



DBS Applicant System User Guide

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1. Accessing the EmploymentCheck system

1.1. Logging onto the system

When your DBS application is created by your organisation, you will receive an automated email from the EmploymentCheck system which contains your credentials along with additional information about how to complete your application.

This email will contain your username and a link to set your password; this link will appear as 'Set a new password' within the email. Click on this link to set your chosen password.

Password: [Set a new password](#)

Fig 1. Set a password email link wording.



Passwords must be at least ten characters in length and contain characters from three of the following four categories:

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

Enter and confirm your password into the fields indicated onscreen. The system can generate a password by clicking on the 'Generate' button, you will then need to re-enter the same password manually. Password complexity requirements are in place for security.

Reset your password: Test Applicant

Enter your new password *

Confirm your new password *

Fig 2. Set password confirmation fields.

Once you've set your password and securely made a note of it, you can now login to the DBS system. Enter the username provided to you in the account creation email along with the password you have set.

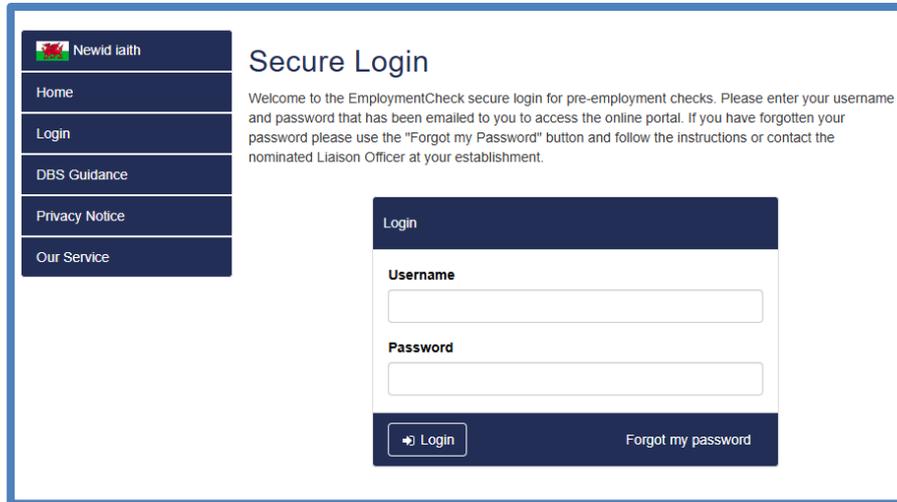


Fig 3. Example 'Login' page.

Once the username and password have been entered and you've clicked on the 'Login' button, you will be presented with the applicant terms and conditions. You'll need to confirm that you have read and accept these terms to access your account.



The terms and conditions are set by your organisation, most commonly these will provide a link to the organisation's privacy notice, ID verification documentation information and other useful guidance.

If you don't agree to the terms and conditions, you won't be able to access the system and complete your DBS application.

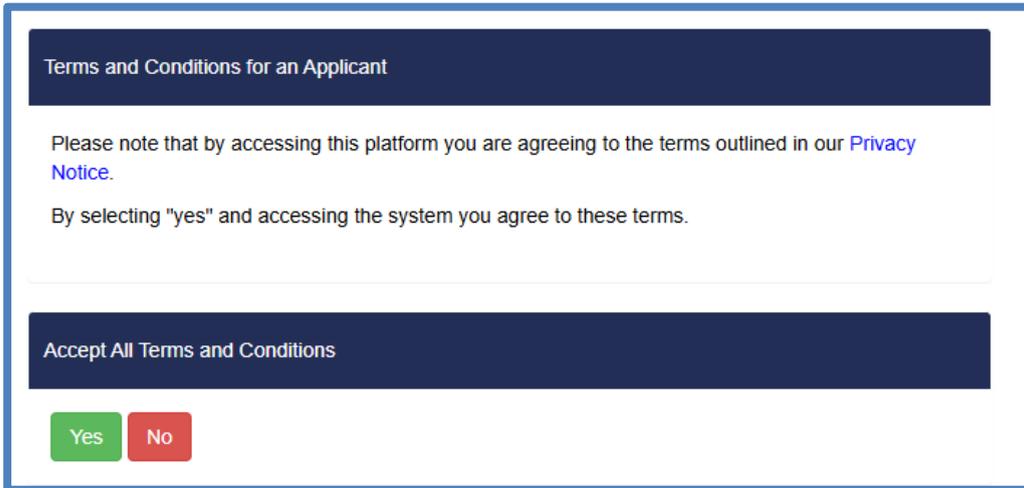


Fig 4. Example Applicant Terms and Conditions.

1.2. Forgotten passwords

If you've forgotten your password, you should click the 'Forgot my password' link on the 'Login' page below the username and password fields.

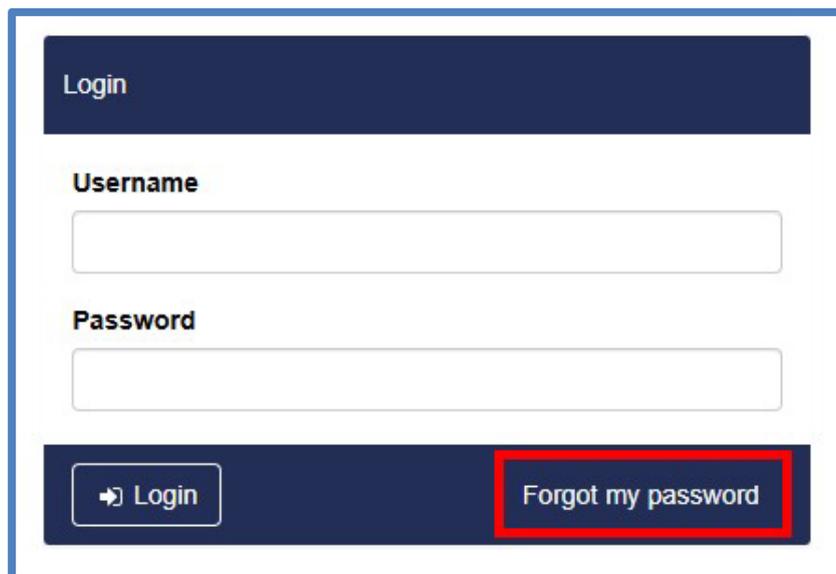


Fig 5. 'Forgot my password' link on 'Login' page.

You will then be prompted to enter your username and will need to click on the 'Request a reset' button. You will then receive an email with a secure link enabling you to access the system to change your password.

Re-activate your account

Your account has been deactivated because of multiple failed attempts to log in. To re-activate your account you must request a password reset token.

Request your password reset token

Your username

You can request a password reset using this form. An email will be sent to the email address associated with your account. This will contain a link enabling you to reset your password. If you don't receive your reset email within a few hours, check your spam or junk folders.

[Request a reset](#)

Fig 6. Forgot my password process - username field.



If your password is entered incorrectly three times, your access to the site will be revoked, and you will need to contact your administrator to reactivate the account.

1.3. Logging out of the system

To log out of the system, simply click on 'Logout' from the navigation panel. You will be taken back to the 'Login' page.

☰ Toggle Navigation

- Newid iaith
- Home
- My Account
- My Applications
- Applicant FAQs
- Logout

My Applications

Application	Type	ID Verifier	Date created	Status	Details	Actions
20-2864	DBS	IDV123	2025-03-13 10:00:35		Waiting for Applicant to Fill in Details	Start Application

Fig 7. 'Logout' navigation panel option.

1.4. Account Homepage

From the homepage, you can:

- Access the 'Login' page to complete your application.
- View the 'Privacy Policy' page.
- View the other homepage content such as the 'DBS Guidance' and 'Contact Us' pages if applicable.



The homepage content can only be accessed when logged out of the system.



Fig 8. Example of an EmploymentCheck Homepage.

2. Editing your account details

When logged in to the system, you can edit your own account details including resetting your password. The 'Forename', 'Surname' and 'Contact Email Address' on your account can be amended by clicking on the 'My Account' option from the navigation panel.

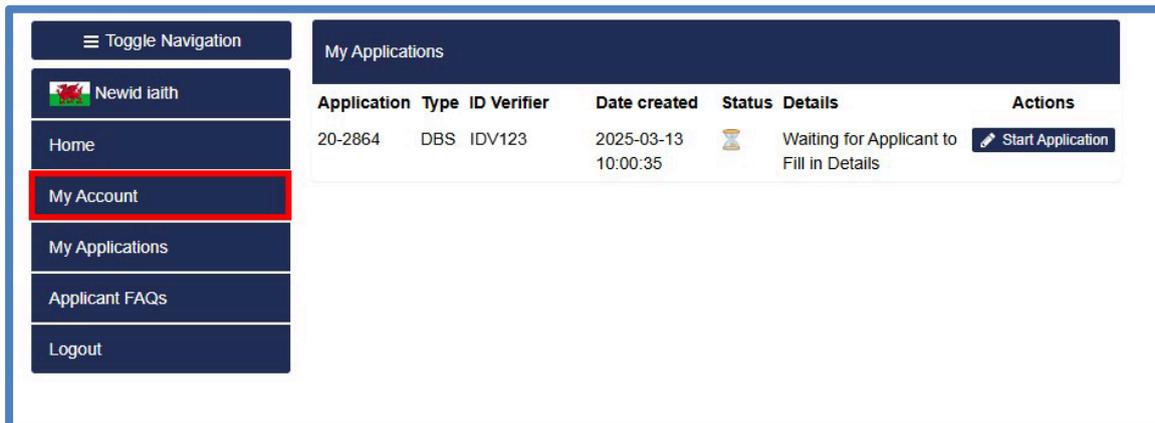


Fig 9. 'My Account' navigation panel option.

Once the required changes have been made, click on the 'Save' button. You will receive an automated email to confirm the changes have been applied.

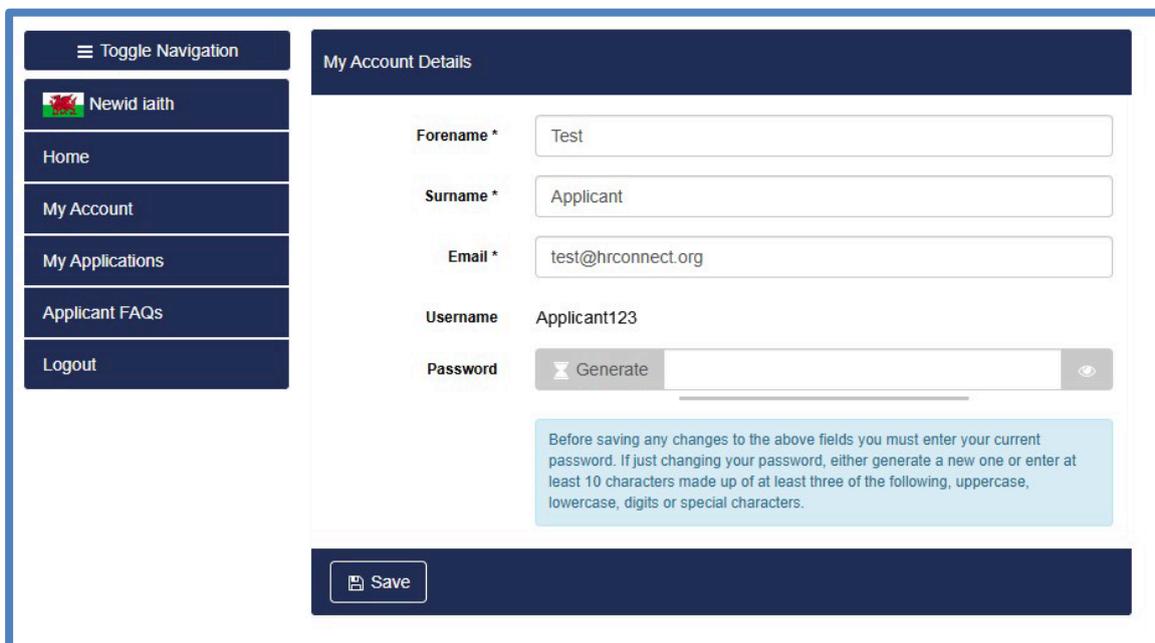
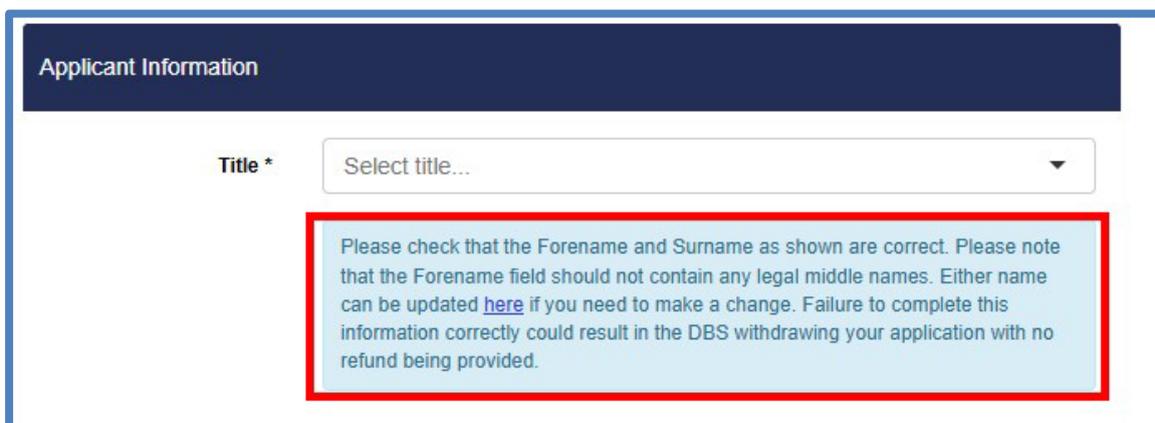


Fig 10. 'My Account' navigation panel option.



The names entered on your application need to match exactly the names recorded on your ID documents, this includes middle names if applicable. Completing this information incorrectly can lead to delays processing your application.

If you need to update your names, you can also access the 'My Account' page directly from the application form by clicking on the link within the tooltip below the title field.



The screenshot shows a form titled "Applicant Information". There is a dropdown menu for "Title *" with the text "Select title...". A tooltip is displayed below the dropdown, containing the following text: "Please check that the Forename and Surname as shown are correct. Please note that the Forename field should not contain any legal middle names. Either name can be updated [here](#) if you need to make a change. Failure to complete this information correctly could result in the DBS withdrawing your application with no refund being provided."

Fig 11. My Account access link from the 'Details' page.



Your forename and surname will be entered by your organisation, so make sure this have been entered correctly. You can update these details from the 'My Account' page.

3. Completing the Application Form

Once you've logged in, a Frequently Asked Questions (FAQ) guidance page is available via the navigation panel if you'd like further information about the DBS process.

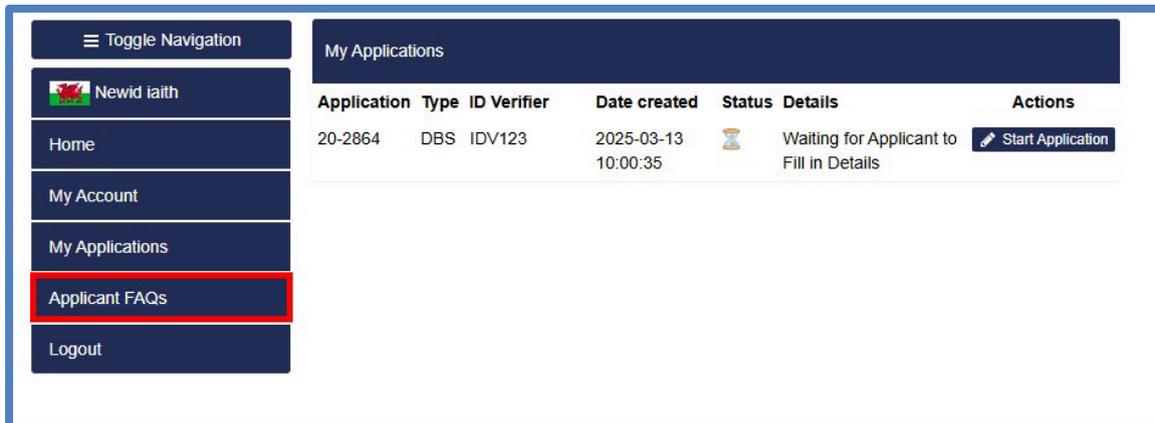


Fig 12. 'Applicant FAQs' navigation panel option.

To complete your application, click on the 'Start Application' button on the right-hand side of the page.

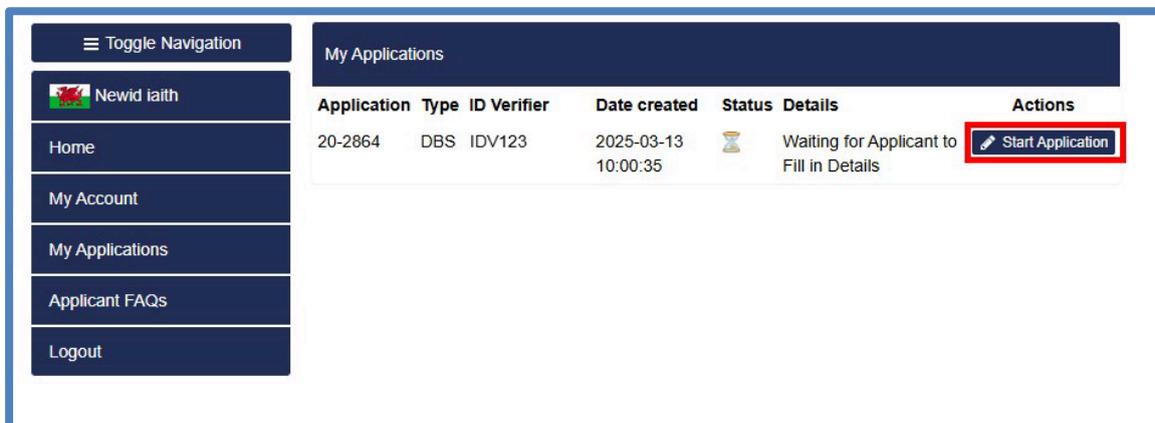


Fig 13. 'Start Application' button.

For ease of completion, the application form is split over four pages; 'Details', 'Addresses', 'Names' and 'Confirmation'. Each completed page is saved as you progress through the application. You can navigate through these pages using the application tracker menu on the left-hand side of the page and see which sections still need to be completed.



If you start your application but need to complete this later, your progress will be saved as you move through the application form.

3.1. Details Page

Once you've clicked on the 'Start Application' button, you will then be presented with the fields which need to be completed. Mandatory fields will be marked with an asterisk and must be completed in order to progress with the application.

Validation is in place on all fields; you will not be able to proceed to the next section of the application if there are validation errors. A validation error will be presented at the top of the screen upon saving and the field will be highlighted in red.

You first need to confirm your title, check your forename and surname and enter any middle names.

Applicant Information

Title *

Please check that the Forename and Surname as shown are correct. Please note that the Forename field should not contain any legal middle names. Either name can be updated [here](#) if you need to make a change. Failure to complete this information correctly could result in the DBS withdrawing your application with no refund being provided.

Forename *

Surname *

If you have a middle name, you will need to select 'Yes' to the below question and proceed to enter your middle names. Up to 3 are allowed. Please note that middle names should not be included in the Forename field. If your middle name is currently included in the Forename field above, please click [here](#) to update this. Failure to complete this information correctly could result in the DBS withdrawing your application with no refund being provided.

Do you have a middle name? * **Yes** **No**

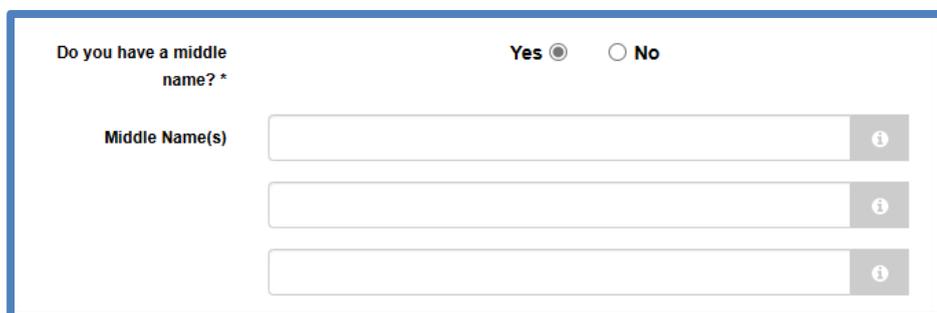
Fig 14. Title and Name fields.

If you have a middle name, select 'Yes' against the 'Do you have a middle name'

option and enter your middle name(s). If you have multiple middle names, they can be entered on three separate rows if applicable.



Hovering over the tool tip (i) icons will provide additional detail for certain fields. Your full name entered including middle names needs to match your name recorded on your ID documents.



Do you have a middle name? * Yes No

Middle Name(s)

The form shows three stacked text input fields for middle names, each with a small information icon (i) on the right side.

Fig 15. Middle Name fields.



If you've not entered a middle name, you will see a popup when you submit the form advising that no middle name has been entered, if this is correct you can close this message and proceed with the rest of the form.

Enter your contact number and confirm your gender.



Contact Number

Gender * Male Female

The form contains a single text input field for the contact number and two radio button options for gender.

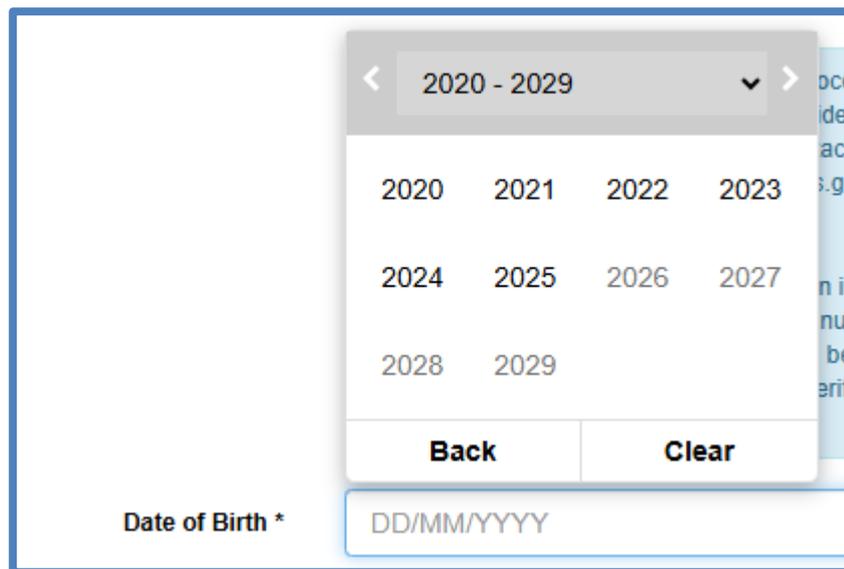
Fig 16. Contact Number and Gender fields.



The DBS have a Confidential Checking Process for Transgender Applicants who do not wish to reveal details of their previous identity to the person who asked them to complete the DBS Disclosure. Please contact the DBS Customer Services Team on 0300 106 1452, or email sensitive@db.s.gov.uk before continuing, if this applies to you.

The DBS sensitive team will request certain information and will setup a case file. With a case file created you can then continue with this application in your now title, now name and now gender and will be exempt from completing the 'other name' section of the application. Your ID verification documents will need to match your now title, now name and now gender.

Enter your date of birth using the calendar date picker.

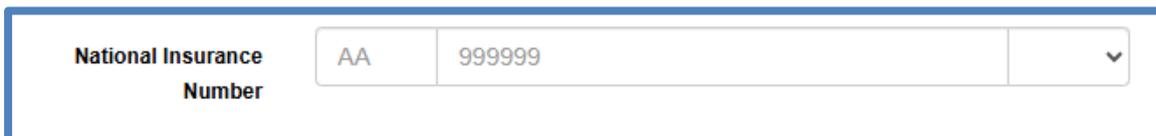


Date of Birth *

DD/MM/YYYY

Fig 17. Date of Birth Date Picker field.

You can also confirm your national insurance number which can speed up the DBS process, but this is not a mandatory field.



National Insurance Number

AA 999999

Fig 18. National Insurance Number fields.

Next, you'll need to enter your current address, a postcode lookup function is available for all UK addresses on the system to allow you to select your address from

a drop-down list to reduce errors. Enter your postcode into the field, click on the 'Lookup Address' button and select your property from the list.

You'll need to confirm the date you moved to that address.

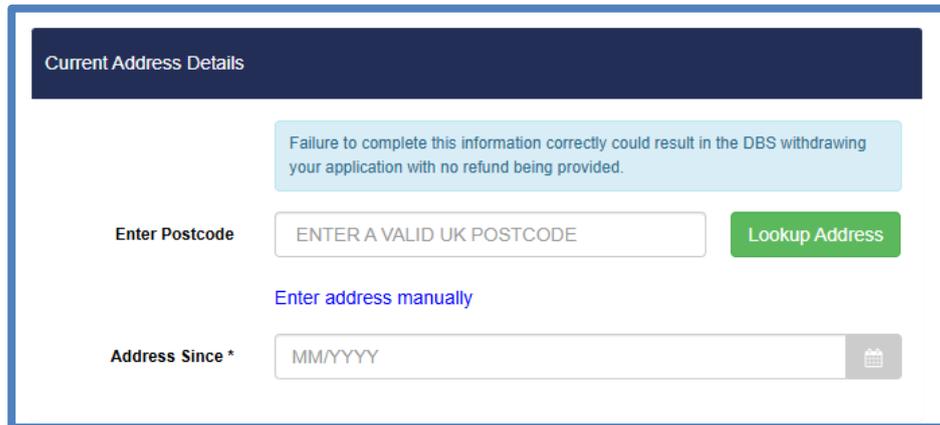


Fig 19. Current Address fields.



If you're entering a non-UK address, you won't be able to use the postcode lookup, instead you'll need to click on the 'Enter address manually' link and complete the applicable fields.

Your position title, level of DBS check and the Organisation requesting the DBS check will be pre-populated. If these details are incorrect, you'll need to contact your administrator who will need to amend the information.

Details of position for which application is being requested	
Position Applied For	ADULT WORKFORCE Marketing Specialist
Organisation Name	Test Business Unit
Working at Home Address	No
Disclosure Level	Enhanced
DBS Vulnerable Adults Barred List	Yes
DBS Children's Barred List	No
Volunteer?	No

Fig 20. Position and Employment details.

Additional personal details should be provided if the surname at birth differs to your current surname. You'll also need to add the date used until.

Additional Personal Details

A birth surname must be recorded for all female applicants with a title other than 'MISS'. Applicants who were adopted before the age of 10 years do not need to provide their name at birth, they should give their adoptive name.

Surname at Birth

Used Until

Fig 21. Surname at Birth fields.



In line with DBS guidelines, a birth surname must be recorded for all female applicants with a title other than 'MISS'. Applicants who were adopted before the age of 10 years do not need to provide their name at birth, they should give their adoptive name.

Enter your place of birth details.

Place of Birth

Town/City *

County/District

Country *

Nationality at Birth

Fig 22. Place of Birth fields.



For Basic level checks only:

You must declare whether you would like to receive a paper certificate of your disclosure check once processed. If 'Yes', you will be asked to confirm if you would like the certificate issued to your current address, if 'No' you have the option to enter another address. You will also need to confirm if you give consent for the Responsible Organisation to view the certificate details online. This does not impact the designated manager listed against the DBS application from receiving the results also.



ID Documentation

If you have a valid Passport or Driving Licence, you should provide these details as part of the section below in line with DBS guidance. Failure to do so may result in delays or rejection of your application

Do you possess a Passport? 

Do you possess a Driving Licence? 

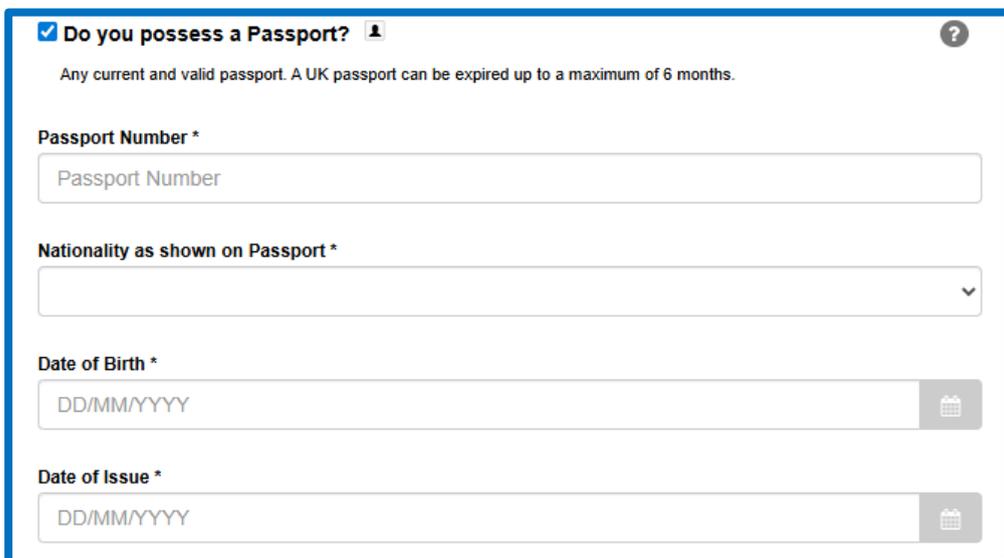
Fig 23. ID Documentation Section

You will see a check box next to each document, if you possess both documents, or one of the documents, you need to enter the document details from the input fields presented to you. The information will be checked by the ID verifier prior to being submitted to the DBS.

If you don't have one or both of the documents, you can proceed with the completion of the rest of the form without selecting the document(s).

For your passport, you will need to provide the following data:

- Passport Number
- Nationality as shown on Passport
- Date of Birth
- Date of Issue



Do you possess a Passport? 

Any current and valid passport. A UK passport can be expired up to a maximum of 6 months.

Passport Number *

Nationality as shown on Passport *

Date of Birth *



Date of Issue *

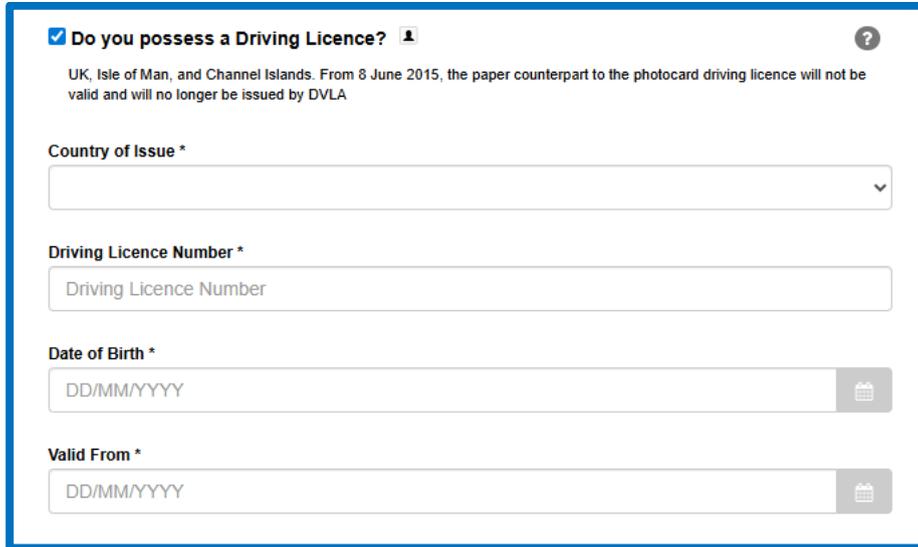


Fig 24. Passport input fields

For your driving licence, you will need to provide the following details:

- Country of Issue
- Driving Licence Number

- Date of Birth
- Valid From



Do you possess a Driving Licence? ⓘ

UK, Isle of Man, and Channel Islands. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA

Country of Issue *

Driving Licence Number *

Date of Birth *

Valid From *

Fig 25. Driving Licence input fields

Once you've checked the information and completed all the mandatory fields, click on the 'Continue' button to proceed to the previous addresses section of the form.

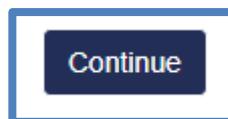


Fig 26. Continue button.

The fields on the online application form are validated to prevent invalid data entry. The system will prevent you from progressing onto the next stage of the application form if mandatory fields have not been completed. Below is an example of an error message. Erroneous fields will be highlighted in red upon saving.



Fig 27. Example validation message.

3.2. Address History

If you've not submitted the required five-year continuous address history, you will not be able to proceed. Address overlaps are permitted, however the system will pick up any gaps in address history, as illustrated below:

Please provide your 5-year address history from the date the application form is submitted. You should include overseas addresses where necessary. There must be no gaps in the addresses provided for this period. Please give full address details including postcode and the dates at which you resided at these addresses. **If you do not provide a full 5-year address history you will not be able to submit the form.** Failure to complete this information correctly could result in the DBS withdrawing your application with no refund being provided.

You currently need to account for an additional 2 years and 0 months of your 5-year address history before you can submit this application.

The following time periods are currently unaccounted for:

- 03/2020 - 03/2022

Fig 28. Address History validation.

Previous addresses can be added to complete the full five-year address history as required by the DBS. Once the full five-year address history has been completed, a confirmation message will be shown at the top of the page.

This section has been successfully completed. Please be aware that any more changes may require additional validation.

Fig 29. Address History fully completed confirmation.

If you make a mistake, you can ‘Edit’ and ‘Delete’ addresses using the icons in the ‘Actions’ column.

Addresses

+ Add Address

Address	Type	Date from	Date until	Actions
1, Address, Town, AA1 1AA, United Kingdom	Current	02/2021	03/2025	
2, Address, Town, AA1 1AA, United Kingdom	Previous	01/2010	02/2021	

Fig 30. ‘Edit’ and ‘Delete’ previous addresses.

The continuous five-year address history is a mandatory part of the DBS process, you must complete a full history in order to proceed.

3.3. Name History

After entering your full address history, you will then be prompted to enter details of any previous names as shown below:

You must fill in the fields marked with a * if you have had any additional names.
If you entered a Surname at Birth on the 'Details' page, you do not need to add this name again here. This name has already been recorded.
Please provide details of any other names used at any time during your lifetime and the dates during which the names were used.
Failure to complete this information correctly could result in the DBS withdrawing your application with no refund being provided.

Other Names Used

Name Type *	<input type="text" value="Select name type..."/>
Other Name *	<input type="text"/> ⓘ
Used From *	<input type="text" value="YYYY"/> 📅
Used Until *	<input type="text" value="YYYY"/> 📅

Fig 31. Other Name fields.

Once you've entered your previous names, these will be displayed below the entry fields. If you don't have any previous names, you will be able to progress through to the last stage of the application.

3.4. Confirmation Page

The final section of the application form allows you to review the information you've have entered prior to submission. If you notice an error on the form, you can navigate back to the relevant section from the tracker on the left-hand side of the page and update the details accordingly.

Please take the time to check that all the details provided below are valid and current. You can return to each stage of the application in the Application Tracker Menu should you need to make any corrections. Failure to complete this information correctly could result in the DBS withdrawing your application with no refund being provided.

Applicant Details	
Breakdown	
Current Name	Mr Test Applicant
Gender	Male
NI Number	
Position Details	ADULT WORKFORCE Marketing Specialist
Organisation	Test Business Unit
Date of Birth	01/01/1990
Surname at Birth	
Place of Birth	Maidstone GB
Contact Number	

Fig 32. Confirmation section.

You must then declare whether you've have had any previous convictions, cautions or warnings which would not be filtered in line with current guidance.

Criminal Convictions
<p>*Do you have any convictions or cautions which would not be filtered in line with current guidance?</p> <p>Please tick the box applicable to you. If you are unsure how to answer this question, advice can be sought from Nacro (an independent voluntary organisation working to prevent crime). Tel: 0300 123 1999 or email: helpline@nacro.org.uk</p> <p>Yes <input type="radio"/> No <input type="radio"/></p>

Fig 33. Criminal Conviction declaration.

Finally, the DBS consent and declaration statements must be completed, you must read through these statements and actively confirm that you understand how your data will be used for the purpose of obtaining a DBS disclosure.

Applicant Consent and Declaration

***Privacy Policy - standard/enhanced checks (paper and e-Bulk applications) declaration**
I have read the Standard/Enhanced Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbs-privacy-policies> and I understand how DBS will process my personal data and the options available to me for submitting an application.

***Consent to obtain e-Bulk standard/enhanced check electronic result**
I consent to the DBS providing an electronic result directly to the registered body that has submitted my application. I understand that an electronic result contains a message that indicates either the certificate is blank or to await certificate which will indicate that my certificate contains information. In some cases the registered body may provide this information directly to my employer prior to me receiving my certificate.

I understand if I do not consent to an electronic result being issued to the registered body submitting my application that I must not proceed with this application and I should submit a paper application form.

I understand that to withdraw my consent whilst my application is in progress I must contact the DBS helpline 03000 200 190. My application will then be withdrawn.

***Declaration by Applicant**
I have provided complete and true information in support of the application and I understand that knowingly making a false statement for this purpose is a criminal offence.

Fig 34. DBS consent and declaration statements.

Once the form has been submitted, you'll receive an onscreen confirmation message and an email notification to confirm that your section has been completed.

If your application is set to be verified by a named ID verifier, the ID verifier will receive an automated email to confirm the application is ready to be verified. You'll need to provide the ID documentation to your named ID verifier to check the documents in line with the DBS verification guidance. Links to the applicable guidance can be found below:

[DBS Standard/Enhanced Verification Guidance](#)

[DBS Basic Verification Guidance](#)

If your application is set to use a Digital ID check to confirm your identity (this will be determined by your organisation), you will then be required to complete the Digital ID verification process. You will be guided through this process and how to complete the Digital ID check via the instructions onscreen.

Your application has been successfully submitted. You may now log out or proceed with your next application if applicable.

Fig 35. Applicant section completed confirmation.



If you fail to submit your form within 5 days, an automated reminder email will be sent to your email address, to remind you that the application form needs to be completed. A notification will also be sent to the ID verifier asking them to ensure that the application is completed as soon as possible.

Once ID verification has concluded, you will receive an email with the e-form reference number once your application has been submitted to the DBS for processing. You are able to track your application using your e-form reference number and your Date of Birth via the [DBS tracking portal](#) to monitor what stage it is in.

If you are experiencing financial difficulties as a result of the delay to your application you are able to raise a Hardship Case directly with the DBS by telephone 03000 200 190 or by email: customerservices@dbs.gsi.gov.uk.