

GBG | OnlineDisclosures

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

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

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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 can 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 OnlineDisclosures 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 *Don't have this?*

Your full name

Email address

Confirm email address

Next step

[Cancel registration](#)

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**
- a. Enter the Organisation's Secret Word 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=QrHltrq>

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

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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?](#)

Email address

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 relating to them.

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](#)

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

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 Day of the Month, Month and Year that you used this name **from** and **until** – *If you are unsure, enter the closest date you can remember or the 1st of the month closest to the name change.*

5. Click **Add Name**

Repeat this process until all previous names have been entered

To remove a name, click **Remove**

Have you been known by any other names?
This could be a change of first or last name (You only need to add the name that has changed i.e. if your name has changed from Jenny Smith to Jenny Jones only enter "Jones" in the last name field.

Yes No

Please add any names you have previously been known as below

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.

Forename

Middle names

Surname

Used from

Used until

Add Name

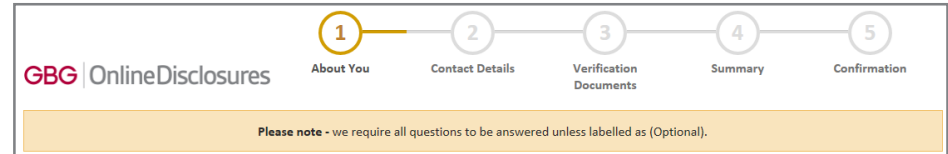
Please Note: If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

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 on the online application form

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



Birth Details

Please provide details about your place of birth.

Date of birth
 - - 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

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.

You will be asked to supply information relating to that particular document.

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.

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.

Your email address is pre-populated – Please double check this to ensure it is correct – If not and you have Self Registered, please do so again using the correct email address

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 **Day, Month** and **Year** that you moved in
4. Click 'Confirm'

Adding Previous Addresses

1. Click **Add Another Address**
2. Follow the steps for automatic look up or enter the address manually

Please Note: If you cannot remember the exact day that you moved into or out of an address, enter the closest, most likely date or enter the 1st of the closest, most likely month.

Manual Entry

1. Click 'Enter address manually'
2. Enter your **postcode** and **full address** details
3. Enter the **Day, Month** and **Year** that you moved in
4. Click 'Confirm'

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 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 OR [Add another address](#)

You can now proceed to step 3 below

[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 | 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](#)

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

When did you move into this address?
Day... Month... Year...

When did you leave this address?
Day... Month... Year...

[Confirm](#) [Cancel](#)

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

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 **Day, 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

Country

Choose country... ▼

When did you move into this address?

Day... ▼

Month... ▼

Year... ▼

When did you leave this address?

Day... ▼

Month... ▼

Year... ▼

Confirm

Cancel

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

10 Westway, Cotgrave, NOTTINGHAM, Nottinghamshire, NG12 3QD, GBR

01 January 2010 – Present (7 years 11 months 4 days) [Change current address](#)

Previous Address

Pretend Uni Address, NOTTINGHAM, Nottinghamshire, NG11 7DA, GBR

15 January 2014 – 01 April 2016 (2 years 2 months 18 days) [Change dates](#) | [Remove address](#)

Address history complete

You can now proceed to step 3 below OR Add another address

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.

ID Verified by
Organisation

ID Verified at the
Post Office

Back to Top

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. Select your Current Nationality

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.

The screenshot shows the 'Verification Documents' step of the GBG OnlineDisclosures process. At the top, a progress bar indicates five steps: 'About You', 'Contact Details', 'Verification Documents' (current step, highlighted with a yellow circle and the number 3), 'Summary', and 'Confirmation'. Below the progress bar, the 'Verification Method' is set to 'Post Office' with a 'Change method' link. A dropdown menu for 'What is your position within the organisation' is set to 'Childcare Assistant'. Below this is a note: 'If there is no position present that describes your role, please contact the organisation that has asked you to complete this process'. The 'Current Nationality' dropdown is set to 'United Kingdom'. A red button labeled 'Select verification documents' is prominently displayed. At the bottom left, there is a 'Back to step 2' link.

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’**.

If you have selected sufficient ID a green bar will appear at the top of the page.

 Current valid passport Remove

Please complete the information for this document below.

Date of Issue
 e.g. 31/01/1980

Passport Number

Date of Birth
 e.g. 31/01/1980

Nationality

✓
✓
3
4
5


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[About You](#)
[Contact Details](#)
[Verification Documents](#)
[Summary](#)
[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
- 

Current UK, Channel Isles or Isle of Man driving licence – photo card


Full or provisional. All licences must be valid in line with current DVLA requirements
- 

Birth certificate – issued at time of birth

UK and Channel Islands – including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces
- 

Biometric residence permit (UK)
- 

Current EU Driving Licence – photo card with counterpart where one is issued

Full or provisional. (Please note some European countries do not issue counterpart) All licences must be valid in line with current DVLA requirements
- 

Adoption certificate UK & Channel Islands

I am unable to provide any of 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.

[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

e.g. 31/01/1980

Date of Issue

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 – DBS Details

DBS Details

DBS Profile Number

If you have completed an application for a DBS check in the past then you may have a DBS profile number. If you are unsure, you can contact the DBS directly or answer No to this question.

Paper Certificate?

You have the option to select if you would like to receive a paper certificate and where you want this paper certificate to be sent.

The screenshot shows the 'DBS Details' section of the GBG OnlineDisclosures application. At the top, a progress bar indicates the current step is 'Summary' (step 4), with previous steps 'About You', 'Contact Details', and 'Verification Documents' completed, and 'Confirmation' (step 5) remaining. The form contains the following questions and options:

- Do you have a DBS profile number?** (Pending Has DBS Profile Number Help Text)
 - Yes
 - No
- DBS profile number**
 -
- Do you wish to receive the paper certificate?**
 - Yes
 - No
- Receive paper certificate at current address?**
 - Yes
 - No

If you choose to receive a paper certificate you must specify the address you want the certificate to be sent to. This can be your current address or another of your choosing.

Alternatively you can select to only receive an online certificate. If this option is selected, it is NOT possible to print the certificate.

If you are unsure on whether it is best to receive a Paper Certificate or not and where this should be sent to please contact your organisation. Selecting the wrong options here could impact on the length of time it takes the organisation to make the recruitment decision.

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.

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About You Contact Details Verification Documents Summary Confirmation

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 postoffice/locations.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 displays the 'Verification Documents' step of the GBG OnlineDisclosures process. At the top, a progress bar shows five steps: 'About You', 'Contact Details', 'Verification Documents' (current), 'Summary', and 'Confirmation'. Below the progress bar, a 'Back to verification method' link is visible. The main content asks, 'Which of the following group 1 documents do you own?' and lists several options, each with a 'Select' button. A green bar at the top of the page indicates that sufficient documents have been selected. A 'Remove' button is present next to the 'Current valid passport' selection. A 'View group 2 documents' button is located at the bottom of the document list. To the right, a 'Group 2b Documents' section lists various financial and utility statements with checkboxes. At the bottom, a confirmation box asks the user to confirm three conditions: having a current address, a date of birth, and documentary evidence for name changes. 'Proceed to step 4' and 'Back to step 2' buttons are at the bottom of the confirmation box. A 'Back to Top' button is located in the bottom right corner of the overall image.

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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 2 documents listed below. Please refer to our Group 2 document then a UK Birth Certificate must be provided.

Please note all documents must be original photos and documents scanned. Documents scanned on a mobile internet cannot be accepted. Why are restrictions?

Current valid passport **Select**

Current UK, Channel Isles or Isle of Man driving licence – photo card
Full or provisional. All licences must be valid in line with current DVLA requirements **Select**

Birth certificate – issued at time of birth
UK and Channel Islands – including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces **Select**

Biometric residence permit (UK) **Select**

Current EU Driving Licence – photo card with counterpart where one is issued
Full or provisional. (Please note some European countries do not issue counterpart) All licences must be valid in line with current DVLA requirements **Select**

Adoption certificate UK & Channel Islands

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.

View group 2 documents

Back to step 2

Group 2b Documents

Issued within the last 3 months

- Bank/Building Society Statement (UK or EEA)
- Credit Card Statement (UK or EEA)
- Utility Bill (UK)
Electricity, gas, water, telephone. Not mobile phone bill
- Benefit Statement e.g. child allowance, pension
- Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dept of Work and Pensions, Customs & Revenue, Job Centre

Issued within the last 12 months

- Mortgage Statement (UK or EEA)
- Financial Statement
eg. pension, endowment, ISA
- 45/P60 Statement (UK)
- Council Tax Statement (UK)
- Work Permit/Visa (UK)

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

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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.

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About You Contact Details Verification Documents Summary Confirmation

Your application has been submitted for verification

What you need to bring

If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter your password when starting the verification process.

You selected to bring the following proof of identity documents:

- Passport
- Bank or Building Society Statement
- Credit Card Statement

You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

What happens next?

Please make an appointment to meet with a verifier from the list below.

Demo
disclosure.manager@outlook.com

Demo Verifier
testverifier@outlook.com

Print document selection Sign out

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.

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’.

Choose a way to pay

▼ **Pay with my PayPal account** PayPal

Log in to your account to complete the purchase

Email

PayPal password

This is a private computer. [What's this?](#)

[Log In](#)

[Forgotten your email address or password?](#)

► [Pay with a debit or credit card](#)

(Optional) Sign up to PayPal to make your next checkout faster

[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 the PayPal checkout interface. At the top, it says "Choose a way to pay". There are two main options:

- Pay with my PayPal account:** This option includes a login form with fields for "Email" (pre-filled with "sam.smith1234@demotest.com") and "PayPal password". There is a "Log in" button and a link for "Forgotten your email address or password?".
- Pay with a debit or credit card:** This option is highlighted with a blue arrow and includes the text "(Optional) Sign up to PayPal to make your next checkout faster".

Below the "Pay with a debit or credit card" section, there is a form for card and billing details:

- Country:** A dropdown menu set to "United Kingdom".
- Card type:** A dropdown menu set to "Select Card".
- Billing information:** Fields for name ("sam smith"), company ("GB Group Plc"), address ("1 NOTTINGHAM, Nottinghamshire NG11 7EP, United Kingdom"), and a "Change" link.
- Delivery address:** A checkbox labeled "Same as billing address" which is checked.
- Contact information:** Fields for "Telephone" and "Email" (pre-filled with "sam.smith1234@demotest.com").
- Save your information with PayPal:** A checkbox labeled "Save your information with PayPal Why? (Optional)".
- Note to seller:** A field with an "Add" link.

At the bottom of the form, there is a "Continue" button and a footer that says "Payments processed by PayPal".

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

**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*

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