

# Basic DBS Platform Administrator User Guide

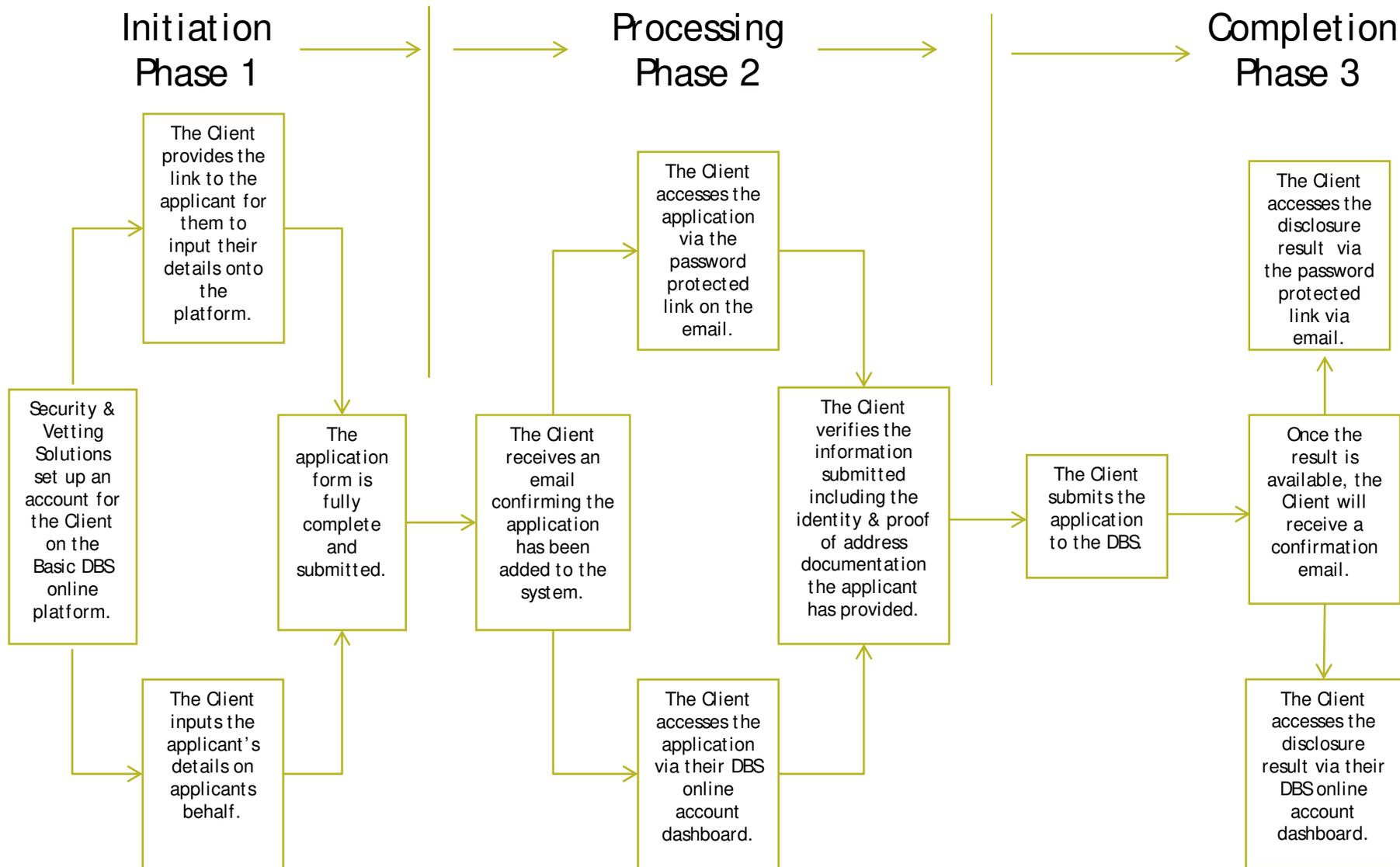


Security & Vetting Solutions  
Screening Simplified

14A Humphrey Farms, Hazeley Road, Twyford, Winchester, Hampshire, SO21 1QA, UK  
Website: [www.security-vetting.co.uk](http://www.security-vetting.co.uk) Email: [enquiries@security-vetting.co.uk](mailto:enquiries@security-vetting.co.uk) Telephone: +44 (0) 1962 600 110



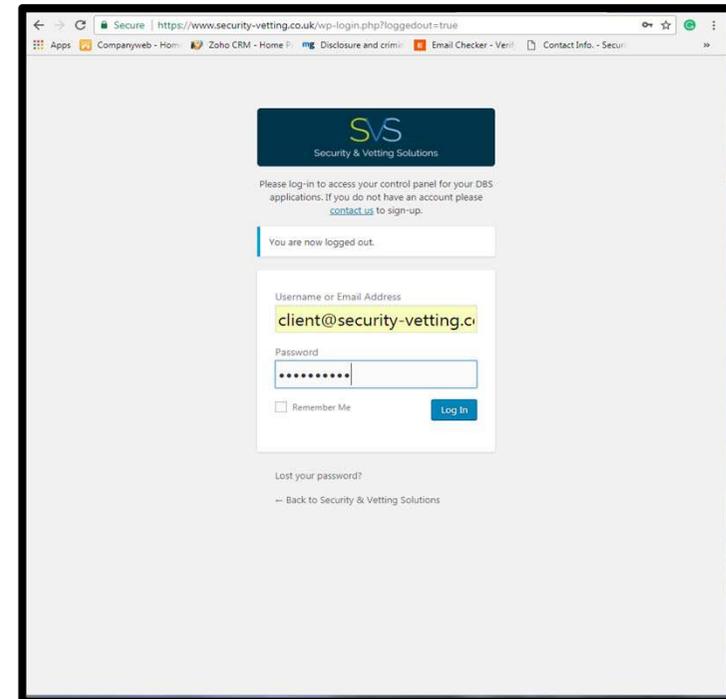
# DBS Application Process Flow



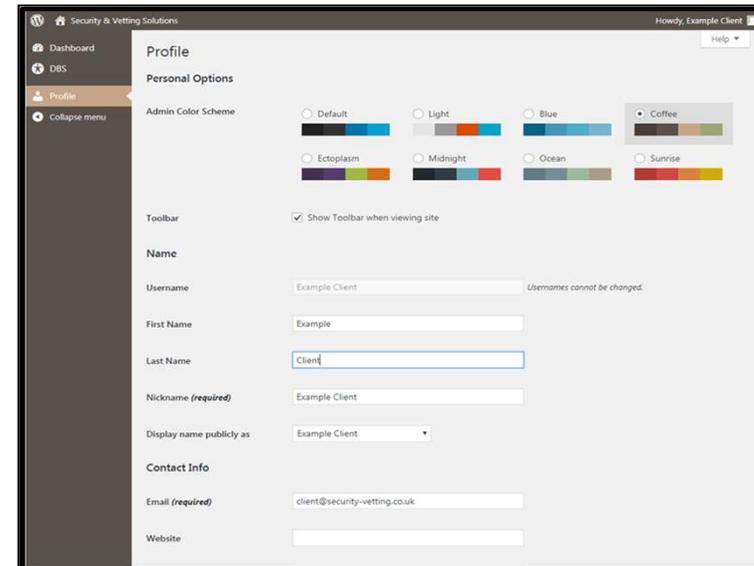
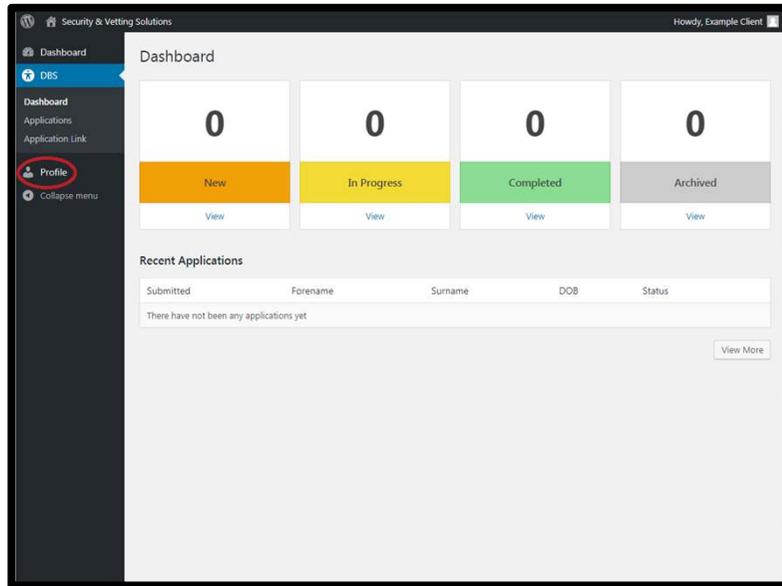
# How to log in to your DBS profile?

To log in to your SVS DBS platform please follow the link below:

- <https://www.security-vetting.co.uk/wp/wp-login.php>
- PLEASE USE A PC AND GOOGLE CHROME ONLY.
- Enter your email address or username along with the password.
- The password can be changed in your profile once you have logged in.
- There are 2 levels of roles available:
  - Level 1 will have the ability to send application links, view/ edit application before submitting them and submit them.
  - Level 2 will include everything within Level 1 can but you will also be able to view results and print certificates.
- Please contact SVS to add or remove a user or change the level of an existing user.

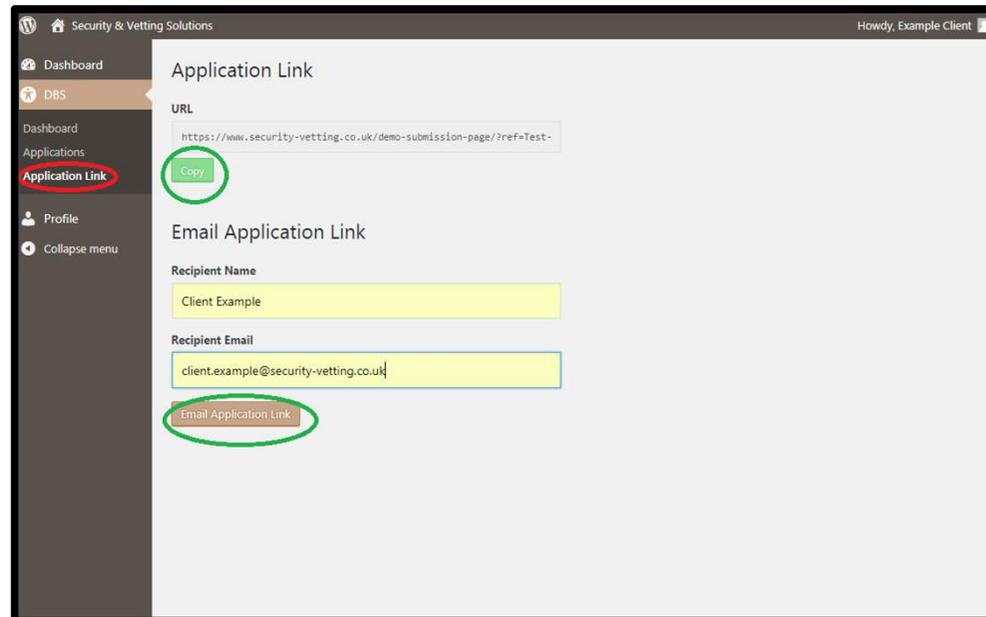


# Your account



- This is the homepage for our system.
- You can manage and customise your profile:
  - Add additional information, such as website, social network links and even a picture.
  - Choose a bespoke colour scheme.
  - Generate a new password.

# How do I start the process?



- In order to request checks on a new applicant simply select “Application Link” on the left-hand side. (circled in red on the picture)
- There are 2 methods for adding new applicants:
  1. You can provide the link to your applicant for them to input their details onto the platform.
  2. You can input the applicant details on their behalf.
- If you provide the applicant's name and email address, the system will send them an email issuing them with the link to input their details onto the DBS platform. (circled in green on the picture)

# How do I complete an application?

The screenshot shows the 'Name' tab selected. The 'Current Address' tab is highlighted in red. The 'Name' tab contains the following fields:

- Title: Mr
- Forename: Example
- Middle Names: Example
- Present Surname: Example
- Other Names Used?: Please state all names used. Yes
- Other Forename Remove: Example
- Other Middle Names: Example
- Other Surname: Example
- Used From: 01/01/2000
- Used To: (empty)

A red error message is displayed: "Other Names Used To is a required field". A "Next" button is visible at the bottom left.

The screenshot shows the 'Current Address' tab selected and circled in green. The 'Current Address' tab is highlighted in red. The 'Current Address' tab contains the following fields:

- Date of Birth: 01/01/2000
- Birth town: Any Town
- Birth Country: United Kingdom
- Gender: Male
- Email Address: client.example@security-vetting.co.uk
- Contact Number: +441234 567 890
- Mobile Number: +441234 567 890
- Passport Details Available: Yes
- Passport Number: 12365478
- Passport Country Issue: United Kingdom
- UK Driving License Details Available: No
- NI Number Available: No
- DBS Profile Number Available: No

A "Next" button is visible at the bottom left.

- Please enter all personal information including any middle names and any previous names used.
- Not completed mandatory fields and pages will be highlighted red.
  - In order to return to a previous page please select the relevant page to return to. (circled in green on the picture)

# How do I complete an application?

The screenshot shows the 'Current Address' step of an application form. The navigation bar at the top includes 'Name', 'Personal Details', 'Current Address' (highlighted in blue), 'Past Addresses' (highlighted in red), 'Other Information', and 'Submit'. The form fields are as follows:

- Address Line 1: Unit 14A Humphrey Farms
- Address Line 2: Hazeley Road
- Town: Twyford Winchester
- County: Hampshire
- Postcode: SO21 1QA
- Country: United Kingdom
- Resident Since: 01/01/2005

A 'Next' button is located at the bottom left of the form.

The screenshot shows the 'Past Addresses' step of an application form. The navigation bar at the top includes 'Name', 'Personal Details', 'Current Address', 'Past Addresses' (highlighted in blue), 'Other Information', and 'Submit'. The form includes a question: 'Previous 5 years address history available? A full 5 years address history must be provided for a valid check.' with a 'Yes' radio button selected. Below this, the form fields are as follows:

- Address Line 1 (Previous): Unit 14A Humphrey Farms
- Address Line 2 (Previous): Hazeley Road
- Town (Previous): Twyford Winchester
- County (Previous): Hampshire
- Postcode (Previous): SO21 1QA
- Country (Previous): United Kingdom
- Date From: 01/01/2000
- Date To: 01/01/2001

An 'Add Previous Address' link is located below the date fields, and a 'Next' button is at the bottom left.

- Please enter the last 5 years of the address history.
  - Please do include any address outside the UK including the postal/ zip code.
  - Please do include start and end dates for each address in a DD/MM/YYYY format.

# How do I complete an application?

The screenshot shows a web form for a DBS application. At the top, there are navigation tabs: 'Name', 'Personal Details', 'Current Address', 'Past Addresses', 'Other Information', and 'Submit'. The 'Other Information' tab is active. The form contains several fields:

- Purpose of Check: Employment
- Employment Sector: Law Enforcement and Security
- Position Applied For: Security Engineer
- Name of Employer: Example Client Ltd
- Do you have any Unspent Convictions? No
- Receive Paper Certificate? Yes
- Receive at Current Address? Yes
- Is consent provided to RO? Yes
- Identify Verified? Yes
- Evidence Checked By: HR Manager

A green circle highlights the three 'Yes' selection fields: 'Receive Paper Certificate?', 'Receive at Current Address?', and 'Is consent provided to RO?'. A 'Next' button is located at the bottom left of the form.

- In order for the original DBS certificate to be sent to the applicant's home address, please select 'Yes' in the relevant fields. (circled in green on the picture)
- You will be able to amend the original certificate delivery address via the admin page.
- This will be explained in more detail on the pages following.
- PLEASE NOTE THAT THE ORIGINAL DBS CERTIFICATE WILL NOT BE SENT IF YOU SELECT 'NO' IN THE 'RECEIVE PAPER CERTIFICATE' .
- RO – Responsible Organisation. Security & Vetting Solution are a Responsible Origination of the DBS.

# How do I know when an application has been submitted?

The screenshot displays the SVS dashboard interface. On the left is a navigation sidebar with 'Applications' highlighted. The main content area features four summary cards for application statuses: 'New' (1), 'In Progress' (0), 'Completed' (0), and 'Archived' (0). Each card has a 'View' button. Below these is a 'Recent Applications' table with columns for Submitted, Forename, Surname, DOB, and Status. A 'View' button is present at the end of the first row in the table.

Submitted	Forename	Surname	DOB	Status
28/03/18 10:28	Example	Example	2000-01-01	New

- Whenever applicant details have been input onto the platform, you will be notified by email that this has been done.
- Alternatively, you can access the application via the dashboard. Recently submitted applications will appear under 'New'.
- Once the applicant details have been entered, you can verify the information submitted by the applicant against the documents they have provided.

# How do I change the certificate delivery address?

- In order to redirect the original certificate please select 'No' in the 'Receive at Current Address' field. (circled in green on the picture)
- Please enter your name, the company name and the relevant company address.
- Please note:
  - The 'Recipient Name' may only be a Level 2 user previously agreed with SVS
  - Please enter the company address using CAPITAL LETTERS ONLY.

The screenshot shows a web form with the following fields and values:

- Address: Twyford Winchester
- County: Hampshire
- Postcode: SO21 1QA
- Country: United Kingdom
- Date From: 01/01/2000
- Date To: 01/01/2001
- Recipient Name: Example Example
- Recipient Department: Example Client
- Address Line 1: ANY UNIT
- Address Line 2: ANY BUSINESS PARK
- Town: ANY TOWN
- County: ANY COUNTY
- Postcode: SO21 1QA
- Country: United Kingdom

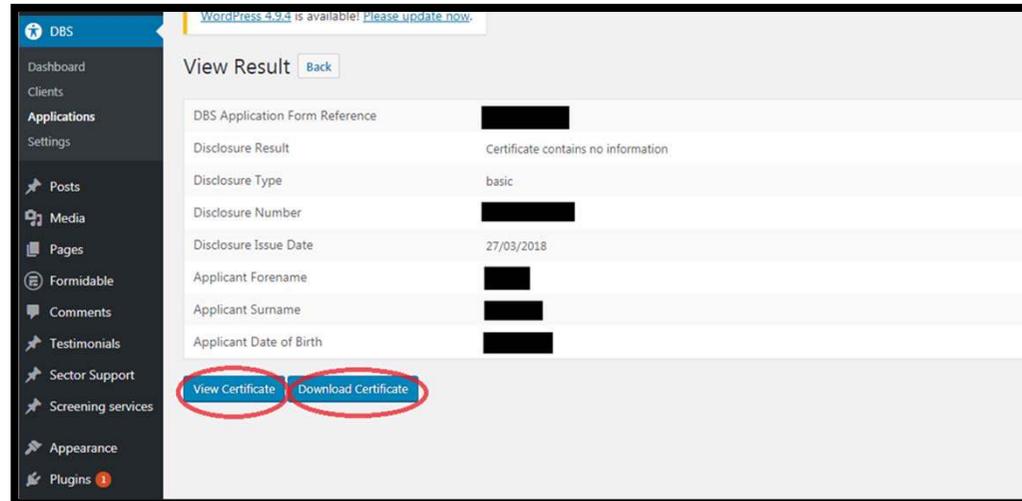
The 'Receive at Current Address?' field is circled in green and contains the value 'No'.

# How do I request a check?

The screenshot shows a web application interface for viewing an application. At the top, there is a 'View Application' header with a 'Back' link. Below this, the form is divided into several sections. On the left, there is a 'Client' section with the text 'Test Client Ltd' and an 'Application Date' of '28/03/2018 10:28:06'. In the center, there is an 'Invoice Reference' section with an input field and an 'Update Invoice Reference' button. On the right, there is a 'New' button and a 'SUBMIT TO API' button, which is circled in red. Below these sections, there is a 'Last Activity' section with the text 'Last Activity was by System at 11/04/2018 14:55:02' and a 'View Full History' button. At the bottom, there is a form with several fields: 'Title' (Mr), 'Date of Birth' (01/01/2000), 'Forename' (Example), 'Birth Town' (Example), 'Middle Names' (empty), 'Birth Country' (United Kingdom), 'Present Surname' (Example), and 'Gender' (Male).

- Once you have verified the applicant's details, you can submit the application to the DBS by selecting the 'Submit to API' button.
- Please note that you cannot amend or remove the application once it has been submitted to the DBS.
- You will be able to submit the application up to 3 months after the details have been entered.
- After 3 months the application will be automatically removed from the system.

# How can I view a result?



- When a disclosure result is available, you will be notified by email.
- Alternatively, you may access the result by selecting the 'Completed' tab on the dashboard.
- You can view or download the electronic E-certificate by accessing the applicant's details.
- You will be able to view or download the certificate for 6 months after the result has been issued.
- After 6 months the application will be automatically removed from the system.

# What information does the E-certificate provide?

- The E-certificate will confirm whether the applicant has any unspent criminal record convictions.
- In order to view the exact details of the applicant's record you would need to evidence the original certificate.

**SVS**  
Security & Vetting Solutions  
Screening Simplified

**Disclosure & Barring Service (DBS)**  
**E-Certificate**

This document is strictly private and confidential

**DBS Application Form Reference**  
E1234567891

**Disclosure Result**  
Certificate contains no information or Please wait to view applicant certificate.

**Disclosure Type**  
Basic

**Disclosure Certificate Number**  
0123456789

**Disclosure Issue Date**  
22/12/2017

**Applicant Name**  
Any Name / Other

**Applicant Date of Birth**  
01/01/1900

This E-Certificate is warranted by Security & Vetting Solutions Ltd as correct in accordance with the information supplied by you for the purposes of a criminal record disclosure and the result of the disclosure issued to us by the Disclosure & Barring Service (DBS). The DBS have conducted a search of the Police National Computer and have issued the disclosure result as stated, in accordance with the Rehabilitation of Offenders Act 1974 and any subsequent update.

We express no opinion with regard to the contents of the E-Certificate or certificate sent directly to the candidate. We are not liable for any act or omission that you take as a result of this disclosure. A record of this disclosure will be retained in accordance with the General Data Protection Regulations and the Data Protection Act for a period of not more than 6 months after which time it will be automatically deleted. It is your responsibility to use this disclosure in accordance with your business need and a duplicate disclosure cannot be issued.

The DBS Privacy Policy for Applicants is published at: <https://www.gov.uk/government/publications/dbb-privacy-policies-for-basic-checks>

General Data Protection Regulation / Data Protection Act. The information supplied to Security & Vetting Solutions is confidential and processed within provisions of the legislation. It will only be used for the purpose of which you have agreed. Our privacy and data protection policies are published at [security-vetting.co.uk](http://security-vetting.co.uk). For any personal data processing query, subject access request, data correction request, withdrawal of consent request, please email [governance@security-vetting.co.uk](mailto:governance@security-vetting.co.uk)

Page 1 of 1

Company Registration No 5351556. Registered office: Ridge House, Colden Common, SO211UX. Vat Registration No GB 855 9957 52.  
All business activities are undertaken on our standard terms & conditions, a copy of which is available at [security-vetting.co.uk](http://security-vetting.co.uk)

# How do I manage applications?

The screenshot displays the DBS Administrator Dashboard. On the left is a navigation menu with 'Applications' highlighted. The main area features four status cards: 'New' (1), 'In Progress' (0), 'Completed' (0), and 'Archived' (0). Each card has a 'View' button. Below these is a 'Recent Applications' table with columns for Submitted, Forename, Surname, DOB, Status, and a 'View' button. The 'Status' column has a 'New' tag, and the 'View' button is circled in red. A 'View More' button is at the bottom right.

Submitted	Forename	Surname	DOB	Status	View
28/03/18 10:28	Example	Example	2000-01-01	New	View

- You can view, edit, submit, view the progress or view results of your applications via the dashboard.
- After 6 months from the result issue date, all applications will be given an 'archived' status with the record of application saved.