

# **GBG** | OnlineDisclosures

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## **The Verification Process User Guide**

To be used by those responsible for verifying  
an applicants identity documents.

**Helpdesk Telephone:** 0845 251 5000\*

**Opening Times:** 8.30am to 5.30pm Monday to Friday

**Email:** [onlinedisclosures@gbgplc.com](mailto:onlinedisclosures@gbgplc.com)

*\*Calls cost 3p per minute plus your telephone company's network access charge*

## Contents

**This user guide provides instructions on how to verify the applicant's Identity Documents, including...**

- > Entering the ID information
- > Confirming the Documents
- > Selecting Alternative Documents
- > Confirmation of DBS Details
- > Confirmation of Verification documents
- > Rejecting the Application
- > Making a Payment
- > What to do if the application is rejected at countersign.

For guidance on how to add an applicant, manage users, view the outcome of a check and make a payment outside of the verification process see

**[The Full Customer User Guide](#)**

# Step 1 of 4: Verify the Applicants ID

When you **Sign In** to OnlineDisclosures you will automatically land on the **Awaiting Verifications** tab.

1. **Single** click on the name of the applicant you want to verify.
2. Check the Current Nationality and ensure it is correct for that applicant.
3. If the wrong Position has been selected by the applicant, you can amend this by clicking the 'Edit' button.

The screenshot shows the GBG OnlineDisclosures interface. At the top, there are navigation tabs: Applications, Organisation, Payments, and Letters. Below these are status filters: Dispatched, Awaiting Verification (highlighted), Countersign, Uploading, With DBS, Complete, Awaiting Payment, Not Submitted, and All. A 'Status Selection' dropdown is set to 'Awaiting Verification'. A search bar includes fields for Org ID, Forename, Surname, DOB, Postcode, and Ref Number, along with a Mechanism dropdown and a Search button.

Org ID	Name	DOB	Postcode	Status	Vol.	Product	E-Number	Position	VM
(0) 127535	<a href="#">Sally smith</a>								
(0) 127535	<a href="#">Sally Smith</a>								
(0) 127535	<a href="#">Demo Demo</a>								
(0) 127535	<a href="#">Joe Bloggs</a>								
(0) 127535	<a href="#">sam smith</a>								

The detailed view for 'Sally Smith' shows the following information:

- Current Nationality:** United Kingdom (dropdown menu)
- Type of Work:** 1244 - Test2
- Position:** Volunteer
- VM:** No

At the bottom of the detailed view, there is a red button labeled 'Proceed to Document Overview'.

# Step 1 of 4: Verify the Applicants ID

**1.** You are provided with a list of ID the applicant stated they are able to bring for Verification. You must confirm if they have done this.

If other ID is presented select No. You will then be able to select the relevant ID.

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**Mr John Smith**

**Document Verification Overview**

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

Guidance has been produced on the type and range of ID documents that must be seen to validate the identity of the applicant. For full guidance consult [www.gov.uk/dbs](http://www.gov.uk/dbs)

- **A minimum of three documents** must be witnessed. At least one document should be from Group 1. If the applicant cannot provide any ID from Group 1, five documents from Group 2 must be verified.
- **At least one document** must confirm the date of birth.
- **At least one document** must confirm the current address.
- **All documents** must be original. Photocopies and documents downloaded from the internet are not acceptable. All personal details provided by the applicant should ensure the full and correct name and address history has been validated. Failure to validate the information correctly may lead to the check being invalid.

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

**2 Selected Identity Documents**

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

- Passport
- UK Photo Driving Licence

**Have the above documents been provided?**

If the above have been provided then they conform to the required document types set by the DBS/DS in order to confirm an individuals identity.

Yes

No

# Step 1 of 4: Identity Document Verification

2. Enter the details **requested** for each ID

3. Click **accept** this ID

The **next** ID requiring verification will be shown automatically. The ID already verified will be greyed out and be struck through

4. Follow steps 3 & 4 for each ID and click Next

Once **all** ID has been verified you will automatically be taken to Step 2 **‘Document Confirmation’**

**Please Note:** It is important to check that all personal details supplied, name history, full address etc. have been entered exactly as evidenced on the ID. The disclosure check cannot be relied upon if not. If there are any discrepancies, the application will need to be rejected.

## Step 2 of 4: Document Confirmation

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

1. Check the document details again to ensure that the information for each has been entered correctly
2. Tick all **three** boxes to confirm the verified ID meets the specified requirements
3. 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'**

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Identity Documents Verification | **Document Confirmation** | DBS Check Details | Verification Confirmation

### Verified Identity Documents

<p>Current valid passport</p> <p>Date of Issue: 27/10/2008</p> <p>Passport Number: 12345678</p> <p>Date of Birth: 31/10/1980</p> <p>Nationality: GB</p>	<p>Current UK, Channel Isles or Isle of Man driving licence - photo card</p> <p>Driving Licence Number: 123456789</p> <p>Date of Birth: 31/10/1980</p> <p>Valid from date: 27/09/2011</p> <p>Country of Issue: GB</p>	<p>Birth certificate - issued at time of birth</p> <p>Date of issue: 31/10/1980</p> <p>Date of Birth: 31/10/1980</p>
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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](#)

# Step 3 of 4: DBS Check Details

All sections on this page are pre-set according to the application and the organisations setup.

You should review each section to check it is correct.

### Criminal Record Disclosure

If the application DBS Standard or Enhanced Criminal Record Check, it is possible to edit the Criminal Record Disclosure. *(This is not possible for DBS Basic Criminal Record Check)*

### Payment

If you need to change the method of payment for this application, click Edit and select the relevant method from the dropdown.

**DBS Check Details**

Section	Field	Value	Action
Service Selection	Applicant position:	1244 - Test2	
	Volunteer:	No	
	Agency:	Disclosure and Barring Service	
Criminal Record Disclosure	Disclosure type:	BASIC	
	DBS Childrens Barred List:	No	
	DBS Adult's Barred List:	No	
	Working at home:	No	
	Workforce:		<a href="#">Edit</a>
Payment	Payment Type:	Invoiced	<a href="#">Edit</a>

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

Once you are happy with the information on this page Click Proceed to Step 4

## Step 4 of 4: Verification Confirmation

Read the declaration and tick the box to confirm that you have read and understood it

Click **Submit Application**

The screenshot shows the final step of the application process. At the top, a progress bar indicates four steps: Identity Documents Verification, Document Confirmation, DBS Check Details, and Verification Confirmation (Step 4). The current step is highlighted with a yellow circle containing the number 4. Below the progress bar, the text reads: 'Please Read & Confirm the Following'. This is followed by a declaration: 'I confirm that the requisite 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 asking an exempted question under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975; or for a prescribed purpose as defined in the Police Act 1997 (Criminal Records) Regulations 2002.' Below the declaration, there is a checkbox labeled 'Declaration by verifier on 24 Jul 2015'. At the bottom of the form, there are two buttons: a red 'Submit application' button and a blue 'Back to step 3' link.



## Rejecting the Application: During Verification

It is very important to be thorough when verifying an applicants ID.

If mistakes are found, then this can lead to it being rejected at countersign and cause delays in the application being processed.

If the disclosure check is carried out with incorrect personal details, this makes the result of the check unreliable.

Being vigilant and spotting any potential errors or discrepancies at Verification allows the disclosure checking process to run as smoothly as possible.

**There are 2 reasons why you may have to reject an application during verification, fall into two categories:**



### Personal Details Incorrect

If there are any **mistakes** in the applicants **personal details** e.g. name, date of birth, and or address details, the application should be **rejected**.

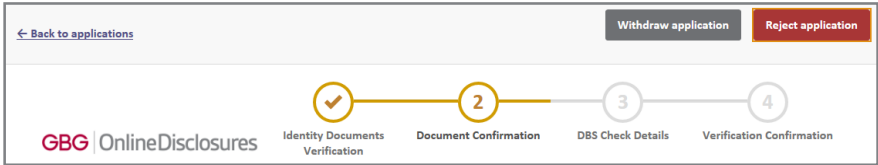


### Insufficient/Incorrect ID

ID should **not** be accepted at verification if it **does not correspond** with the applicants **personal details**, i.e. the ID is in their previous name or address **and/or** out of date.

# Rejecting the Application: Personal Details Incorrect

To be used if there are any **mistakes** in the applicants **personal details** e.g. name, date of birth or address details



1. Click **Reject Application**
2. Select **Personal Details Incorrect**
3. Detail the reason why in the **Notes** field
4. Click **Reject**

The dialog box has a header with 'Withdraw application' and 'Reject application' buttons. The main content area asks 'Are you sure you wish to reject this application?'. Below this is a 'Reason' dropdown menu with 'Personal Details Incorrect' selected. Underneath is a 'Notes' text area. At the bottom are 'Reject' and 'Cancel' buttons.

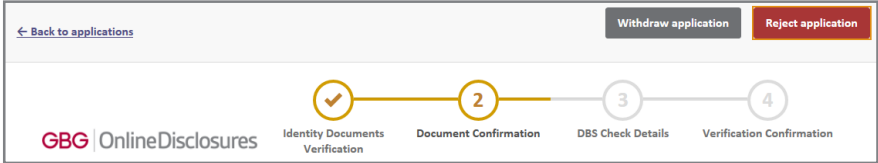
**What Happens?**

An **automated email** will be sent to the applicant **notifying** them that **amendments** are **required**, according to the notes entered.

The **applicant** should **Sign In** to Online Disclosures, **make** the necessary **amendments** and **submit** the application **again** for **verification**.

# Rejecting the Application: Insufficient/Incorrect ID?

To be used if the ID provided does not correspond with the applicants name or address details an or the ID is out of date.



1. Click **Reject Application**
2. Select **Insufficient/Incorrect ID**
3. Detail the reason why the application has been deleted in the **Notes** field
4. Click **Reject**

The screenshot shows a modal dialog box titled 'Reject application'. At the top, there are two buttons: 'Withdraw application' (grey) and 'Reject application' (red). The main text asks, 'Are you sure you wish to reject this application?'. Below this is a 'Reason' label and a dropdown menu with 'Insufficient/Incorrect ID' selected. There is also a 'Notes' label and a large empty text input area. At the bottom, there are two buttons: 'Reject' (red) and 'Cancel' (grey).

**What Happens Next?**

The applicant will receive an **automated** email asking them to provide further ID documents, according to the note entered.

The application will be listed in the **Awaiting Verification** tab, ready for verification, once further ID has been supplied.

## What Happens Next?

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 to either the Disclosure and Barring Service or Disclosure Scotland.

The necessary checks to obtain the relevant disclosure certificate will then be run.



### If errors/contradictions are found...

The OnlineDisclosures countersignatory team will **reject** the application.

Action may be required by you and/or the applicant before the application can continue to be processed.

Once the check has been fully completed the status will show as **Application Complete**.

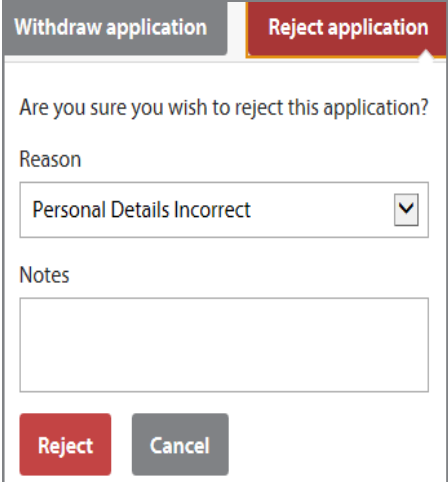
## Rejected at Countersign: Personal Details Incorrect

If an application form is rejected at countersign **action is required by you.**

The application will be rejected at countersign for Personal Details Incorrect if any of the applicants personal details appear to be wrong, e.g. the name or address details

The application will show in the **Awaiting Verification** tab.

- 1. Click on the applicants name.** The reason and the associated notes will be listed
- 2. Click Reject Application**
- 3. Select Personal Details Incorrect**
- 4. Detail the reason why in the Notes field**
- 5. Click Reject**



The screenshot shows a dialog box with two tabs: "Withdraw application" (grey) and "Reject application" (orange). The "Reject application" tab is active. The dialog contains the following elements:

- A question: "Are you sure you wish to reject this application?"
- A "Reason" dropdown menu with "Personal Details Incorrect" selected.
- A "Notes" text area.
- Two buttons at the bottom: "Reject" (red) and "Cancel" (grey).

### What Happens Next?

An automated email will be sent to the applicant notifying them that amendments are required.

The applicant should Sign In to OnlineDisclosures, make the necessary amendments and submit the application again for verification.

**You should then verify the application and submit the application.**

## Rejected at Countersign: Verifier Details Incorrect

If an application form is rejected at countersign action is required by you.

The Application will be rejected at countersign if there is an error in the default settings, i.e. the level of check requested is incorrect.

The application will then show in the **Awaiting Verification** tab.

**1. Click on the applicants name.**

The DBS check details will be shown

**2. Check the information and correct any wrong selections made**

**3. Click continue to Step 4**

**4. Read and confirm the declaration by ticking the confirmation box.**

**5. Click Submit Application**

DBS Check Details

<b>Service Selection</b>	Applicant position <input type="text" value="Childcare Assistant"/>
	Volunteer: No <a href="#">Edit</a> Agency: Disclosure and Barring Service
<b>Criminal Record Disclosure</b>	Disclosure type: ENHANCED DBS Childrens Barred List: Yes DBS Adult's Barred List: No Working at home: No Workforce: Child <a href="#">Edit</a>
<b>Payment</b>	Payment Type: <input type="text" value="Applicant to pay"/> <a href="#">Cancel</a>

[Back to step 2](#)

### What Happens Next?

**The application will be countersigned again.**

If no errors are found, the application will be uploaded to either the Disclosure and Barring Service or Disclosure Scotland.  
The necessary checks to obtain the relevant disclosure certificate will then be run.

## Payment Methods

There are 3 ways to pay for an application

### Organisation Pays by PayPal or Debit/Credit Card



The organisation is responsible for the payment.

This can be made per application, straight after verification, after as a single or as a bulk payment.

To make a bulk payment, applications must be under the same Organisation Pin.

### The organisation is Invoiced



If your organisation is set up for monthly invoicing, payment will **not** be requested at verification.

Instead, the named contact within your organisation will be sent a monthly invoice.

### Applicant Pays by PayPal or Debit/Credit Card



The applicant is responsible for the payment.

Once the ID has been verified you can set a reminder notification. The applicant will receive an automated email notifying them when payment is due.

**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.

## Payment: Arranging for the Applicant to Pay

If payment is **required** from the **applicant** it is possible to set how **many days** they have to **pay within**, and when they will receive a **reminder email** to do so.

1. From the **drop down**, select the number of **days** you wish the applicant to **pay within**
2. **Select** the number of **days** you wish the applicant to **receive** a payment **reminder** on
3. Click **Pay Later**

Confirmation that the reminder has been set up successfully will be shown.

By clicking '**here**' you will be take back to the **Awaiting Verification** tab.

Thank You

The application requires payment before submission

Payment for the current application is required before it can be processed

Pay Now

**Pay now**

Pay Later

Days to pay

Select...

Reminder

Select...

**Pay Later**

### What Happens Next?

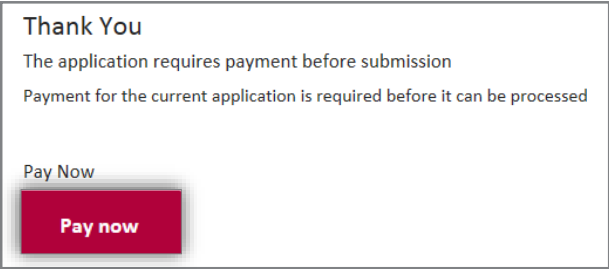
The applicant will be sent an automated email requesting them to log in to OnlineDisclosures and make the payment.



# Payment: Making a Payment Straight after Verification

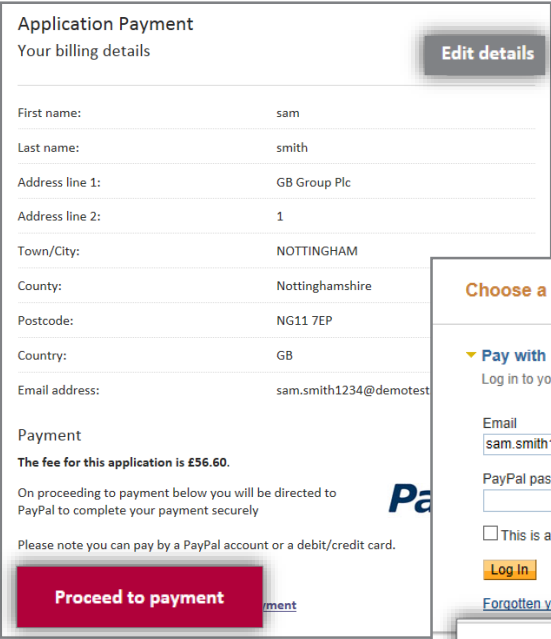
If you wish to make a payment **straight after** verification

1. Click **pay now**



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

3. Click **Proceed to Payment**

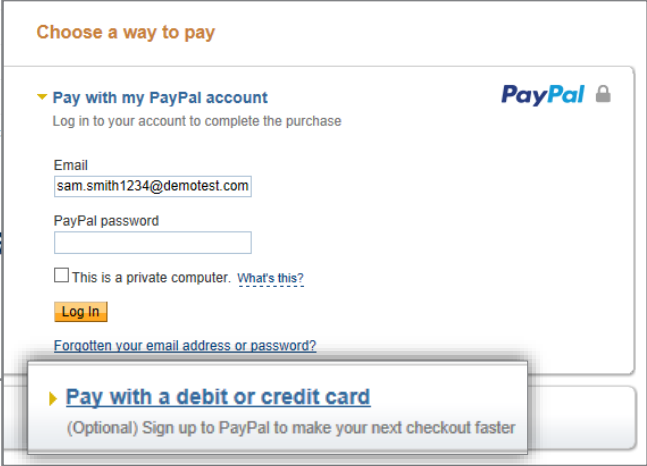


If the billing details are different to the payees billing details, click **Edit details** and enter the correct billing details.

To change the billing details back, click Revert

If you **have** a PayPal account login and follow the instructions provided by PayPal

If you do not have a PayPal account click **Pay with debit or credit card.**



# Organisation Pays: Paying Without a PayPal Account

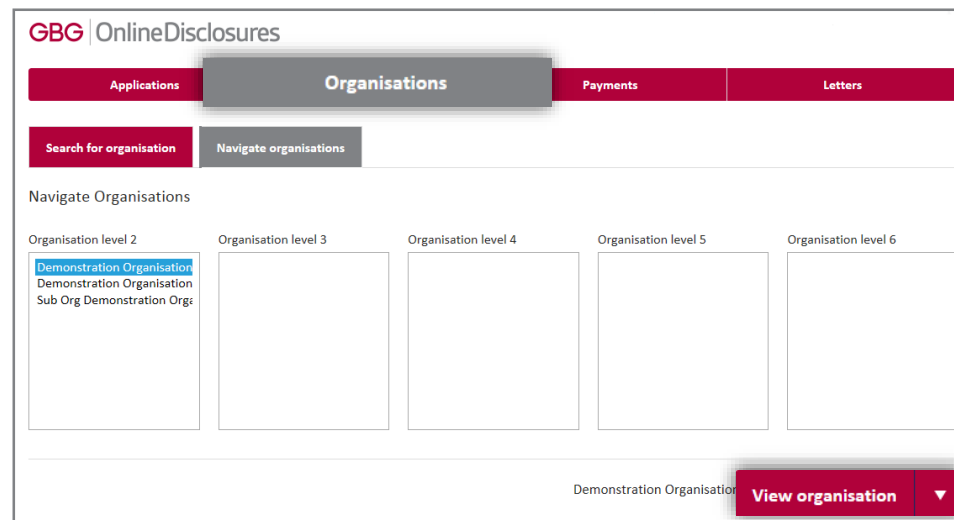
1. Click 'Pay with debit or credit card'
2. Select the type of card being used from the drop down list
3. Enter the card details requested
4. Check the **billing information**  
(If the **billing information** is **incorrect** , click **change** and make any necessary changes)
5. Enter a contact telephone number
6. Click **Continue**
7. Double Check the **billing information** (If the **billing information** is **incorrect** , click **change** and make any necessary changes)
8. Click **Confirm Payment**. Once the payment has gone through, a green box will appear.
9. Click **Continue** to return to the **Applications Tab** or **log out**

The screenshot shows the PayPal checkout interface. At the top, it says "Choose a way to pay". There are two main options: "Pay with my PayPal account" (which is expanded to show a login form with fields for email and password, and a "Log in" button) and "Pay with a debit or credit card" (which is highlighted with a blue arrow). Below the "Pay with a debit or credit card" option, there is a form for entering card details. The form includes a "Country" dropdown menu set to "United Kingdom", a "Card type" dropdown menu set to "Select Card", and a "Billing information" section with fields for name, address, and telephone number. The "Billing information" section is pre-filled with "sam smith", "GB Group Plc", "1 NOTTINGHAM, Nottinghamshire NG11 7EP", and "United Kingdom". There is a "Change" link next to the billing information. Below the billing information, there is a "Delivery address" section with a checked box for "Same as billing address". There is also a "Contact information" section with fields for "Telephone" and "Email" (pre-filled with "sam.smith1234@demotest.com"). At the bottom of the form, there is a "Continue" button and a "Payments processed by PayPal" logo.

## Searching for a particular Organisation Branch (Multiple Branched Organisations Only)

To view the details of a particular branch within your organisation you must be assigned to that specific branch or be below in the organisation structure the one you are assigned to.

1. Click the **Organisation** tab
2. Click **Navigate organisations**
3. Click the relevant Organisation branch
4. Click on the name of the organisation level, you wish to view
5. Click **View organisation** (The highlighted organisation name is the one that will open)



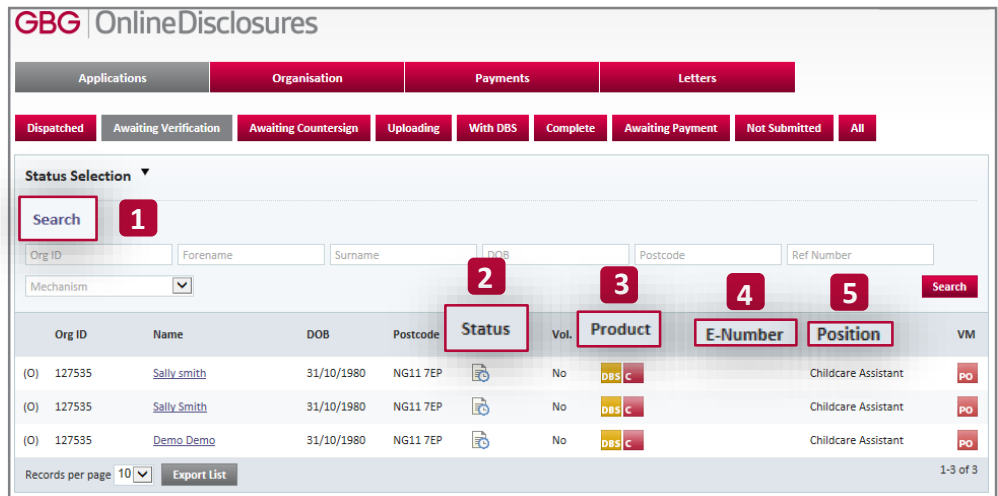
To view all of an organisations details, click on the name of the relevant organisation.

To view the quick action list, click on the menu symbol and select the required action.

# My Home Screen

Every time you access Online Disclosures you will land on the Awaiting Verification tab, this screen can be seen below...

- 1 You can use the search fields to search for a particular applicant.
- 2 The status of an application is indicated by the symbol in the status column. The Key to these can be seen by clicking the downward arrow alongside the Icon Key.
- 3 Product, this refers to the type of disclosure check requested for that applicant.
- 4 E-number, Once the application has been submitted each applicant will be generated a personal reference number. This is listed under E-Number.
- 5 Position states the role the applicant has within the organisation.



Full details on what information/what action can be carried out with each tab see **Tab Functions** on the next slide.

## Tab Functions

Applications Tab	
All applications can be located within this tab. Use the sub-tabs to navigate between statuses or complete a search using the search fields and Status Selection.	
Awaiting Verification	The applications that have not yet been verified are listed here. Click on the Applicants name to verify their ID documents.
Awaiting Countersign	Applications which have been verified but are waiting for Online Disclosures to countersign them will be listed here. During countersigning applications are <b>checked</b> to ensure that there are <b>no errors</b> e.g. spelling or contradictions in the name or address
Uploading	When the application has been countersigned it will be uploaded to either Disclosure Scotland or the Disclosure and Barring Service. The applications in the queue for upload will be shown here.
With DBS	Once the application has been uploaded to either the Disclosure and Barring Service, or Disclosure Scotland who will be carrying out the background check itself, they will be listed here.
Complete	When the result of the disclosure check has come back from either the Disclosure Scotland or the Disclosure and Barring Service they are considered as complete and will be listed here.
Awaiting Payment	Applications which have not been paid for yet, either by the applicant or the organisation will be listed here. If the Organisation is to pay, then either the Verifier or Disclosure Manager can sign in and select the applications they wish to make a payment for.
Not Submitted	This will show applications that have not been fully completed by the applicant.
Organisation Tab	
Information relating to the organisation and user management can be found here.	
Organisation Details	The default settings for the organisation can be found here
Verifiers/Disclosure Managers	All verifiers and other disclosure managers are listed here.
Organisation Actions	
Create Online Applicant	This is used to register an applicant. The system will then send an activation email to the applicant with instructions on how to register.
Non-activated User	This will show the applicants that have been registered, but have not yet activated their account. From here you can re-send activation emails, if for example the applicant does not have access to the other email previously used or they have deleted it.
Payments Tab	
Only applications awaiting payment by the Organisation are listed here.	
Payment can be made for single or multiple applications which are listed under the same Organisation Pin	

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**If you are still unsure about what to do,  
you can call or email us...**

**Helpdesk Telephone:** 0845 251 5000\*

**Opening Times:** 8.30am to 5.30pm Monday to Friday

**Email:** [onlinedisclosures@gbgplc.com](mailto:onlinedisclosures@gbgplc.com)

*\*Calls cost 3p per minute plus your telephone company's network access charge*

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