First Advantage | OnlineDisclosures

The Customer User Guide

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

Opening Times: 8.00am to 5.30pm Monday to Friday
Customer Support Chat: https://help.fadv.com/od

Contents

This guide contains information on the following:

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	✓	✓	

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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

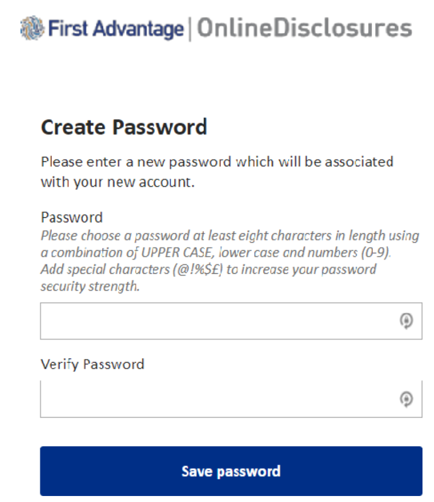
The password **must** be **at least** 8 characters long, be a combination of **UPPER CASE** and **lower case** and contain at least **1 number** (0-9)

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.



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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.

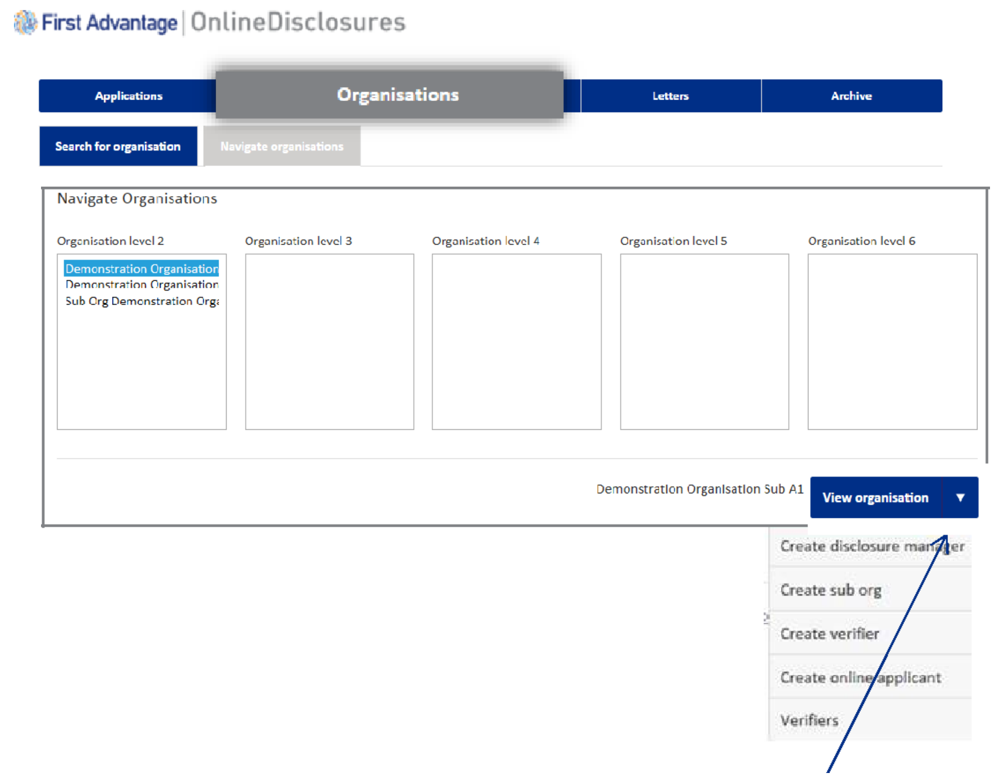
1. Click the **Organisation** tab

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)



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.

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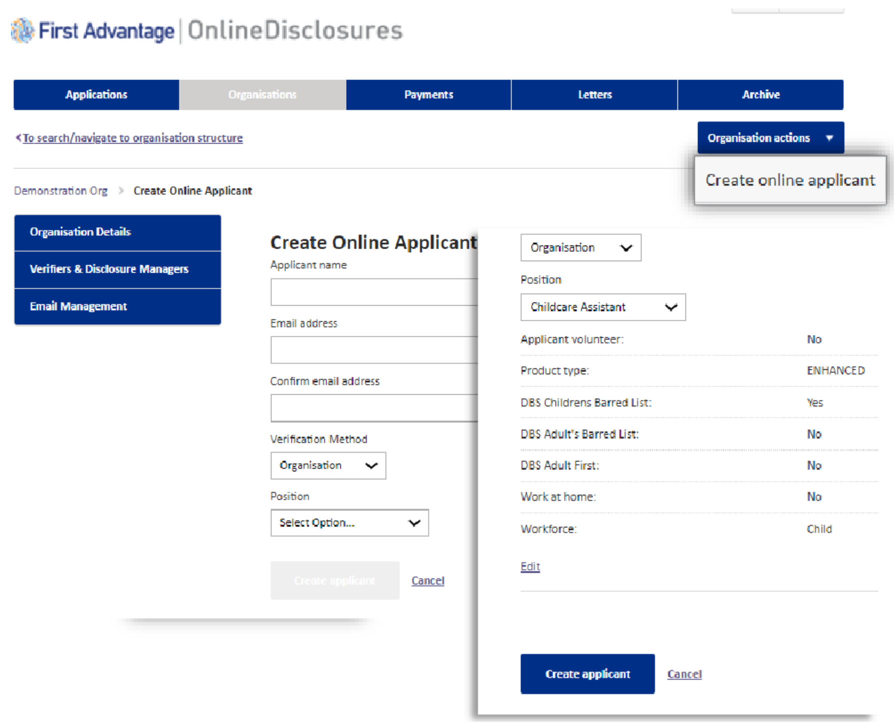
Creating an Applicant



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

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.

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Re-sending an Activation email to the Applicant

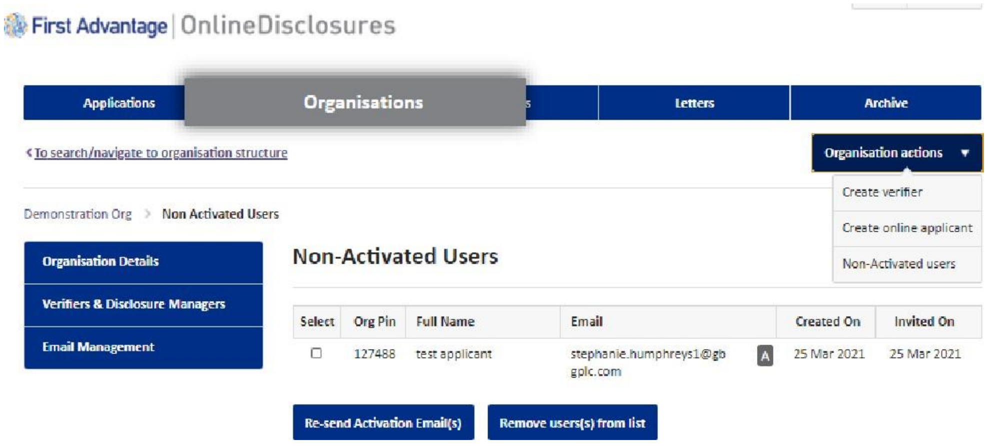
1. Click the **Organisation** tab
(If you are a multiple organisation, search for and select the relevant organisation first. Click the link below to see how)

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.

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)

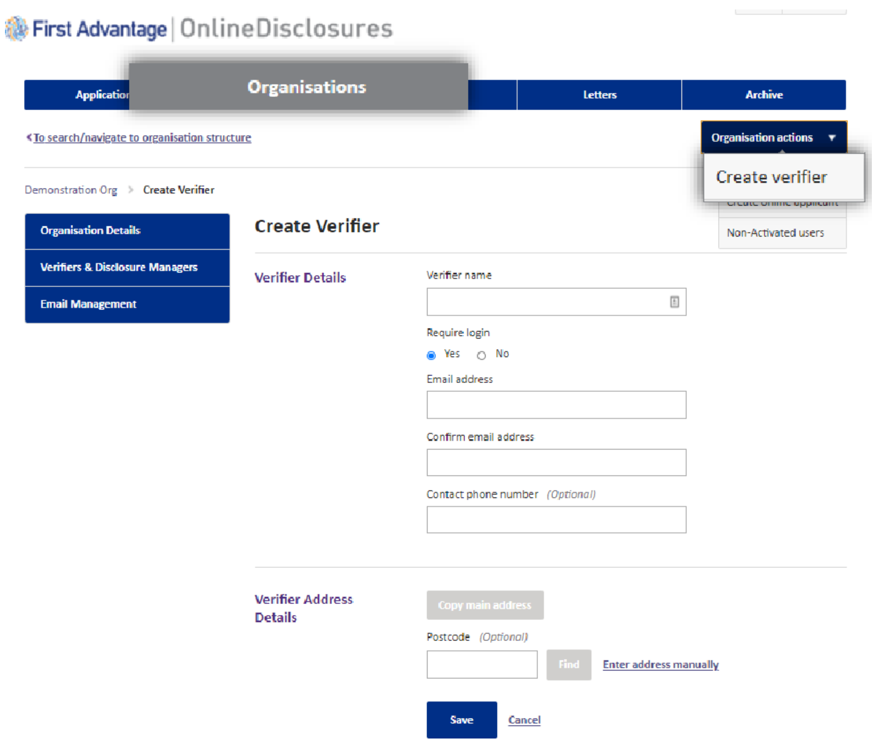
2. Click the **Organisation tab** and click **Organisation Actions**

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.



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

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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

(If you are a multiple organisation, search

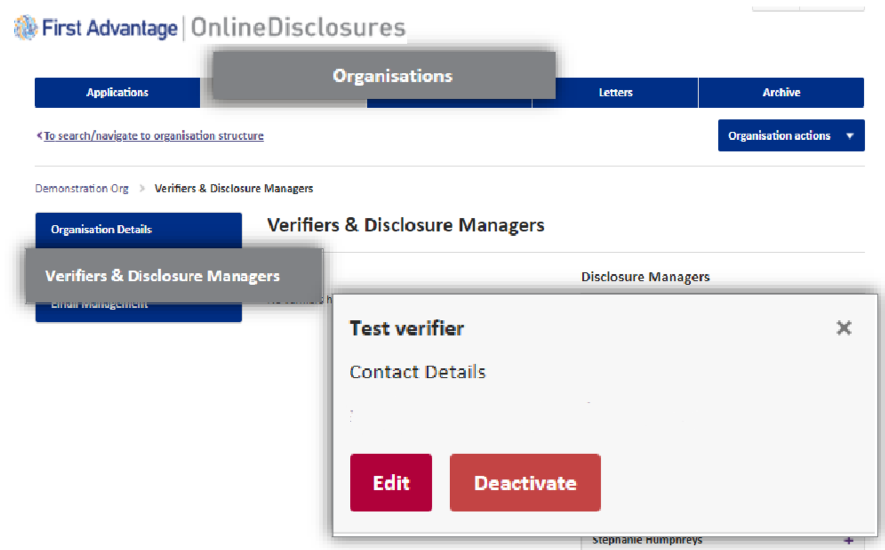
of the page

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.

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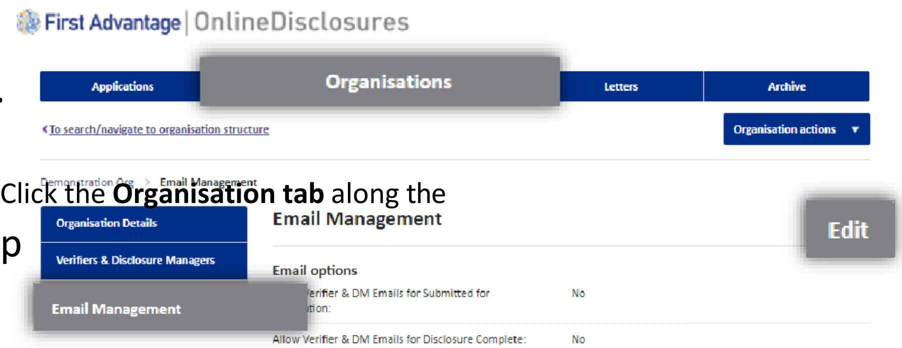
Email Management (1 of 2)

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**

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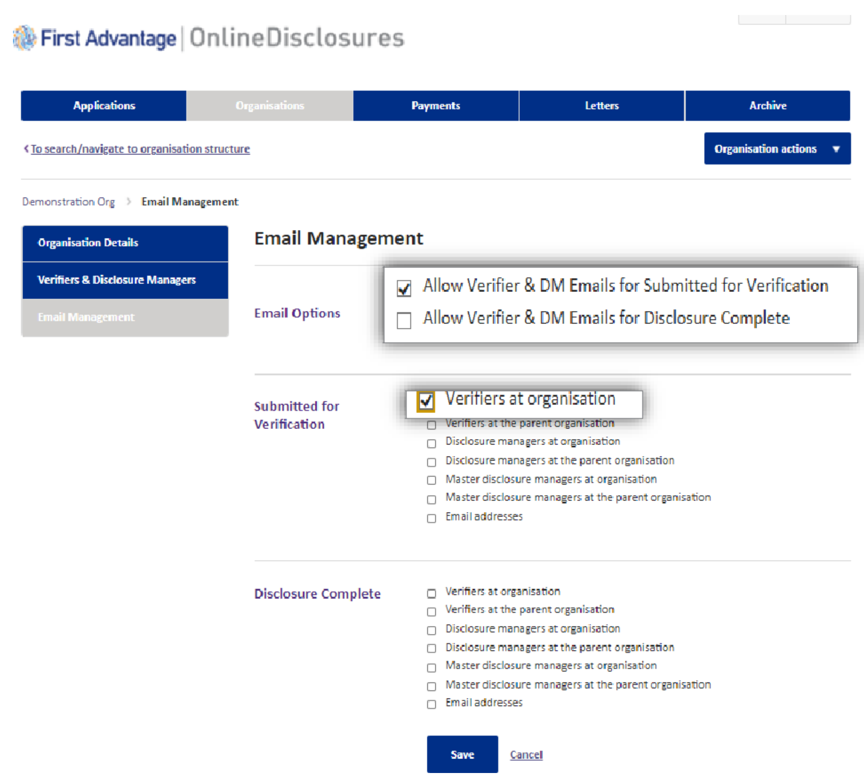
Email Management (2 of 2)

1. Under **Email Options** a tick in each of these indicates if these emails are sent.

2. Under each section **Submitted for Verification and Disclosure Complete,** the user can tick one or multiple options from the items included.

3. . 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.



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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.

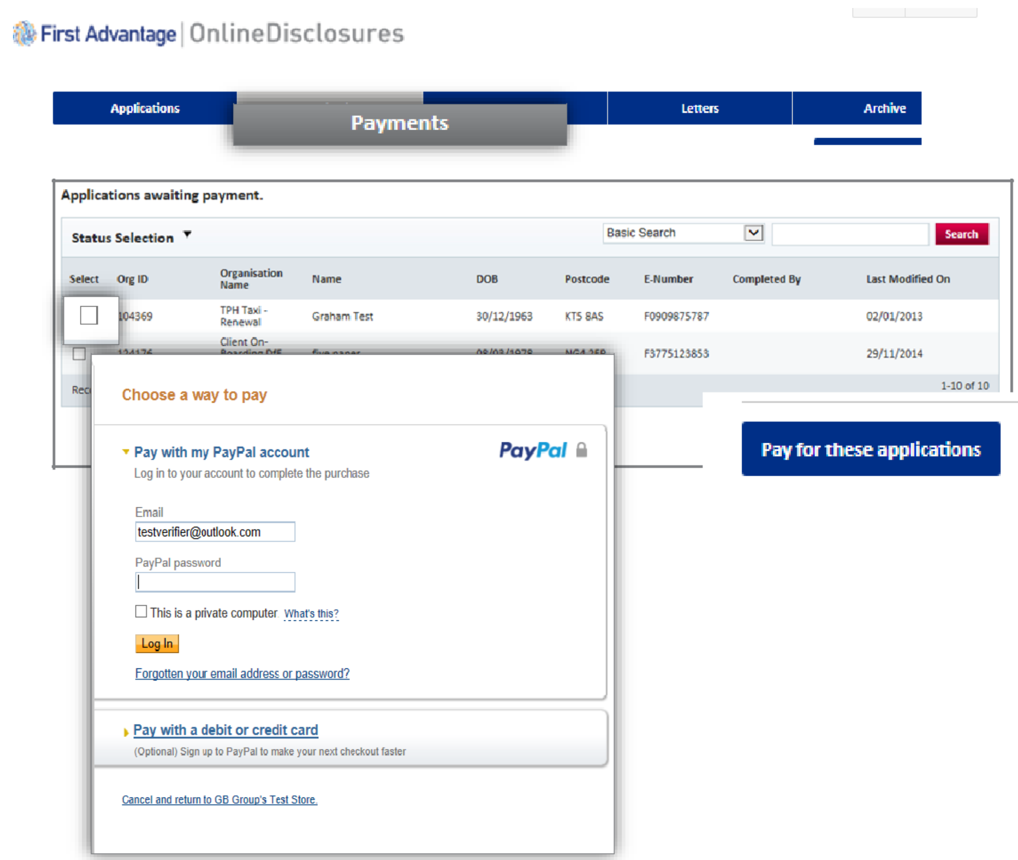
1. Click the **Payments** tab

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**



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.

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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)

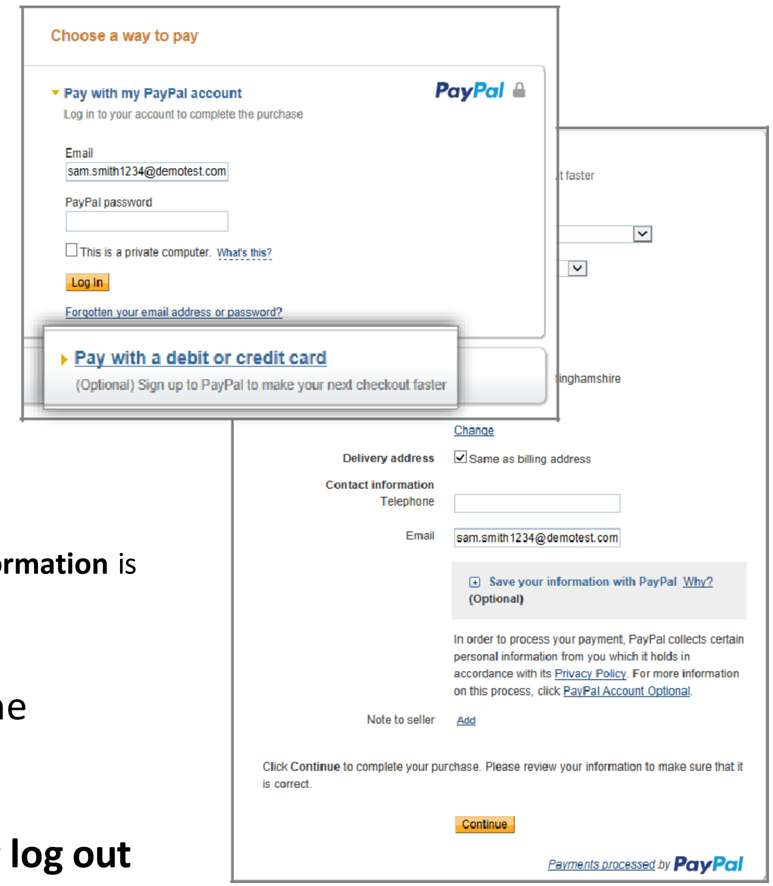
5. Enter a contact telephone number

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**



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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
kypbilling@fadv.com

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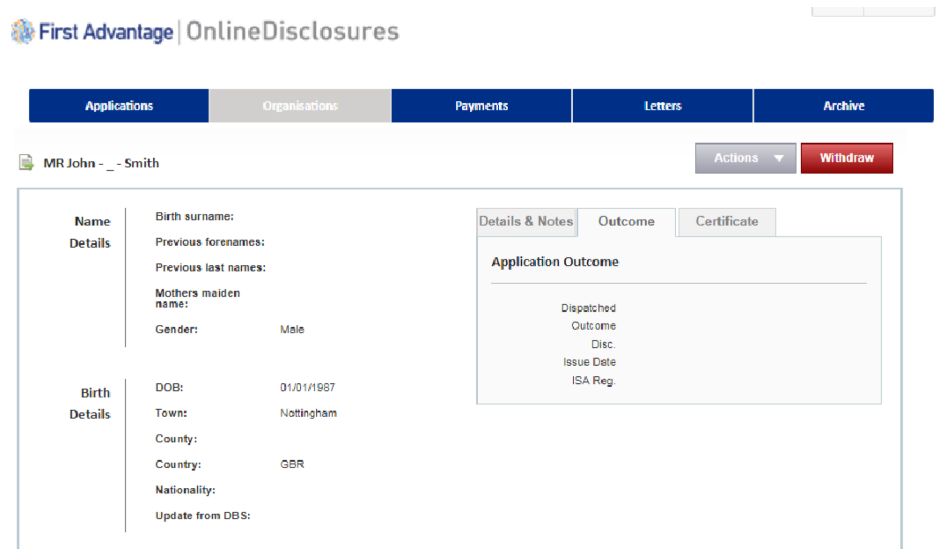
Viewing the Outcome of a Disclosure Check

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 a been set up for certificate retrieval.

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

Disc. This is the disclosure certificate number.

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

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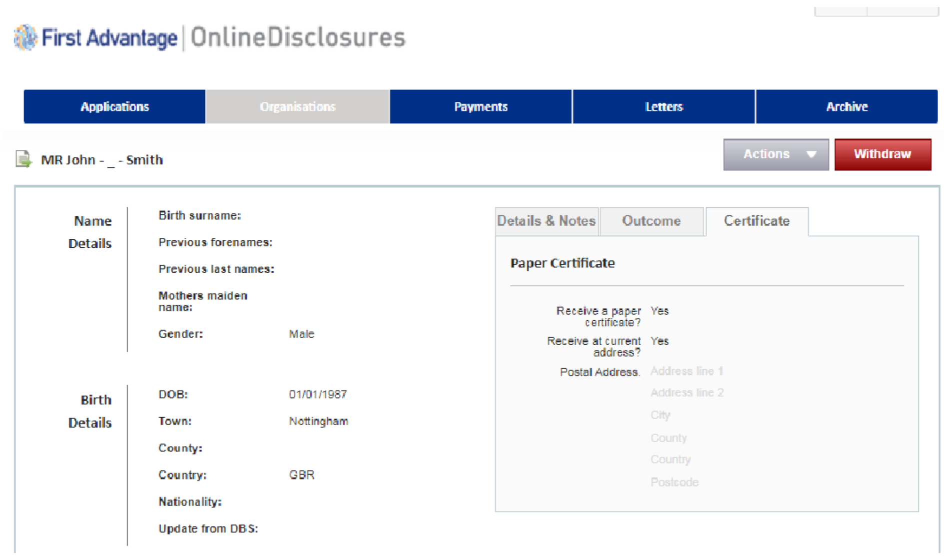
Where has the Certificate been Sent?

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.

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.

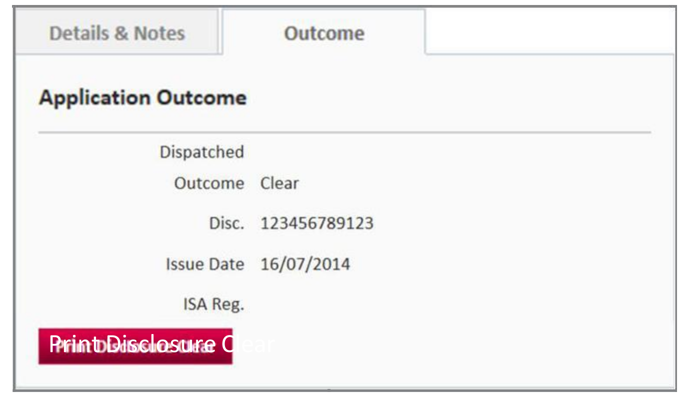
1. Ensure you are within the Applications tab

2. Click **Complete**

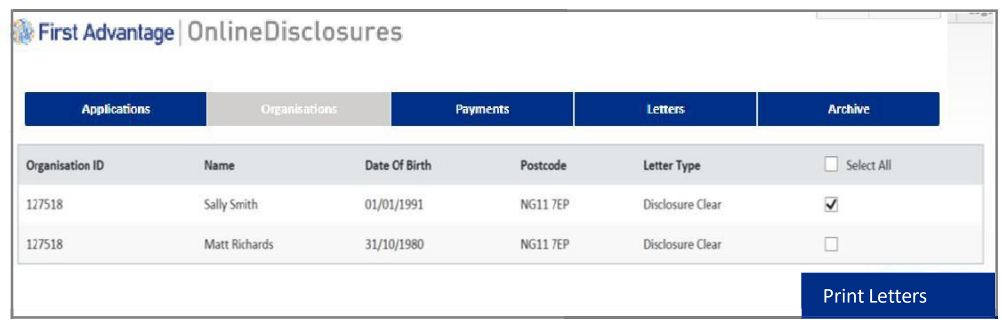
3. Single click on the relevant applicant's name. Click on **Outcome**

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.



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)

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.

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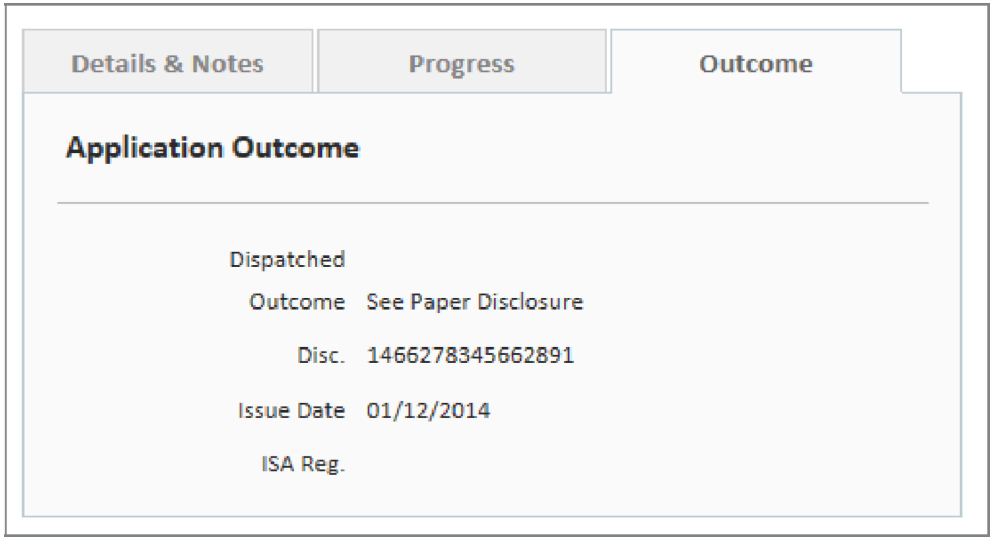
Actions if the Outcome is See Paper Disclosure

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.



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Printing Letters Individually

1. Ensure you are within the Applications tab.

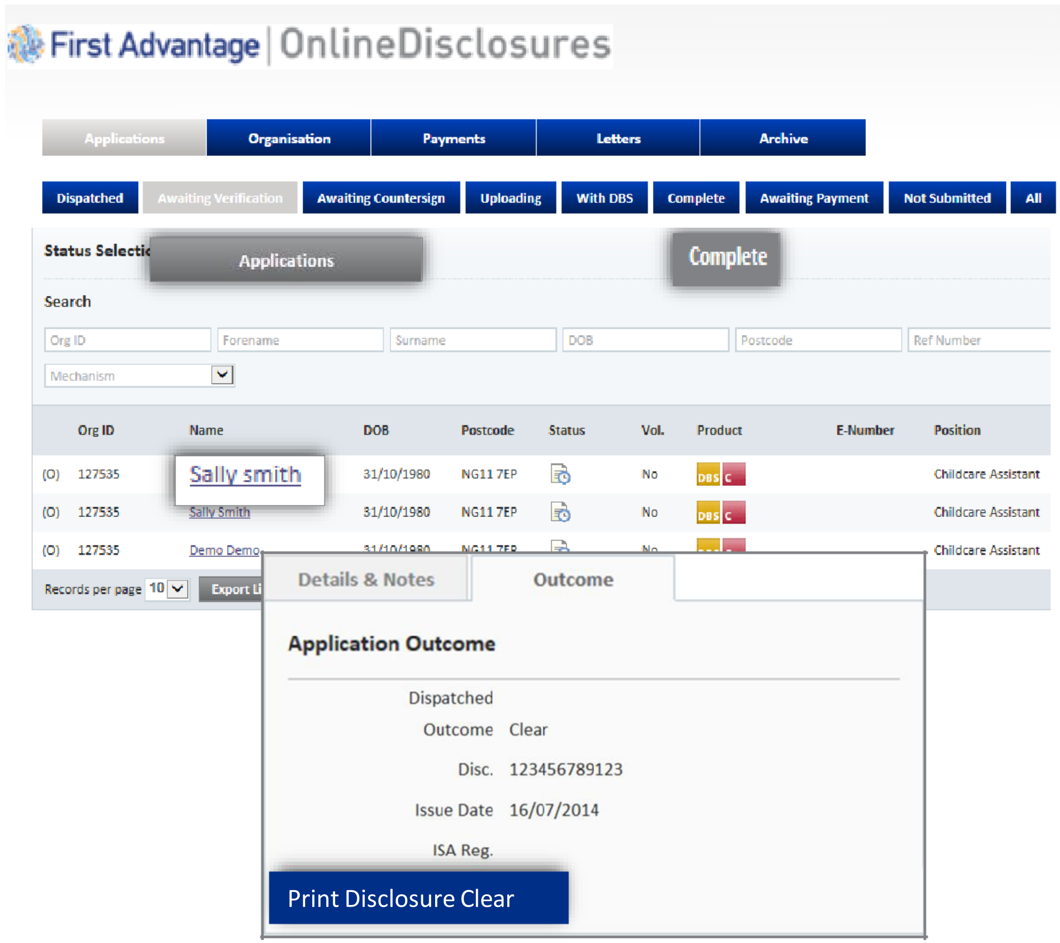
2. Click **Complete**

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.



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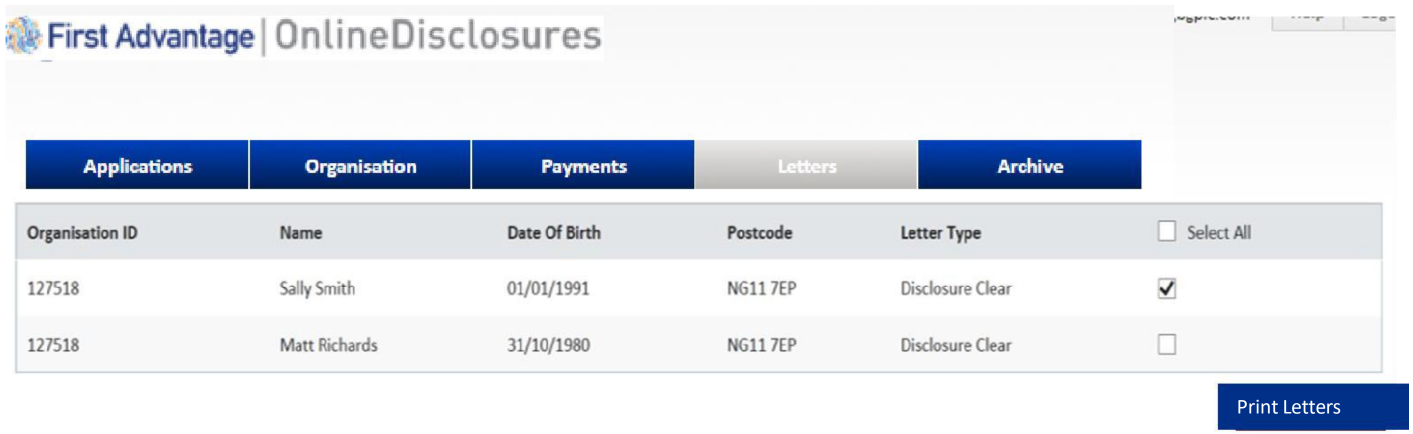
Printing Letters in Batches

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



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.

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Exporting Information

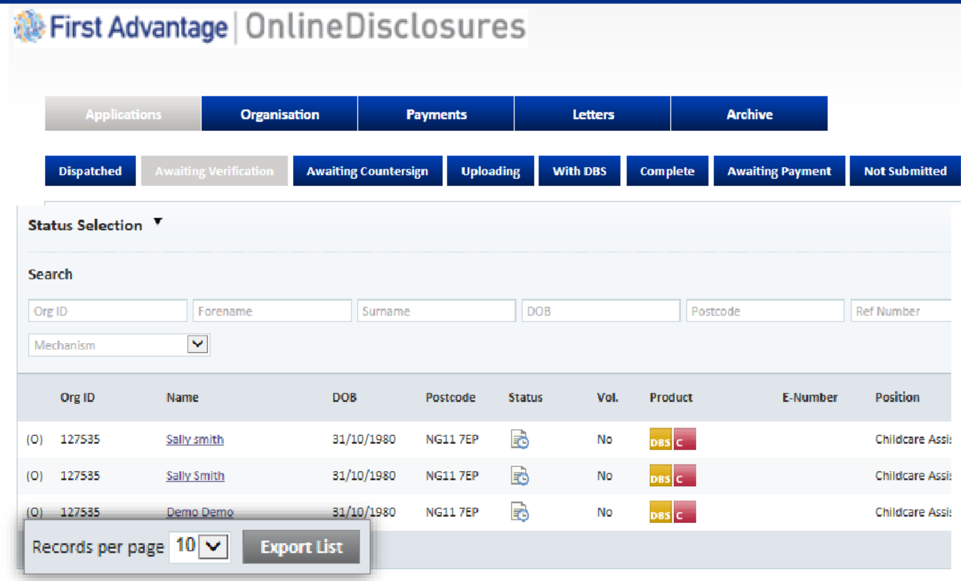
Exporting information allows you to see and manage all the information on file for each applicant.

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.



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

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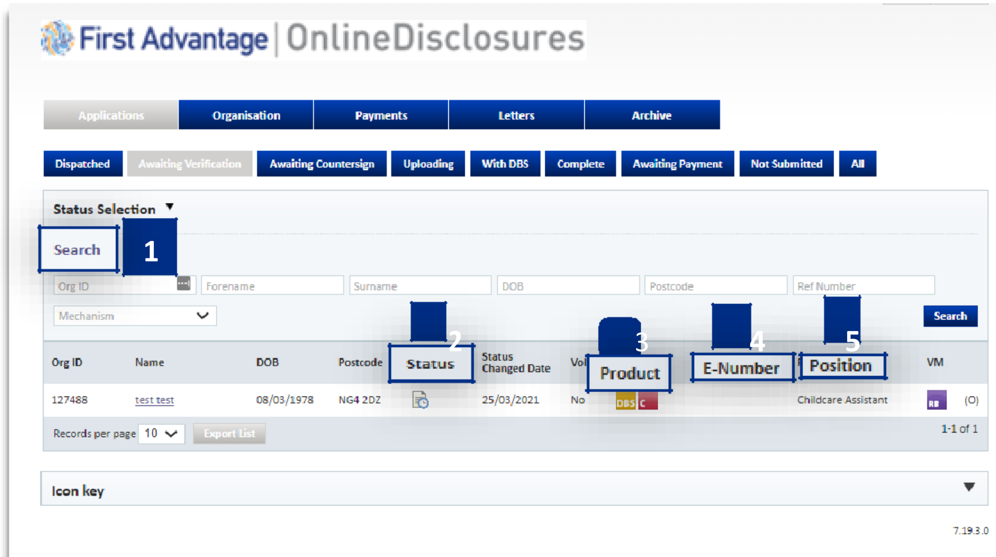
My Home Screen

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.



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

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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 **checked** to ensure that there are **no errors** 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 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 the y 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…

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