Chapter One

DBS Application & Digi ID verification

As part of your volunteer registration for Chapter One, you will need to complete an Enhanced DBS check. We use a provider called uCheck for all our DBS applications, and as part of this process you will need to verify your identity using Digi ID. **This guide is designed to assist you with this process!**

Before you start:

Please ensure you have:

- 15 minutes to complete all steps
- A laptop/computer
- A smartphone
- 3 forms of ID documentation (see below). One of these **must** be a valid ePassport.

Current and valid ePassport
(must not be expired)

An ePassport contains an electronic chip which holds the same information that is printed on the passport data page. A microchip logo (small rectangle) on the front cover of your passport, would indicate you hold an ePassport.

Important: Digital ID verification eliminates the need for an ID call with a member of the Chapter One Team and makes the overall DBS process much quicker for volunteers. If you do not have a valid ePassport you will not be able to proceed with Digi ID. Please email Chapter One Support at UKSupport@chapterone.org to advise that you do not have an ePassport and will need to complete your ID check manually.

Accepted ID documentation:

You must have your ePassport from List A, plus any 2 other documents from either list. **Screenshots of online documents are accepted.**

LIST A

- Any current and valid passport
- Current driving license photocard (UK)
- UK adoption or birth certificate (issued within 12 months of birth)
- Biometric Residence Permit

LIST B

- Utility bill (NOT mobile phone bill) in your name, issued in the last 3 months
- Bank/building society statement, or account opening letter, or credit card statement, in your name and current address, issued in the last 3 months
- Council Tax bill issued in the last 12 months
- Mortgage or financial statement (e.g. pension, endowment) issued in the last 12 months
- Current driving license photocard (UK) OR paper version (UK)
- UK birth certificate (issued more than 12 months after birth) Marriage/civil partnership certificate
- P45/P60 issued in the last 12 months
- Valid EU National ID card, UK work permit/visa, letter or sponsorship from future employment, or PASS card
- Benefit statement issued in the last 3 months

Step 1: Creating the uCheck application

Please do this step on your laptop/computer, as you will need your smartphone to scan a QR code from your computer later in the process.

When you submitted your registration, you will have received an email from uCheck with the subject '*Request to Complete Online Application*'. This email contains a link. Open this email on your computer and click the link called '*Complete Application*'.

Alternatively: <u>you can click this link instead</u>!

Click **Start now** to begin.

WELCOME
to the uCheck Applicant Portal

Chapter One
has requested that you complete this short form for vetting and screening checks.

DIGITAL ID

DIGITAL ID CHECK
<u>Click to Learn More</u>

To speed up the vetting process **Chapter One** has requested that you complete your ID check digitally, using the Post Office EasyID or Yoti app.

Both digital ID apps are free and will securely encrypt your personal details.

WHAT NEXT?

You will be guided through a maximum of six simple steps. Please ensure you have identification information to hand (if applicable) for example your passport, national ID card or driving licence.

Our system is certified to ISO 27001 and holds Cyber Essentials certification. You can be confident that your information is safe with us!

All information gathered for this application will only be used for the purpose of eligible vetting and screening checks. Please be aware that your session will expire after 15 minutes of page inactivity and your progress will not be saved.

START NOW

Fill in all of your personal information. **Please ensure you use the email address you used to sign up to Chapter One.** Once complete click **Next** to continue.

Please fill in your personal history. Click **Next** to continue.

Find your address details by entering your postcode and clicking **Lookup Postcode.** In the drop down box find and select your address and click OK. Alternatively you can click 'Manual Address Entry' to type your address in.

Your Current address start month/year is also required. You will need to provide a full 5 year address history.

You will now be required to add your passport (and driving licence if you have this to hand, provisional is accepted) information. These will need to be in your current name and in date.

Please ensure you answer **YES** to the ePassport question if you have a biometric ePassport (detailed on page 1 of this guide).

Please upload **three** documents of identification (review the lists on page 1 for guidance on suitable documentation). Click the blue **upload** button to add each document individually. Once they have all been uploaded click Next.

You will then receive a summary of your application. **Please review all information to ensure that the information you have provided is accurate and error free.**

You will then be required to confirm the accuracy of this information by providing an electronic signature. Please check the boxes, type your Forename and Surname to e-sign, then click 'Sign and Submit'.

You will now receive an HR reference number from uCheck to show you have started the DBS process - however, the process is not yet complete!
Your application is not yet submitted.

You must now also complete the Digi ID process and submit your ID check.
This is detailed on the coming pages.

Step 2: Digital Verification

Note: In various stages on the app you will see uCheck being referred to as the HR Platform.

You will now move onto the digital verification check. **Please keep the uCheck screen open on your computer and now move on to using your smartphone.**

On your phone, please download the Post Office Easy ID app, or Yoti app, both available on IOS or Android. *This guide is using the Post Office app, the process after app installation is exactly the same on Yoti.*
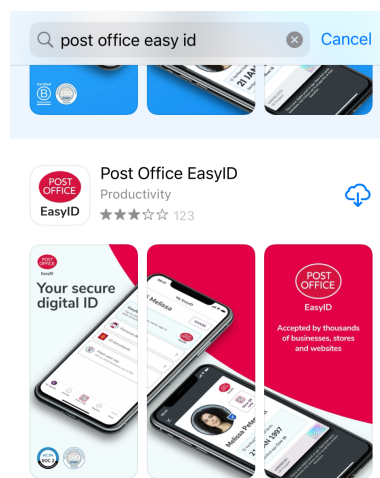
Open the app on your smartphone and click **Get started**

You will be asked *'Has someone asked you to use EasyID?'* - select **Yes** and then click continue.

You will be asked *'How were you asked to connect to Easy ID'* - select **Scan a QR code**.

Scan a QR code
You'll see this when using a computer or tablet to view a website. You may also see it on stickers or posters.
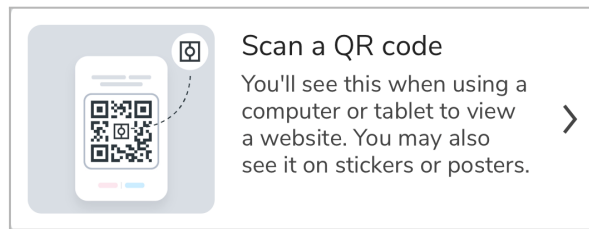
On your computer: Click **Continue with your digital ID check button o**n the bottom right of the screen. The screen will now change to show a QR code. **Please do not close this screen on your computer at any point.**

If you are all set up and ready to share your ID information, please select **Continue with your Digital ID**. On this page, you will need to scan the QR code which will then enable you to share your verified information with us.

If you are not quite ready to proceed, please select **Complete Later**. We will email you a link to enable you to continue the Digital ID process when convenient to you.

If you do not wish to use Digital ID or are unable to provide the document(s) required, please select **Opt-out of Digital ID** below. This will automatically prompt Innovations for Learning UK to contact you to make alternative arrangements to verify the ID check section within your online application.

Complete Later   Opt-out of Digital ID   Continue with your Digital ID   Works with: EasyID | YOTI

On your smartphone: Allow access to the camera, then hold your phone camera up to the QR code on your computer screen and click the red Scan QR code button.

Scan QR code
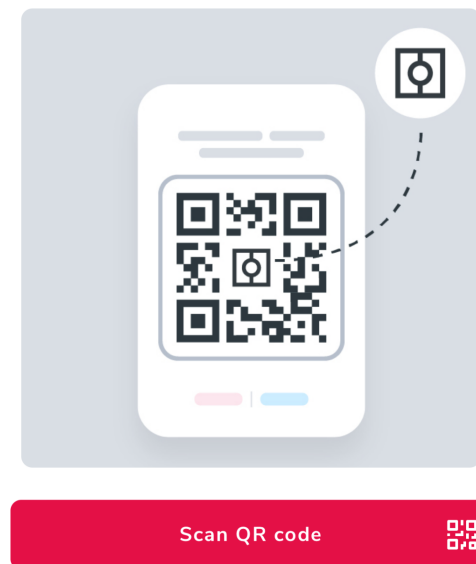
Click continue.

Follow and click through the next steps on the app. There are several information screens to read.

When asked, confirm where you live and your age and click Confirm.

Confirm your age

Tell us where you live

This helps us ensure you meet the age of consent to use EasyID in your country.

✓ Country
United Kingdom

Select your age

I'm 13 or over ⦿

I'm 12 or under ○

You will then be asked for consent to do a face scan. Please read this screen and then click the red **I understand and consent** button to continue. *The face scan is not done yet.*

Please continue through the Data protection and T&Cs screens on the app.

You will be asked to add your phone number to receive a verification code.

Add mobile number

We'll send a mobile verification code to this number.

✓ Country
GB +44

Mobile number

Once you have received it, enter the code and click verify

You will be required to create a 5 digit PIN to save to your account. Type the PIN again to confirm. **Please remember this number.**

Click Continue.

Now it's time to verify it's you. You will now do the face scan. Find an area with good lighting, ensure you hold the phone at eye level and follow the steps on the screen. This may take a few attempts.

When this is done it will ask you about notifications, please select your chosen option.

Once this is done click Continue. This will take you to the welcome screen and this pop-up will appear. Click Review details.

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Complete your share with HR Platform

Now you've created your EasyID account, you can review and add any details HR Platform asked for.

Review details >

Not now ✕

Click Add details

Click Add passport to proceed.

Add a passport

The quickest way to prove your identity to HR Platform is to add a passport.

⚡ **Fastest method**
We use OCR technology and NFC chip reading to quickly and precisely check your Passport.

Highest level of assurance
The Passport chip contains a digital signature. This proves the

Add passport +

Don't have a passport?

Confirm the issuing country of the passport, click Confirm

Scan the passport ID page on the app by clicking start scan. You need to make sure that all the information is visible within the screen and there is good lighting. Photocopies are not accepted.
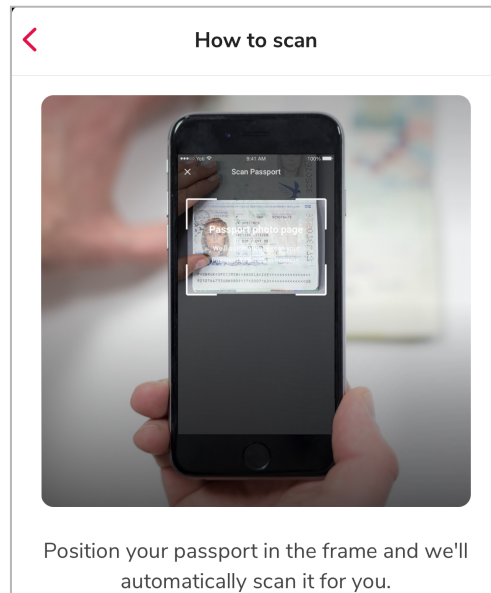

Position your passport in the frame and we'll automatically scan it for you.

Click continue

You will then need to scan the passport. Put the closed passport down on a flat surface, facing up so you can see the cover. Place your phone on top and click start scan.
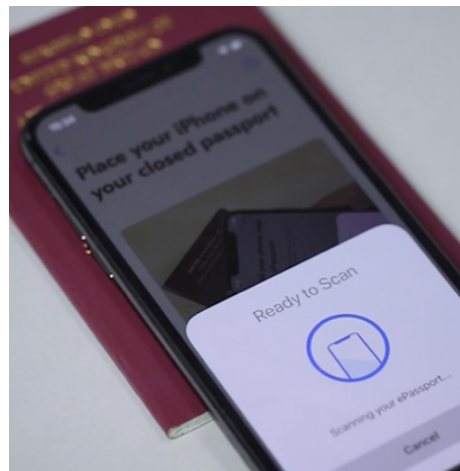
Make sure you leave your phone resting on the passport to ensure it scans properly. It will take less than 30 seconds, if it doesn't say Scanning then please reposition until it does, you may need to remove your phone cover.

You will then see Scan complete to confirm that the details from your passport have been received. The screens will then change to Adding document > Checking document. It will confirm when your passport has been checked and approved:

15% complete

Document checked

✅ Passport approved

Your passport has been successfully verified by EasyID and added to your digital ID.

Click Continue

Click Add Address

75% complete

More details required

🏠 Add address   +

You previously added your:

🛂 Passport

Then click the red Add UK address button. Type in your post code and click Find address. Click the correct address.

Verify that your address is shown correctly, then click the red Add this address button.

You are now ready for your details to be checked. Click the red Check my details button.

Wait while your details are verified.

You will then see this screen:

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95% complete

You're almost ready for your Criminal record check

EasyID confirmed your identity using your:

✓ Address

✓ Passport

⊙ If HR Platform needs any further details, we'll ask you to add them before you confirm you're happy to send.

Click the red Continue button.

You will now see this screen, this means you are now ready to submit your details to Chapter One (again, referred to as HR Platform):

Send details to:

HR HR Platform
☑ Verified

Details you will send

✓ Full Name

✓ Date of Birth

✓ Address

✓ ID document details

Identity check report
What is this?

Send details ⇨

Cancel

Click the red Send details button. You will then need to scan your face again to submit the details.

Please note: your ID check is not submitted to uCheck if you do not click this final button. The app will confirm that your Digi ID check is now complete. You will also see the screen on your computer update*, to confirm that your ID check has been received - it's now safe to close this screen.

All done!

*Please note: If you do not see this confirmation on your computer screen, or you closed the QR code screen on your computer at any point during the Digi ID process, then uCheck will not have received your ID check. This QR code screen acts as a live link between uCheck and the Digi ID app as an extra layer of security. If this is the case, please contact UKSupport@Chapterone.org to request a new Digi ID link, and you will need to follow the process again from page 5 onwards, this time ensuring you leave the window open on your computer screen.

Your ID check is now complete and your DBS application will be sent to uCheck. uCheck will then check your criminal record state and issue a paper copy of your DBS certificate to you via post - please note, this can take several weeks. Chapter One will be informed of your DBS state electronically, you do not need to provide your paper certificate to us.

We're here to help!

If you have any questions regarding this process, please reach out to the support team at uksupport@chapterone.org.

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