



GUIDANCE NOTES NO:

**3.6**

# OBTAINING A DBS CHECK ONLINE

**FOR ALL**

Version: 1.2  
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**FOR ALL**

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# 1. THE CLUB REGISTRATION PROCESS

The Club Welfare Officer (CWO) should send an email to [FAchecks@TheFA.com](mailto:FAchecks@TheFA.com) indicating that they wish to register. Remember to include the CWO's name, their FAN and the club name in the email.

The CWO will receive an email reply with an Information Sheet and a Registration Form attached.

**From:** Daniel Storey  
**Sent:** 29 October 2018 16:54  
**To:** FADRS <[FAchecks@thefa.com](mailto:FAchecks@thefa.com)>  
**Subject:** ONLINE CHECKS

Hi,

My name is Daniel Storey and I am the Club Welfare Officer for ABC Football Club.

I wish to register my club so that we can process our criminal record checks online.

Please send me the registration information.

Many thanks,

Daniel Storey

Subject: FA DBS Online Disclosures Registration

attached: 1 FA DBS Online Club Registration.docx 27 KB, 2 FA DBS Online Club Registration Form.docx 206 KB

Thank you for enquiring about The FA DBS Online Disclosures service. Please find attached instructions and associated Registration Form for completion and return to [FAchecks@TheFA.com](mailto:FAchecks@TheFA.com). Please read the information carefully and retain for future reference.

Online applications must only be completed by the applicant. If you have paper DBS Application Forms completed by the applicant you cannot enter these onto the online system for processing.

**Please note:** Completion of an online DBS application is not confirmation of an FA Accepted DBS. The DBS record status must be confirmed by viewing the individuals safeguarding record on The FA's **Whole Game** portal which can be accessed by clicking on this link <https://wholegame.thefa.com> or through your local County FA's website or The [FA.com](http://FA.com). For more information regarding The FA's Whole Game Portal [Click Here](#) and go to the red 'Help' tab, or speak to your local County FA.

# 1. THE CLUB REGISTRATION PROCESS CONT'D

The CWO should complete the attached Registration Form and send it by email to [FAchecks@TheFA.com](mailto:FAchecks@TheFA.com)



The screenshot shows the 'FA DBS Online Club Registration Form' from GBG | OnlineDisclosures. It includes instructions for registration, a 'Club Details' table, and a 'Club Welfare Officer' table. The 'Club Details' table has fields for Club name, Address Line 1, Address Line 2, Town, County, and Postcode. The 'Club Welfare Officer' table has fields for CWO name, Email address, and Telephone number.

Club Details	
Club name (as recorded by County FA)	
Address Line 1	
Address Line 2	
Town	
County	
Postcode	

Club Welfare Officer	
CWO name	
Email address (used for all future correspondence relating to online applications)	
Telephone number (daytime)	

**From:** FAchecks@TheFA.com  
**To:** CWO / email enquirer  
**Subject:** FA DBS Online Club Registration

I thank you for enquiring about The FA DBS Check Online Disclosures application process. To register to use this service please complete the attached Club Registration Form and return by email to [FAchecks@TheFA.com](mailto:FAchecks@TheFA.com).

Once this is received and the information validated against County FA records, access to the Online Disclosures service will be granted. You will receive two emails. One will confirm your personal login details needed to activate your account as a verifier. The other will provide all the information you require to check your club members.

Once the account is activated your club members can commence the application process. Applicant guidance is provided and this must be presented to each club member requiring a check.

**These details are unique to your club registration and should be retained for future reference.**

**Please Note:** To use this service Club Welfare Officer (CWO) needs to have an *accepted DBS*, and have completed the Welfare Officer Workshop (you will find this on the *Online Safeguarding Service* accessed via your CFA Member's Services).

If you are a CWO requiring a DBS, follow the same process and submit your application online. You will need to have your ID verified by a County FA Verifier. A County FA Verifier list will be detailed on the summary page of your online application. Once your DBS has been *accepted*, contact us and we will set you up as your club verifier.

**Who needs a DBS Enhanced Disclosure?**

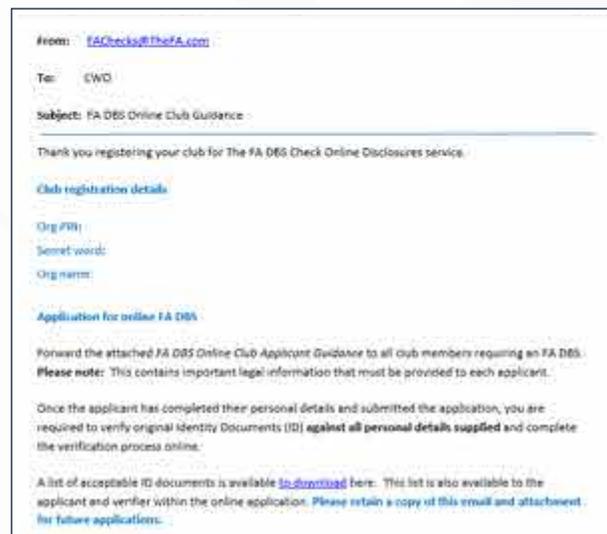
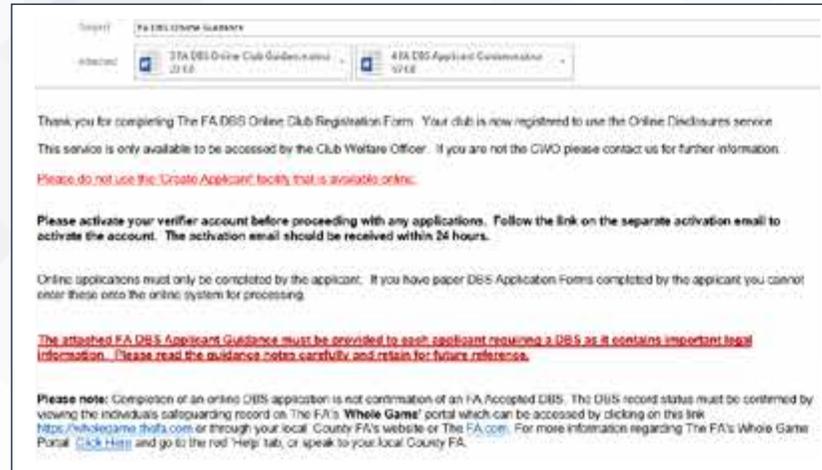
# 1. THE CLUB REGISTRATION PROCESS CONT'D

The FA DBS team will add your club to the online system.

The CWO will receive an email which contains two attachments:

1. Guidance notes for the CWO
2. Guidance notes for the applicant

The guidance notes for the applicant provide them with the information to start the DBS application the process.



# 1. THE CLUB REGISTRATION PROCESS CONT'D

The CWO will also receive an email to confirm that they have been added to OnlineDisclosures as a verifier.

This will contain an Organisation Pin unique to the club, confirmation of their email address (which should be used as the username) and a link to OnlineDisclosures.

The CWO should click the link in the email.

They will be asked to create a password. This is unique to them and should not be shared. This is needed to access OnlineDisclosures in the future.

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**From:** OnlineDisclosures System <OnlineDisclosures@gbgplc.com>

**Sent:** 30 October 2018 08:48

**To:** Daniel Storey

**Subject:** New Verifier Account Activation

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

Dear Daniel Storey

You are now registered as a Verifier for Test FC.

To activate your OnlineDisclosures account and create a password, please click on the link below:

<http://gbg.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=VNSU7bwqecQ%3d&UserKey=c6cmyyJ7kOYqL6kNnMtYEQ1HT|8mkQxPeDRHJV%2bAMFs%3d>

Your sign in details are:

Organisation PIN: 123456

Email address: [scarlett.tasker@demo.com](mailto:scarlett.tasker@demo.com)

## 2. THE APPLICANT REGISTRATION PROCESS

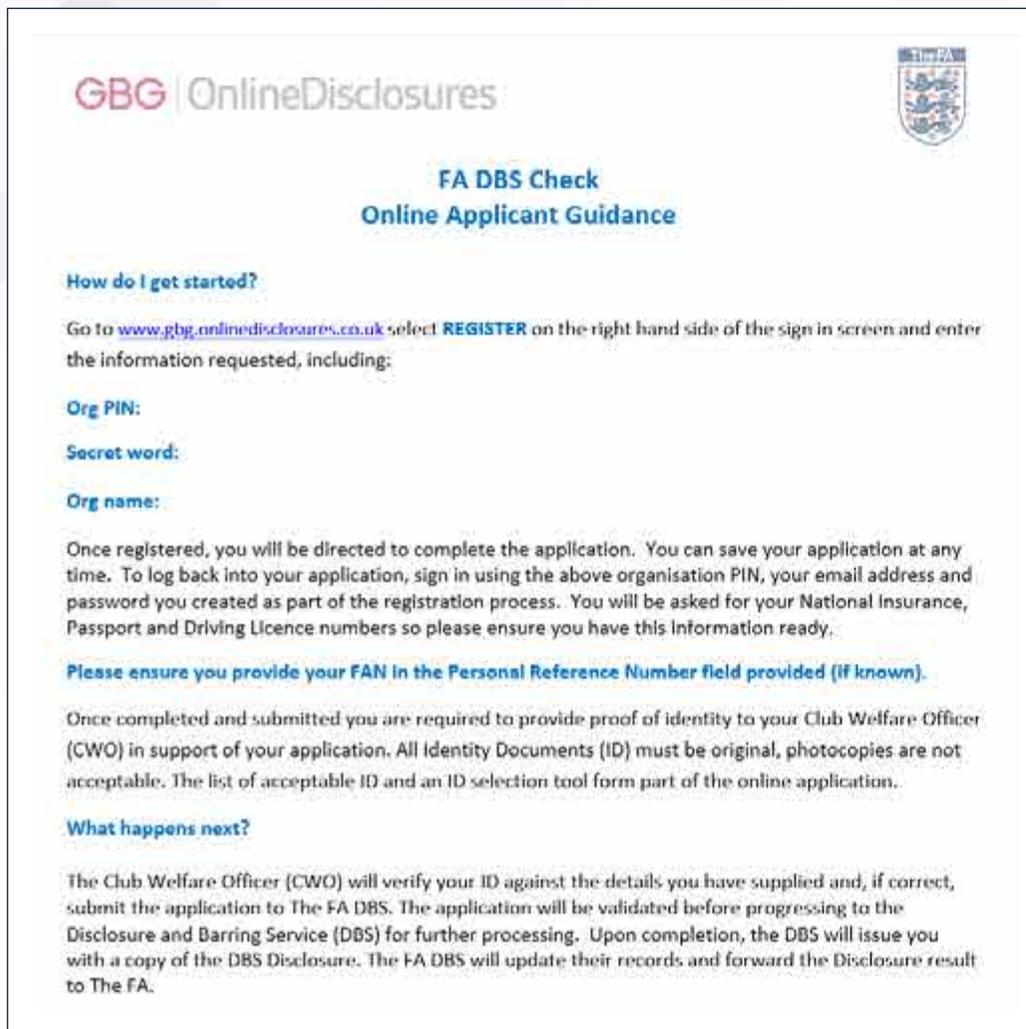
The Club Welfare Officer (CWO) is responsible for providing the applicant with the Online Applicant Guidance

This document is provided in the registration email sent to the CWO.

It is important that all applications are commenced in this way and that the CWO provides the applicant with the full Applicant Guidance notes, including the Organisation PIN and Secret Word.

This is because the guidance notes contains important information that the FA has a responsibility to provide to every applicant.

The full applicant guidance notes are attached on the 2nd Registration email.



The screenshot displays the 'FA DBS Check Online Applicant Guidance' page. At the top left is the 'GBG | OnlineDisclosures' logo, and at the top right is the FA crest. The main heading is 'FA DBS Check Online Applicant Guidance'. Below this, there are sections for 'How do I get started?', 'Org PIN:', 'Secret word:', and 'Org name:'. The 'How do I get started?' section provides instructions on how to register and what information is required. The 'Please ensure you provide your FAN in the Personal Reference Number field provided (if known)' section explains the requirement for a Personal Reference Number. The 'What happens next?' section describes the verification process by the Club Welfare Officer and the subsequent processing by the DBS.

**GBG | OnlineDisclosures**

**FA DBS Check  
Online Applicant Guidance**

**How do I get started?**

Go to [www.gbg.onlinedisclosures.co.uk](http://www.gbg.onlinedisclosures.co.uk) select **REGISTER** on the right hand side of the sign in screen and enter the information requested, including:

**Org PIN:**

**Secret word:**

**Org name:**

Once registered, you will be directed to complete the application. You can save your application at any time. To log back into your application, sign in using the above organisation PIN, your email address and password you created as part of the registration process. You will be asked for your National Insurance, Passport and Driving Licence numbers so please ensure you have this information ready.

**Please ensure you provide your FAN in the Personal Reference Number field provided (if known).**

Once completed and submitted you are required to provide proof of identity to your Club Welfare Officer (CWO) in support of your application. All Identity Documents (ID) must be original, photocopies are not acceptable. The list of acceptable ID and an ID selection tool form part of the online application.

**What happens next?**

The Club Welfare Officer (CWO) will verify your ID against the details you have supplied and, if correct, submit the application to The FA DBS. The application will be validated before progressing to the Disclosure and Barring Service (DBS) for further processing. Upon completion, the DBS will issue you with a copy of the DBS Disclosure. The FA DBS will update their records and forward the Disclosure result to The FA.

## 2. THE APPLICANT REGISTRATION PROCESS CONT'D

In the Online Applicant Guidance, the applicant is instructed to go to [gbg.onlinedisclosures.co.uk](http://gbg.onlinedisclosures.co.uk) and click 'Register'. The applicant should enter the relevant details as requested and click 'Next Step'.

The applicant is required to create a password unique to them and click 'Complete Registration'. They will then start the application process. To access OnlineDisclosures in the future they should Sign In.

The screenshot shows the 'Sign In' page of the GBG OnlineDisclosures website. It features a header with the GBG logo and the text 'OnlineDisclosures'. Below the header, there is a 'Sign In' section with a 'Don't have this?' link. The form includes three input fields: 'Organisation pin' (with a placeholder 'Supplied by your organisation'), 'Email address' (with the placeholder 'john.doe@email.com'), and 'Password' (with a placeholder 'Please enter your password'). A red 'Sign in' button is at the bottom, and a link for 'Forgotten sign in details?' is located below the button.

The screenshot shows the 'Need to Register?' page of the GBG OnlineDisclosures website. It features a header with the GBG logo and the text 'OnlineDisclosures'. Below the header, there is a 'Need to Register?' section with a 'Register' button. The page also includes a 'Notices' section and an 'Application Help' section with a list of links: 'Contact Us', 'Find Office Locations', 'The Applicant - How to Get Started', 'The Customer - How to Get Started', and 'The Customer - How to Verify an Application'.

The screenshot shows the 'Register - Step 1 of 2' page of the GBG OnlineDisclosures website. It features a header with the GBG logo and the text 'OnlineDisclosures'. Below the header, there is a 'Register - Step 1 of 2' section with a 'Don't have this?' link. The page includes a 'Register' button and a 'Notices' section. The form includes three input fields: 'Org pin' (with a placeholder 'Supplied by your organisation'), 'Your full name', and 'Email address' (with the placeholder 'john.doe@email.com'). A 'Confirm email address' field is also present. A red 'Next step' button is at the bottom, and a link for 'Cancel registration' is located below the button.

The screenshot shows the 'Register - Step 2 of 2' page of the GBG OnlineDisclosures website. It features a header with the GBG logo and the text 'OnlineDisclosures'. Below the header, there is a 'Register - Step 2 of 2' section with a 'Don't have this?' link. The page includes a 'Register' button and a 'Notices' section. The form includes two input fields: 'Create password' (with a placeholder 'Please enter your password') and 'Confirm password'. A red 'Complete registration' button is at the bottom, and a link for 'Cancel registration' is located below the button.

# 3. THE APPLICANT PROCESS: SIGN IN

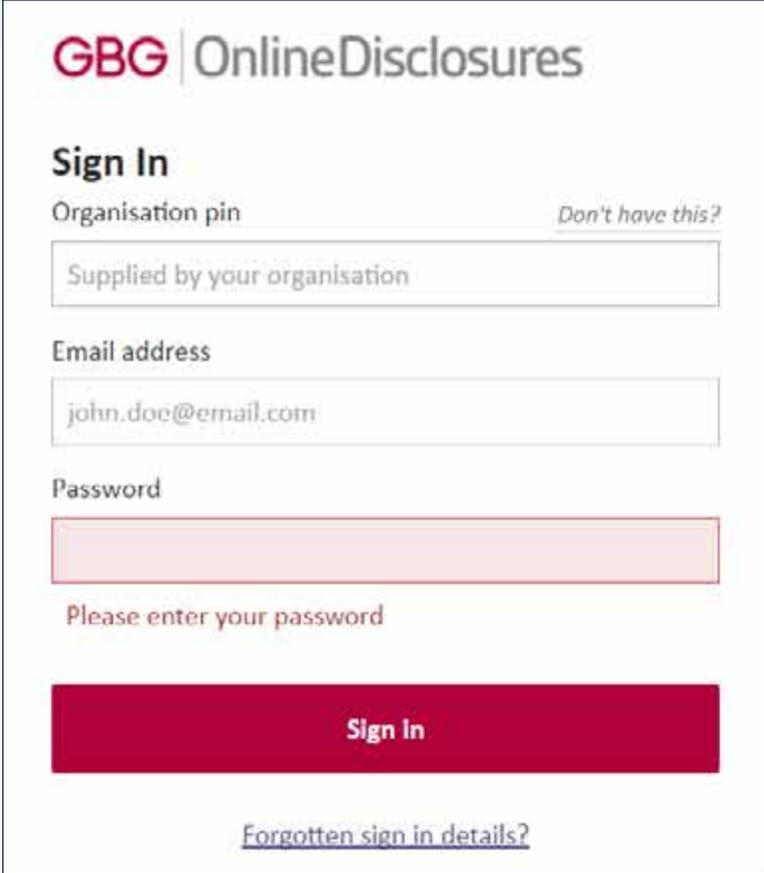
The applicant should go to [gbg.onlinedisclosures.co.uk](http://gbg.onlinedisclosures.co.uk) enter their details as requested and click 'Sign In'.

The email address must be the email given when they registered.

When completing the application form, help text is displayed on screen throughout the application process.

Additionally there are extensive guidance notes providing step-by-step instruction on all sections of the application form process. These can be found on the homepage under guidance notes.

Default payment settings and verification options are set according to the Organisations requirements.



**GBG** | OnlineDisclosures

## Sign In

Organisation pin *Don't have this?*

Supplied by your organisation

Email address

john.doe@email.com

Password

Please enter your password

**Sign In**

[Forgotten sign in details?](#)

# 3. THE APPLICANT PROCESS: BEFORE YOU BEGIN...

If the applicant has any of the documents listed it is mandatory that they supply the information relating to them.

Read the Statement of Fair Processing and click 'Proceed with application' at the bottom of the page.

## Before you Begin

This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.

## What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid Driving licence
- Valid passport
- Valid national ID card

**Begin application**

## Statement of Fair Processing

Please confirm below that you agree to the following statement of fair processing

Applications for **Standard and Enhanced Checks** are processed by Disclosure and Barring Service (DBS).

By accessing the Website and providing your personal details, you agree to accept and be bound by the Privacy Policy which explains how GBG processes your data for the purposes of obtaining your Disclosure from DBS, the key terms of which are non-exhaustively summarised in this statement of fair processing.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

By **ticking the two boxes below**, applicants using this service for the purpose of obtaining a Disclosure from DBS, confirm that:

If I am applying for a DBS Standard and Enhanced Check, 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 criminal record information. In some cases the registered body may provide this information directly to my employer prior to you receiving the certificate.

**Proceed with application**

# 3. THE APPLICANT PROCESS: COMPLETING THE APPLICATION FORM

The applicant is required to enter their personal details:

- Middle names;
- Any previous or additional names;
- A five-year address history;
- Birthplace details;
- Passport number (if they have one);
- Driving Licence number (if they have one);
- National Insurance number.

**GBG Online Disclosures**

1 About You | 2 Contact Details | 3 Verification Documents | 4 Summary | 5 Confirmation

Please note - we require all questions to be answered unless labeled as (Optional).

**Your Name & Gender**

Please provide your full name and any names you have been known by in the past.

**Gender**

A confidential identity 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 clearance. Please contact the Security Team on [Security@gbg.co.uk](mailto:Security@gbg.co.uk)

Male  Female

Title:  Forename:  Surname:

Select  eg John  eg Smith

Do you have a middle name?  
 Yes  No

**Birth Details**

Please provide details about your place of birth.

**Date of birth**

DD MM YYYY e.g. 22 12 1990

**Town you were born in**  
This can be found on your birth certificate or passport.

**County you were born in (Optional)**  
Your county of birth as it appears on your birth certificate.

**Country you were born in**

Please select

**Birth nationality (Optional)**

**Mothers maiden name (Optional)**  
A maiden name is a woman's surname or family name before she is married. Forenames should not be included.

**Address History Timeline**

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago Today

**Current Address**

GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB  
March 2023 - Present (2 years 4 months) [Change current address](#)

**Previous Address**

4 Broad Marsh Centre, NOTTINGHAM, Nottinghamshire, NG1 7LB, GB  
April 2006 - March 2023 (7 years) [Change dates](#) | [Remove address](#)

Address history complete  
You can now proceed to step 3 below

Have you been known by any other names?  
This could be a change of first or last name (you only need to add the names that are changed i.e. if your name has changed from some Smith to some Jones only enter "Jones" in the last name field)

Yes  No

**Please add any names you have previously been known as below**

(If adding previous forenames, all names must be included e.g. if name changed from John David Smith to Adam David Smith, you must add John David as a previous forename. If you need to amend a previous name please press correct and re-add it.)

Forename:

Middle names:

Surname:

Used from:

Used until:

# 3. THE APPLICANT PROCESS: VERIFICATION DOCUMENTS

The applicant is required to choose the Identity Documents (ID) that they wish to have verified.

**Please note:** Certain documents are time-sensitive. The details of these are given in the application.

When sufficient ID has been selected, the red bar at the top will change to green.

Current valid passport

Please complete the information for this document below.

Date of issue:  e.g. 21/05/1988

Passport Number:

Date of Birth:  e.g. 12/05/1988

Nationality:

[Return](#)

GBG OnlineDisclosures

1 About You 2 Contact Details 3 Verification Documents 4 Summary 5 Confirmation

[Back to verification method](#)

Which of the following group 1 documents do you own?

Chosen documentation must be provided for verification to prove your identity. At least one of your chosen documents must be from group 1 documents listed below. Where there is no Group 1 document then a UK Birth Certificate must be provided.

Please note all documents must be original, photocopies and documents downloaded from the internet cannot be accepted. [Why are specific documents required?](#)

- Current valid passport [Select](#)
- Current UK, Channel Isles or Isle of Man driving licence – photo card  
Full or provisional. All licences must be valid in line with current UKA requirements. [Select](#)
- 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. [Select](#)
- Biometric residence permit (UK) [Select](#)
- Current EU Driving Licence – photo card with counterpart where one is issued  
Full or provisional (Please note some European countries do not issue counterparts) all licences must be valid in line with current DVLA requirements. [Select](#)
- Adoption certificate UK & Channel Islands [Select](#)

I am unable to provide any of the above group 1 documents

If you are unable to provide any of the above group 1 documents you will be required to supply 5 group 2 documents in the next step.

[View group 2 documents](#)

[Back to step 2](#)

Please confirm the following

- At least one of the documents selected contains a current address.
- At least one of the documents selected contains a date of birth.
- Documentary evidence was provided for all name changes where available.

[Proceed to step 4](#) [Back to step 2](#)

Issued within the last 3 months

Bank/Building Society Statement (UK or EEA)

Date of issue:  e.g. 21/01/2020

You have selected enough items of documentation, proceed to step 4 below. [View all options of 2a, 2b](#)

**Group 2a Documents**

- Birth Certificate (UK or Channel Islands)  
Issued 12 months after date of birth.
- Driving licence (UK temporary, vehicle driving licence)
- Marriage/Civil Partnership Certificate  
UK, Channel Isles or Isle of Man (document to accompany current licence)
- Current Non-UK Photo Driving Licence  
With any 2nd passport validly issued for UK or one name of passport.
- Adoption Certificate (UK)
- HM Forces (CARD UK)
- Firearms License (UK)

**Group 2b Documents**

Issued within the last 6 months

- Bank/Building Society Statement (UK or EEA)
- Date of issue:  e.g. 21/01/2020
- Credit Card statement (UK or EEA)
- Date of issue:  e.g. 20/01/2020
- Utility bill (UK)  
Must be gas, water, electricity, broadband or oil.
- Health statement e.g. (PH) 2104910, 2104914
- Document from Government Agency/Local Authority going with licence (UK and Channel Islands)  
Document from Government Agency/Local Authority going with licence (UK and Channel Islands), eg from DVLA or DVLA and HM Forces, HM Forces, HM Forces.

# 3. THE APPLICANT PROCESS: DBS DETAILS

## DBS profile number

If the applicant has completed an application for a DBS check in the past then they may have a DBS profile number. If they are unsure, they can contact the DBS directly or answer No to this question.

## Paper certificate?

The applicant has the option to select if they would like to receive a paper certificate and where they want this paper certificate to be sent.

If the applicant chooses to receive a paper certificate they must specify the address they want the certificate to be sent to. This can be their current address or another of their choosing.

Alternatively the applicant can select to only receive an online certificate. If this option is selected, it is NOT possible to print the certificate.

GBG | OnlineDisclosures

Progress: About You, Contact Details, Verification Documents, **Summary**, Confirmation

### DBS Details

Pending DBS Details Section Help Text

Do you have a DBS profile number?  
Pending Has DBS Profile Number Help Text

Yes  No

DBS profile number

Do you wish to receive the paper certificate?

Yes  No

Receive paper certificate at current address?

Yes  No

# 3. THE APPLICANT PROCESS: CONFIRMATION OF SUBMISSION

Once the application has been submitted for verification, confirmation of the chosen ID will be shown.

A list of people within the club, county or FA, who are able to verify documents will also be listed. A verification meeting between the CWO and applicant must now be arranged.

Should the applicant need to provide alternative ID the verifier can amend the selection during the verification process.

**GBG | OnlineDisclosures**

Progress bar: About You, Contact Details, Verification Documents, Summary, Confirmation (5)

**Your application has been submitted for verification**

**What you need to bring**

If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter your password when starting the verification process.

You selected to bring the following proof of identity documents:

- Passport
- Bank or Building Society Statement
- Credit Card Statement

You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

**What happens next?**

Please make an appointment to meet with a verifier from the list below.

**Demo**  
[disclosure.manager@outlook.com](mailto:disclosure.manager@outlook.com)

**Demo Verifier**  
[testverifier@outlook.com](mailto:testverifier@outlook.com)

Buttons: Print document selection, Sign out

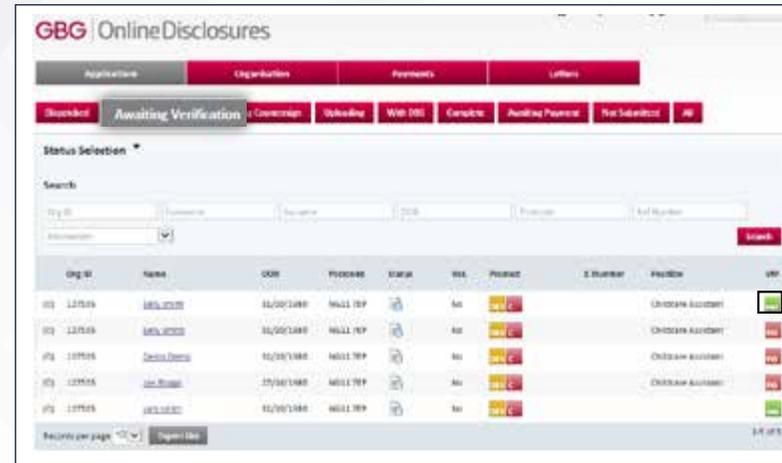
# 4. THE VERIFICATION PROCESS

When the CWO Signs In to OnlineDisclosures, they will automatically land on the Awaiting Verification tab.

The CWO should locate the relevant applicant by using the search fields and single click on the applicants name. This starts the verification process.

The CWO should check the Current Nationality and ensure it is correct for that applicant. If incorrect, the CWO must update it to the correct nationality.

If the wrong Position has been selected by the applicant, this can be amend by clicking the 'Edit' button.



**Current Nationality**

Please choose the current nationality from the drop down for the applicant. This may be different to their birth nationality.

Current Nationality:

Current Nationality:

**Type of Work**

Position:

Position:

**Volunteers**

Yes  No By ticking 'No' you are agreeing that the applicant meets the DBS definition of a type of charge volunteer as set out below. To submit this application as a volunteer where the applicant does not meet the below definition may result in you being subsequently charged the relevant DBS fee.

The DBS definition of a volunteer is:

"They person engaged in an activity which involves spending time, effort (except for travel and other out-of-pocket expenses) doing something which aims to benefit some third party and not a close relative."

In order for a volunteer to be considered, the applicant must not benefit directly from the position the application is being submitted for. The applicant must NOT:

- benefit directly from the position for which the application is being submitted;
- receive any payment (except for travel and other approved out-of-pocket expenses);
- be on a work placement;
- be on a course that requires them to do the job role;
- be in a trainee position that will lead to a full time (paid) position.

[Proceed to Document Overview](#)

# 4. THE VERIFICATION PROCESS: ENTERING THE ID INFORMATION

The CWO should confirm if the applicant has supplied the ID documents listed. If not, then they can select the relevant ID on behalf of the applicant.

If Yes, the CWO should enter the ID details requested relevant to that particular ID and click the 'Accept' button.

**Important:** The CWO must check that the personal details provided by the applicant as displayed on the screen match the details on the ID provided by the applicant.

If the applicant requires Route 2 External Verification please select the 'Route 2' tile below.

If discrepancies are found, the application should be rejected (see next page).

**Miss Shenol Hoines**

**Document Verification Overview**

In order to progress with the application, the applicant must provide sufficient ID to validate their application.

Guidance has been produced on the type and range of ID documents that must be seen to validate the identity of the applicant. For full guidance consult DBS Guidance - Standard & Enhanced

- A minimum of three documents must be submitted. At least one document should be from Group 1. If the applicant cannot provide any ID from Group 1, they should provide a Group 2+ document. For further documents, and agree to an external ID validation check being carried out.
- At least one document must confirm the date of birth.
- At least one document must confirm the current address.
- All documents must be original. Photocopies and documents downloaded from the internet are not acceptable. All personal details provided by the applicant should ensure the full and correct name and address history has been validated. Failure to validate the information correctly may lead to the check being invalid.

Submission of the application confirms that the applicant consents to this process.

**3 Selected Identity Documents**

The applicant has stated they would provide the following documents to confirm their identity:

- Birth Certificate more than 12 months from DOB
- Letter from Bank or Building Society
- Credit Card Statement

**Have the above documents been provided?**

If the above have been provided then they confirm to the required document types set by the DBS/DO in order to confirm an individual's identity.

**GBG OnlineDisclosures**

Identity Documents Verification

Document Confirmation DBS Check Details Verification Confirmation

**Mr Sam Smith**

Please Verify the Following 3 Documents

- Current valid passport (Group 1)
- Current UK, Channel Isles or Isle of Man driving licence - photo card (Group 1)
- Birth certificate - issued at time of birth (Group 1)

**Current valid passport**

Date of Issue  
DDMM/YYYY  e.g. 01/01/1980

Passport Number

Date of Birth  
DDMM/YYYY  e.g. 01/01/1980

Nationality  
Select...

The applicant has not supplied this form of ID

**Name Details**

Forename: Sam  
Middle:  
Surname: Smith  
Mother's Maiden Name:

**Birth Details**

Town: Nottingham  
County:  
Country: GB  
Nationality:

**Current Address & Contact Details**

GB Group No:  
1  
NOTTINGHAM  
Nottinghamshire  
GB  
NCC1 3UP

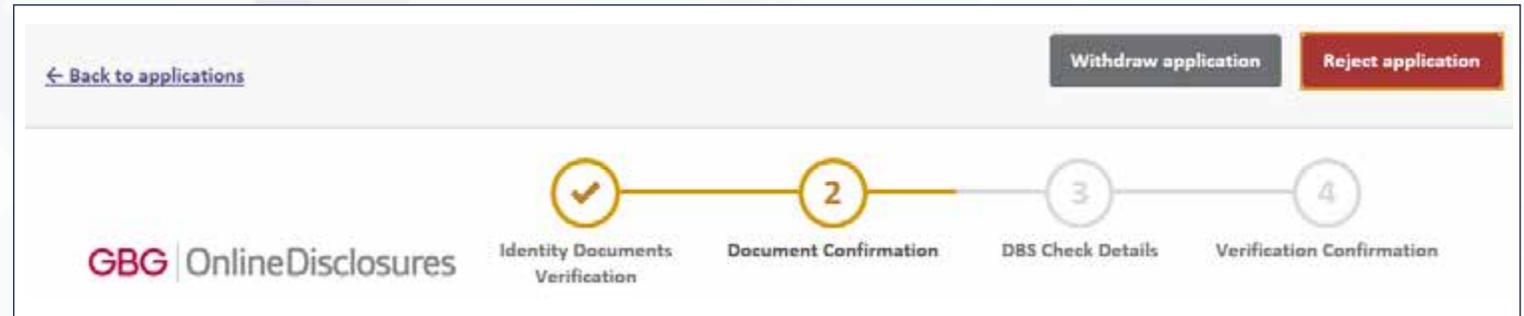
# 4. THE VERIFICATION PROCESS: REJECTING AN APPLICATION

If at any point the CWO spots a mistake in the applicants personal details displayed on the screen during verification, the application should be rejected for personal details incorrect.

This will return the application to the applicant. The applicant will need to Sign In to their account, rectify the mistake and submit the application again.

If the ID provided does not correspond to the applicants personal details, is out of date or is not an accepted document, the application should be rejected for insufficient/incorrect ID provided.

The CWO should click 'Reject application', select the appropriate reason, enter the details in the notes and click 'Reject'.



The dialog box has two buttons at the top: 'Withdraw application' (grey) and 'Reject application' (red). The main text asks 'Are you sure you wish to reject this application?'. Below this is a 'Reason' dropdown menu with 'Personal Details Incorrect' selected. There is a 'Notes' text area below the dropdown. At the bottom are two buttons: 'Reject' (red) and 'Cancel' (grey).

# 4. THE VERIFICATION PROCESS: DOCUMENT CONFIRMATION

A summary of the verified ID and the specific document details will be shown.

Check the document details again to ensure that the information for each has been entered correctly.

Tick all three boxes to confirm the verified ID meets the specified requirements.

Click Proceed to Step 3

If the details are incorrect, click 'Back to Step 1'. Re-enter the information correctly or follow instructions for 'Selecting documents for Verification'.

The screenshot shows a web interface for 'GBG OnlineDisclosures'. At the top, there is a navigation bar with a link to '< Back to applications', a 'Withdraw application' button, and a 'Reject application' button. Below this is a progress indicator with four steps: 1. Identity Document Verification (marked with a checkmark), 2. Identity Document Confirmation (the current step, marked with a '2'), 3. DBS Check Details, and 4. Verification Confirmation. The main heading is 'Identity Document Confirmation'. There are three document detail boxes: 'Birth Certificate (UK or Channel Islands)' with 'Date of Issue: 03/09/1946' and 'Date of Birth: 01/09/1946'; 'Bank/Building Society Opening Confirmation Letter (UK or EEA)' with 'Date of Issue: 11/11/2018'; and 'Credit Card Statement (UK or EEA)' with 'Date of Issue: 11/11/2018'. Below these boxes, the text 'Please confirm the following:' is followed by three checkboxes: 'At least one of the documents selected contains a current address', 'At least one of the documents selected contains a date of birth', and 'Documentary evidence was provided for all name changes where available'. At the bottom, there are two buttons: 'Proceed to step 3' and 'Back to step 1'.

# 5. ROUTE 2 EXTERNAL VERIFICATION

If the applicant requires Route 2 External verification an ID Check is required. The CWO should request the applicant's consent to undertake the external ID verification check prior to proceeding.

If the applicant doesn't consent to an external ID check the CWO should ask the applicant which of the three options they would select on screen.

### ID Check consent

Does the applicant consent to an external ID verification check

*The Applicant has indicated that they are unable to provide any Route 1 identity documentation. As explained to the applicant, prior to them completing the application, in the Privacy Policy, in this situation We will also verify their identity by checking the personal data supplied against the details held about them on other databases which We have access to, such as those held by credit reference agencies (CRAs) e.g., Equifax.*

*In selecting 'yes' below, you confirm that the Applicant is aware that this additional check will now be made, knowing that Checking details with CRA's is purely for the purpose of an identity check. This is a soft search and it is not a credit check; Unlimited soft searches can be made without having any impact on the Applicant's credit report or score.*

*Information on how Equifax uses and shares personal data can be found at the following address: <https://www.equifax.co.uk/cra1n.html>*

### GBG | OnlineDisclosures

#### ID Check consent

Does the applicant consent to an external ID verification check

*The Applicant has indicated that they are unable to provide any Route 1 identity documentation. As explained to the applicant, prior to them completing the application, in the Privacy Policy, in this situation We will also verify their identity by checking the personal data supplied against the details held about them on other databases which We have access to, such as those held by credit reference agencies (CRAs) e.g., Equifax.*

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*Information on how Equifax uses and shares personal data can be found at the following address: <https://www.equifax.co.uk/cra1n.html>*

If the applicant has now agreed to the external ID validation check, by selecting 'Accept external ID verification' you will proceed to document verification.

If the applicant has provided you with alternative ID documentation, select 'Re-choose ID Docs' to amend the ID document selection accordingly.

If you or the applicant have decided not to continue with the DBS application, please 'Withdraw Application'.

# 5. ROUTE 2 EXTERNAL VERIFICATION: ENTERING ID INFORMATION

The CWO should review all verified ID and tick all three boxes to confirm they meet the specified requirements. If any details happen to be incorrect, click 'Back to Step 1' to amend.

To Reject an application please select the 'Reject Application' tile below.

As per the standard verification process, the CWO should enter the ID details requested relevant to that particular ID and click the 'Accept' button.

The screenshot shows the 'Identity Document Verification' step (Step 1) of the GBG Online Disclosures process. The user is Miss Shenol Hoines. The interface includes a progress bar with four steps: 1. Identity Document Verification (active), 2. Identity Document Confirmation, 3. DBS Check Details, and 4. Verification Confirmation. A 'Back to applications' link is on the top left, and 'Withdraw application' and 'Reject application' buttons are on the top right. The main content area is titled 'Please Verify the Following 3 Documents' and lists three document types: 1. Birth Certificate (UK or Channel Islands) (Group 2a), 2. Bank/Building Society Statement (UK and Channel Islands or EEA) (Group 2b), and 3. Bank/Building Society Opening Confirmation Letter (UK or EEA) (Group 2c). The 'Bank/Building Society Opening Confirmation Letter (UK or EEA)' section is expanded, showing a 'Date of Issue' field with the value '01/11/2018' and a note 'e.g. 11/01/1980'. A red 'Accept Bank/Building Society Opening Confirmation Letter (UK or EEA)' button is visible. Below this, a message states 'The applicant has not supplied this form of ID'. To the right, there are sections for 'Name Details' (Forename: Shenol, Middle: , Surname: Hoines, Mothers Maiden Name: ), 'Birth Details' (Town: nottingham, Country: GB, Nationality: ), and 'Current Address & Contact Details' (109 High Street, WESTDURY, Wiltshire, GB, BA13 3BN).

The screenshot shows the 'Identity Document Confirmation' step (Step 2) of the GBG Online Disclosures process. The user is Miss Shenol Hoines. The interface includes a progress bar with four steps: 1. Identity Document Verification (completed with a checkmark), 2. Identity Document Confirmation (active), 3. DBS Check Details, and 4. Verification Confirmation. A 'Back to applications' link is on the top left, and 'Withdraw application' and 'Reject application' buttons are on the top right. The main content area is titled 'Identity Document Confirmation' and shows three document selection boxes: 'Birth Certificate (UK or Channel Islands)' (Date of Issue: 01/09/1946, Date of Birth: 01/09/1946), 'Bank/Building Society Opening Confirmation Letter (UK or EEA)' (Date of Issue: 11/11/2018), and 'Credit Card Statement (UK or EEA)' (Date of Issue: 11/11/2018). Below these boxes, there is a section 'Please confirm the following:' with three checkboxes: 'At least one of the documents selected contains a current address' (checked), 'At least one of the documents selected contains a date of birth' (checked), and 'Documentary evidence was provided for the applicants name and any name changes where available' (checked). At the bottom, there are two buttons: 'Proceed to step 3' and 'Back to step 1'.

# 5. ROUTE 2 EXTERNAL VERIFICATION: ID CHECK RESULT

If the ID Check shows a Pass result the CWO should click Proceed to step 3.

The screenshot shows the GBG OnlineDisclosures interface. At the top left is a link "Back to applications" and at the top right is a button "Withdraw application". A progress bar at the top indicates four steps: 1. Identity Document Verification (marked with a checkmark), 2. Identity Document Confirmation (highlighted in yellow), 3. DBS Check Details, and 4. Verification Confirmation. Below the progress bar, the text reads: "The ID check for the applicant has passed." followed by "The reference number is 0b35cf25-6192-4844-8b28-6514231fac6a." and "If you want to keep a record of this reference you can print this screen by pressing ctrl+p and printing in the usual way." At the bottom, there is a red button labeled "Proceed to step 3".

If the ID Check shows a Fail result the CWO should choose one of the three options shown.

The screenshot shows the GBG OnlineDisclosures interface. At the top left is the logo "GBG | OnlineDisclosures". A progress bar at the top indicates four steps: 1. Identity Document Verification (marked with a checkmark), 2. Identity Document Confirmation (highlighted in yellow), 3. DBS Check Details, and 4. Verification Confirmation. Below the progress bar, the text reads: "The ID check for the applicant has failed. You now have a number of options." followed by three red buttons: "Re-choose ID Docs", "Reject Application - Re-choose Route 1 or 2", and "Reject Application - Re-choose Route 1 or 3". Below the buttons, there is explanatory text: "If the applicant can provide alternative ID documentation, you will need to select 'Re-choose ID docs' to amend ID selection accordingly." and "If the applicant has entered any personal information incorrectly, please select 'Reject Application - Re-choose Route 1 or 2' to return the information back to the applicant and allow them to amend." At the bottom, there is a final instruction: "Select 'Reject Application - Re-choose Route 1 or 3' to return the application back to the applicant so they can view the alternative ID options."

# 5. ROUTE 2 EXTERNAL VERIFICATION: DBS CHECK DETAILS

The CWO should select the position that best describes the applicant's role from the dropdown list.

The CWO should not need to change default settings as this has been set against each role.

If appropriate, the applicant's volunteer status can be changed by clicking 'Edit'.

The CWO should then click to proceed to step 4 and submit the application.

GBG OnlineDisclosures

1 Identity Documents Verification 2 Document Confirmation 3 DBS Check Details 4 Verification Confirmation

### DBS Check Details

**Service Selection**

Applicant position: L244 - 1stED  
Volunteer: No  
Agency: Disclosure and Barring Service

**Criminal Record Disclosure**

Disclosure type: BASIC  
DBS Children's Barred List: No  
DBS Adult's Barred List: No  
Working at home: No  
Workforce: Edit

**Payment**

Payment Type: Invoiced Edit

Proceed to step 4 Back to step 3

GBG OnlineDisclosures

1 Identity Documents Verification 2 Document Confirmation 3 DBS Check Details 4 Verification Confirmation

### Please Read & Confirm the Following

I confirm that the requisite documentation and information has been supplied and checked in accordance with DBS and Disclosure Scotland guidance. I declare that the information I have provided in support of the application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence. I certify that, where requested, an application for a DBS check is required for the purpose of asking an exempted question under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975; or for a prescribed purpose as defined in the Police Act 1997 (Criminal Records) Regulations 2002.

Declaration by verifier on 24 Jul 2015

Submit application Back to step 3

# 6. THE PAYMENT PROCESS

A payment must be made for the application before the FA DBS team can process it any further.

Depending on your club's requirements your account will be set up so either the applicant OR the club is responsible for payment.

If the club is responsible, it is possible to pay for each application following verification or make a bulk payment for several applications. All application paid for in bulk must have the same Organisation PIN (contact us to have bulk payment set as a default setting).

**Please note:** You do not need a PayPal account to make a payment online, once you have clicked into PayPal, payment can be made by credit/debit card.



# 6. THE PAYMENT PROCESS: SELECTING APPLICATIONS FOR BULK PAYMENT

Click the Payments tab.

Tick the box alongside the application(s) you want to pay for.

If you wish to make a bulk payment, please be aware bulk payment can only be used for applications under the same Organisation Pin and where bulk payment has been set.

Click Pay for these Applications.

Enter the billing details. Click Purchase.

**Please note:** You do not need a PayPal account to make a payment. Payment can be made by credit/debit card. This will be processed through PayPal.

Select	Org ID	Organisation Name	Name	DOI	Postcode	Status Changed Date	Vol.	Position	Last Modified On	
<input type="checkbox"/>	104369	Name removed, org PIN: 104369	Leslie Test	29/05/1997	KT3 5PA	10/09/2014	No	Taxi Driver	05/02/2013	(P)

**Billing details**

First Name

Last Name

Address Line 1

Address Line 2

Town/City

County

Postcode

Country

Email Address

[Change Details](#)

**Select payment**

[Pay Later](#) [Cancel](#) [Purchase](#)

# 6. THE PAYMENT PROCESS: MAKING A BULK PAYMENT

If you have a PayPal account, check the email is the email used for logging in to PayPal. If not change it and enter your PayPal Password.

Follow the instructions provided by PayPal.

If you cannot remember your PayPal account details, click 'Forgotten your email address or Password?'

If you do not have a PayPal account, click 'Pay with a credit or debit card'.

### Choose a way to pay

**Pay with my PayPal account** 

Log in to your account to complete the purchase

Email

PayPal password

This is a private computer. [What's this?](#)

[Log In](#)

[Forgotten your email address or password?](#)

**Pay with a debit or credit card**

(Optional) Sign up to PayPal to make your next checkout faster

[Cancel and return to GB Group's Test Store.](#)

# 7. WHAT HAPPENS NEXT?

In order for a CWO to keep track of the status of DBS Checks for their club, they must use their club's Whole Game system portal webpage.

This can be accessed through your local County FA's website or here:

<https://wholegame.TheFA.com>



The screenshot shows the Lancashire FA website. At the top left is the Lancashire FA crest. To its right is a red navigation bar with white text: **PLAYERS**, **COACHES**, **REFEREES**, **VOLUNTEERS**, and **CUPS & COMPETITIONS**. Below this is a dark blue navigation bar with white text: **AFFILIATION**, **TOURNAMENT SANCTIONS**, **COUNTY LEAGUES**, **SETTING UP A CLUB**, **CHARTER STANDARD**, and **PLAYERS & F**. The main content area has a white background with the heading **WHOLE GAME SYSTEM** in large, bold, dark blue letters. Below the heading is a paragraph of text: "From 2016 onwards, Full-Time has also been working in conjunction with the FA's Whole Game System, allowing leagues to have access to team and player data, suspensions and fixtures, using live information provided by clubs and leagues. This removes the duplication of data and reduces the workload for volunteers – clubs and leagues need only provide information in one place, and it will be shared between both systems." At the bottom of the content area is a button with the text **CLICK HERE** and a right-pointing arrow.

# 7. WHAT HAPPENS NEXT? CONT'D

From the Whole Game System link, login using your FA-known email/FAN (unique FA Number) and password.

First-time users can create a FAN by clicking the on page links.

You can also reset or retrieve your password.

Short video guidance can be accessed by going to the 'Help' tab indicated.

**WHOLE GAME**

### Welcome to Whole Game System

Email / FAN ID:

Password:

Login [Reset / Retrieve Password](#)

If you are already a FA registered user get started by logging on with your existing email address or FAN.  
[To create a FAN ID, please click here](#)

NEED HELP?

# 7. WHAT HAPPENS NEXT? CONT'D

Once logged in, click on the Safeguarding tab on the left to view the Safeguarding status of club coaches and officials within your club.

You can see: individual's name, FAN, role(s) and their DBS status. You can also check the issue date and outcome, along with safeguarding education and other relevant information which can be exported to a PDF.

The screenshot displays the 'WHOLE GAME' Club Safeguarding interface. The top navigation bar includes 'All Home', 'Club Welfare Officer Denbigh Town', 'Club Welfare Officer Swansea City FC', and 'Club Welfare Officer Diagon Wanderers FC'. The main content area is titled 'Club Safeguarding' and 'CRC Applications'. A search bar is present with the text 'Filter by name, FAN'. Below the search bar, there are several filter dropdowns: 'Club Roles', 'CRC Status', 'Safeguarding Status', 'EA Status', 'WOW Status', and 'SCM Status'. A 'clear filters' button and an 'Export to Pdf' button are also visible. The main table lists club officials with their names, roles, and DBS status. The table has columns for 'Name', 'Role', 'DBS Status', 'Issue Date', and 'Outcome'. The officials listed are Anthony Stoughton (DBS), Claire Davidson (DBS), Danny McCarroll (DBS), and David Woodfine (DBS). A 'NEED HELP?' button is located on the right side of the interface.

Name	Role	DBS Status	Issue Date	Outcome
Anthony Stoughton (DBS)	Club Welfare Officer	Valid		
Claire Davidson (DBS)	Club Welfare Officer	Valid		
Danny McCarroll (DBS)	Club Welfare Officer	Valid		
David Woodfine (DBS)	Club Welfare Officer	Valid		

# 8. FURTHER HELP

For further help on the online DBS process, please use:

- Help text provided within the application;
- Guidance notes for both applicant and Club Welfare Officer.

Email assistance is available by contacting [FAchecks@TheFA.com](mailto:FAchecks@TheFA.com).

Phone assistance is available on **0115 969 4618**.

Calls charged at UK landline local rate.

**GBG** | OnlineDisclosures

GB Group Plc is the DBS-registered umbrella body The FA uses to process DBS Checks. The Online Disclosures application system is a trademark of GBG.





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