

# **GBG** | OnlineDisclosures

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## The Applicant User Guide

Enter

**Helpdesk Telephone:** 0845 251 5000\*

**Opening Times:** 8.30am to 5.30pm Monday to Friday

**Email:** onlinedisclosures@gbgplc.com

*\*Calls cost 3p per minute plus your telephone company's network access charge*

## Contents

**This interactive guide will take you through the  
OnlineDisclosures Application Form  
Step-by-Step.**

**To see instructions on a particular setting, click the relevant  
button below or simply scroll through the user guide.**

**Registration  
Process**

**Completing an  
Application**

**Identity Document  
Verification**

**Making a Payment**

**Amending your  
Application**

## Registering on OnlineDisclosures

To be able to Sign In and complete the disclosure application, you must Register first.

There are **two** ways in which you register on OnlineDisclosures.

How you register is decided by the organisation you are completing the disclosure check for.

**Please select how you need to Register**

**My Organisation has Registered Me  
(I have been sent an activation email)**

**I need to Self-register  
(I have been supplied with an Org Pin & Secret Word)**

If you are unsure of how you need to register, please contact the Organisation you are completing the disclosure check for.

## Self-Registration (Step 1 of 2)

The first time you use OnlineDisclosures  
you need to **Register**.

- 1.** Click **Register** on the right hand side of the screen.
- 2.** Enter your Org Pin: This is a unique number supplied by your organisation.
- 3.** Enter your full name.
- 4.** Enter your email address and confirm it by entering it again.
- 5.** Click **Next Step**

**Please Note:** If you do **not** know the Org Pin,  
please contact the organisation requesting you  
complete an Online Disclosures check.

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### Register - Step 1 of 2

You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.

Org pin	<i>Don't have this?</i>
<input type="text" value="Supplied by your organisation"/>	
Your full name	
<input type="text"/>	
Email address	
<input type="text" value="john.doe@email.com"/>	
Confirm email address	
<input type="text"/>	
<b>Next step</b>	
<a href="#">Cancel registration</a>	

## Self-Registration (Step 2 of 2)

**1.** Depending on the organisation you will need to either;

**a.** Click the box to confirm that the organisation name provided is the organisation you are completing the check for.

**OR**

**b.** Enter the Organisation's Name as requested

**2. Create** a memorable password

**3. Confirm** the password by entering it again

**4. Click 'Complete Registration'**

You will be taken to the **Step 1** of the application form.

**Please Note:** The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

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Register - Step 2 of 2

I confirm **Demonstration Organisation PO** is my organisation

Create password  
*Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%\$£) to increase your password security strength.*

Confirm password

**Complete registration**

[Cancel registration](#)

# Registering with an Activation Email

**Once you have been added to OnlineDisclosures you will receive an Activation Email, this will contain;**

## The Organisation PIN

This is specific to your organisation

## Confirmation of Email Address

This email address should be used as your username

## Link to Registration Page

The link required to activate your account

- 1. Click the link within the email**
- 2. Create a memorable password**
- 3. Confirm the password by entering it again**
- 4. Click 'Save Password'**

**Please Note:** The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

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

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:

Organisation PIN: 123456

Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:

<http://onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHltrg>

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: <https://gbg.onlinedisclosures.co.uk>

If you require any assistance, please contact our helpdesk using the details below.

Thank you for using our online service.

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### Create Password

Please enter a new password which will be associated with your new account.

### Password

*Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%\$£) to increase your password security strength.*

### Verify Password

**Save password**

**Back to Top**

## How do I Sign In?

If you need to access OnlineDisclosures and you have already registered, simply Sign In

- 1.** Enter the Organisations PIN
- 2.** Enter the email address used during registration
- 3.** Enter the memorable password you created for yourself.
- 4.** Click Sign In

**Please Note:** The password is case sensitive and must be entered exactly as you created it.

If you have forgotten your sign in details, click [Forgotten sign in details?](#)

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### Sign In

Organisation pin

*Don't have this?*

Supplied by your organisation

Email address

john.doe@email.com

Password

**Sign in**

[Forgotten sign in details?](#)

# Before you begin the application...

If you have any of the documents listed it is mandatory that you supply the information.

To make completing the application easier and faster for yourself, make sure therefore that you them readily available.

## Before you Begin

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

## What you will need

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

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

**Begin application**

Read the **Statement of Fair Processing** and click **Accept** at the bottom of the page.

## Statement of Fair Processing

Please confirm below that you agree to the following statement

The DBS was established in December 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Applications for Basic criminal record checks are processed by Disclosure Scotland.

In this fair processing statement, "we", "us" and "our" refers to the organisation requesting a criminal record Disclosure.

By accessing the Website and providing us with your personal details, you agree to accept and be bound by our privacy policy, the key terms of which are non-exhaustively summarised in this fair processing statement.

All information is stored in a secure environment, compliant with ISO27001. All information for a Disclosure is encrypted and submitted to and from DBS via secure government pathway.

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

All organisations requesting criminal record Disclosures are required to:

- Abide by the DBS/DS Code of Practice
- Abide by the Data Protection Act 1998
- Have a policy for the recruitment of ex-offenders and a policy for secure storage, handling, use, retention and disposal of Disclosure Certificates and Disclosure Information

All information requested is used solely for the purpose of producing a Criminal Record Disclosure and is collected, stored and processed by us and the DBS or Disclosure Scotland in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our Criminal Record online service to you; or (iii) as required by law.

Applicants using this service for the purpose of obtaining a Basic Disclosure from Disclosure Scotland consent to:

- Their Disclosure Certificate dispatched to the Registered/Responsible Body instead of their home address.
- The exchange of electronic data between Disclosure Scotland and Registered/Responsible Body which may indicate the presence, or otherwise, of

I have read and accept the above terms

**Proceed with application**

**Back to Top**

# Step 1: How do I complete About You: Name & Gender?

The screenshot shows the 'About You' step of a five-step online disclosure process. At the top, there's a navigation bar with five circles labeled 1 through 5. Circle 1 is highlighted with a yellow border. Below the navigation bar, the 'GBG | OnlineDisclosures' logo is displayed. A note in a yellow box states: 'Please note - we require all questions to be answered unless labelled as (Optional)'. The main section is titled 'Your Name & Gender'. It includes a note about confidential checking for transgender applicants and provides contact information for the Sensitive Team. There are radio buttons for 'Male' and 'Female', dropdown menus for 'Title' (with 'Select' and 'eg. John' options), and a text input for 'Surname' (with 'eg. Smith' example). A question 'Do you have a middle name?' has two radio button options: 'Yes' and 'No'.

You must specify your gender and supply us with your full name details.

**Important:** Shortened names, ‘nicknames’ and initials should not be used unless these are stated on your Identity Documents (ID).

If you have any middle names you must provide this information.

To the question ‘Do you have a middle name?’ answer **Yes** and enter one middle name per box.

*A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.*

## Step 1: Adding Previous Names

If you have been known by any other names, you must supply the previous name and the dates you used this from and until. To do this...

### 1. Select Yes

### 2. Enter your previous name.

### 3. Select the name type i.e. **forename** or **surname** from the drop down list

### 4. Enter the year that you used this name **from** and **until**

### 5. Click **Add Name**

Repeat this process until all previous names have been entered

To remove a name, click **Remove**

The screenshot shows the 'About You' step of the GBG OnlineDisclosures process. At the top, there is a navigation bar with five steps: 1. About You (highlighted in yellow), 2. Contact Details, 3. Verification Documents, 4. Summary, and 5. Confirmation. Below the navigation, a note says: 'Please note - we require all questions to be answered unless labelled as (Optional).'. The main form area asks: 'Have you been known by any other names? This could be a change of first or last name'. There are two radio buttons: 'Yes' (selected) and 'No'. Below this, it says: 'Please add any names you have previously been known as below'. A note states: 'If adding previous forename(s), all names must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename. If you need to amend a previous name please press remove and re-add it.' There is a table with columns: 'Previous name' (input field), 'Name type' (dropdown menu), 'Used from' (input field), and 'Used until' (input field). At the bottom right of the table is a red button labeled 'Add Name'.

**Please Note:** If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

# Step 1: Completing my Birth Details

Depending on the level of check you are completing the disclosure application form for, some details in this section are optional.

All optional questions are marked as such.

1. Enter your date of birth (DD/MM/YYYY)
2. The name of the **town** you were born in i.e. Nottingham
3. From the drop down list, select the **country** you were **born** in (Optional)
4. Enter you Nationality at Birth (Optional)
5. Enter your Mother's maiden name.

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

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

**Birth Details**

Date of birth  
DD - MM - YYYY e.g. 31 - 12 - 1960

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

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

Country you were born in  
Please select

Birth nationality (Optional)

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

# Step 1: My Identification Documents (ID)

If you have any of the ID documents listed in this section you must supply this information.

1. Click the box next to any current and valid ID that you have.

Fields will appear underneath each document selected

2. Enter all the required information for the ID you have selected.

If you do not have any of the documents click the box to state this.

3. Click Proceed to Step 2

**Please Note:** Do not click the box alongside the document if you do not have it.

The screenshot shows the top navigation bar of the GBG OnlineDisclosures website. It features five circular steps: 'About You' (highlighted in yellow), 'Contact Details', 'Verification Documents', 'Summary', and 'Confirmation'. Below the navigation bar, a yellow banner contains the text: 'Please note - we require all questions to be answered unless labelled as (Optional)'.

The screenshot shows the 'Identification' section of the form. It asks: 'Do you have any of the following forms of ID?'. There are three options: 'National Insurance number' (with a explanatory note about finding it on payslip, P45 or P60), 'Valid driving licence' (with a note about providing the number), and 'Valid passport' (which is checked). Below this, there are fields for 'Please enter your passport number' (containing '1234567890'), 'Passport country of issue' (set to 'United Kingdom'), and a checkbox for 'I do not have any of the above forms of ID'. At the bottom is a red 'Proceed to step 2' button.

## Step 2: Complete the Contact & Address Details

### Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will make it easier for us to contact you, should we need to.

### Address Details

**For your application to be processed, a full 5 year address history must be provided.**

#### Lived Abroad or been travelling in the last 5 years?

If you have lived abroad or been travelling and visited more than one country, the details for each country you visited must be entered.

It is possible for the dates you visited/lived in each country to overlap.

#### Lived Away at University?

If you are currently living away from home, but your ID relates to your home address, enter your home address as your current address.

It is possible for the dates you have lived at these addresses to overlap.

**Please Note:** The ID documents you provide as proof of address for verification must match the current address details supplied in this section. If they do not support the current address details your application will not be verified.

## Step 2: Entering Address Details

### Automatic Look Up

- 1.** Enter your Postcode and click 'Find'
- 2.** Select your house number/name
- 3.** Enter the **month** and **year** that you moved in
- 4.** Click 'Confirm'

### Manual Entry

- 1.** Click 'Enter address manually'
- 2.** Enter your **postcode** and **full address** details
- 3.** Enter the **month** and **year** that you moved in
- 4.** Click 'Confirm'

### Adding Address Previous Addresses

- 1.** Click Add Another Address
- 2.** Follow the steps for automatic look up or enter the address manually
- 3.** Enter the **Month** and **Year** you moved into this address and the **Month** and **Year** you moved out
- 4.** Click 'Confirm'. The address bar will be fully green when sufficient address history has been entered.
- 5.** Click 'Proceed to Step 3'

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

5 years ago [Progress Bar] Today

Current Address  
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB  
March 2013 – Present (2 years 4 months) [Change current address](#)

Previous Address  
4 Broad Marsh Centre, NOTTINGHAM, Nottinghamshire, NG1 7LB, GB  
April 2006 – March 2013 (7 years) [Change dates](#) | [Remove address](#)

Address history complete  
You can now proceed to step 3 below

O/T [Add another address](#)

[Proceed to step 3](#) [Back to step 1](#)

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

5 years ago [Progress Bar] Today

We require a minimum of 5 years address history, please enter another previous address below.

Current Address  
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB  
March 2013 – Present (2 years 4 months) [Change current address](#)

We require a minimum of 5 years address history  
Please enter another address [Add another address](#)

When did you move into this address?  
Month... Year... [Proceed to step 3](#) [Back to step 1](#)

When did you leave this address?  
Month... Year... [Confirm](#) [Cancel](#)

We require a minimum of 5 years address history  
Please enter another address

[Back to Top](#)

## Step 2: Entering Overseas Address Details

If you have lived abroad or were travelling and visited more than one country, the details for each country must be entered.

1. Select 'Enter Address Manually'
2. Tick the box next to: 'I was travelling abroad and had no fixed abode'
3. Select the **country** from the drop down list
4. Enter the **month** and **year** that you **entered** and **left** that country
5. Click 'Confirm'

Repeat this process until all overseas addresses have been entered. It is possible for the address details to overlap.

When sufficient address details have been entered the address bar will go green.

6. Click **Proceed to Step 3**

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

5 years ago Today

Postcode  [Enter address manually](#)

I was travelling abroad and had no fixed abode

Country

When did you enter this country?

When did you leave this country?

**Confirm** **Cancel**

We require a minimum of 5 years address history  
Please enter another address

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

5 years ago Today

Current Address  
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

March 2009 – Present **(6 years 4 months)** [Change current address](#)

## Step 2: Entering an Overlapping University Address History

If you have been to University and lived away from home during this time, you must supply the details of all your university addresses.

The ID you provide for verification must match the current address details supplied.

If your ID relates to your home address, but you are currently living away from home, enter your home address as your current address.

Enter your addresses whilst at University by clicking '**Add Another Address**'

It is possible for the dates you have lived at these address to overlap.

An example student, currently living away at University, who has lived in two previous addresses during term time, but whose ID is in their home address is shown.

### Address History Timeline

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

5 years ago

Today

#### Current Address

GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

January 2007 – Present *(7 years 6 months)* [Change current address](#)

#### Previous Address

Pretend Uni Address, Nottingham, ng11 7pe, GB

September 2011 – July 2012 *(11 months)* [Change dates](#) | [Remove address](#)

Prentend Uni Address 2, Nottingham, NG11 7fe, GB

September 2010 – August 2011 *(1 year)* [Change dates](#) | [Remove address](#)

#### Address history complete

You can now proceed to step 3 below

or

**Add another address**

[Proceed to step 3](#)

[Back to step 1](#)

**Back to Top**

## Step 3: How will my Identity Documents (ID) be Verified?

**As part of the disclosure application you are required to provide ID for verification. This is to ensure that you are who you say you are.**

Depending on your organisation, there are 2 ways that your ID will be verified.

### ID is Verified at the Post Office

You are responsible for selecting and entering the information required for each piece of ID to be used for verification.

After you have completed the application, you must print out the ID Verification Form and take this to a Post Office along with the ID you selected.

### ID is Verified by the Organisation

Your organisation is responsible for verifying your ID documents.

You may have already provided this information to them or be expected to arrange for these to be checked.

**Please Note:** If you do not know how your ID will be verified, please contact your organisation directly.

## Step 3: Selecting ID for Post Office Verification

The **default** method of verification for your organisation is listed. **Do not** change the verification method without contacting your organisation first.

**1.** Select your position from the drop down list.

**2.** Click **Select verification documents**.

If there is **no** position that describes your role, or you are unsure which role to select, please contact your organisation directly.

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About You      Contact Details      **3**      Summary      Confirmation

**Verification Method**

Please confirm your verification method so we can determine the verification documentation required.

Verification method: Post Office      [Change method](#)

What is your position within the organisation

Childcare Assistant

If there is no position present that describes your role, please contact the organisation that has asked you to complete this process

**Select verification documents**

[Back to step 2](#)

## Step 2: Selecting ID for Post Office Verification (Group 1)

**1.** Select the ID that you wish to use for verification from Group 1.

**2.** Enter the details requested.

It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

**3.** Repeat for all ID document you wish to provide from this group.

**4.** If no green bar appears, click '**View Group 2 Documents**'.

**Please Note:** If you **do not** have a Group 1 document then you **must** supply a Birth Certificate (Issued 12 months after date of birth) from Group 2a, along with **4** other documents from Group 2a/b.

Current valid passport

Please complete the information for this document below.

Date of Issue  
DD/MM/YYYY e.g. 31/01/1980

Passport Number

Date of Birth  
DD/MM/YYYY e.g. 31/01/1980

Nationality  
Select...

[Remove](#)

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

[Back to verification method](#)

Which of the following group 1 documents do you own?

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

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

Current valid passport	<a href="#">Select</a>
Current UK, Channel Isles or Isle of Man driving licence – photo card	<a href="#">Select</a>
Birth certificate – issued at time of birth	<a href="#">Select</a>
Biometric residence permit (UK)	<a href="#">Select</a>
Current EU Driving Licence – photo card with counterpart where one is issued	<a href="#">Select</a>
<b>ADOPTION Adoption certificate UK &amp; Channel Islands</b>	
I am unable to provide any or the above group 1 documents	
If you are unable to provide any of the above group 1 documents you will be required to supply 5 group 2 documents in the next step.	
<a href="#">View group 2 documents</a>	

[Back to step 2](#)

## Step 3: Selecting ID for Post Office Verification (Group 2a/b)

**1.** Select the ID from Group 2a/2b you want to use for your ID verification

**2.** Enter the details requested

It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

A **green** bar will appear at the top of the page when sufficient ID has been selected.

**3.** Tick all **3** boxes to confirm that you have selected sufficient ID for verification.

**4.** Click **Proceed to Step 4**

You have selected enough items of documentation, proceed to step 4 below. [Jump to bottom of the page](#)

**Group 2a Documents**

- Birth Certificate (UK or Channel Islands)  
Issued 12 months after date of birth
- Driving Licence (UK non-photo, old style driving licence)
- Marriage/Civil Partnership Certificate  
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
- Current Non-UK Photo Driving Licence  
Valid only for applicants residing outside the UK at the time of application
- Adoption Certificate (UK)
- HM Forces ID Card (UK)
- Firearms Licence (UK)

**Group 2b Documents**

Issued within the last 3 months

- Bank/Building Society Statement (UK or EEA)

Date of Issue

DD/MM/YYYY e.g. 31/01/1980

Date of Issue

DD/MM/YYYY e.g. 31/01/1980

- Utility Bill (UK)  
Electricity, gas, water, telephone. Not mobile phone bill
- Benefit Statement e.g. child allowance, pension

Please confirm the following

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

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

## Step 4: Completing the Summary

### Application Overview

1. If you have a **personal reference number**, enter it. This might be Payroll reference, an employer or licence registration number, an FA number.

This field is **optional**. If you are unsure what to put, leave it blank.

2. Tick the box if you would like to be updated via email of the progress of your application.

### Declaration

1. Answer the declaration question by selecting **Yes** or **No**

2. Tick the box to confirm that you have read and agree to the terms stated.

3. Click **Confirm & Submit Application**.

For full guidance on what convictions, reprimands or final warnings are considered 'Not' protected click the button below.

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About You      Contact Details      Verification Documents      **Summary**      Confirmation

**Application Overview**

Organisation name: Demonstration Organisation PO  
Personal reference number (Optional)

Reference provided by your organisation

I would like to be updated on my application progress via email updates (Optional)

**Declaration**

Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2014)?

Yes     No

Please read & confirm the following

By ticking the application declaration box 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 may be a criminal offence.

I confirm I have read and agree to the above terms on 24 Jul 2015

**Confirm & submit application**

## Step 5: Confirmation: Post Office Verification

**You have now completed the Application. You must now have your ID documents verified at the Post Office in order for your application to continue being processed.**

**1.** In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

**2.** To Print the ID Verification Form, Click Print Document Selection

The ID Verification form will open in a PDF file. You can either print it directly from the PDF or save the document to your desktop.

**3. Click Sign Out**

**Payment:** Any payments required should be made at the Post Office once they have verified your ID.

Your application has been submitted for verification  
You have selected the following identity documents

- Passport
- Birth Certificate more than 12 months from DOB
- Bank or Building Society Statement

What happens next?  
Please complete the following steps:

Print your ID VERIFICATION SERVICE form following the instructions below. Please ensure the form is

- Printed in Black and White
- Printed to full scale
- Printed on A4 white paper

Take original ID (photocopies and internet downloads not acceptable) together with a print out of the ID VERIFICATION SERVICE form to a participating Post Office® branch **before 21/08/2015**. After this date you will need to resubmit a new application.

Payment requirements are specified on your ID VERIFICATION SERVICE form.

Please be aware this service is not available at all Post Office® branches. A list of participating Post Office® branches can be found at [postofcilelocations.tmgcrb.co.uk/](http://postofcilelocations.tmgcrb.co.uk/)

**Print document selection**    **Sign out**

To locate the nearest Post Office to you that does this, go to  
<http://www.postoffice.co.uk/branch-finder>  
Enter a postcode and select 'CRB & ID Verification Service'

# Step 3: Selecting ID for Organisation Verification

## 1. Click Select verification documents.

## 2. Select the ID from Group 1 that you wish to use for verification.

When sufficient ID has been selected a **green bar** will appear at the top of the application.

## 3. If no green bar appears click View Group 2 Documents.

## 4. Select the ID from Group 2a/2b that you wish to use.

A green bar will appear at the top once sufficient ID had been selected.

## 5. Tick all 3 boxes to confirm that you have selected sufficient ID for verification

## 6. Click Proceed to Step 4

The screenshot shows the GBG OnlineDisclosures interface for selecting verification documents. The process is divided into five steps: About You, Contact Details, Verification Documents, Summary, and Confirmation. In Step 3, the user has selected 'Current valid passport' from Group 1 documents. A green bar at the bottom right indicates 'You have selected enough items of documentation, proceed to step 1 below. Jump to bottom of the page'. Below this, a list of Group 2b documents is shown with three checked boxes: 'Bank/Building Society Statement (UK or EEA)', 'Credit Card Statement (UK or EEA)', and 'Utility Bill (UK)'. At the bottom, a confirmation box asks to confirm the selection of address, date of birth, and name changes, with 'Proceed to step 4' and 'Back to step 2' buttons.

[Back to Top](#)

## Step 4: Confirmation: Organisation Verification

You have now completed the application. Your ID documents must be verified in order for your application to continue being processed.

The ID you selected in Step 3 for verification will be listed.

If you have already supplied your ID to the organisation, e.g. during interview, then you are **not** required to do so again as these will be used for verification.

If you have **not** supplied your ID then please contact your organisation directly.

The contact details of nominated verifiers are listed.

**Payment:** If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.

The screenshot shows a confirmation page for an application submission. At the top, there is a navigation bar with five steps: 'About You' (checked), 'Contact Details' (checked), 'Verification Documents' (checked), 'Summary' (unchecked), and 'Confirmation' (number 5). Below the navigation bar, the text 'Your application has been submitted for verification' is displayed. A section titled 'What you need to bring' instructs the user to bring a credit/debit card and enter their password. It also states that selected identity documents will be used. A list of chosen documents includes 'Passport', 'Bank or Building Society Statement', and 'Credit Card Statement'. A note says these can be printed or alternative documents used. A section titled 'What happens next?' asks for an appointment with a verifier, listing 'Demo' (email: disclosure.manager@outlook.com) and 'Demo Verifier' (email: testverifier@outlook.com). At the bottom are two buttons: 'Print document selection' (grey) and 'Sign out' (red).

# Making a Payment Online

If you are required to pay for the application yourself after the organisation has verified your ID documents you will receive an email notification.

1. If payment is required before you submit the application, click **Pay Now**
2. Sign In to OnlineDisclosures and click **Pay Now**.
3. Check the billing name and address details are that of the payee.  
If different to the payees billing details, click **Edit** and enter the correct information. To change the billing details back, click **Revert**.
4. Click **Proceed to Payment**

## Thank You

The application requires payment before submission

Payment for the current application is required before it can be processed

Pay Now

**Pay now**

## Application Payment

Your billing details

**Edit details**

First name:	sam
Last name:	smith
Address line 1:	GB Group Plc
Address line 2:	1
Town/City:	NOTTINGHAM
County:	Nottinghamshire
Postcode:	NG11 7EP
Country:	GB
Email address:	sam.smith1234@demotest.com

## Payment

The fee for this application is £56.60.

On proceeding to payment below you will be directed to PayPal to complete your payment securely

Please note you can pay by a PayPal account or a debit/credit card.



**Proceed to payment**

# How do I make a payment with a PayPal account?

**It is possible to make a payment with or without a PayPal Account.**

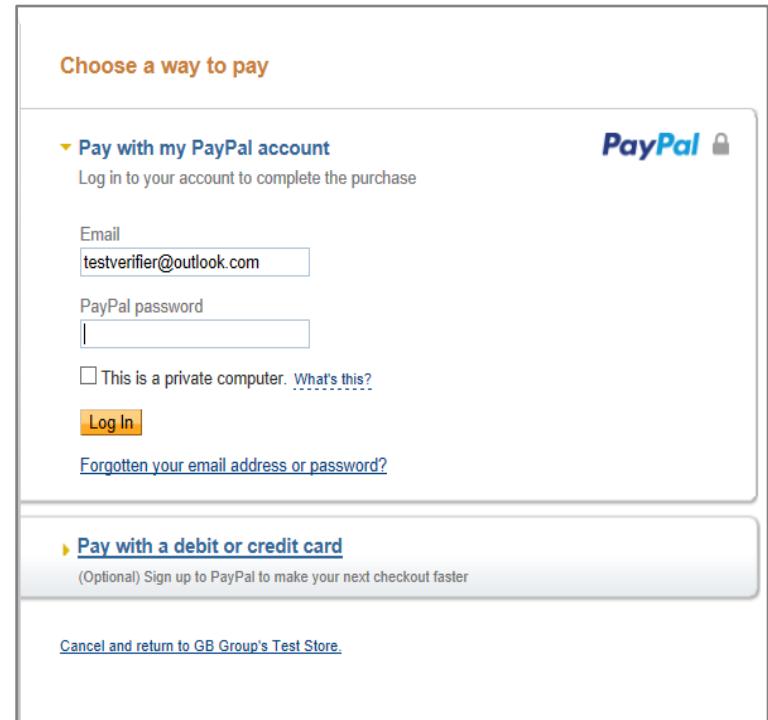
## Paying by PayPal

- 1.** Check the email is the one you use for your PayPal account.
  
- 2.** Enter your PayPal account Password and click '**Log In'**
  
- 3.** Follow the instructions provided by PayPal.

If you **cannot** remember your PayPal account details, click' **Forgotten your email address or Password?**' and follow the instructions.

## Paying Without PayPal

- 1.** If you **do not** have a PayPal account, click '**Pay with a Credit/Debit card**'.



The screenshot shows a 'Choose a way to pay' interface. It features two main sections: 'Pay with my PayPal account' and 'Pay with a debit or credit card'. The 'Pay with my PayPal account' section includes fields for Email (testverifier@outlook.com) and PayPal password, a checkbox for 'This is a private computer.', and a 'Log In' button. Below this section is a link for 'Forgotten your email address or password?'. The 'Pay with a debit or credit card' section includes a note '(Optional) Sign up to PayPal to make your next checkout faster' and a link for 'Cancel and return to GB Group's Test Store'.

# Payment: Paying With a Debit or Credit Card

**1. Click 'Pay with debit or credit card'**

**2. Select the type of card being used from the drop down list**

**3. Enter the card details requested**

**4. Check the billing information**

(If the **billing information** is **incorrect**, click **change** and make any necessary changes)

**5. Enter a contact telephone number**

**6. Click Continue**

**7. Double Check the billing information** (If the **billing information** is **incorrect**, click **change** and make any necessary changes)

**8. Click Confirm Payment.** Once the payment has gone through, a green box will appear.

**9. Click Continue to return to the Applications Tab or log out**

The screenshot shows a PayPal payment page. At the top, it says "Choose a way to pay". Below that, there's a section for "Pay with my PayPal account" which includes fields for "Email" (sam.smith1234@demotest.com) and "PayPal password", and a checkbox for "This is a private computer". There's also a "Log in" button and a link for "Forgotten your email address or password?". A callout box highlights the "Pay with a debit or credit card" option, with the sub-instruction "(Optional) Sign up to PayPal to make your next checkout faster".

On the right side, there are dropdown menus for "Country" (United Kingdom) and "Card type" (Select Card). Below these are sections for "Billing information" (sam smith, GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, United Kingdom), "Delivery address" (checkbox checked for "Same as billing address"), "Contact information" (Telephone and Email fields), and a "Save your information with PayPal" checkbox. A note at the bottom explains that PayPal collects personal information in accordance with its Privacy Policy.

At the bottom, there's a "Note to seller" field with an "Add" link, a "Click Continue" button, and a "Payments processed by PayPal" logo.

# What do I do if my application has been rejected back to me?

If errors/contradictions **are found**. The OnlineDisclosures countersignatory team will **reject** the application. This will allow you to clarify or amend the details in question.

## **My ID was verified at the Post Office**

You will be sent an email detailing why the application has been rejected back to you and a link.

## **My ID was verified by my Organisation**

The organisation must reject the application back to you.

You will be sent an email detailing why the application has been rejected back to you and a link.

\*If you cannot see '**Amend Application**', please contact your organisation.



## **What Do I Do?**

- 1.** Click the link in the email and Sign In to OnlineDisclosures
- 2.** Click '**Amend Application**'\*
- 3.** Make the required changes to the information you have entered
- 4.** Submit the application again
- 5.** The email will instruct you what to do after

**Please Note:** It is important to follow the instructions in the email. If you do not contact us/return to the Post Office/contact your organisation as instructed, this can lead to delays in your application being processed

# **GBG** | OnlineDisclosures

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**If you are still unsure about what to do,  
you can call or email us...**

**Helpdesk Telephone:** 0845 251 5000\*

**Opening Times:** 8.30am to 5.30pm Monday to Friday

**Email:** onlinedisclosures@gbgplc.com

*\*Calls cost 3p per minute plus your telephone company's network access charge*

[Back to Top](#)