

How to use the Buckinghamshire Council eDBS System as an ID Verifier

Contents

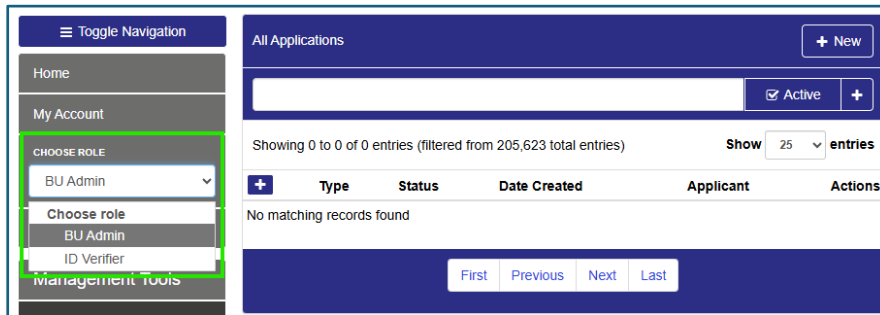
1. September 2025 Changes to the ID Verification process.....	2
2. ID Verifier Responsibilities.....	3
3. Verification Routes.....	4
3.1. Standard/Enhanced Checks.....	4
3.2. DBS Basic Checks	4
4. Document Groups.....	6
4.1. Group 1.....	6
4.1. Group 2a.....	6
4.1. Group 2b.....	7
5. The DBS ID Verification Process.....	8
5.1. Accessing Applications Awaiting ID Verification.....	8
5.2. Applicant Details Summary.....	8
5.3. Verification Options.....	10
5.4. Entering ID Document Information.....	12
5.5. Verification Submission.....	12
6. Common issues and queries.....	14
7. Recording Document Types and Document Details.....	15

1. Changes to the ID verification process

From September 29th, 2025, the following changes will be made to the ID Verification process on the EmploymentCheck system. The changes are as follows.

- The non-UK national route is removed, meaning that the separate ID group for non-UK nationals (Group 1a) will be removed and UK nationals and non-UK nationals will now share the same ID Verification routes.
- The ID document groups have been updated with some new documents added. The new document lists can be found on page 6.
- Verifiers will now need to record the method by which they verified the identity of the applicant, including reasons why the selected 'option' was used if not done face to face with the original documents. More information can be found on page 10.
- Additional document detail fields will be added to Group 1, 2a and 2b documents in line with the updated guidance to support the data retention changes.
- The default NI Number selection will be changed to 'Yes' for DBS Basics.
- Applicants will now be able to enter their own Passport and Driving Licence details before the application is sent to ID verification, meaning the verifier can just check the information against the ID that's been presented to them, without having to enter it.

For the purpose of the following process notes, please make sure you are in the ID verifier function of the [Employmentcheck website](#). If you have access to both Admin and ID verifier functions, you can switch between them using the dropdown menu on the left-hand side of the eDBS system, titled 'Choose Role'.



2. ID Verifier Responsibilities

PLEASE NOTE: An ID verifier cannot verify the identity of themselves, a relative or partner, people who live in the same house as them, or a personal friend.

As part of your role and responsibility as the ID verifier, you must:

- Follow the ID checking guidelines.

[DBS Standard/Enhanced Verification Guidelines](#)

[DBS Basic Verification Guidelines](#)

- Only accept ID that is in the applicant's current name as recorded in section A of the application form.
- Make sure that any details of current passport, driving licence and national insurance number are included on the electronic application form. If the applicant has completed these fields, you **must** check the information they entered against the original document(s) you are verifying – and flag any discrepancies **before** completing the ID verification.
- Seek photographic identity documents in the first instance. These can be used to compare the applicant's likeness. Check and validate the information provided on the application form by the applicant.
- Check that the application form is completed in full and the information it contains is accurate. For example, they have included all addresses lived at in the last 5 years and they have declared all names that they have been known by. Failure to do this can result in delays in processing and the withdrawal of applications.
- Make sure the applicant fills in the address part of the form correctly if they have an [unusual address](#), for example if they live abroad, in student accommodation or a hostel.
- Use a document type only once in the document count. For example, don't accept two bank statements as two of the required documents.
- Do not alter or amend the application form without the knowledge or agreement of the applicant.

3. Verification Routes

Once the verification option has been selected, you will be permitted to proceed with the completion of the verification.

3.1. Standard/Enhanced Checks

For 'Standard' or 'Enhanced' checks, there are three routes available to verify the identity of the applicant – this is known as the three route ID checking process. You must use route 1 where possible. You can only move on to route 2 if the applicant is unable to present the documents needed in route 1.

All three routes require the verifier to ensure that the combination of documents confirm the applicant's name and date of birth.

Route 1

- one document from Group 1,
- two further documents from either Group 1, or Group 2a, or 2b,

Route 2

Route 2 can only be used if it's impossible to process the application through Route 1.

If using Route 2, you will be asked to perform an external ID verification. Follow the prompts and this will be done automatically. As long as the external verification was successful, you will be able to proceed.

- one document from Group 2a
- two further documents from either Group 2a or 2b

Route 3

Route 3 can only be used if it's impossible to process the application through Routes 1 or 2.

- a birth certificate issued after the time of birth (UK, Isle of Man and Channel Islands)

- one document from Group 2a
- three further documents from Group 2a or 2b

If the applicant can't provide these documents, they may need to be fingerprinted.

3.2. DBS Basic Checks

For 'Basic' checks, there are two routes available to verify the identity of the applicant – this is known as the two route ID checking process. You must use route 1 where possible. You can only move on to route 2 if the applicant is unable to present the documents needed in route 1.

All verifications must be completed in line with the DBS guidance.

All three routes require the verifier to ensure that the combination of documents confirm the applicant's name and date of birth. If this can't be done with only two documents, a third document should be requested and can be selected on the form.

Route 1

- 1 document from Group 1, below; and
- 1 further document from either Group 1, or Group 2a or 2b, below

The applicant should have their identity validated using Route 1. If an applicant can't provide Route 1 documents, Route 2 may be used once the ID checker is satisfied there's a valid reason following a discussion with the applicant.

Route 2

- 1 document from Group 2a
- 2 further documents from either Group 2a or 2b

If an applicant is unable to provide this documentation they can't submit an application for a DBS basic check.

4. Document Groups

The document groups are mirrored across Standard/Enhanced and DBS Basic check types.

4.1. Group 1

ID Verification: Group 1

☐ Passport  

☐ e-Visa  

☐ Biometric residence permit  

☐ Application Registration Card (ARC)  

☐ Current driving licence photocard - (full or provisional)  

☐ Birth certificate - issued within 12 months of birth 

☐ Adoption certificate 

[Click here if the Applicant does not have any documents from Group 1](#)

4.2. Group 2a

ID Verification: Group 2a

☐ Non UK current driving licence photocard - (full or provisional). 

☐ Immigration document, visa or work permit. 

☐ Current driving licence (full or provisional) - paper version (if issued before March 2000) 

☐ HM Forces ID card or HM Armed Forces Veteran Card  

☐ Birth certificate - issued after time of birth. 

☐ Firearms licence  

☐ Marriage/civil partnership certificate. 

4.3. Group 2b

ID Verification: Group 2b			
☐ Mortgage statement	?	☐ Benefit statement, for example Child Benefit, Pension	?
☐ Bank or building society statement	?	☐ Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	?
☐ Non UK Bank or building society statement	?	☐ HMRC self-assessment letters or tax demand letter	?
☐ Bank or building society account opening confirmation letter	?	☐ European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC)	?
☐ Credit card statement	?	☐ EEA National ID card	?
☐ Financial statement, for example pension or endowment	?	☐ Irish Passport Card	?
☐ P45 or P60 statement	?	☐ Cards carrying the PASS accreditation logo 	?
☐ Council Tax statement	?	☐ Letter from head teacher, college principal, apprenticeship provider	?
☐ Letter of sponsorship from future employment provider	?		
☐ Utility bill	?		

5. The DBS ID Verification Process

Once the applicant has completed their section of the application form, the verifier will receive an automated email requesting that they log into the system to complete the ID verification process.

5.1 Accessing Applications Awaiting ID Verification

To view the list of applications requiring ID verification, you should select the 'Pending Applications' option from the menu on the left side of the website.

This page will display a list of those applicants where the ID verification is outstanding. To proceed with the verification of an application, you will need to click on the 'Verify' button (denoted by a green tick icon) under the 'Actions' column.

Applications to Verify

Showing 1 to 1 of 1 entries

Show 25 entries

App ID	Type	Date Created	Applicant	DOB	Organisation	Actions
20-3002	DBS	22/08/2025	Example Applicant	01/01/1990	Test Business Unit	

First Previous 1 Next Last

5.2. Applicant Details Summary

The next screen provides a preview of the details the applicant has entered to allow you to verify the ID against this information.

- Please make sure that the information on the ID they've provided matches the information that they've entered on the form. If you find any discrepancies, please flag them and **don't continue with the verification** until they've been addressed.

The identity verification of Applicants must be completed in line with DBS guidelines which can be found [here](#)

Identification Verification: Application 20-3014

Current Name	Mr Example Applicant
Date of Birth	01/01/1990
Gender	Male
Position Details	CHILD WORKFORCE Direct Salesperson in Test Business Unit
National Insurance Number	AB 123456 A
Surname at Birth	Smith (Used until 2021)
Place of Birth	Maidstone GB
Contact Number	03000111222
Are you a volunteer?	No
Working at home address?	No
Criminal Convictions	No

Below the overview of the information, you will see the address history entered by the applicant, which should cover their full five-year address history.

Address History

The Applicant must provide a full and continuous address history covering the last five years - where possible you should seek documentation to confirm this address history.

You should cross-match the applicant's address history with any other information you have been given, such as their CV - this can highlight if an address has not been given, for example if the applicant's CV shows that they have worked in Liverpool in the last 5 years, but the application form shows only London addresses, you may wish to question the applicant.

Address	Type	Date From	Date Until
1, Abbey Wood Road, Kings Hill, West Malling, Kent, ME19 4YT, United Kingdom	Current	01/2010	08/2025

The applicant will also need to have completed a previous name history if applicable, recording all names by which they have been known by.

Name History

You must ensure that the applicant declares all previous name changes, and provides documentary proof to support the change of name; if the applicant is unable to provide proof to support the change of name, you should hold a probing discussion with the applicant about the reasons why, before considering to validate their identity.

Type	Name	Used From	Used Until
Forename	Test	2024	2025

- You **must** check that this information is accurate and complete, as failure to include a complete name history and/or a complete five-year address history can result in delays in processing and the withdrawal of applications.
- If the applicant has changed their name, they should provide the verifier with evidence of the name changes. If they are unable to do so, they must be able to explain to the verifier why they are unable to present evidence of the name changes, and the verifier must be satisfied with their reasons before completing the verification.
- If they have previous forenames/middle names, each one should be entered as separate previous forenames, for example 'Matthew' and 'John' as two separate entries, not 'Matthew John' as one.

Once the address and name histories along with the rest of the applicant details have been checked and confirmed, you can proceed to the verification option section.

5.3. Verification Options

There are three ways in which ID documents can be viewed and validated – the DBS refer to this as the verification ‘Option’ used, and you must record which one you used.

The screenshot shows a form with three options for identity verification. Each option is preceded by a radio button. Option 1 is the first option, Option 2 is the second, and Option 3 is the third.

Option 1

☐ I confirm that the identity check will be completed in person with the applicant and the original physical documents or eVisa/digital PASS card will be viewed and verified in the presence of the applicant.

Option 2

☐ I confirm that the identity check will be completed via video link with the applicant, but I am in possession of the original physical documents. I will declare the reason why an in-person check using 'Option One' could not be completed using the supplied text box.

Option 3

☐ I confirm that the identity check will be completed via video link and I am not in possession of the physical documents. The documents verified will be recorded at the time of the video link identity check. I will declare the reason why an in-person check using 'Option One' or a virtual check whilst in possession of the original documents using 'Option Two' could not be completed using the supplied text boxes. I will retain details of the documents, as set out above at the time of the video link ID check. I will ensure the original document are presented on the first day of employment. I will record the date the ID check was completed in person and cross reference the details recorded from the video link ID check.

Please note: You must use option one unless it is impossible to do so. It is not acceptable to default to options two or three without justification, but if you do, the reason for using options two or three must be recorded on the form.

• Option one

The ID check should be done in person, allowing the ID checker to view the physical documents, or eVisa, or digital PASS card, in the presence of the individual.

The screenshot shows the same form as before, but with the radio button for Option 1 selected (indicated by a blue dot).

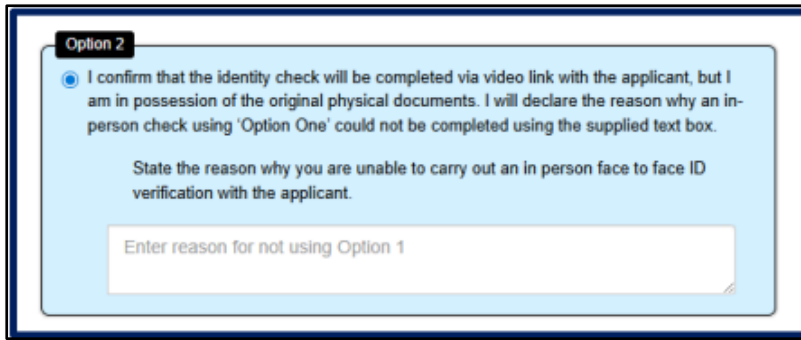
Option 1

☒ I confirm that the identity check will be completed in person with the applicant and the original physical documents or eVisa/digital PASS card will be viewed and verified in the presence of the applicant.

If you cannot use option 1, you may consider...

• Option two

The ID checker can conduct the ID check via video link – for example Google Meet or FaceTime. In these circumstances the ID checker **must** be in possession of the physical documents. These can be posted to the ID checker in advance of the virtual call. Any risks identified when using live video must be assessed and mitigated by you. You must not rely on the inspection of the documents via a live video link, or by checking a faxed or scanned copy of the document.

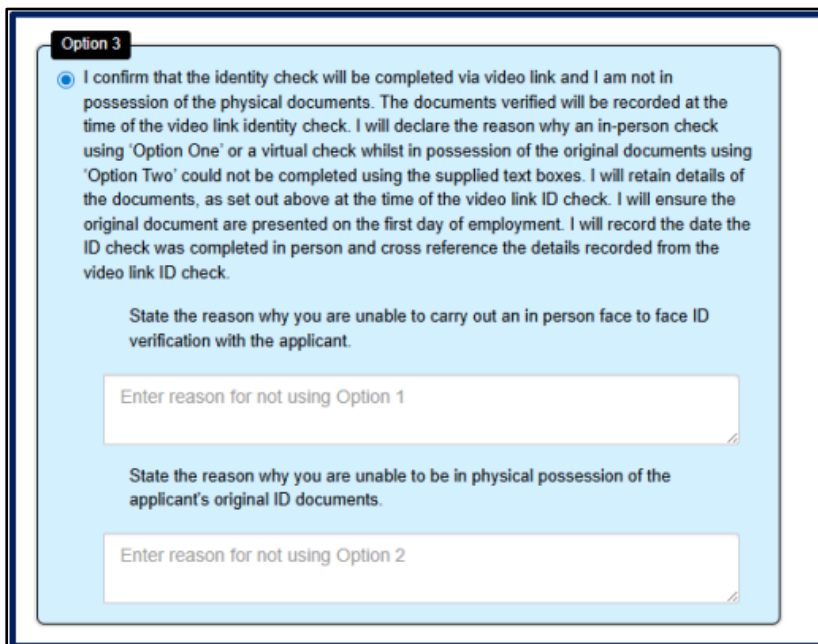


The screenshot shows a form titled "Option 2" with a blue header. A radio button is selected next to the text: "I confirm that the identity check will be completed via video link with the applicant, but I am in possession of the original physical documents. I will declare the reason why an in-person check using 'Option One' could not be completed using the supplied text box." Below this, it says "State the reason why you are unable to carry out an in person face to face ID verification with the applicant." and there is a text input field with the placeholder "Enter reason for not using Option 1".

If option two is used, you must keep a record of why option one was impossible, along with a record of the documents used to validate the identity, for a minimum of 2 years.

- **Option three**

The ID check can be completed via video link – for example Google Meet or FaceTime – without the ID checker being in physical possession of the ID documents. The details of the documents, as set out above, must be recorded and stored at the time of the video link ID check. The original, physical documents **must** be presented to the ID checker on the first day of employment. The ID checker must record the date the ID check was completed in person and cross reference the details recorded from the video link ID check. If there are any discrepancies the DBS check may be invalid.



The screenshot shows a form titled "Option 3" with a blue header. A radio button is selected next to the text: "I confirm that the identity check will be completed via video link and I am not in possession of the physical documents. The documents verified will be recorded at the time of the video link identity check. I will declare the reason why an in-person check using 'Option One' or a virtual check whilst in possession of the original documents using 'Option Two' could not be completed using the supplied text boxes. I will retain details of the documents, as set out above at the time of the video link ID check. I will ensure the original document are presented on the first day of employment. I will record the date the ID check was completed in person and cross reference the details recorded from the video link ID check." Below this, it says "State the reason why you are unable to carry out an in person face to face ID verification with the applicant." and there is a text input field with the placeholder "Enter reason for not using Option 1". Below that, it says "State the reason why you are unable to be in physical possession of the applicant's original ID documents." and there is another text input field with the placeholder "Enter reason for not using Option 2".

If option three is used you must keep a record of why options one and option two were impossible, along with a record of the documents used to validate the identity, for a minimum of 2 years.

If you do need to use options two or three, please be aware that the reasons you log on the form are saved against the application and may be subject to DBS audits.

Once you've selected your verification option, you will move on to entering the document information.

5.4. Entering ID Document Information

To select a document type, click on the tick box next to the document. You will be required to enter the document details which will be saved against the application and recorded within the applicant history.

Please note, some document types (for example bank statements) won't ask for further information.

While there are three ID groups, you don't have to have a form of ID in each of the three groups. You can have more than one item in a group (passport and driving licence for example) and then have the third item in just one of the other groups.

ID Verification: Group 1

☒ **Passport** ?
Any current and valid passport

Passport Number
Passport Number

Nationality as shown on Passport
Nationality

Date of Issue
DD/MM/YYYY 📅

Date of Birth
DD/MM/YYYY 📅

☒ **Current driving licence photocard - (full or provisional)** ?
UK, Isle of Man, and Channel Islands. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA

Country of Issue
▼

Driving Licence Number
DRIVING LICENCE NUMBER

Valid From
DD/MM/YYYY 📅

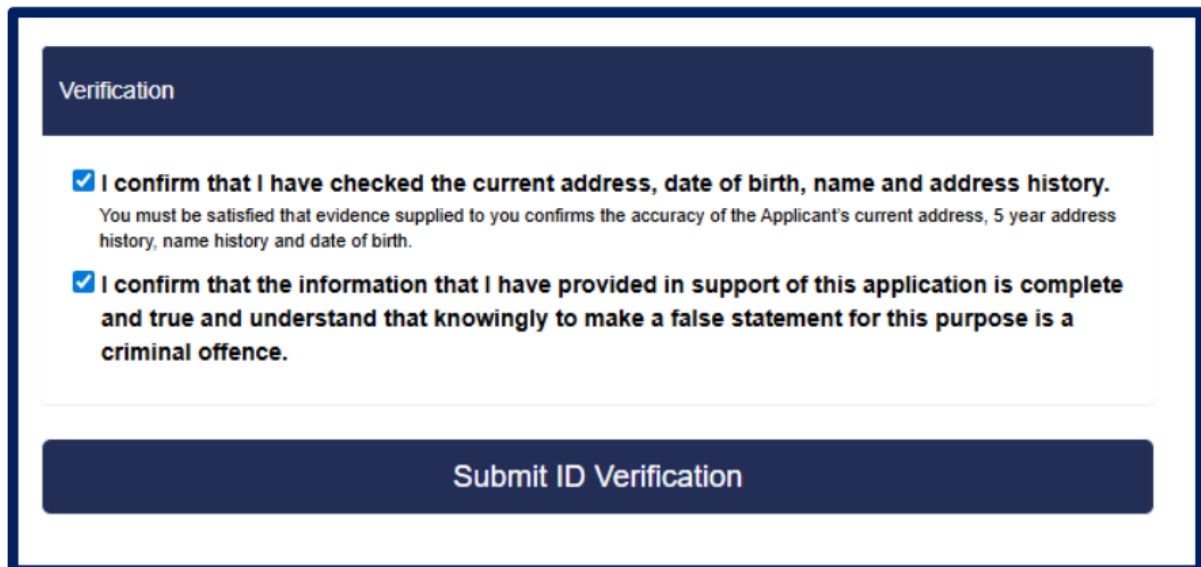
Date of Birth
DD/MM/YYYY 📅

The system checks ID document details against the rest of the application, so if the details don't match, the system will block you from proceeding. First, check that you have entered the information correctly and if it still won't accept the document, you may need to request another document from the applicant.

5.5. Submission

Once the requirements for the verification route have been fulfilled, the banner at the top of the page will turn green to confirm that the ID verification route has been completed. The system will prevent the selection of additional ID documents.

Finally, you will need to tick the declarations to confirm that you have checked the applicant details and their supplied documentation. You need to actively agree to the declaration statements by clicking on the declaration to confirm that the information provided in support of the application is complete and true.



The screenshot shows a form titled "Verification" with a dark blue header. Below the header, there are two declaration statements, each preceded by a blue checkmark icon. The first statement is "I confirm that I have checked the current address, date of birth, name and address history." followed by a smaller line of text: "You must be satisfied that evidence supplied to you confirms the accuracy of the Applicant's current address, 5 year address history, name history and date of birth." The second statement is "I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence." At the bottom of the form is a large dark blue button with the text "Submit ID Verification" in white.

Verification

☒ **I confirm that I have checked the current address, date of birth, name and address history.**
You must be satisfied that evidence supplied to you confirms the accuracy of the Applicant's current address, 5 year address history, name history and date of birth.

☒ **I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose is a criminal offence.**

Submit ID Verification

Once these have been ticked, click on the 'Submit ID Verification' button. This will then pass the completed application to the Safeguarding in Employment team for review and to submit the application to the DBS.

6. Common Issues and Queries regarding ID Verification

‘Do I have to have a form of ID in Group 1, 2a and 2b?’

No. If you are given three forms of ID, two of which, for example, go in Group 1 and the third goes in Group 2b. You are absolutely fine to leave Group 2a empty. As long as you have three forms of valid ID, they can be split across the three groups in any way. If you have all three in Group 1, that's fine. You don't need to have one in each group.

‘The applicant is recently married and has a passport still in their maiden name’.

If the applicant has married after their current, valid passport was issued, so it is still in their maiden name, the passport can be accepted as a form of ID, as long as:

- They provide their marriage certificate as one of the other forms of ID.
- The third form of ID is in their current, married name.

This is the only exception to the rule that ID must be in the applicant's current name as recorded in section A of the application.

‘Which is the correct driving licence option?’

If they give you a photocard licence, the correct option is in Group 1, regardless of whether you already have a form of ID in Group 1. The driving licence option in Group 2a is for paper driving licences issued before March 2000. Please make sure that you only select that option if you are actually presented a paper driving licence issued before that date.

As they are quite uncommon now, unless we are confident the applicant is old enough to have had one (and they haven't changed their name since the paper licences were discontinued) we will always query it if we see a paper licence selected. If we know for sure the applicant is definitely too young to have had one, we will contact you to say we are sending the application back to ID verification so that you can select photocard licence in Group 1 instead.

‘The system won't accept the applicant's Photocard Driving Licence’.

An issue you may encounter is that the system won't accept the driving licence number. This is more often than not because the applicant's name has been recorded incorrectly on their driving licence, affecting the format of their driving licence number.

Driving licence numbers contain the initials of the forename and, if there is one, the first middle name. If the applicant has no middle name recorded on their driving licence, a '9' will be included on the application in place of the initial. If the applicant does have a middle name that they have recorded on the application, but it has not been recorded on the driving licence, then our system will block the driving licence from being used because the initials in the driving licence number don't match the names on the application.

If this happens, you **must not** delete the middle name from the application, or move it to the forename field, just so that the driving licence will be accepted. In this case, you must ask the applicant for another form of ID. A driving licence is a Primary Identity Document, and so it should contain the applicant's full name. If it doesn't, it's not a valid form of ID for DBS purposes and cannot be used.

7. Recording Document Types and Document Details

The DBS guidance states that organisations must:

Keep a record of the documents used to validate each identity for a minimum of 2 years. This is in line with compliance activity carried out by DBS. DBS will ask for records of documents checked as part of ID verification as part of this process. Documents can be recorded as copies of physical documents or PDF evidence of eVisa. If it is not possible to keep copies you should record:

- document type,
- country of issue
- any expiry date,
- any reference numbers, and
- notes if there were any discrepancies discussed as part of the ID verification process.

The documents entered onto the EmploymentCheck system will be retained for 2 years after an application is archived. You are required to select the document type and complete the document details for all documents used for the verification.