

# Primary Applicant Manager Guidance Notes

## Basic Online Disclosure Guide (eBulkPlus)



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## Primary Applicant Manager Guidance Notes - Basic

Our online DBS/digital Right to Work/Media checks can be completed by accessing the internet from any device that has this facility. This includes a smart phone, tablet, laptop or PC. It is supported on the latest versions of all modern browsers; however, we do not recommend access via Internet Explorer as this browser is unsupported both by our technology and soon by Microsoft also. The software is simplistic and easy to use. You can gain access to the system within minutes.

You have been granted access to eBulkPlus in the role of a Primary Applicant Manager. A Primary Applicant Manager can view and edit all applications created under the organisation or specific division they have been created under. A Primary Applicant Manager can stipulate what ID has been seen in relation to an applicant. After an applicant's ID has been verified a Primary Applicant Manager has the authority to approve an application for submission.

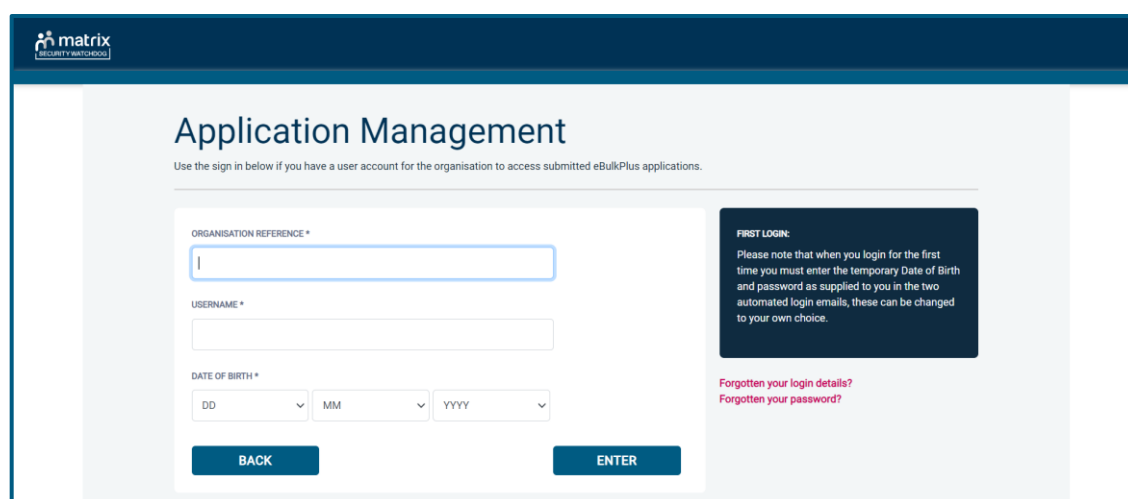
## Logging onto the System

Please enter the following address into your web browser:

<https://matrixscreening.com/cheqs>

You will now be on the main login page that shows three white boxes. Please note at this stage of the process, your login details are case sensitive.

- Click on **'Application Management'**.
- Enter your company Organisation Reference - this will have been supplied to you in an automated email (**if you cannot remember this please click on the *'Forgotten your login details?'* icon at the bottom of the screen to be sent a reminder**).
- Enter your Username.
- Enter your Date of Birth (**for first initial login please ensure you enter the default date of birth 01 Jan 1998. Failure to do so will deny you access to the system**).

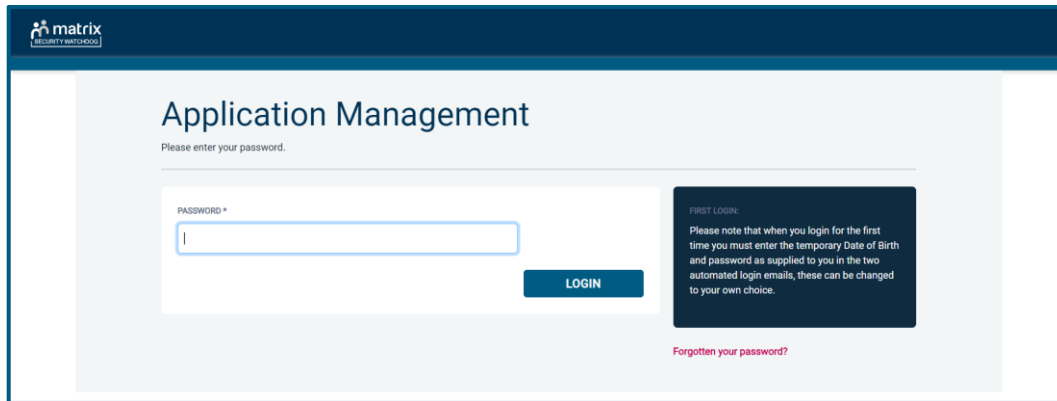


Screen Shot 1

- Once you have completed this section click **'Enter'**.

- Enter your password (this will be supplied to you in an automated email) – see screen shot 2 below (If you cannot remember this please click on the **‘Forgotten your password?’** icon at the bottom of the screen to be sent a new one-time password).

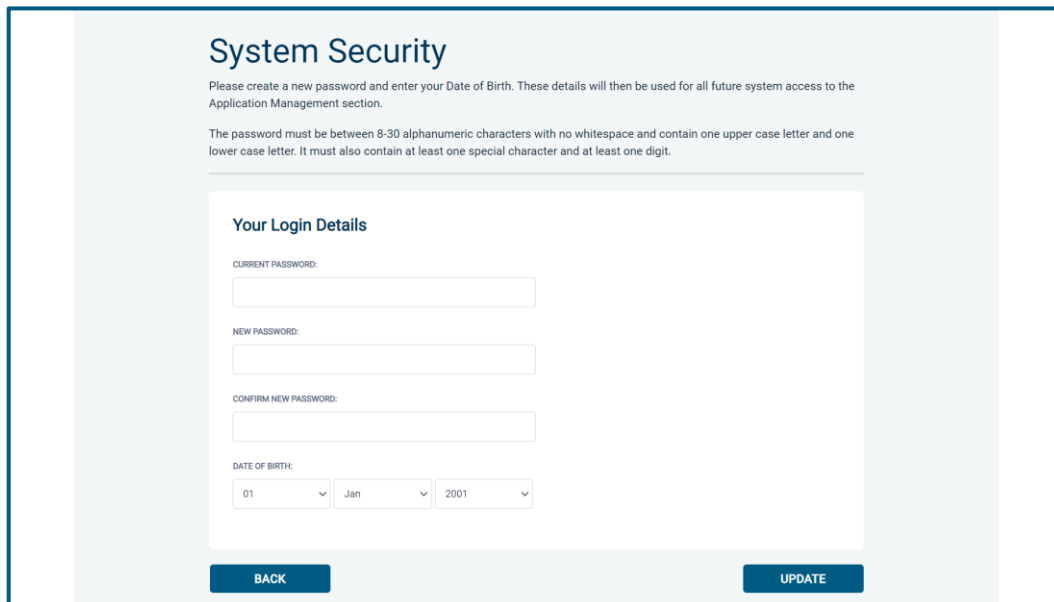
If you have difficulty gaining access to the system, please contact our Client Relations Team on 01420558752 however please ensure the first time you login that you have not been denied access because of entering your own date of birth. **The first time you login you must enter the temporary default date of birth 01 Jan 1998.**



The screenshot shows the 'Application Management' login page. At the top left is the 'matrix SECURITY WATCHDOG' logo. The main heading is 'Application Management'. Below it, a sub-heading says 'Please enter your password.' There is a text input field labeled 'PASSWORD \*' with a single character 'l' inside. To the right of the input field is a blue 'LOGIN' button. Below the input field is a red link that says 'Forgotten your password?'. On the right side of the page, there is a dark blue box with white text titled 'FIRST LOGIN:' which contains instructions about entering a temporary date of birth and password for the first login, and that these can be changed to the user's own choice.

Screen Shot 2

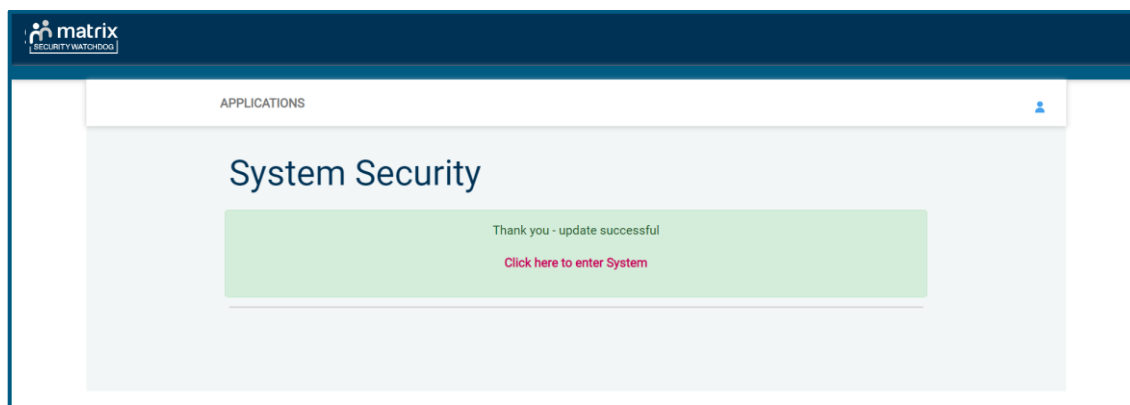
- Please note, after initial login you will be required to set your own password and enter your own date of birth for future login purposes.
- Please re-enter into the **‘Current Password’** field the temporary password you received in your initial e-mail and then create your own unique password (see screen shot 3 below).
- The password you create must be between 8 & 30 characters containing at least one upper case letter, one lower case letter, one special character and at least one number.
- Please then enter a date of birth of your choice for future login purposes.
- Please then click **‘Update’**.



The screenshot shows the 'System Security' page. At the top left is the 'matrix SECURITY WATCHDOG' logo. The main heading is 'System Security'. Below it, a sub-heading says 'Please create a new password and enter your Date of Birth. These details will then be used for all future system access to the Application Management section.' Below this, a paragraph states: 'The password must be between 8-30 alphanumeric characters with no whitespace and contain one upper case letter and one lower case letter. It must also contain at least one special character and at least one digit.' The main form area is titled 'Your Login Details' and contains four input fields: 'CURRENT PASSWORD:', 'NEW PASSWORD:', 'CONFIRM NEW PASSWORD:', and 'DATE OF BIRTH:'. The 'DATE OF BIRTH:' field is a date picker showing '01', 'Jan', and '2001'. At the bottom of the form are two blue buttons: 'BACK' and 'UPDATE'.

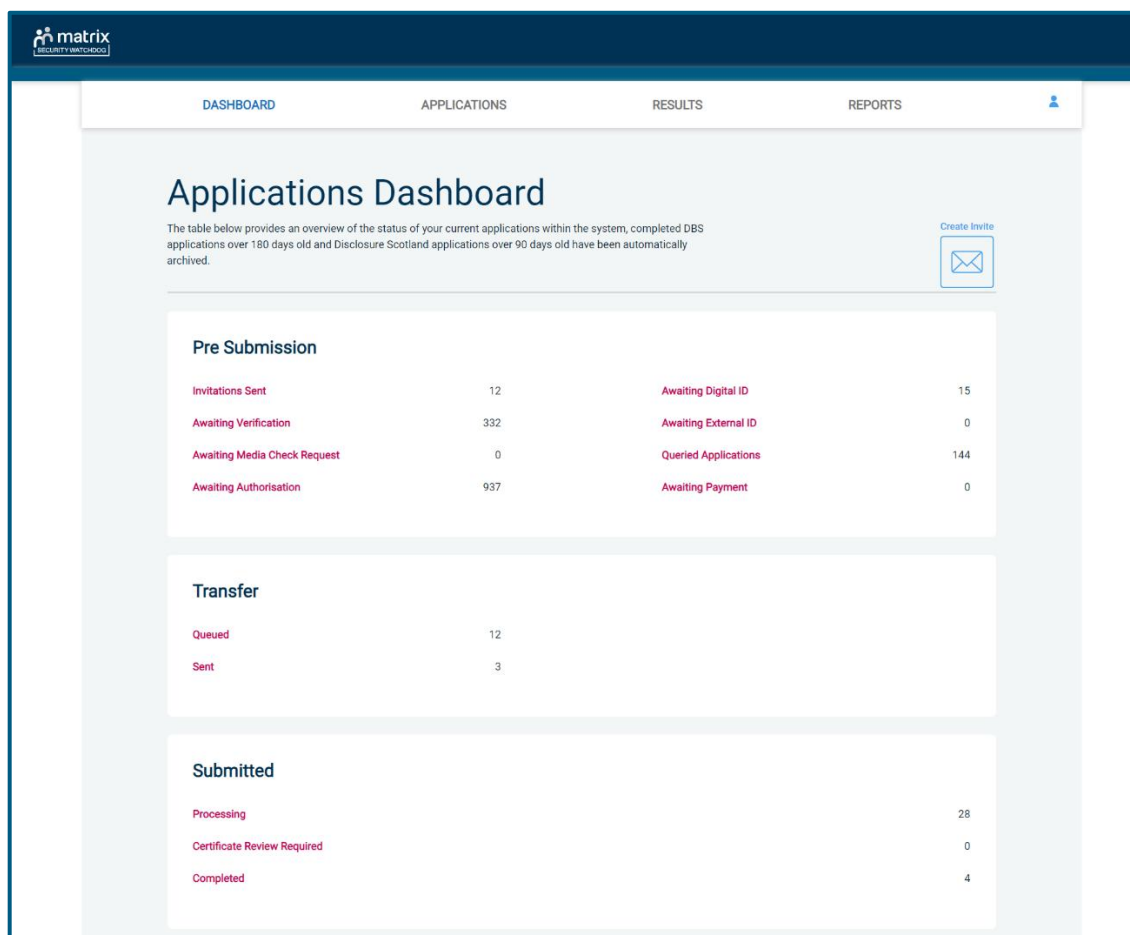
Screen Shot 3

- If you have successfully created your own password, you will now be able to enter the system by clicking the ‘**Click here to enter System**’ icon in the green box (please note you do not need to re-enter your password details once the green box has appeared).



Screen Shot 4

- This will now take you to the main eBulkPlus Home Page called the ‘**Dashboard**’ (see screen shot 5 below).



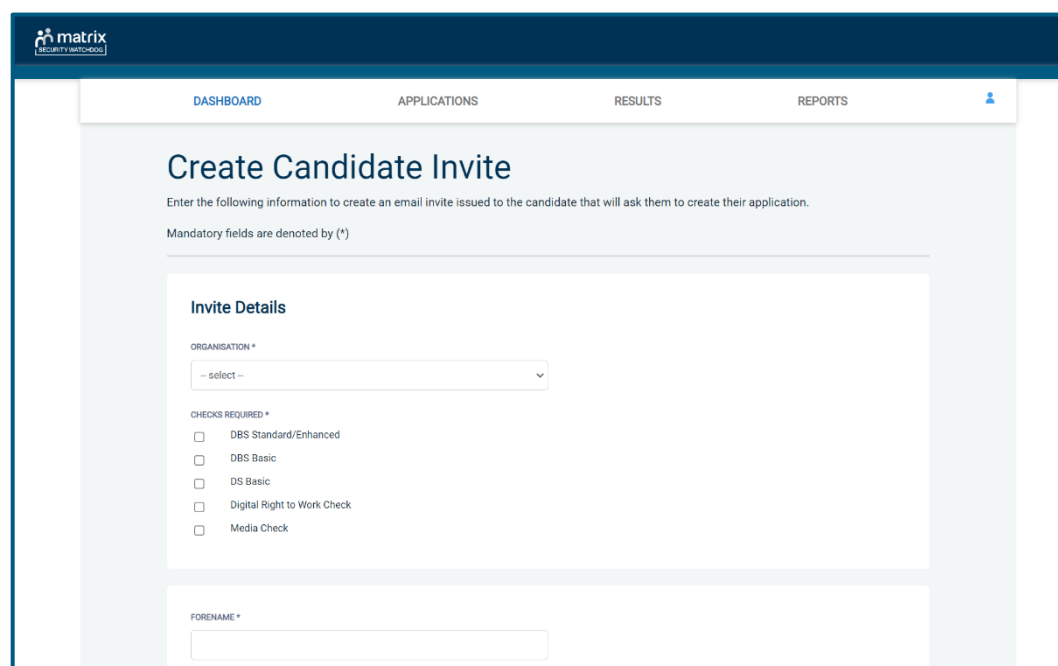
Screen Shot 5

# Inviting an applicant to submit their application

You can generate an email invite to an applicant(s) inviting them to submit their application for any combination of the following checks – DBS/Disclosure Scotland check (with or without digital ID check), digital Right to Work check and Media check, all from within the eBulk dashboard. This can be done by clicking the ‘Create Invite’ button at the top of the dashboard.

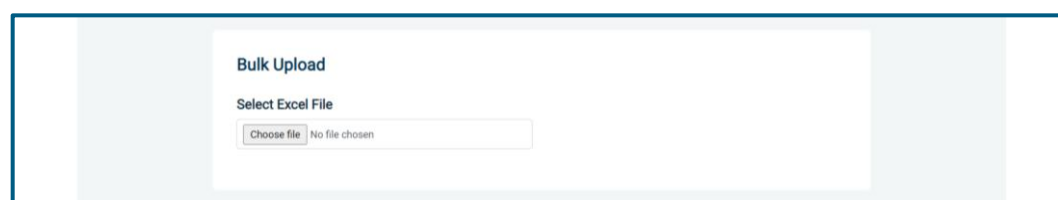
You will be taken to the invitation page where you can generate your invite (screenshot 6 below).

- You will need to select the ‘Organisation’ that you wish the applicant to create their application under, you will be able to select any organisations that you are linked to. You will be able to select the types/levels of check that you require the applicant to submit from the ‘Checks Required’ tick list below.
- You are then required to enter the applicant’s forename, surname and email address into the boxes provided. If you wish to invite more than one applicant to create this specific level of check for this specific organisation you can click the ‘Add Candidate’ button as many times as required to invite multiple applicants.



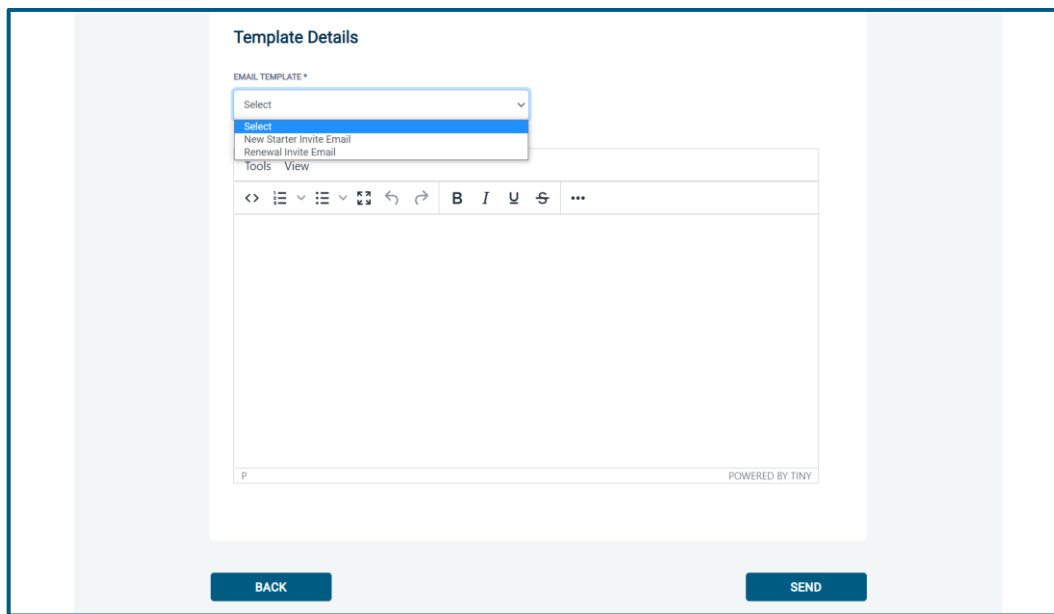
Screen Shot 6

- If you need to invite a large list of individuals, you can use the ‘Bulk Upload’ feature instead allowing you to upload a spreadsheet of applicants to be invited (screenshot 7 below). If you wish to use this feature, please leave the forename, surname, and email address fields blank and instead upload a pre-created spreadsheet. A blank template is provided in the eBulk footer if required. **The spreadsheet must contain 3 columns only (Forename, Surname, Email address), any invalid data contained in the spreadsheet when uploaded will fail validation and be highlighted to you at the top of the screen.**



Screen Shot 7

- Next, you are required to select a template from the 'Email Template' drop-down field (screenshot 8 below). You will have different template choices available to you based on the checks requested as part of the invite. Selecting one of these will populate the content of the invite email on-screen for you to review and amend if required. The pre-populated wording of these templates will either be the default wording coded into our system or a bespoke template for your organisation.
- Finally, click '**Send**' to generate the invite to issue the invite to the applicant(s) entered.

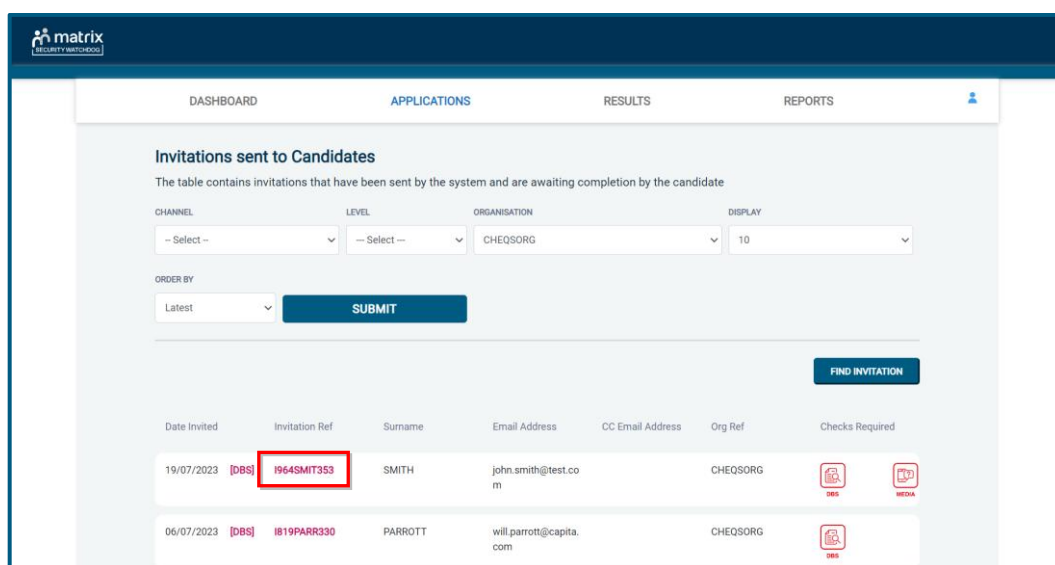


Screen Shot 8

# How to track/chase invitations

**Step 1** - Once invitations have been generated and sent, they are stored in the system until the applicant creates their application from the invite they have received. On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on **'Invitations Sent'**.

You will be able to see the invitations that have been sent, waiting for the applicant to create their application. **When an applicant has created their DBS/DS application from the invite they have received, it will move from this dashboard folder and into the 'Awaiting Verification' folder. A Right to Work application form will move from into the 'Awaiting Digital ID' folder and a Media Check application form will move into the 'Awaiting Media Check Request' folder.**



**Invitations sent to Candidates**  
The table contains invitations that have been sent by the system and are awaiting completion by the candidate

CHANNEL: -- Select -- | LEVEL: -- Select -- | ORGANISATION: CHEQSORG | DISPLAY: 10

ORDER BY: Latest | **SUBMIT**

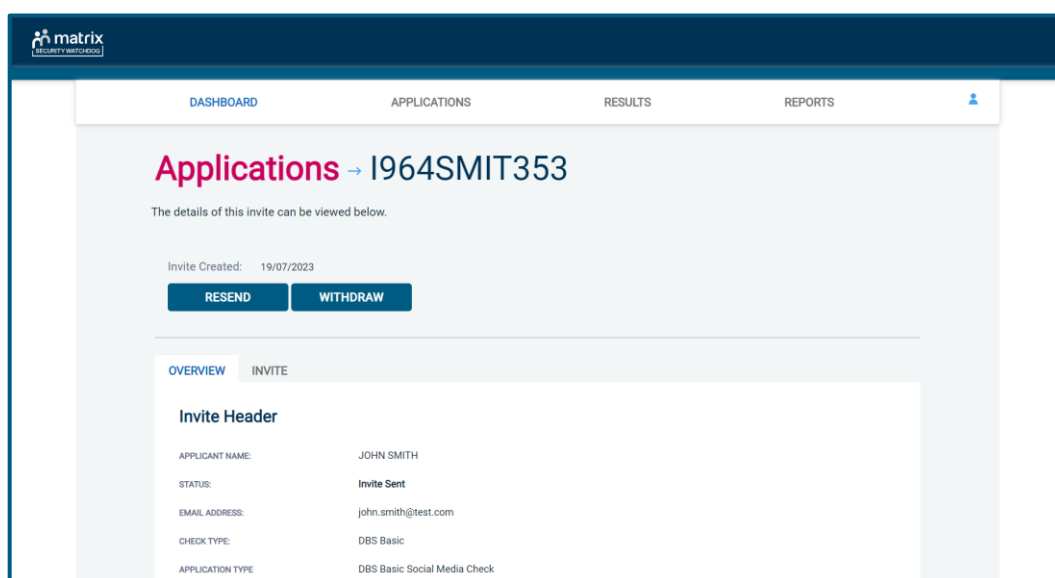
**FIND INVITATION**

Date Invited	Invitation Ref	Surname	Email Address	CC Email Address	Org Ref	Checks Required
19/07/2023	[DBS] <b>I964SMIT353</b>	SMITH	john.smith@test.com		CHEQSORG	DBS, MEDIA
06/07/2023	[DBS] <b>I819PARR330</b>	PARROTT	will.parrott@capita.com		CHEQSORG	DBS

Screen Shot 9

**Step 2** - Opening an invite: Click on an applicant's reference number to open their invitation (see screen shot 9 above)

**Step 3** – Overview, you will now see two tabs of the invitation (see screen shots 10 & 11 below)



**Applications -> I964SMIT353**  
The details of this invite can be viewed below.

Invite Created: 19/07/2023

**RESEND** **WITHDRAW**

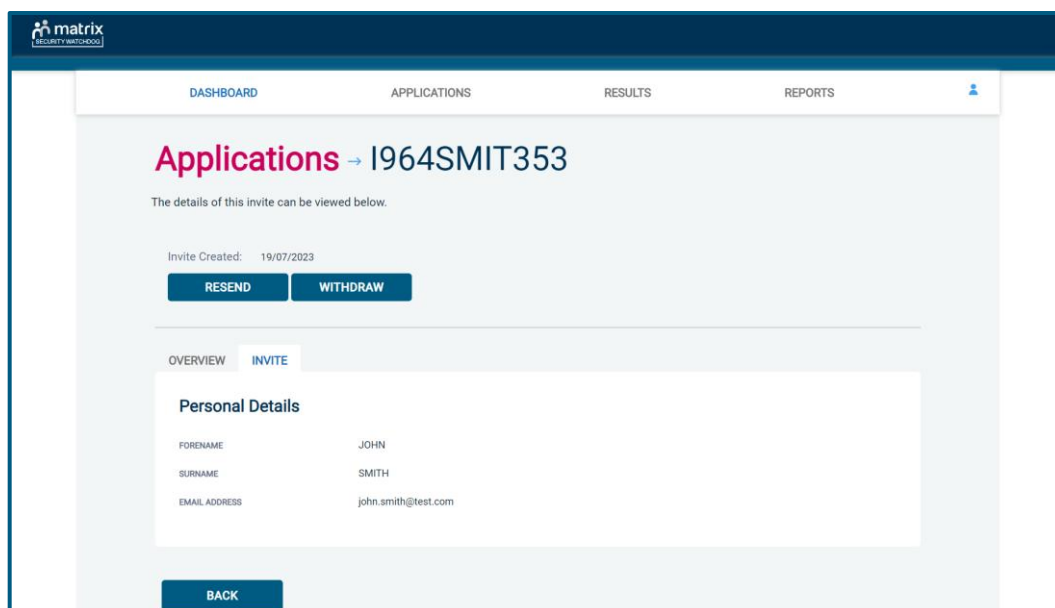
**OVERVIEW** **INVITE**

**Invite Header**

APPLICANT NAME:	JOHN SMITH
STATUS:	Invite Sent
EMAIL ADDRESS:	john.smith@test.com
CHECK TYPE:	DBS Basic
APPLICATION TYPE:	DBS Basic Social Media Check

Screen Shot 10





Screen Shot 11

**Step 4** – Invitation, to view the details entered for the invitation click the 'Invite' tab. If these details are incorrect, these can be updated by a user with the appropriate access (see screen shot 11).

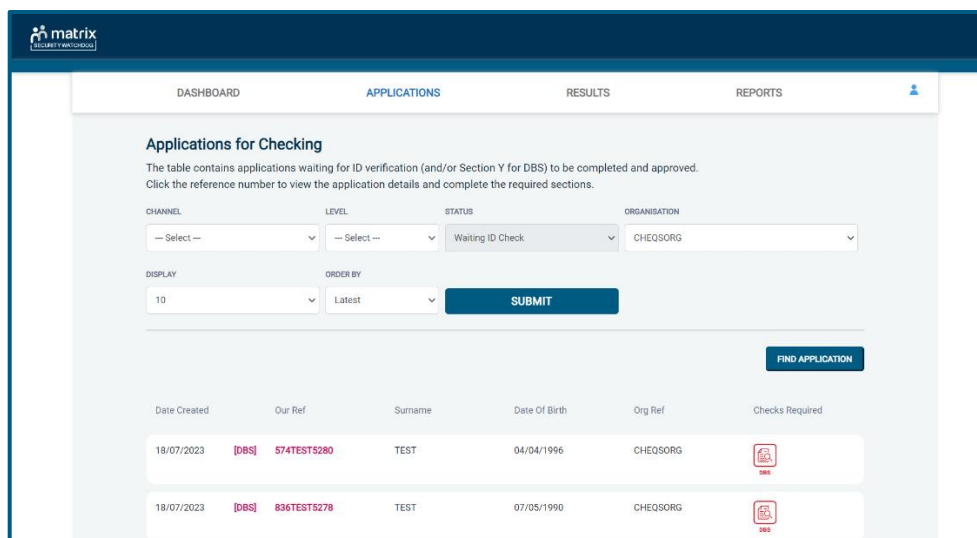
**Step 5** – Chasing an invitation

- If you wish to resend the invitation, please click the '**Resend**' button at the top of the page. This will resend the original invitation email to the email address detailed on the 'Invite' tab.
- Invitations will be automatically chased by the system at a default chase pattern of 3 times every 3 days unless a different chase pattern has been configured for your organisation. After the final chase, the applicant will then have a further 30 days to create their application until the invitation is automatically withdrawn by the system.
- If the invitation is no longer required, it can be withdrawn at any time using the '**Withdraw**' button at the top of the page. This will remove the invite from the '**Invitations Sent**' folder.

# How to verify ID – Basic Disclosures

**Step 1** – On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on ‘**Awaiting Verification**’. Please note that you will be able to see the total number of application forms you have awaiting ID verification and Section Y to be completed.

The applications in this folder can be filtered using the ‘**Channel**’ and ‘**Level**’ drop-down menus from the grey toolbar. These can be used to only see DBS basic applications, or only Disclosure Scotland basic applications.





**Applications for Checking**

The table contains applications waiting for ID verification (and/or Section Y for DBS) to be completed and approved. Click the reference number to view the application details and complete the required sections.

CHANNEL:  LEVEL:  STATUS:  ORGANISATION:

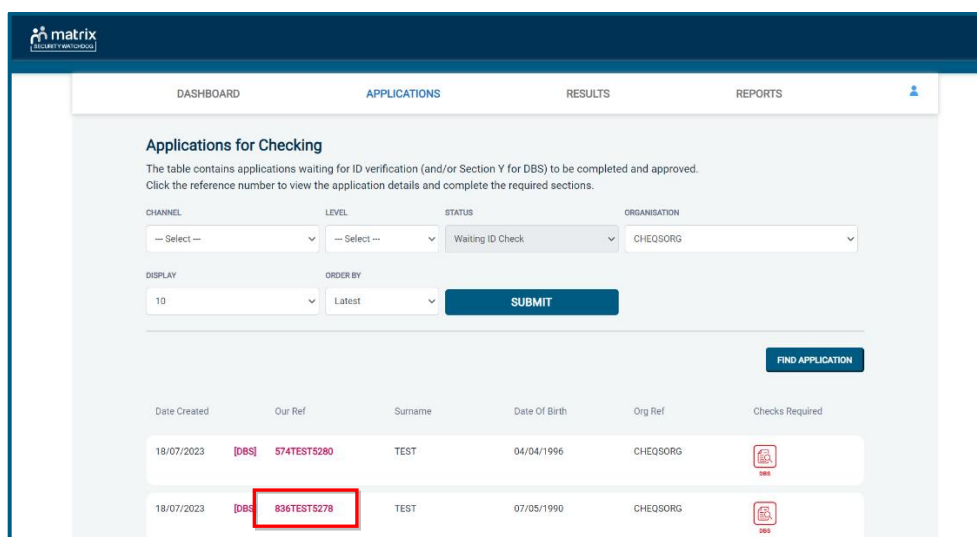
DISPLAY:  ORDER BY:

Date Created	Our Ref	Surname	Date Of Birth	Org Ref	Checks Required
18/07/2023	[DBS] 574TEST5280	TEST	04/04/1996	CHEQSORG	
18/07/2023	[DBS] 836TEST5278	TEST	07/05/1990	CHEQSORG	

Screen Shot 12

**Step 2** - Opening an application form:

Click on an applicant’s reference number to open up their application form (see screen shot 13 below)





**Applications for Checking**

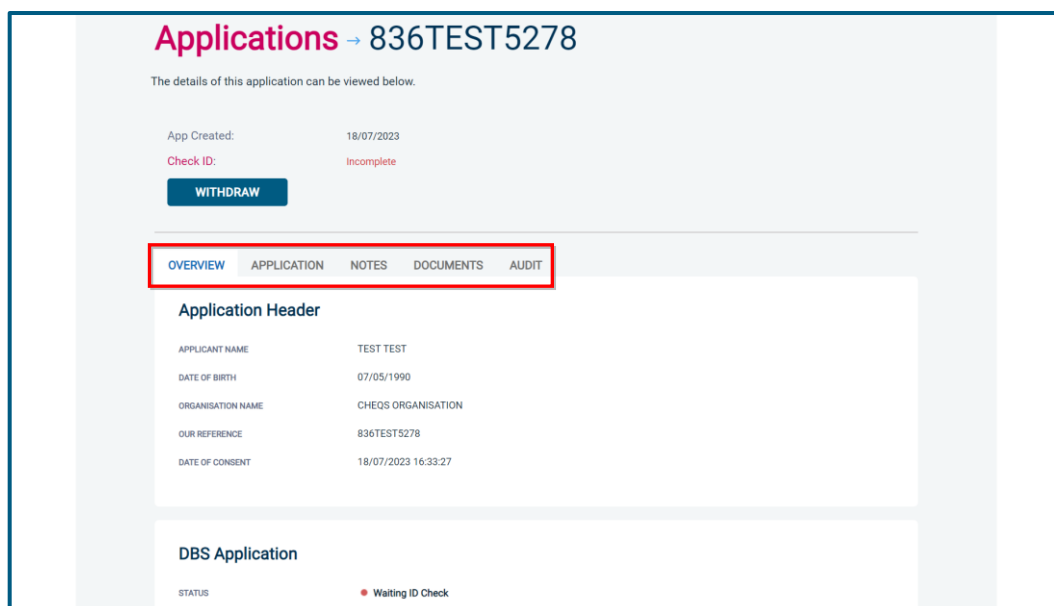
The table contains applications waiting for ID verification (and/or Section Y for DBS) to be completed and approved. Click the reference number to view the application details and complete the required sections.

CHANNEL:  LEVEL:  STATUS:  ORGANISATION:

DISPLAY:  ORDER BY:

Date Created	Our Ref	Surname	Date Of Birth	Org Ref	Checks Required
18/07/2023	[DBS] 574TEST5280	TEST	04/04/1996	CHEQSORG	
18/07/2023	[DBS] 836TEST5278	TEST	07/05/1990	CHEQSORG	

Screen Shot 13



**Applications → 836TEST5278**

The details of this application can be viewed below.

App Created: 18/07/2023  
Check ID: Incomplete

**WITHDRAW**

**OVERVIEW** APPLICATION NOTES DOCUMENTS AUDIT

**Application Header**

APPLICANT NAME	TEST TEST
DATE OF BIRTH	07/05/1990
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	836TEST5278
DATE OF CONSENT	18/07/2023 16:33:27

**DBS Application**

STATUS: ● Waiting ID Check

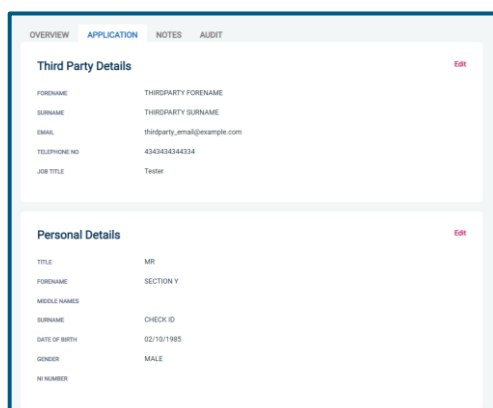
Screen Shot 14

**Step 3** – You will now see an overview of the applicant’s completed form with 4 other available tabs, Application, Notes, Documents and Audit (see screen shot 14).

- **Notes tab** – this provides the facility to add any notes relating to an application for other Primary Applicant Managers to see. To add a note, click the ‘**Notes**’ tab then click the ‘**Add Note**’ button. After entering the note, select ‘**Save**’.
- **Documents tab** – the reports returned as a result of any digital ID, digital RtW or Media Check will be available to download from this tab.
- **Audit tab** – this provides a real-time audit trail of any activity relating to an application. This will show the date and time when a user views or edits an application as well as when the ID Check was completed.

**Step 4** – **Application**, to view the application details entered by the applicant, click on the ‘**Application**’ tab. Here you can see the entire application submitted by the applicant, this can be used to ensure the correct job role has been entered and to verify any ID given by the applicant in a previous surname or previous address (see screen shots 15 & 16).

If any of the information stated on the application is incorrect this can be amended. To edit any part of the application, click ‘**Edit**’ against that section of the application. Once you have amended the information on the application, click the ‘**Next**’ button at the bottom of the page to go back to the overview screen. A Primary Applicant Manager can amend any part of the application up until it has been countersigned by us; once the application has been countersigned it can no longer be edited.



**OVERVIEW** **APPLICATION** NOTES AUDIT

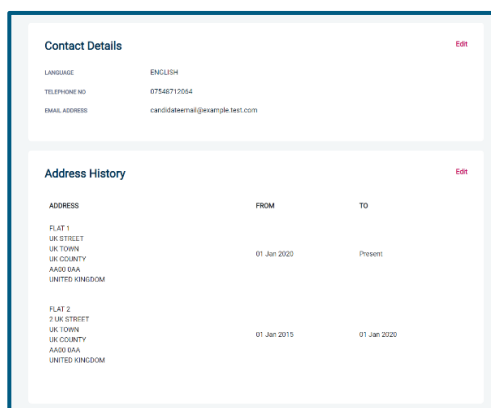
**Third Party Details** Edit

FORENAME	THIRDPARTY FORENAME
SURNAME	THIRDPARTY SURNAME
EMAIL	thirparty_email@example.com
TELEPHONE NO	43434343434
JOB TITLE	Teacher

**Personal Details** Edit

TITLE	MR
FORENAME	SECTION Y
MIDDLE NAMES	
SURNAME	CHECK ID
DATE OF BIRTH	02/10/1985
GENDER	MALE
NI NUMBER	

Screen Shot 15



**Contact Details** Edit

LANGUAGE	ENGLISH
TELEPHONE NO	07548712064
EMAIL ADDRESS	cardidalemail@example.test.com

**Address History** Edit

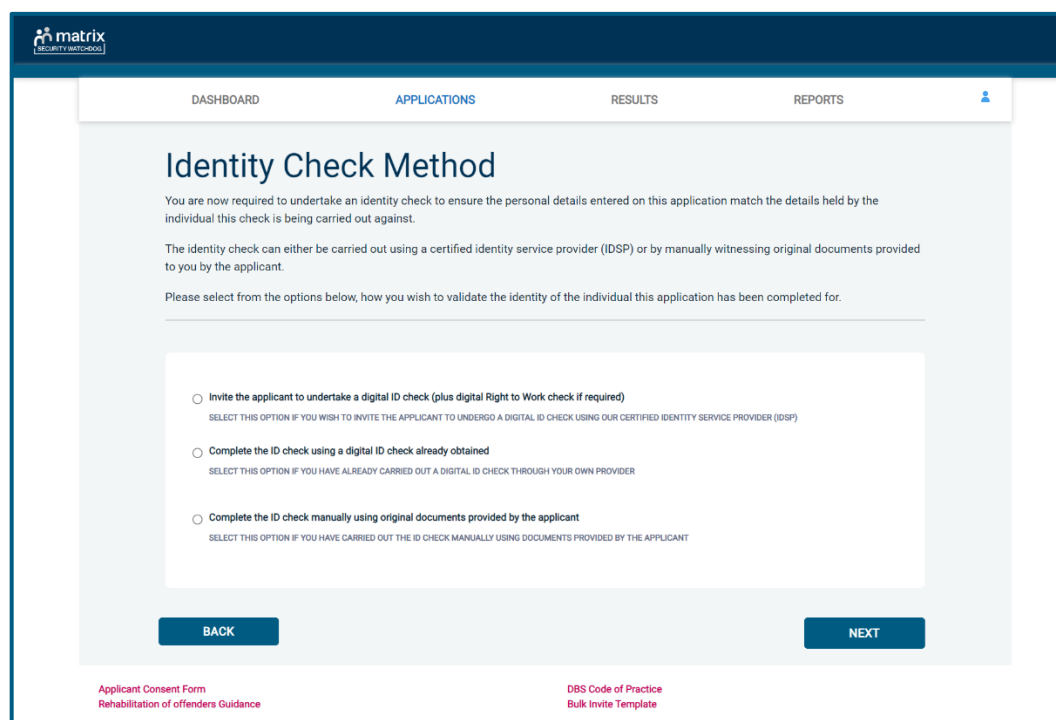
ADDRESS	FROM	TO
FLAT 1 1 UK STREET UK TOWN UK COUNTY AA50 BAA UNITED KINGDOM	01 Jan 2020	Present
FLAT 2 2 UK STREET UK TOWN UK COUNTY AA50 BAA UNITED KINGDOM	01 Jan 2015	01 Jan 2020

Screen Shot 16

## Step 5 - Verifying ID

- You will notice at the top of the screen a box which highlights if the ID has been verified or not (see screen shot 14 above), with a section completion date. It will say in red **'Incomplete'** if the section has not been completed for either ID verification or Section Y. If there is a date entered it means that this action has been completed and will show the date that it was carried out on. If a digital ID check has already been requested but hasn't yet completed, it will state **'Pending Digital ID Result'**
- To complete the ID verification section, click on **'Complete ID Check'**, access to this section is located in two places – at the top of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shot 17 below).

You will have three options for how you wish to perform the identity check. This can be carried out by using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you.



**matrix SECURITY WATCHDOG**

DASHBOARD APPLICATIONS RESULTS REPORTS

### Identity Check Method

You are now required to undertake an identity check to ensure the personal details entered on this application match the details held by the individual this check is being carried out against.

The identity check can either be carried out using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you by the applicant.

Please select from the options below, how you wish to validate the identity of the individual this application has been completed for.

- ☐ Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required)  
SELECT THIS OPTION IF YOU WISH TO INVITE THE APPLICANT TO UNDERGO A DIGITAL ID CHECK USING OUR CERTIFIED IDENTITY SERVICE PROVIDER (IDSP)
- ☐ Complete the ID check using a digital ID check already obtained  
SELECT THIS OPTION IF YOU HAVE ALREADY CARRIED OUT A DIGITAL ID CHECK THROUGH YOUR OWN PROVIDER
- ☐ Complete the ID check manually using original documents provided by the applicant  
SELECT THIS OPTION IF YOU HAVE CARRIED OUT THE ID CHECK MANUALLY USING DOCUMENTS PROVIDED BY THE APPLICANT

BACK NEXT

Applicant Consent Form  
Rehabilitation of offenders Guidance

DBS Code of Practice  
Bulk Invite Template

Screen Shot 17

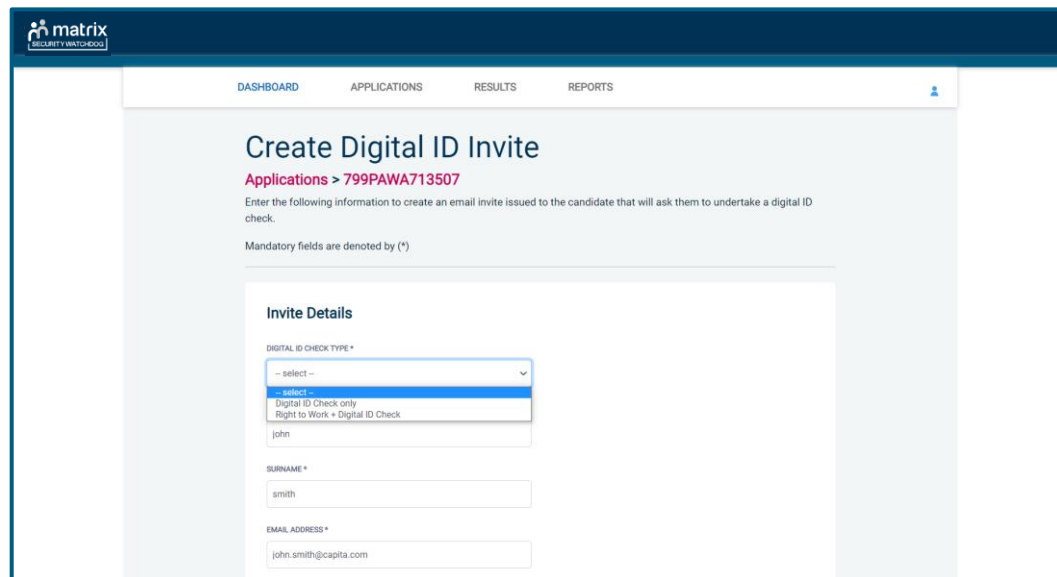
## Verifying identity using the eBulk digital ID integration

This facility allows for the identity verification to be performed digitally and remotely without the need for the applicant to present original documents to you to be verified. It also allows you to request a digital Right to Work check at the same time as performing the identity verification digitally.

If you didn't request a digital ID check as part of the invite created and you wish to carry out the identity check using our certified identity service provider, please select **'Invite the applicant to undertake a digital ID check (plus digital Right to Work check if required)'** (see screen shot 17 above.)

You will now be taken to the digital invite page which will automatically populate the name and email address of the applicant where present (see screen shot 18 below.) To invite the applicant to undertake just a digital ID check, please select 'Digital ID Check Only' from the 'Digital ID Check Type' drop-down list and ensure their name and email address are populated along with selecting the email template to issue them. This will generate an email to the applicant allowing them to carry out their digital ID check via our certified IDSP.

To invite the applicant to undertake a digital ID check and a digital Right to Work Check, please select 'Right to Work + Digital ID Check' from the 'Digital ID Check Type' drop-down list and ensure their name and email address are populated along with selecting the email template to issue them. This will generate an email to the applicant allowing them to carry out their digital ID check and digital Right to Work check at the same time via our certified IDSP.



Screen Shot 18

Applicants that have been invited to do a digital ID check can be found in the '**Awaiting Digital ID**' queue on the main dashboard (see screen shot 5 above.)

Once the digital ID check has been carried out, the ID section of the application will be updated with either a pass or fail result and a PDF report of the digital ID check can be downloaded by clicking the '**Download Digital ID Report**' button (see screen shots 19-22 below.)

If the result of the digital ID check is '**FAIL**', you must read the digital ID report to understand why and verify their identity manually depending on the reason the digital ID check failed. To do this, click the '**RESET ID CHECK**' button at the bottom of the ID screen to restart the identity process, this time selecting an alternative method.

If the result of the digital ID check is '**PASS**', the ID section will be auto completed upon receipt of the digital ID check result and there will be nothing further to do in relating to the identity verification part of the process.

If a digital Right to Work check was also requested, a '**RTW Check**' element will be added to the header of the application and will be updated with either a pass, fail or see report result. A PDF report of the digital Right to Work check can be downloaded by clicking the '**Download Digital ID Report**' button from either the ID screen or the RTW screen.

## Identity Check

**Applications > 921PAWA712630**

Please confirm the details of the digital ID check carried out below, for further information please refer to the Identity Documents section of this screen

**Digital ID Check Result**

The digital ID check has been carried out and has successfully confirmed the applicant's identity. To view the digital ID check report, please click [Download Digital ID Report](#) below.

**Digital ID - Identity Documents**

Please select from the drop-down lists below the documents that were verified by the certified Identity Service Provider (ISP) as part of the digital ID check carried out. If the ISP was unable to validate the applicant's address as part of digital ID check, this will need to be verified manually using a document provided by the applicant that meets DBS/Disclosure Scotland criteria.

APPLICANT NAME  
VIKAS PAWAR

APPLICANT CATEGORY  
UK\_NATIONAL (UK national resident in UK)

CURRENT ADDRESS  
2 SPENCER PLACE  
CROYDON  
SURREY  
CR0 2DY  
UNITED KINGDOM

DATE OF BIRTH  
01/01/2000

DOCUMENT 1  
Passport (current and valid)

DOCUMENT 2  
-- select --

CURRENT ADDRESS CHECKED  
Yes

DIGITAL ID CHECK RESULT  
Pass

ISP CERTIFICATE OF COMPLETION  
[Download Digital ID Report](#)

COST CODE / PERSONNEL NUMBER

NAME OF IDENTITY SERVICE PROVIDER (ISP) USED  
TrustID Limited

DATE DIGITAL ID CHECK CARRIED OUT  
19 Oct 2022

Screen Shot 19

## Identity Check

**Applications > 867PAWA712659**

Please confirm the details of the digital ID check carried out below, for further information please refer to the Identity Documents section of this screen

**Digital ID Check Result**

The digital ID check has been carried out however it has not been able to successfully confirm the applicant's identity. To view the digital ID check report and understand why the digital ID check has failed, please click [Download Digital ID Report](#) below.

In order to proceed, you will need to verify the applicant's identity using an alternative method. Please click the [RESET ID CHECK](#) button below to restart the identity process again

**Digital ID - Identity Documents**

Please select from the drop-down lists below the documents that were verified by the certified Identity Service Provider (ISP) as part of the digital ID check carried out. If the ISP was unable to validate the applicant's address as part of digital ID check, this will need to be verified manually using a document provided by the applicant that meets DBS/Disclosure Scotland criteria.

APPLICANT NAME  
VIKAS PAWAR

APPLICANT CATEGORY  
UK\_NATIONAL (UK national resident in UK)

CURRENT ADDRESS  
2 SPENCER PLACE  
CROYDON  
SURREY  
CR0 2DY  
UNITED KINGDOM

DATE OF BIRTH  
01/01/2000

DOCUMENT 1  
Passport (current and valid)

DOCUMENT 2  
-- select --

CURRENT ADDRESS CHECKED  
Yes

DIGITAL ID CHECK RESULT  
Fail

ISP CERTIFICATE OF COMPLETION  
[Download Digital ID Report](#)

COST CODE / PERSONNEL NUMBER

NAME OF IDENTITY SERVICE PROVIDER (ISP) USED  
TrustID Limited

DATE DIGITAL ID CHECK CARRIED OUT

Screen Shot 20

## Right to Work Check

Applications > 860PAWA713485

**Digital RTW Check Result**

The digital RTW check has been carried out and has successfully confirmed the applicant's right to work. To view the digital ID check report, please click 'Download Digital ID Report' below.

### Digital Right to Work

APPLICANT NAME  
BASIC DBS PAWVAR

APPLICANT CATEGORY  
UK\_NATIONAL (UK national resident in UK)

CURRENT ADDRESS  
2 EDWARD ROAD  
CROYDON  
SURREY  
CR0 4DY  
UNITED KINGDOM

DATE OF BIRTH  
01/01/1998

DOCUMENT 1  
Passport (current and valid)

DOCUMENT 2

DIGITAL RTW CHECK RESULT  
Pass

IDSP CERTIFICATE OF COMPLETION  
[Download Digital ID Report](#)

NAME OF IDENTITY SERVICE PROVIDER (ISP) USED  
TrustID Limited

DATE DIGITAL RTW CHECK CARRIED OUT  
27 Jan 2023

Screen Shot 21

## Right to Work Check

Applications > 596PAWA713456

**Digital RTW Check Result**

The digital RTW check has been carried out and included a share code to verify their RTW status. To view the digital ID check report, please click 'Download Digital ID Report' below.

### Digital Right to Work

APPLICANT NAME  
BASIC DBS PAWVAR

APPLICANT CATEGORY  
UK\_NATIONAL (UK national resident in UK)

CURRENT ADDRESS  
2 EDWARD ROAD  
CROYDON  
SURREY  
CR0 4DY  
UNITED KINGDOM

DATE OF BIRTH  
01/01/1998

DOCUMENT 1  
Passport (current and valid)

DOCUMENT 2

DIGITAL RTW CHECK RESULT  
See Report

IDSP CERTIFICATE OF COMPLETION  
[Download Digital ID Report](#)

NAME OF IDENTITY SERVICE PROVIDER (ISP) USED  
TrustID Limited

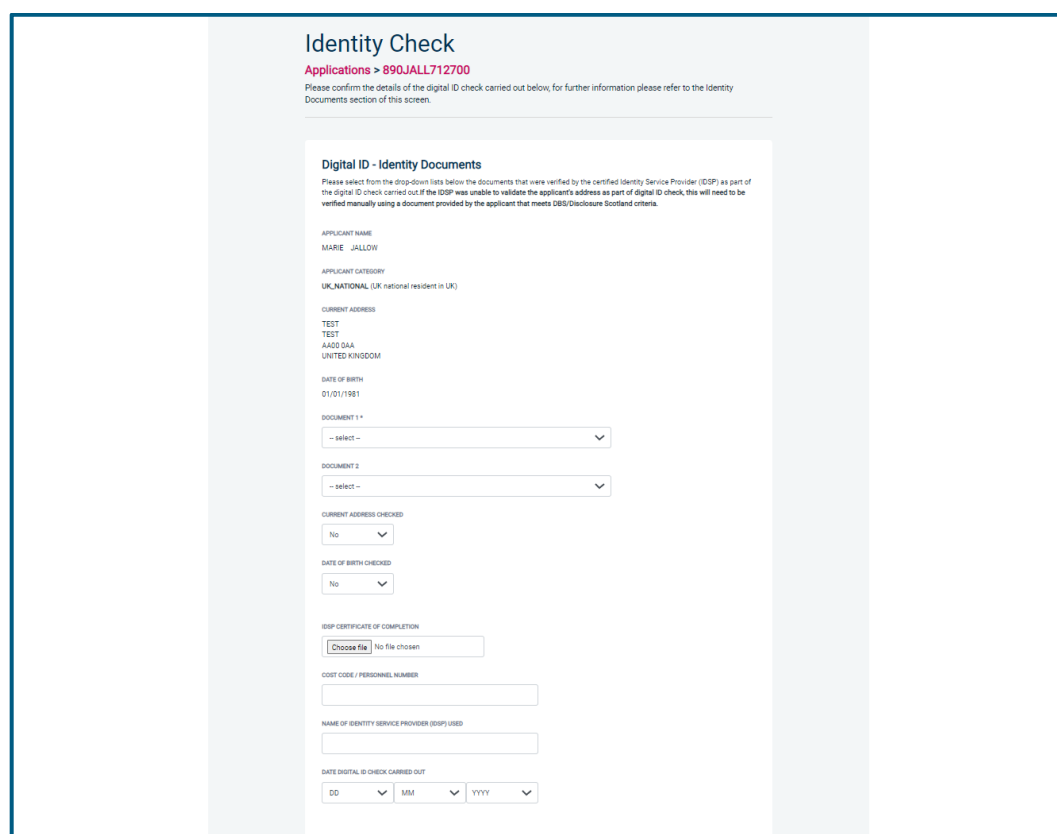
DATE DIGITAL RTW CHECK CARRIED OUT  
24 Jan 2023

Screen Shot 22

## Verifying identity using a digital ID check already obtained

This facility allows you to verify the identity using a digital ID check already obtained via your own IDSP outside of our platform. If you wish to verify the identity using this method, please select **‘Complete the ID check using a digital ID check already obtained’** (see screen shot 17 above and screen shot 23 below.)

- Please select the ID documents verified by the IDSP as part of the digital ID check undertaken.
- Ensure that you confirm from the drop-down boxes that they have verified the applicant’s address and also that they have verified a document containing their date of birth.
- Please upload a copy of the digital ID report obtained from your IDSP by clicking ‘Choose File’
- If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
- Now click **‘Save’** and then click the **‘Return to Application’** icon in the green box located at the top of the screen.
- Once the ID Check has been saved, if you realise that it has been completed incorrectly or through the wrong route, you can reset the ID Check section and complete it again if required. Please note, you will only be able to do this if you have been assigned the appropriate user privilege to do so. To do this, go back into the ID Check screen and click the **‘Reset ID Check’** button found at the bottom of the screen.



**Identity Check**  
Applications > 890JALL712700

Please confirm the details of the digital ID check carried out below, for further information please refer to the Identity Documents section of this screen.

---

**Digital ID - Identity Documents**

Please select from the drop-down lists below the documents that were verified by the certified Identity Service Provider (IDSP) as part of the digital ID check carried out. If the IDSP was unable to validate the applicant's address as part of digital ID check, this will need to be verified manually using a document provided by the applicant that meets DfS/Disclosure Scotland criteria.

APPLICANT NAME  
MARIE JALLDVI

APPLICANT CATEGORY  
UK\_NATIONAL (UK national resident in UK)

CURRENT ADDRESS  
TEST  
TEST  
AA000000  
UNITED KINGDOM

DATE OF BIRTH  
01/01/1981

DOCUMENT 1 \*  
-- select --

DOCUMENT 2  
-- select --

CURRENT ADDRESS CHECKED  
No

DATE OF BIRTH CHECKED  
No

IDSP CERTIFICATE OF COMPLETION  
 No file chosen

COST CODE / PERSONNEL NUMBER

NAME OF IDENTITY SERVICE PROVIDER (IDSP) USED

DATE DIGITAL ID CHECK CARRIED OUT  
DD MM YYYY

Screen Shot 23



## Verifying identity using original documents provided to you by the applicant

If you do not wish to verify identity using a digital ID check, please select **‘Complete the ID check manually using original documents provided by the applicant’** (see screen shot 17 above and screen shots 24 & 25 below.)

### Identity Check

**Applications > I908BART1021**

Please select the physical documents seen using the dropdown lists below, for further information please refer to Identity Documents section of this screen.

---

#### Route 1 - Identity Documents

The applicant should have their identity validated using Route 1. The applicant must be able to show 1 document from Group 1 and 1 further document from either Group 1, Group 2a or 2b. The combination of documents presented must confirm the applicant's name and date of birth. If this can't be achieved within 2 documents, a third can be selected.

[Group 1 Documents >](#)
[Group 2a Documents >](#)
[Group 2b Documents >](#)

APPLICANT NAME

TEST TEST

CURRENT ADDRESS

13 CLIFTON CRESCENT  
SHEFFIELD  
SOUTH YORKSHIRE  
S9 4BD  
UNITED KINGDOM

DATE OF BIRTH

15/06/1999

**Please Note** - you should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the applicant's likeness.

Screen Shot 24 – DBS Basic ID screen

### Identity Check

**Applications > 304PAWA711933**

Please select the physical documents seen using the dropdown lists below, for further information please refer to Identity Documents section of this screen.

---

#### Identity Documents

The applicant must be able to show 1 document from Document 1 and 1 further document from Document 2. The combination of documents presented must confirm the applicant's name, address and date of birth. **If an applicant is unable to provide this documentation, they can't submit an application for a Disclosure Scotland basic check.**

[Group 1 Documents >](#)
[Group 2 Documents >](#)

APPLICANT NAME

VIKAS PAWAR

CURRENT ADDRESS

1 SPENCER PLACE  
CROYDON  
CR0 2DY  
UNITED KINGDOM

DATE OF BIRTH

01/01/2009

**Please note** - Disclosure Scotland have requested that if an Applicant indicates they have a Passport and/or a Driving Licence then this information must be provided.

DOCUMENT 1

-- select --

DOCUMENT 2

-- select --

Screen Shot 25 – Disclosure Scotland Basic ID screen

For DBS basic applications, eBulkPlus will automatically commence with Route 1, assuming that the applicant has the appropriate documents required for Route 1. If an applicant does not hold sufficient ID to be able to go through Route 1, you will be required to click the 'Next Route' button at the bottom of the screen.

- Please select the ID the applicant has provided for you from the drop-down boxes. Guidance notes can be found on the right-hand side of the screen and are in accordance with the DBS or Disclosure Scotland Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a utility bill if it is more than 3 months old or do not accept an out of date passport.
- Ensure you confirm that you have verified a document showing the applicant's date of birth.
- If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
- Now click 'Save' and then click the 'Return to Application' icon in the green box located at the top of the screen.
- Once the ID Check has been saved, if you realise that it has been completed incorrectly or through the wrong route, you can reset the ID Check section and complete it again if required. Please note, you will only be able to do this if you have been assigned the appropriate user privilege to do so. To do this, go back into the ID Check screen and click the 'Reset ID Check' button found at the bottom of the screen.



Please note, that if an applicant cannot verify their identity via the routes available on screen, they will not be able to process their application through eBulk. If the identity cannot be satisfactorily verified, a basic application cannot be processed.

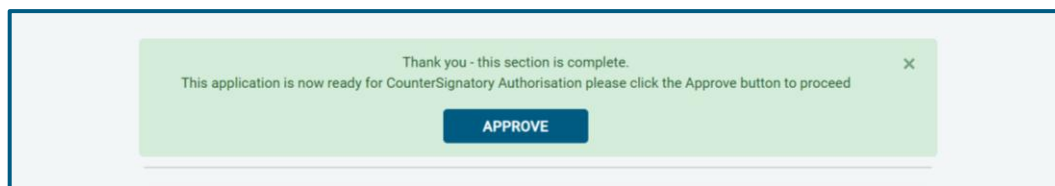
**\*A full list of acceptable ID for both the DBS and Disclosure Scotland can be found at the end of this guide\***

# What you must do as part of the ID Checking process

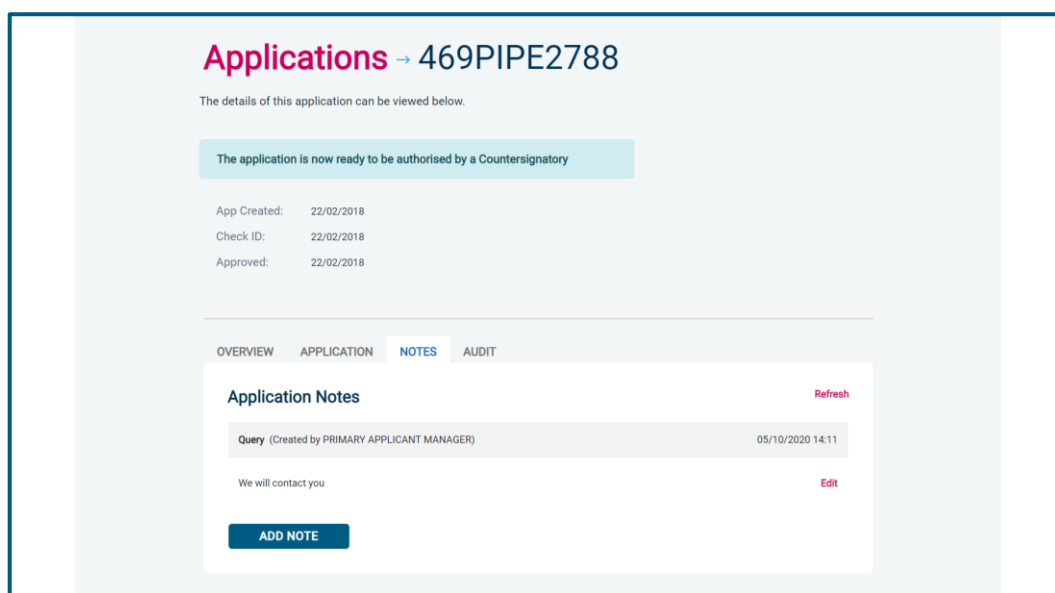
When verifying identity manually, the applicant must provide a range of ID documents as part of the DBS check application process. As an employer you must:

- Make sure that any details of current passport, driving licence and National Insurance Number are included on the paper or electronic application form.
- Follow the three route ID checking guidance set out below.
- Consider using digital ID verification if the applicant can present a passport or driving licence.
- Seek photographic identity documents (passport, driving licence, e-Visa or PASS card) in the first instance. This can be used to compare the applicant's likeness. Check and validate the information provided on the application form by the applicant.
- Check that the application form is completed in full and the information it contains is accurate. For example, that all addresses lived at in the last 5 years and names known by have been declared and are accurate. Failure to do this can result in delays in processing and the withdrawal of applications.
- Make sure the applicant fills in the address part of the form correctly if they have an [unusual address](#), for example if they live abroad, in student accommodation or a hostel.
- Use a document type only once in the document count. For example, don't accept two bank statements as two of the required documents if they are from the same bank.
- Not alter or amend the application form without the knowledge or agreement of the applicant.
- Keep a record of the documents used to validate each identity for a minimum of 2 years. This is in line with compliance activity carried out by DBS. DBS will ask for records of documents checked as part of ID verification as part of this process. Documents can be recorded as copies of physical documents or PDF evidence of eVisa. If it is not possible to keep copies you should record:
  - document type,
  - country of issue
  - any expiry date,
  - any reference numbers, and
  - notes if there were any discrepancies discussed as part of the ID verification process.
- Verify their identity in accordance with the three ways in which ID documents can be viewed and validated. You must use option one unless it is impossible to have a face-to-face appointment with the applicant. If you are unable to use option one the reasons need to be recorded and option two can be considered. If option two is impossible the reasons must be recorded and option three can be used. The rationale behind the use of options two or three must be kept, along with a record of the documents used to validate the identity, for a minimum of 2 years.
  - **Option One:** The ID check should be done in person, allowing the ID checker to view the physical documents, or eVisa, or digital PASS card, in the presence of the individual. **If you cannot use option 1, please consider using digital identity verification before considering option 2.**
  - **Option Two:** The ID checker can conduct the ID check via video link – for example Google Meet or FaceTime. In these circumstances the ID checker must be in possession of the physical documents. These can be posted to the ID checker in advance of the virtual call. Any risks identified when using live video must be assessed and mitigated by you. You must not rely on the inspection of the documents via a live video link, or by checking a faxed or scanned copy of the document. **If option two is used, you must keep a record of why option one was impossible, along with a record of the documents used to validate the identity, for a minimum of 2 years. The rationale must be specific to the individual ID verification, it is not acceptable to default to the use of options two or three.**
  - **Option Three:** The ID check can be completed via video link – for example Google Meet or FaceTime – without the ID checker being in physical possession of the ID documents. The details of the documents, as set out above, must be recorded and stored at the time of the video link ID check. The documents must be presented to the ID checker on the first day of employment. The ID checker must record the date the ID check was completed in person and cross reference the details recorded from the video link ID check. If there are any discrepancies the DBS check may be invalid. **If option three is used you must keep a record of why options one and option two were impossible, along with a record of the documents used to validate the identity, for a minimum of 2 years. The rationale must be specific to the individual ID verification, it is not acceptable to default to the use of options two or three.**

- Finally scroll to the top of the screen to the green box and click **'Approve'**.



- Please ensure you click on **'Approve'** – failure to do so will result in the form not being submitted for CounterSignatory Authorisation.
- \* If an application does require further clarification from us prior to submission to the DBS or Disclosure Scotland, a query will be flagged on the application and we will contact you for clarification. During this time, a copy of the application record move into the **'Queried Applications'** folder on the Dashboard (see Screen Shot 5). You can view the full information regarding the query by clicking on the **'Notes'** tab of any application in the **'Queried Applications'** folder (see Screen Shot 26 below) \*



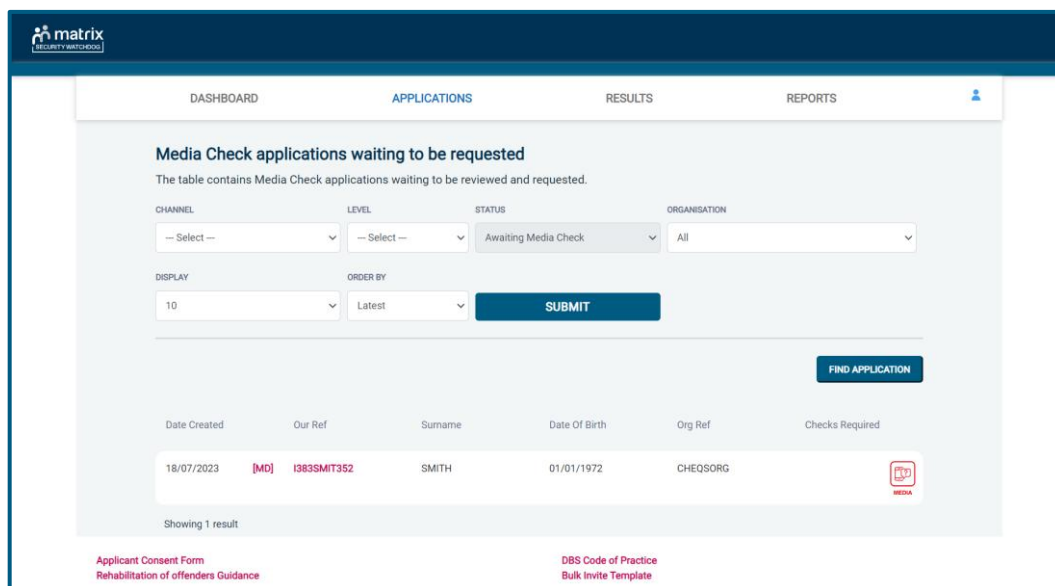
Screen Shot 26

- Once a form has been countersigned by your Registered Organisation, the application will be moved to the **'Transfer'** section. Applications at this stage are awaiting collection by the DBS or Disclosure Scotland. Once they have collected them, they will move into the processing stage – please see below for further details.

**NB. An application form can be withdrawn at any time up to and including Countersignatory stage. Once a form has been electronically transferred, we cannot withdraw it without incurring the DBS or Disclosure Scotland charge. If you wish to withdraw an application at Countersignatory stage, please contact us immediately, to enable the process to be halted**

# How to submit Media Check requests

**Step 1** – On the Dashboard page (see screen shot 5 above), in the top box entitled **Pre-Submission**, click on ‘**Awaiting Media Check Request**’. Please note that you will be able to see the total number of application forms you have awaiting the media check to be requested.

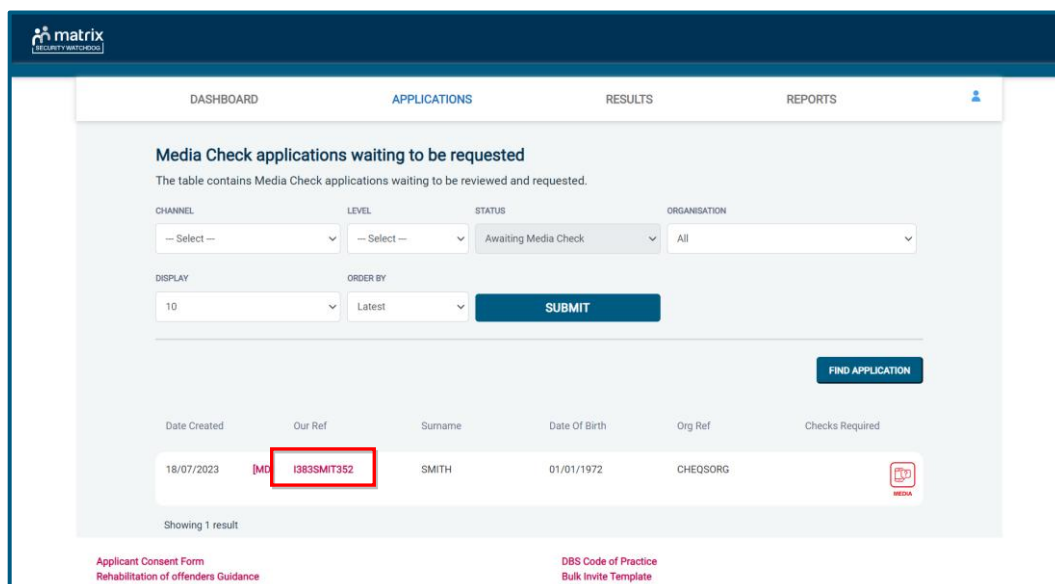


The screenshot shows the 'APPLICATIONS' tab in the Matrix Security Watchdog interface. The page title is 'Media Check applications waiting to be requested'. Below the title, there is a table with columns: CHANNEL, LEVEL, STATUS, and ORGANISATION. The STATUS column is set to 'Awaiting Media Check'. There are also filters for DISPLAY (set to 10) and ORDER BY (set to Latest). A 'SUBMIT' button is visible. Below the filters, there is a table with columns: Date Created, Our Ref, Surname, Date Of Birth, Org Ref, and Checks Required. The table shows one result for SMITH, dated 18/07/2023, with Our Ref I383SMIT352. A 'FIND APPLICATION' button is also present. At the bottom, there are links for 'Applicant Consent Form', 'Rehabilitation of offenders Guidance', 'DBS Code of Practice', and 'Bulk Invite Template'.

Screen Shot 27

**Step 2** - Opening an application form:

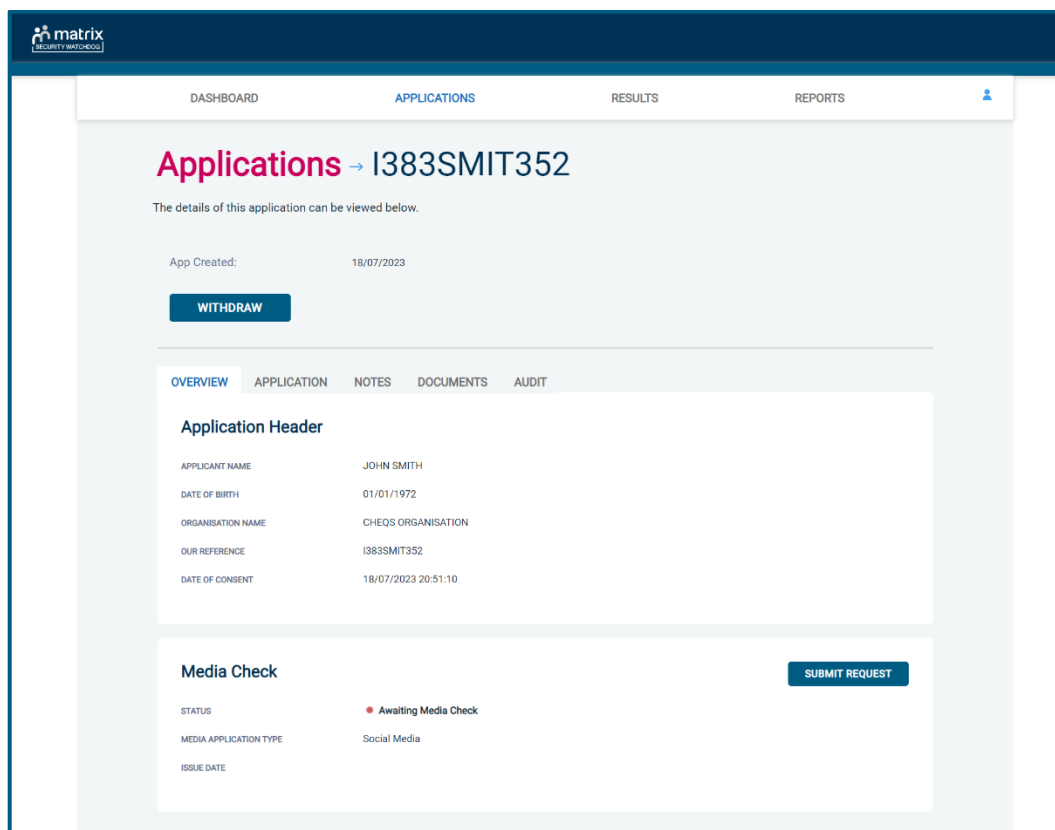
Click on an applicant's reference number to open up their application form (see screen shot 28 below)



This screenshot is identical to the previous one, but with the reference number 'I383SMIT352' in the 'Our Ref' column highlighted with a red box, indicating the next step in the process.

Screen Shot 28

**Step 3** – Overview, you will now see three tabs of the applicant’s completed form (see screen shots 29 & 30 below).

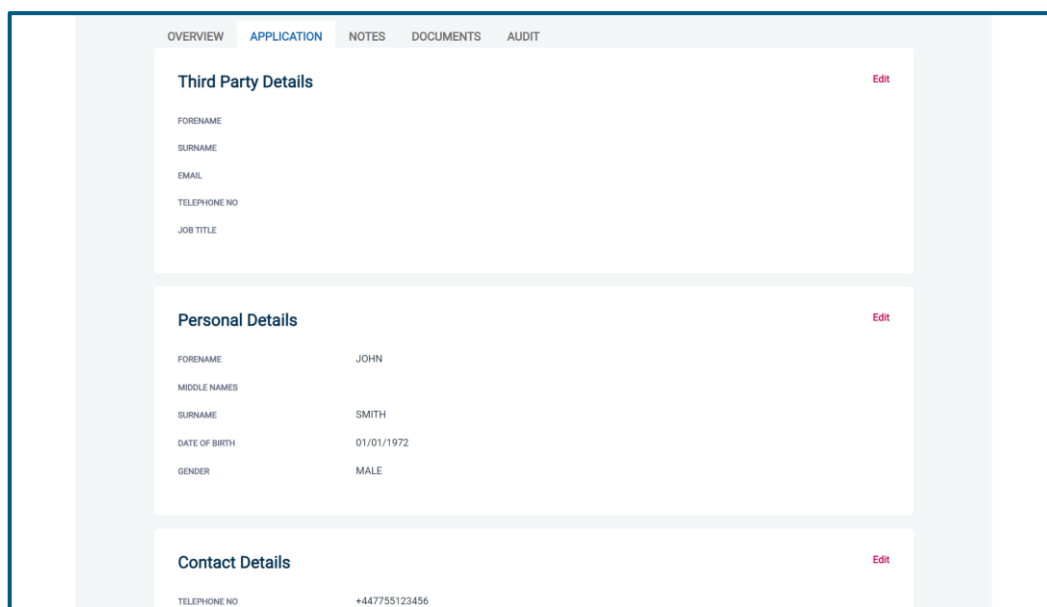


The screenshot shows the 'Applications' tab selected in the navigation bar. The main heading is 'Applications → I383SMIT352'. Below this, it states 'The details of this application can be viewed below.' and shows 'App Created: 18/07/2023'. A 'WITHDRAW' button is visible. The 'OVERVIEW' tab is active, showing an 'Application Header' with the following details:

APPLICANT NAME	JOHN SMITH
DATE OF BIRTH	01/01/1972
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	I383SMIT352
DATE OF CONSENT	18/07/2023 20:51:10

Below the header is a 'Media Check' section with a 'SUBMIT REQUEST' button. The status is 'Awaiting Media Check' (indicated by a red dot). The media application type is 'Social Media'.

**Screen Shot 29**



The screenshot shows the 'APPLICATION' tab selected. It displays three sections of details, each with an 'Edit' link:

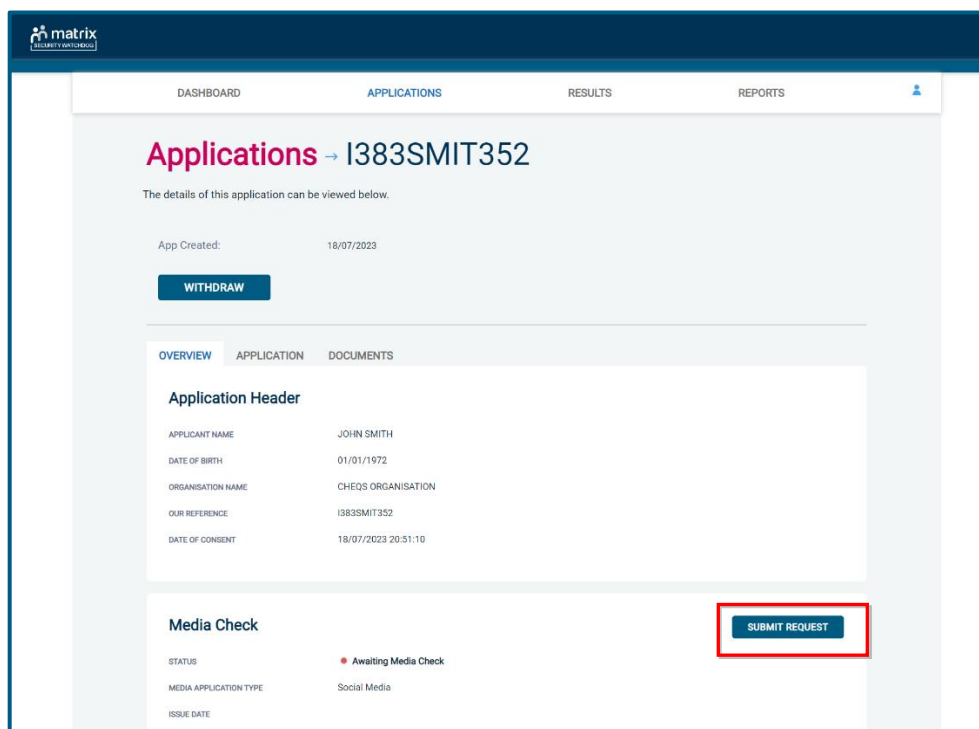
- Third Party Details:** Includes fields for FORENAME, SURNAME, EMAIL, TELEPHONE NO, and JOB TITLE.
- Personal Details:** Includes fields for FORENAME (JOHN), MIDDLE NAMES, SURNAME (SMITH), DATE OF BIRTH (01/01/1972), and GENDER (MALE).
- Contact Details:** Includes TELEPHONE NO (+447755123456).

**Screen Shot 30**

**Step 4** – Application, to view the application details entered by the applicant, click on the ‘**Application**’ tab. Here you can see the entire application submitted by the applicant, this can be used to ensure the correct information has been entered prior to the media check being processed (see screen shot 31).

## Step 5 – Submitting the media check request:

Once you are happy with the data supplied by the candidate for their media check, you can submit the media check request by clicking the 'Submit Request' button within the Media Check section of the Overview tab (see screenshot 29 below). **Please note – until the 'Submit Request' button has been pressed, the media check will not be processed and a result for this media check will not be returned.**



**Applications** → I383SMIT352

The details of this application can be viewed below.

App Created: 18/07/2023

**WITHDRAW**

**OVERVIEW** APPLICATION DOCUMENTS

**Application Header**

APPLICANT NAME	JOHN SMITH
DATE OF BIRTH	01/01/1972
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	I383SMIT352
DATE OF CONSENT	18/07/2023 20:51:10

**Media Check**

STATUS: ● Awaiting Media Check

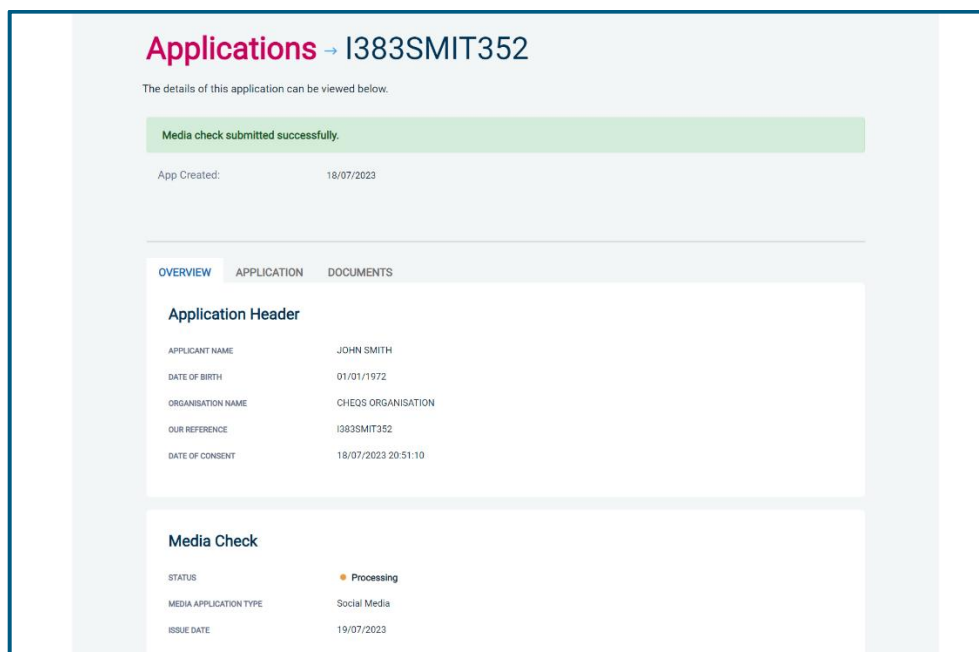
MEDIA APPLICATION TYPE: Social Media

ISSUE DATE:

**SUBMIT REQUEST**

Screen Shot 31

Once the 'Submit Request' button has been pressed, you will receive on-screen confirmation that the Media Check has been successfully submitted and is now in progress (see screenshot 32 below).



**Applications** → I383SMIT352

The details of this application can be viewed below.

**Media check submitted successfully.**

App Created: 18/07/2023

**OVERVIEW** APPLICATION DOCUMENTS

**Application Header**

APPLICANT NAME	JOHN SMITH
DATE OF BIRTH	01/01/1972
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	I383SMIT352
DATE OF CONSENT	18/07/2023 20:51:10

**Media Check**

STATUS: ● Processing

MEDIA APPLICATION TYPE: Social Media

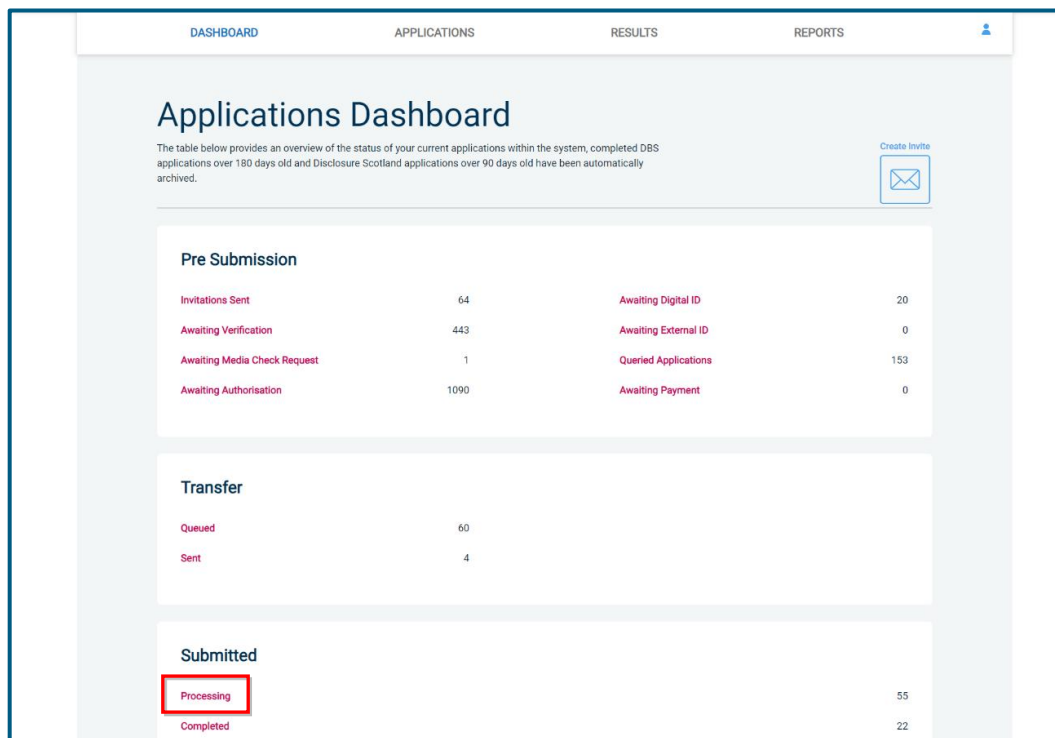
ISSUE DATE: 19/07/2023

Screen Shot 32

# DBS/Media Check Processing

**Step 1** – Tracking an application – see screen shot 33.

- On the Dashboard you will see towards the bottom of the screen, a box called 'Submitted'.



**Applications Dashboard**

The table below provides an overview of the status of your current applications within the system, completed DBS applications over 180 days old and Disclosure Scotland applications over 90 days old have been automatically archived.

[Create Invite](#)

Pre Submission			
Invitations Sent	64	Awaiting Digital ID	20
Awaiting Verification	443	Awaiting External ID	0
Awaiting Media Check Request	1	Queried Applications	153
Awaiting Authorisation	1090	Awaiting Payment	0

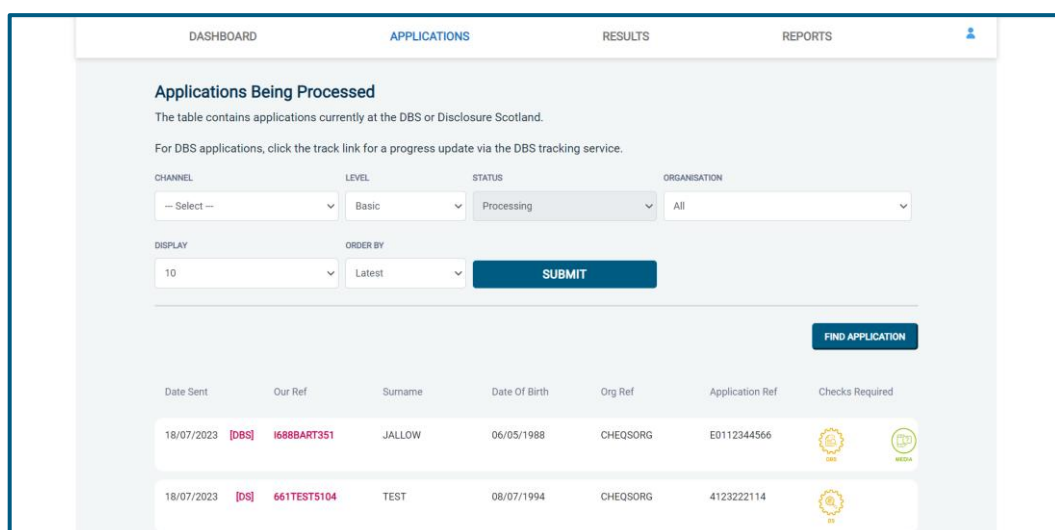
Transfer	
Queued	60
Sent	4

Submitted	
Processing	55
Completed	22

**Screen Shot 33**

- To track an application, click on '**Processing**', this will take you to a screen which will show all the applications for your company that are currently being processed by the DBS, Disclosure Scotland and/or SP Index. To view an individual's application, click on their reference number - this will take you directly into the application form you wish to view (see screen shot 34).



**Applications Being Processed**




The table contains applications currently at the DBS or Disclosure Scotland.

For DBS applications, click the track link for a progress update via the DBS tracking service.

CHANNEL:  LEVEL:  STATUS:  ORGANISATION:

DISPLAY:  ORDER BY:  [SUBMIT](#)

[FIND APPLICATION](#)

Date Sent	Our Ref	Surname	Date Of Birth	Org Ref	Application Ref	Checks Required
18/07/2023	<a href="#">[DBS]</a> <a href="#">I688BART351</a>	JALLOW	06/05/1988	CHEQSORG	E0112344566	 
18/07/2023	<a href="#">[DS]</a> <a href="#">661TEST5104</a>	TEST	08/07/1994	CHEQSORG	4123222114	

**Screen Shot 34**



# Completed Results – Basic DBS

## DBS Results with content

**Step 1** - Notification – see screen shot 35.

- The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on **'Completed'** in the Submitted section.



Transfer

Queued	16
Sent	4

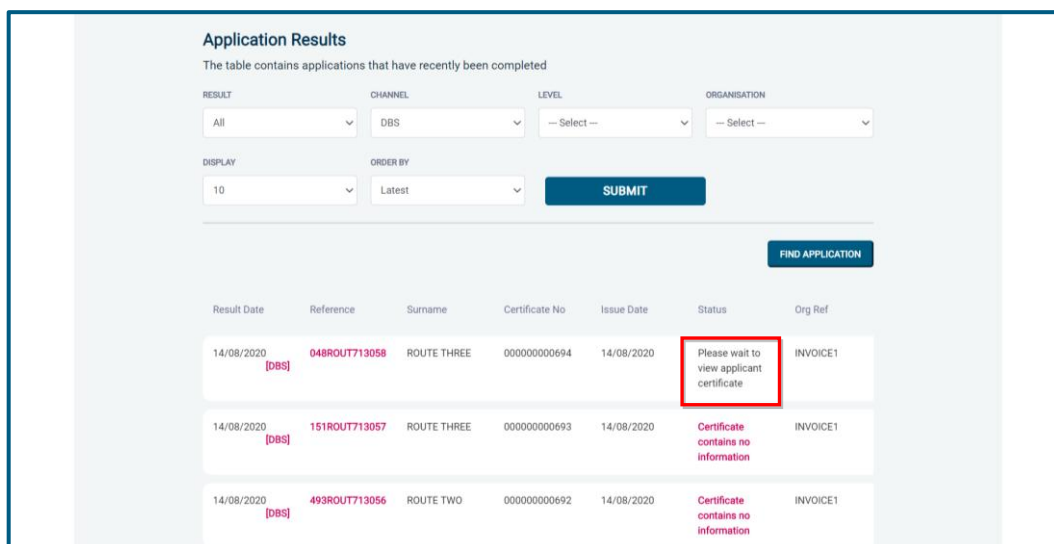
Submitted

Processing	69
Completed	73

Screen Shot 35

**Step 2** - Viewing a Certificate result with content – see screen shot 36.

- To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant's reference number (see screen shot 36). This information will stay in the **'Completed'** folder for 180 days from the issue date of the certificate.
- Certificate results with content will state **"Please wait to view applicant certificate"** in the Status column – This means the certificate contains information and you will have to view the applicant's certificate to see this information.



**Application Results**  
The table contains applications that have recently been completed

RESULT: All | CHANNEL: DBS | LEVEL: -- Select -- | ORGANISATION: -- Select --

DISPLAY: 10 | ORDER BY: Latest | SUBMIT

FIND APPLICATION

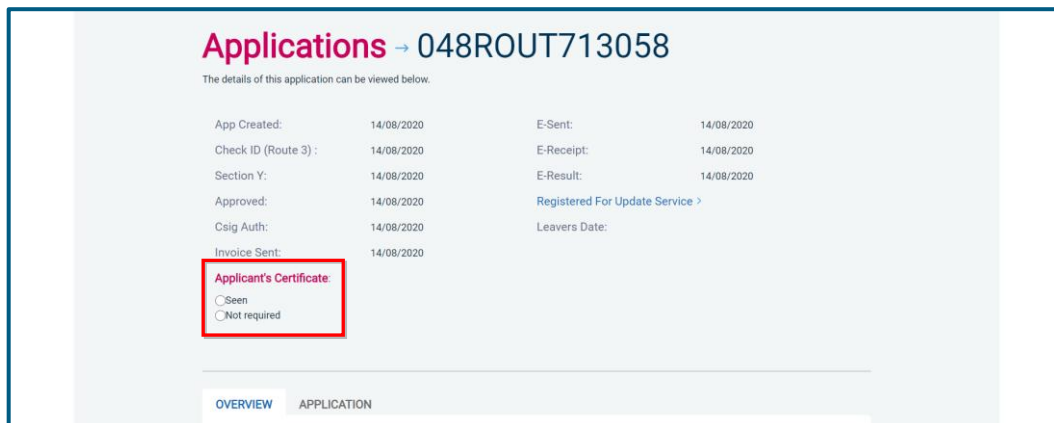
Result Date	Reference	Surname	Certificate No	Issue Date	Status	Org Ref
14/08/2020 [DBS]	048ROUT713058	ROUTE THREE	000000000694	14/08/2020	Please wait to view applicant certificate	INVOICE1
14/08/2020 [DBS]	151ROUT713057	ROUTE THREE	000000000693	14/08/2020	Certificate contains no information	INVOICE1
14/08/2020 [DBS]	493ROUT713056	ROUTE TWO	000000000692	14/08/2020	Certificate contains no information	INVOICE1

Screen Shot 36

**Step 3** – Indicating sight of the applicant’s certificate – see screen shot 37.

To help an organisation keep track of which applicants have brought their certificate in and been viewed by the organisation, the system is able to record the date the applicant’s certificate has been seen by their organisation or whether sight is not required. As an Applicant Manager, you can add this date on to an application to indicate that their certificate has been sighted.

To add the date or to view whether a date has been added, click on the reference number of the application from the ‘Completed’ folder (see screen shot 36 above). Once in the application, the date can be added in the ‘Applicant’s Certificate’ section at the top of the screen (see screen shot 37 below).



**Applications** → 048ROUT713058

The details of this application can be viewed below.

App Created:	14/08/2020	E-Sent:	14/08/2020
Check ID (Route 3) :	14/08/2020	E-Receipt:	14/08/2020
Section Y:	14/08/2020	E-Result:	14/08/2020
Approved:	14/08/2020	<a href="#">Registered For Update Service &gt;</a>	
Csig Auth:	14/08/2020	Leavers Date:	
Invoice Sent:	14/08/2020		

**Applicant's Certificate:**

☐ Seen

☐ Not required

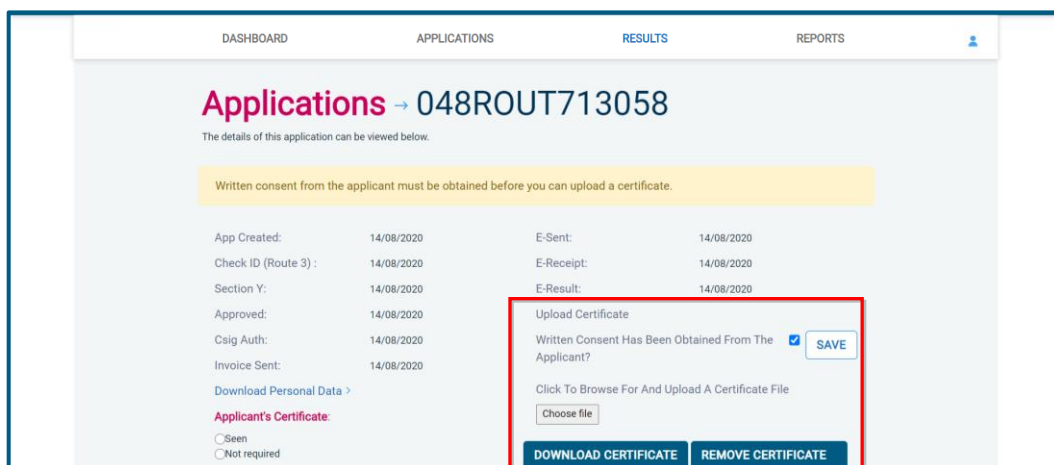
OVERVIEW APPLICATION

**Screen Shot 37**

**Step 4** – Uploading a scanned copy of the applicant’s certificate – see screen shot 38.

As an Applicant Manager, you may have been granted permission to upload and/or view uploaded certificates attached to results with content. If you have been granted the upload privilege, you are able to upload a scanned copy of the applicant’s certificate to their application as long as you obtain their consent. If you wish to use this facility, you will need to mark the ‘Written consent has been obtained from the applicant?’ box, once ticked you will have facility to select the required file to upload.

Once a file has been uploaded, you will be able to view this as many times as you wish by clicking the ‘Download Certificate’ button until the application is archived after 180 days (see screen shot 38 below). If you have been granted the appropriate privilege, you may also have the ability to remove the uploaded certificate by clicking the ‘Remove Certificate’ button. Please note a sample ‘Applicant Consent Form’ can be downloaded from the footer of eBulkPlus to use to obtain applicant’s consent.



DASHBOARD APPLICATIONS RESULTS REPORTS

**Applications** → 048ROUT713058

The details of this application can be viewed below.

Written consent from the applicant must be obtained before you can upload a certificate.

App Created:	14/08/2020	E-Sent:	14/08/2020
Check ID (Route 3) :	14/08/2020	E-Receipt:	14/08/2020
Section Y:	14/08/2020	E-Result:	14/08/2020
Approved:	14/08/2020		
Csig Auth:	14/08/2020		
Invoice Sent:	14/08/2020		

[Download Personal Data >](#)

**Applicant's Certificate:**

☐ Seen

☐ Not required

Upload Certificate

Written Consent Has Been Obtained From The Applicant? ☒ [SAVE](#)

Click To Browse For And Upload A Certificate File

[Choose file](#)

[DOWNLOAD CERTIFICATE](#) [REMOVE CERTIFICATE](#)

**Screen Shot 38**

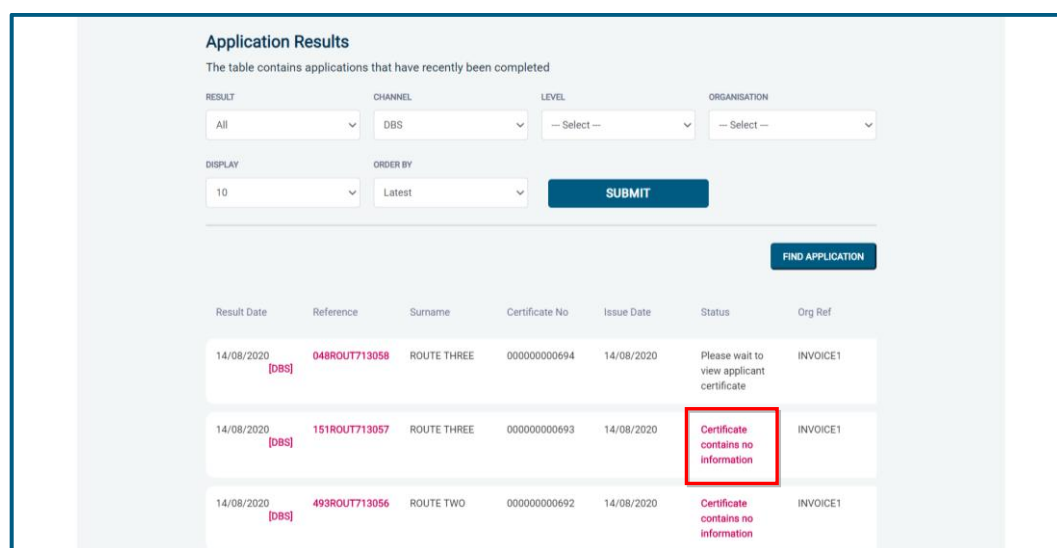
## Clear DBS results

**Step 1** - Notification – refer back to screen shot 35 above.

- The DBS will send notification online once an application has been completed. To view a result please return to the Dashboard and click on '**Completed**' in the Submitted section.

**Step 2** - Viewing a clear certificate result– see screen shot 38.

- To view the information of a certificate e.g. certificate issue date, reference number and result status, click on the applicant's reference number (see screen shot 39). This information will stay in the '**Completed**' folder for 180 days from the issue date of the certificate.
- Clear certificate results will state "**Certificate contains no information**" in the status column – This means the certificate contains no criminal convictions, cautions, warnings or reprimands.




Result Date	Reference	Surname	Certificate No	Issue Date	Status	Org Ref
14/08/2020 [DBS]	048ROUT713058	ROUTE THREE	000000000694	14/08/2020	Please wait to view applicant certificate	INVOICE1
14/08/2020 [DBS]	151ROUT713057	ROUTE THREE	000000000693	14/08/2020	Certificate contains no information	INVOICE1
14/08/2020 [DBS]	493ROUT713056	ROUTE TWO	000000000692	14/08/2020	Certificate contains no information	INVOICE1

Screen Shot 39

**Step 3** - Viewing a Result Snapshot for clear applications – see screen shots 39 & 40.

- As an Applicant Manager you can click on the '**Certificate contains no information**' wording in the status column to view a Result Snapshot for this application (see screen shot 40 below).

Please note that the Result Snapshot is for information purposes only, it does not represent a DBS certificate or act as a DBS certificate alternative. The information contained within the snapshot is not to be viewed by or passed to any individual who does not have the appropriate authority to view it.



DASHBOARDAPPLICATIONS**RESULTS**EBULK ADMINRB ADMINREPORTS

## Result Snapshot Results >

DOWNLOAD RESULT SNAPSHOT

Result Snapshot

View Application

Certificate Details

LEVEL OF CHECK	Enhanced
CERTIFICATE NO	00000000693
ISSUE DATE	14/08/2020
CERTIFICATE RESULT	Certificate contains no information

Applicant Personal Details

SURNAME	ROUTE THREE
FORENAME(S)	COUNTERSIGNED
OTHER NAMES	PREVIOUSSURNAME, Surname from 1995 to 2000 PREVIOUSFORENAME, Forename from 1985 to 2000
SURNAME AT BIRTH	PREVIOUSSURNAME
DATE OF BIRTH	02/10/1985
PLACE OF BIRTH	UK TOWN
GENDER	Male
CURRENT ADDRESS	FLAT 1 UK STREET UK TOWN UK COUNTY AA60 GAA GB

Employment Details

POSITION APPLIED FOR	POSITION - CHILD WORKFORCE
NAME OF EMPLOYER	INVOICE CLIENT 1

Police Records of Convictions, Cautions, Reprimands and Final Warnings

none recorded

DBS Children Barred List Information

none recorded

DBS Adults Barred List Information

not requested

Disclaimer

Please note that this result snapshot is for information purposes only. It does not represent a Disclosure & Barring Service (DBS) certificate and does not act as a DBS certificate alternative in any way. The information contained within this result snapshot is not to be viewed by, distributed or passed on to (directly or indirectly) any individual who does not have the appropriate authority to view this information.

BACK

Screen Shot 40

As the Registered Body/Employer does not receive a copy of a completed DBS certificate, we advise that you have sight of the applicant's certificate regardless of the status outcome on eBulkPlus; however, this is for your organisation to decide based on your own internal policies. For completed applications with a result status of *"Please wait to view applicant's certificate"* you must view the applicant's certificate before making a recruitment decision.

# Completed Results – Basic Disclosure Scotland

## Notification and Viewing Disclosure Certificate Meta Data

### Step 1 – Notification

- Security Watchdog will send you an email notification when an application form has been completed and a Disclosure Certificate has been completed. To view all disclosures that have been sent to you within the last 90 days, click on '**Completed**' found on the Dashboard (see screen shot 35).

### Step 2 – Viewing Disclosure Certificate Meta Data

- To view the disclosure Meta Data, for example disclosure issue date, reference number and disclosure status, click on the applicant's reference number (see screen shots 41 & 42). This disclosure result will be retained on the system for 90 days, the rest of the metadata will be retained on the system, even after the disclosure has been archived until it has been purged or deleted.

## Results with content:

### Step 1 – Security Watchdog receives Disclosure Certificate with content

- Security Watchdog will update the 'Disclosure Sent On' date on the online system.
- The Disclosure Certificate will then be sent to you, the Applicant Manager, by post.

### Step 2 – Applicant Manager receives Disclosure Certificate with content

- Please ensure that you follow the Disclosure Scotland Code of Practice – secure storage, handling, use, retention and disposal of disclosure information.

## Results with no content:

### Step 1 - Security Watchdog receives Disclosure Certificate with no content

- The Disclosure Certificate will not be sent to you, the Applicant Manager, by post. This will be securely shredded at our office by our document destruction contractors, Shred-It. Shred-It document destruction services were developed specifically to deal with the privacy and confidentiality requirements of the individuals and organisations. All documents are destroyed following Shred-It's secure shredding process and we receive a Certificate of Destruction from Shred-It on every site visit.

### Step 2 – Applicant Manager

- Applicant Manager can view Disclosure Certificate Meta Data from the Dashboard 'Completed' (see screen shots 35, 41 & 42).

matrix

SECURITY WATCHDOG

DASHBOARD

APPLICATIONS

RESULTS

REPORTS

Application Results

The table contains applications that have recently been completed

RESULT

All

CHANNEL

Disclosure Scotland

LEVEL

— Select —

ORGANISATION

— Select —

DISPLAY

10

ORDER BY

Latest

SUBMIT

FIND APPLICATION

Result Date	Reference	Surname	Certificate No	Issue Date	Status	Org Ref
01/09/2020	<span>IDS</span> 650ATT714777	ATT	000000000788	01/09/2020	Please wait to view applicant certificate	VOLT3
01/09/2020	<span>IDS</span> 956FGD714776	DFGDFG	000000000789	01/09/2020	Certificate contains no information	VOLT3
01/09/2020	<span>IDS</span> 940CLEA714771	CLEAR	000000000789	01/09/2020	Certificate contains no information	VOLT3

Screen Shot 41

Applications → 661TEST5104

The details of this application can be viewed below.

App Created:

12/01/2023

E-Receipt:

18/07/2023

Check ID:

07/01/2023

Invoice Sent:

21/07/2023

Approved:

12/01/2023

Certificate Received:

18/07/2023

Csig Auth:

18/07/2023

Certificate Sent On:

Incomplete

E-Sent:

18/07/2023

OVERVIEW

APPLICATION

DOCUMENTS

Application Header

APPLICANT NAME

TEST NAME TEST

DATE OF BIRTH

08/07/1994

ORGANISATION NAME

CHEQS ORGANISATION

OUR REFERENCE

661TEST5104

DATE OF CONSENT

12/01/2023 19:24:40

Disclosure Scotland Application

STATUS

● Application Complete

DISCLOSURE RESULT

Certificate contains no information

CERTIFICATE NO

4123222114

ISSUE DATE

18/07/2023

APPLICATION TYPE

Basic

DISCLOSURE SCOTLAND BARCODE

4123222114

Download Cover Letter

Screen Shot 42

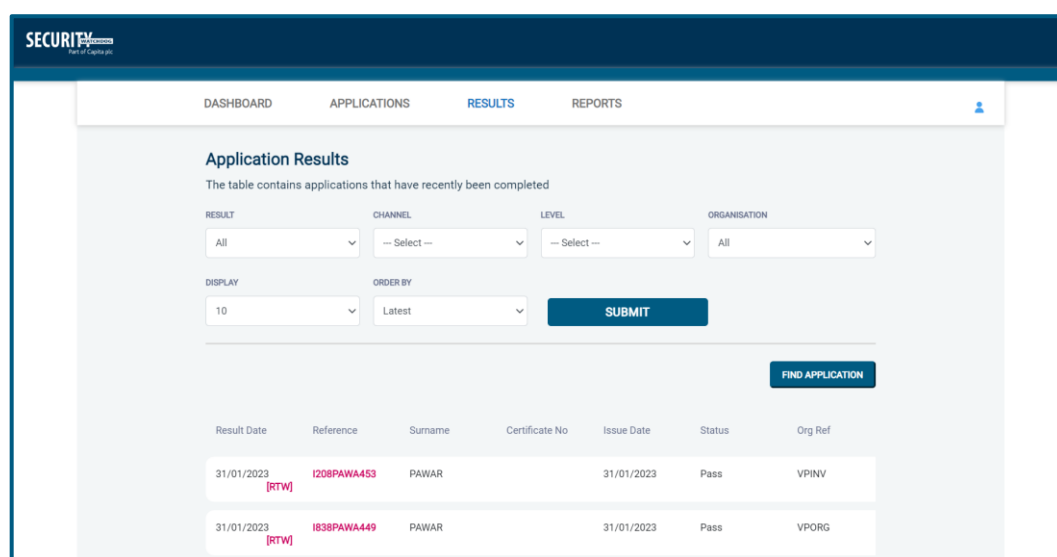
# Completed Results – Right to Work

**Step 1** - Notification – refer back to screen shot 35 above.

- An automated email will be issued once a digital Right to Work check has been completed. To view a result for a Right to Work application, please return to the Dashboard and click on '**Completed**' in the Submitted section.

**Step 2** - Viewing a Right to Work result– see screen shot 43.

- To view the result of the Right to Work check, click on the applicant's reference number (see screen shot 43). This information will stay in the '**Completed**' folder for 365 days from the issue date of the digital ID report. To download the full PDF report, click '**Download Digital ID Report**' (see screen shot 44.)
- Digital Right to Work results will state one of the following results in the 'Status' column;
  - **Pass** – The applicant's Right to Work has been successfully established
  - **Fail** – The applicant's Right to Work has not been successfully established, you will need to download the Digital ID Report to understand why
  - **See Report** – The applicant's Right to Work check has been carried out and involved a share code as the applicant is of non-UK origin. You will need to download the Digital ID Report to get the full detail of their Right to Work status



**SECURITY WATCHDOG**  
Part of Capital.gov

DASHBOARD APPLICATIONS RESULTS REPORTS

**Application Results**  
The table contains applications that have recently been completed

RESULT: All CHANNEL: -- Select -- LEVEL: -- Select -- ORGANISATION: All

DISPLAY: 10 ORDER BY: Latest SUBMIT

FIND APPLICATION

Result Date	Reference	Surname	Certificate No	Issue Date	Status	Org Ref
31/01/2023 [RTW]	I208PAWA453	PAWAR		31/01/2023	Pass	VPINV
31/01/2023 [RTW]	I838PAWA449	PAWAR		31/01/2023	Pass	VPORG

Screen Shot 43

DASHBOARD
APPLICATIONS
RESULTS
REPORTS

# Applications → I931BART237

The details of this application can be viewed below.

App Created: 09/02/2023

OVERVIEW
APPLICATION
DOCUMENTS

## Application Header

APPLICANT NAME	JORDAN BARTON
DATE OF BIRTH	01/01/1992
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	I931BART237
DATE OF CONSENT	09/02/2023 15:32:57

## Right To Work Check

STATUS	● Application Complete
APPLICATION TYPE	Digital Right To Work
DIGITAL RTW CHECK RESULT	Pass
ISSUE DATE	20/07/2023

Download Digital ID Report

Screen Shot 44

## Completed Results – Media Checks

**Step 1** - Notification – refer back to screen shot 35 above.

- To view a result for a Media Check application, please return to the Dashboard and click on '**Completed**' in the Submitted section.

**Step 2** - Viewing a Media Check result– see screen shot 45.

- To view the result of the Media Check, click on the applicant's reference number (see screen shot 45). This information will stay in the '**Completed**' folder for 365 days from the issue date of the Media Check report. To download the PDF report, click '**Download Media Report**' (see screen shot 46.)
- The outcome of the Media Check will be contained within the attached PDF report.



DASHBOARDAPPLICATIONSRESULTSREPORTS

Application Results

The table contains applications that have recently been completed

RESULT

All

CHANNEL

— Select —

LEVEL

— Select —

ORGANISATION

All

DISPLAY

10

ORDER BY

Latest

SUBMIT

FIND APPLICATION

Result Date	Reference	Surname	Certificate No	Issue Date	Status	Org Ref
20/07/2023	[MD] I383SMIT352	SMITH	7409	19/07/2023		CHEQSORG
20/07/2023	[MD] I310BART350	TEST	7406	18/07/2023		CHEQSORG
13/07/2023	[MD] I365SMIT340	SMITH	42456	13/07/2023		JORDAN

Screen Shot 45

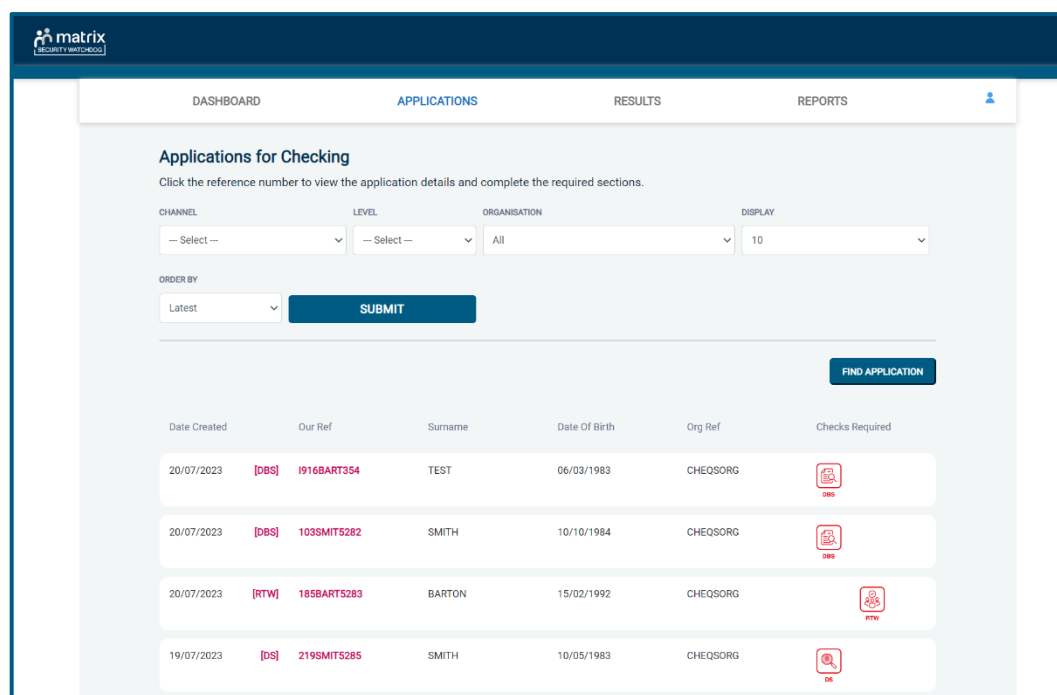
Applications → I383SMIT352	
The details of this application can be viewed below.	
App Created:	18/07/2023
OVERVIEW APPLICATION DOCUMENTS	
Application Header	
APPLICANT NAME	JOHN SMITH
DATE OF BIRTH	01/01/1972
ORGANISATION NAME	CHEQS ORGANISATION
OUR REFERENCE	I383SMIT352
DATE OF CONSENT	18/07/2023 20:51:10
Media Check	
STATUS	Completed
MEDIA APPLICATION TYPE	Social Media
ISSUE DATE	19/07/2023
Download Media Report	

Screen Shot 46

# Find an Application

**Step 1** - Finding an individual application – see screen shots 47 & 48.

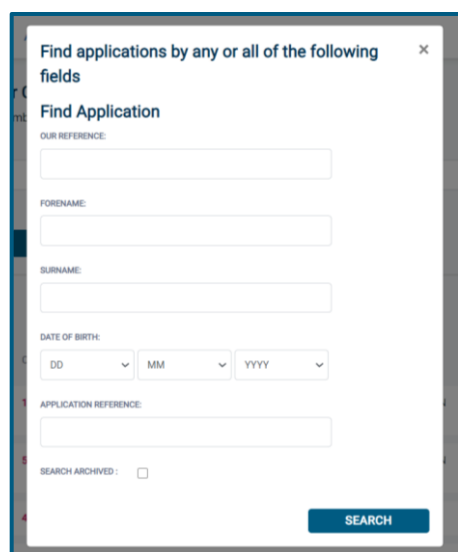
- To find an individual application pre or post processing or that has been archived, select from the Dashboard the Applications tab and then click on 'Find Application'.



Date Created	Our Ref	Surname	Date Of Birth	Org Ref	Checks Required
20/07/2023	[DBS] 1916BART354	TEST	06/03/1983	CHEQSORG	DBS
20/07/2023	[DBS] 103SMIT5282	SMITH	10/10/1984	CHEQSORG	DBS
20/07/2023	[RTW] 185BART5283	BARTON	15/02/1992	CHEQSORG	RTW
19/07/2023	[DBS] 219SMIT5285	SMITH	10/05/1983	CHEQSORG	DBS

Screen Shot 47

- The following box will appear for you to enter as much of the applicant's details as you have available. E.g. if you only enter the surname without date of birth or DBS reference, it will bring up a list of every applicant with that surname. However, if you enter their date of birth as well, then this will define the search results accordingly. If you tick the 'Search Archived' button, this will display applications that have been archived from the system.

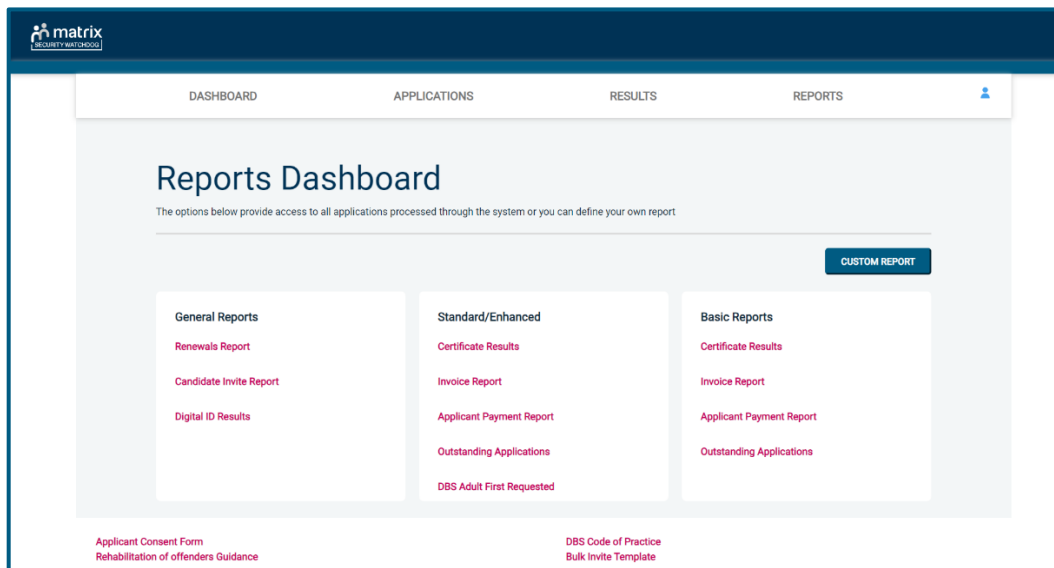


Screen Shot 48

# Reports

**Step 1** - Running a report – see screen shot 49.

- To run a report, you need to return to the Dashboard and select the tab 'Reports' and then select the report you wish to run. There are currently a number of standard reports that you can choose from, however it is also possible to run a customised report (**please note that as you only process Standard/Enhanced DBS checks, you can ignore the right-hand section of the reports screen containing Basic Disclosure report information**).



**Screen Shot 49**

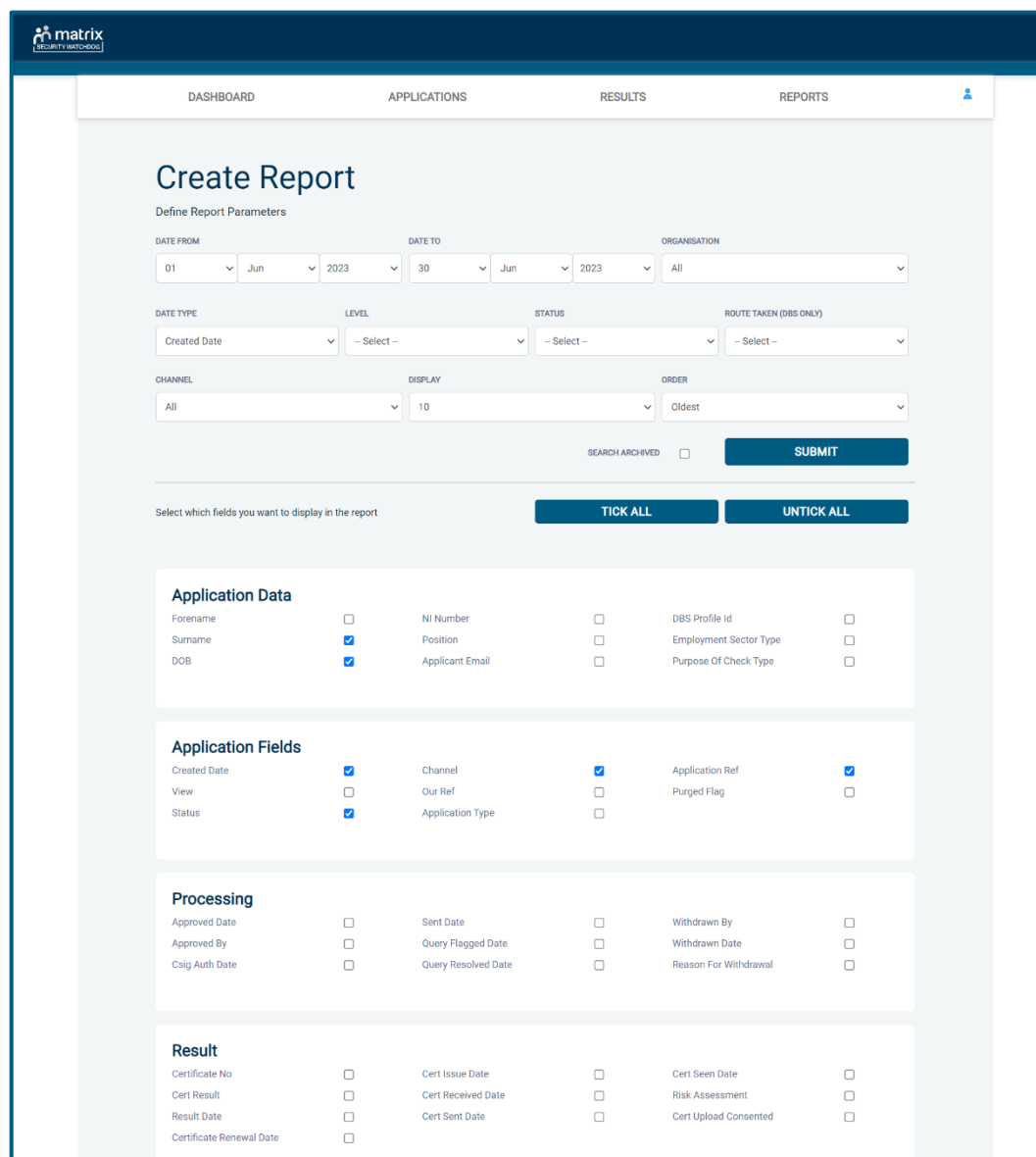
**Stage 2** – Invoice Report – see screen shot 49 above.

This report can be used to produce an electronic version of the invoice you will receive from us or for you to calculate the company budget required in relation to DBS costs. This can be filtered by a specific division or can be run on all divisions within your organisation. The report captures applicant and organisation data with the addition of;

- Basic, Standard or Enhanced Fee
- Cost Code
- Organisation Postcode
- Admin Fee (referred to as Base Fee on the system)
- VAT
- Total application price

**Stage 3** - Customised Reports and selecting field headings – see screen shot 50.

- To run a customised report, you can select the field headings and date criteria that you wish the report to contain. For example, this is an ideal opportunity to run a report when carrying out re-checks on your staff or for capturing cost codes for invoicing purposes. All reports can be printed or saved into an Excel spreadsheet (.CSV file) or PDF document.



**Create Report**

Define Report Parameters

DATE FROM: 01 Jun 2023 DATE TO: 30 Jun 2023 ORGANISATION: All

DATE TYPE: Created Date LEVEL: -- Select -- STATUS: -- Select -- ROUTE TAKEN (DBS ONLY): -- Select --

CHANNEL: All DISPLAY: 10 ORDER: Oldest

SEARCH ARCHIVED ☐ **SUBMIT**

Select which fields you want to display in the report **TICK ALL** **UNTICK ALL**

**Application Data**

Forename <input type="checkbox"/>	NI Number <input type="checkbox"/>	DBS Profile Id <input type="checkbox"/>
Surname <input checked="" type="checkbox"/>	Position <input type="checkbox"/>	Employment Sector Type <input type="checkbox"/>
DOB <input checked="" type="checkbox"/>	Applicant Email <input type="checkbox"/>	Purpose Of Check Type <input type="checkbox"/>

**Application Fields**

Created Date <input checked="" type="checkbox"/>	Channel <input checked="" type="checkbox"/>	Application Ref <input checked="" type="checkbox"/>
View <input type="checkbox"/>	Our Ref <input type="checkbox"/>	Purged Flag <input type="checkbox"/>
Status <input checked="" type="checkbox"/>	Application Type <input type="checkbox"/>	

**Processing**

Approved Date <input type="checkbox"/>	Sent Date <input type="checkbox"/>	Withdrawn By <input type="checkbox"/>
Approved By <input type="checkbox"/>	Query Flagged Date <input type="checkbox"/>	Withdrawn Date <input type="checkbox"/>
Caig Auth Date <input type="checkbox"/>	Query Resolved Date <input type="checkbox"/>	Reason For Withdrawal <input type="checkbox"/>

**Result**

Certificate No <input type="checkbox"/>	Cert Issue Date <input type="checkbox"/>	Cert Seen Date <input type="checkbox"/>
Cert Result <input type="checkbox"/>	Cert Received Date <input type="checkbox"/>	Risk Assessment <input type="checkbox"/>
Result Date <input type="checkbox"/>	Cert Sent Date <input type="checkbox"/>	Cert Upload Consented <input type="checkbox"/>
Certificate Renewal Date <input type="checkbox"/>		

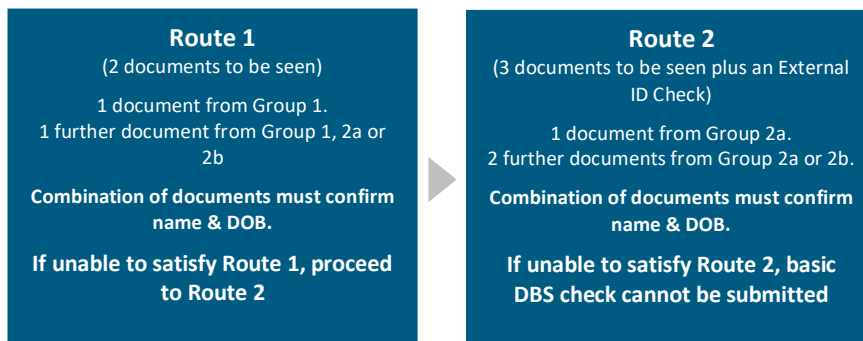
**Screen Shot 50**

**ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN THIRTY MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF FOR SECURITY REASONS.**

## CONTACT DETAILS

If you experience any technical issues with the online system, please contact our team on 01420558752. Lines open 9.00am-5.30pm Monday to Friday. Alternatively, you can contact us by e-mail at [dbb.enquiries@teammatrix.com](mailto:dbb.enquiries@teammatrix.com)

# DBS List of Acceptable Identification



## Group 1 Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence – photo card (UK / Isle of Man / Channel Islands) (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands) (Issued within 12 months of birth)  
Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces. (Photocopies are not acceptable)
- Adoption Certificate (UK / Channel Islands)
- eVisa - Accessed via the 'View and Prove' service
- Application Registration Card (ARC) – Issued by the Home Office

## Group 2a Trusted Government Documents

- Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional)
- Current Driving Licence – paper version (UK / Isle of Man / Channel Islands) (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth)
- Marriage / Civil Partnership Certificate (UK / Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)
- Immigration document, work permit or VISA (Issued outside of UK) (Valid only for roles whereby applicant is living and working outside of UK.)

## Group 2b Financial & Social History Documents

- Mortgage Statement (UK) \*\*
- Bank/Building Society Statement (UK / Channel Islands) \*  
Monzo statements or statements printed from the internet are not acceptable
- Bank/Building Society Account Opening Confirmation Letter (UK) \*
- Credit Card Statement (UK) \*
- Financial Statement e.g. pension, endowment, ISA (UK) \*\*
- P45/P60 Statement (UK / Channel Islands) \*\*
- Council Tax Statement (UK / Channel Islands) \*\*
- Utility Bill (UK) - Not Mobile Phone \*
- Benefit Statement (UK) e.g. Child Allowance, Pension \*\*
- Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK / Channel Islands) \*  
e.g. DWP, Employment Service, HMRC, Job Centre, Social Security
- EEA National ID Card – must be valid
- Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid
- Irish Passport Card – must be valid (Cannot be used with an Irish Passport)
- Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)
- Non-UK Bank/Building Society Statement \*  
Branch must be located in the country in which the applicant lives and works

	<ul style="list-style-type: none"> <li>• Letter of Sponsorship from future employer Non-UK only – valid only for applicants residing outside UK at time of application</li> <li>• HMRC self-assessment letters/tax demand letter (UK) **</li> <li>• Valid European Health Insurance Card (EHIC) / Global Health Insurance Card (GHIC) (UK)</li> </ul>
<p><b>Please note if a document in the List of Valid Identity Documents is:</b></p> <ul style="list-style-type: none"> <li>• Denoted with * - issued in the last 3 months</li> <li>• Denoted with ** - issued in the last 12 months</li> </ul>	