



www.pact-hr.employmentcheck.org.uk

A background image of a classroom scene, overlaid with a semi-transparent purple filter. It shows a group of adults and children gathered around a table, looking at documents and a tablet. The adults appear to be teachers or staff, and the children are students. The scene is brightly lit, suggesting a daytime setting.

PACT-HR Online DBS Training Manual

This manual outlines how to use the PACT-HR
DBS Online system.

Contents

Accessing the Pact HR DBS Online system:.....	2
The Home Page.....	2
User access levels.....	2
Logging onto the system	3
Forgotten passwords	4
Account activation / deactivation	4
Editing your account details.....	5
Logging out of the system	5
Guidance on symbols used	6
Disclosure applications:	8
Adding an ID Verifier	8
Adding an Applicant.....	9
Completing the Application Form	12
ID Verification	12
Submitting completed applications to the DBS via secure e-Bulk.....	12
Automated reminders for incomplete applications	12
Putting applications on hold.....	13
Tracking disclosure applications	13
Applications that have been with the DBS less than 8 weeks.....	13
Disclosure results.....	15
Other Administrative functionality	16
Search	16
Listing applications by status.....	20

Accessing the Pact HR DBS Online system:

The Home Page

From the Home Page, you are able to:

- Log onto the system
- View information about the Pact HR DBS Online Service
- View the Statement of Fair Processing for using the system



User access levels

There are three user permission levels applicable to Business Units within the Pact HR DBS Online system, summarised in the table below:

User type	User able to...
Applicant	<ul style="list-style-type: none">• Complete online application form• View Applicant guidance• Account access removed once application complete
ID Verifier	<ul style="list-style-type: none">• Complete ID verification online for assigned applications, including entering the results of external ID checks for Route Two• Edit own account details (password and contact email)

	<ul style="list-style-type: none"> • View ID Verifier guidance • Once ID verification completed for an application, the application is removed from their “pending applications” and can no longer be viewed.
BU Admin	<ul style="list-style-type: none"> • Edit own account details (password and contact email) • Search and edit applications, users and ID Verifiers for their own Business Unit • Add Applicants for their own Business Unit • Add ID Verifiers for their own Business Unit • Access the e-Bulk menu, and view all applications for their own Business Unit • View disclosure results for their own Business Unit,

Logging onto the system

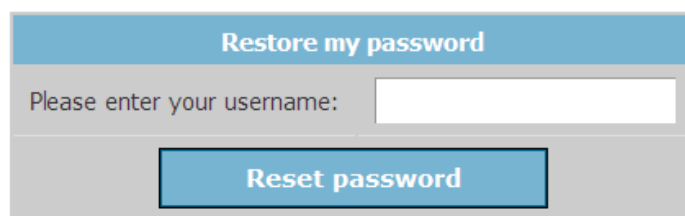
To log on to the Pact HR DBS Online system, click on “Login” on the Home Page menu, and enter your username and password.

You will be required to agree to the terms and conditions of the service in order to access your account.

Forgotten passwords

If you have forgotten your password, you should click on the “Forgot my password” link on the Login screen. You will then be prompted to enter your username, and click on “Reset password”. You will then receive an email with a secure link enabling you to access the system in order to change your password.

If a password is entered incorrectly three times, your access will be revoked, and you will need to use the “Forgot my password” option to generate an email to your account with a secure link to access the system to change your password.



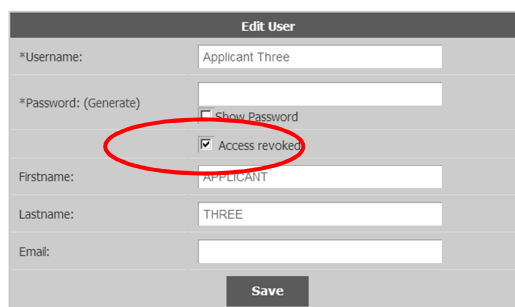
The screenshot shows a web form titled "Restore my password" in a blue header. Below the header, it says "Please enter your username:" followed by a white text input field. At the bottom of the form is a blue button labeled "Reset password".

BU Administrators are also able to reset Applicant and ID Verifier passwords manually using the “Search” menu and clicking on the “Applicant Name” or “Verifiers Name”.



Applicant Name	ID Verifier	Search	Disclosure Number	A?	C?	T	Actions
JOE STEELE	CHRIS Steele			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	E	

They should then amend the details as required and click on “Save”. Please note that if an Applicant has locked themselves out of their account, the administrator would also need to uncheck the “Access revoked” box at this stage.



The screenshot shows an "Edit User" form. It contains several input fields: "Username" (with "Applicant Three"), "Password (Generate)" (with a "Show Password" checkbox), "Firstname" (with "APPLICANT"), "Lastname" (with "THREE"), and "Email". Below these fields is a "Save" button. A red circle highlights the "Access revoked" checkbox, which is currently checked.

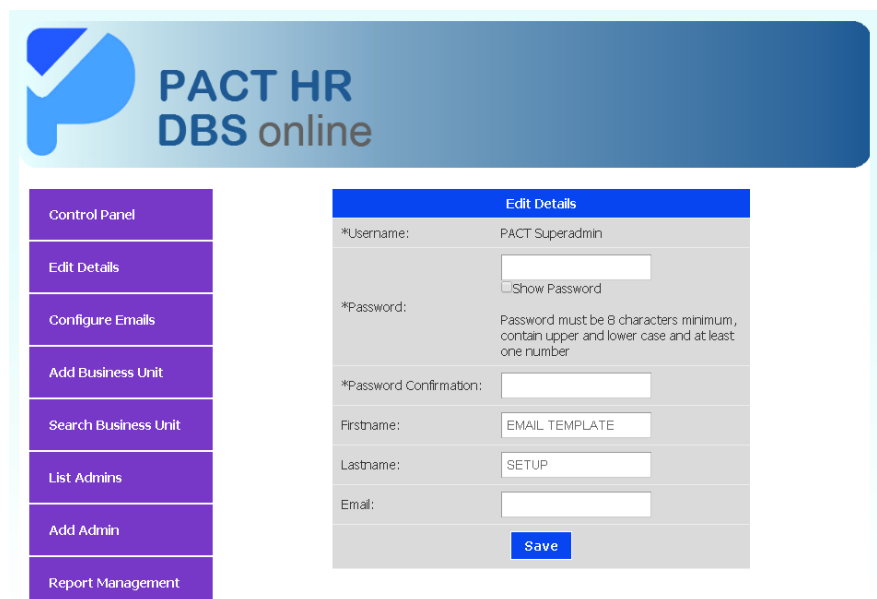
Account activation / deactivation

User accounts are automatically deactivated after six months of inactivity. Once an ID Verifier account becomes inactive it can only be reactivated by a BU Admin or a system administrator within the Pact HR DBS Online team. BU Admin level can only be reactivated by a system administrator within of the Pact HR DBS Online team. Users who have been deactivated who attempt to access the site will see a message prompting them to contact their Registered Body to reactivate it.

User accounts may also be manually activated / deactivated by system administrators within the Pact HR DBS Online team.

Editing your account details

All users, with the exception of Applicants can edit their own password and contact email address using the “Edit Details” menu.



Passwords must be at least eight characters long and contain characters from three of the following four categories:

1. English uppercase characters (A through Z)
2. English lowercase characters (a through z)
3. Numeric 10 digits (0 through 9)
4. Non-alphabetic characters (for example, !, \$, #, %)

There is a limit on how many previous passwords can be used when resetting a password, therefore the system will not allow the reuse of the existing password when resetting it.

The system will force a password change every 60 days.









Selecting “Show Password” will display the password entered



Logging out of the system

To log out of the system, simply click on “Logout” on the left hand menu.








Guidance on symbols used

The following symbols are used throughout the system to denote the various statuses applications go through:

Symbol	Status	Description of Status
	Waiting for Applicant to Fill in Details	Once an Applicant account has been created the application status changes to "Waiting for Applicant to Fill in Details". It remains in this status until the Applicant submits their form or the application is manually moved by a BU Admin or system administrator
	Awaiting ID Verification	When the Applicant finishes their section of the form an email gets sent to the assigned ID Verifier asking them to check the ID for that Applicant. Until this is completed (or the record is manually moved by a BU Admin or system administrator) the application sits in Awaiting ID Verification status.
	Ready for eBulk Processing	This status is used for holding applications ready for countersigning, until the Counter Signatory within the Pact HR DBS Online team sends them via secure eBulk to the DBS.
	Application Submitted via eBulk	Submitted applications move into this status until a receipt confirming that the DBS have the application has been obtained at which point the status changes to Received by DBS.
	Received by DBS	This status confirms that the DBS have successfully received an application. The DBS check sits in this status until the results are returned from DBS. Within this status you can track the progress of checks against the various stages of the DBS process.
	Result Received from DBS	Disclosure results are received electronically and display in this status. A paper copy of the disclosure certificate is also sent to the individual applicant. If the disclosure is clear an email is automatically generated to the manager to notify them that the disclosure has been returned.
	Application Archived	Once a recruitment decision has been made or a check cancelled, the application can be archived. Once done, the system will automatically purge any confidential information after 6 months in line with DBS requirements.
	Holding	This status is used to pause applications for example in cases where an applicant is on long term leave and the check should be requested upon their return. Applications in this status will no longer receive any automated reminder emails. Applications can be moved here via the edit screen and eBulk menus by BU Admin

		and system administrators within the Pact HR DBS Online team.
	In Process with DBS	This status is for hardcopy application forms where Applicants cannot get access to a PC. Applications may be placed here until the hardcopy results are returned, to ensure these records are included in reporting.
	Error	This status displays applications that have been rejected by the DBS. The error code describes the reason for rejection. Applications in this status generally require action from a system administrator within the the Pact HR DBS Online team before the check can be resubmitted to the DBS.

Additionally, the following symbols are used throughout the system to indicate common functions:

Symbol	Description
	Add
	Applications
	Delete
	Edit
	Show / hide menu
	Tool tip
	Notes

Disclosure applications:

All administrative users (BU Admin and system administrators within the Pact HR DBS Online team) can set up disclosure applications on the system, however BU Admin users are only able to do so for Applicants from the Business Unit to which the BU Admin is assigned. Only countersignatories within the Pact HR DBS Online team are able to countersign and eBulk applications.

Logging onto the system as an administrative user will bring up the Administration Panel, as shown below. Please note that the menu options visible will reflect the permissions associated with the type of administrative user account as detailed in section 1.2.1 above.



Adding an ID Verifier

If the ID Verifier for a check is not already set up on the system they will have to be added as the first step. To check whether or not an ID Verifier has already been set up on the Pact HR DBS Online system, click on “Search” on the main menu screen, click on “Search ID Verifier”, enter the first and / or second name of the individual you are searching for and click on “Search”. Please note that you can use the wildcard “%” to search for all names following an initial set of characters, and can specify whether you want the search to include active / inactive accounts.



To set up an ID Verifier, click on the “Add ID Verifier” menu. You will need to complete all of the fields marked as mandatory (denoted by an asterisk) as a minimum. Clicking on “Generate” will generate a satisfactory password.

The screenshot shows the PACT HR DBS online interface. On the left is a purple sidebar menu with options: Home, Edit Details, Search, Add ID Verifier, Add Application, and Logout. The main content area has a blue header with the PACT HR DBS online logo. Below the header is a form titled 'Add New ID Verifier'. The form contains the following fields: *Username: (text input), *Password: (Generate) (text input with a 'Show Password' checkbox and a note: 'Password must be 8 characters minimum, contain upper and lower case and at least one number'), Firstname: (text input), Lastname: (text input), Email: (text input), and Business Unit: (dropdown menu with 'Please Select' as the current selection). At the bottom of the form is a blue 'Add' button.







Once complete, you should click on “Add” to create the new ID Verifier account. This will generate an email from the system to the ID Verifier (provided an email address has been entered) notifying them of their login details. A message will also appear on-screen to indicate that the account has been successfully set-up.

Adding an Applicant

To create a new DBS disclosure application, click on the “Add Applicant” menu and then select “DBS Check”.

The screenshot shows a form titled 'Select Check Type'. It has a blue header with the title. Below the header is a single row with a grey background and the text 'DBS Check' in purple.

This will bring up a form as illustrated below. You need to complete all of the mandatory fields (denoted with an *) in order for the application to be created. Note also that if an Applicant has previously completed a check, the system will notify you that there is already a record already exists with that username. To create a new record for the same Applicant, search for the Applicant using the “Search User” function, and then click on the “Add” (+) icon to add a new record for the Applicant in question. You should not have more than one live application for a user at any one time.

ID	Name	Type	Applications	Actions
42941	ID Verifier	ID Verifier	0	  
42942	Applicant1	Applicant	1	  

User name: it is easier if you use the applicant's email address as this will be unique to the applicant (this user name can only be used once, if another check is required you can amend the user name eg by adding a number at the end)

Password: click generate and the system will create a password for the applicant

Forename: Please ensure that this is the correct **forename** for the applicant as it must match the identity documents that the applicant holds.

Surname: Please ensure that this is the correct **surname** for the applicant as it must match the identity documents that the applicant holds.

NB: It is important that the forename and surname are entered the correct way round and is the current legal name of the applicant.

Organisation: leave blank as this can be pre-filled further on in the form

Workforce: Select from the drop down list (will usually be Child Workforce). The 'workforce' is a mandatory pre populated drop down menu with the following options, Child Workforce, Adult Workforce, Child and Adult Workforce, Other Workforce. This entry will be added to that made in the 'position' field, described below, to make up the final position data submitted. This ensures the application is eligible for subscription to the DBS Update Service.

Position: Select from the drop down menu.


ID Verifier: Select from the drop down menu.

Volunteer: Please refer to the guidance on regulated activity for the definition of volunteer.

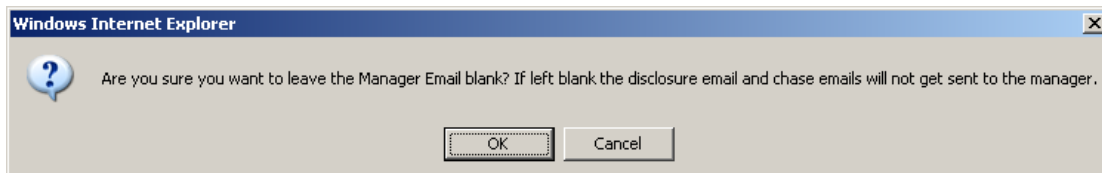
Manager Details: This section details the individual who should be notified of the disclosure result. If this is the same person as the ID Verifier, you can check the box entitled "Copy ID Verifier". Similarly if the "Organisation" (as it should appear on the disclosure certificate) is the same as the Business Unit, you can check the box entitled "Copy to Organisation".

The screenshot shows a web form with two main sections. The top section, 'Manager Details', has fields for 'Manager Firstname:', 'Manager Lastname:', and 'Manager Email:'. To the right of this section is a button labeled 'Copy Id Verifier'. The bottom section, 'Business Units', has a 'Business unit:' dropdown menu (currently showing 'Business Unit 1'), a 'Team' text field, and a 'Location' dropdown menu. To the right of this section is a button labeled 'Copy to Organisation'. Both buttons are circled in red in the original image.

Please note that for checks set up by BU Admin users, the Business Unit will be fixed to the Business Unit to which the BU Admin is assigned, and the Team and Location fields will not be visible. The list of ID Verifiers will also be limited to those assigned to the same Business Unit as the BU Admin.

 **TOP TIP – Please note that DBS validation requirements mean that certain characters e.g. “&” and apostrophes should not be used on application forms.**

Should you leave the Manager Email field blank, a notification will appear to ask the administrator to confirm that this is correct since leaving the field blank will result in the disclosure result email not being sent.



Application type: This should **always** be selected as **enhanced**.

ISA Barred List: Please select the appropriate Barred List Check (always yes for a paid school employee - usually child workforce). Care must be taken when undergoing a check for a volunteer as you are only entitled to check a Barred List if the volunteer is unsupervised. Please refer to the guidance on Regulated Activity if unsure.

Working from home: This refers to working from the applicant's home so will usually be “NO” This option will influence the information provided by the Police so it is important to select the correct option.

DBS form reference number: If a paper form has been completed (for example due to the need for fingerprinting) a dummy application form can be created so that a record is kept and the form reference number can be entered here.

Once all fields have been completed, click on “Create account”. A screen will appear to confirm that the Applicant has been successfully set up. This process will also trigger an automated e-mail to the Applicant in question, providing their log-in details.

NB: should you get an error message click the back button to edit the details – this will usually be due to a duplicated user name

Completing the Application Form

Once an application has been set-up, the Applicant will automatically receive an automated email containing their login details and a link to the Pact HR DBS Online website to enable them to complete their online application.

Logging in takes the Applicant directly to the online application form. A Frequently Asked Questions (FAQ) guidance page is also available via the menu on the left hand side of the window.

A guide on how to complete the application form is available on the Pact HR DBS Online information pages on www.pact-hr.co.uk This guide can be given to the applicant or you may wish to use this to assist the applicant with the process.

If the Applicant fails to submit their form an automated reminder email will be sent to them every 7 days with a notification also sent to the ID Verifier.

ID Verification

After the Applicant submits their application the ID Verifier will receive an email asking them to log on to the system and enter the ID details for the Applicant which they will either have checked and copied at interview stage or have available by completing this process with the Applicant present.

The link on the email will take them to the login screen where they will need to enter their username and password to access the system. Logging in will display the “ID Verifier Control Panel” . For details on the verification process please refer to the Verifiers Guide available on www.pact-hr.co.uk

ID Verifiers are asked to complete the ID verification within a specified period. In the event that this is not completed within the stated timescales, automated reminder e-mails are sent by the system to the ID Verifier every 7 days.

Submitting completed applications to the DBS via secure e-Bulk

Only an authorised countersignatory within the Pact HR DBS Online team is able to countersign and submit completed applications to the DBS via secure e-bulk after first checking the details submitted.

Automated reminders for incomplete applications

Applicants and ID Verifiers are asked to complete their respective elements of the DBS application process within a specified period.

For online Applicants, an automated reminder e-mail is sent to the Applicant at regular intervals reminding them to complete the online form, with a notification simultaneously sent to the ID Verifier. ID Verifiers are similarly issued automated reminders.

Putting applications on hold

In cases where the completion of an application may be legitimately delayed (or where an off-system process is required), it is possible to change the status of an application to 'Holding' upon request. This will pause the application process and the automated reminder e-mails.





To view a list of applications in holding, select 'eBulk' from the Administrator panel, then select “🔒 Holding”.

Tracking disclosure applications





Disclosures for applications submitted by e-bulk are typically received within 1-7 days of submission. The process may be lengthened if an Applicant has lived in several areas and information is required from multiple police forces.


Applications that have been with the DBS less than 8 weeks

You can track the progress of applications which have been submitted to the DBS via the eBulk menu. Clicking on the “+” option next to the 'Received by DBS' status will provide a breakdown of applications currently with the DBS by their status (see below).

Status	Application count
 Waiting for Applicant to Fill in Details	0
 Ready for eBulk Processing	1
 Received by DBS +	0
 In Process with DBS	0
 Result Received from DBS	0
 Awaiting ID Verification	1
 Application Archived	1
 Holding	0
 Error	0

To hide the additional statuses, simply click on “-”.


 Received by DBS -	0
 Police National Computer Search	0
 Barred Lists searched where applicable	0
 Records held by the Police search	0

Whilst an application is being processed by the DBS the Received by DBS screen will also display the timestamp at which each stage was completed in the 'Tracking' section. You can view this by clicking on the  symbol next to the appropriate record in the "Received by DBS" status on the eBulk menu.

Tracking:	
Police National Computer Search:	Completed 2013-02-14
DBS Children, Adults and List 99 searched where applicable:	Completed 2013-02-14
Records held by the Police search:	In Progress
<div> <div>Roll Back</div> <div>Archive</div> <div>Hold</div> </div>	

Alternatively you can track the progress of applications manually via: <https://secure.DBSONline.gov.uk/home/home.do>. This service is open to Applicants, employers and Registered / Umbrella bodies.

To track an individual application you will need to provide:

- The Applicant's date of birth
- The disclosure application form reference number – this can be found by clicking on the  symbol next to the appropriate record in the "Received by DBS" status on the eBulk menu.


Name	<input type="text"/>
Username	<input type="text"/>
Application ID	<input type="text"/>
Status	<input type="text"/>
Batch ID	<input type="text"/>
Works with Vulnerable Adults	<input type="text"/>
Works with Children	<input type="text"/>
Date of Birth	<input type="text"/>
Volunteer	<input type="text"/>

Receipts:	
Status:	OK
CRB Reference	<input type="text"/>
Timestamp:	<input type="text"/>
Filename:	<input type="text"/>
<div> <div>Roll Back</div> <div>Archive</div> <div>Hold</div> </div>	


The five stages of the DBS check process are:

- Application Form received and validated
- Police National Computer searched
- ISA Children, ISA Adults and List99 searched, where applicable
- Records held by the Police search
- Disclosure Printed

Disclosure results

Once checks have been completed, a disclosure number is issued by the DBS. Disclosures for online applications are received electronically and can be accessed by selecting  “Result Received from DBS” from the e-bulk menu. Further information can be accessed by clicking on the envelope symbol next to the appropriate Applicant record. Hardcopy disclosure certificates are sent to the applicant by post.



A disclosure may be denoted with a  symbol, and a confirmation that “Certificate contains no information”. A system-generated email is also automatically sent to the nominated manager(s) informing them that the DBS check has been completed for their employee, providing the disclosure number for that check. A hardcopy certificate is posted to the Applicant.

Receipts:	
Status:	OK
DBS Reference:	
Timestamp:	05-09-2013 10:39:00
Filename:	
Results From DBS:	
Timestamp:	2013-09-05 20:04:51
Email Type	enhanced
Disclosure Status	Certificate contains no information
DBS Application Reference	
Disclosure Number	
Disclosure Issue Date	2013-09-05 00:00:00
<div>Roll Back Archive Hold</div>	

Alternatively, a disclosure may be denoted with a P” and a note to say “Please wait to view applicant certificate”. You will need to ask the applicant to produce the certificate to you for inspection.

Receipts:	
Status:	OK
DBS Reference:	[REDACTED]
Timestamp:	20-05-2013 15:45:00
Filename:	[REDACTED]
Results From DBS:	
Timestamp:	2013-07-09 15:10:48
Email Type	enhanced
Disclosure Status	Please wait to view applicant certificate
DBS Application Reference	[REDACTED]
Disclosure Number	[REDACTED]
Disclosure Issue Date	2013-07-09 00:00:00
Roll Back Archive Hold	

Other Administrative functionality

Search

To use the search function on the system, select the “Search” menu from the Administration Panel. This will give you three options to:

- Search ID Verifier
- Search User
- Search Application

Please note that for BU Admin users, the only search results that are brought up are for accounts from the same Business Unit to which the BU Admin is assigned.



To Search for an ID Verifier click on “Search ID Verifier”. This will bring up the Search ID Verifier window (see below). You can search by first name and surname (using the % wildcard if required) and by whether the user is active.



Search ID Verifier



Firstname


Lastname

Active: ☒

Search

This will bring up all matching records, as illustrated in the example below.

ID Verifier Name	Active	Actions
ID VERIFIER (ID Verifier)	<input checked="" type="checkbox"/>	 

To edit the ID Verifier's account details, click on Edit ().



Edit Id verifier

*Username:

*Password:
☐ Show Password


Firstname:

Lastname:

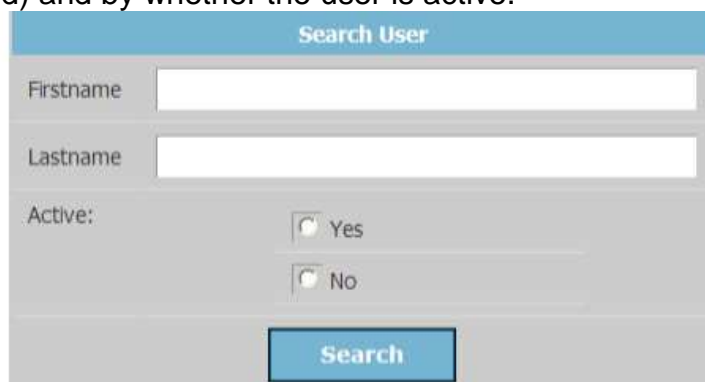
Email:

Active: ☒ Yes ☐ No

Edit

To view the history of applications to which the ID Verifier has been assigned, click on the “Applications” button ().

To search for a user, click on “Search User”. This will bring up the Search User window (see below). You can search by first name and surname (using the % wildcard if required) and by whether the user is active.





Search User


Firstname

Lastname

Active: ☐ Yes ☐ No

Search










This will bring up all matching records. From this screen it is possible to add a new application for the user () or edit the user's account details ().

 **TOP TIP – We strongly advise that when removing a user, you deactivate their account rather than deleting it so as to retain a full audit trail in the system.**

To search for an application, click on “Search Application”. This will bring up the “Search Application” window. You can search by any combination of a number of key fields (see below). Please note that you can use the wildcard “%” to search for all records with details following an initial set of characters.


Search Application	
Firstname:	<input type="text"/>
Lastname:	<input type="text"/>
Location:	<input type="text"/>
National Insurance:	<input type="text"/>
Date of Birth:	<input type="text"/>
Status:	<input type="text" value="All"/>
ID Verifier:	<input type="text" value="All"/>
Application Reference:	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset Form"/>	


This will bring up all matching records, as illustrated in the example below:

Applicant Name	ID Verifier	Status	Disclosure Number	Disclosure Issue Date	A?	C?	T	Actions
APPLICANT THREE	ID VERIFIER				<input type="checkbox"/>	<input type="checkbox"/>	S	 
TWO APPLICANT	ID VERIFIER				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	E	 
CHRIS STEELE	ID VERIFIER				<input type="checkbox"/>	<input checked="" type="checkbox"/>	E	 

From this screen it is possible to find out / do the following:

- To edit the Applicant's user account details click on the “Applicant Name”

 **TOP TIP – When amending an applicant's name, you will need to do this on both the applicant's account details screen (by clicking on the “Applicant Name” above) and on the disclosure application itself (via the “Edit Application” screen – you will need to ask the Pact HR DBS Online team to do this for you.**

 **TOP TIP – If an applicant has not received their invitation to complete their application / log in details due to providing an incorrect email address, you will need to resend this manually at the same time as amending the email address on the system.**

- The “ID Verifier” field indicates the ID Verifier (as presently assigned) for the application.
- The “Status” symbol indicates the current stage the application is at.
- The “Disclosure Number” indicates the disclosure number of the application if a result has been received.
- The “Disclosure Issue Date” indicates the issue date of the disclosure if a result has been received.
- The “A?” and “C?” boxes indicate whether the application covers working with vulnerable adults or children or both and the appropriate barred lists will be checked as part of the application.
- The “T” column indicates the level of the disclosure application (standard / enhanced).
- Clicking on the notepad icon under “Actions” opens up the notes page for the application in question. This provides a time and author stamped record of each time an application moves stage, a system-generated reminder email is sent out or an administrator has added a note (see below).



PACT HR DBS online

Application ID: 86357 [Show System Notes](#)

Time	Status	Modified By
04-02-2013 11:12:11	Waiting for Applicant to Fill in Details	admins
04-02-2013 11:28:54	Awaiting ID Verification	Applicant Two
04-02-2013 11:54:41	Check completed via Route Three. External ID Verification Result: Fail	ID Verifier
04-02-2013 11:54:41	Ready for eBulk Processing	ID Verifier

Note:

Administrators can add notes against an application using the “Add” button. This can be a useful tool for assisting in the management of an application e.g. explaining why a check was delayed or cancelled.


Clicking on “Show System Notes” within this screen allows the administrator to see which parts of the application have been entered and completed and any other changes on the record (see below). This can be particularly useful when looking into user issues.


Application ID:86357		Hide System Notes
Time	Status	Modified By
04-02-2013 11:12:11	Waiting for Applicant to Fill in Details	admins
04-02-2013 11:12:31	Applicant on Details Page.	Applicant Two
04-02-2013 11:23:20	Table applications updated: 'place_of_birth_town' from '' to 'CANTERBURY'; 'title' from '' to 'MR'; 'date_of_birth' from '0000-00-00' to '1980-01-01'; 'country_of_birth' from '' to 'GB';	Applicant Two
04-02-2013 11:23:21	Applicant on Details Page.	Applicant Two
04-02-2013 11:23:21	Applicant on Additional Address Page.	Applicant Two
04-02-2013 11:26:56	Table address updated: 'address1' from '1 ROAD' to '1 ROAD'; 'yearfrom' from '2010' to '2000';	Applicant Two
04-02-2013 11:26:57	Applicant on Additional Address Page.	Applicant Two
04-02-2013 11:27:03	Applicant on Additional Address Page.	Applicant Two
04-02-2013 11:27:04	Applicant on Names Page.	Applicant Two
04-02-2013 11:27:40	Applicant on Names Page.	Applicant Two
04-02-2013 11:27:40	Applicant on Confirmation Page.	Applicant Two
04-02-2013 11:28:54	Awaiting ID Verification	Applicant Two
04-02-2013 11:54:41	Check completed via Route Three; External ID Verification Result: Fail.	ID Verifier

Please note that BU admins can only move checks into a limited selection of statuses depending on the current status of the application.

Once changes have been made the administrator should click on “Update Application” at the bottom of the screen to save these.

Update Application

 **TOP TIP – Please note that changes will only be effective before a check has been submitted to the DBS via e-Bulk.**

 **TOP TIP – Please note ID should not be verified via the “Edit Application” screen. If you have Administrative users who are also ID Verifiers they must use their ID Verifier account when verifying ID. Should they fail to do so the system will prevent the check from being submitted at the point of e-Bulk.**

Listing applications by status


To view a breakdown of all ongoing and complete applications in the system, select “eBulk” from the administration panel. This will bring up the following screen, which lists the number of applications at each stage:

Status	Application count
 Waiting for Applicant to Fill in Details	0
 Ready for eBulk Processing	1
 Received by DBS +	0
 In Process with DBS	0
 Result Received from DBS	0
 Awaiting ID Verification	1
 Application Archived	1
 Holding	0
 Error	0

To view a list of all applications currently at a particular stage, click on the appropriate status. Please note that for Application Archived Status you will be prompted to enter a date range. Within the subsequent screen a tick box is available (with an “All” or “None” option) to select particular applications on the page.

For those applications selected, a number of functions are available:

- Roll back (this moves the status of an application back to “Ready for eBulk processing”)
- Archive
- Put on Hold

 **TOP TIP – Rolling back applications will move them into “Ready for eBulk processing” status regardless of the status they are currently in. We would strongly advise that this option is only used where checks which have gone into error status or not been received need to be resent.**