



Homecare
Association

Disclosure Service

Application Guidance
for Employers



This Application Guidance is your step-by-step guide for using the Online Disclosure System.

This Guidance is for **Employers** – individuals responsible for submitting DBS check applications for their staff.

If you require any assistance with anything covered in this guidance, please contact the Homecare Association Disclosure Service team. You can reach us over the phone on 020 8661 8188 (option 3), or via email at disclosure@homecareassociation.org.uk

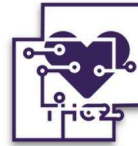
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Register your Organisation



Latest news and guidance



17 Sep 2025

[Tech Innovation in Homecare Conference 2025](#)

From our website <https://www.homecareassociation.org.uk/> click on 'DBS Checks'. This will take you to a page like the below. Then click on 'Register for free'.

Save on fast, reliable DBS checks

Register for free ✓

Recruit safely and efficiently with our online disclosure and barring service

Register for free

Log in to the Online Disclosure System



1. Fill in your organisation details.
2. Next you will need to enter details for your primary account.
3. Register

Once registered your information will be checked. Once your registration has been approved you will be sent a Welcome Email with information about how to login and some useful links.

Logging in

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Log in to the Online Disclosure System



On the **DBS Checks** page: Login by clicking '**Online Disclosure System login**' <https://entry.disclosureservice.uk/> and entering your details.

a. Forgot Password



Homecare Association

Online Disclosure System

Username

Password

LOGIN

Forgot your password?

Click on '**Forgot Password**' – this will prompt you to enter your username or registered email address.

Once you click '**Reset my Password**', this will send you an email with a reset link.

Navigating the System

See below your Dashboard. Here you will be able to see your application summary, search for applications, create new applications, navigate to your details and organisation details, access invoices and unbilled applications.

The screenshot shows a dashboard with a left-hand navigation menu and a main content area. The navigation menu includes sections for APPLICATIONS, FINANCE, and ADMIN. The main content area displays a 'Dashboard' header with a '+ New Application' button, a summary of application counts, a search bar, and a table of applications.

Summary of [Redacted]:

- In Progress: 7
- Payment Pending: 0
- Waiting DBS Result: 0
- Closed: 0

Search Applications within [Redacted]

Search by Surname, Reference or E-Number

Enter surname, reference or e-number...

All Applications for this Branch

Reference	E-Number	Applicant	Status
DS00075861	[Redacted]	[Redacted]	In Progress - ID Checking
DS00075862	[Redacted]	[Redacted]	In Progress - ID Checking
DS00075863	[Redacted]	[Redacted]	In Progress - Employer
DS00075869	[Redacted]	[Redacted]	In Progress - ID Checking
DS00075871	[Redacted]	[Redacted]	In Progress - Applicant
DS00075874	[Redacted]	[Redacted]	In Progress - Applicant
DS00075876	[Redacted]	[Redacted]	In Progress - Employer

a. Application Status

In Progress – Applicant – Awaiting application to complete their section. This includes personal details, name history and address history. The candidate will then need to complete their declaration of consent form. This section only appears if the verifier has sent the link to the applicant to fill out.

In Progress – Employer – Awaiting employer to complete the first section of the application form. This can be done with the candidate. The candidate will then need to complete their declaration of consent form.

Waiting Applicant Confirmation – The declaration of consent form has been sent to the candidate, the form will not progress until they have accepted this consent via their email.

In progress – ID Checking – Awaiting employer to input job details, documents and payments.

If, at any time, the verifier has realised the personal details contain an error and clicks back to amend this, the consent will need to be re-sent and signed.

b. Exporting Application Details

- You can export your application data via the 'My Applications' or 'All Applications' section on the left-hand side of the page
- Click on '**Export to Excel**' to export this list as in the image below:



c. Service Level Agreement

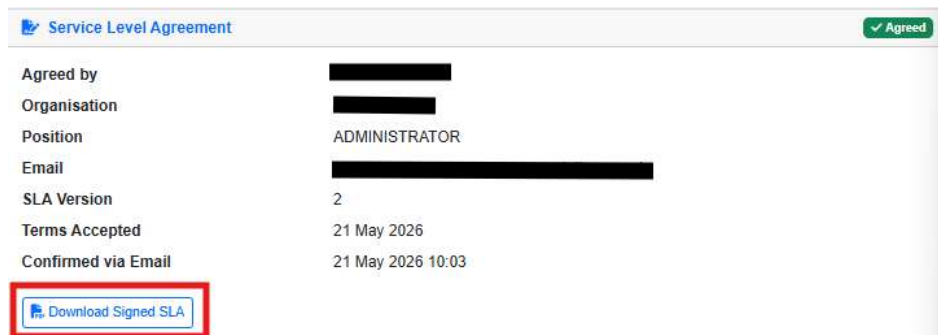
Before you can submit any applications, you will need to sign the Service Level Agreement (SLA). This can be found in 'My Details' on the home page, or alternatively, it will pop up when you try to start a new application.

Follow the instructions and read the SLA carefully. Once read, please click on 'Agree to SLA (Version 3)'.

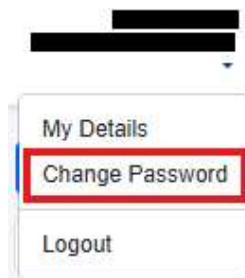
- Fill in your name, position in your organisation, and your email address.
- This email address can be any email you have access to.
- Click 'Send Confirmation Email'.

- You will then see the above page.
- Follow the instructions.
- In the email, click on 'Confirm SLA Agreement'
- Once signed, you will need to log out. Please sign in again to continue.

To view the SLA once signed please open 'My Details' and click on 'Download Signed SLA'.



You can change your password once you are logged in to the DBS system. This can be found on the top right hand side of the page.



Change Password

Current password

New password

Confirm new password

Editing your Organisation and Company Verifiers

On the left-hand side of the Home Page, you will find **'My Organisation'** under Admin. Once opened, you will see the page below.

To edit your details, click on ‘**Edit Details**’ as shown in the image above.

You will also be able to find your Pricing Tier, Office type, and Payment terms here as well.

New organisations will be placed into Tier A, progression through the tiers is based on the number of applications submitted annually. More details on the **Price Tiers** can be found here on our website: <https://www.homecareassociation.org.uk/disclosure-service.html>

Setting up a new Verifier:

Verifiers for Homecare Association				
Name	Email	Telephone	Role	Status
[Redacted]	[Redacted]		Administrator	Active

- On your Organisation page, Verifiers can be added to your organisation by clicking on ‘**Add Verifier**’.
- You can make changes to verifier accounts by clicking on the **Edit Icon** as above. Here you can also make accounts Active or Non-Active.
- Verifiers are unable to be deleted once created; they can only be made non-active.
- You can add as many Company Verifiers as needed, **each person using the system will need their own account** – Only the name on the verifier account can sign in to that account. If another person is signing into an account that is not under their name, this will be stopped immediately.

Application Process

a. Starting a New Application

You can either click ‘**Send Application Link**’ or ‘**Create New Application**’ in the left panel. Or click on ‘**+ New Application**’.

- **Create New Application:** This will allow you to fill in a full application. The candidate must provide you with the information before you start this process.
- **Send Application Link:** You can send your employee the application to fill out.

Once 'send link' has been selected it will state the below:

The candidate will be sent an email like the below:

Application Reference: [REDACTED]

Dear [REDACTED],

Best Care has requested that we complete a criminal records check for you.

You can now start the process by completing preliminary information online using the link below.

[Open your Application](#)

- You must complete the form in one go; progress cannot be saved.
- You will need all previous names plus the month/year they came into effect.
- You will need a complete address history for the previous 5 years with no gaps or overlaps.
- You will need your birth details (place, country, nationality, date).

Once complete, you will be asked to consent to DBS providing an electronic result directly to the responsible organisation.

If you do not consent to an electronic result being issued, do not proceed with this application — apply directly to DBS: www.gov.uk/request-copy-criminal-record.

Access the application with the link above and your date of birth.

If you have any problem accessing the application, please contact your employer.

If you are not the intended recipient, you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Kind regards,

The applicants need to select **‘Open your Application’**. They will then be able to complete the first section of the application.

Once the employee has completed their section and signed the SLA, the Verifier will be notified by email and must complete the remainder of the application before submitting it for processing.

You can view the list of applications sent to candidates on the home page left-side panel under **‘With Applicants’**. This will open the page below where you can resend links, send new links, and open applications.

The screenshot shows a web interface titled "With Applicants" with a blue button "+ Send Application Link" in the top right. Below the title is the text "Applications where the link has been sent and the applicant has not yet started their form." A table with the following columns is displayed: Applicant, Date of Birth, Reference, Link Email, Primary Verifier, Last Sent, and an action column. The first row has a "Resend" button highlighted with a red box. The second and third rows also have "Resend" buttons.

Applicant	Date of Birth	Reference	Link Email	Primary Verifier	Last Sent	
[REDACTED]	[REDACTED]	DS00075877	[REDACTED]	[REDACTED]	26-May-2026	Resend
[REDACTED]	[REDACTED]	DS00075874	[REDACTED]	[REDACTED]	22-May-2026	Resend
[REDACTED]	[REDACTED]	DS00075871	[REDACTED]	[REDACTED]	22-May-2026	Resend

b. How to fill in a New Application

- Once you have created a New Application, you will see the below page. Please read the instructions carefully.

Application: **New**
 Status: **New**

Instructions Personal Birth Details Name History Other Details Current Address Address History Declaration Sent

Instructions

By starting this application you confirm you have read and understood the barred check lists for:

- Vulnerable adults
- Regulated activities with children
- Identity checking
- Eligibility for DBS Enhanced Disclosure checks guidance

Statement of Fair Processing

All personal information provided will be treated with the strictest of confidence and in accordance with the Data Protection Act 1998.

Personal data will only be processed with the consent of the individual for the purpose of administering a Disclosure application. Access is restricted to named individuals who require access as part of their normal duties.

Information will not be shared with any other third parties outside of the Disclosure process, except where required by Law, without the express consent of the individual.

All information held following a Disclosure application will be securely destroyed when no longer required.

[View Detailed Instructions](#)

Start

- Once this application has been started, you will be able to find the application number at the top of the page. You will also be able to delete the application here too.

Application: **DS00075872**
 Status: **New**

Delete Application Close

- All required fields will be marked with a Red Asterix (*)
- If you do not fill out a mandatory field and try to progress, you will see an error message like the below:

Please correct the following:

- Title:** Title is required
- Gender:** Gender is required
- Surname:** Surname is required
- FirstName:** First name is required
- CurrentNationalityID:** Current nationality is required

Personal

Gender *

Male Female

Gender is required

Title *

-- select --

Select gender first to populate titles.

Title is required

1. Personal

- Please fill out the applicant's current personal details accurately.
- Be sure to provide all middle names in each of the middle name sections. **Do not** put middle names in the first name section.
- This information must be the applicant's **current** legal details as shown in their documents.

2. Birth Details

- Please enter the applicant's **birth** first name and **birth** surname – if the name has not changed since birth, please re-enter the same names.
- Only enter any middle name(s) if they are different from their current middle name(s).
- If the name in the Personal section is different to the birth name you will need to add the date the applicant started using their **current name**:

The birth name differs from the current name. Please enter the date the current name started being used.

Current name used from *

MM/YYYY

Note: Any additional names the applicant has been known by (e.g. previous married names, aliases) will be captured on the next step.

3. Name History

Name History

ALL names the applicant has been known by must be listed. Enter the full name and month & year when the name started being used.

First Name	Middle Names	Surname	Used From	Type	
████	██	████	Dec 1970	Birth	
██		██████	Nov 2000	History	Delete
██████		██████████	Nov 2005	Current	

Add another name

First Name *

Middle Name 1

Middle Name 2

Middle Name 3

Surname *

Used From *

Used To *

Add

Back

Next

- In this section, you are required to provide any changes in name the applicant has had since birth.
- If the applicant has never changed their name, please click Next to continue.

- If they have another name, please add the details and click 'Add'.
- Add as many names as needed and click 'Next' once complete.
- If you make an error on the name history, please use the delete button to amend the form.

4. Other Details

- Please provide the applicant's email address. Ensure this is correct as this is where the Declaration will be sent.
- Select the appropriate boxes.

5. Address History

- Please ensure the current address matches any proof of address documents (if it is wrong, the certificate will be sent to the wrong place). This address must be in the UK.
- If the system does not allow you to input a postcode, please call 020 8661 8188 and click Option 3 to speak to a member of staff.
- Please enter the date the applicant **started** living at this address.
- Click Next to progress to the page below.
- If the applicant has been at the current address for 5+ years, you will be able to progress by clicking next. If not, please add the remaining 5 years of addresses.

Address History

List every address lived at in the last five years (the current address is already recorded). The history must cover at least 5 years back from today (to May 2021) with no gaps.

Address	Post Code	Country	From	To
MERCURY HOUSE 117 WATERLOO ROAD	SE1 8UL	United Kingdom	May 2022	Present
TEST	SE1 8UL	United Kingdom	May 2020	May 2022 Edit Delete

Address history complete. You have covered at least 5 years with no gaps. Click Next to continue.

Back

Next

- You can delete, edit, and add new addresses as needed.
- Once you reach 5 years, you will be able to progress.
- Previous addresses can be from overseas; you MUST

- include a Town, country, and dates.
- **Care Of addresses** may only be used in exceptional circumstances – please see further information on Unusual Addresses here: [DBS Guide to Unusual Addresses](#)

6. Applicant Declaration

- You will be shown an overview of all the information that has been inputted.
- Please check this information carefully to make sure everything is correct and matches the documents provided.
- This is not the end of the form; you are able to amend the application as needed.

- If anything is changed after the Applicant Declaration has been signed, the applicant will need to resign the declaration.
- If any of the personal details or addresses are incorrect, the application will be **withdrawn** by the DBS. The DBS do **NOT** offer refunds for applications withdrawn due to errors.

We are unable to change any information on the application after it has been sent to the DBS.

- If there are no errors, you will see the message below at the bottom of the page.

All required information has been provided. You can now send the declaration.

- When you are happy the application is correct, please click on **'Send Declaration'**. You will then be shown the information below.



- The email the applicant receives will be from noreply@disclosureservice.uk – please be sure to ask the applicant to check their junk if they are unable to locate the email.
- The applicant will need to carefully read the email and click on the below link in the email stating **'I agree to the statements above'**.
- If multiple Declaration emails have been sent to the applicant, please ensure they are clicking on the link from the **most recent email received**.

To confirm you acceptance of the above statements click the link here :
[I agree to the statements above](#)
 You must confirm your agreement for the application to proceed.

- You will not be able to complete the application until the Declaration of Consent has been signed by the applicant. If it has not been signed, you will be shown the below:

Declaration Sent

Your application has been created.
 Reference: DS00075862
 Status: **Waiting Applicant Confirmation**
 An email has been sent to [REDACTED] to complete the declaration.

- Once the applicant has successfully signed the declaration, you will receive an email confirming this. After refreshing your page you will now see the below message confirming when the declaration was signed:

Applicant consent received. Confirmed on 22 May 2026 10:06.

- If you need to edit the application this can be done in the confirm details section

Application: DS00075869 Close

Stage: In Progress - ID Checking

Applicant Job Application Details Right to Work ID Documents External Verification Confirm Declaration

- You can edit the required section of the form by selecting edit in the top right hand corner

Employment		Edit
Job Title	[REDACTED]	
Job Description		
Unpaid Volunteer	No	
Workforce	Child	

Service Required		Edit
DBS Check	Enhanced	
Adult Barred List	No	
Child Barred List	No	
Adult First Check	No	

Applicant		Edit
Name	[REDACTED]	
Date of Birth	[REDACTED]	
Gender	M	
Place of Birth	[REDACTED] United Kingdom	
Birth Nationality	British	
Current Nationality	British	
Email	[REDACTED]	
Telephone		
NI Number		
Unspent Convictions	No	
Adult Caution	No	

7. Job Details

- Enter the job title of the applicant. Ensure you have checked whether they are eligible for the check you are requesting here: <https://www.gov.uk/find-out-dbs-check>
- Please enter a Job Description if the job title needs further explanation as to why this applicant is eligible for a DBS check.
- Do not put the Workforce (i.e. ADULT or CHILD) in the job title – this can create delays and withdrawals.

Application Details

- You will need to click on each button that relates to this check. This includes the barred list the candidate is eligible for. The page will refresh with each button you press (this is normal).
- Access to Standard, Enhanced, and Enhanced with Barred List(s) DBS checks is only available to employers who are entitled by law to ask an individual to reveal their full criminal history, including spent convictions. This is known as asking 'an exemption question'. [DBS checks: guidance for employers - GOV.UK](https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance)
 - a. Further guidance on eligibility can be located here:
<https://www.gov.uk/government/publications/dbs-check-eligible-positions-guidance>

Right to Work

- Please confirm that you have checked the applicant's Right to Work.
- Candidates' Right to Work needs to be confirmed by the verifier before submitting the DBS application.
- If the applicant is born in the UK the form will automatically skip the Right to Work section

8. ID Documents

You will need to find out which documents your applicant will need; you must confirm these documents **in person**.

- a. **Group 1 - Identity Documents:** You can choose as many as needed.
- b. **Group 2a - Trusted Government Documents**
- c. **Group 2b - Financial and Social History Documents**

Proof of Identity

- All documents must be original.
- The combination of documents seen must show the applicant's full name, date of birth and current address.
- A document from each group should be included only once in the document count.

Select every document you have seen.

Group 1 — Identity Documents ^

- Adoption certificate**
Issued in UK or Channel Islands
- Biometric residence permit**
Issued in UK
- Birth certificate - issued within 12 months of birth**
UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces
- Driving licence**
Current full or provisional photocard. Issued in UK, Isle of Man or Channel Islands.
- Passport**
Any current and valid passport

Group 2a — Trusted Government Documents ∨

Group 2b — Financial and Social History Docs ∨

If no Group 1 document is available, you will be prompted to complete external verification.

- You cannot choose the same document option (i.e. Passport) in multiple sections; you will not be able to progress.
- ID guidance can be located here: [DBS ID Checking Guidelines](#) This includes the three routes that the DBS accepts.
- External ID Verification – if the applicant is a British Citizen and does **NOT** have a Group 1 Document, the application will have to go through External ID Verification. Please provide as much information/personal details of the applicant as possible. See more information here: [External Verification Information](#)
- External ID verification is an additional fee, as Homecare Association must manually validate the candidate's identity.

9. Confirm Details:

As Homecare Association does not see the candidates' personal documents, the Preliminary Verifier must check over the candidates' details before submission.

10. Employer Declarations:

The Declaration of Consent is sent via email to the candidate; the application is unable to progress without candidate consent. The Preliminary Verifier **MUST** Tick the two statements as shown below.

Verifiers can see the candidate's declaration and when it was signed in the green box.

Declarations

- I confirm I have seen sufficient identity documents to confirm the applicant's identity and address.
- Tick to confirm the verifier declaration below.

Verifier Declaration

I, **User Two**, confirm that I have established the true identity of the applicant, by examining a range of documents as set out in DBS guidance and verified the information provided by the applicant as written above.

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

I certify that, where requested, an application for a DBS check is required for the purpose of asking an exempted question under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

Applicant Declaration of Consent

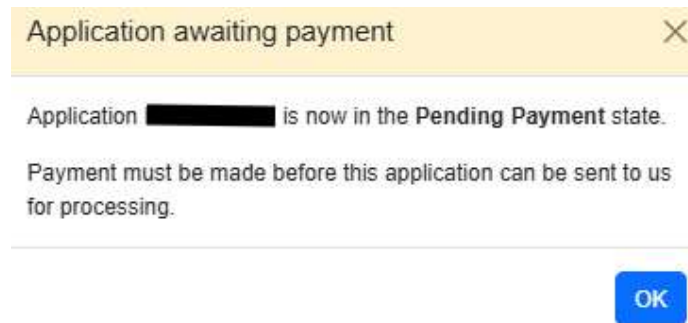
To comply with GDPR a declaration of consent and the privacy policy has been made available to the applicant. This has been confirmed by the applicant via email.

Applicant Consented: Yes (confirmed 21 May 2026 10:07)

If you need to leave the application, after you click 'start' at the beginning of the application, it will be saved automatically. A reference number (DS000XXXXX) is generated once you start any application. You can leave the application back to your home screen; and find it under 'My Applications'.

Pay for an Application

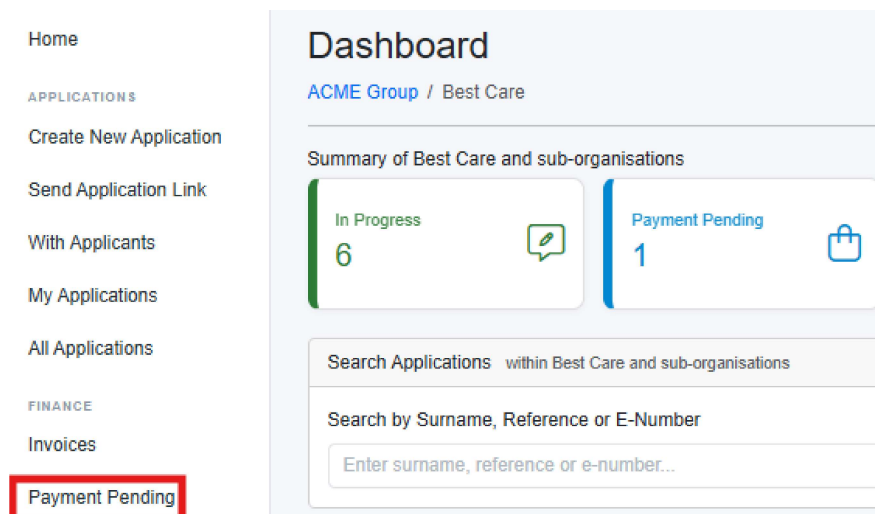
Once you have completed your application, it will go into the Payment Pending section after this message is shown.

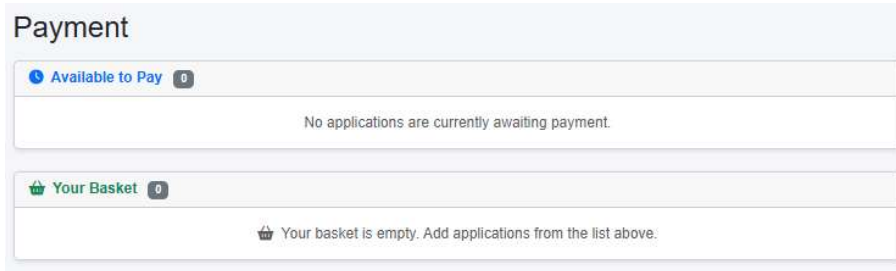


You can either pay for this right away, or later. The application won't be processed until payment has been made

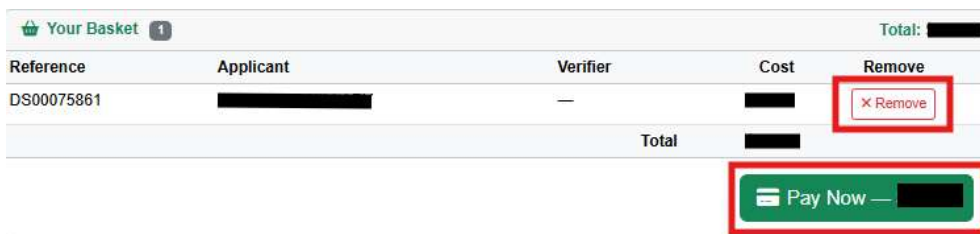
Applications are unable to be amended by the preliminary verifier once they reach Payment Pending. Please reach out to us and we can amend the application if the application has not yet been submitted to the DBS.

1. Go into **Payment Pending** on the left hand side of your home screen.
 - This will show all your applications that are ready to be paid for. A summary of their name, reference number and cost will show as below.

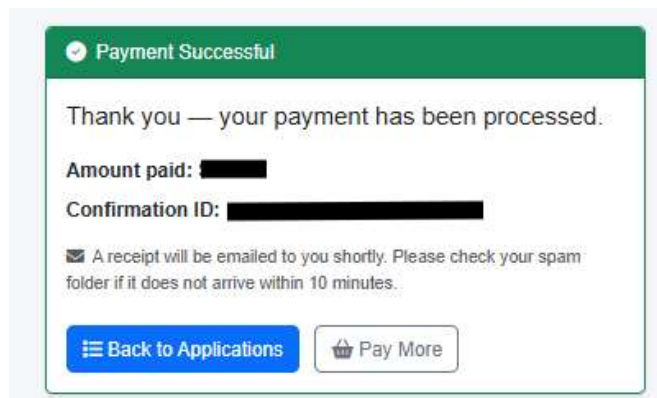




2. Once selected you will see all applications that are '**Available to pay**' please add them to your basket using the blue '**Add to basket**' icon under heading '**Action**'.
 - You can add multiple applications into your basket or just one.
 - To remove application please select 'Remove' to pay for applications once they are in your basket select 'Pay Now'.



3. If the application is already in a different preliminary verifier's basket, they will need to remove it from theirs before you can add it to your own.
4. Click '**Pay Now**' and follow the steps to pay for your applications.

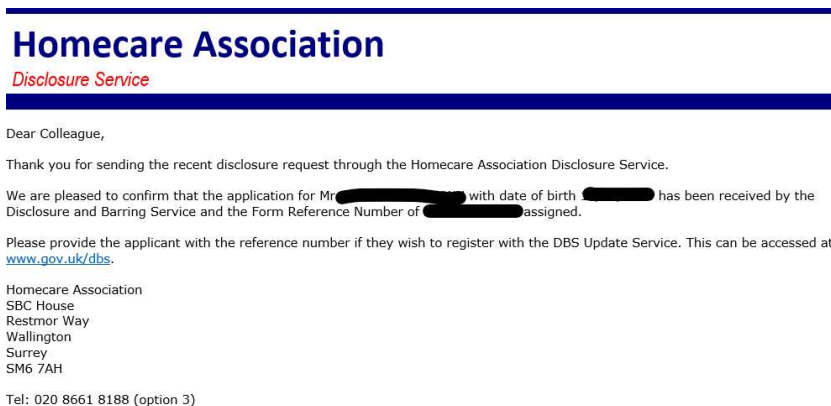


5. Our full list of DBS prices can be found on our website: [Homecare Association - Disclosure Service Information](#)

After you have paid for the Application

Once the application has been paid for, it becomes available for us as the counter signatories to send to the DBS. At this stage we will reach out to the preliminary verifier for **additional information** and eligibility if required.

Once the application has been submitted to the DBS and E0 number has been generated, the preliminary verifier will receive the email below.



- Enhanced DBS applications can be in progress for 1-8 weeks before completion.
- They can stay in stage 4 for up to 60 days before we can escalate them with the DBS.
- You can keep track of the progress of each application from the home screen. Once the application is with the DBS, you can track it here: [DBS Application Tracking Service](#)

Adult First Checks

The Adult first check allows individuals to start working with adults **supervised** under the rules of the Department of Health.

- Adult first applications can only be submitted where the candidate is eligible for an enhanced DBS application with the adult barred list.
- Adult first results will be emailed to the Preliminary Verifier's email address once completed; this takes 24-48 hours from submission.
- If the result is returned to the Verifier as 'No match exists' then the candidate can start work supervised.
- If the result advises the verifier to 'wait for the DBS certificate before making a recruitment decision' then the applicant is unable to start work until the full disclosure has been received.

Completed applications

Once the Disclosure and Barring Service have completed the application, it will be moved to closed. The preliminary verifier receives a completion letter from the system stating if the **certificate is clear** or if **information is listed**; this is **NOT** the candidates' certificate issued by the DBS.

The candidate needs to show the verifier the hard copy of the certificate once it has arrived at their current address, but the certificate is legally the candidate's property. Please see [Handling of DBS certificate information - GOV.UK](#) for more information.

Invoices

- Invoices for all DBS applications can be viewed by clicking 'invoices' on the left hand side of your screen.

Invoices (Showing 2026) <<< Year

Date Paid	Reference	Paid By	Applications	Invoice Amount
27-May-2026 10:21	██████████	User Two	1 application	██████████ —

- By clicking on the blue header under 'Applications' (this example 1 application), it will bring up the DS000 numbers included in this payment.
- Click on 'Download PDF' this generates the invoice for you to download and save.

Applications for **Cart 006177080001** [Download PDF](#) ← Back to Invoices

Reference	Applicant	Level
DS00075861	██████████	Enhanced

Please see an example below:



Homecare
Association

Purchaser Details

██████████
██████████
██████████

Cart Reference : ██████████
Invoice Date : 27-May-2026 10:21

VAT Number : ██████████
Confirmation : ██████████

Our Ref	Applicant	Level
██████████	██████████	Enhanced

Total Net	██████████
Total VAT	██████████
Total Paid	██████████