



CRB Online Disclosure Guide (e-Bulk)
ID Checker Guidance Notes

ID Checker Guidance Notes - Section A

ID Checker guidance notes

E-Bulk online CRB checks can be completed by accessing the internet from any PC/Laptop that has this facility.

Logging onto the system

You have been granted access to e-Bulk in the role of an ID Checker. An ID Checker can view all applications created under the organisation or specific division they have been created under. The ID Checker can stipulate what ID has been seen in relation to an applicant. The ID Checker will then need to advise an Applicant Manager or Countersignatory (where applicable) within their organisation or division to complete the Section Y details and approve the application for countersigning.

Section A

HOW TO LOGIN

Please enter the following address into your web browser:

<https://disclosure.capitarvs.co.uk/oxfordshire>

You will now be on the main login page that shows three coloured boxes. NB *Please note at this stage of the process, your login details are case sensitive.

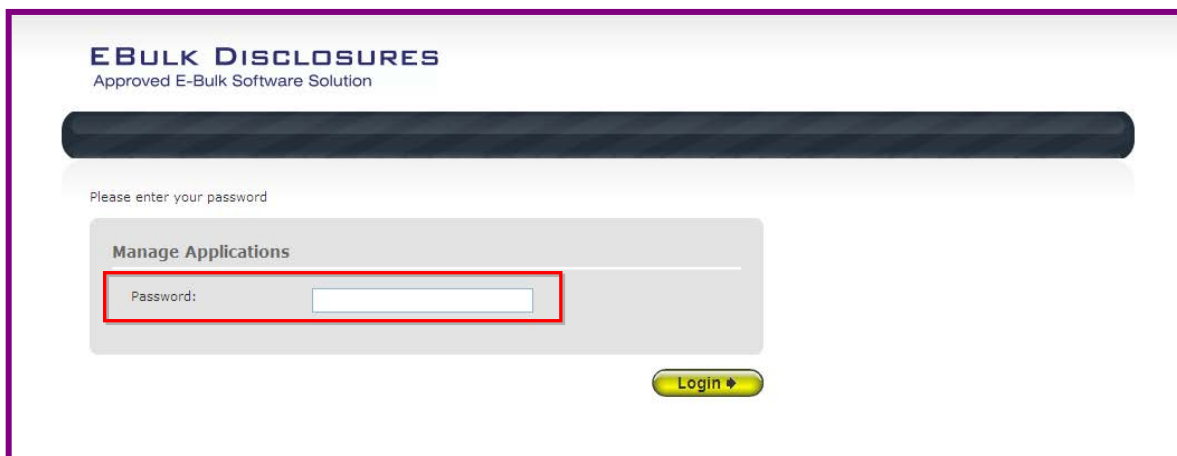
Step 1. Click on **'Application Management'**, this will take you to the start of the application process.

- Enter your company Organisation Reference - this will have been supplied to you in an automated email.
- Enter your Username.
- Enter your Date of Birth (for first initial login please ensure you enter the default date of birth 01 Jan 1998. Failure to do so will deny you access to the system).
- Once you have completed this section click 'Enter'.

Screen Shot 1

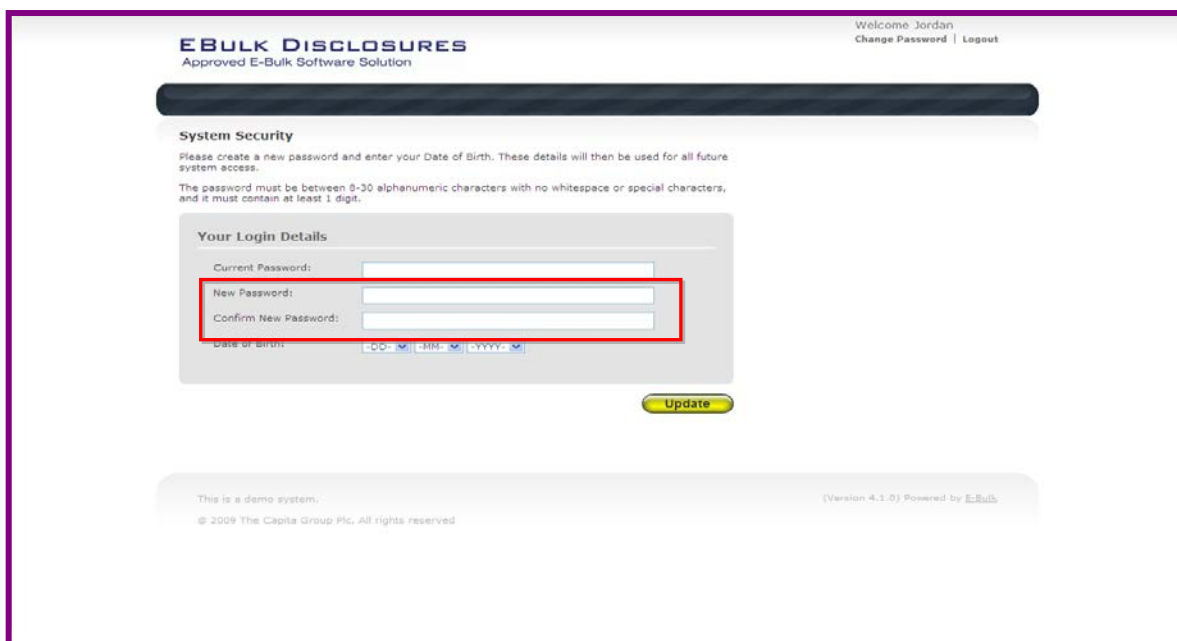
- Enter your password (this will be supplied to you in an automated email) – see screen shot 2.

If you have difficulty gaining access to the system please contact the Oxfordshire County Council's HR Vetting & CRB Team on 01865 797407 or email crb@oxfordshire.gov.uk, however please ensure the first time you login that you have not been denied access because of entering your own date of birth. **The first time you login you must enter the temporary default date of birth 01 Jan 1998.**



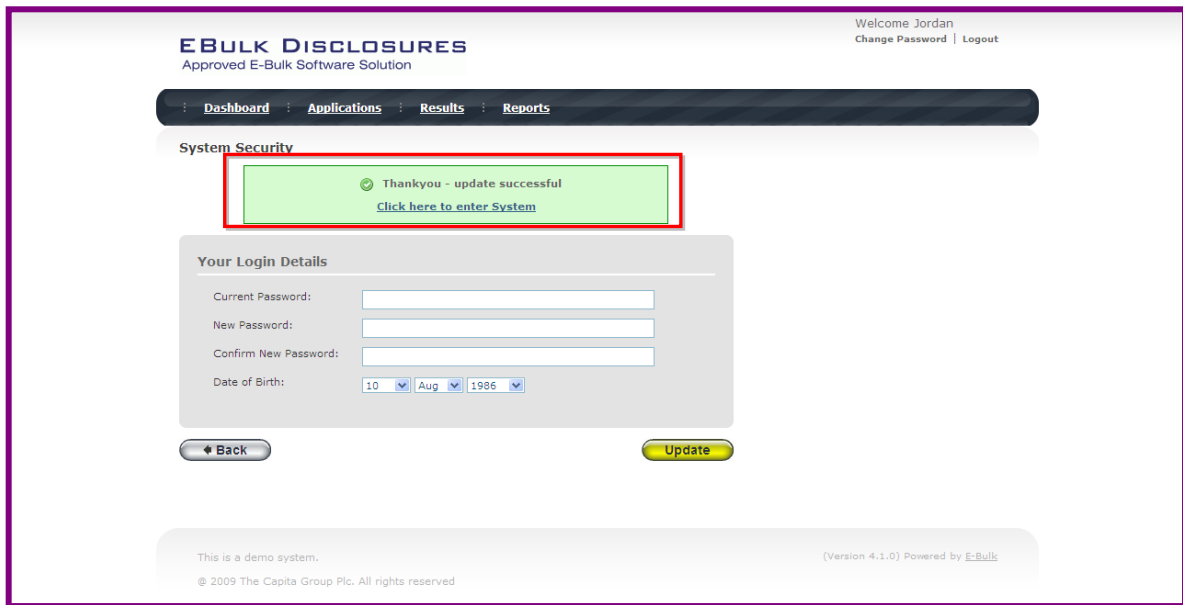
Screen Shot 2

- Please note, after initial login you will be required to set your own password and enter your own date of birth for future login purposes.
- Please re-enter into the 'Current Password' field the temporary password you received in your initial e-mail and then create your own unique password – see screen shot 3 below.
- The password you create must be between 8 & 30 characters containing at least one capital letter and at least one number.
- Please then enter a date of birth of your choice for future login purposes.
- Please then click 'Update'.



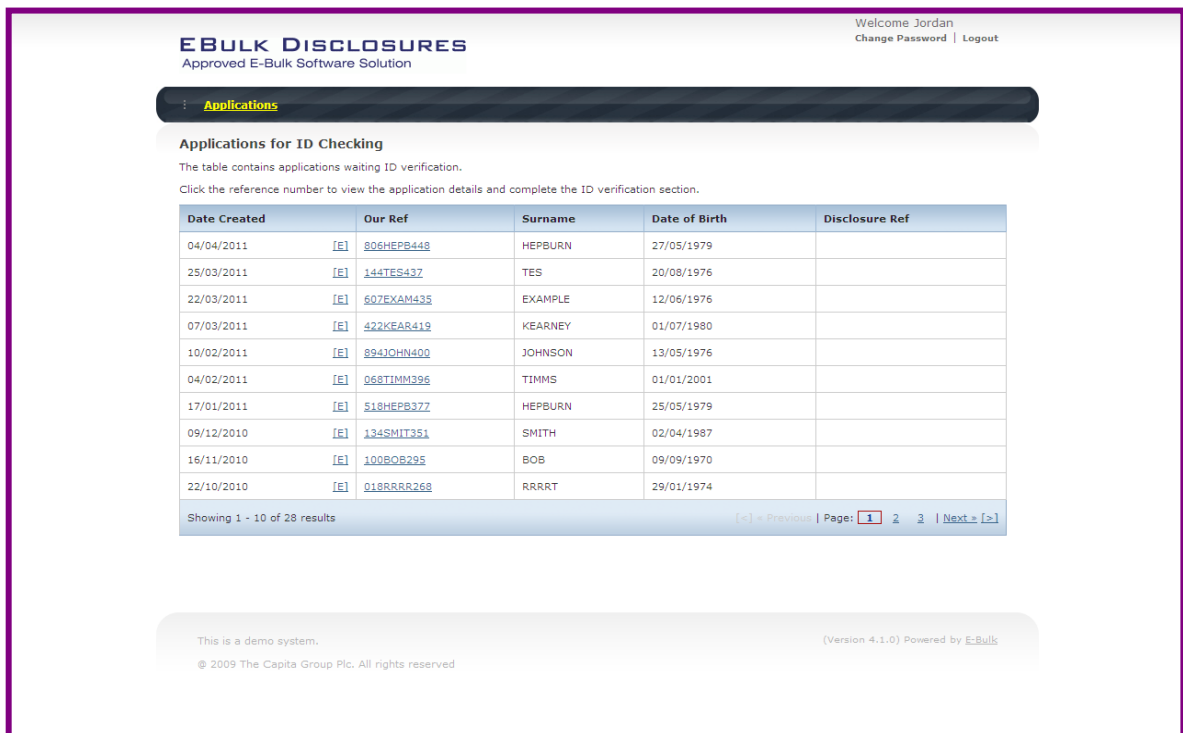
Screen Shot 3

- If you have successfully created your own password, you will now be able to enter the system by clicking the 'Click here to enter System' icon in the green box (please note you do not need to re-enter your password details once the green box has appeared).



Screen Shot 4

- This will now take you to the e-Bulk Home Page containing a list of 'Applications for ID Checking'.



Screen Shot 5

ID Checker Guidance Notes – Section B

Section B

HOW TO VERIFY ID

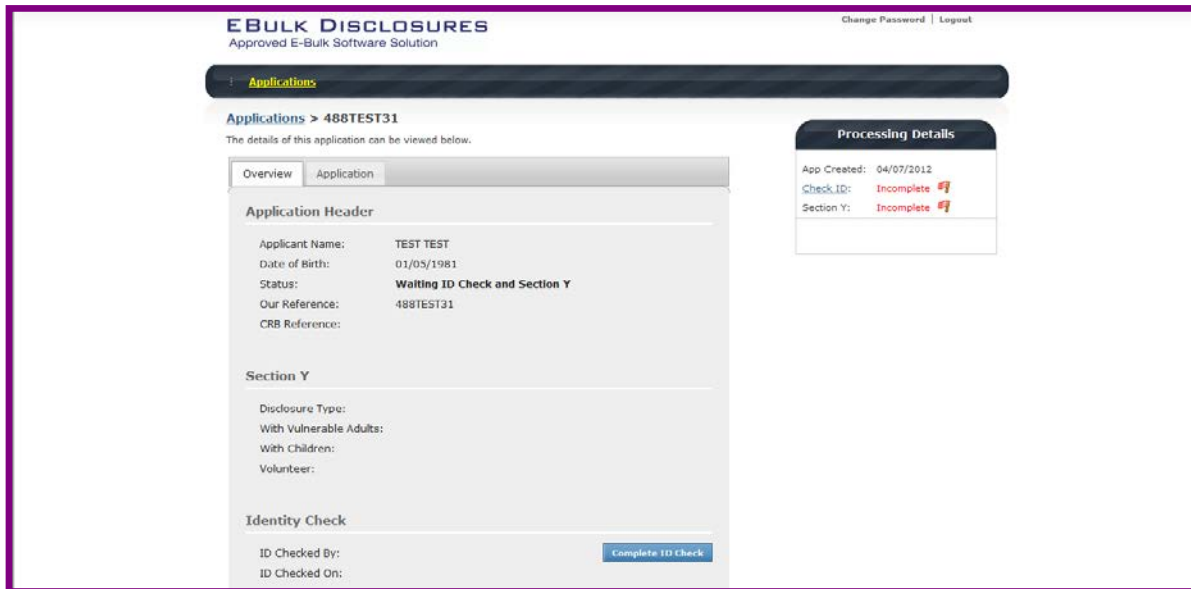
Step 1 - On the Applications page, click on the relevant applicant's reference number to open up the application form (see screen shot 6 below).

The screenshot shows a web application interface for 'EBULK DISCLOSURES'. At the top right, it says 'Welcome Jordan' with links for 'Change Password' and 'Logout'. Below the header is a navigation bar with 'Applications' highlighted. The main content area is titled 'Applications for ID Checking' and includes a brief instruction: 'The table contains applications waiting ID verification. Click the reference number to view the application details and complete the ID verification section.' A table with 5 columns is displayed: 'Date Created', 'Our Ref', 'Surname', 'Date of Birth', and 'Disclosure Ref'. The table contains 12 rows of data. The 'Our Ref' column has blue links, and the link '507EXAM435' is highlighted with a red box. At the bottom of the table, it says 'Showing 1 - 10 of 28 results' and has pagination controls: '< Previous | Page: 1 2 3 | Next >'. At the very bottom of the page, there is a footer: 'This is a demo system. © 2009 The Capita Group Plc. All rights reserved. (Version 4.1.0) Powered by E-Bulk'.

| Date Created | Our Ref | Surname | Date of Birth | Disclosure Ref |
|--------------|----------------------------|---------|---------------|----------------|
| 04/04/2011 | 806HEPB448 | HEPBURN | 27/05/1979 | |
| 25/03/2011 | 144TES437 | TES | 20/08/1976 | |
| 22/03/2011 | 507EXAM435 | EXAMPLE | 12/06/1976 | |
| 07/03/2011 | 422KEAR419 | KEARNEY | 01/07/1980 | |
| 10/02/2011 | 894JOHN400 | JOHNSON | 13/05/1976 | |
| 04/02/2011 | 068TIMM396 | TIMMS | 01/01/2001 | |
| 17/01/2011 | 518HEPB377 | HEPBURN | 25/05/1979 | |
| 09/12/2010 | 134SMIT351 | SMITH | 02/04/1987 | |
| 16/11/2010 | 100ROB295 | BOB | 09/09/1970 | |
| 22/10/2010 | 018RRRR268 | RRRRT | 29/01/1974 | |

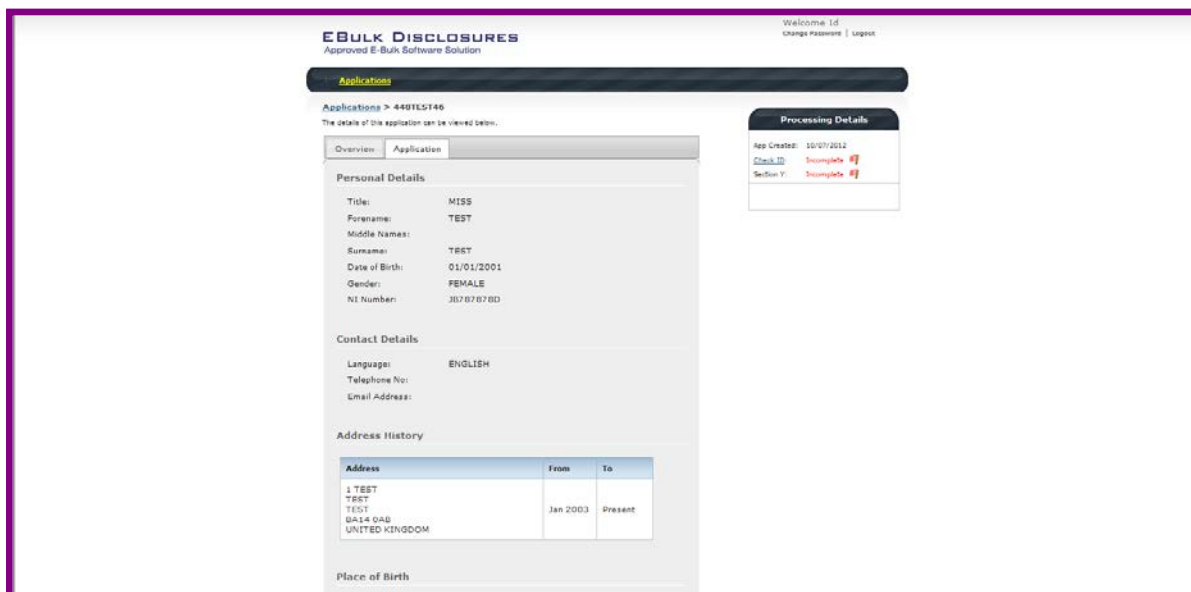
Screen Shot 6

Step 2 - Application Form, you will now see two tabs of the applicant's completed form. Overview and Application (screen shot 7 & 8).



Screen Shot 7

Step 3 – Application, to view the application details entered by the applicant, click on the ‘Application’ tab. Here you can see the entire application submitted by the applicant, this can be used to ensure the correct job role has been entered and to verify any ID given by the applicant in a previous surname or previous address (see screen shots 7 & 8).



Screen Shot 8

Step 4 - Verifying ID

- You will notice on the right hand side of the screen a box which highlights if the ID has been verified or not (see screen shot 7 above), with a section completion date. It will say in red ‘Incomplete’ with a flag if the section has not been completed for either ID verification or Section Y. If there is a green tick it means that this action has been completed and will show the date that it was carried out on.

- To complete the ID verification section click on 'Complete ID Check' (see screen shot 7 above), access to this section is located in two places – to the right of the screen or on the overview of the actual form itself. You will now be on the ID screen (see screen shot 9 below).

Screen Shot 9

e-Bulk will automatically ascertain the route that should (or **MUST**) be taken based on the nationality stated by an applicant within their application form and will also take into account their 5 year address history. If an applicant does not hold sufficient ID to be able to go through Route 1, you will then be required to click the 'Unable to verify ID via Route 1 – proceed to Route 2' button at the bottom of the screen.

- Please select the ID the applicant has provided for you from the drop down boxes. Guidance notes can be found on the right hand side of the screen and are in accordance with the CRB Code of Practice. Please ensure at all times that you follow the ID checking rules e.g. do not accept a utility bill if it is more than 3 months old or do not accept an out of date passport.
- Ensure that you confirm from the drop down boxes that you have verified a document showing the applicant's address and also that you have verified their date of birth.
- If a Cost Code or Personnel Number is required to be assigned to the specific application, this can be entered in the Cost Code / Personnel Number field.
- Now click 'Save' and then click the 'Return to Application' icon in the green box located at the top of the screen. Now you are ready to complete Section Y of the form (this is the equivalent to Section X on the new lilac paper CRB application forms).

Please note, that if an applicant cannot verify their identity via Routes 1, 2 or 3 they will not be able to process their application through e-Bulk and will need to complete a paper application stating 'NO' in section W59. Fingerprints will need to be taken and consent will be required by the applicant. An applicant who is a non-EEA national can only go through Route 1, if Route 1 cannot be taken then they will have to go straight to completing a paper application.

A full list of CRB acceptable ID for each route can be found at the end of this guide (SECTION C)

ALL USERS – PLEASE LOG OFF AT THE END OF YOUR SESSION. IF A SESSION IS INACTIVE FOR MORE THAN TEN MINUTES YOU WILL BE AUTOMATICALLY LOGGED OFF (THIS IS DUE TO SECURITY REASONS).

Contact Details

If you experience any technical issues with the online system, please contact the Oxfordshire County Council's HR Vetting & CRB Team on 01865 797407 or email crb@oxfordshire.gov.uk

CRB List of Acceptable Identification – Section C

Route 1

Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b. One document must verify the applicant's current address.

Route 2

One document must be seen from Group 2a and two further documents from Group 2a or 2b; one of which must verify the applicant's current address. Applicants will also be required to undergo an external ID validation service through Route Two.

Route 3

A Certified copy of a UK Birth Certificate (UK and Channel Islands, issued after the time of birth by the General Register Office/relevant authority) required to be seen and four further documents must be seen from Group 2 comprising of one document from Group 2a and three further documents from Group 2a or 2b; one of which must verify the applicant's current address.

Group 1 – Primary Trusted Identity Credentials

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK, Isle of Man /Channel Islands) (Full or provisional)
 - A photo card is only valid if the individual presents it with the associated counterpart licence (except Jersey)
- Birth Certificate (UK and Channel Islands) - issued at the time of birth;
 - Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)

Group 2a – Trusted Government/State Issued Documents

- Current UK Driving licence (old style paper version)
- Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)
- 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)
- Adoption Certificate (UK and Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK and Channel Islands)

Group 2b – Financial/Social History Documents

- Mortgage Statement (UK or EEA)** (Non-EEA statements must not be accepted)
- Bank/Building Society Statement (UK or EEA)* (Non-EEA statements must not be accepted)
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted)
- Financial Statement ** - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement **(UK & Channel Islands)
- Council Tax Statement (UK & Channel Islands) **
- Work Permit/Visa (UK) (UK Residence Permit) **
- Utility Bill (UK)* – Not Mobile Telephone
- Benefit Statement* - e.g. Child Allowance, Pension
- A document from Central/Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service, Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID Card
- Cards carrying the PASS accreditation logo (UK and Channel Islands)
- Letter from Head Teacher or College Principal (16/17 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)

Please note:

If a document in the List of Valid Identity Documents is:

- Denoted with * - it should be less than three months old
- Denoted with ** - it should be issued within the past 12 months
- Not denoted – it can be more than 12 months old