Candidate User Guide

UCRB
United CRB

UCRB eBulk System

United DBS Online Disclosure service - User Guide Manual

Introduction

Getting Started

To complete this part of your online DBS you will **need to have your login credentials.** These would either have been printed off and given to you by the person wishing to carry out the DBS on you, or if you provided your email ID they would have been emailed directly to your email address.
An online DBS check can be completed by accessing the internet from any PC/Laptop providing that it has Internet Explorer or Firefox. Please do not use Google Chrome. If you don't own your own computer, you can go to any internet café or local library.

Below are a few points you will need to look at before starting so that you are aware of any possible reason why you may not be able to progress with your online application:

1. **Please ensure that all pop-ups are unblocked to allow you to access them.**

2. **You must ensure that you have <u>Internet Explorer</u> or <u>Firefox</u> to be able to access the eCRB system as Google, Google Chrome, etc will not work and the system may look distorted.**

3. **Due to the sensitive nature of the information and security the time out on UCRB system is 5 minutes.**

4. **Please ensure that all pop-up boxes are closed once finished. If you do not close them once you have finished with them this may interfere with other pop-up boxes that you may need further on in the process.**

5. **From the date that you initially start your application you will have a time limit of 30 days to complete your application, or your application will be withdrawn and you will need to start the process from the beginning.**

Logging into URCB

Firstly you have everything to start your DBS application for you should click on the link below which will take you to the candidate login page, alternatively if you have been sent your login details via email the link will also be within the email sent:
https://candidate.crblive.com
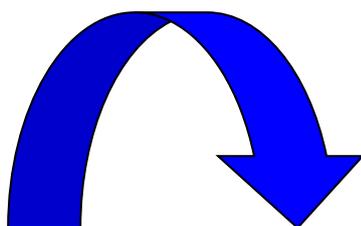
Once you have clicked on the link you will be taken to the screen below where you will be required to enter the login credentials that you were given, or that were emailed to you.
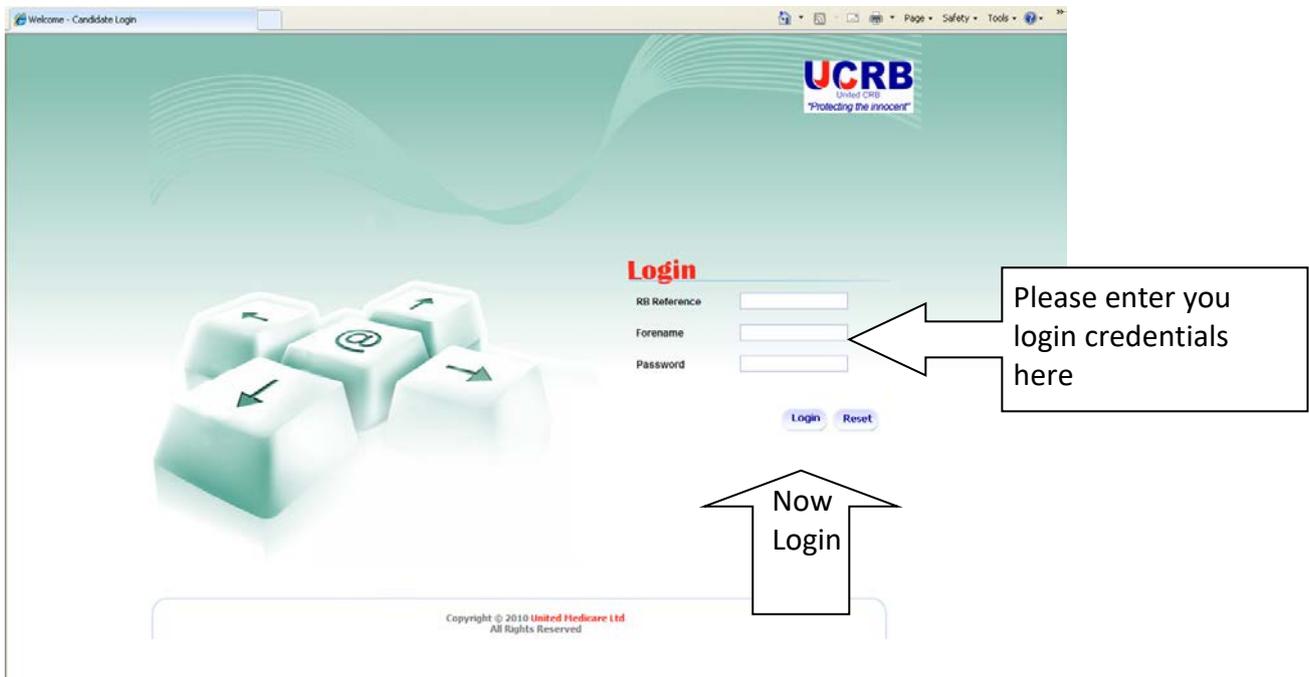
Once you have logged in successfully you will see the screen below. The application form is a simple 5 step process.
You will now need to start entering your personal details.
Mandatory fields are denoted by (*) and they are compulsory.

Personal Details: Step 1

On this page you will be required to enter all personal details starting with your title that will be picked from a drop-down list.

You will then be required to enter both your forename and surname ensuring the spelling is accurate. You will then need to enter any middle names you may have. **IT'S IS VERY IMPORTANT THAT YOU INCLUDE ANY MIDDLE NAMES IF HAVE ANY AS IT CAN CAUSE A DELAY ON YOUR FORM IF IT HAS NOT BEEN ENTERED AT THIS POINT.**

You will then need to enter your gender from a drop-down box, followed by your language preference and the last bit which is you National Insurance number (which is optional).

Numbers have been entered in the forename this is the reason for this message

Any other errors that occurs while completing this section will also throw up error messages, detailing exactly what the error is so that you can go back and amend it.

Once you have completed this section correctly you will need to click **Next.**

Current Address Details: Step 2

Here you will be required to complete your current address details. Similar to the personal details each field will only accept certain punctuation, numbers and alphabets. If you do enter any of these into a wrong field, the system will automatically generate an error message that will pop-up on your screen. On the image below you are able to see an example of one of these error messages.

I have entered a question mark into the post code so it has popped up with this error message.
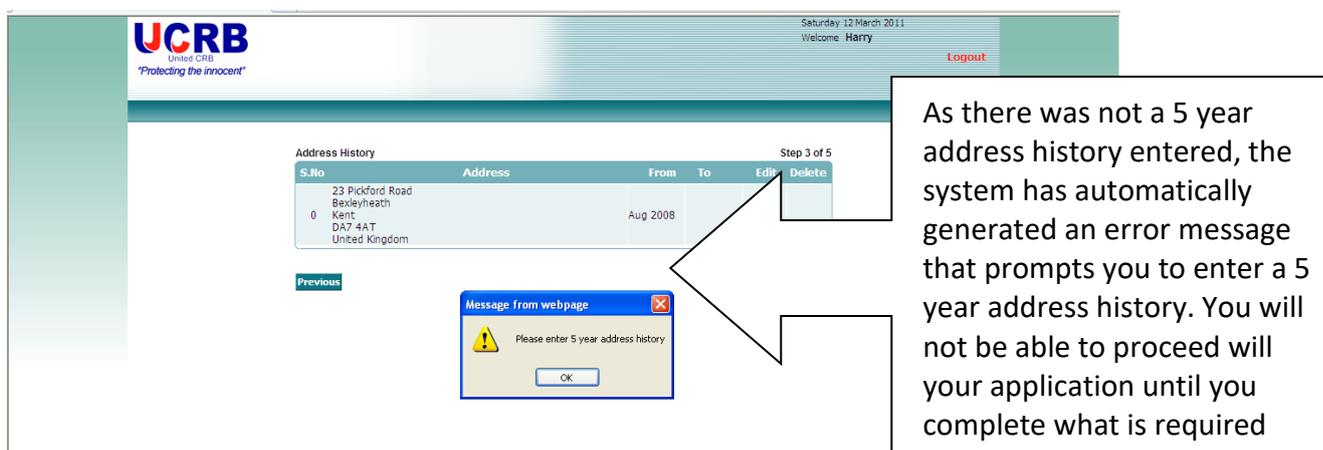
If the system detects more errors after you have corrected the first one, it will automatically keep popping up more error messages until you have completed everything correctly.

Address History: Step 3

Once you have clicked next you will be taken to the screen below. This is now showing you the address that you entered on the previous screen. In this section you must have a 5 year continuous address history, and the system will not let you move to the next step unless you have entered this in.

If you have been living in your current address for more than 5 years this section will NOT apply to you and you can click next. Please make sure that the month and year of each address follows that of the previous address, e.g. if you moved house in 08/2008 ensure that this date is repeated as your last date at your previous address and also the first date that you moved into your new address.

If you have not lived in your current address for more than 5 years and try to click next, the system will not allow you to move on with your application.

As there was not a 5 year address history entered, the system has automatically generated an error message that prompts you to enter a 5 year address history. You will not be able to proceed will your application until you complete what is required

To complete your 5 year continuous address history you must click on the **add address** button. Here you will be able to add further addresses.

Once you have clicked on this you will be taken to the page below where you will need to enter your additional addresses.

S.No	Address	From	To	Edit	Delete
1	23 Pickford Road Bexleyheath DA7 4AT United Kingdom	Aug 2008			

Add Address

AddressHistory

Address Line 1 *	111 Bexley Place
Address Line 2	
Town *	Bexleyheath
County	Kent
Country *	United Kingdom
Postcode *	DA7 6TD
Date From *	01 2000
Date To *	08 2008

Previous

> As you can see this date on the additional address history coincides with date above which is on the current address

YOU MUST ENSURE THAT ALL DATES MUST COINSIDE WITH NO GAPS AND ALL UK ADDRESSES MUST CONTAIN A POSTCODE. IF YOU ARE UNABLE TO REMEMBER THE POSTCODE PLEASE USE THE ROYAL MAIL POSTCODE FINDER
https://www.royalmail.com/find-a-postcode

If the second address you add does still not make a 5 year address history you will need to repeat the process until you do have a complete 5 continuous address history with no gaps. When you add extra addresses it will look like the screen below:

PLEASE NOTE:
This edit and delete button is so that you are able to amend any addresses or delete them should you see an error

S.No	Address	From	To	Edit	Delete
1	23 Pickford Road Bexleyheath DA7 4AT United Kingdom	Aug 2008			
2	111 Bexley Place Bexleyheath Kent DA7 6TD United Kingdom	Jan 2000	Aug 2008	Edit	Delete

Add Address

Previous   **Next**

Once you are happy that there is a 5 year address history you can click **Next**. If it is still not a 5 year address history the system will send another pop-up error message and it will not let you proceed until the address history is complete. I

Additional Applicant Details - Part One: Step 4

You are now on stage 4 of 5 of your application. In this section you need to complete details about any previous surnames that you may have had. Similar to the address history there should be no gaps or overlaps. **IF YOU HAVE NEVER CHANGED ANY OF YOUR NAMES LEAVE THIS SECTION AS IT IS NOT MANDATORY AND CONTINUE.**

If you have changed your names since birth you will need to enter them here. Once you have entered the previous surname you used you then have the facility to add another name, to do this you must click 'add other surname'.

If you enter dates that are not correct you will be presented with the error message below. This will happen until you are able to get the dates correct.
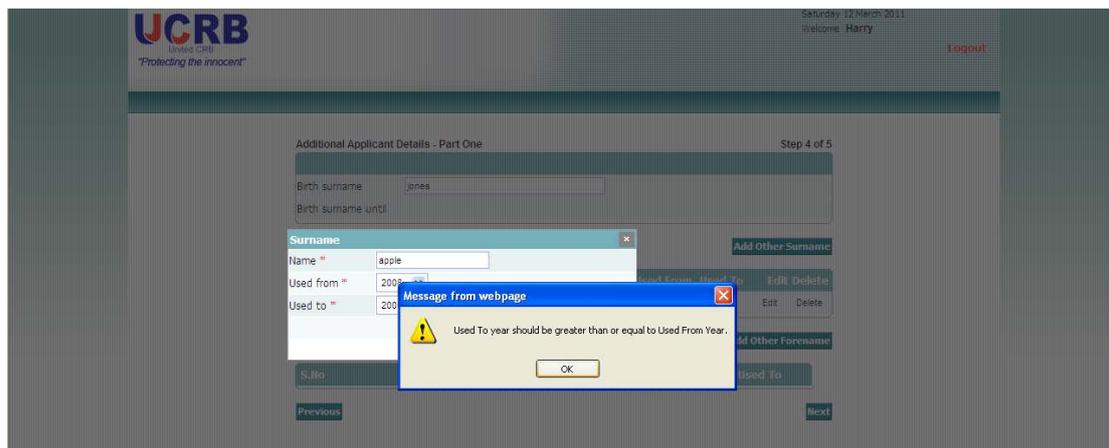
If you have changed your forenames you will also need to enter this in the same way as you entered a previous surname. Ensure that you include forename and middle name(s). Once you have completed this click '**next**'.

Additional Applicant Details - Part Two: Step 5

In this section not all of the fields are mandatory but it will help if you completed all that is required. In this section, similar to other sections, you will be presented with an error message should you enter a wrong character that that particular field will not accept.

Additional Applicant Details - Part Two	Step 5 of 5
Place of Birth Details	

Place of birth - Town *		Place of birth - Town is required.
Place of birth - County		
Place of birth - Country *	Select Country ▼	Place of birth - Country is required.
Place of birth - Nationality		

Contact Details

Email Address	
Contact Number	

Conviction History

Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance?*	Select ▼	Required.

[Previous]   [Next]

When completing this section you must answer the question: **Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance?***
This question is Mandatory to select Yes/No. You can refer to guidance on the DBS website or contact the DBS on 03000 200 190.

For more information on spent and unspent convictions see Rehabilitation of Offenders Act 1974 at:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/299916/rehabilitation-of-offenders-guidance.pdf

Place of Birth Details

Place of birth - Town *	Bexleyheath
Place of birth - County	
Place of birth - Country *	United Kingdom
Place of birth - Nationality	

Contact Details

Email Address	
Contact Number	

Conviction History

Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance?*   Yes

If you would like any further information or clarification kindly follow this link http://www.dft.gov.uk/pgr/security/personnelsecurity/crc/

[Previous]   [Next]

> If you put yes in the drop-down box, it will automatically show a link that will give you more information on spent and unspent convictions

Once you have finished all 5 steps you will see your application in full, section by section from step 1 to 5.

Personal Details

Title	MR
Forename	Harry
Surname	Smith-Jones
Middlename 1	
Middlename 2	
Middlename 3	
Date of birth	10/10/1990
Gender	Male
Language Preference	English
NI Number	

Edit

Address Details

S.No	Address	From	To	
1	Bexleyheath DA7 4AT United Kingdom 152741	Aug 2008		
2	Bexleyheath Kent DA7 6TD United Kingdom 157637	Jan 2000	Aug 2008	

Edit

This is how your application will look once complete. When you get to this stage you should now read through the information that you have entered to ensure that all the information you have entered is correct. If you see any part of the application where an error may have occurred, you are able to go back and edit this using the 'Edit' button at the side of the section you wish to amend. If you do decide that you want to edit some information, when you click on edit in the relevant section it will take you directly to that section. Once you have amended what you needed to it will then run through all of the 5 steps, should you wish to change that data in more than one section.

Once you are happy that the data you have entered is correct you will need to read through the information at the end of the application form to ensure you are happy with all before you submit your form to your employer:

Statement of Fair Processing

By completing this form I consent to the transfer of my information to the disclosure and barring service for the purpose of a Disclosure Application and have read and agree to the Statement of Fair Processing.

Applicant Declaration

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

☐ Please tick this to confirm that you have agreed to the Applicant's Declaration

Privacy Policy- standard/enhanced checks (paper and e-Bulk applications) declaration

I have read the Standard/Enhanced Check Privacy Policy for applicants DBS privacy policy and I understand how DBS will process my personal data and the options available to me for submitting an application

☐ Please tick this box to indicate that you have read and agree to the Privacy Policy

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.

Select
Yes, I Consent
No, I do not Consent and wish to do a paper form

Submit

Once you have submitted your application you will see the message below. Your application is now with your employer and you will need to make a note of your RB reference number and visit your employer along with copies of ID they require in order to complete the DBS

process.

Identity Documents
Group 1 - Adoption Certificate (Issued by UK and Channel Islands)
Group 1 - Birth Certificate - Issued within 12 months of birth (Refer: Note 3)
Group 1 - Current driving licence photocard - full or provisional. Issued by UK, Isle of Man, Channel Islands and EEA (Refer: Note 2)
Group 1 - Irish Passport – Passport issued in Ireland ONLY
Group 1 - Passport - All countries excluding Ireland (Refer: Note 1)
Group 2a - Birth Certificate - issued after time of birth (Issued by UK, Isle of Man and Channel Islands)
Group 2a - Current driving licence (full or provisional) - paper version (if issued before 1998) (Refer: Note 5)
Group 2a - Firearms licence (Issued by UK, Isle of Man and Channel Islands)
Group 2a - HM Forces ID card (Issued by UK)
Group 2a - Marriage/civil partnership Certificate (Issued by UK and Channel Islands)
Group 2b - Bank or building society account opening confirmation letter (Issued by UK)
Group 2b - Bank or building society statement (Issued within UK and Channel Islands or EEA)
Group 2b - Benefit statement, for example Child Benefit, Pension (Issued by UK)
Group 2b - Cards carrying the PASS accreditation logo (Issued by UK, Isle of Man and Channel Islands)
Group 2b - Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC (Issued by UK and Channel Islands)
Group 2b - Council Tax statement (Issued by UK and Channel Islands)
Group 2b - Credit card statement issued by UK or EEA
Group 2b - Financial statement, for example pension or endowment (Issued by UK)
Group 2b - Irish Passport Card
Group 2b - Letter from head teacher or college principal (Refer: Note 9)
Group 2b - Mortgage statement issued by UK or EEA
Group 2b - P45 or P60 statement (Issued by UK and Channel Islands)
Group 2b - Utility bill (Refer: Note 8)

Note 2: UK, Isle of Man, Channel Islands and EEA. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA

Note 3: UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces

Note 4: All countries outside the EEA (excluding Isle of Man and Channel Islands)

Note 5: UK, Isle of Man, Channel Islands and EEA

Note 6: Issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based

Note 7: Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application

Note 8: UK - not mobile telephone bill

Note 9: UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided

Note 1: Current and valid passport excluding Ireland

If you have any problems completing your online application please contact your employer.