



www.pact-hr.employmentcheck.org.uk

A background image showing a group of people, including adults and children, in a classroom setting. They appear to be engaged in a discussion or training session, with some looking at documents or a tablet. The image is overlaid with a semi-transparent purple filter.

PACT-HR DBS Online ID Verification Training Manual

This manual will assist you when verifying evidence that has been provided to you.

It will also tell you about the process to record this on the Pact HR DBS Online system.

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Introduction

This pack will assist you when verifying evidence that has been provided to you by either:

- A candidate who is attending interview and will require a DBS check to work in the post;
- or*
- An existing employee within your service who is now required to carry out a DBS recheck;
- or*
- An applicant who is not employed directly by you, e.g. volunteer or school governor.

It will also tell you about the process to record this on the Pact HR DBS Online system.

Further guidance and information can be found on www.pact-hr.co.uk

ID Verifier System access

As an ID Verifier you are able to do the following on the PACT-HR DBS Online System:

| | |
|-------------|--|
| 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)• 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. |
|-------------|--|

The <https://pact-hr.employmentcheck.org.uk> system has been configured to comply with the current Disclosure and Barring Service’s identification checking guidelines. These guidelines will make it more difficult for individuals to conceal previous criminal records by changing their name and are part of an ongoing process to enable easier detection of undeclared changes of name in future.

The applicant must produce sufficient evidence to enable you to confirm their identity. Only documents detailed on the [DBS Identity Check Guidance](#) can be accepted. It is therefore essential that you familiarise yourself with the [DBS Identify Check Guidance](#).

Where at all possible you should encourage the applicant to follow route one as this is the quickest and most efficient route. Failure to satisfy route one may delay the checking process significantly.

The DBS application will not progress until the verification of evidence has been recorded on the <https://pact-hr.employmentcheck.org.uk> system. It is therefore essential that you carry out the verification of evidence as quickly as possible to ensure there is no delay in completing the DBS check.

Verifying Identity

After the applicant has submitted their online application form you (as the ID Verifier) will receive an email asking you to login to <https://pact-hr.employmentcheck.org.uk> and enter the details of the documents you have verified. There will be a link on the email to take you to the log in screen.

You should arrange a convenient time to meet with the applicant and check their documents.

It is your responsibility to ensure that the verification is carried out in accordance with DBS requirements to ensure that the integrity of the check is not compromised. You must only accept **original** evidence that is included in [DBS Identity Check Guidance](#).

Evidence must be seen on a face to face basis. You must confirm current legal name, current address and date of birth.

If you need any assistance with checking the authenticity of a document please visit <http://prado.consilium.europa.eu/en/homeindex.html>

If the applicant has lived abroad in the last 5 years we would strongly recommend that you ask them to produce a Certificate of Good Conduct from the relevant embassy. Guidance on how to do this can be found on the [DBS website](#) or via www.pact-hr.co.uk

The documents needed will depend on the route the application takes. The applicant must try to provide documents from *Route 1* first.

Route 1

The applicant must be able to show:

- one document from Group 1, below
- 2 further documents from either Group 1, or Group 2a or 2b, below

At least one of the documents must show the applicant's current address.

(NB: this should be from Group 2b and have been received by them within the timeframe specified in the list below – it is not recommended to use the driving licence for evidence of address).

Route 2

If the applicant doesn't have any of the documents in Group 1, then they must be able to show:

- one document from Group 2a
- 2 further documents from either Group 2a or 2b

At least one of the documents must show the applicant's current address.

(NB: this should be from Group 2b and have been received by them within the timeframe specified in the list below – it is not recommended to use the driving licence for evidence of address).

The system will prompt you to also request an external ID validation check (this will incur a small additional admin fee).

This external ID validation check must receive a pass result to proceed via Route 2.

Route 3

Route 3 can only be used if it's impossible to process the application through Routes 1 or 2.

For Route 3, the applicant must be able to show:

- a birth certificate issued after the time of birth (UK and Channel Islands)
- one document from Group 2a
- 3 further documents from Group 2a or 2b

At least one of the documents must show the applicant's current address.

(NB: this should be from Group 2b and have been received by them within the timeframe specified in the list below – it is not recommended to use the driving licence for evidence of address).

If the applicant can't provide these documents they may need to be fingerprinted.

Should you still be unable to validate the applicant's identity using Routes One, Two or Three, then you should contact the Pact HR DBS Online Team who will send out a hardcopy form for completion and submission to the Pact HR DBS Online Team.

The applicant will then be asked to give their consent to have their fingerprints taken in line with the current procedure. You should be aware that this will require attendance by the applicant at a Police Station at an appointed time, and may add delay into the overall application process and subsequently your recruitment processes.

Group 1: Primary identity documents

| Document | Notes |
|--|--|
| Passport | Any current and valid passport |
| Biometric residence permit | UK |
| Current driving licence – photocard with paper counterpart | UK, Isle of Man, Channel Islands and EU (full or provisional) |
| Birth certificate - issued at time of birth | UK and Channel Islands – including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces |
| Adoption certificate | UK and Channel Islands |

Group 2a: Trusted government documents

| Document | Notes |
|--|---|
| Current driving licence – photocard (if you were issued a paper counterpart but don't give it to your checker) | All countries (full or provisional) |
| Current driving licence – paper version | UK, Isle of Man, Channel Islands and EU (full or provisional) |
| Birth certificate – issued after time of birth | UK and Channel Islands |
| Marriage/civil partnership certificate | UK and Channel Islands |
| HM Forces ID card | UK |
| Firearms licence | UK, Channel Islands and Isle of Man |

NB: All driving licences must be [valid](#).

Group 2b: Financial and social history documents

| Document | Notes | Issue date and validity |
|--|-------------------------------|--------------------------|
| Mortgage statement | UK or EEA | Issued in last 12 months |
| Bank or building society statement | UK and Channel Islands or EEA | Issued in last 3 months |
| Bank or building society account opening confirmation letter | UK | Issued in last 3 months |
| Credit card statement | UK or EEA | Issued in last 3 months |
| Financial statement, eg pension or endowment | UK | Issued in last 12 months |
| P45 or P60 statement | UK and Channel Islands | Issued in last 12 months |
| Council Tax statement | UK and Channel Islands | Issued in last 12 months |
| Work permit or visa | UK | Valid up to expiry |

| | | date |
|--|---|-------------------------|
| Letter of sponsorship from future employment provider | Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application | Must still be valid |
| Utility bill | UK – not mobile telephone bill | Issued in last 3 months |
| Benefit statement, eg Child Benefit, Pension | UK | Issued in last 3 months |
| Central or local government, government agency, or local council document giving entitlement, eg from the Department for Work and Pensions, the Employment Service, HMRC | UK and Channel Islands | Issued in last 3 months |
| EU National ID card | | Must still be valid |
| Cards carrying the PASS accreditation logo | UK and Channel Islands | Must still be valid |
| Letter from head teacher or college principal | UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided | Must still be valid |

Verifying a Candidates Identity – Submission

To verify the candidate's identity documents, you will need to open the website <https://pact-hr.employmentcheck.org.uk.uk> (or click the link on the email you received)

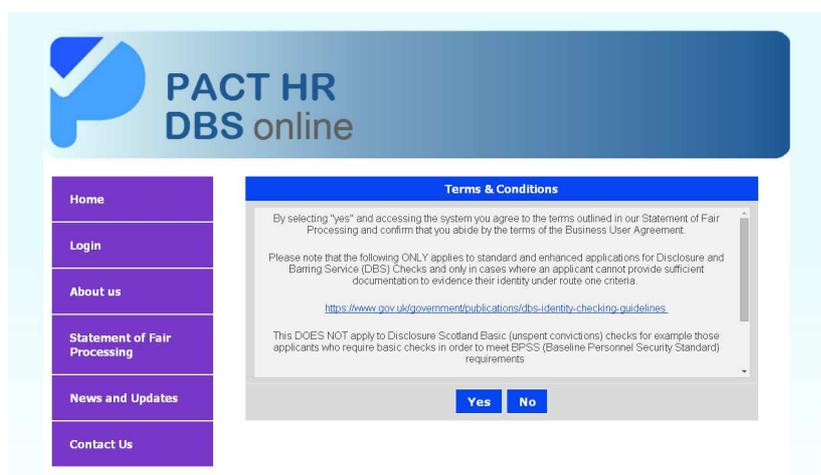
To log in, click on the “Login” button on the menu on the left hand side of the home page, and enter your user name and password.

NB: You may have more than one set of login details for use of the PACT-HR DBS online website depending on your role in school; each log-in has a different set of system options, and for the verification of a candidate's evidence you will need to use the details provided to you for the ID Verifier part of the system.



The screenshot shows the PACT HR DBS online login page. On the left is a purple navigation menu with links: Home, Login, About us, Statement of Fair Processing, News and Updates, and Contact Us. The main content area has a blue header with the PACT HR DBS online logo. Below the header, the text reads: "Secure Login. Welcome to the PACT-HR.employmentcheck.org.uk secure login for employment checks. Please enter your username and password that has been emailed to you to access the online application form. If you have forgotten your password please use the 'Forgot my Password' button below and follow the instructions." Below this text is a login form with fields for Username and Password, a blue Login button, and a link for "Forgot my password".

Once you have logged into the website with the appropriate login details you will be directed to a page stating the terms and conditions of the site and usage in, please ensure to read through these, using the scrolling tool and if happy to proceed click on yes. If you have any queries relating to these terms and conditions please contact the PACT-HR DBS Online Team.



The screenshot shows the PACT HR DBS online Terms & Conditions page. On the left is the same purple navigation menu as in the previous screenshot. The main content area has a blue header with the PACT HR DBS online logo. Below the header, the text reads: "Terms & Conditions. By selecting 'yes' and accessing the system you agree to the terms outlined in our Statement of Fair Processing and confirm that you abide by the terms of the Business User Agreement. Please note that the following ONLY applies to standard and enhanced applications for Disclosure and Barring Service (DBS) Checks and only in cases where an applicant cannot provide sufficient documentation to evidence their identity under route one criteria. <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines>. This DOES NOT apply to Disclosure Scotland Basic (unspent convictions) checks for example those applicants who require basic checks in order to meet BPSS (Baseline Personnel Security Standard) requirements." At the bottom of the content area are two buttons: "Yes" and "No".

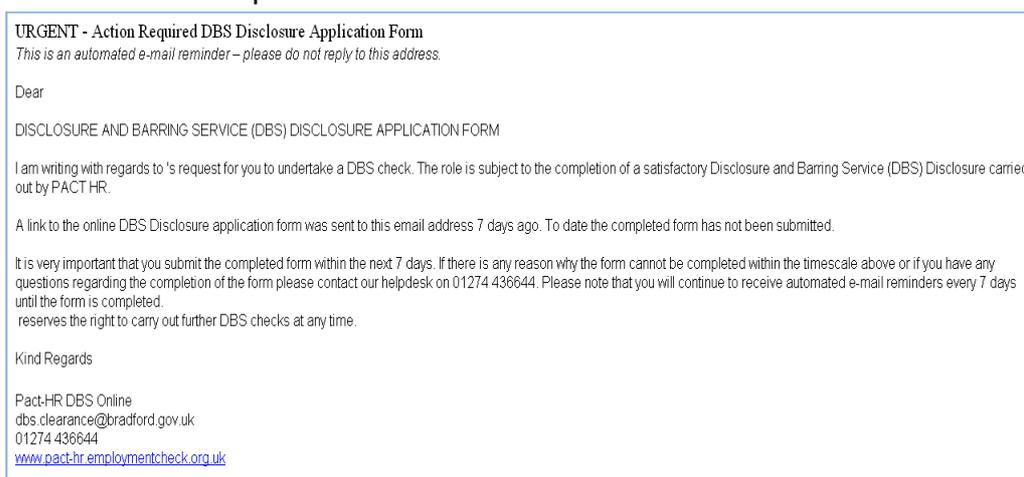
Logging in will display the “ID Verifier Control Panel” (see below). There is a menu down the left hand side of the website, which will appear once logged in, this lists all actions/options available.



In order to submit the verification evidence required, you will first need to ensure that the applicant has completed their part of the application, as until this is done you will be unable to do your part of the DBS application.

You will receive emails to remind you that a candidate who was set up to complete a DBS check has not yet done their application. These reminders are in place to ensure that any candidate which has been created in your business unit and assigned to you as their verifier completes their DBS in a timely manner. If there is any reason as to why a candidate has a delay in being able to complete their application, please contact the PACT DBS Online Team so we are able to put this on hold and prevent further reminders.

Below is an example of the email reminder:



Once a candidate has completed their application they will appear in the pending applications section. If you select this tab from the left hand menu it will show all pending applications awaiting your part of the application to be submitted (ie the verification evidence).



Select the candidate which you are going to complete the verification for by clicking on the green tick on the right hand side of their name.

ID Verifier Screen

The next screen provides a preview of the details the applicant has already entered to allow you to verify the ID against this information. You should check these details very carefully to ensure that they are consistent with the details you already have for this person (eg from the details you hold on their personnel file or on a recent job application form) and with the evidence documents they are providing you with.

ID Verification
Verification for: MRS Test Person

Application awaiting manager confirmation

| | |
|----------------------------------|-------------------------------------|
| Current name: | MRS TEST PERSON |
| Date of Birth: | 19-01-1961 |
| Gender: | FEMALE |
| National Insurance Number: | |
| Position Details: | CHILD WORKFORCE TEST in TRAINING BU |
| Surname at birth (if different): | TEST |
| Place of birth: | TEST TOWN |
| Contact Number: | |
| Are you a volunteer: | NO |
| Criminal Convictions: | NO |

Address history

| Address | Date from | Date to |
|------------------------------------|-----------|---------|
| 1 TEST STREET TEST TOWN TS1 1TS GB | 12-2000 | 04-2015 |

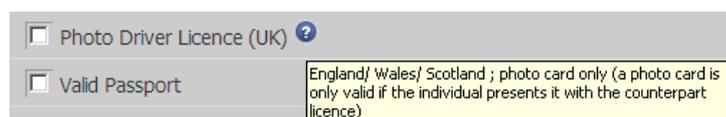
Route One

Group 1

In the first instance you (the ID verifier) will be prompted to select ID to meet Route One, namely one document from Group 1 and two further documents from Group 1, 2a or 2b.

| Route One | |
|--|--------------------------|
| Group 1 | |
| Photo Driver Licence (UK) ? | <input type="checkbox"/> |
| Valid Passport | <input type="checkbox"/> |
| Original Birth Certificate (UK) ? | <input type="checkbox"/> |
| Biometric Residence Permit (UK) | <input type="checkbox"/> |
| Photo Driver Licence (Non-UK) ? | <input type="checkbox"/> |
| Adoption Certificate (UK) | <input type="checkbox"/> |
| Group 2a | |
| Certified copy of a Birth Certificate (UK and Channel Islands) ? | <input type="checkbox"/> |
| HM Forces ID Card (UK) | <input type="checkbox"/> |
| Marriage/Civil Partnership Certificate (UK) | <input type="checkbox"/> |
| Old Style Paper Driver Licence (UK) ? | <input type="checkbox"/> |
| Firearms Licence (UK; Channel Islands and Isle of Man) | <input type="checkbox"/> |
| Group 2b | |
| Bank or building society statement (UK or EEA) ? | <input type="checkbox"/> |
| Financial Statement ? | <input type="checkbox"/> |
| Council Tax statement (UK) ? | <input type="checkbox"/> |
| Utility bill ? | <input type="checkbox"/> |
| Central/ Local Government/ Government Agency/ Local Authority ? | <input type="checkbox"/> |
| Cards carrying the PASS accreditation Logo (UK) | <input type="checkbox"/> |
| Bank/Building Society Account Opening Confirmation Letter (UK) | <input type="checkbox"/> |
| Letter from a Head Teacher ? | <input type="checkbox"/> |
| Credit card statement (UK or EEA) ? | <input type="checkbox"/> |
| P45 / P60 statement (UK) ? | <input type="checkbox"/> |
| Work permit / Visa (UK) ? | <input type="checkbox"/> |
| Benefit Statement ? | <input type="checkbox"/> |
| EU National ID Card | <input type="checkbox"/> |
| Mortgage Statement (UK or EEA) ? | <input type="checkbox"/> |
| Letter of Sponsorship from future employment provider (Non-UK/Non-EEA) ? | <input type="checkbox"/> |
| Declaration by ID Verifier | |
| <input type="checkbox"/> Current Address Checked | |
| Please ensure you have checked the applicant's Date of Birth and Full Name History | |
| <input type="checkbox"/> I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence. | |
| <input type="button" value="Submit"/> <input type="button" value="Print"/> | |

Holding the cursor over the tool tip symbol (?) displays additional information about the ID requirements (eg how old the document can be in order to be considered valid).

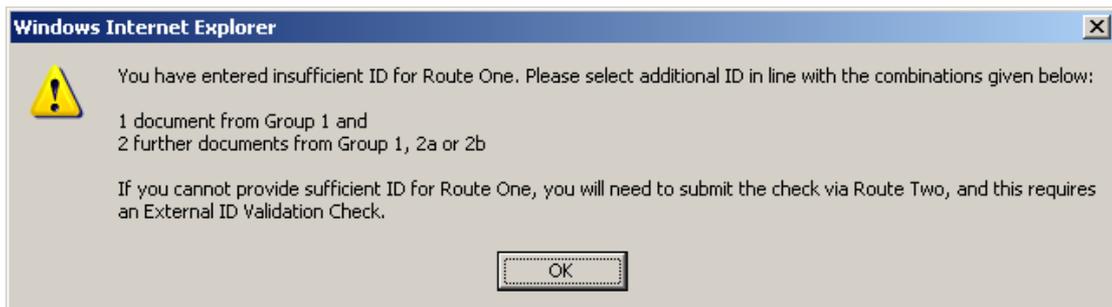


Note that some types for ID (eg passport, drivers licence and birth certificates) the field will expand prompting you to provide additional information such as the date of issue. If prompted to select a date a calendar will appear.

Once sufficient ID has been provided, the system will prevent you from selecting additional ID as shown below.

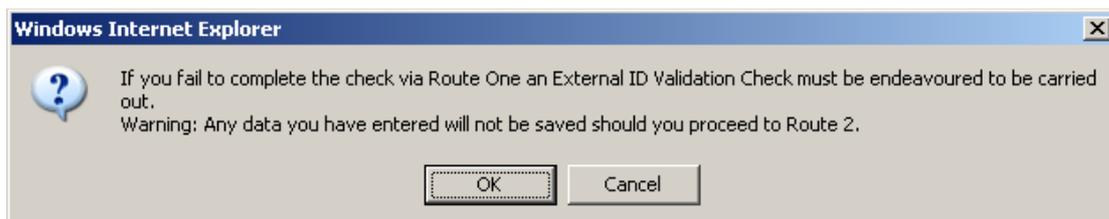
| Route One | |
|---|-------------------------------------|
| You have now entered the required combination of ID documents for this Route. | |
| Group 1 | |
| Photo Driver Licence (UK) ? | <input type="checkbox"/> |
| Valid Passport | <input type="checkbox"/> |
| Original Birth Certificate (UK) ? | <input type="checkbox"/> |
| Biometric Residence Permit (UK) | <input type="checkbox"/> |
| Photo Driver Licence (Non-UK) ? | <input type="checkbox"/> |
| Adoption Certificate (UK) | <input checked="" type="checkbox"/> |
| Group 2a | |
| Certified copy of a Birth Certificate (UK and Channel Islands) ? | <input type="checkbox"/> |
| Old Style Paper Driver Licence (UK) ? | <input type="checkbox"/> |
| HM Forces ID Card (UK) | <input checked="" type="checkbox"/> |
| Firearms Licence (UK; Channel Islands and Isle of Man) | <input type="checkbox"/> |
| Marriage/Civil Partnership Certificate (UK) | <input type="checkbox"/> |

In the event that you attempt to submit insufficient ID, or an invalid combination of ID, an alert will appear as shown below.



If the applicant cannot provide sufficient ID to meet Route One, you should select “Show Route Two” from the “Route Selector” menu at the bottom of the screen.

Upon selecting “Show Route Two” you will be reminded that an external ID validation check will need to be endeavoured to be carried out for Route Two, and any data entered for Route One will not be saved. To proceed, the ID verifier should click on “OK”.



This will display Route Two, as shown below.

| Route Two | | | |
|--|--------------------------|--|--------------------------|
| Group 2a | | | |
| Certified copy of a Birth Certificate (UK and Channel Islands) ? | <input type="checkbox"/> | Old Style Paper Driver Licence (UK) ? | <input type="checkbox"/> |
| HM Forces ID Card (UK) | <input type="checkbox"/> | Firearms Licence (UK; Channel Islands and Isle of Man) | <input type="checkbox"/> |
| Marriage/Civil Partnership Certificate (UK) | <input type="checkbox"/> | | |
| Group 2b | | | |
| Bank or building society statement (UK or EEA) ? | <input type="checkbox"/> | Credit card statement (UK or EEA) ? | <input type="checkbox"/> |
| Financial Statement ? | <input type="checkbox"/> | P45 / P60 statement (UK) ? | <input type="checkbox"/> |
| Council Tax statement (UK) ? | <input type="checkbox"/> | Work permit / Visa (UK) ? | <input type="checkbox"/> |
| Utility bill ? | <input type="checkbox"/> | Benefit Statement ? | <input type="checkbox"/> |
| Central/ Local Government/ Government Agency/ Local Authority ? | <input type="checkbox"/> | EU National ID Card | <input type="checkbox"/> |
| Cards carrying the PASS accreditation Logo (UK) | <input type="checkbox"/> | Mortgage Statement (UK or EEA) ? | <input type="checkbox"/> |
| Bank/Building Society Account Opening Confirmation Letter (UK) | <input type="checkbox"/> | Letter of Sponsorship from future employment provider (Non-UK/Non-EEA) ? | <input type="checkbox"/> |
| Letter from a Head Teacher ? | <input type="checkbox"/> | | |

As part of Route Two you will need to complete an External ID Verification Check. The External ID Verification menu will display as shown below:

External ID Verification

As part of Route Two, it is a requirement that the Registered Body pursue an external ID validation check to HMG Level 2 (Remote) standards so as to establish the applicant's name and living history footprint. Your Registered Body will be charged for this check.

To complete an external ID validation check, please click on 'Verify Identity' below. Please note that by using this service, you are agreeing to the Experian Terms and Conditions which can be found [here](#).

Verify Identity

To perform an external ID check, you should click on 'Verify Identity'. Please note that by using the service, you are agreeing to the Experian Terms and Conditions (these can be found in the Statement of Fair Processing on the home page).

Upon clicking 'Verify Identity', the following screen will appear whilst the external ID verification check is performed. This should take a matter of seconds.



Once the check has been completed, one of three messages will appear.

1) If the result of the external ID check is a pass and sufficient ID details have been entered to meet Route Two, the message below will display, and you will be able to complete the ID Verifier Declaration section and submit the disclosure application.

External ID Verification

As part of Route Two, it is a requirement that the Registered Body pursue an external ID validation check to HMG Level 2 (Remote) standards so as to establish the applicant's name and living history footprint. Your Registered Body will be charged for this check.

To complete an external ID validation check, please click on 'Verify Identify' below. Please note that by using this service, you are agreeing to the Experian Terms and Conditions which can be found [here](#).

✓ PASS

You have now provided the required combination of ID evidence for this Route.

2) If the result of the external ID check is a pass but insufficient ID details have thus far been entered for Route Two, the message below will display.

External ID Verification

As part of Route Two, it is a requirement that the Registered Body pursue an external ID validation check to HMG Level 2 (Remote) standards so as to establish the applicant's name and living history footprint. Your Registered Body will be charged for this check.

To complete an external ID validation check, please click on 'Verify Identify' below. Please note that by using this service, you are agreeing to the Experian Terms and Conditions which can be found [here](#).

✓ PASS

Please provide additional ID in line with the combinations given below:

**1 document from Group 2a and
2 further documents from Group 2a or 2b**

If you cannot provide sufficient ID for Route Two, you will need to submit the check via Route Three

3) If the result of the external ID check is a fail, the message below will display and you will be unable to complete the check via Route Two and will need to proceed to Route Three.

External ID Verification

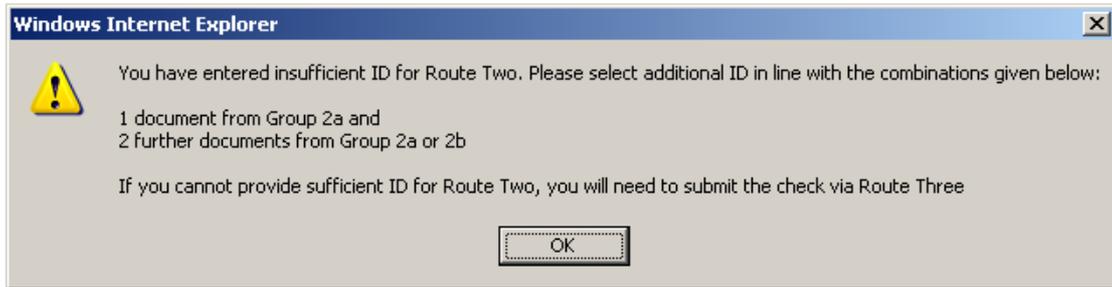
As part of Route Two, it is a requirement that the Registered Body pursue an external ID validation check to HMG Level 2 (Remote) standards so as to establish the applicant's name and living history footprint. Your Registered Body will be charged for this check.

To complete an external ID validation check, please click on 'Verify Identify' below. Please note that by using this service, you are agreeing to the Experian Terms and Conditions which can be found [here](#).

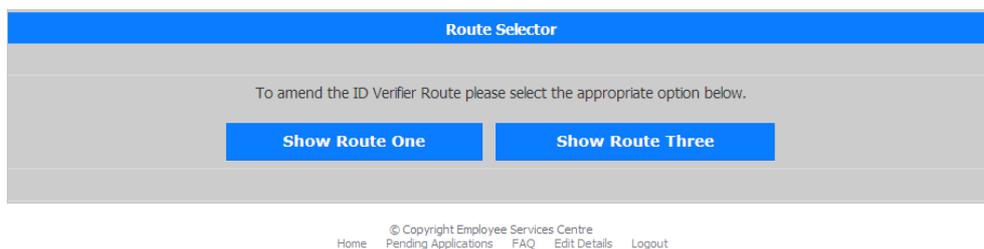
✗ FAIL

The external ID validation check has been unable to validate the applicant's identity successfully. Please proceed to Route Three.

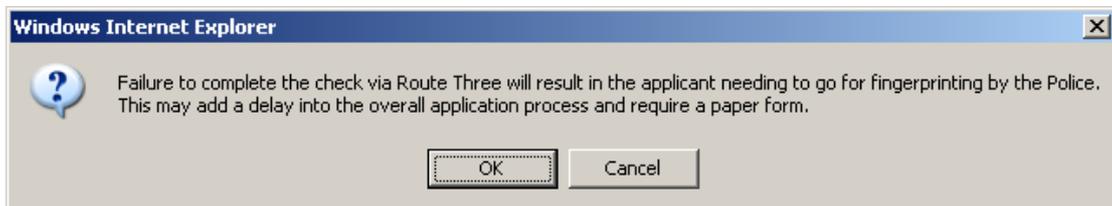
As with Route One, the system validates information input. If insufficient or invalid ID is provided, the system will prevent you from proceeding and an alert will appear as shown below.



To move onto Route Three you should select "Show Route Three" from the "Route Selector".



Upon selecting "Show Route Three" you will be reminded that failure to complete the check via Route Three will result in the applicant needing to go for fingerprinting by the Police and completing a paper form. To proceed you should click on "OK".



This will display Route Three, as shown below.

| Route Three | |
|--|--------------------------|
| You have chosen a Route Three ID path. Failure to complete a check via this route will mean that the applicant will need to go for fingerprinting by the Police and a paper DBS application form will need to be completed. | |
| Group 2a | |
| Certified copy of a Birth Certificate (UK and Channel Islands) | <input type="checkbox"/> |
| Old Style Paper Driver Licence (UK) | <input type="checkbox"/> |
| HM Forces ID Card (UK) | <input type="checkbox"/> |
| Firearms Licence (UK; Channel Islands and Isle of Man) | <input type="checkbox"/> |
| Marriage/Civil Partnership Certificate (UK) | <input type="checkbox"/> |
| Group 2b | |
| Bank or building society statement (UK or EEA) | <input type="checkbox"/> |
| Credit card statement (UK or EEA) | <input type="checkbox"/> |
| Financial Statement | <input type="checkbox"/> |
| P45 / P60 statement (UK) | <input type="checkbox"/> |
| Council Tax statement (UK) | <input type="checkbox"/> |
| Work permit / Visa (UK) | <input type="checkbox"/> |
| Utility bill | <input type="checkbox"/> |
| Benefit Statement | <input type="checkbox"/> |
| Central/ Local Government/ Government Agency/ Local Authority | <input type="checkbox"/> |
| EU National ID Card | <input type="checkbox"/> |
| Cards carrying the PASS accreditation Logo (UK) | <input type="checkbox"/> |
| Mortgage Statement (UK or EEA) | <input type="checkbox"/> |
| Bank/Building Society Account Opening Confirmation Letter (UK) | <input type="checkbox"/> |
| Letter of Sponsorship from future employment provider (Non-UK/Non-EEA) | <input type="checkbox"/> |
| Letter from a Head Teacher | <input type="checkbox"/> |
| Declaration by ID Verifier | |
| <input type="checkbox"/> Current Address Checked | |
| Please ensure you have checked the applicant's Date of Birth and Full Name History | |
| <input type="checkbox"/> I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence. | |
| <input type="button" value="Submit"/> <input type="button" value="Print"/> | |
| Route Selector | |
| To amend the ID Verifier Route please select the appropriate option below. | |
| <input type="button" value="Show Route Two"/> | |

As with the previous routes, attempting to submit insufficient or invalid ID will be prevented by the system and an alert displayed, as in the example below.



Should you wish to return to the previous route you can do so by selecting the route from the "Route Selector" at the bottom of the screen. Please note that moving to a different route will remove data entered for the previous route.

Once the requirements for a particular route have been met, you need to confirm that you have checked the current address of the applicant and tick the declaration

to confirm that the information provided in support of the application is complete and true before being able to submit the application.

| Declaration by Manager | |
|--|---|
| <input checked="" type="checkbox"/> | Current Address Checked |
| Please ensure you have checked the applicant's Date of Birth and Full Name History | |
| <input checked="" type="checkbox"/> | I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence. |
| <input type="button" value="Submit"/> <input type="button" value="Print"/> | |

NB: Clicking on the “Print” button will allow you to print a summary of the application form, with space for the applicant and yourself (as ID Verifier) to sign a declaration that the information provided in support of the application is correct, should you are the applicant wish to retain a paper copy pending the result of the check. This can be particularly useful if the applicant needs to seek the assistance of a representative to complete the online application e.g. if the applicant is unable to read/write English or in the case of disability.

Once you have checked that all details have been completed correctly you should click on “Submit”. This will send the completed form to the Pact HR DBS Online team of countersignatories for secure submission via e-bulk to the DBS. A message will appear on screen to confirm this has been successful.

You 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 emails will be sent to you by the system until this is completed. These reminders are in place to ensure that you complete the verification process in a timely manner. If there is any reason as to why a candidate has a delay in being able to produce their documents for inspection, please contact the PACT DBS Online Team so we are able to put this on hold and prevent further reminders. An example of a reminder email is shown below.

URGENT ACTION REQUIRED

This is an automated e-mail reminder – please do not reply to this address

Dear

DISCLOSURE AND BARRING SERVICE (DBS) ID VERIFICATION

I am writing with regards to the DBS disclosure application for the following:

A link to the online DBS Disclosure Application form was sent to this email address one week ago, for completion of the ID verification element. However, to date this has not been submitted to the DBS team.

It is very important that you submit the verified identity details within the next 7 days. Please note that automated reminder e-mails will be sent at 7 day intervals until this has been completed. As soon as the ID verification has been submitted we will send the application to the DBS for processing.

If there is any reason why the form cannot be completed within the timescale above or if you have any questions regarding the completion of the form we would be grateful if you could please let us know via telephone on 01274 436644.

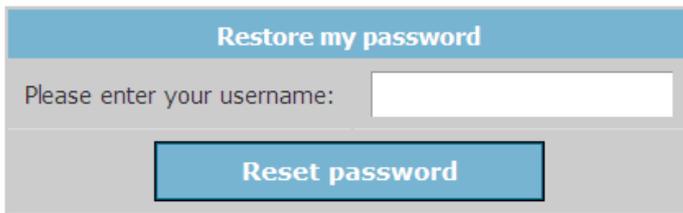
Kind Regards

Pact-HR DBS Online
dbs.clearance@bradford.gov.uk
01274 436644
www.pact-hr.employmentcheck.org.uk

Password Reset:

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.



Editing your account details

You can edit your 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, !, \$, #, %)

The system will force a change of password every 60 days.

Logging out of the system

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