The Applicant User Guide

Helpdesk Telephone: 0845 251 5000*
Opening Times: 8.30am to 5.30pm Monday to Friday
Email: onlinedisclosures@gbgplc.com

*Calls cost 3p per minute plus your telephone company’s network access charge
This interactive guide will take you through the OnlineDisclosures Application Form Step-by-Step.

To see instructions on a particular setting, click the relevant button below or simply scroll through the user guide.

- Registration Process
- Completing an Application
- Identity Document Verification
- Making a Payment
- Amending your Application
Registering on OnlineDisclosures

To be able to Sign In and complete the disclosure application, you must Register first.

There are two ways in which you register on OnlineDisclosures.

How you register is decided by the organisation you are completing the disclosure check for.

Please select how you need to Register

- My Organisation has Registered Me
  (I have been sent an activation email)

- I need to Self-register
  (I have been supplied with an Org Pin & Secret Word)

If you are unsure of how you need to register, please contact the Organisation you are completing the disclosure check for.
The first time you use OnlineDisclosures you need to **Register**.

1. Click **Register** on the right hand side of the screen.

2. Enter your Org Pin: This is a unique number supplied by your organisation.

3. Enter your full name.

4. Enter your email address and confirm it by entering it again.

5. Click **Next Step**

**Please Note:** If you do **not** know the Org Pin, please contact the organisation requesting you complete an Online Disclosures check.
1. Depending on the organisation you will need to either;

a. Click the box to confirm that the organisation name provided is the organisation you are completing the check for.

OR

b. Enter the Organisation’s Name as requested

2. Create a memorable password

3. Confirm the password by entering it again

4. Click ‘Complete Registration’

You will be taken to the Step 1 of the application form.

Please Note: The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%$£) to increase your password security strength.
Registering with an Activation Email

Once you have been added to OnlineDisclosures you will receive an Activation Email, this will contain:

**The Organisation PIN**
This is specific to your organisation

**Confirmation of Email Address**
This email address should be used as your username

**Link to Registration Page**
The link required to activate your account

1. Click the link within the email
2. Create a memorable password
3. Confirm the password by entering it again
4. Click ‘Save Password’

**Please Note:** The password must be at least 8 characters in length, be a combination of UPPERCASE and lower case and numbers (0-9). You can add special characters (@!#$%) to increase your password security strength.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:
Organisation PIN: 123456
Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:
http://onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrH1trq

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: https://gbg.onlinedisclosures.co.uk

If you require any assistance, please contact our helpdesk using the details below.

Thank you for using our online service.
If you need to access OnlineDisclosures and you have already registered, simply Sign In

1. Enter the Organisations PIN

2. Enter the email address used during registration

3. Enter the memorable password you created for yourself.

4. Click Sign In

Please Note: The password is case sensitive and must be entered exactly as you created it.

If you have forgotten your sign in details, click Forgotten sign in details?
If you have any of the documents listed it is mandatory that you supply the information.

To make completing the application easier and faster for yourself, make sure therefore that you them readily available.

Read the **Statement of Fair Processing** and click **Accept** at the bottom of the page.
Step 1: How do I complete About You: Name & Gender?

You must specify your gender and supply us with your full name details.

**Important**: Shortened names, ‘nicknames’ and initials should not be used unless these are stated on your Identity Documents (ID).

If you have any middle names you must provide this information.

To the question ‘Do you have a middle name?’ answer **Yes** and enter one middle name per box.

A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.
Step 1: Adding Previous Names

If you have been known by any other names, you must supply the previous name and the dates you used this from and until. To do this...

1. Select Yes

2. Enter your previous name.

3. Select the name type i.e. forename or surname from the drop down list

4. Enter the year that you used this name from and until

5. Click Add Name

Repeat this process until all previous names have been entered

To remove a name, click Remove

Please Note: If adding previous forename(s), all forenames must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename.
Step 1: Completing my Birth Details

Depending on the level of check you are completing the disclosure application form for, some details in this section are optional.

All optional questions are marked as such.

1. Enter your date of birth (DD/MM/YYYY)
2. The name of the town you were born in i.e. Nottingham
3. From the drop down list, select the country you were born in (Optional)
4. Enter your Nationality at Birth (Optional)
5. Enter your Mother’s maiden name.
Step 1: My Identification Documents (ID)

If you have any of the ID documents listed in this section you must supply this information.

1. Click the box next to any current and valid ID that you have.

   Fields will appear underneath each document selected

2. Enter all the required information for the ID you have selected.

   If you do not have any of the documents click the box to state this.

3. Click Proceed to Step 2

Please Note: Do not click the box alongside the document if you do not have it.
Step 2: Complete the Contact & Address Details

Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will make it easier for us to contact you, should we need to.

Address Details

For your application to be processed, a full 5 year address history must be provided.

**Lived Abroad or been travelling in the last 5 years?**

If you have lived abroad or been travelling and visited more than one country, the details for each country you visited must be entered.

It is possible for the dates you visited/lived in each country to overlap.

**Lived Away at University?**

If you are currently living away from home, but your ID relates to your home address, enter your home address as your current address.

It is possible for the dates you have lived at these addresses to overlap.

**Please Note:** The ID documents you provide as proof of address for verification must match the current address details supplied in this section. If they do not support the current address details your application will not be verified.
Step 2: Entering Address Details

**Automatic Look Up**
1. Enter your Postcode and click ‘Find’
2. Select your house number/name
3. Enter the **month** and **year** that you moved in
4. Click ‘Confirm’

**Manual Entry**
1. Click ‘Enter address manually’
2. Enter your **postcode** and **full address** details
3. Enter the **month** and **year** that you moved in
4. Click ‘Confirm’

**Adding Address Previous Addresses**
1. Click Add Another Address
2. Follow the steps for automatic look up or enter the address manually
3. Enter the **Month** and **Year** you moved into this address and the **Month** and **Year** you moved out
4. Click ‘Confirm’. The address bar will be fully green when sufficient address history has been entered.
5. Click ‘Proceed to Step 3’
If you have lived abroad or were travelling and visited more than one country, the details for each country must be entered.

1. Select ‘Enter Address Manually’

2. Tick the box next to: ‘I was travelling abroad and had no fixed abode’

3. Select the country from the drop down list

4. Enter the month and year that you entered and left that country

5. Click ‘Confirm’

Repeat this process until all overseas addresses have been entered. It is possible for the address details to overlap.

When sufficient address details have been entered the address bar will go green.

6. Click Proceed to Step 3
Step 2: Entering an Overlapping University Address History

If you have been to University and lived away from home during this time, you must supply the details of all your university addresses.

The ID you provide for verification must match the current address details supplied.

If your ID relates to your home address, but you are currently living away from home, enter your home address as your current address.

Enter your addresses whilst at University by clicking ‘Add Another Address’

It is possible for the dates you have lived at these address to overlap.

An example student, currently living away at University, who has lived in two previous addresses during term time, but whose ID is in their home address is shown.
Step 3: How will my Identity Documents (ID) be Verified?

As part of the disclosure application you are required to provide ID for verification. This is to ensure that you are who you say you are.

Depending on your organisation, there are 2 ways that your ID will be verified.

**ID is Verified at the Post Office**

You are responsible for selecting and entering the information required for each piece of ID to be used for verification.

After you have completed the application, you must print out the ID Verification Form and take this to a Post Office along with the ID you selected.

**ID is Verified by the Organisation**

Your organisation is responsible for verifying your ID documents.

You may have already provided this information to them or be expected to arrange for these to be checked.

*Please Note:* If you do not know how your ID will be verified, please contact your organisation directly.
Step 3: Selecting ID for Post Office Verification

The **default** method of verification for your organisation is listed. **Do not** change the verification method without contacting your organisation first.

1. Select your position from the drop down list.

2. Click **Select verification documents**.

If there is **no** position that describes your role, or you are unsure which role to select, please contact your organisation directly.
Step 2: Selecting ID for Post Office Verification (Group 1)

1. Select the ID that you wish to use for verification from Group 1.

2. Enter the details requested.

   It is **important** to enter the exact information for each document. If the details entered do not match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

3. Repeat for all ID document you wish to provide from this group.

4. If no green bar appears, click ‘View Group 2 Documents’.

**Please Note:** If you do not have a Group 1 document then you must supply a Birth Certificate (Issued 12 months after date of birth) from Group 2a, along with 4 other documents from Group 2a/b.
1. Select the ID from Group 2a/2b you want to use for your ID verification

2. Enter the details requested

   It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

   A **green** bar will appear at the top of the page when sufficient ID has been selected.

3. **Tick all 3 boxes** to confirm that you have selected sufficient ID for verification.

4. Click **Proceed to Step 4**
Step 4: Completing the Summary

Application Overview

1. If you have a **personal reference number**, enter it. This might be Payroll reference, an employer or licence registration number, an FA number.

   This field is **optional**. If you are unsure what to put, leave it blank.

2. Tick the box if you would like to be updated via email of the progress of your application.

Declaration

1. Answer the declaration question by selecting **Yes** or **No**

2. Tick the box to confirm that you have read and agree to the terms stated.

3. Click **Confirm & Submit Application**.

For full guidance on what convictions, reprimands or final warnings are considered ‘Not’ protected click the button below.
You have now completed the Application. You must now have your ID documents verified at the Post Office in order for your application to continue being processed.

1. In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

2. To Print the ID Verification Form, Click **Print Document Selection**

The ID Verification form will open in a PDF file. You can either print it directly from the PDF or save the document to your desktop.

3. Click **Sign Out**

**Payment:** Any payments required should be made at the Post Office once they have verified your ID.

To locate the nearest Post Office to you that does this, go to [http://www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)
Enter a postcode and select ‘CRB & ID Verification Service’
Step 3: Selecting ID for Organisation Verification

1. Click **Select verification documents**.

2. Select the ID from Group 1 that you wish to use for verification.

When sufficient ID has been selected a **green bar** will appear at the top of the application.

3. If no green bar appears, click **View Group 2 Documents**.

4. Select the ID from Group 2a/2b that you wish to use.

A green bar will appear at the top once sufficient ID had been selected.

5. **Tick all 3 boxes** to confirm that you have selected sufficient ID for verification.

6. Click **Proceed to Step 4**
You have now completed the application. Your ID documents must verified in order for your application to continue being processed.

The ID you selected in Step 3 for verification will be listed.

If you have already supplied your ID to the organisation, e.g. during interview, then you are not required to do so again as these will be used for verification.

If you have not supplied your ID then please contact your organisation directly.

The contact details of nominated verifiers are listed.

**Payment:** If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.
If you are required to pay for the application yourself after the organisation has verified your ID documents you will receive an email notification.

1. If payment is required before you submit the application, click Pay Now.

2. Sign In to OnlineDisclosures and click Pay Now.

3. Check the billing name and address details are that of the payee.

   If different to the payees billing details, click Edit and enter the correct information. To change the billing details back, click Revert.

4. Click Proceed to Payment.
How do I make a payment with a PayPal account?

It is possible to make a payment with or without a PayPal Account.

Paying by PayPal

1. Check the email is the one you use for your PayPal account.

2. Enter your PayPal account Password and click ‘Log In’

3. Follow the instructions provided by PayPal.

If you cannot remember your PayPal account details, click ‘Forgotten your email address or Password?’ and follow the instructions.

Paying Without PayPal

1. If you do not have a PayPal account, click ‘Pay with a Credit/Debit card’.
Payment: Paying With a Debit or Credit Card

1. Click ‘Pay with debit or credit card’

2. Select the type of card being used from the drop down list

3. Enter the card details requested

4. Check the billing information
   (If the billing information is incorrect, click change and make any necessary changes)

5. Enter a contact telephone number

6. Click Continue

7. Double Check the billing information (If the billing information is incorrect, click change and make any necessary changes)

8. Click Confirm Payment. Once the payment has gone through, a green box will appear.

9. Click Continue to return to the Applications Tab or log out
What do I do if my application has been rejected back to me?

If errors/contradictions are found. The OnlineDisclosures countersignatory team will reject the application. This will allow you to clarify or amend the details in question.

**My ID was verified at the Post Office**

You will be sent an email detailing why the application has been rejected back to you and a link.

**My ID was verified by my Organisation**

The organisation must reject the application back to you.

You will be sent an email detailing why the application has been rejected back to you and a link.

*If you cannot see ‘Amend Application’, please contact your organisation.*

**What Do I Do?**

1. Click the link in the email and Sign In to OnlineDisclosures
2. Click ‘Amend Application’*
3. Make the required changes to the information you have entered
4. Submit the application again
5. The email will instruct you what to do after

**Please Note:** It is important to follow the instructions in the email. If you do not contact us/return to the Post Office/contact your organisation as instructed, this can lead to delays in your application being processed.

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If you are still unsure about what to do, you can call or email us...

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