



User Guide
Applicants completing a DBS
Application

Servicedesk Telephone: 01482 333300

Email: DBSTeam@hullcc.gov.uk

Contents

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

Please click the relevant box below or scroll through the user guide.

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Registering with an Activation Email

In order to sign in you must be registered by your Organisation or the Hull City Council DBS Team. Once registered you will receive an Activation Email, this will contain:

The Organisation PIN

This is specific to your organisation

Confirmation of Email Address

To be used as your username

Link to Registration Page

Required to activate your account

1. Click the link within the email
2. Create a memorable password
3. Verify the password by re-entering
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,

Hull City Council has registered you for Hull City Council's DBS Team online DBS service in order for you to complete an online Disclosure application

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://hullcitycouncil.onlinedisclosures.co.uk/ActivateAccount.aspx?Orrg>



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

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How Do I Sign In?

To access Hull City Council OnlineDisclosures when already registered, simply Sign In:

1. Enter the Organisation 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.



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?](#)

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

Before you begin the application...

If you have any of the documents listed, you **MUST** supply the details.

To assist in completing the application, make sure you have the documents 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

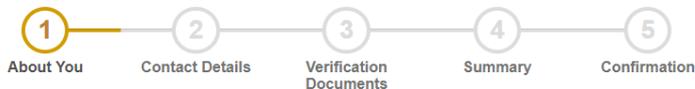
[Begin application](#)

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

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STEP 1 - About You: Name & Gender?

You must answer all questions unless labelled as Optional



Please note - we require all questions to be answered unless labelled as (Optional).

Your Name & Gender

Please provide your full name and any names you have been known by in the past.

Gender

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. Please contact the Sensitive Team on Sensitive@dbs.gsi.gov.uk

Male Female

Title	Forename	Surname
Select	eg. John	eg. Smith

Do you have a middle name?

Yes No

Have you been known by any other names?

This could be a change of first or last name

Yes No

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.

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. If applicable, contact sensitive@dbs.gov.uk.

STEP 1 - About You: Previous Names

Provide any previous names used and the dates you used this from and to.

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 **to** – ***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**

Please add any names you have previously been known as below

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		
<input type="text"/>	<input type="text" value="Select"/>		
Used from			
<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	
Used until			
<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	

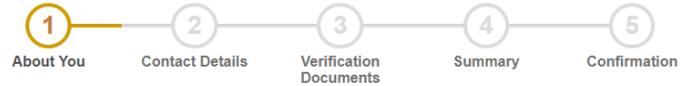
Add Name

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 - About You: Birth Details

All questions to be answered
unless labelled as Optional



Please note - we require all questions to be answered unless labelled as (Optional).

Birth Details

Please provide details about your place of birth.

Date of birth

- - e.g. 31 - 12 - 1960

Town you were born in

As detailed on Birth Certificate

County you were born in *(Optional)*

Your county at birth as it appears on your birth certificate.

Country you were born in

Please select ▼

Birth nationality *(Optional)*

STEP 1 – About You: Your Identification Documents

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 you have

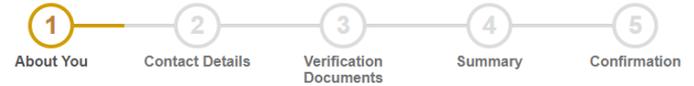
You will be asked to supply information relating to that particular document

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.



Please note - we require all questions to be answered unless labelled as (Optional).

Identification

Please select the items of identification that you own.

Do you have any of the following forms of ID?

- National Insurance number
You can find your NI number on your payslip, P45 or P60 or correspondence from HM Revenue & Customs. Letters must be typed in CAPITALS with no spaces.
- Valid driving licence
Please provide your driving licence number. Format ROBIN757025CJ99901
- Valid passport
- I do not have any of the above forms of ID

Proceed to step 2

STEP 2 – Contact Details: 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?

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.

Lived away at university?

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

For any temporary addresses please show dates residents from and to

For a current temporary address please show the to date as the current date

It is possible for the dates you have lived at these addresses to overlap (see Entering University Address History page)

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.

STEP 2 – Contact Details: Entering Address/es

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

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.

Address History Timeline

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



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

Current Address

Kingston Upon Hull City Council The Guildhall, Alfred Gelder Street, HULL, North Humberside, HU1 2AA, GB
 01 January 2019 – Present (1 year 29 days) [Change current address](#)

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

Add another address

When did you move into this address?

Day... ▾ Month... ▾ Year... ▾

When did you leave this address?

Day... ▾ Month... ▾ Year... ▾

Confirm [Cancel](#)

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

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STEP 2 – Contact Details 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**

I was travelling abroad and had no fixed abode

Country

Choose country...

Country is required.

When did you enter this country?

1

January

2014

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

Kingston Upon Hull City Council The Guildhall, Alfred Gelder Street, HULL, North Humberside, HU1 2AA, GB
01 January 2014 – Present (6 years 29 days) [Change current address](#)

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STEP 2 – Contact Details

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 addresses to overlap

For example, a student who is currently living in (temp/student) accommodation and whose identity is in their home address should declare their term time/temp address under previous address and enter today's date in the to box

Address History Timeline

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



Current Address

10 Westway, Cotgrave, NOTTINGHAM, Nottinghamshire, NG12 3QD, GB
01 January 2014 – Present (6 years 29 days) [Change current address](#)

Previous Address

University Of Hull Block J The Courtyard, Inglemire Lane, HULL, North Humberside, HU6 7DF, GB
01 September 2019 – 01 January 2020 (4 months 1 day) [Change dates](#) | [Remove address](#)

Address history complete
You can now proceed to step 3 below

or

Add another address

STEP 3 – Verification Documents Selecting ID for Organisation Verification

1. Choose the country of current Nationality from drop down list & click **Select verification documents**

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

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

3. If the green bar does not appear 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 has 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**

Group 1



Current valid passport



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



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

I am unable to provide any of the above group 1 documents

If you are unable to provide any of the above group 1 documents you will be required to supply 1 document from group 2A and 2 further group 2 documents

View group 2 documents

Group 2a Documents

- Birth Certificate (UK or Channel Islands)
Issued after 12 months from date of birth
- Current UK, Channel Isles or Isle of Man driving licence – paper version
Full or provisional
- Marriage/Civil Partnership Certificate
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
- Current Non EU Driving Licence Photocard - (Full or Provisional)
Full or provisional. All licences must be valid in line with current DVLA requirements
- HM Forces ID Card (UK)
- Valid Firearms Licence (UK and Channel Islands or Isle of Man)
- Current EU Driving Licence – Paper version (non-photo, old style driving licence)
Full or provisional. All licences must be valid in line with current DVLA requirements
- Non EEA Immigration Document/Visa/Work Permit
Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based

Group 2b Documents

- Issued within the last 3 months
- Bank/Broker/Supplier Statement (UK and Channel Islands or EEA)
K or EEA)

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 applicants name and any name changes where available

iving entitlement (UK and Channel Islands)
Statement (UK and Channel Islands) eg from Dpt of Work and

Proceed to step 4

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STEP 4 - Summary

At **Application Overview** complete as appropriate

At **Declaration** complete as appropriate

Click **Confirm & submit application**

In order for your application be progressed, your ID documents must be seen and checked by a Verifier who will be, either, your manager, the service desk or from your organisation

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

The contact details of nominated verifiers are listed at **What happens next?**



Your application has been submitted for verification

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:

- Birth Certificate more than 12 months from DOB
- UK Non Photo Driving Licence
- Bank or Building Society 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

[Print document selection](#)

[Sign out](#)

What do I do if my application has been rejected?

If any errors are found, Hull City Council OnlineDisclosures will **reject** the application. You must correct any errors.

My ID was verified by my Organisation

The organisation will reject the application back to you.

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



What Do I Do?

1. Click the link in the email and Sign In to Hull City Council OnlineDisclosures
2. Click '**Amend Application**'
*If you cannot see '**Amend Application**', please contact your organisation.*
3. Make the required changes to the information you have entered
4. Re-submit the application
5. The email will advise you on what to do next

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

 Hull
City Council | OnlineDisclosures

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

Servicedesk Telephone: 01482 333300

Email: DBSTeam@hullcc.gov.uk