

DBS Application form Guide Applicant Version v.2 November 2023



Completing an online application form



Email received containing a username and password; Click on the link in the email

Dear Test Test,

Mitie (Test account only) - MITIE (Test Account only) has set up access for you to complete your Disclosure and Barring Service (DBS) application form.

Please note that Mitie (Test account only) - MITIE (Test Account only) has requested that you pay for this application, payment can be made via debt or credit card at the end of the application form.

You have access to complete this form for 14 days.

To start completing your application, please click on the following link and enter your username and password as shown below:

Website: <https://form.crbs.info/>

Username: **test_test_2**

Password: **i&.*o%S]25JuH]**

Enter the username and password exactly as shown in the email, we recommend to copy and paste the details to ensure accuracy.

Disclosure checks log in

Don't have an account? You can register your organisation [here](#).

Username:

Password:

[Forgot your password?](#) | [Forgot your username?](#)

Having issues logging in? Please call the UKCRBs team on [01256 487889](tel:01256 487889).

If you require access to our historic basic checks system please click [here](#)

A Mitie Group PLC company

UKCRBs, Procius Limited, Network House, Basing View, Basingstoke, RG21 4HG.

Registered DBS Umbrella Body No: 22934000007 Reg. Ltd company 03656962

A link has been received from your employer/prospective employer. Click on the link; you will then be required to input a code which your employer will have provided. Complete your name and email address and create a password. A username will be generated and this will be emailed to you.

Disclosure checks - MITIE (Test Account only)

Please enter the application code you have been given by MITIE (Test Account only) before starting your application.

Code

You are also required to create a login, so you can return to an incomplete application.

The generated username will be emailed to you for reference.

First Name

Last Name / Family Name

Email

Password

Password must be at least 10 characters, contain at least one capital letter, one number, and one special character.

Confirm Password

☐ I'm not a robot


reCAPTCHA
Privacy - Terms

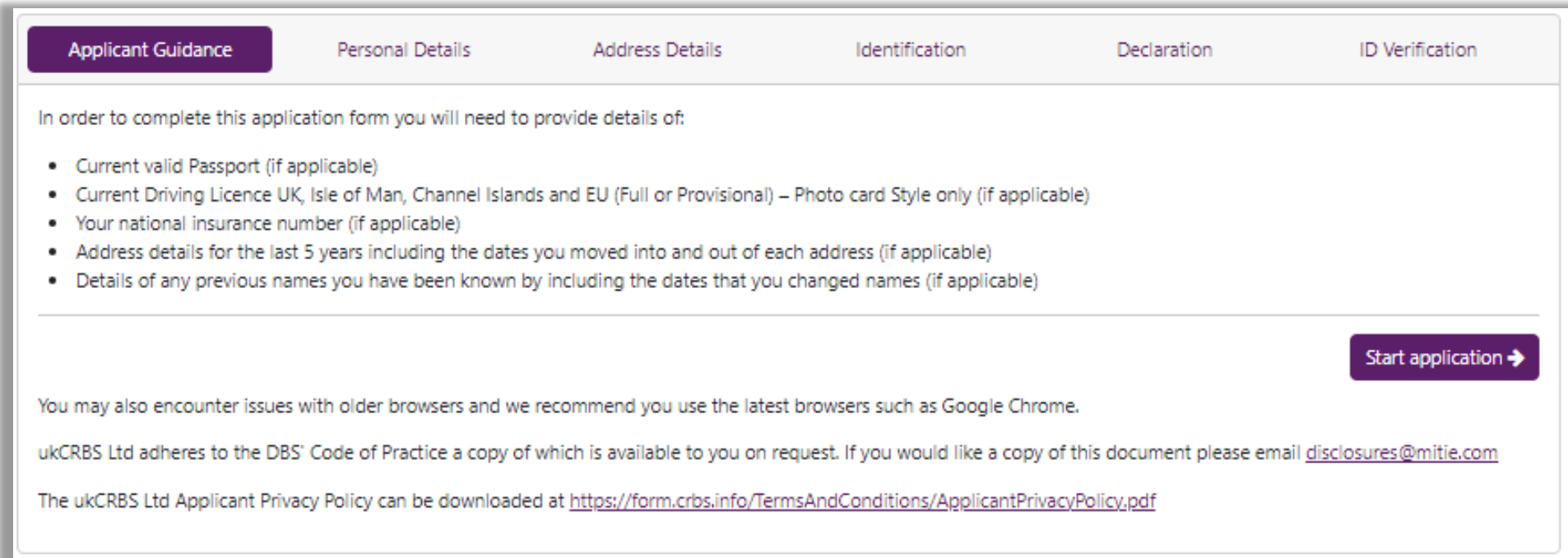
The reCaptcha may ask you to identify objects within pictures, this is

Completing an online application form

Before starting an application, please ensure you have the following, if applicable;

- Valid Passport details
- Valid UK Driving Licence details
- National Insurance Number
- Address details for the last 5 years &
- Previous name details

The first page of the application form advises what details will be required to proceed;



The screenshot shows the first page of the ukCRBS online application form. At the top, there is a navigation bar with six tabs: 'Applicant Guidance' (highlighted in dark blue), 'Personal Details', 'Address Details', 'Identification', 'Declaration', and 'ID Verification'. Below the navigation bar, the text reads: 'In order to complete this application form you will need to provide details of:'. This is followed by a bulleted list of requirements: 'Current valid Passport (if applicable)', 'Current Driving Licence UK, Isle of Man, Channel Islands and EU (Full or Provisional) – Photo card Style only (if applicable)', 'Your national insurance number (if applicable)', 'Address details for the last 5 years including the dates you moved into and out of each address (if applicable)', and 'Details of any previous names you have been known by including the dates that you changed names (if applicable)'. To the right of this list is a dark blue button with the text 'Start application →'. Below the list, there is a paragraph: 'You may also encounter issues with older browsers and we recommend you use the latest browsers such as Google Chrome.' This is followed by another paragraph: 'ukCRBS Ltd adheres to the DBS' Code of Practice a copy of which is available to you on request. If you would like a copy of this document please email disclosures@mitie.com'. The final paragraph states: 'The ukCRBS Ltd Applicant Privacy Policy can be downloaded at <https://form.crbs.info/TermsAndConditions/ApplicantPrivacyPolicy.pdf>'.

Applicant Consent



The application form will then ask for confirmation of your consent. You will be required to actively confirm your consent and to input your name and email address.

You have been requested to complete this application form via eBulk, therefore, this application will be electronically uploaded to either the Disclosure and Barring Service or Disclosure Scotland dependent on the category of check being undertaken.

All information requested is used solely for the purpose of producing a Disclosure and Barring Service or Disclosure Scotland certificate and is collected, stored and processed by UK CRBS Ltd and the Disclosure and Barring Service or Disclosure Scotland in accordance with the EU General Data Protection Regulation (GDPR). We will treat all personal information as confidential and we will not disclose it to any third party except: (i) with prior agreement; (ii) as necessary for providing our eBulk online disclosure service; or (iii) as required by law.

By clicking "I Confirm" you are agreeing the following;

That on this date you:

- Give consent for the application to be processed
- Will represent your identity to be true
- Will corroborate your identity to be true via documentation
- Confirm that the information provided on the application is true and accurate to the best of your knowledge and belief

A record of your consent will be retained for a period of 12 months.

Statement of Fair Processing

The Disclosure and Barring Service will refer the details provided on this application form to government and law enforcement bodies in accordance with any relevant legislation. The details provided to these bodies will be used for identifying possible matches to records held by them. Where such a match is established, data may be released to the DBS for inclusion on any certificate issued. The details provided on this form may be used to update the records held by the bodies specified above. The details provided on the application form may be used to verify your identity for authentication purposes. The DBS may use any information provided by the DBS on a certificate or otherwise held by the DBS to inform any of its barring decisions made under its powers within the Safeguarding Vulnerable Groups Act 2006.

Please confirm your consent by filling in the below details and clicking "I Confirm" below. If you do not consent please click "I Decline" and contact your employer/prospective employer.

Your Name: TEST TEST

Your Email: TEST@MITIE.COM

Privacy Policy - standard/enhanced checks (paper and e-Bulk applications) declaration*

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.

We are unable to process your application if you have not read the Standard/Enhanced Check Privacy Policy

Privacy Policy - DBS/DS online application declaration*

I have read the ukcrbs Privacy Policy for applicants <https://form.crbs.info/TermsAndConditions/ApplicantPrivacyPolicy.pdf> and I understand how ukcrbs will process my personal data.

Yes No

We are unable to process your application if you have not read the ukcrbs Privacy Policy

Please note; we are unable to process any application if the consent has not been confirmed

Application form

Applicant Details



Compulsory Fields are marked with an asterisk *

Complete each field with your personal details.

Standard / Enhanced (DBS) Check - Application Form

Applicant guidance ▼

Personal details

Address details

Identification

Declaration

Applicant Personal Details

Title: *

Gender: *

Male

Female

First Name: *

Middle Name(s):

Last Name / Family Name: *

Date Of Birth: *

Day

Month

Year

Telephone Number:

E-mail:

Please ensure you use your full name, do not use an abbreviated version i.e. if you are known as Dave but your full name is David please ensure the full name is provided.

If you have any middle names these MUST be included.

Place Of Birth

Town / City: *

Country: *

United Kingdom

Nationality at birth: *

Your Town and Country of Birth are required and your nationality at birth.

Standard / Enhanced (DBS) Check - Application Form

Applicant guidance ▼

Personal details

Address details

Identification

Declaration

Applicant Personal Details

Title: *

Mrs

Gender: *

Male

Female

First Name: *

Middle Name(s):

Last Name / Family Name: *

Surname At Birth: *

Used Until: *

Month

Year

Date Of Birth: *

Day

Month

Year

Telephone Number:

E-mail:

When you select a title from the drop down list, if the title indicates you may have changed your name, i.e. Mrs, a new section will appear asking you to confirm your surname at birth together with the month and year this name was used until.

If your surname has not actually changed please insert the same surname again and insert the date that your title changed i.e. from Miss to Mrs

Previous Names

Have you/the applicant ever been known by any other name? *

Yes

No

If you have been known by any other names please select ‘Yes’ and type in the names and dates that you were known by that name.

If you have not been known by any other names please leave this selected as **No** and continue to the next step

Application form

Applicant Details & Address Details

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Previous Names

Have you/the applicant ever been known by any other name? *

☒ Yes ☐ No

NOTE: Please ensure no gaps exist between the previous names' from / to dates.

NOTE: The fields below have been pre-filled with the details supplied in the surname at birth section, if you/the applicant have had any other previous names please add them now.

Previous Name:	Date From:	Date To:
AnnMaiden	January 1980	January 2014
First & middle name(s)Surname	MonthYear	MonthYear

+ Add additional name

If you have already completed the surname at birth in the personal details section this information will be automatically inserted into this section.

If you need to insert more previous names, click **Add additional name** and type in the details, continue to click 'Add additional name' until you have added all names ensuring there are no gaps in the dates. You will not be able to continue if there are gaps in the dates provided

Once completed click **Continue to Next Step**

Continue To Next Step →

Current Address

Lookup address
Postcode

Address 1: *

Address 2:

Town / City: *

County:

Please select... ▼

Country: *

United Kingdom ▼

Postcode: *

At Address Since: *

MonthYear

You can use the lookup address by typing in the postcode of your address and click **Find UK Address**. A drop-down list of addresses for that postcode will then appear for you to select the address from. The data will then autofill on the form.

You can also type the information into the fields.

You will need to select the month and the year that you moved to your current address.

If you have not lived at your current address for 5 years or more a new section will appear for you to provide a full 5-year history.

Please note that if your current address covers 5 years you will be able to continue to the next step

Application form

Address History



Please note that if your current address covers 5 years this section will not appear

Previous Addresses

NOTE: Please provide details of your address history in the last 5 years, ensuring no gaps exist between the from / to dates.

Address summary	Date from	Date to
PROCIUS LTD, BASINGSTOKE, GB	Jan 2018	Present

Previous Address:

Lookup address

Postcode

Find UK Address

Date From: *

Month

Year

Date To: *

January

2018

Address 1: *

Address 2:

Town / City:

County:

Please select...

Country: *

United Kingdom

Postcode: *

Save Address

Delete Address

On the left-hand-side of the page you will see the current address and you will need to complete the previous address/s on the right-hand-side of the page.

Once the address details and dates have been input click the ‘Save address’ button and the address will move to the summary on the left of the page. Continue to add the addresses until you have covered a full 5-year period

Previous Addresses

NOTE: Please provide details of your address history in the last 5 years, ensuring no gaps exist between the from / to dates.

Address summary	Date from	Date to	
Overseas, Perth, AU	Jan 2000	Jan 2016	
UK C R B S, ST NEOTS, GB	Jan 2016	Jan 2019	
PROCIUS LTD, BASINGSTOKE, GB	Jan 2019	Present	

You can edit or delete any addresses by clicking the relevant icon.

If you click edit the address will move back to the section on the right and will only update once you click **Save address**

Please ensure there are no gaps in the dates. You will not be able to continue if there are gaps in the dates provided and a warning will appear at the top of the page;

Please check that there are no gaps in the previous address history.

Once completed click **Continue to Next Step**

Continue To Next Step ➔

Application form

Identity

ukcrbs

The DBS require details of certain documents if you have them. These are;

- Valid UK National Insurance Number
- Passport and;
- Valid UK Driving Licence

By ticking the relevant option you are confirming you have the document and you will then be required to provide the details

Identity

- ☐ Does the applicant hold a valid **UK** national insurance (NI) number?
- ☐ Does the applicant hold a valid passport?
- ☐ Does the applicant hold a valid **UK** driving licence?

NI Information

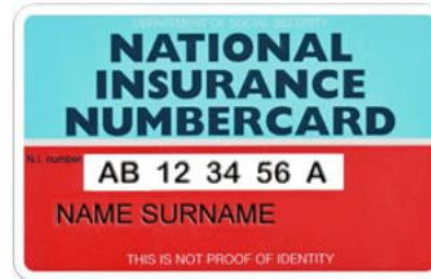
NI Number: *

Insert your national insurance number into the boxes. The NI number is made up of two letters, six numbers and a single letter. If certain details are input incorrectly the system will highlight this for you and you will not be able to continue until this is corrected.

NI Number: *

The second box for the National Insurance number must contain two numbers.

Identification - help



Using the above example of a National Insurance (NI) number, this number would be entered into the 5 boxes as follows:

Box Number: 1 2 3 4 5

NI Number:

Are you able to provide the passport information? * ☐ Yes ☒ No

Please state the reason why you are not able to provide the passport information: *

If you are unable to provide your passport details change the option to **No**. You will need to confirm the reason you are unable to provide the details. For example, if your passport is with the Home Office, this is acceptable. If you have lost your passport this is not acceptable, you should report the passport as stolen and un-tick the option to confirm you do not hold a valid passport

Application form

Identity



Passport Information

Are you able to provide the passport information? *

☒ Yes ☐ No

Date Of Birth: *

Day

Month

Year

Passport Issue Date: *

Day

Month

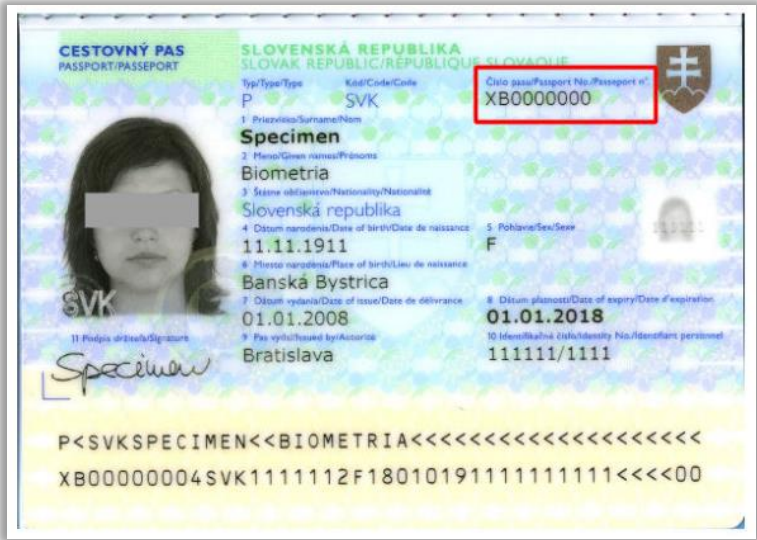
Year

Passport Nationality: *

Passport Country: *

United Kingdom

Passport Number: *



Insert your passport details

When you insert your date of birth the system will check that it matches the date input on the personal details page and will highlight in red if it does not match.

Your passport must be in date to be a valid document, when you insert the issue date the system will check that the document is still valid and will highlight in red if the passport is out of date.

If you are using a UK issued passport the system will check the passport number only contains numbers and that the number of characters is correct.

Passport Information

Are you able to provide the passport information? *

☒ Yes ☐ No

Date Of Birth: *

1

January

1980

Passport Issue Date: *

9

January

2006

The passport issue date cannot be older than 10 years and 9 months as the passport would be out of date.

Passport Nationality: *

BRITISH

Passport Country: *

United Kingdom

Passport Number: *

123456789

Application form

Identity

ukcrbs

Driving Licence Information

Are you able to provide the driving licence information? * ☐ Yes ☒ No

Please state the reason why you are not able to provide the driving licence information: *

Driving Licence Information

Are you able to provide the driving licence information? * ☒ Yes ☐ No

Date Of Birth: * Day Month Year

Licence Valid From: * Day Month Year

Licence Type: * ☐ Paper ☐ Photocard

Country Of Issue: * ☐ United Kingdom ☐ Northern Ireland

If you are unable to provide your driving licence details change the option to **No**. You will need to confirm the reason you are unable to provide the details. For example, if your licence is with the DVLA, this is acceptable. If you have lost your licence this is not acceptable, you should report it as stolen and un-tick the option to confirm you do not hold a valid UK issued Driving Licence

Insert your driving licence details

When you insert your date of birth the system will check that it matches the date input on the personal details page and will highlight in red if it does not match.

Country Of Issue: * ☐ United Kingdom ☒ Northern Ireland

Licence Number: *

You will need to select if your licence is UK or Northern Ireland issued. The driving licence details are different depending on where it is issued. A Northern Ireland issued licence number can be found at section 5 on the licence.

Country Of Issue: * ☒ United Kingdom ☐ Northern Ireland

Licence Number: *

The UK issued driving licence contains validation data on your surname, gender, date of birth and forename/s initials. The application form will verify the licence details against the details input on the personal details section.

Examples of the most common driving licence issues are shown below;

Country Of Issue: * ☒ United Kingdom ☐ Northern Ireland

Licence Number: * TEST9

The detail provided does not match the current surname which has been input on the personal details section.

Country Of Issue: * ☒ United Kingdom ☐ Northern Ireland

Licence Number: * SURNA 801010

The details provided does not match the gender which has been selected on the personal details section.

Country Of Issue: * ☒ United Kingdom ☐ Northern Ireland

Licence Number: * SURNA 851015

The detail provided does not match the date of birth which has been input on the personal details section.

Country Of Issue: * ☒ United Kingdom ☐ Northern Ireland

Licence Number: * SURNA 851010 AM9ZR

The detail provided does not match the forename/middlename input on the personal details section.

Once completed click **Continue to next step**

Continue To Next Step →

Application form

Declaration

ukcrbs

You are required to declare if you have any convictions, cautions, reprimands or final warning. If you select **Yes** you will **not** be asked to enter any further details. We would recommend that you discuss any convictions, cautions, reprimands or warnings with your employer/prospective employer. Having a criminal record will not necessarily mean you will be refused a position. Any criminal record would need to be relevant to the role for it to prevent you from being offered a job.

Declaration

* Do you have any convictions or cautions (excluding youth cautions, reprimands or warnings) that are not 'protected' as defined by the [Ministry of Justice](#)?

☐ Yes ☐ No

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 information. In some cases the registered body may provide this information directly to my employer prior to me receiving my certificate.

I understand if I do not consent to an electronic result being issued to the registered body submitting my application that I must not proceed with this application and I should submit a paper application form.

I understand that to withdraw my consent whilst my application is in progress I must contact the DBS helpline 03000 200 190. My application will then be withdrawn.

☐ Yes ☐ No

You are required to provide your consent to for an electronic result to be sent to ukcrbs and to your employer/prospective employer. The result will indicate that your certificate contains NO information or that the certificate DOES contain information. If the certificate contains information your employer/prospective employer will not see the information until you provide a copy of the paper certificate to them.

A paper certificate will always be sent directly to you at your home address.

If you do not provide your consent we are unable to process a DBS check for you

You are required to confirm that you have not provided any false data. You are also required to confirm that you have read the DBS statement of fair processing and again that you provide your consent for the DBS to provide an electronic notification.

If you do not provide your consent we are unable to process a DBS Check for you

Please confirm the information you have provided is complete and true information. Knowingly making a false statement is a criminal offence

I also confirm that I have read and understood the DBS statement of fair processing, [Privacy Policy for Applicants](#) and consent is provided to UKCRBs to receive an electronic notification once the Application has been processed. The electronic notification will state either "Certificate contains no information" or "Please wait to view applicant certificate".

☐ Yes ☐ No

For further information on the DBS Filtering Guide please [click here](#)

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice](#) website.

Send for Authorisation

Save and Pay

If your employer/prospective employer is paying for your DBS check then you will see a **Send for Authorisation** button. Once clicked you will see a confirmation that the application has been successfully saved. If you are required to pay click the **Save and Pay** button.

Alternatively, you may be asked to **continue to the next step** for a Digital

Digital ID Verification

ukcrbs

If your employer/prospective employer are set up for digital verification, you will be required to complete an identity check through our trusted partner HooYu.

You will be required to confirm that you have the documentation necessary to complete the digital check. As a United Kingdom citizen you will need 2 photographic ID documents; a valid passport, a valid UK Photocard Driving Licence or a valid photocard driving licence from any other country.

You will also be required to supply a document confirming your current address. Proof of address can be any Bank, Utility, Insurance or Tax document issued within the last 3 months.

Digital ID Verification

You have been asked to do a Digital Identity Verification. This will be done with an external provider, but first we need to ask you a few questions to confirm you are eligible. Please complete the below questions.

Are you a United Kingdom (UK) Citizen? *

☒ Yes ☐ No

Do you hold a valid passport? *

☐ Yes ☒ No

The Passport details have not been provided on the 'identification' page of this application form. If you have this document, please go back, and provide the details before continuing.

Do you hold a UK valid Photocard driving licence (full or provisional)? *

☐ Yes ☒ No

The Driving Licence details have not been provided on the 'identification' page of this application form. If you have this document, please go back, and provide the details before continuing.

Do you hold a valid Photocard driving licence (full or provisional) from a non-UK country? *

☐ Yes ☐ No

You will also be required to provide a document confirming your current address. Proof of address can be any Bank, Utility, Insurance or Tax document that was issued within the last 3 months and displays the date of issues, your name and current address.

You do not have the required documents to complete a digital verification check, please submit your application by clicking the Send for Authorisation button and then contact Mitie (Test account only) for them to do a manual verification of your identity.

[Send for Authorisation](#)

If you have not completed the passport and/or UK driving licence details on the identification page you will not be able to select them here.

If you do not hold the required documents, you will need to contact your employer/prospective employer to arrange a face-to-face visit where you will be required to take identity documents to have your identity validated by them.

You will see a **Send for Authorisation** button. Once you click this your application will be sent to your employer/prospective employer

Digital ID Verification



As a Non-United Kingdom Citizen, you will be required to provide 2 forms of identity, these will need to be a valid UK photocard driving licence, a valid photocard driving licence from a non-UK country or a valid passport and/or a valid UK Biometric Residence Permit. You will also be required to supply a document confirming your current address. Proof of address can be any Bank, Utility, Insurance or Tax document issued within the last 3 months.

Are you a United Kingdom (UK) Citizen? *

☐ Yes ☒ No

Do you hold a valid passport? *

☐ Yes ☒ No

The Passport details have not been provided on the 'identification' page of this application form. If you have this document, please go back, and provide the details before continuing.

Do you hold a UK valid Photocard driving licence (full or provisional)? *

☐ Yes ☒ No

The Driving Licence details have not been provided on the 'identification' page of this application form. If you have this document, please go back, and provide the details before continuing.

Do you hold a valid Photocard driving licence (full or provisional) from a non-UK country? *

☐ Yes ☐ No

Do you hold a valid UK Biometric Residence Permit? *

☐ Yes ☐ No

If you have not completed the passport and/or driving licence details on the identification page, you will not be able to select them here.

You will also be required to provide a document confirming your current address. Proof of address can be any Bank, Utility, Insurance or Tax document that was issued within the last 3 months and displays the date of issues, your name and current address.

Digital ID Verification



Once you have confirmed on ukcrbs that you hold the required identity documents you will be provided with a link which will direct you to HooYu for the check to be processed. The link is valid for 7 days after which a new application form will need to be completed.

An email containing the link will be sent to you if you are unable to complete the check immediately. Once the digital verification is completed the link will be automatically deactivated.

As part of the checks we are undertaking, we are required to carry out a Digital verification check via our third-party supplier.

Please read and tick the processing notice below to confirm you understand how your data will be processed.

- ☐ I consent to having the information provided in this application shared with HooYu Ltd whose principal place of business is Fora, 180 Borough High Street, London, SE1 1LB for the purpose of having a Digital Verification check performed on me.
- ☐ I also consent to having any images supplied to HooYu via this process to be transferred back to Mitie (Test account only).

Save and get digital verification link

As part of the checks we are undertaking, we are required to carry out a Digital verification check via our third-party supplier.

Please read and tick the processing notice below to confirm you understand how your data will be processed.

- ☒ I consent to having the information provided in this application shared with HooYu Ltd whose principal place of business is Fora, 180 Borough High Street, London, SE1 1LB for the purpose of having a Digital Verification check performed on me.
- ☒ I also consent to having any images supplied to HooYu via this process to be transferred back to Mitie (Test account only).

Please click below to complete your Digital Identity Verification. Must be completed before 06/12/2023 12:26.

<https://www.hooyu.com/checkid/request/9bc0689d-e9c1-4c88-a019-86fffd13ceb6>

Please copy the link for reference if you need to complete later.

When you click on the link you will be taken to a welcome page on HooYu which will greet you with your full name. If this is incorrect, please click the cancel request button at the bottom of the page. If correct click 'Next'



Confirm your identity

Hi LISA CLAIRE TUCK,

Before we can activate your UKCRBS account, we just need to confirm your identity using our security partner, HooYu.

[Tell me more about HooYu](#)





It's quick and easy

With the right information to hand, you should be able to breeze through in under 5 minutes.



It's safe and secure

HooYu uses Transport Layer Security (TLS) to keep your data safe. HooYu doesn't store or keep any of your document images and doesn't share or store any of your profile data.

Next >

[Cancel request](#)

HooYu will again confirm which identity documents are required to complete the digital verification check. A liveness check is a requirement of the digital verification system. A liveness check is where you are required to do a selfie with your webcam or smartphone.



How to confirm your identity



Liveness Check

To start a Liveness Check, you'll need a smartphone or a webcam

REQUIRED



Photo ID x2

You will need at least 2 photo ID(s)

Passport, Driving Licence

REQUIRED: PASSPORT, DRIVING LICENCE



Proof of Address x1

You will need at least 1 proof of address document(s)

Utility Bill, Bank Statement, Tax Document, Insurance, Proof of Address

START >

You will then be asked to agree to HooYu processing and sharing of your personal data. If you don't agree you will not be able to continue and will need to contact your employer/prospective employer to have a manual ID check completed.

If you agree, click the Agree and continue button.

Your Privacy & HooYu

UKCRBS has asked HooYu to verify your ID.

To do this, HooYu will ask you to provide personal data including location, facial and document images. For your peace of mind, we will delete the most sensitive information such as document images within **7** days of the ID verification being completed. We will not share your personal data with any third party except **UKCRBS**

By clicking Agree and continue you give your consent to the processing and sharing of your personal data including facial images.

Agree and continue



Don't agree and exit



You will now need to complete the mandatory checks. You can start by clicking any option.

We need you to provide the following to complete your identity verification.

Your Progress

0%



Liveness Check

Mandatory



Photo ID

Mandatory: Passport, Driving Licence



0/2



Proof of Address



0/1

Feeling a bit stuck?

Liveness Check

Start with a Liveness Check

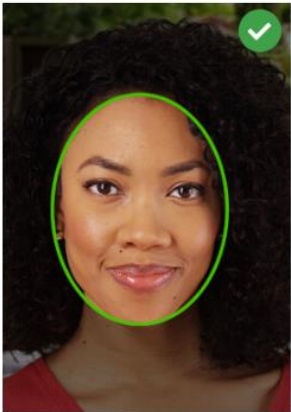


HooYu – Confirm your identity

ukcrbs

1. Liveness check

By doing your Liveness Check, you consent to processing of the data by HooYu.



Our Liveness Check is a short motion capture that helps us confirm your identity.

Make sure you:

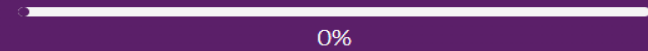
- Are the only person in shot
- Are in focus and in a well-lit area, natural light is preferable
- Remove glasses and any face coverings
- Look directly at the camera and follow instructions onscreen
- Turn accessibility settings on if you use them normally
- Have nothing private in view as the camera also captures everything outside the green circle.

 Continue

Click the 'continue' button to open your camera and complete the liveness check making sure you follow the instructions provided.

Once you have taken the selfie you will see a processing screen.

Just a moment we're processing your result...



You will get a confirmation once the liveness check is done and will be prompted to continue to the next step, adding a driving licence.

Great that's your Liveness Check done

Add Driving Licence

Check progress

Don't have a webcam? [Use your mobile phone](#)

Click on the add driving licence button to continue.

HooYu – Confirm your identity



1. Driving Licence

By providing your Driving Licence, you consent to processing of the data by HooYu.



Let's get a clear photo of the **front** of your Driving Licence

- **Pro TIP:** Place a piece of white paper under your document
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash



Add from this device
Browse

Take a photo on your phone?

[Continue on mobile phone](#)

Please read the guidance and upload a photograph of the front of your driving licence first. You will see a processing screen.

Just a moment, we're uploading the front of
your Driving Licence...

0%

Please read the guidance and upload a photograph of the back of your driving licence.

By providing your Driving Licence, you consent to processing of the data by HooYu.



Let's get a clear photo of the **back** of your Driving Licence

- **Pro TIP:** Place a piece of white paper under your document
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash



Add from this device
Browse

Take a photo on your phone?

[Continue on mobile phone](#)

Once done you will see a processing screen and you can continue to add your passport



Processing your Driving Licence



Great we got your Driving Licence, we will check it now!

This should only take a few minutes.

Add Passport

Check progress

HooYu – Confirm your identity



2. Passport

By providing your Passport, you consent to processing of the data by HooYu.



Let's get a clear photo of your Passport

- **Pro TIP:** Place a piece of white paper under your document
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash



Add from this device
Browse

Please read the guidance and upload a photograph of the photo page of your passport. You will then see a processing screen. Followed by a confirmation.



Great we got your Passport, we will check it now!

This should only take a few minutes.

Check progress

3. Proof of Address

Add a Proof of Address

Please provide at least one proof of address document

Select a document:

Bank Statement

Please check the following:

Is this document addressed to LISA CLAIRE TUCK?

☐

The document was issued on or after 2023-08-08?

☐

Is there a transaction visible?

☐

Continue

[What type of documents do we accept?](#)

Please select the document type you have from the drop-down list and check and tick the document contains the required data. Once confirmed click the continue button

Documents we accept

Utility Bills from any gas, water, broadband/internet, electricity or land line telephone provider (no mobile phone bills) that have been issued within the last 3 months and displays the date of issue, your name and current address.

Bank Statements that were issued within the last 3 months and displays the date of issue, some transaction history (front page only), your name and current address.

Tax Documents including council tax statements and letters from HMRC or other national revenue department that was issued within the last 3 months and displays the date of issue, your name and current address.

Insurance Documents or certificates for home, contents or vehicle that was issued within the 3 months and displays the date of issue, your name and current address.

Proof of Address any Bank, Utility, Insurance or Tax document that was issued within the last 3 months and displays the date of issue, your name and current address.

HooYu – Confirm your identity



By providing your Bank Statement, you consent to processing of the data by HooYu.



Let's get a clear photo of your Bank Statement

- Pro TIP: Place the document over a plain colour background.
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash

 Add from this device
Browse

Take a photo on your phone?

[Continue on mobile phone](#)

By providing your Utility Bill, you consent to processing of the data by HooYu.



Let's get a clear photo of your Utility Bill

- Pro TIP: Place the document over a plain colour background.
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash

 Add from this device
Browse

Take a photo on your phone?

[Continue on mobile phone](#)

Please read the guidance and upload a photograph of your proof of address. You will then see a processing screen. Followed by a confirmation.



Great we got your Bank Statement, we will check it now!

This should only take a few minutes.

Check progress

Digital Verification





Liveness Check

Was successful





Photo ID

-  Driving Licence processed
-  Passport processed





Proof of Address

-  Bank Statement processed



You will now see a number of confirmations regarding your digital identity check.

On the HooYu website you will confirmation that you have completed all the required steps. You will be returned to the ukcrbs site where you will see confirmation of either a pass or fail for your digital identity check. If you have passed there is nothing further for you to do.

If you have failed the digital identity check you will be required to contact your employer/prospective employer who will arrange for a manual identity check to be completed.

You will also receive an email confirming the pass or fail and the next steps you need to take.



Thank you

Thank you for completing this application form, please could you now contact your organisation.

If your Digital Identity Verification was unsuccessful, you will be required to provide your employer/prospective employer with your identification documents if not already provided.

For details on which documents are acceptable please [click here](#) or contact your employer.

Dear LISA TUCK,

Your disclosure application form for MITIE (Test Account only) has now been successfully submitted.

The result of our digital identity verification was PASS

If the above result is not a PASS then MITIE (Test Account only) now needs to verify your identity. If you have not already provided identity documents, please contact MITIE (Test Account only) to arrange this.

If you have any queries or would like to discuss the progress of you application, please contact MITIE (Test Account only).

Kind regards

The UKCRBs team

Please do not reply to this message as it has been automatically created by the system and this address is not monitored.

Application form

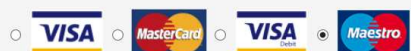
Payment

ukcrbs

If you are required to make payment for your application you will be directed to a Barclaycard payment system where your card details can be taken. You will see the total due to be paid with a breakdown of the costs. You will firstly need to select which type of card you will be using.

Process payment

Please check the details of the transaction below before pressing the 'Process Payment' button.



Item	Number of items	Cost	Vat	Total
Disclosure charge	1	£0.00	£0.00	£0.00
Administration fee	1	£10.00	£2.00	£12.00
				£12.00

Process Payment

Once you have selected the card type click the **Process Payment** button, you will then be directed to the Barclaycard payment system, here you will need to again confirm the card type you will be using by clicking on the symbol for that card type.

Payment confirmation

Order reference : DBS_960269_20200907144540
Total charge : 12.00 GBP
Beneficiary : UK Crbs Ltd

Please select a payment method by clicking on the logo.

Card: SSL secured transaction



Can I actually pay with my Maestro card?



POWERED BY
barclaycard

Cancel

On this page input your payment card details and click **Yes, I confirm my payment** if successful you will be re-directed to ukcrbs and you will see a confirmation screen showing that your application has been completed successfully.

If your payment is unsuccessful or you close out of the payment screen your application cannot be processed. If the payment failed you can return to the payment page and go through and try making payment again.

Payment confirmation

Order reference : DBS_960269_20200907144540
Total charge : 12.00 GBP
Beneficiary : UK Crbs Ltd

Pay with : **VISA**
DEBIT

Cardholder's name* :

Card number* :

Expiry date (mm/yyyy)* :

Card verification code* : [What is this?](#)

* Mandatory fields

Verified by
VISA

POWERED BY
barclaycard

Completed

Your application has been successfully saved and been sent to an id checker for authorisation.

You will be required to provide your employer/prospective employer with your identification documents if not already provided.

For details on which documents are acceptable please [click here](#) or contact your employer.

Payment failed

We have been unable to process your payment, please try again or contact our customer support team on [01256 487 889](tel:01256487889).

You are required to provide your employer/prospective employer with your identification documents. Details of the acceptable documents are shown in the following pages. If you have already shown your documents to your employer/prospective employer the process is now complete.

If you have provided your email address you will receive an email confirming that your application has been submitted to the DBS. The email will contain your application form reference number and a link to the DBS' tracking service so you can follow the applications progress.

Acceptable Identification Documents

Group 1 – Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK) – A BRP showing Indefinite Leave to Remain, Indefinite Leave to Enter or No Time Limit can be used up to 18 months past the expiry date of the BRP. BRP holders are encouraged to create an account and access their eVisa
- Current Driving Licence UK, Isle of Man, Channel Islands (Full or Provisional)
 - Photo card Style only
- Birth Certificate (UK, Isle of Man and Channel Islands) – issued at the time of birth -including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. Must be original birth certificate. Certified copies are a group 2a document
- Adoption Certificate – UK and Channel Islands
- E-Visa – Access via the ‘View and Prove’ service. If you do not have a UKVI account to access your eVisa you can create one online [Get access to your online immigration status \(eVisa - GOV.UK\)](#)
- ARC - Application Registration Card – Issued by the Home Office.

Group 2a – Trusted Government Documents

- Current Driving licence - Photocard All Countries outside the UK excluding Isle of Man & Channel Islands (Full or Provisional)
- Current Driving Licence - Paper version (issued before March 2000) – UK, Isle of Man, Channel Islands (Full or provisional) – All information, including name and address, must be up to date.
- Birth Certificate (UK and Channel Islands) – (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are NOT acceptable)
- Marriage/Civil Partnership Certificate (UK and Channel Islands)
- Immigration document, visa or work permit - Issued by a country outside the UK. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non Non-UK country in which the role is based
- HM Forces ID Card or HM Armed Forces Veteran Card (UK)
- Fire Arms Licence (UK, Channel Islands and Isle of Man)

Group 2b – Financial and Social History Documents

- Mortgage Statement (UK) – issued in last 12 months
- Bank/Building Society Statement (UK and Channel Islands) – issued in last 3 months - A print off of a bank statement that is endorsed with a stamp and signed by the bank is acceptable
- Bank/Building Society Account Opening Confirmation Letter (UK) – issued in last 3 months
- Credit Card Statement (UK) – issued in last 3 months
- Financial Statement - e.g. pension, endowment (UK) – issued in last 3 months
- P45/P60 Statement (UK & Channel Islands) – issued in last 12 months – Cannot be an online document
- Council Tax Statement (UK & Channel Islands) – issued in last 12 months
- Valid Letter of Sponsorship from future UK employment provider (valid only for applicants residing outside of the UK at time of application)
- Utility Bill (UK) NOT mobile telephone – issued in last 3 months – Cannot be printed from an online account
- Benefit Statement (UK) e.g. Child benefit, Pension – issued in last 3 months
- Central or local government, government agency or local council document giving entitlement e.g. personal independence payment (PIP), free school meals, universal credit, asylum support etc. (UK and Channel Islands) – issued in last 12 months
- Valis EEA National ID Card
- Valid cards carrying the PASS accreditation logo (UK, Isle of Man and Channel Islands) – Digital PASS cards are acceptable where they have been issued by an approved digital PASS provider and the QR code has been used to confirm details
- Letter from Head Teacher or College Principal (UK) (16 / 19 yr olds in full time education or on an apprenticeship – only used in exceptional circumstances if other documents cannot be produced – issued in the last month)
- HMRC self-assessment letters or tax demand letter (UK) – issued in the last 12 months
- Valid European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC) (UK)

ID Checking Routes – UK Nationals

Non-Digital Verification routes



Route 1

You must be able to show:

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

At least 1 of the documents must show your current address

Route 2

If you don't have any of the documents in Group 1, then you must be able to show:

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

At least one of the documents must show your current address. An appropriate External Validation check will then be undertaken by ukcrbs

Route 3

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

For Route 3, you must be able to show:

- a birth certificate issued after the time of birth (UK and Channel Islands)
- 1 document from Group 2a
- 3 further documents from Group 2a or 2b

At least one of the documents must show your current address. If you can't provide these documents you may need to be fingerprinted. Please note that the fingerprint route does not confirm or validate your identity but will confirm that the owner of the fingerprints does or does not have a criminal record

If you need any further advice or guidance please contact the Disclosures Team who will be happy to help

T - 01256 487 889

E - disclosures@mitie.com