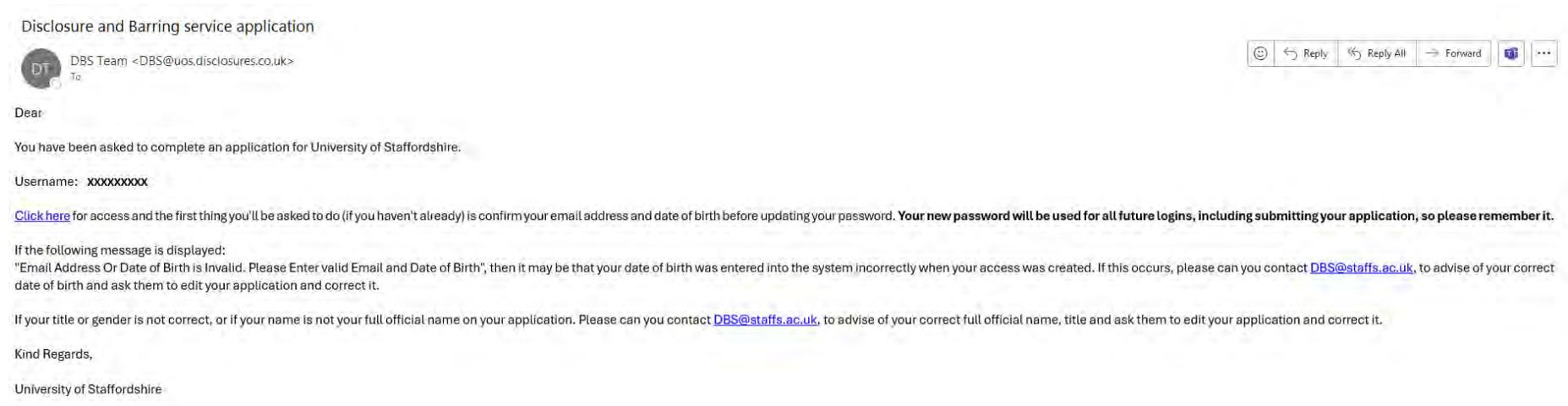


How to Complete Your DBS Application

This guide explains how to access and complete your Disclosure and Barring Service application via the Atlantic Data portal, including how to verify your identity, either digitally or through a virtual appointment.

Step 1: Start Your Application:

You will receive an email from DBS@uos.disclosures.co.uk with the subject: *"Disclosure and Barring Service Application"*:

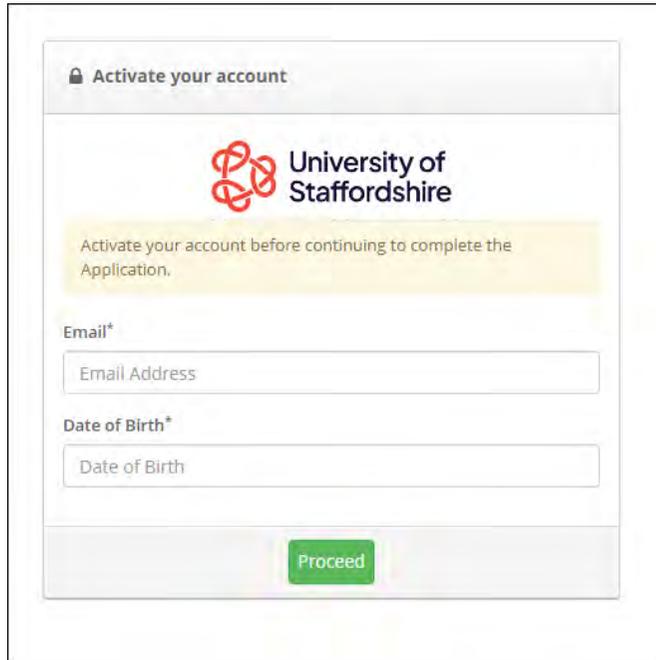


Follow the instructions in the email and click the blue link in the email to access your online DBS application.

You will need click on the blue wording to access your online application.

Step 2: Activate Your Account:

When you access the Atlantic Data portal for the first time, you need to activate your account.



The screenshot shows a web form titled "Activate your account" with a lock icon. Below the title is the University of Staffordshire logo. A yellow box contains the text: "Activate your account before continuing to complete the Application." The form has two input fields: "Email*" with a placeholder "Email Address" and "Date of Birth*" with a placeholder "Date of Birth". A green "Proceed" button is located at the bottom of the form.

a. Enter your **email address** and **date of birth**.

Important: You must use same email address the invite was sent to. The system will not let you proceed if you use a different email address.

b. Create a password:

- Between 9 and 30 characters
- Must contain at least one letter, one number, and one special character

Create your password

 **University of Staffordshire**

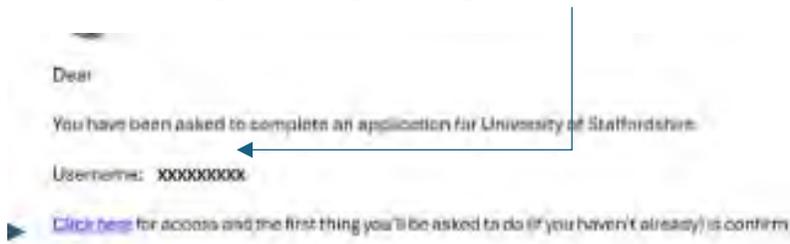
Please create a password for your account. You can view our password criteria by clicking the **i** button.

New Password*

Confirm Password*

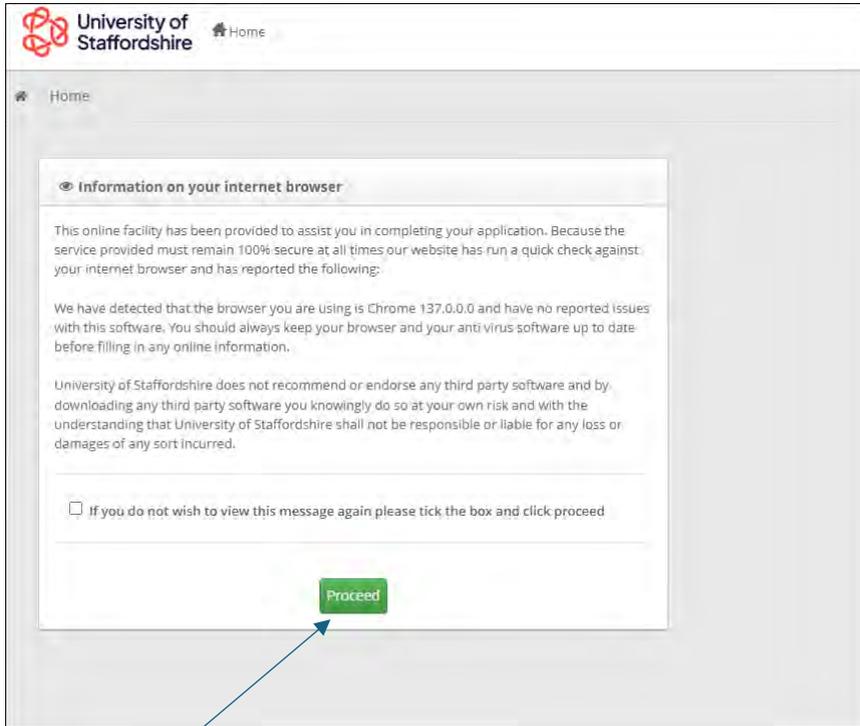
Proceed

Once activated, you can log in using the username provided in the initial email and the password you have just created.



Step 3: Check Your Personal Details

When you have successfully logged into your account, you will see the following information screen:



Click "Proceed" to begin.

You will now see your application home page:

University of Staffordshire [Home](#)

Home

Available Options:



[Complete Application Now](#)

Click on the above link to complete the application here and now.

Applicant Details

Applicant Name	Forename Surname
Date of Birth	Date of Birth
Position	Child and Adult Workforce Student
Email Address	example@email.address
Reference Number	N/A
Current Status	e-Invitation Sent

Status History

	initiated date
Initiated on:	
ID verified on:	N/A
Dispatched to DBS on:	N/A
Entered DBS system on:	N/A
Result received on:	N/A

Important: Review the information on screen. If anything is incorrect, please raise a query through Solve [<https://solve.staffs.ac.uk/>], the University's customer service portal before continuing.

You will be able to view the status of your application, including when it has been dispatched to the Disclosure and Barring Service.

When ready, click "Complete Application Now":

Available Options:

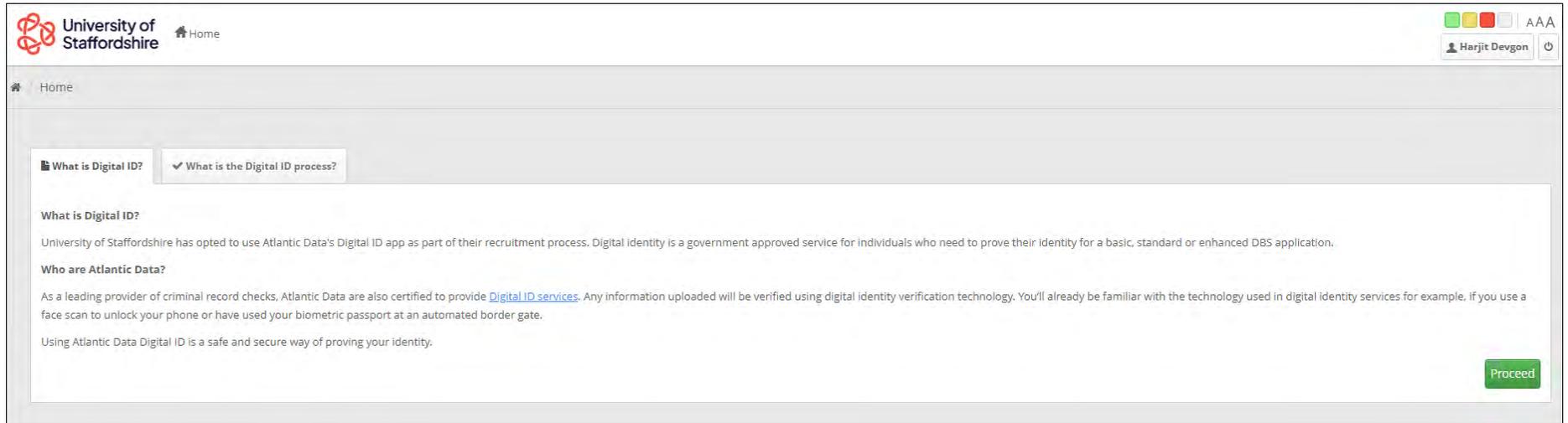


[Complete Application Now](#)

Click on the above link to complete the application here and now.

Step 4: Choose and ID Verification Method:

Please read through the information relating to the Digital ID process before selecting "Proceed".



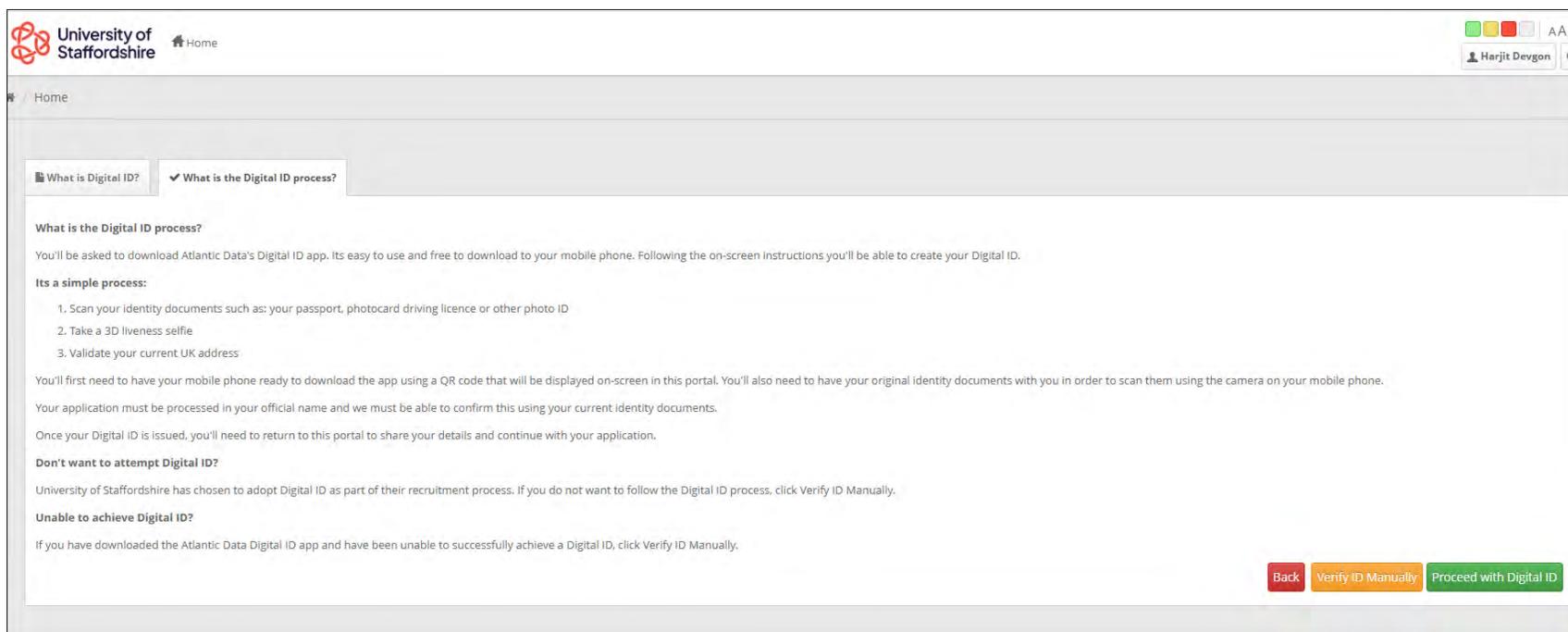
The screenshot shows a web page from the University of Staffordshire. The header includes the university logo and name, a 'Home' link, and a user profile for 'Harjit Devgon'. The main content area features two tabs: 'What is Digital ID?' and 'What is the Digital ID process?'. The 'What is Digital ID?' tab is active, displaying the following text:

What is Digital ID?
University of Staffordshire has opted to use Atlantic Data's Digital ID app as part of their recruitment process. Digital identity is a government approved service for individuals who need to prove their identity for a basic, standard or enhanced DBS application.

Who are Atlantic Data?
As a leading provider of criminal record checks, Atlantic Data are also certified to provide [Digital ID services](#). Any information uploaded will be verified using digital identity verification technology. You'll already be familiar with the technology used in digital identity services for example, if you use a face scan to unlock your phone or have used your biometric passport at an automated border gate.

Using Atlantic Data Digital ID is a safe and secure way of proving your identity.

A green 'Proceed' button is located in the bottom right corner of the content area.



You will now be prompted to select how you want to verify your ID:

Option	Description	Use This If...
Digital ID	Use your smartphone to scan your passport and complete the ID check through the Atlantic Data Digital ID app .	You have a biometric passport and access to a smartphone.
Manual (Virtual) ID Check	Upload scanned ID documents and attend a video call with Atlantic Data.	You're not eligible for digital verification

Select "Proceed with Digital ID" if you believe you are eligible to go down this route.

Select "Verify ID Manually" if you are not eligible for digital verification.

Please note, the Atlantic Data portal will log out during periods of inactivity. However, you can return to your application at any time.

Find further guidance on [how to complete the Digital ID](#)

Find further guidance on [how to complete the Virtual ID](#)

Support and Troubleshooting:

Issue	Solution
Can't activate my account	Use the exact email address the invite was sent to.
Details are incorrect	Raise a query through Solve [https://solve.staffs.ac.uk/]
Share Code expired	Generate a new Right to Work Share Code from the UK Government site.
Missed my video appointment	Use the link in your email from Atlantic Data to reschedule.
Can't access the Digital ID Guide?	Log in and go to: Name (top right) → <i>Information</i> → <i>Account Information</i> → <i>Digital ID Guide</i> . Try a different browser if needed.
App won't scan my passport?	Ensure it's biometric and that your phone's NFC is turned on. Try a different device if necessary.
App freezing or crashing?	Restart your phone, check for app updates, or reinstall the app.
No confirmation after submitting?	Check spam/junk email. You should also see a confirmation message in the app.
Can't scan the QR code to share your ID?	Use the same device that has the app. Open your application on a separate screen to scan.
Address won't verify?	Match your address exactly as it appears on official documents. Contact support via Atlantic Data if needed.
The job role does not match my course	The job role refers to what you will be doing. For example, if you are on a Nursing course, your job role will be "Nursing Student".