

## Frequently Asked Questions

### Access Problems

**Q: I have forgotten my password what should I do?**

**A:** Click “forgotten password” on the log in screen and you will be sent an email to reset your password.

**Q: My user name and password are not being accepted what should I do?**

**A:** Are you on the correct website? Check the URL – it should be <https://pact-hr.employmentcheck.org.uk/>



**A:** Have you locked yourself out of your account? If you incorrectly type a user name or password 3 times the system will revoke your access.

**Q: I have locked myself out what should I do?**

**A:** The BU Administrator can re-set the password and unlock the account for Verifiers and Applicants (see page 6) **DO NOT CREATE A NEW USER**

**A:** If you are the BU Administrator and you have locked yourself out you will need to contact the Pact HR helpdesk to request your access to be re-set.

*TIP: You can change your password to one that is more memorable to you. Passwords should be at least 8 character long and contain at least one capital letter and one number.*

### Incorrect Details on Application Form

**Q: I have made a mistake with the applicant's name, what should I do?**

**A:** Only use the **first forename** and **surname** when adding an application. You should not include and middle names – there is a separate question on the application form for the applicant to give these details if necessary. If you have entered the name incorrectly, you can change this (see pages 17 - 18 of the BU Admin guide).

1. Click search tab in the menu.
2. Click search user. Enter the surname and search.
3. Click on the number (under applications)
4. When correct details come up, click on the name. This will allow you to make changes to the name.

Name	Type	Applications	Action
[Redacted]	Applicant	1	  

*TIP: Always check the applicant's **current legal name** is before creating the application. Do not use nicknames or abbreviations of names.*

*INFO: The DBS system does not recognise symbols such as apostrophes and ampersands. Please leave out when entering names.*

**Q: I have made a mistake with the position name/type/barred list, what should I do?**

**A:** Only a counter signatory within the Pact HR DBS Online team is able to edit these details once the application has been set up. Please contact the team for help. **DO NOT CREATE A NEW APPLICATION.**

*TIP: Take great care when creating the application and double check that all the details are correct before saving. If you are in any doubt about whether you are entitled to request a barred list check please contact the team before creating the application.*

*INFO: You do not have the right to check the barred list for governors or for supervised volunteers – always select “NO” to these options for these post titles.*

## Problems with Identity Verification

**Q: The application I need is to verify id not in my list of pending applications, what should I do?**

**A:** Ask your BU Administrator to check the status of the application and which verifier this was assigned to in the drop down list. It may have been assigned to another verifier, or your details may have been changed since the application was created (pages 19-20 of the BU Admin Guide)

**Q:** The applicant has not brought the correct documentation to correctly complete the identity checking process, what should I do?

**A:** Information on what documents the applicant needs to provide is given in the automated emails that they receive requesting them to complete the form and again when confirming that the application has been successfully submitted and they now need to contact the verifier in school. However, when making the appointment to inspect the documents with the applicant you could remind them of what documents are acceptable so that they know what to bring with

them. You will also be able to ascertain whether you will be able to proceed via Route 1 or whether additional documentation might be required in the event that they fail a Route 2 validation check.

*TIP: A driving licence is not reliable for the purpose of confirming current address. Always request a document from group 2B to confirm evidence of address. **We will not countersign a form unless you have recorded evidence of a document from this group and you may need to ask the applicant to make another appointment to provide further documents.***

### **Insufficient Documents for Route 1**

**Q: The applicant has provided a driving licence, bank statement and utility bill, but I am getting an error message saying I have not entered sufficient ID, what should I do?**

**A:** Have you entered the driving licence in the correct field?

- If it is a UK photocard, details should be entered in group1.
- If it is a driving licence from another country or an old style paper licence you should select the relevant field in Group 2A

*TIP: If the driving licence number is not being accepted by the system, check whether the applicant has declared a middle name. The driving licence number will include the initials of the first and middle name and must match the names given by the applicant.*

**Q: The applicant cannot provide sufficient documents for any of the 3 identity routes, what should I do?**

**A:** You cannot proceed with an online application. The applicant will be required to complete a paper form and will be asked to attend a police station to provide fingerprints. This process can take several months and the applicant will incur a charge (we understand some police stations are currently charging £40).

*TIP: Ask the applicant to check again – it's surprising how passports and driving licences turn up at this point!*

*TIP: The applicant may prefer to put the money towards a new passport or driving licence – something they can get some other use out of as well.*

*TIP: You should consider that if you are having problems this time around, are you going to have the same problems if you need to do a re-check further down the line.*

*TIP: Does this lack of evidence shed any doubt over the applicants identity? What documents did they produce to prove their **Right to Work in the UK?***

## Tracking

### Q: Why is this application taking so long?

A: Usually an application moves fairly quickly between stages 1 and 3 (receipt, PNC, Barred List) but can often get “stuck” at stage 4 – police search.

At stage 4, any police authority can request to see a file for cross-checking with information they have on their records with similar names (even if that person has moved address during that time and has not lived in that area) so it could be that the file is sent between the DBS and various police authorities several times, whilst their records are cross checked. Some police authorities have greater volumes of checks to process than others, so the length of time a check is in this stage can vary greatly. The applicant or Umbrella Body can only ask for this to be escalated once a check has been at stage 4 for 60 days. The Pact HR DBS Online team monitor the site and will escalate checks on your behalf where necessary.

### Q: How do I know what stage the check is at?

A: The BU Administrator can track the progress of the check at any time.

1. Select search.
2. Select search application.
3. Type in the surname of the applicant and search.
4. Click on the status icon



5. The screen shows the application form number (DBS reference starting with E), and the dates of each stage of the check.



Name	
Username	
Application ID	
Status	Receipt Forward
Search ID	
Works with Adults	Y
Works with Children	Y
Date of Birth	
Volunteer	N

  

Receipts	
Status:	OK
DBS Reference:	E- [REDACTED]
Timestamp:	15-10-2015 10:08:50
Filename:	DBS-[REDACTED]

  

Tracking	
Police National Computer Search:	Completed 2015-10-21
Barred Lists searched (where applicable):	Completed 2015-10-22
Records held by the Police search:	In Progress

Roll Back   Archive   Hold