 | 20000000000000000000000000000000000000 | 50000000000000000000000000000000000000 | 100000000000000000000000000000000000000 | 200000000000000000000000000000000000000 | 500000000000000000000000000000000000000 | 1000000000000000000000000000000000000000 | 2000000000000000000000000000000000000000 | 5000000000000000000000000000000000000000 | 100 | 200 | 500 | 1000 | 2000 | 5000 | 100 | 200 | 500 | 1000 | 2000

Current Nationality

Please choose the current nationality from the drop down for the applicant. This may be different to their birth nationality.

Current Nationality

United Kingdom

Current Nationality

Type of Work

Position

volunteer

Position

Volunteer

☐ Yes ☒ No

By ticking 'Yes' to volunteer you are agreeing that this applicant meets the [DBS definition](#) of a [type of volunteer](#) as set out below. It is not this application as a volunteer where the applicant does not meet the below definitions may result in a warning subsequently changing the selected DBS fee.

The DBS definition of a volunteer is:

Any person engaged in an activity which involves supplying their unpaid labour for the work of other sponsored (not-for-profit) persons, doing something which will be for the benefit of that party without a close motive.

It is **not** a volunteer if you intend to pay, or the employer pays or benefits directly from the position the [DBS application](#) is being submitted for. The applicant must not:

- be brought directly from the position for which the [DBS application](#) is being submitted
- receive any payment (except for travel costs after approved out of pocket expenses)
- be an ex-military personnel
- be an ex-teacher that requires them to do this job role
- be an ex-teacher that will need to a full time role specification

Previous to Document Overview

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).

Miss Shenol Holmes

Document Verification Overview

In order to progress with the application, the applicant must provide sufficient ID to validate their application.

Guidance has been provided on the type and range of ID documents that must be used to validate the identity of the applicant. For full guidance consult OBO Guidance - Document & Evidence

- A minimum of three documents must be submitted. At least one document should be from Group 1. If the applicant cannot provide any ID from Group 1, they should provide a Group 2a document, two further documents and agree to an external ID validation check being carried out.
- At least one document must confirm the date of birth.
- At least one document must confirm the current address.
- All documents must be original. Photographs and documents downloaded from the internet are not acceptable. All personal details provided by the applicant should secure the full and correct name and address history has been validated. Failure to submit the information correctly may lead to the check being invalid.

Submission of the application confirms that the applicant consents to this process.

3 Selected Identity Documents

The applicant has stated they would provide the following documents to confirm their identity:

- Birth Certificate more than 12 months from DOR
- Letter from Bank or Building Society
- Credit Card Statement

Have the above documents been provided?

If the above have been provided then they confirm to the required document types set by the OBO/TS in order to confirm an individual's identity.

OBO OnlineDisclosures

Identity Documents Verification

Mr Sam Smith

Please verify the following 3 Documents

- Current valid passport (Group 1)
- Current car, (Current title or title of Motor driving license - photo card (Group 1))
- Birth certificate - issued at time of birth (Group 1)

Current valid passport

Date of issue
 (e.g. 01/06/2020)

Passport Number

Date of Birth
 (e.g. 01/06/2020)

Nationality
 (e.g. GB)

The applicant has not completed this form yet

Name Details

Forename: Sam

Surname: Smith

Address/Mailing Name

Birth Details

Town: Nottingham

County

Country: GB

Nationality

Current Address & Contact Details

GB Group 1b

1

NOTTINGHAM

Nottinghamshire

GB

NG1 1 1P

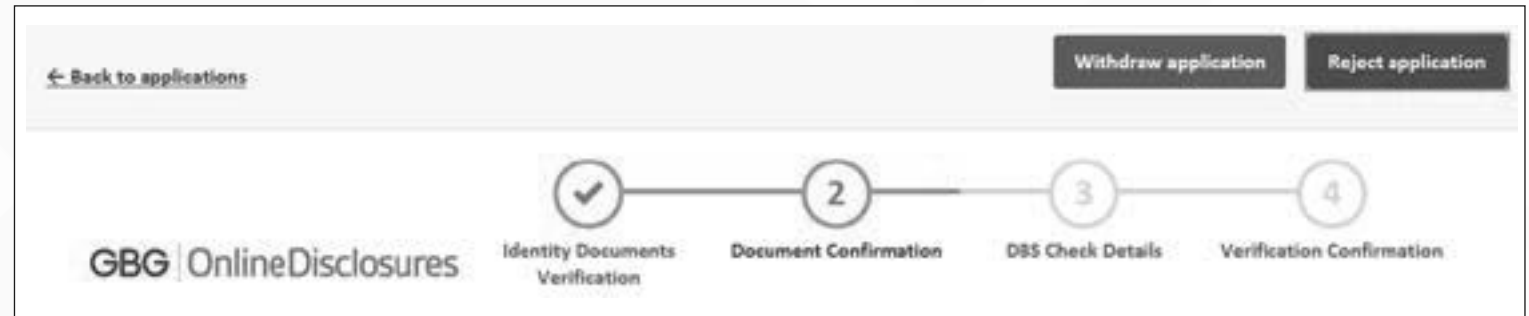
4. THE VERIFICATION PROCESS: REJECTING AN APPLICATION

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.

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'.



The screenshot shows a dialog box titled 'Reject application'. It contains the question 'Are you sure you wish to reject this application?'. Below this is a 'Reason' section with a dropdown menu currently showing 'Personal Details Incorrect'. Below the dropdown is a 'Notes' section with a large text input area. At the bottom of the dialog are two buttons: 'Reject' and 'Cancel'.

4. THE VERIFICATION PROCESS: DOCUMENT CONFIRMATION

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'.

The screenshot shows the 'Identity Document Confirmation' step of the GBG OnlineDisclosures process. At the top, there is a progress bar with four steps: 1. Identity Document Verification (marked with a checkmark), 2. Identity Document Confirmation (current step), 3. DBS Check Details, and 4. Verification Confirmation. Navigation buttons include 'Back to applications' and 'Withdraw application'/'Reject application'. The main content area displays three document verification boxes: 'Birth Certificate (UK or Channel Islands)' with issue date 03/09/1946 and birth date 01/09/1946; 'Bank/Building Society Opening Confirmation Letter (UK or EEA)' with issue date 11/11/2018; and 'Credit Card Statement (UK or EEA)' with issue date 11/11/2018. Below these, a section titled 'Please confirm the following:' contains three checkboxes: 'At least one of the documents selected contains a current address', 'At least one of the documents selected contains a date of birth', and 'Documentary evidence was provided for all name changes where available'. At the bottom, there are buttons for 'Proceed to step 3' and 'Back to step 1'.

← Back to applications

Withdraw application Reject application

GBG OnlineDisclosures

Identity Document Verification Identity Document Confirmation DBS Check Details Verification Confirmation

Identity Document Confirmation

Birth Certificate (UK or Channel Islands)

Date of Issue: 03/09/1946

Date of Birth: 01/09/1946

Bank/Building Society Opening Confirmation Letter (UK or EEA)

Date of Issue: 11/11/2018

Credit Card Statement (UK or EEA)

Date of Issue: 11/11/2018

Please confirm the following:

- ☐ At least one of the documents selected contains a current address
- ☐ At least one of the documents selected contains a date of birth
- ☐ Documentary evidence was provided for all name changes where available

Proceed to step 3 Back to step 1

5. ROUTE 2 EXTERNAL VERIFICATION

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.

ID Check consent

Does the applicant consent to an external ID verification check?

The Applicant has indicated that they are unable to provide any Route 1 identity documentation. As explained to the applicant, prior to them completing the application, in the Privacy Policy, in this situation We will also verify their identity by checking the personal data supplied against the details held about them on other databases which We have access to, such as those held by credit reference agencies (CRAs) e.g. Equifax.

In selecting 'yes' below you confirm that the Applicant is aware that this additional check will now be made, knowing that Checking details with CRA's is purely for the purpose of an identity check. This is a soft search and it is not a credit check; Unlimited soft searches can be made without having any impact on the Applicant's credit report or score.

Information on how Equifax uses and shares personal data can be found at the following address: <https://www.equifax.co.uk/cra/n.html>

Yes

No

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.

GBG OnlineDisclosures

ID Check consent

Does the applicant consent to an external ID verification check?

The Applicant has indicated that they are unable to provide any Route 1 identity documentation. As explained to the applicant, prior to them completing the application, in the Privacy Policy, in this situation We will also verify their identity by checking the personal data supplied against the details held about them on other databases which We have access to, such as those held by credit reference agencies (CRAs) e.g. Equifax.

In selecting 'yes' below, you confirm that the Applicant is aware that this additional check will now be made, knowing that Checking details with CRA's is purely for the purpose of an identity check. This is a soft search and it is not a credit check; Unlimited soft searches can be made without having any impact on the Applicant's credit report or score.

Information on how Equifax uses and shares personal data can be found at the following address: <https://www.equifax.co.uk/cra/n.html>

Accept external ID verification

If the applicant has provided you with alternative ID documentation, select 'Re choose ID Docs' to amend the ID document selection accordingly.

Re choose ID Docs

If you or the applicant have decided not to continue with the GBG application, please 'Withdraw Application'.

Withdraw Application

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.

← Back to applications Withdraw application Reject application

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1 Identity Document Verification 2 Identity Document Confirmation 3 DBS Check Details 4 Verification Confirmation

Miss Shenol Hoines

Please Verify the Following 3 Documents

1. Birth Certificate (UK or Channel Islands) (Group 1a)
2. Bank/Building Society Statement (UK and Channel Islands or EEA) (Group 1b)
3. Bank/Building Society Opening Confirmation Letter (UK or EEA) (Group 2b)

Bank/Building Society Opening Confirmation Letter (UK or EEA)

Date of Issue: (e.g. 31/03/1980)

The applicant has not supplied this form of ID

Name Details

Forename: Shenol

Surname: Hoines

Maternal Maiden Name:

Birth Details

Town: Nottingham

Country: GB

Nationality:

Current Address & Contact Details

100 High Street
WESTBURY
Wiltshire
GB
BA13 8BN

← Back to applications Withdraw application Reject application

GBG OnlineDisclosures

1 Identity Document Verification 2 Identity Document Confirmation 3 DBS Check Details 4 Verification Confirmation

Identity Document Confirmation

Birth Certificate (UK or Channel Islands)

Date of Issue: 03/09/2046

Date of Birth: 01/09/1988

Bank/Building Society Opening Confirmation Letter (UK or EEA)

Date of Issue: 11/11/2018

Credit Card Statement (UK or EEA)

Date of Issue: 11/11/2018

Please confirm the following:

- ☐ At least one of the documents selected contains a current address
- ☐ At least one of the documents selected contains a date of birth
- ☒ Documentary evidence was provided for the applicant's name and any name changes where available

5. ROUTE 2 EXTERNAL VERIFICATION: ID CHECK RESULT

If the ID Check shows a Pass result the CWO should click Proceed to step 3.

The screenshot shows the 'ID Check' screen in the GBG Online Disclosures system. At the top, there is a navigation bar with a link to 'Back to applications' and a 'Withdraw application' button. Below this is a progress bar with four steps: 1. Identity Document Verification (marked with a checkmark), 2. Identity Document Confirmation (the current step), 3. DBS Check Details, and 4. Verification Confirmation. The main heading is 'ID Check'. The text on the screen states: 'The ID check for the applicant has passed.', 'The reference number is 0035c025-6290-4864-8028-6514231acda.', and 'If you want to keep a record of this reference you can print this screen by pressing ctrl+p and printing in the usual way.' At the bottom, there is a button labeled 'Proceed to step 3'.

If the ID Check shows a Fail result the CWO should choose one of the three options shown.

The screenshot shows the 'ID Check' screen in the GBG Online Disclosures system after a failed check. At the top, there is a navigation bar with the GBG Online Disclosures logo and a progress bar with four steps: 1. Identity Document Verification (marked with a checkmark), 2. Identity Document Confirmation (the current step), 3. DBS Check Details, and 4. Verification Confirmation. The main heading is 'ID Check'. The text on the screen states: 'The ID check for the applicant has failed. You now have a number of options.' Below this, there are three buttons: 'Re-choose ID Docs', 'Reject Application - Re-choose Route 1 or 2', and 'Reject Application - Re-choose Route 1 or 3'. Below the buttons, there is explanatory text: 'If the applicant can provide alternative ID documentation, you will need to select "Re-choose ID docs" to amend ID selection accordingly.', 'If the applicant has entered any personal information incorrectly, please select "Reject Application - Re-choose Route 1 or 2" to return the information back to the applicant and allow them to amend.', and 'Select "Reject Application - Re-choose Route 1 or 3" to return the application back to the applicant so they can view the alternative ID options.'

5. ROUTE 2 EXTERNAL VERIFICATION: DBS CHECK DETAILS

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 screenshot shows the 'DBS Check Details' page in the GBG Online Disclosures system. At the top, a progress bar indicates four steps: 1. Identity Documents Verification (checked), 2. Document Confirmation (checked), 3. DBS Check Details (active), and 4. Verification Confirmation. The main content area is divided into three sections: 'Service Selection', 'Criminal Record Disclosure', and 'Payment'. 'Service Selection' includes fields for 'Applicant position' (set to 'J244 - Road'), 'Volunteer' (set to 'No'), and 'Agency' (set to 'Disclosure and Barring Service'). 'Criminal Record Disclosure' includes fields for 'Disclosure type' (set to 'Basic'), 'DBS (Children barred list)' (set to 'No'), 'DBS (Adults barred list)' (set to 'No'), 'Working at home' (set to 'No'), and 'workforce' (set to 'L30'). The 'Payment' section shows 'Payment type' as 'Invoice' and 'L30'. At the bottom, there are two buttons: 'Proceed to step 4' and 'Back to step 2'.

The screenshot shows the 'Please Read & Confirm the Following' page in the GBG Online Disclosures system. At the top, a progress bar indicates four steps: 1. Identity Documents Verification (checked), 2. Document Confirmation (checked), 3. DBS Check Details (checked), and 4. Verification Confirmation (active). The main content area contains a declaration text: 'I confirm that the regular documentation and information has been supplied and checked in accordance with DBS and Disclosure Scotland guidance. I declare that the information I have provided in support of the application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence. I certify that, where requested, an application for a DBS check is required for the purpose of aiding an exempted question under the Rehabilitation of Offenders Act 1974 (Exceptional) Order 1975 or for a prescribed purpose as defined in the Police Act 1967 (Criminal Records) Regulations 2003.' Below the text is a checkbox labeled 'Declaration by verifier on 24 Jul 2025'. At the bottom, there are two buttons: 'Submit application' and 'Back to step 3'.

6. THE PAYMENT PROCESS

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.

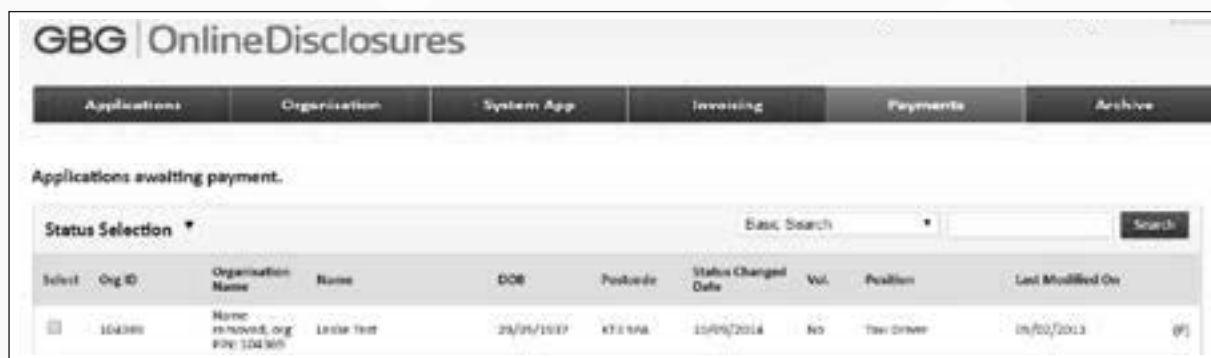
Tick the box alongside the application(s) you want to pay for.

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.



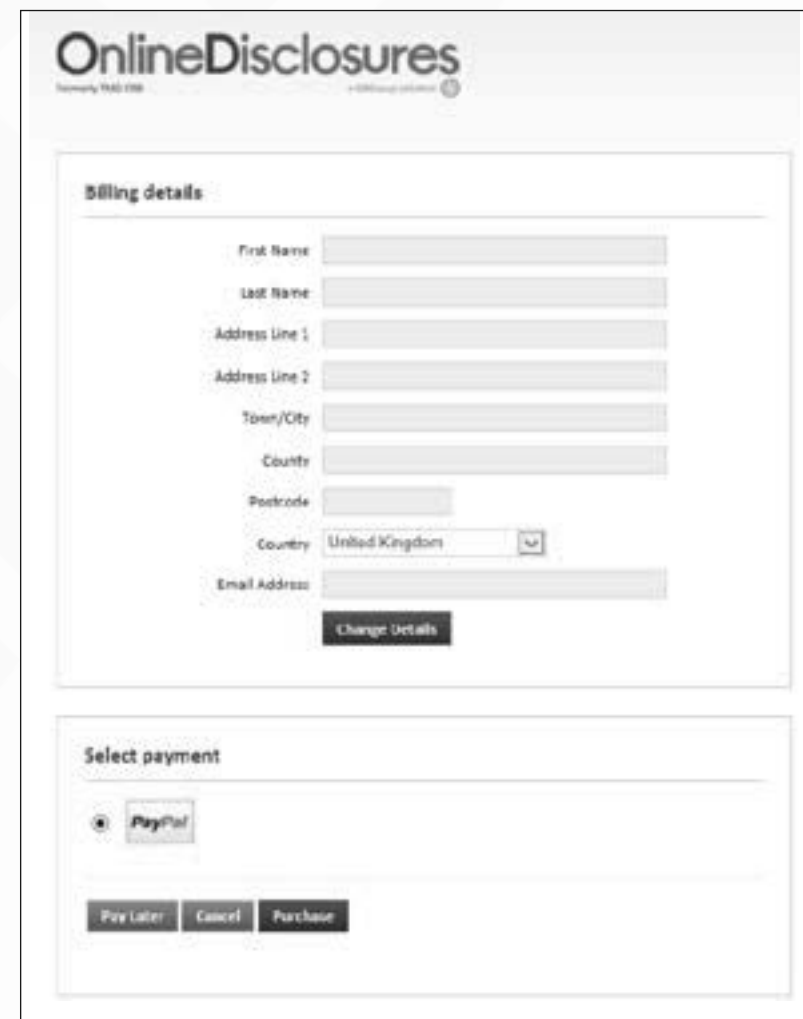
GBG OnlineDisclosures

Applications Organisation System App Invoicing Payments Archive

Applications awaiting payment.

Status Selection * Basic Search * Search

Select	Org ID	Organisation Name	Name	DOB	Postcode	Status Changed Date	Vol.	Position	Last Modified On	
<input type="checkbox"/>	104388	Name removed, org ID: 104388	Linda Test	24/04/1997	KT2 1AA	10/01/2014	No	Test Driver	09/01/2013	(P)



OnlineDisclosures

Summary TAB 100

Billing details

First Name

Last Name

Address Line 1

Address Line 2

Town/City

Country

Postcode

Country

Email Address

Change Details

Select payment

☒ PayPal

Pay Later Cancel Purchase

6. THE PAYMENT PROCESS: MAKING A BULK PAYMENT

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'.

Choose a way to pay

Pay with my PayPal account

Log in to your account to complete the purchase

Email

testverifier@outlook.com

PayPal password

☐ This is a private computer. [What's this?](#)

Log In

[Forgotten your email address or password?](#)

PayPal

Pay with a debit or credit card

(Optional) Sign up to PayPal to make your next checkout faster

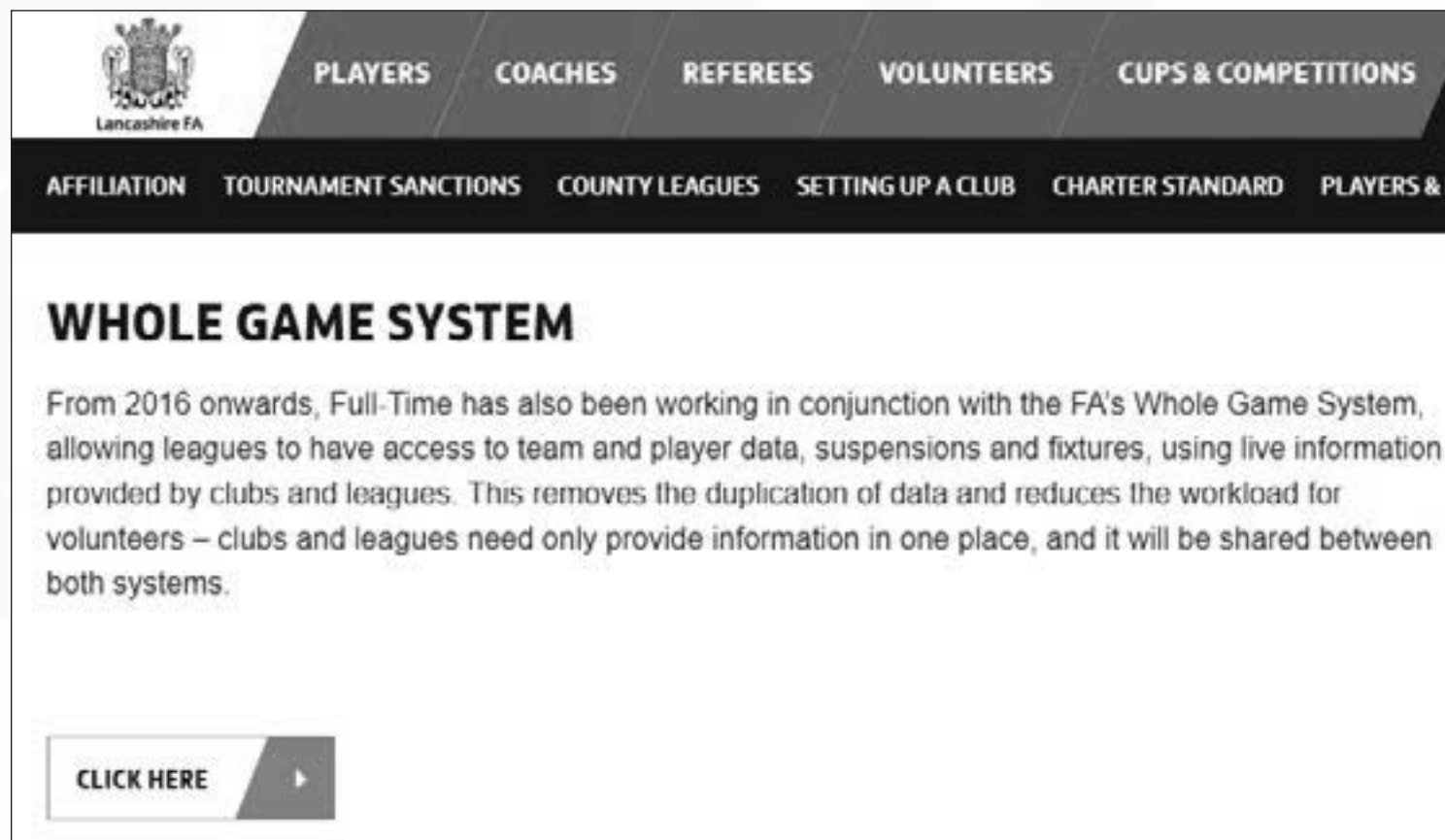
[Cancel and return to GB Group's Test Store.](#)

7. WHAT HAPPENS NEXT?

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>



The screenshot shows the Lancashire FA website. At the top is the Lancashire FA crest logo. Below it is a navigation bar with links: PLAYERS, COACHES, REFEREES, VOLUNTEERS, and CUPS & COMPETITIONS. A secondary navigation bar contains links: AFFILIATION, TOURNAMENT SANCTIONS, COUNTY LEAGUES, SETTING UP A CLUB, CHARTER STANDARD, and PLAYERS & I. The main content area features the heading "WHOLE GAME SYSTEM" in bold. Below this heading is a paragraph of text explaining the system's integration with Full-Time from 2016 onwards. At the bottom of the section is a button labeled "CLICK HERE" with a right-pointing arrow.

WHOLE GAME SYSTEM

From 2016 onwards, Full-Time has also been working in conjunction with the FA's Whole Game System, allowing leagues to have access to team and player data, suspensions and fixtures, using live information provided by clubs and leagues. This removes the duplication of data and reduces the workload for volunteers – clubs and leagues need only provide information in one place, and it will be shared between both systems.

[CLICK HERE](#)

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.



WHOLE GAME

Welcome to Whole Game System

Email / FAN ID:

Password:

Login

Reset / Retrieve Password

If you are already a FA registered user get started by logging on with your existing email address or FAN.

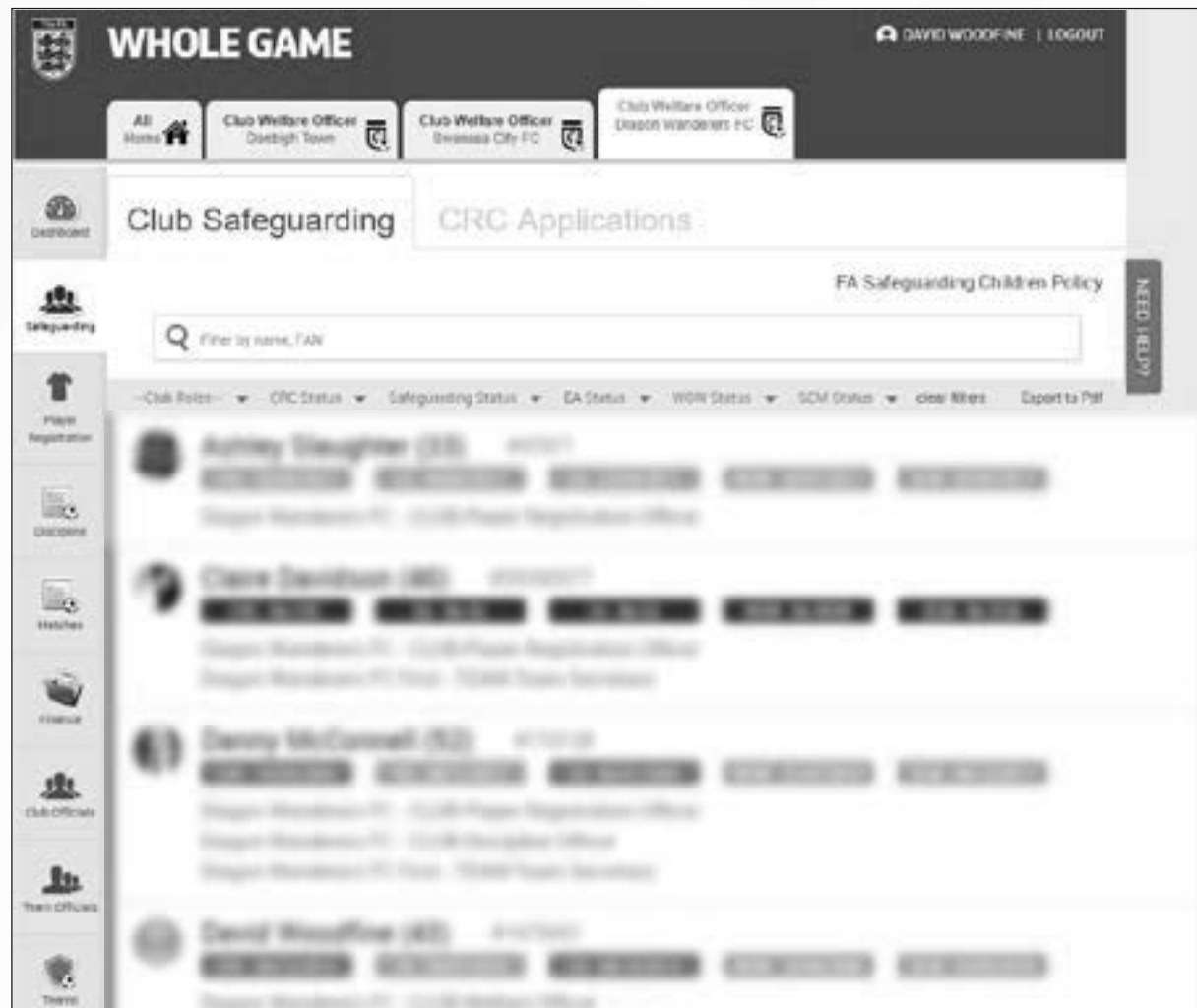
To create a FAN ID, please click here

NEED HELP?

7. WHAT HAPPENS NEXT? CONT'D

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.



8. FURTHER HELP

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.

GBG OnlineDisclosures

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.





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