DBS Online Disclosure Guidance (E-Bulk)

Applicant Guidance Note

An online DBS check 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. If you do not own your own computer, you can go to any internet café or local library. Please be aware that you must complete your application form in full as part completed applications form cannot be saved.

Starting Your Application

You can start your application one of two ways depending on how you have been invited by the employer requesting this check to be carried out on you.

Option 1 – via a direct link within an email invitation

If you have received an email invitation containing a direct link to completing your application, simply click the link contained in your email and skip to page 4 of this guide.

Option 2 – accessing our system through your browser

Please enter the following address in the web browser:
https://matrixscreening.com/herefordshire

If you are **not** taken directly to the 'Start New Application' page, please click on **Start Application** in the white box entitled **Standard / Enhanced DBS Application** to enter the system and start your application.

Please note at this stage of the process your login details are case sensitive.

1. Enter the Organisation Reference **CHAPERONE**
2. Enter the Organisation Code **CHAPERONEDBS**

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

Statement of Fair Processing

You will now be taken to the 'eBulkPlus Statement of Fair Processing' outlining the terms and conditions. Please read the statement and tick the box to confirm this has been read and agreed to. Once you have ticked the consent box, please click **Next**

Application Pre-Entry Statement

You will now see the application pre-entry statement; this gives concise information in regard to the requirements by the DBS regarding acceptable identification in support of your DBS application. Once you have ticked the consent box, please click **Next**

- The application form is a simple five step process. Please complete all fields.
- Mandatory fields are denoted by (*)
- Mistakes on the application form will cause delays in processing.

Section One – About You

Third Party Details
If you are completing the application on behalf of someone else, please ensure you answer Yes to the first question within the Third-Party Details section. Please then provide your personal details within the Third-Party Details section but the details of the person you are completing it on behalf of, for the rest of the application.

Applicant's Details
Please enter your personal details. If you have any middle name(s) ensure that you enter these details**,** particularly those that appear on your identity documents, e.g. passport, driving licence, birth certificate etc. Any missing information from this or any other section can severely delay the processing of your criminal record check.

Once you have completed this section click **Next**.

Section Two – Address History

Please enter your current address either using the address lookup tool or manually. If you have not lived at this property for more than five years, you will be taken to another screen. Here you will be required to add any additional addresses to ensure your address history goes back the required five years. Please note if you do not provide a minimum of five years address history, you will not be able to proceed to the next stage of the application process.

Address Dates
There cannot be any gaps in your address history, however overlaps are allowed. Please ensure that the month and year of each address follows that of the previous address where relevant. Students who switch between their permanent residence and education establishments can enter their permanent residence as their main address and enter education addresses that overlap the main address. Once an address has been entered, you can edit any information by clicking on the 'Edit' button.

Postcode
Please ensure that all UK addresses have a full postcode; if you cannot remember your postcode, please use the address lookup tool to populate the address by searching using the first line of your address.

No Fixed Abode UK
If you were of no fixed abode within the UK, please enter the nearest hostel address to the location you were based.

Foreign Addresses/Travelling Overseas
If you have travelled overseas and cannot supply the address for a foreign country, then please enter 'no fixed abode' for Address Line 1. Please then enter the Town/City and Country of where you were residing within this period. Once you have completed this section click **Next.**

Section Three – Additional Information

Place of Birth
Please enter details of your place of birth.

Nationality at Birth
Please enter your Nationality at birth and state YES or NO as to whether this has changed since you were born. If this has changed, you will be required to enter your current nationality.

Changed Surname
If you have changed your surname, please provide your birth surname and the year you changed it. Please ensure that where names change, they run in date order and with no gaps.

Other Names
Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename, middle name(s) and surname separately using the 'Add Name' button below. If you have used any aliases, e.g. William known as Bill, please also supply these details.

Failure to supply any additional information may cause your application to be delayed.

Once you have completed this section click **Next**.

Section Four – Employment Details

Position Applied For
Please insert the correct job role as supplied to you by your current/new employer. You will either be required to select your job role from the dropdown list provided or enter this manually. No abbreviations are permissible, e.g. Admin Asst should read Administrative Assistant. If you are a volunteer do not enter just volunteer, please enter in which capacity your job role is, e.g. Coach.

Failure to enter the correct job role may cause your application to be delayed.

Employer Name
This has been defaulted to the organisation you are applying through and should not be amended.

Conviction History
If you have never been convicted of a criminal offence or received a caution, then please select **No**. If you have been convicted of a criminal offence or received a caution (excluding youth cautions, reprimands or warnings) that are 'protected' as defined by the Rehabilitation of Offenders Act then please also select **No**.

If you have ever been convicted of a criminal offence or received a caution (excluding youth cautions, reprimands or warnings) that is not 'protected' as defined by the Rehabilitation of Offenders Act then please select **Yes.**

For more information, please refer to:
https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974

Once you have completed this section click **Next**.

Section Five – Confirmation and Consent

Now please read through your application to ensure that there are no omissions/errors before you submit your application. If you wish to edit a section of your application, click on **edit** next to the section of the form that requires changes.

At the end of the application please make sure that you complete the Applicant Consent section.

This has been defaulted to the organisation you are applying through and should not be amended. Now click **Complete**.

Complete the Application

You have now completed your application form, and you will be given a submission reference number. **Please make a note of this number for reference purposes.** If you entered an email address onto your application form you will receive a confirmation email containing these details.

Your application form will be processed by your employer once they have verified your identity.

Next step - identity verification

In line with the DBS code of practice all applicants requiring a DBS check must have their identity verified.

How do I have my identity verified?
There are two ways in which your identity can be verified, either digitally and remotely via our certified identity service provider (IDSP) or by providing original identification to your employer. Your employer will inform you how they wish to verify your identity. If you are verifying your identity digitally, you will receive a unique link by email to upload your documents and a selfie to our IDSP platform. If you are verifying your identity manually, please provide original identification to your Company's Nominated Person (usually Recruitment or HR Manager) and provide identification as listed in the acceptable ID table (see table below). Your application form will be processed by your employer once they have verified your identity, and then sent onto the DBS.

Tracking the progress of your application with the DBS
If you supplied an email address whilst entering your application, as soon as your application has been received at the DBS and is assigned a DBS Application Reference number you will receive a second email detailing this information. This email will also include details and links to the DBS website to enable you to track the progress of your application from the moment the disclosure process commences.

Contact Details
Please contact DBS team if you have any queries regarding the DBS application process. If you experience any technical issues with the online system, please contact DBS team on 01432 260574. Lines open 9.00am - 5.00pm Monday to Friday. Alternatively, you can contact us by e-mail at dbsteam@hoopleltd.co.uk

DBS List of Acceptable Identification
Visit the government website to see the routes and acceptable identification to complete the enhanced DBS application. DBS route and acceptable identification