

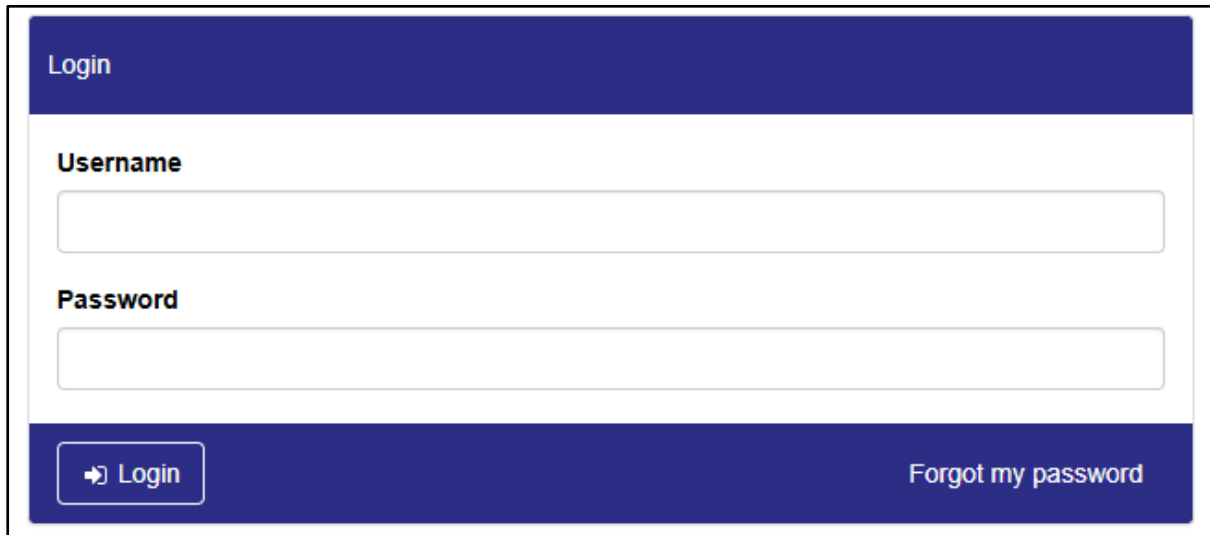
How to use the Buckinghamshire Council eDBS System as a DBS Admin Access Holder

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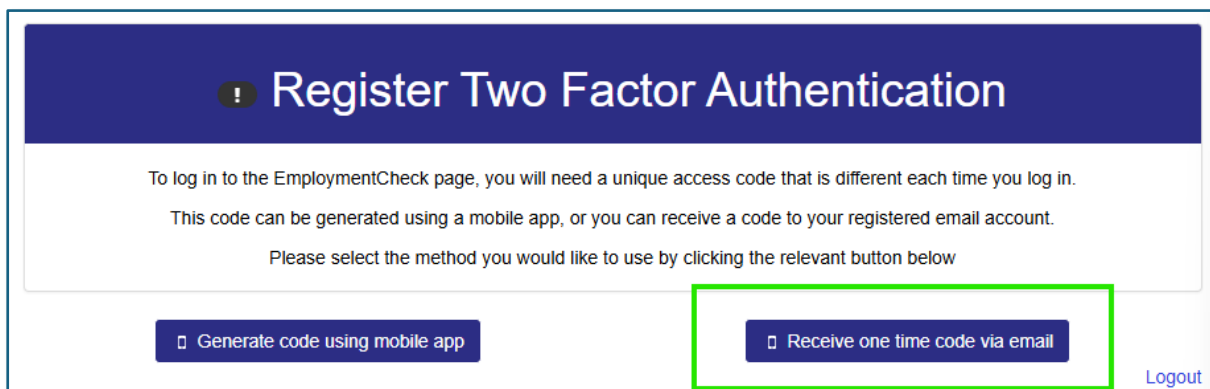
1. Accessing the eDBS system

1. To access the Buckinghamshire Council eDBS system, visit <https://buckscc.employmentcheck.org.uk/login> and enter your login information.



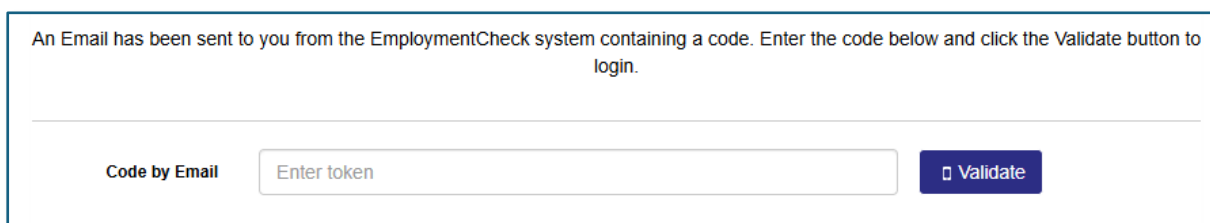
The login form has a dark blue header with the word 'Login' in white. Below the header, there are two white input fields: 'Username' and 'Password'. At the bottom of the form, there is a dark blue bar containing a white 'Login' button with a right-pointing arrow and a 'Forgot my password' link in white text.

2. Click 'Receive one time code via email'. This will send a login code to the email address associated with your account.



The screen has a dark blue header with a white exclamation mark icon and the text 'Register Two Factor Authentication'. Below the header, there is a white box containing the following text: 'To log in to the EmploymentCheck page, you will need a unique access code that is different each time you log in. This code can be generated using a mobile app, or you can receive a code to your registered email account. Please select the method you would like to use by clicking the relevant button below'. At the bottom of the white box, there are two dark blue buttons: 'Generate code using mobile app' and 'Receive one time code via email'. The 'Receive one time code via email' button is highlighted with a green border. To the right of the buttons, there is a 'Logout' link in blue text.

3. Once you've requested the code, click 'Login using email code' on the next page, and then copy and paste the code you received by email in the 'code by email' box.



The screen has a white background with a dark blue header containing the text: 'An Email has been sent to you from the EmploymentCheck system containing a code. Enter the code below and click the Validate button to login.' Below the header, there is a white input field with the placeholder text 'Enter token'. To the left of the input field, there is a label 'Code by Email'. To the right of the input field, there is a dark blue button with the text 'Validate'.

4. Accept the terms and conditions on the next page and you will be logged in to the system.

2. DBS Admin Access Holder vs. ID verifier

There are two functions available to you on the eDBS system, 'DBS Admin Access Holder' and 'ID Verifier'.

DBS Admin Access Holders (also referred to as Business Unit (BU) Admins) can perform the following actions:

- Create applications
- Search and edit applications, applicants and ID verifiers within their organisation
- Access the 'Application Dashboard', and view all applications within their organisation
- View disclosure results for applications within their organisation, including whether a disclosure has been returned with content
- Create ID verifiers

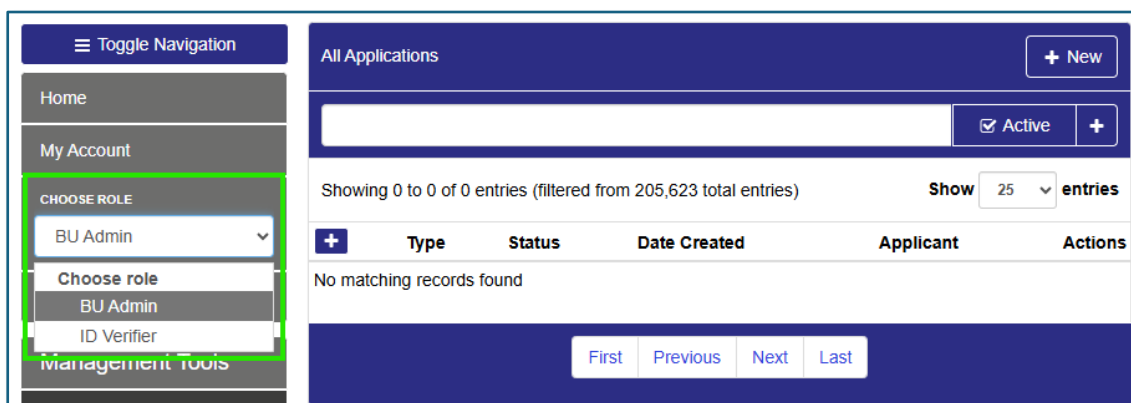
ID Verifiers can perform the following action:

- Complete ID verifications online for assigned applications

2.1. HOW TO ACCESS EACH FUNCTION

Separate logins – if you have separate usernames and passwords for each function, you will need to log in and out of the system to switch between Admin and ID verifier.

Combined login – If you have a single, combined login for both functions, simply log in to the system and then use the 'Choose Role' dropdown menu on the left side of the website to switch between the two functions without having to log in and out of each function.

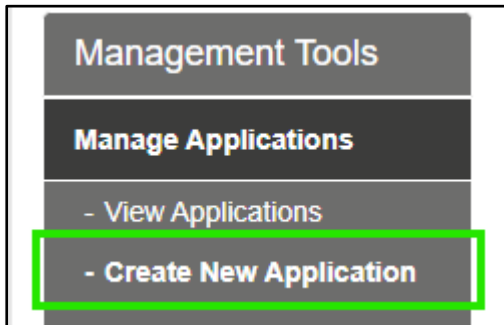


If you currently have separate logins and would like us to switch you over to a combined login, please contact the Safeguarding in Employment team.

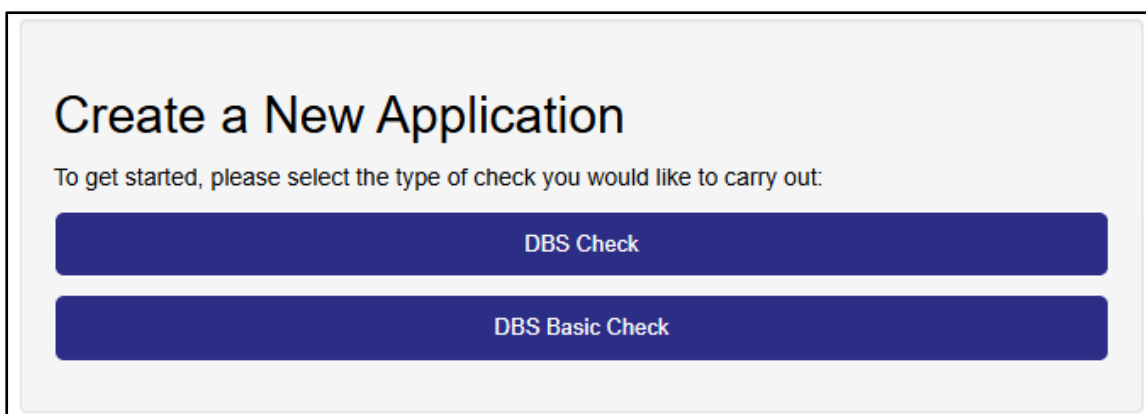
PLEASE NOTE... For the purpose of the following process notes, you will need to be in the DBS Admin Access Holder (BU Admin) function. If you also have ID verifier access, you will be provided with a separate document containing the process notes for that function.

3. CREATING DBS APPLICATIONS

1. Click 'Create New Application' on the left-hand side menu.



2. Select 'DBS Check' to create either a Standard or Enhanced DBS Check, or 'DBS Basic Check' to create a Basic DBS Check.



3. The next page will have several mandatory fields

Applicant forename and surname – The forename **must** be the full version of their forename as it appears on their ID, not a shortened version that they may more commonly go by. Also, **do not** include middle names in the forename section. The applicant will have the opportunity to enter middle names during their part of the process.

Username and Password - You can set your own or just click generate for both of these sections.

Email Address - The applicant's email address. If they don't have an email address, you can use a work email to receive the login details and then ask them to come in to complete the form.

Workforce - For Standard and Enhanced checks, you will need to select a 'Workforce'. This will be Child, Adult, Child & Adult or Other. This relates to any 'vulnerable' groups that the

role will be working with.

Volunteer - Not all 'unpaid' roles qualify for the 'free' volunteer DBS check. Please refer to the [DBS volunteer guidance](#) if you are unsure if the role fits the definition.

ID verifier - This is the member of your team who will be responsible for ID verifying the application. Please note that an applicant cannot ID verify themselves and the ID verifier must not be related to the applicant.

Organisation name

Applicant Position - You may have access to a dropdown list of positions. If none of them apply, or there are no options on the dropdown list, the 'Position' box is a free text box and you can type whatever job title you like in there. Please be aware that we may ask for more information if the position title is too vague.

Manager Forename/Surname/Email address - This is who will receive the email notification that the process has been completed and the certificate has been dispatched.

Email Group - You should only have access to the applicable email group, so just select the one the system offers.

Additional Information:

Type of Check Required - You won't have this option in Basic applications but for Standard and Enhanced, you must select one or the other.

Vulnerable Adults and Children's Barred Lists - These should only be selected if the role is eligible to have them included.

Administration Fee - This should always be ticked to 'No'.

Does this position involved working with children or adults at the applicant's home address? - This refers to the applicant's home, not clients' homes, so roles like foster carers or exchange student hosts would answer 'yes' to this question.

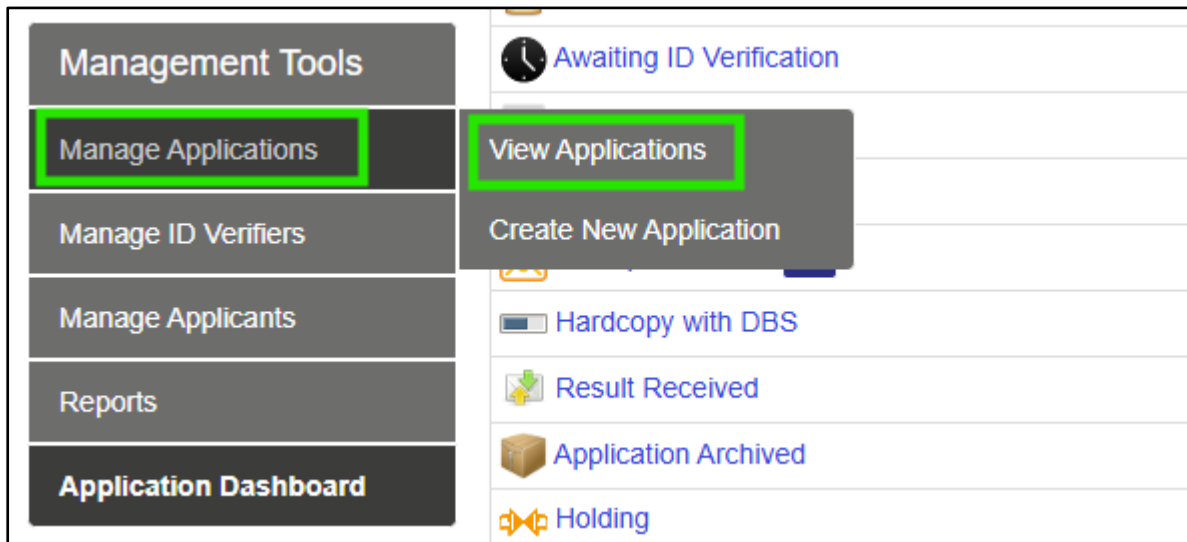
If you are happy that you have completed the form correctly, click 'Save and Send' and the application form will be sent to the applicant at the email address you entered at the start of the form, so that they can login and enter their details.

Once the applicant has completed their information, the application will be sent to the ID Verifier so that they can complete the verification process.

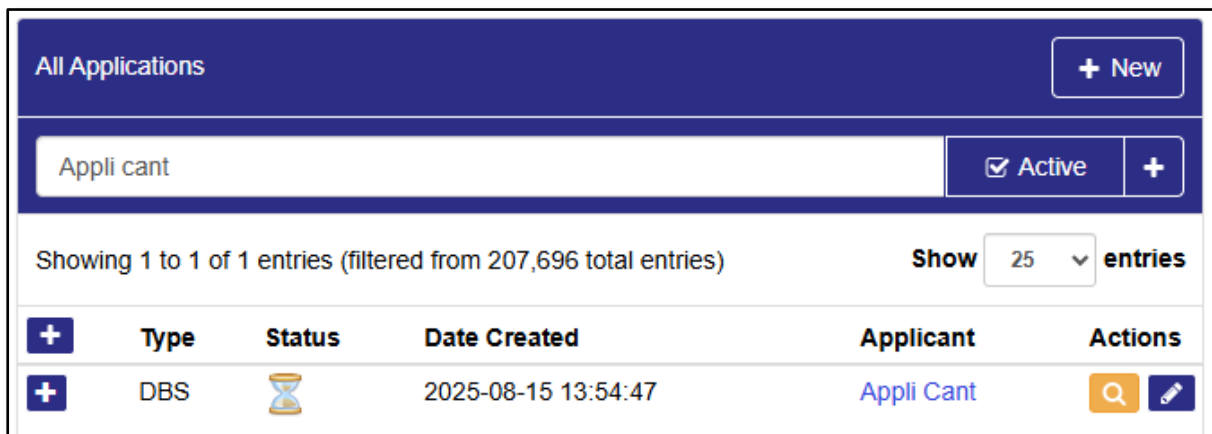
4. SEARCHING DBS APPLICATIONS

To find your current, active DBS applications for your organisation...

1. Hover your mouse over 'Manage Applications' on the menu on the left of the website, then click 'View Applications'



2. You can then view the entire list of active applications under your organisation or type the name of a specific applicant in the search bar at the top.



If you wish to view older, archived applications, simply untick 'Active' to the right of the search bar.



5. AMENDING APPLICATIONS

The majority of the information on an application can be amended by the DBS Admin Access Holder without the need to start a new application, however, please be aware that once an application has been submitted to the DBS, any changes made to the application will not be reflected on the application being processed by the DBS.

Amendments can be made during the initial stages of the application, up to and including the 'Ready for Processing stage however, if the application has been ID verified and sent to the Safeguarding in Employment Team for processing, please contact them as soon as possible to discuss amendments as they may be in the process of sending the application to the DBS.

Please note... a Basic application can't be changed to Standard or Enhanced level or vice versa. They are slightly different application forms so in that situation, a new application at the correct level would need to be created.

Important Things to Consider when Amending Applications:

- The DBS advise that if the applicant's personal information needs amending, the proper procedure is for the application to be returned to the applicant so that they can make any changes, however, as long as the DBS Admin Access Holder has the applicant's knowledge and agreement, they can make any necessary amendments.
- Any changes made must be to ensure that the application contains complete and accurate information. If the level is incorrect, or any personal information is incorrect or is missing from the application form when it's submitted to the DBS, it will likely result in the application being withdrawn or, if the application is completed, the certificate will be invalid.
- Personal information should never be deleted from a form so that the system will accept a form of ID. If you are having an issue where a form of ID is being blocked by the system because the name information doesn't match what was entered on the form, please contact the Safeguarding in Employment Team for advice rather than deleting anything, as incomplete information will likely result in an application being withdrawn.

5.1. Sending the Application Back to the Applicant Stage

If you decide to send the application back to the applicant stage so that they can make any changes:

1. Find the relevant application using the '**Searching DBS applications**' guidance on page 6 of these notes.
2. Click the 'Edit' button to the right of the application name.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	

3. Scroll right to the bottom of the application to find the application status section, and click the 'plus' symbol to expand the section.



4. Click the dropdown menu and select 'Waiting for the Applicant to fill in details'. Click 'Update' and this will send the application back to the applicant stage.

If you are making any amendments yourself, there are two different routes, depending on which information needs amending.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	

Route 1 points to the Applicant name 'Appli Cant'. Route 2 points to the edit icon in the Actions column.

5.2. ROUTE 1 - Amending Applicant's Forename/Surname/Email Address/Username/Password

1. To amend these details, ignore the edit button under 'Actions' on the right and instead click on the applicant's name.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	

2. On the next page, which contains the applicant's username, click the edit button on the right.

Applicant	Username	Applications	Status	Actions
Appli Cant	CANTA397075	1	Active	 

3. On this next page, you will be able to edit the name, email and login details. Make any necessary changes and then click 'save' at the bottom and your changes will be saved.

User Details

Forename *

Surname *

Email *

Account Details

Username * Generate i

Password Generate eye

Business Unit *

Status *

Access Revoked ☐

Selecting the 'Access Revoked' option alone will only block access to this account temporarily and will be reset by the user successfully following the 'Forgot my Password' procedure.

Making an account 'Inactive' means no access to this account can be granted. However, the account can be made 'Active' again.

It is important to note that once this account has been made 'Inactive', only a user with higher access privilege compared to this user can re-activate the account.

Save

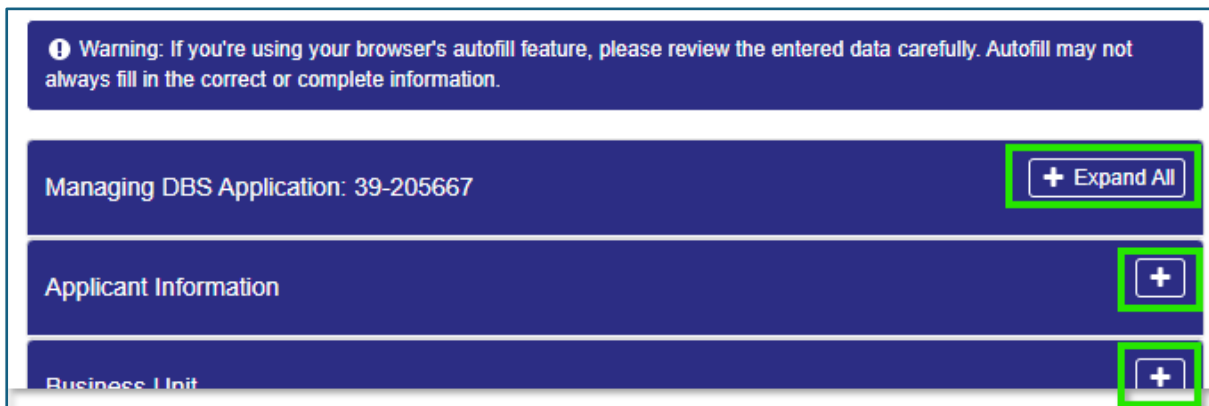
Please note... that if for any reason you need to send the login email to the applicant again, amending/changing the email address or the password will trigger the login details email to be re-sent to the applicant.

5.3. ROUTE 2 – Amending Other Information on an Application Form

1. Find the application you need to amend and then this time, click the blue pencil 'edit' button to the right of the applicant's name.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	 

2. Once you're in the application, you can open up all sections at once by clicking 'Expand All' on the top right, or each section has a plus symbol on the right that you can use to just expand that section.



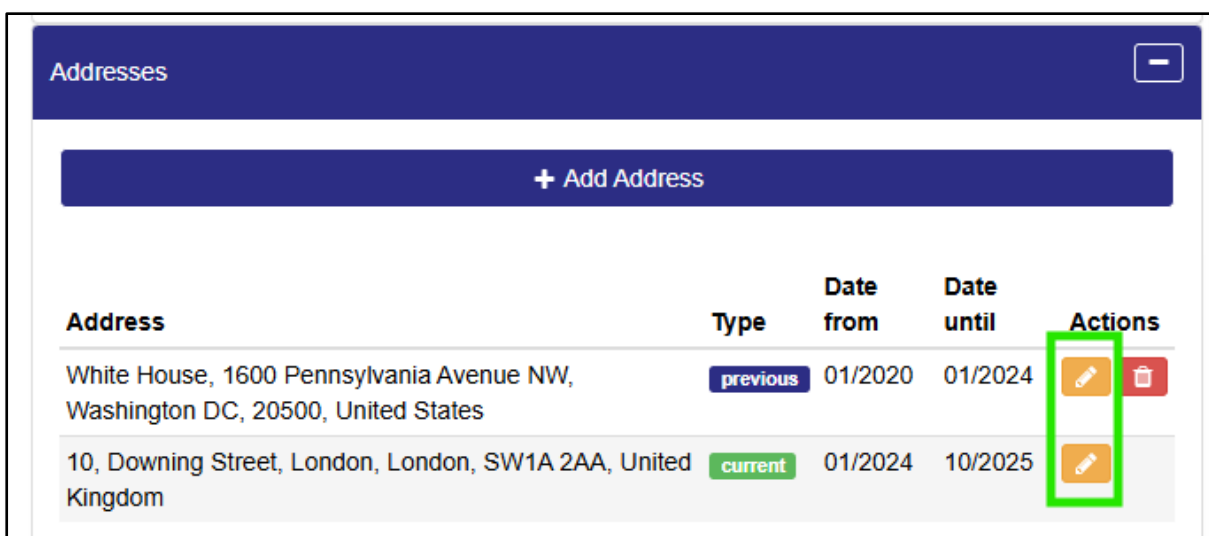
3. Most information on an application can just be amended by typing the correct information into the relevant fields, or ticking/unticking certain options, however, the next section will address amending the address history and the ID verifier.

4. Once you've made any necessary changes, click 'Update' at the bottom of the screen and your changes will be saved.

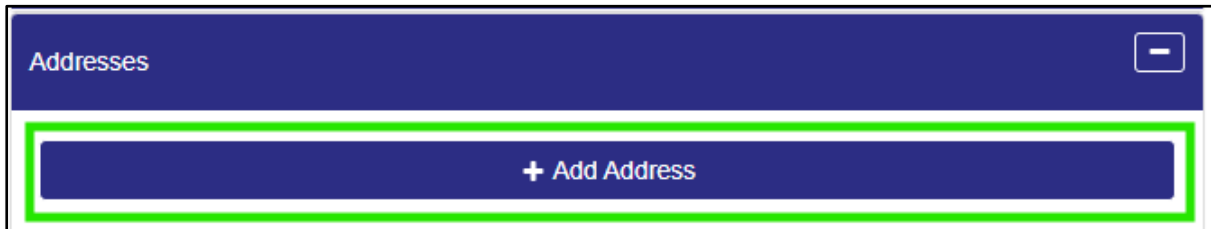


Amending the Address History

If an address or the address history dates need amending, you do so by clicking the edit buttons to the right of any current/previous addresses.

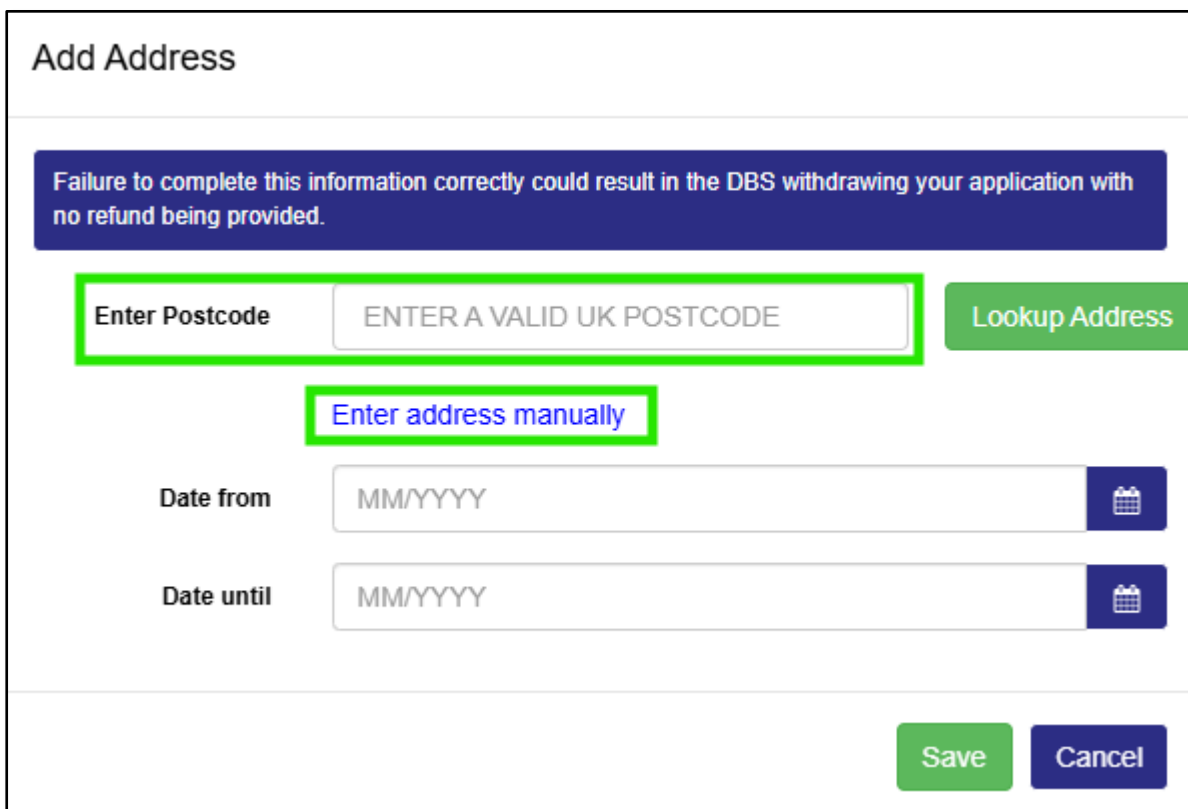


If the applicant omitted an address from their history, addresses can be added by clicking the '+ Add Address' button.



UK addresses - enter the postcode, and then select the address from the dropdown menu

Overseas addresses – click 'Enter Address Manually'. The address can then be entered in the next window.



5.4. Changing the ID Verifier

1. Find the application you need to amend and then click the blue pencil 'edit' button to the right of the applicant's name.

	Type	Status	Date Created	Applicant	Actions
	DBS		2025-08-15 13:54:47	Appli Cant	 

2. Scroll down to the 'Business Unit' section of the application, and then click the 'ID Verifier' dropdown menu and then select the new ID verifier from the list.

Business Unit

Business Unit *

▼

 Copy to Organisation

ID Verifier Type *

Individual ☒ Team ☐

ID Verifier *

▼

 Copy to Manager

3. Once you've made any necessary changes, click 'Update' at the bottom of the screen and your changes will be saved.

Application Status

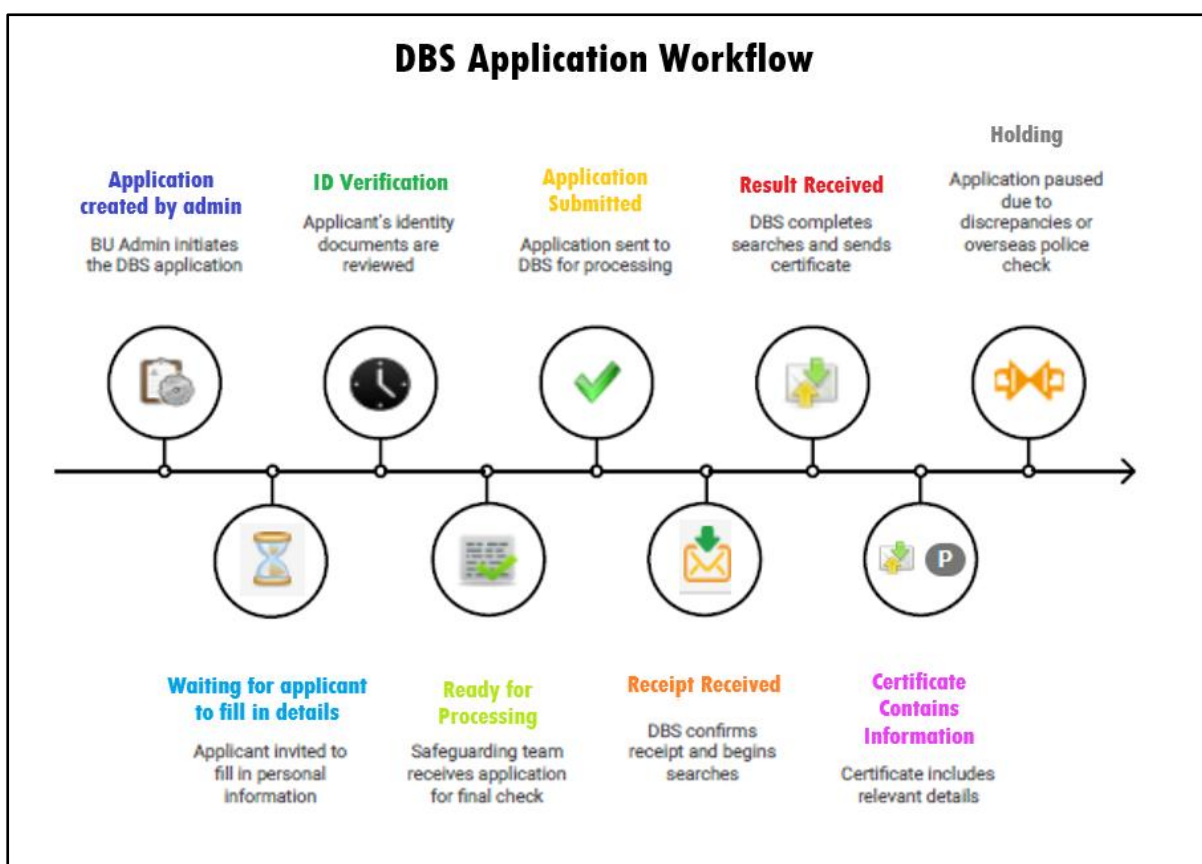
Update

6. DBS APPLICATION STATUSES

While viewing the list of active applications, the DBS Admin Access Holder can quickly see which stage of the process an application is at by the icon to the left of the application.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	 

The DBS system uses different icons for each stage of the application process. Please see the image below for the meaning of each icon.



Statuses Explained

Application created by Admin – You will only see this status if you save an application as a draft before sending it off to the applicant.

Waiting for the applicant to fill in details – The application is with the applicant, waiting for them to complete the form.

Awaiting ID Verification – The application is with the ID verifier.

Ready for Processing – the application is with the Safeguarding in Employment Team, ready to be checked over and then sent to the DBS if no discrepancies are identified and queried.

Application Submitted – the Application has been sent to the DBS and is now waiting for them to confirm receipt of it. Once an application is in this stage, it can no longer be amended and this is the point that an application becomes chargeable.

Receipt Received – The DBS have acknowledged receipt of the application and have begun processing it. The application will stay in this status now until it is completed.

Result Received – The DBS have completed the application and the manager listed on the application will receive an email notifying them of the outcome.

(Please be aware that the email notification is **not** proof of DBS clearance. The email is purely a notification from the Buckinghamshire Council eDBS system to say that the check is completed. The DBS certificate itself is the only acceptable proof of DBS clearance)

Result Received (P) - If the Result Received icon has a 'P' next to it, that means that the check was 'positive' and there is information on the certificate.

Holding – This status means that the application has been placed on hold. The reasons for this will be covered in the next section.

7. ON HOLD (HOLDING) APPLICATIONS

Occasionally, you may see an application has been placed in the 'Holding' status. This will normally be down to one of two reasons.

1. The applicant has lived overseas and needs to provide a Certificate of Good Conduct (overseas police clearance).

If an applicant has lived overseas for 6+ months in their five year address history, the system will trigger the requirement for them to submit a Certificate of Good Conduct, issued by the country they were living in. The DBS will still complete their checks in these cases, and they will still dispatch the certificate, but the application will automatically be put on hold by our system until a member of the Safeguarding in Employment Team updates the application to confirm that they have received a CGC.

Please note... the system should only apply this requirement to Buckinghamshire Council and Local Authority School DBS applications. Academies and external organisations should still seek CGCs where applicable but they do not need to send them to the Safeguarding in Employment Team.

2. The Safeguarding in Employment Team have found a discrepancy on the application that needs investigating.

If there is an issue with the information provided on the application, the Safeguarding in Employment Team will put the application on hold while they investigate. They may need further information from the manager or the ID verifier and will contact them if necessary.

You can check the reason that an application is on hold by checking the application notes. The application notes can be found by clicking the magnifying glass icon to the right of the application.

	Type	Status	Date Created	Applicant	Actions
	DBS		2025-08-15 13:54:47	Appli Cant	 

If the application is on hold because of the CGC requirement, the system adds a note saying ***'Application placed in holding pending CGC'***.

If the application is on hold because of a query from the safeguarding team, there will be a case number and a brief explanation of the issue.

Please note... if you see an application is on hold, and there is no note yet, the Safeguarding in Employment Team has either not yet sent out a query, or they are investigating the issue. If that's the case, please give it 24 hours from the application being put on hold before contacting the Safeguarding in Employment Team as they may be in the process of contacting you.

8. ARCHIVING APPLICATIONS

If you no longer need an application, changing the status of the application to 'Application Archived' will remove it from your active list, stopping it from being processed and stopping any automated reminder emails from being triggered to either the applicant or the ID verifier.

To archive an application:

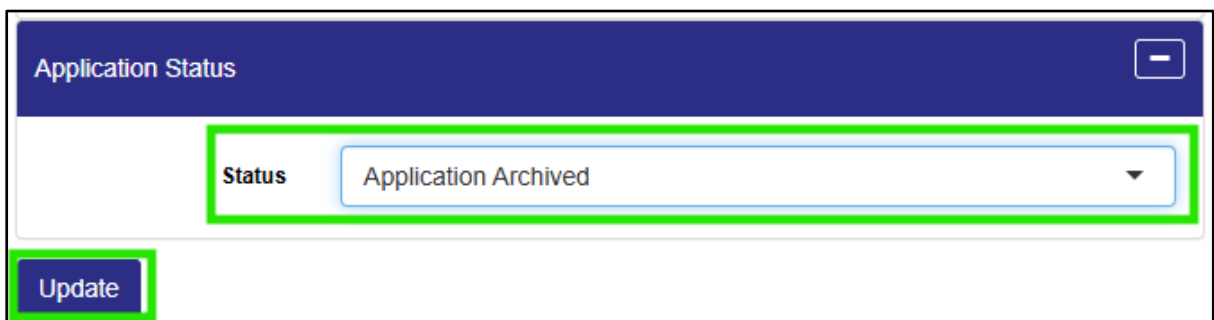
1. Find the application you need to archive and then click the blue pencil 'edit' button to the right of the applicant's name.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	 

2. Scroll right to the bottom of the application to find the application status section, and click the 'plus' symbol to expand the section.



3. Click the dropdown menu and select 'Application Archived'. Afterwards, click 'Update' and this will remove it from your active applications list.


 The expanded "Application Status" section is shown. It has a dark blue header with a minus icon. Below it is a white box containing a "Status" label and a dropdown menu currently set to "Application Archived". At the bottom left of this section is a blue "Update" button.

Please note... Applications can be archived in the stages up to and including the ID verification stage without notifying the Safeguarding in Employment Team.

If an application has already been ID Verified and is in the 'Ready for Processing' stage but you want to cancel it, please contact the Safeguarding in Employment Team as soon as possible as we may be in the process of submitting it. If we have submitted an application you no longer require, we can request that the DBS cancel it, but please be aware that you will still be charged for the application, as the DBS charge for all applications they receive, not applications they have completed.

9. VIEWING IN-PROCESS APPLICATION INFORMATION

This guidance applies mostly to Enhanced and Standard checks as Basic applications only go through the Police National Computer search and are therefore unlikely to take more than a few days to be completed.

To check which stage an in process application is in...

1. Click on the Receipt Received status icon to the left of the applicant's name.

	Type	Status	Date Created	Applicant	Actions
	DBS		2025-08-15 13:54:47	Appli Cant	 

2. This will bring up the application information. In this window, there is a section titled 'Tracking'. Click 'Refresh'.

Tracking	
----------	---

3. The Tracking section will now show the date that each stage was completed.

Tracking		Data retrieved
Police National Computer Search	Completed 29-10-2025	
Barred Lists searched where applicable	Completed 29-10-2025	
Records held by the Police search	Not Started	

Please note... the Police National Computer Search and the Barred Lists stage will normally be completed within a few days of the DBS receiving the application, whereas the Records Held by the Police stage can take the police up to 60 days to complete that stage.

If an application goes past 60 days in the Records Held by the Police stage, the Safeguarding in Employment Team is able to escalate it with the DBS at that point. You do not need to put in a request for applications to be escalated as the Safeguarding in Employment team monitors applications that are likely to go past 60 days in the police stage and will escalate them as soon as possible.

You can check if an application that has gone over 60 days in the police stage has already been escalated by clicking the magnifying glass icon to the right of the application.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	 

If an escalation has been requested, a note will have been added containing the escalation request reference number and the date that the escalation was raised.

+	Timestamp	Log Entry	User
	2025-10-30 08:43:04	Note Added: Your Escalation Request has been successfully submitted to the DBS on 30 Oct 2025	

Applicants are also able to check the status of their applications and request escalations by visiting the [DBS tracking website](#), and entering their application E-reference number and date of birth.

9.1. Viewing Disclosure Information of Completed Applications

When an application is completed, the system will allow DBS Admin Access Holders to see certain disclosure details, including the disclosure date, the certificate number and whether or not the certificate contains content. This is the same information that will be emailed to the manager listed on the application upon completion of the application.

(Please be aware that neither viewing this information on the system nor receiving the email notification should be considered proof of DBS clearance. The email notification and having access to these details are purely for information purposes, and are not considered proof of clearance. The DBS certificate itself is the only acceptable proof of DBS clearance)

To view the disclosure details of an application...

1. Click on the 'Result Received' icon to the left of the applicant's name.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	 

2. This will bring up the application information. In this window, scroll down to the bottom and you will see the disclosure information.

DBS Results	
Timestamp:	29-10-2025 20:01:54
Disclosure Type	Enhanced
Disclosure Status	Certificate contains no information. <i>This is a summary of the DBS disclosure, this page is not a certificate issued by the DBS. The certificate is sent to the applicant.</i>
DBS Application Reference	E1234567890
Disclosure Number	012345678910
Disclosure Issue Date	29-10-2025 00:00:00

You can also check when the certificate was dispatched by refreshing the tracking section above the disclosure information section.

Tracking	Refresh 
No tracking data available.	

Once you click refresh, it will tell you when the certificate was dispatched to the applicant.

Tracking	The Certificate relating to application form E1234567890 was dispatched on 04 Aug 2025.
No tracking data available.	

CERTIFICATES CONTAINING INFORMATION

If a certificate contains information, the disclosure details will look like this.

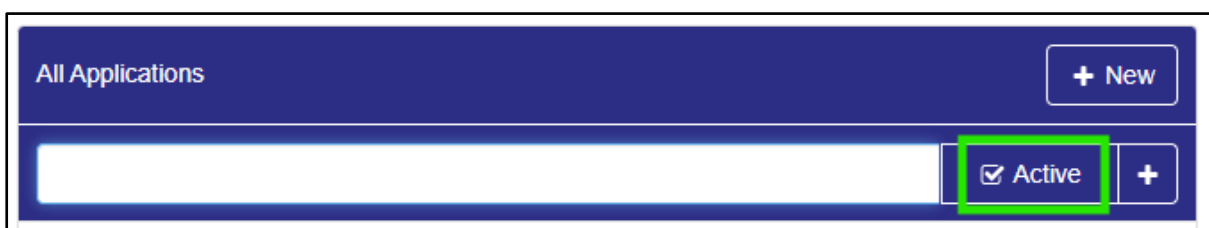
DBS Results	
Timestamp:	29-10-2025 20:01:54
Disclosure Type	Enhanced
Disclosure Status	Please wait to view applicant certificate. <i>This is a summary of the DBS disclosure, this page is not a certificate issued by the DBS. The certificate is sent to the applicant.</i>
DBS Application Reference	E1234567890
Disclosure Number	012345678910
Disclosure Issue Date	29-10-2025 00:00:00

Please note... you will not be able to see what the information on the certificate is anywhere on the system. Only the certificate itself will contain this information.

You should also be aware that Buckinghamshire Council does not receive copies of any certificates and is not involved in the dispatching of certificates. The DBS send certificates directly to the applicant, and **only** to the applicant.

9.2. Viewing Archived Applications

To view any archived applications, go to the view applications page as instructed in the **‘Searching DBS Applications’** section on page 6 of these notes, and untick the ‘Active’ button on the right of the search bar.



All archived applications will have the same ‘Archived’ status icon.

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	 

If the application was completed, you can still view the disclosure information by clicking the ‘Archived’ status icon and the disclosure information will be in the same place as it is on an active application.

Please note... Completed applications are auto-archived three months after the completion date, and then all the personal information on the application is purged six months after that. The name, position title, level and disclosure information will remain on the application permanently. In line with DBS ID Verification guidance, the ID information will remain on the application for two years after disclosure and then be purged after that point.

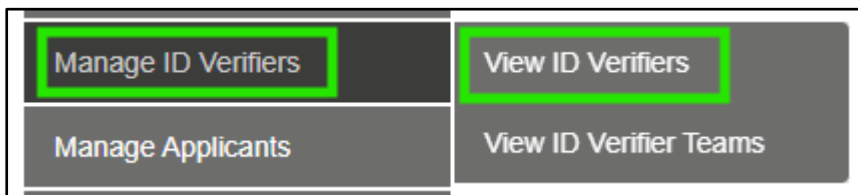
10. CREATING ID VERIFIERS

DBS Admin Access Holders can also create ID verifiers within their organisation.

Please note... only the Safeguarding in Employment team can grant Admin access. If you create an ID verifier, they will only have ID verifier access. If they require admin access, either their manager/headteacher/someone with existing admin access, will need to contact the Safeguarding in Employment Team to request access. Please also be aware that someone cannot request admin access for themselves.

To create an ID verifier...

1. Hover your mouse over 'Manage ID Verifiers' on the menu on the left of the website, then click 'View Applications'



2. This will take you to the list of all active ID verifies in your organisation. Click 'New'.



3. Enter the requested information. When completed, click 'Create ID Verifier' at the bottom.

Username/Password – You can create your own custom ones, or click generate. We would recommend putting 'ID' at the start of the username just to make it clear that this is an ID verifier account.

Business Unit – This will be the name of your Buckinghamshire Council department/School or Academy name/external organisation company name.

Status - change to 'Active'.

Add New ID Verifier

Forename *

Surname *

E-mail Address *

Username *

⌚ Generate

i

Password *

⌚ Generate

👁

Business Unit *

▼

Status *

Inactive

▼

Access Revoked

☐

Selecting the 'Access Revoked' option alone will only block access to this account temporarily and will be reset by the user successfully following the 'Forgot my Password' procedure.

Making an account 'Inactive' means no access to this account can be granted. However, the account can be made 'Active' again.

It is important to note that once this account has been made 'Inactive', only a user with higher access privilege compared to this user can re-activate the account.

Create ID Verifier

11. PAPER APPLICATION FORMS

In some circumstance, you may need to use a paper application form instead of the online version. Where it's possible to avoid this, we would strongly advise that you do so as the paper application route can take much longer than the online version and if the DBS have to query any information on a paper application, it is all done by post, further delaying the process.

There are three main reasons that you may consider a paper application:

Computer/Email Access Issues

If the issue you have is that the applicant doesn't have access to an email address or a computer, we would advise that you use either the DBS Admin Access Holder's email or possibly the manager's email address (with their consent) as the 'applicant' email address on the application in order to receive the login email, and that you then arrange for the applicant to come to the office so you can sit with them to assist completing the form. Only if this is impossible should you consider a paper application.

The Applicant Doesn't Have Sufficient ID

In certain exceptional and rare cases, it may be necessary for an applicant to provide fingerprints as proof of their ID if ID routes 1, 2 or 3 are absolutely impossible. In these cases, a paper application form will need to be completed.

The Applicant Only Has a Single Name

In certain exceptional cases, for cultural reasons, an applicant may only have a forename. In these cases, a paper form is the only option to apply for a DBS certificate as the online form has both forename and surname as mandatory fields. If this is the case, a paper application will need to be submitted to the DBS, along with a covering letter from the applicant, explaining that they only have the one, single name.

If a paper application form is needed, please request one from the Safeguarding in Employment Team.

Once completed, the **original** form (**not a copy**) must be returned to the HR Safeguarding in Employment team to be checked and countersigned before it's sent to DBS. The ID Verifier should enclose **copies (not originals)** of any relevant supporting ID documents to facilitate and expedite the required searches.

12. COMMON ISSUES AND QUERIES

‘I’ve created an application but I spelled the applicant’s name/email address wrong. Do I need to start again?’

No, you don’t need to start a new application. Please see the ‘**Amending Applications**’ guidance on page 7 of these notes to see how to amend the name/email address/login information of an applicant.

‘I’ve created an application but the applicant hasn’t received any login emails, plus the status icon says its still in the ‘Application created by Admin’ stage.’

This is because the application was saved as a draft and not actually sent to the applicant. To resolve this:

1. Find the relevant application and click the edit button to the right

+	Type	Status	Date Created	Applicant	Actions
+	DBS		2025-08-15 13:54:47	Appli Cant	

2. Scroll right to the bottom of the application and click ‘Save and Send’



‘The applicant insists that they’ve completed the application form but it hasn’t moved over to the ID verification stage and is still showing as ‘Waiting for applicant to fill in details’.’

The most likely explanation for this is that the applicant filled in the form but didn’t tick the declarations on the very last page. You will need to ask them to log back in and make sure that they have filled in all the relevant information and ticked the declarations on the very last page.

‘Can I, a DBS Admin Access Holder, fill in a form for an applicant?’

No. The applicant needs to login using the ‘applicant login’ to complete the form. Certain information (current address/declarations) can only be entered via the applicant’s login. You can sit with them and help them login and complete it, but you can’t complete a form for them.

‘The applicant doesn’t have an email address/computer, how do we send them the form and how do they complete it?’

If an applicant doesn’t have an email address or a computer, with their consent, the admin creating the application can use their own email address to receive the login details. Our

advice would then be for the applicant to come into the office and sit with the admin to complete the form.

'I've entered all the ID document information but the application is still showing as in the ID verification stage?'

The most likely explanation for this is that you have added the ID information while in the DBS admin access holder function. Admins can enter the ID information on to the application but the ID verification stage won't show as completed until the ID verifier has gone in and completed the verification through the compulsory route. If you have separate logins, double check that you're not logged in to your admin account. If you have a combined login, click the 'Choose Role' dropdown menu on the left of the website to check which function you are in.

'One of our applications has gone past 60 days in the police stage. Is there a problem with it, and what can be done?'

There are always some applications that take a bit longer than 60 days for the police to complete, however we are currently experiencing this with more applications than normal. If an application does take longer than 60 days, that doesn't necessarily mean that there is a problem with the application itself (if there is, the DBS will contact us) or that there is content on the certificate. Quite often it will be because a particular police force is receiving so many applications that they are experiencing delays with completing them within the normal timeframe.

We do keep track of when applications will go past 60 days in the police stage, so if needed, we will escalate applications as soon as we are able. This essentially means that the DBS contact the relevant police force and ask them to complete the application within 14 days. If the application still hasn't been completed after 14 days, the DBS will then give us the police force details, and we can contact them directly. Just to be clear, this **doesn't** always mean that the application will then be immediately completed. Some police forces will apologise for the delays and just advise us that they are working through applications as quickly as possible but that they won't prioritise applications out of the order they received them.

Another option for escalation is the Hardship Escalation, which can only be pursued by the applicant themselves. If, as a result of the DBS not being completed in a timely fashion, the applicant is experiencing financial hardship, or is likely to lose the position that they've applied for, the DBS will consider a Hardship Escalation. This can be requested by the applicant contacting the DBS on 0300 020 0190 or customerservices@DBS.gov.uk. They will need to quote their application E-reference number and they will need to provide evidence of the situation.

13. CONTACT DETAILS

- **Services** - Please submit your request through the [Employee Portal](#).
- **Schools (with access to the SchoolsWeb)** - Please submit your request via the [Schools Portal](#). For guidance on how to use the portal, please refer to [this short tutorial video](#). If you don't have a role-based account, you may use the [email](#) route.
- **External clients only** - Please submit your request via [email](#).