

## ONLINE ENHANCED DBS APPLICATION – APPLICANT GUIDANCE

East Hampshire District Council has signed up to a provider, Online Disclosures which will allow new and existing drivers to complete their Disclosure and Barring Service (DBS) application online. This will allow you to complete your application and verify your documents at your convenience. In most cases the driver should receive their DBS certificate more quickly allowing them to bring this in for the grant or renewal of their licence.

The cost for this service, including verification of documents at a Post Office is: £58.42 This fee is payable to the Post Office.

### BEFORE YOU START YOUR APPLICATION YOU WILL NEED:

- An email address
- Access to a printer

### TO START YOUR ONLINE DBS APPLICATION:

1. Go to: <https://fadv.onlinedisclosures.co.uk/Authentication/Login>
2. Click **Register** on the right-hand side of the screen
3. Enter the Organisation PIN: **142818**
4. The secret word should you require it is: **EHDCPO**
5. Enter your full name and your email address. Confirm this by entering it again
6. Click **Next Step**
7. **Create** a memorable password
8. **Confirm** the password by entering it again
9. Click **Complete Registration**

### TO COMPLETE THE APPLICATION:

To make completing the application form as quick as possible, have the following information (where applicable) to hand:

- Mother's Maiden Name
- Full 5-year address history including dates (mm/yyyy)
- National Insurance Number
- Passport
- Driving Licence
- National Identity Card

### CONFIRMATION OF YOUR PERSONAL DETAILS:

In order to confirm your personal details, you are required by the DBS to supply a minimum of 3 identity documents. To see the full list of ID documents accepted for verification please go to:

<https://www.gov.uk/disclosure-barring-service-check>

## IDENTIFICATION VERIFICATION AND PAYMENT

To verify your ID, you must take your documents to the Post Office to be verified. The Post Office will also collect your payment at this time.

To find the nearest Post Office go to: <http://www.parcelforce.com/branch-finder>

Enter your postcode and select 'CRB & ID Verification Service' from the 'Service Required' field.

You must take the following items with you:

- The ID Verification Service sheet – available to print once you have submitted the application form.
- The original pieces of ID selected for verification
- Method of payment. The Post Office will accept payments via cash or debit/credit card.

The Post Office will be unable to verify your ID if the original documents do not match what you entered on the application form. If this happens, please contact the Online Disclosures Team who will reject the application for you so you can simply login, amend the details and print out a new ID Verification Service form.

## ANY QUESTIONS?

There is a detailed applicant user guide available at: <https://gbq.onlinedisclosures.co.uk/>

Click on **Application help** towards the bottom right of the screen.

Should you have any difficulties or problems with the online DBS application, Online Disclosures have a dedicated help centre who should be contacted in the first instance.

Helpdesk Telephone: 0845 251 5000

Opening Times: 8.30am to 5.30pm Monday to Friday

Email: [onlinedisclosures@gbgplc.com](mailto:onlinedisclosures@gbgplc.com)