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# The Customer User Guide

To be used by the Master Disclosure Manager  
/Disclosure Managers and Verifiers

**Helpdesk Telephone:** 0115 9694600

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

**Email:** support@onlinedisclosures.co.uk

# Contents

**This guide contains information on the following:**

- > Activating your Account
- > Creating an Applicant/Re-sending Activation emails
- > Creating/Deactivating a Disclosure Manager
- > Creating/Deactivating a Verifier
- > Searching for Branches (If a Multiple Branch Organisation)
- > Making the Payment(s)
- > Viewing the Outcome of the Check & Actions required (if any)
- > Printing Letters both individually and in Batch
- > Exporting Information

To see instructions on the Verification Process see the  
**Customer- How to Verify the Application**

# User Permissions

The table shows what actions can be carried out by different users within your organisation.

Actions	Master Disclosure Manager	Disclosure Manager	Verifier
Create a Disclosure Manager	✓	✗	✗
Create a Verifier	✓	✓	✗
Create an Applicant	✓	✓	✓
View the Outcome of the Check & Associated Letters	✓	✓	✗
Export Information	✓	✓	✗

# Access: Activating My Account

Once you have been added on OnlineDisclosures, you will automatically receive an activation email.

- 1.** Open the activation email
- 2.** Click the activation link within the email
- 3.** Create and confirm a secure password

The password **must be at least 8 characters long, be a combination of UPPER CASE and lower case and contain at least 1 number (0-9)**

- 4.** Click Save Password

Once activated you will be directed to the Awaiting Verification tab. This will be your home page.

To access OnlineDisclosures again in the future simply Sign In using your email and password.

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

Dear Joe,

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

Your login details are:

Organisation PIN: 123456

Email address: Joe.Bloggs@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://fadv.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey>

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

Thank you for using our online service.

## 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**

## Searching for a particular Organisation Branch (Multiple Branched Organisations Only)

To view the details of a particular branch within your organisation you must be assigned to that specific branch or be below in the organisation structure the one you are assigned to.

- 1.** Click the **Organisation** tab
  
- 2.** Click **Navigate organisations**
  
- 3.** Click the relevant Organisation branch
  
- 4.** Click on the name of the organisation level, you wish to view
  
- 5.** Click **View organisation** (The highlighted organisation name is the one that will open)

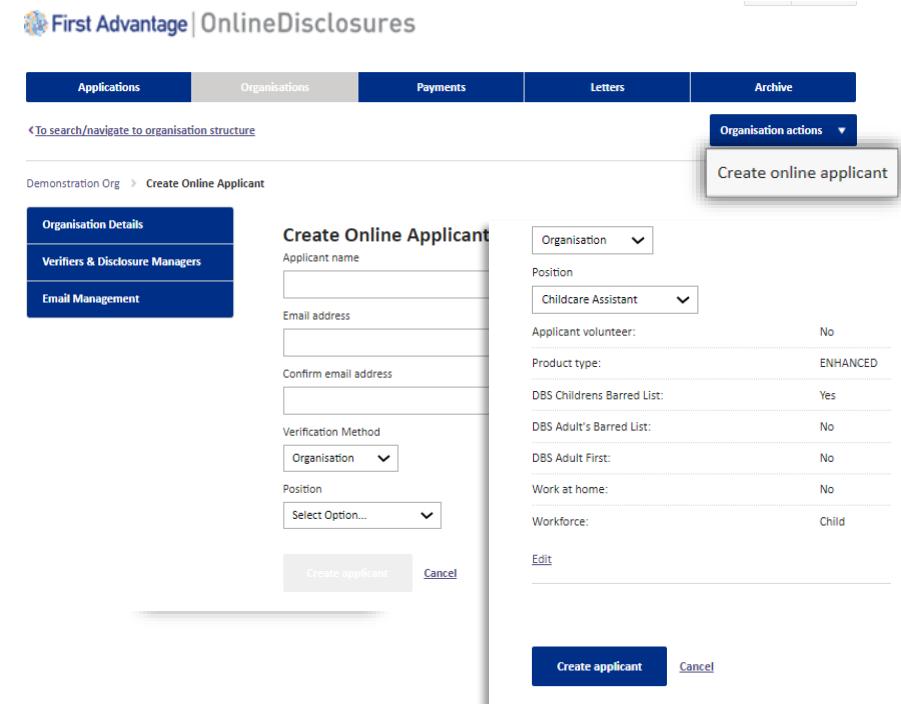
The screenshot shows the software's main navigation bar with tabs for 'Applications', 'Organisations' (which is highlighted in grey), 'Letters', and 'Archive'. Below the bar, there are two buttons: 'Search for organisation' and 'Navigate organisations'. The main content area is titled 'Navigate Organisations' and displays five levels of organisation structure. Level 2 contains a box labeled 'Demonstration Organisation' with sub-options 'Demonstration Organisation' and 'Sub Org Demonstration Org'. Level 3 is empty. Levels 4, 5, and 6 are also empty. At the bottom right of the content area, there is a 'View organisation' button with a dropdown menu. The menu items are: 'Create disclosure manager', 'Create sub org', 'Create verifier', 'Create online applicant', and 'Verifiers'. A blue arrow points from the text 'To view the 'quick action' list, click on the ARROW and select the required action from the dropdown.' to the 'View organisation' button.

To view the 'quick action' list, click on the ARROW and select the required action from the dropdown.  
**Important:** The action selected is applied to the highlighted organisation, make sure you have the correct organisation selected.

# Creating an Applicant

- 1.** Click the **Organisation tab** along the top (If you are a multiple organisation, search for and select the relevant organisation first)
  
- 2.** Click **Organisation Actions**. A dropdown list of actions will appear.
  
- 3.** Select **Create Online Applicant**
  
- 4.** Enter the applicant's full name and their email address. **Confirm** their email address by entering it again
  
- 5.** Select a **Verification method** (if applicable)
  
- 6.** Select a **Position** (and edit if necessary)
  
- 7.** Click **Create Applicant**

The applicant will receive an **Activation** email containing a link and instructions on how to complete the registration process



The screenshot shows the software interface with the following details:

- Header:** First Advantage | OnlineDisclosures
- Top Navigation:** Applications, Organisations, Payments, Letters, Archive, Organisation actions (with a dropdown menu showing "Create online applicant")
- Breadcrumbs:** Demonstration Org > Create Online Applicant
- Left Sidebar:** Organisation Details, Verifiers & Disclosure Managers, Email Management
- Modal Dialog:** Create Online Applicant
  - Fields: Applicant name, Email address, Confirm email address, Verification Method (set to Organisation), Position (dropdown menu showing "Select Option...")
  - Buttons: Create applicant, Cancel
- Right Panel:** Form fields for creating an applicant, including:
  - Organisation dropdown
  - Position dropdown (set to Childcare Assistant)
  - Applicant volunteer: No
  - Product type: ENHANCED
  - DBS Childrens Barred List: Yes
  - DBS Adult's Barred List: No
  - DBS Adult First: No
  - Work at home: No
  - Workforce: Child
  - Edit button

**Please Note:** If the error message 'E-mail already in use' appears, this means that the applicant has already been created using this email. Re-send them an **activation email** instead.

# Re-sending an Activation email to the Applicant

## 1. Click the Organisation tab

(If you are a multiple organisation, search for and select the relevant organisation first.  
Click the link below to see how)

## 2. Click Organisation Actions

## 3. Click Non-Activated Users

## 4. Tick the box alongside the relevant applicant's name

## 5. Click re-send activation e-mail

The applicant will receive a new activation email containing a link and instructions on how to complete the registration process.

The screenshot shows the 'Organisations' tab selected in the top navigation bar. Below it, a search bar and breadcrumb navigation ('Demonstration Org > Non Activated Users') are present. A sidebar on the left lists 'Organisation Details', 'Verifiers & Disclosure Managers', and 'Email Management'. The main content area is titled 'Non-Activated Users' and displays a table with columns: Select, Org Pin, Full Name, Email, Created On, and Invited On. One row is selected, showing 'test applicant' with email 'stephanie.humphreys1@gbgplc.com'. At the bottom are two buttons: 'Re-send Activation Email(s)' and 'Remove user(s) from list'.

# Creating a Disclosure Manager (DM) or a Verifier

A MDM can create both a DM or Verifier however, a DM within an organisation can only create a verifier.

**1. Click the Organisation tab along the top**

(If you are a multiple organisation, search for and select the relevant organisation first)

**2. Click the Organisation tab and click Organisation Actions**

**3. Select Create Disclosure Manager or Create Verifier**

**4. Enter the individuals name and email address**

**5. Click Save**

The Disclosure Manager or Verifier will be sent an activation email.

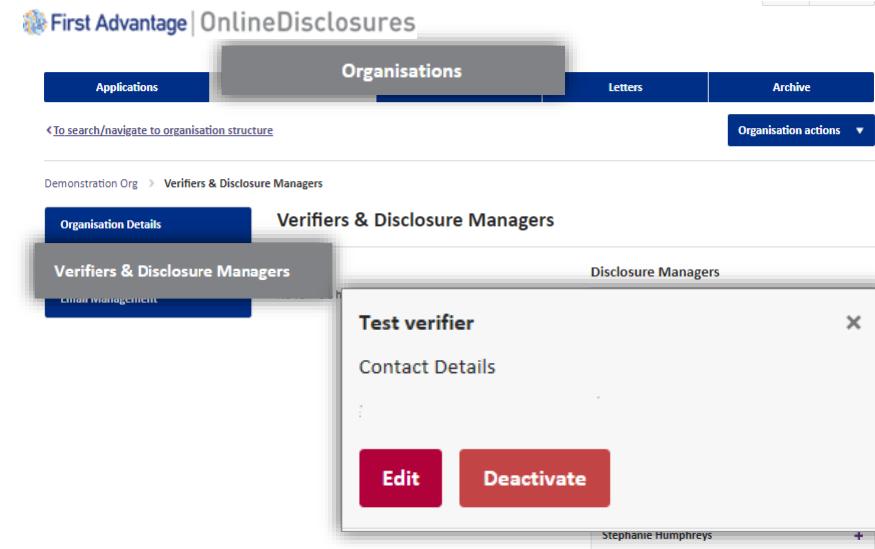
The screenshot shows the software's main interface with a dark blue header bar containing the logo and the title 'First Advantage | OnlineDisclosures'. Below the header is a navigation bar with tabs: 'Application', 'Organisations' (which is highlighted in grey), 'Letters', and 'Archive'. To the right of the navigation bar is a dropdown menu labeled 'Organisation actions' with options like 'Create verifier', 'Create online applicant', and 'Non-Activated users'. The main content area has a left sidebar with three buttons: 'Organisation Details' (selected), 'Verifiers & Disclosure Managers', and 'Email Management'. The main panel is titled 'Create Verifier' and contains a 'Verifier Details' section with fields for 'Verifier name' (with a placeholder 'Verifier name'), 'Require login' (radio buttons for 'Yes' and 'No' with 'Yes' selected), 'Email address' (input field), 'Confirm email address' (input field), and 'Contact phone number (Optional)' (input field). Below this is a 'Verifier Address Details' section with a 'Copy main address' button, a 'Postcode (Optional)' input field, a 'Find' button, and a 'Enter address manually' link. At the bottom are 'Save' and 'Cancel' buttons.

**Please Note:** It is only possible to create a DM at the same level within the organisation or at a level below

# Deactivating a Disclosure Manager (DM) or a Verifier

If an individual is no longer employed or perhaps are not required to carry out DM or Verifier duties anymore, it is possible to deactivate them. This means they will no longer have access to OnlineDisclosures

- 1.** Click the **Organisation tab** along the top of the page (If you are a multiple organisation, search for and select the relevant organisation first. Click the link below to see how)
- 2.** From the list on the left hand side click **Verifiers and Disclosure Managers**
- 3.** Click the '+' symbol against the name of the **DM/Verifier** you wish to deactivate
- 4.** Click **Deactivate**



To **edit** the details, click **edit** and make the required changes.

# Email Management (1 of 2)

On the Organisation tab there is a page called Email management.  
An MDM and DM can change this option.

**1.** Click the **Organisation tab** along the top (If you are a multiple organisation, search for and select the relevant organisation first)

**2.** From the list on the left hand side click **Email Management**

There are 2 options email management options:

- **Allow Verifier & DM Emails for Submitted for verification**
- **Allow Verifier & DM Emails for Disclosure Complete**

The default value for both of these options is no.

**3.** To change the email management page click **Edit**

The screenshot shows the 'Organisations' tab selected in the navigation bar. On the left, a sidebar lists 'Organisation Details' and 'Verifiers & Disclosure Managers'. The main content area is titled 'Email Management' under 'Email options'. It contains two settings: 'Allow Verifier & DM Emails for Submitted for verification:' (set to No) and 'Allow Verifier & DM Emails for Disclosure Complete:' (set to No). A large 'Edit' button is visible on the right side of the page.

# Email Management (2 of 2)

- Under **Email Options** a tick in each of these indicates if these emails are sent.
- Under each section **Submitted for Verification** and **Disclosure Complete**, the user can tick one or more options from the items included.
- Click **Save** to ensure any changes to take effect

**Please note:** you should firstly consider the current structure of your organisation set up when adding this functionality to levels of your account, this will ensure you add the notifications at the level required.

The screenshot shows the 'Email Management' section of the First Advantage OnlineDisclosures interface. On the left, a sidebar menu includes 'Organisation Details', 'Verifiers & Disclosure Managers' (which is currently selected), and 'Email Management'. The main content area is titled 'Email Management' and contains two sections: 'Email Options' and 'Submitted for Verification'.

**Email Options:** Contains two checkboxes:  Allow Verifier & DM Emails for Submitted for Verification and  Allow Verifier & DM Emails for Disclosure Complete.

**Submitted for Verification:** Contains a checkbox group for 'Verifiers at organisation':  Verifiers at the organisation, followed by several unchecked options: Verifiers at the parent organisation, Disclosure managers at organisation, Disclosure managers at the parent organisation, Master disclosure managers at organisation, Master disclosure managers at the parent organisation, and Email addresses.

**Disclosure Complete:** Contains a checkbox group for 'Verifiers at organisation':  Verifiers at the organisation, followed by several unchecked options: Verifiers at the parent organisation, Disclosure managers at organisation, Disclosure managers at the parent organisation, Master disclosure managers at organisation, Master disclosure managers at the parent organisation, and Email addresses.

At the bottom right are 'Save' and 'Cancel' buttons.

# Payment: Paying With a PayPal Account

It is possible to make a **single or bulk** payment. Bulk payments can only be made for applications under the same Organisation Pin.

- 1. Click the Payments tab**
- 2. Tick the box alongside the application(s) you wish to pay for**
- 3. Click Pay for these Applications**
- 4. Enter the Billing details**
- 5. Click Purchase**

The screenshot shows the First Advantage OnlineDisclosures software interface. At the top, there's a navigation bar with tabs: 'Applications' (selected), 'Payments' (highlighted in grey), 'Letters', and 'Archive'. Below the navigation bar, a sub-header reads 'Applications awaiting payment.' A table lists several applications with columns for Status Selection, Org ID, Organisation Name, Name, DOB, Postcode, E-Number, Completed By, and Last Modified On. One application is selected, showing details: TPH Taxi - Renewal, Graham Test, DOB 30/12/1963, Postcode KT5 8AS, E-Number F0909875787, Completed By, and Last Modified On 02/01/2013. A modal window titled 'Choose a way to pay' is overlaid on the page. It contains two main sections: 'Pay with my PayPal account' and 'Pay with a debit or credit card'. The 'Pay with my PayPal account' section has fields for Email (testverifier@outlook.com), PayPal password, and a checkbox for 'This is a private computer.' It also features a 'Log In' button and links for 'Forgotten your email address or password?'. The 'Pay with a debit or credit card' section is partially visible below it. A large blue button on the right side of the modal says 'Pay for these applications'.

If you **have** a PayPal account login and follow the instructions provided by PayPal  
 If you **do not** have a PayPal account, click '**Pay with a debit or credit card**'

**Please Note:** Payment can also be made straight after verification.  
 Click **Pay Now** and follow these steps.

# 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****

Choose a way to pay

▼ Pay with my PayPal account

Log in to your account to complete the purchase

Email  
sam.smith1234@demotest.com

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

Change

Delivery address  Same as billing address

Contact information

Telephone

Email sam.smith1234@demotest.com

Save your information with PayPal [Why?](#)  
(Optional)

In order to process your payment, PayPal collects certain personal information from you which it holds in accordance with its [Privacy Policy](#). For more information on this process, click [PayPal Account Optional](#).

Note to seller [Add](#)

Click Continue to complete your purchase. Please review your information to make sure that it is correct.

[Continue](#)

Payments processed by

## Payment: Invoicing

An invoice will be sent to the nominated individual within your organisation.

This will be sent monthly from our accounts department.

If you have any questions relating to invoicing please email  
[support@onlinedisclosures.co.uk](mailto:support@onlinedisclosures.co.uk)  
or call us on 0115 9694600

# Viewing the Outcome of a Disclosure Check

Only Master Disclosure Managers & Disclosure Managers are able to see the outcome.

1. Ensure you are within the Applications tab
2. Click Complete
3. Single click on the relevant applicant's name
4. Click on the Outcome tab

## What am I looking at?

**Dispatched:** A date will only be shown here for those organisations that have been set up for certificate retrieval.

**Outcome:** This will state if the outcome is **Clear** or **See Paper Disclosure**

**Disc.** This is the disclosure certificate number.

Name Details	Birth surname: Previous forenames: Previous last names: Mothers maiden name: Gender: Male	Details & Notes    Outcome    Certificate
Birth Details	DOB: 01/01/1967 Town: Nottingham County: Country: GBR Nationality: Update from DBS:	Application Outcome Dispatched Outcome Disc. Issue Date ISA Reg.

**Issue Date:** This is the date the certificate was issued.

# Where has the Certificate been Sent?

## What am I looking at?

**Receive a Paper Certificate?:** You will see a Yes or No depending what option the Applicant selected.

**Received at current Address:** You will see a Yes or No depending on what the applicant selected.

If they selected No, the address that they specified the certificate to be sent to will be listed below in Postal Address.

The screenshot shows a web-based application interface for 'First Advantage | OnlineDisclosures'. At the top, there's a navigation bar with tabs: Applications (selected), Organisations, Payments, Letters, and Archive. Below the navigation is a user profile section showing 'MR John - - Smith' with 'Actions' and 'Withdraw' buttons. The main content area displays a form for a certificate request. On the left, there are two columns of personal details: 'Name Details' (Birth surname: Smith, Previous forenames: John, Previous last names: -, Mothers maiden name: -, Gender: Male) and 'Birth Details' (DOB: 01/01/1987, Town: Nottingham, County: -, Country: GBR, Nationality: -, Update from DBS:). On the right, there are three tabs: 'Details & Notes' (selected), 'Outcome', and 'Certificate'. The 'Certificate' tab is expanded, showing sections for 'Paper Certificate' (checkboxes for 'Receive a paper certificate?' and 'Receive at current address?'), and 'Postal Address' fields for 'Address line 1', 'Address line 2', 'City', 'County', 'Country', and 'Postcode'.

# Actions if the Outcome is Clear

If the outcome of the disclosure check is **clear**, the organisation does not need to see the actual disclosure certificate. You can either work directly from the electronic record **or** open and print a letter confirming the status as clear.

1. Ensure you are within the Applications tab
2. Click **Complete**
3. Single click on the relevant applicant's name. Click on **Outcome**
4. Click **Print Disclosure Clear**.

The letter will open as a PDF. You can print the document directly from the PDF or save it to your organisations computer.

Details & Notes	Outcome
<b>Application Outcome</b>	
Dispatched	
Outcome Clear	
Disc. 123456789123	
Issue Date 16/07/2014	
ISA Reg.	
<b>Print Disclosure Clear</b>	

**It is also possible to Batch Print the PDF's. This can be done from the Letters tab.**

1. Click the **Letters** tab  
(If you want to print all letters for the applicants listed, tick **Select All** or tick the box alongside the relevant applicant)

First Advantage | OnlineDisclosures

Applications	Organisations	Payments	Letters	Archive
Organisation ID	Name	Date Of Birth	Postcode	Letter Type <input type="checkbox"/> Select All
127518	Sally Smith	01/01/1991	NG11 7EP	Disclosure Clear <input checked="" type="checkbox"/>
127518	Matt Richards	31/10/1980	NG11 7EP	Disclosure Clear <input type="checkbox"/>

**Print Letters**

2. Click **Print Letters**

Once a letter is printed from the batch list it will be removed from the list.  
It can however be re-printed individually.

## Actions if the Outcome is See Paper Disclosure

If the outcome of the disclosure check is **see paper disclosure**, the organisation **must see** the actual disclosure certificate.

How the disclosure certificate is requested, and how you see this information varies between organisations. Therefore please follow the process set out for your particular organisation.

If you are not sure what the process is, please contact your organisations master disclosure manager, who will be able to advise you.

Details & Notes	Progress	Outcome
<b>Application Outcome</b>		
Dispatched		
Outcome See Paper Disclosure		
Disc. 1466278345662891		
Issue Date 01/12/2014		
ISA Reg.		

# Printing Letters Individually

**1.** Ensure you are within the Applications tab.

**2.** Click Complete

**3.** Single click on the relevant applicant's name

**4.** Click on Outcome

**5.** Click Print Disclosure Clear

The letter will open as a PDF. You can print the document directly from the PDF or save it to your organisations computer.

The screenshot shows the First Advantage OnlineDisclosures application interface. The top navigation bar includes tabs for Applications, Organisation, Payments, Letters, and Archive. Below this is a secondary navigation bar with filters: Dispatched, Awaiting Verification, Awaiting Countersign, Uploading, With DBS, Complete, Awaiting Payment, Not Submitted, and All. A status selector dropdown is set to 'Applications' and a 'Complete' button is visible. The main content area displays a list of applicants with columns for Org ID, Name, DOB, Postcode, Status, Vol., Product, E-Number, and Position. Three entries are shown for Org ID 127535: Sally Smith (DOB 31/10/1980, Postcode NG11 7EP, Status No, Product DBS C, Position Childcare Assistant), Sally Smith (DOB 31/10/1980, Postcode NG11 7EP, Status No, Product DBS C, Position Childcare Assistant), and Demo Demo (DOB 31/10/1980, Postcode NG11 7EP, Status No, Product DBS C, Position Childcare Assistant). A modal window titled 'Application Outcome' is overlaid on the list. It contains fields for Dispatched (checked), Outcome (Clear), Disc. (123456789123), Issue Date (16/07/2014), and ISA Reg. At the bottom of the modal is a large blue button labeled 'Print Disclosure Clear'.

# Printing Letters in Batches

Being able to Batch Print is useful when managing several applicant accounts making the process of printing these letters faster and easier.

Organisation ID	Name	Date Of Birth	Postcode	Letter Type	<input type="checkbox"/> Select All
127518	Sally Smith	01/01/1991	NG11 7EP	Disclosure Clear	<input checked="" type="checkbox"/>
127518	Matt Richards	31/10/1980	NG11 7EP	Disclosure Clear	<input type="checkbox"/>

**Print Letters**

## 1. Click the **Letters** tab

If you **want** to print all letter, tick **Select All**

If you **do not want** to print all the letters at once, tick the box along side the applicant you do wish to print the letters for.

## 2. Click **Print Letters**

Once a letter is printed from the batch list it will be removed from the list.  
It can however still be re-printed individually.

# Exporting Information

Exporting information allows you to see and manage all the information on file for each applicant.

**1.** Click on the relevant tab

**2.** Select how many files you wish to download (**up to 50**)

**3.** Click Export

This will generate an excel file, which you can then filter and mange as you wish.

Org ID	Name	DOB	Postcode	Status	Vol.	Product	E-Number	Position
(O) 127535	Sally smith	31/10/1980	NG11 7EP	DBS C	No	DBS C		Childcare Assi:
(O) 127535	Sally Smith	31/10/1980	NG11 7EP	DBS C	No	DBS C		Childcare Assi:
(O) 127535	Demo Demo	31/10/1980	NG11 7EP	DBS C	No	DBS C		Childcare Assi:

Records per page: 10

The information shown in the export file is listed below:

- > Org ID
- > Organisation
- > First Name
- > Last Name
- > Personal Ref No
- > Address 1
- > Address 2
- > Town/City
- > County
- > Post Code
- > Date of birth
- > Issue Date
- > E number
- > Disclosure Number
- > Outcome
- > ISA Reg No
- > Dispatched Status
- > Status Date Change
- > Basic Standard Enhanced
- > Enhanced/ISA
- > Children's Workforce
- > Vulnerable Adult
- > Workforce
- > ISA Children's Barred List
- > DBS Adults Barred
- > List
- > Work at Home DBS
- > Adult First Is Volunteer
- > Applicant Email
- > Verifier Name
- > Created By Email
- > Disclosure Printed
- > Applicant Position

# My Home Screen

Every time you access Online Disclosures you will land on the Awaiting Verification tab, this screen can be seen below...

1

You can use the search fields to search for a particular applicant.

2

The status of an application is indicated by the symbol in the status column. The Key to these can be seen by clicking the downward arrow alongside the Icon Key.

3

Product, this refers to the type of disclosure check requested for that applicant.

4

E-number, Once the application has been submitted each applicant will be generated a personal reference number. This is listed under E-Number.

5

Position states the role the applicant has within the organisation.

The screenshot shows the First Advantage OnlineDisclosures application interface. At the top, there is a navigation bar with tabs: Applications, Organisation, Payments, Letters, and Archive. Below the tabs, a sub-navigation bar includes Dispatched, Awaiting Verification (which is highlighted in grey), Awaiting Countersign, Uploading, With DBS, Complete, Awaiting Payment, Not Submitted, and All. A Status Selection dropdown is open, showing a 'Search' button and a '1' icon. The main area displays a table of application details. The columns include Org ID, Name, DOB, Postcode, Status (with a blue '2' icon), Status Changed Date, Vol, Product (with a blue '3' icon), E-Number (with a blue '4' icon), Position (with a blue '5' icon), and VM. An example row shows an Org ID of 127488, Name test test, DOB 08/03/1978, Postcode NG4 2DZ, Status Awaiting Verification (blue '2' icon), Status Changed Date 25/03/2021, Vol No, Product DBS C (blue '3' icon), E-Number (blue '4' icon), Position Childcare Assistant (blue '5' icon), and VM (purple 'VM' icon). Below the table, there is a dropdown menu labeled 'Icon key' and a page footer indicating '7.19.3.0'. Numbered callouts (1 through 5) point to the search bar, status column, product row, e-number row, and position row respectively.

Full details on what information/what action can be carried out with each tab see **Tab Functions** on the next slide.

# Tab Functions

## Applications Tab

All applications can be located within this tab. Use the sub-tabs to navigate between statuses or complete a search using the search fields and Status Selection.

Awaiting Verification	The applications that have not yet been verified are listed here. Click on the Applicants name to verify their ID documents.
Awaiting Countersign	Applications which have been verified but are waiting for OnlineDisclosures to countersign them will be listed here. During countersigning applications are <b>checked</b> to ensure that there are <b>no errors</b> e.g. spelling or contradictions in the name or address
Uploading	When the application has been countersigned it will be uploaded to either Disclosure Scotland or the Disclosure and Barring Service. The applications in the queue for upload will be shown here.
With DBS	Once the application has been uploaded to either the Disclosure and Barring Service, or Disclosure Scotland who will be carrying out the background check itself, they will be listed here.
Complete	When the result of the disclosure check has come back from either the Disclosure Scotland or the Disclosure and Barring Service they are considered as complete and will be listed here.
Awaiting Payment	Applications which have not been paid for yet, either by the applicant or the organisation will be listed here. If the Organisation is to pay, then either the Verifier or Disclosure Manager can sign in and select the applications they wish to make a payment for.
Not Submitted	This will show applications that have not been fully completed by the applicant.

## Organisation Tab

Information relating to the organisation and user management can be found here.

Organisation Details	The default settings for the organisation can be found here
Verifiers/Disclosure Managers	All verifiers and other disclosure managers are listed here.

## Organisation Actions

Create Online Applicant	This is used to register an applicant. The system will then send an activation email to the applicant with instructions on how to register.
Non-activated User	This will show the applicants that have been registered, but have not yet activated their account. From here you can re-send activation emails, if for example the applicant does not have access to the other email previously used or they have deleted it.

## Payments Tab

Only applications awaiting payment by the Organisation are listed here.

Payment can be made for single or multiple applications which are listed under the same Organisation Pin



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

**Helpdesk Telephone:** 0115 9694600

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

**Email:** support@onlinedisclosures.co.uk