First Advantage | OnlineDisclosures

The Applicant User Guide

Helpdesk Telephone: 0115 9694600
Opening Times: 8.30am to 5.30pm Monday to Friday
Email: support@onlinedisclosures.co.uk

Contents

This guide will take you through the OnlineDisclosures
Application Form
Step-by-Step

To see instructions on a particular section, click the relevant
button below or simply scroll through the user guide.

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Registering on OnlineDisclosures

To be able to sign-in and complete the disclosure application, you must Register first.

There are **two** ways in which you can Register on OnlineDisclosures.

How you Register is decided by the organisation you are completing the disclosure check for.

Please select how you need to Register

My Organisation has Registered Me

(I have been sent an activation email)

I need to Self-register

(I have been supplied with an Org Pin & Secret Word)

If you are unsure of how you need to register, please contact the Organisation
you are completing the disclosure check for.

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The first time you use OnlineDisclosures
you need to **Register**.

1. Click **Register** on the right hand side of the screen.

2. Enter your Org Pin: This is a unique number supplied by your organisation

3. Enter your full name

4. Enter your email address and confirm it by entering it again

5. Click **Next Step**

Please Note: If you do **not** know the Org Pin, please contact the organisation requesting you complete an OnlineDisclosures check.

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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

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Self-Registration (Step 2 of 2)

1. Enter the Organisation's Secret Word as requested

2. Click the box to confirm that the organisation name provided is the organisation you are completing the check for.

3. Create a memorable password

4. Confirm the password by entering it again

5. Click **'Complete Registration'**

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

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

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Register - Step 2 of 2

Please enter the secret word
This should have been provided by your organisation

Secret word is required.

☐ I confirm **Demonstration Org** is my organisation

Create password
Please enter a password for your account.

••••••••••••

Confirm password

Complete registration

Cancel registration

Registering with an Activation Email

Once you have been added to OnlineDisclosures you will receive an Activation Email, this will contain;

The Organisation PIN
This is specific to your organisation

Confirmation of Email Address
This email address should be used as your username

Link to Registration Page
The link required to activate your account

1. Click the link within the email
2. Create a memorable password
3. Confirm the password by entering it again
4. Click '**Save Password**'

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

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

Dear John,

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

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

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

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

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

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

Thank you for using our online service.

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Create Password

Please enter a new password which will be associated with your new account.

Password
Please enter a password for your account.

Verify Password

Save password

How do I Sign In?

If you need to access OnlineDisclosures and you have already registered, simply Sign In

1. Enter the Organisations PIN

2. Enter the email address used during registration

3. Enter the memorable password you created for yourself.

4. Click Sign In

Please Note: The password is case sensitive and must be entered exactly as you created it.

If you have forgotten your sign in details, click **Forgotten sign in details?**

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Sign In

Organisation pin   *Don't have this?*

Supplied by your organisation

Email address

john.doe@email.com

Password

Sign in

Forgotten sign in details?

Before you begin the application...

If you have any of the documents listed
it is mandatory that you supply the information relating to them.
To make completing the application easier and faster for yourself, make sure therefore that you
them readily available.

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

Next **Read** the **Statement of Fair Processing** and click **Accept** at the bottom of the page.

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 First Advantage Europe Ltd 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 **ticking 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

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Step 1: How do I complete About You: Name & Gender?

Depending on the level of check and who will process the check (the Disclosure and Barring Service or Disclosure Scotland) the application form will vary slightly.

All information requested is necessary to complete the level of check required by your organisation.

You must specify your gender and supply us with your full name details.

Important: Shortened names, 'nicknames' and initials should not be used unless these are stated on your Identity Documents (ID).

A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.

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Step 1: Adding Previous Names

If you have been known by any other names, you must supply the previous name and the dates you used this from and until. To do this…

1. Select **Yes**

2. Enter your previous name

3. Select the name type i.e. **forename** or **surname** from the drop down list. Forename refers to first and middle names

4. Enter the Day of the Month, Month and Year that you used this name **from** and **until** – *If you are unsure, enter the closest date you can remember or the 1st of the month closest to the name change.*

5. Click **Add Name**

Repeat this process until all previous names have been entered

To remove a name, click **Remove**

If adding previous forename(s), all names must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename. If you need to amend a previous name please press remove and re-add it.

Previous name

Name type

Select ▼
Select
Forename
Surname

Used from

Select ▼   Select ▼   Select ▼

Used until

Select ▼   Select ▼   Select ▼

Add Name

Please Note: If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

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Step 1: Completing my Birth Details

Depending on the level of check and who will process the check (the Disclosure and Barring Service or Disclosure Scotland) the application form will vary slightly.

All information requested is necessary to complete the level of check required by your organisation.

Step 1: My Identification Documents (ID)

If you have any of the ID documents listed in this section you must supply this information.

1. Click the box next to any current and valid ID that you have.

You will be asked to supply information relating to that particular document.

2. Enter all the required information for the ID you have selected.

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

3. Click **Proceed to Step 2**

Please Note: Do **not** click the box alongside the document if you **do not** have it.

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Step 2: Complete the Contact & Address Details

Contact Details

Your email address is pre-populated – Please double check this to ensure it is correct – If not and you have Self Registered, please do so again using the correct email address

Address Details

For your application to be processed, a full 5 year address history must be provided.

Lived Abroad or been travelling in the last 5 years?	**Lived Away at University?**
If you have lived abroad or been travelling and visited more than one country, the details for each country you visited must be entered. It is possible for the dates you visited/lived in each country to overlap.	If you are currently living away from home, but your ID relates to your home address, enter your home address as your current address. It is possible for the dates you have lived at these addresses to overlap.

Please Note: The ID documents you provide as proof of address for verification must match the current address details supplied in this section. If they do not support the current address details your application will not be verified.

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Step 2: Entering Address Details

Automatic Look Up

1. Enter your Postcode and click '**Find**'

2. Select your house number/name

3. Enter the **Day**, **Month** and **Year** that you moved in

4. Click '**Confirm**'

Manual Entry

1. Click '**Enter address manually**'

2. Enter your **postcode** and **full address** details

3. Enter the **Day, Month** and **Year** that you moved in

4. Click '**Confirm**'

Adding Previous Addresses

1. Click **Add Another Address**

2. Follow the steps for automatic look up or enter the address manually

Your Address

We require 5 years of address history including home and university addresses. Please provide your current address first and you will be asked for further addresses if 5 years are not covered.

For DBS checks, if your current address is overseas it may be advised to use a C/o address in the UK i.e. your employer. To receive your disclosure certificate.

If you have travelled abroad with no fixed abode, select 'Enter address manually' where you can then provide your travel details.

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago — Today

We require a minimum of **5 years** address history, please enter another previous address below.

Current Address

First Advantage Europe Ltd, 1 South Wilford Business Park, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

03 February 2018 – Present **(3 years 1 month 23 days)** Change current address

We require a minimum of 5 years address history
Please enter another address

Add another address

Proceed to step 3   Back to step 1

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago — Today

Current Address

First Advantage Europe Ltd, 1 South Wilford Business Park, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

03 February 2018 – Present **(3 years 1 month 23 days)** Change current address

Previous Address

First Advantage Europe Ltd, 1 South Wilford Business Park, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

18 January 2003 – 16 July 2020 **(17 years 5 months 27 days)** Change dates | Remove address

Address history complete
You can now proceed to step 3 below

or

Add another address

Proceed to step 3   Back to step 1

Please Note: If you cannot remember the exact day that you moved into or out of an address, enter the closest, most likely date or enter the 1st of the closest, most likely month.

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Step 2: Entering Overseas Address Details

If you have lived abroad or were travelling and visited more than one country, the details for each country must be entered.

1. Select '**Enter Address Manually**'

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

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

4. Enter the **Day**, **Month** and **Year** that you **entered** and **left** that country

5. Click '**Confirm**'

Repeat this process until all overseas addresses have been entered. It is possible for the address details to overlap.

When sufficient address details have been entered the address bar will go green.

6. Click **Proceed to Step 3**

Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago   Today
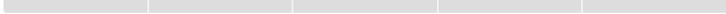
Postcode

[   ] Enter address manually

Country

Choose country...   ▼

When did you move into this address?

Day... ▼   Month... ▼   Year... ▼

When did you leave this address?

Day... ▼   Month... ▼   Year... ▼

Confirm   Cancel

Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago   Today

Current Address

Step 2: Entering an Overlapping University Address History

If you have been to University and lived away from home during this time, you must supply the details of all your university addresses.

The ID you provide for verification must match the current address details supplied.

If your ID relates to your home address, but you are currently living away from home, enter your home address as your current address.

Enter your addresses whilst at University by clicking '**Add Another Address'**

It is possible for the dates you have lived at these address to overlap.

An example student, currently living away at University, who has lived in two previous addresses during term time, but whose ID is in their home address is shown.

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago	Today

Current Address

10 Westway, Cotgrave, NOTTINGHAM, Nottinghamshire, NG12 3QD, GBR

01 January 2010 – Present **(7 years 11 months 4 days)**   Change current address

Previous Address

Pretend Uni Address, NOTTINGHAM, Nottinghamshire, NG11 7DA, GBR

15 January 2014 – 01 April 2016 **(2 years 2 months 18 days)**   Change dates | Remove address

Address history complete
You can now proceed to step 3 below

or   Add another address

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Step 3: How will my Identity Documents (ID) be Verified?

As part of the disclosure application you are required to provide ID for verification. This is to ensure that you are who you say you are.

Depending on your organisation, there are 2 ways that your ID will be verified.

ID is Verified at the Post Office

You are responsible for selecting and entering the information required for each piece of ID to be used for verification.

After you have completed the application, you must print out the ID Verification Form and take this to a Post Office along with the ID you selected.

ID is Verified by the Organisation

Your organisation is responsible for verifying your ID documents.

You may have already provided this information to them or be expected to arrange for these to be checked.

Please Note: If you do not know how your ID will be verified, please contact your organisation directly.

ID Verified by Organisation

ID Verified at the Post Office

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Step 3: Selecting ID for Post Office Verification

The **default** method of verification for your organisation is listed. **Do not** change the verification method without contacting your organisation first.

1. Select your position from the drop down list.

2. Select your Current Nationality

2. Click **Select verification documents**.

If there is **no** position that describes your role, or you are unsure which role to select, please contact your organisation directly.

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Step 2: Selecting ID for Post Office Verification (Group 1)

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

2. Enter the details requested.

It is **important** to enter the **exact information** for each document.
If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

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

To de-select a document, click Change

4. If **no** green bar appears, click '**View Group 2 Documents'.**

If you have selected sufficient ID a green bar will appear at the top of the page.

Group 1

Current valid passport

[Select]

Current UK, Channel Isles or Isle of Man driving licence – photo card

Full or provisional. All licences must be valid in line with current DVLA requirements

[Change]

Please complete the information for this document below.

Driving Licence Number

123456789

Date of Birth

01/01/1980   e.g. 31/01/1980

Valid from date

01/02/2015   e.g. 31/01/1980

Country of Issue

United Kingdom ▼

Birth certificate – issued at time of birth

UK and Channel Islands - including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces

[Select]

Biometric residence permit (UK)

[Change]

Please complete the information for this document below.

Date of Issue

Step 3: Selecting ID for Post Office Verification (Group 2a/b)

1. Select the ID from Group 2a/2b you want to use for your ID verification

2. Enter the details requested

It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

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

3. **Tick** all **3** boxes to confirm that you have selected sufficient ID for verification.

4. Click **Proceed to Step 4**

Step 4: Completing the Summary – DBS Details

DBS Details – You will **not** see this section if your application will be processed by Disclosure Scotland

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

Paper Certificate?
You have the option to select if you would like to receive a paper certificate and where you want this paper certificate to be sent.

If you choose to receive a paper certificate you must specify the address you want the certificate to be sent to. This can be your current address or another of your choosing.

Alternatively you can select to only receive an online certificate. If this option is selected, it is NOT possible to print the certificate.

If you are unsure on whether it is best to receive a Paper Certificate or not and where this should sent to please contact your organisation. Selecting the wrong options here could impact on the length of time it takes the organisation to make the recruitment decision.
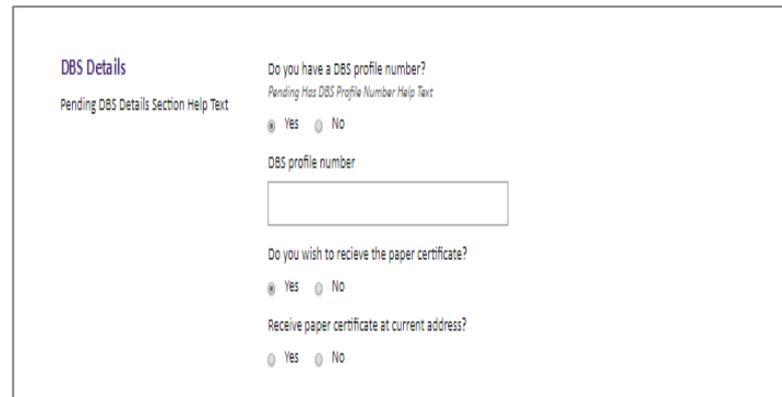
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Step 5: Confirmation: Post Office Verification

You have now completed the Application. You must now have your ID documents verified at the Post Office in order for your application to continue being processed.

1. In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

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

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

3. Click **Sign Out**

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

To locate the nearest Post Office to you that does this, go to
http://www.postoffice.co.uk/branch-finder
Enter a postcode and select 'CRB & ID Verification Service'

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Step 3: Selecting ID for Organisation Verification

1. Click **Select verification documents.**

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

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

3. If **no** green bar appears click **View Group 2 Documents.**

4. **Select** the ID from Group 2a/2b that you wish to use.

A green bar will appear at the top once sufficient ID had been selected.
To de-select a document, click Change

5. **Tick** all **3** boxes to confirm that you have selected sufficient ID for verification

6. Click **Proceed to Step 4**

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Step 4: Confirmation: Organisation Verification

You have now completed the application. Your ID documents must verified in order for your application to continue being processed.

The ID you selected in Step 3 for verification will be listed.

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

If you have **not** supplied your ID then please contact your organisation directly at **admissionssupport@reading.ac.uk**

Payment: If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.

Making a Payment Online

If you are required to pay for the application yourself after the organisation has verified your ID documents you will receive an email notification.

1. If payment is required before you submit the application, click Pay Now

2. Sign In to OnlineDisclosures and click **Pay Now**.

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

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

4. Click **Proceed to Payment**

Thank You

The application requires payment before submission

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

Pay Now

Pay now

Application Payment

Your billing details   Edit details

First name:	sam
Last name:	smith
Address line 1:	address
Address line 2:	1
Town/City:	NOTTINGHAM
County:	Nottinghamshire
Postcode:	NG11 7EP
Country:	GB
Email address:	sam.smith1234@demotest.com

Payment

The fee for this application is £56.60.

On proceeding to payment below you will be directed to PayPal to complete your payment securely

PayPal™

Please note you can pay by a PayPal account or a debit/credit card.

Proceed to payment

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How do I make a payment with a PayPal account?

It is possible to make a payment with or without a PayPal Account.

Paying by PayPal

1. Check the email is the one you use for your PayPal account.

2. Enter your PayPal account Password and click **'Log In'**

3. Follow the instructions provided by PayPal.

If you **cannot** remember your PayPal account details, click' **Forgotten your email address or Password?'** and follow the instructions.

Paying Without PayPal

1. If you **do not** have a PayPal account, click **'Pay with a Credit/Debit card'**.

Choose a way to pay

▼ **Pay with my PayPal account**
Log in to your account to complete the purchase

PayPal 🔒

Email
testverifier@outlook.com

PayPal password

☐ This is a private computer. What's this?

Log In

Forgotten your email address or password?

▶ **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.

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Payment: Paying With a Debit or Credit Card

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**

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What do I do if my application has been rejected back to me?

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

My ID was verified at the Post Office

You will be sent an email detailing why the application has been rejected back to you and a link.

My ID was verified by my Organisation

The organisation must reject the application back to you.

You will be sent an email detailing why the application has been rejected back to you and a link.

*If you cannot see '**Amend Application**', please contact your organisation.

What Do I Do?

1. Click the link in the email and Sign In to OnlineDisclosures

2. Click '**Amend Application**'*

3. Make the required changes to the information you have entered

4. Submit the application again

5. The email will instruct you what to do after

Please Note: It is important to follow the instructions in the email. If you do not contact us/return to the Post Office/contact your organisation as instructed, this can lead to delays in your application being processed

First Advantage | OnlineDisclosures

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

Helpdesk Telephone: 0115 9694600
Opening Times: 8.30am to 5.30pm Monday to Friday
Email: support@onlinedisclosures.co.uk

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