Chapter One

DBS Application & Digital ID Verification

As part of registering as a Chapter One volunteer, you'll need to complete an Enhanced DBS check. We use a DBS processor called uCheck, and during the uCheck DBS process you'll be asked to verify your identity using Digital ID. **This guide will 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 Digital 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**, plus any 2 other documents listed in the **DBS ID Documents Guide**.

Screenshots of online documents are accepted.

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 should 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 Digital ID process and submit your ID check. This is detailed on the coming pages.
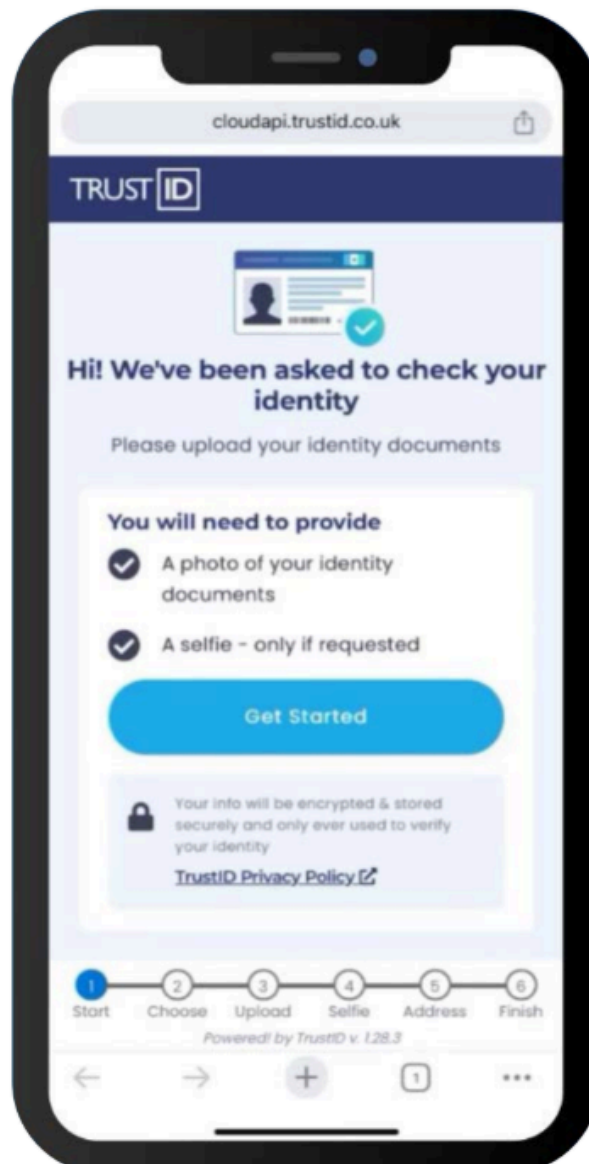
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Step 2: Digital Verification (TrustID)

You will now move onto Digital ID verification. This page confirms that Digital ID Verification has been requested and outlines the documents you can use to complete it.

> **Please keep the uCheck screen open on your computer while completing all of the following actions on your smartphone.**

Click on the link 'Click here to get started', or if you're using a computer to view the email invite, you can use your phone to scan the QR code in the email.
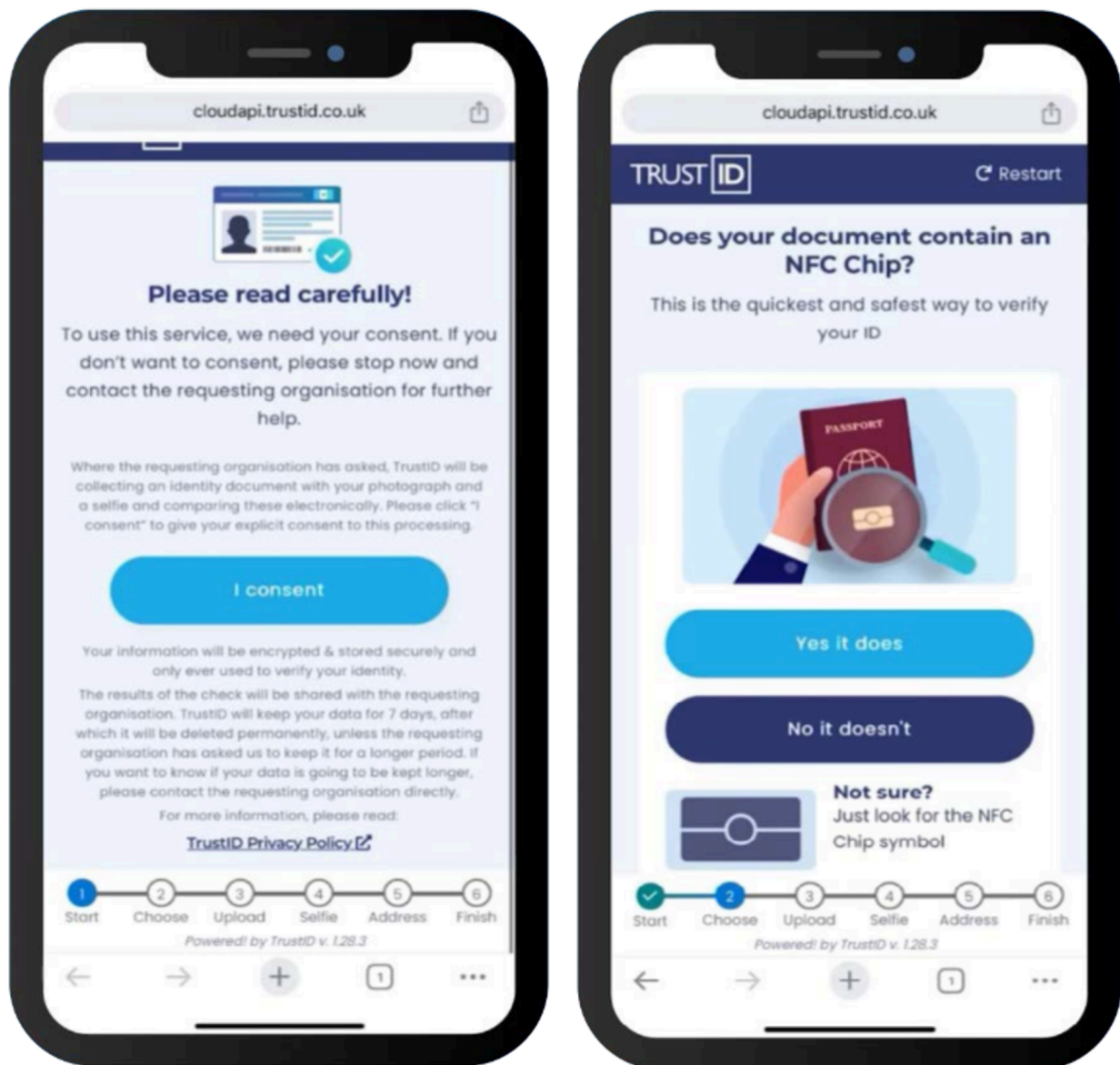
You'll then be taken to the first step of the process, which outlines what you need to complete the ID verification check. Click the **'Get Started'** button when you're ready.

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You'll then be taken to the Consent page, where you'll find a link to TrustID's Privacy Policy. Once you're happy with the information, click the **'I Consent'** button to continue.
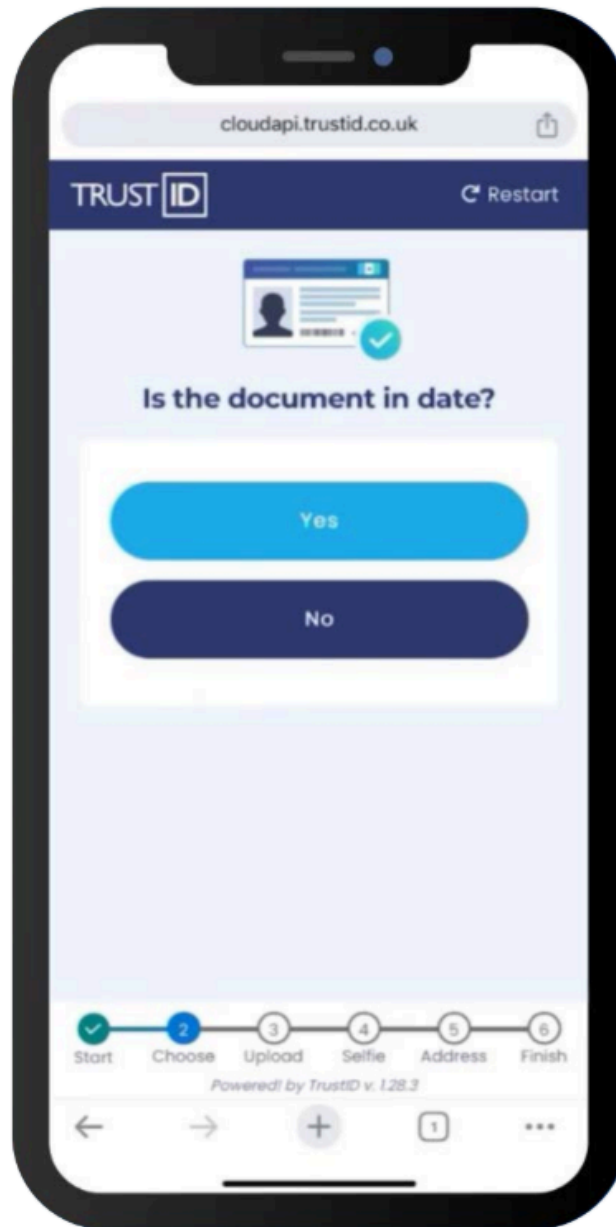

You'll then be asked if your document contains an NFC chip. An image will be shown to help you identify whether your document is chipped.

Please note: You cannot use a Biometric Residence Permit (BRP) for this check.

The next step will ask whether your document is in date. If it is, select **'Yes.'** If it has expired, select **'No.'**


*Depending on the type of check being carried out and the documents you have available, selecting **'No'** may affect whether you can continue with Digital ID verification.*

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If you have a biometric document, you will be asked to download the TrustID Chip Reader app, which will be used to read the NFC chip later in the process. If you don't have a biometric document, you won't need to download the app.

On this page, there is a video showing how to complete the check, which we recommend you watch.
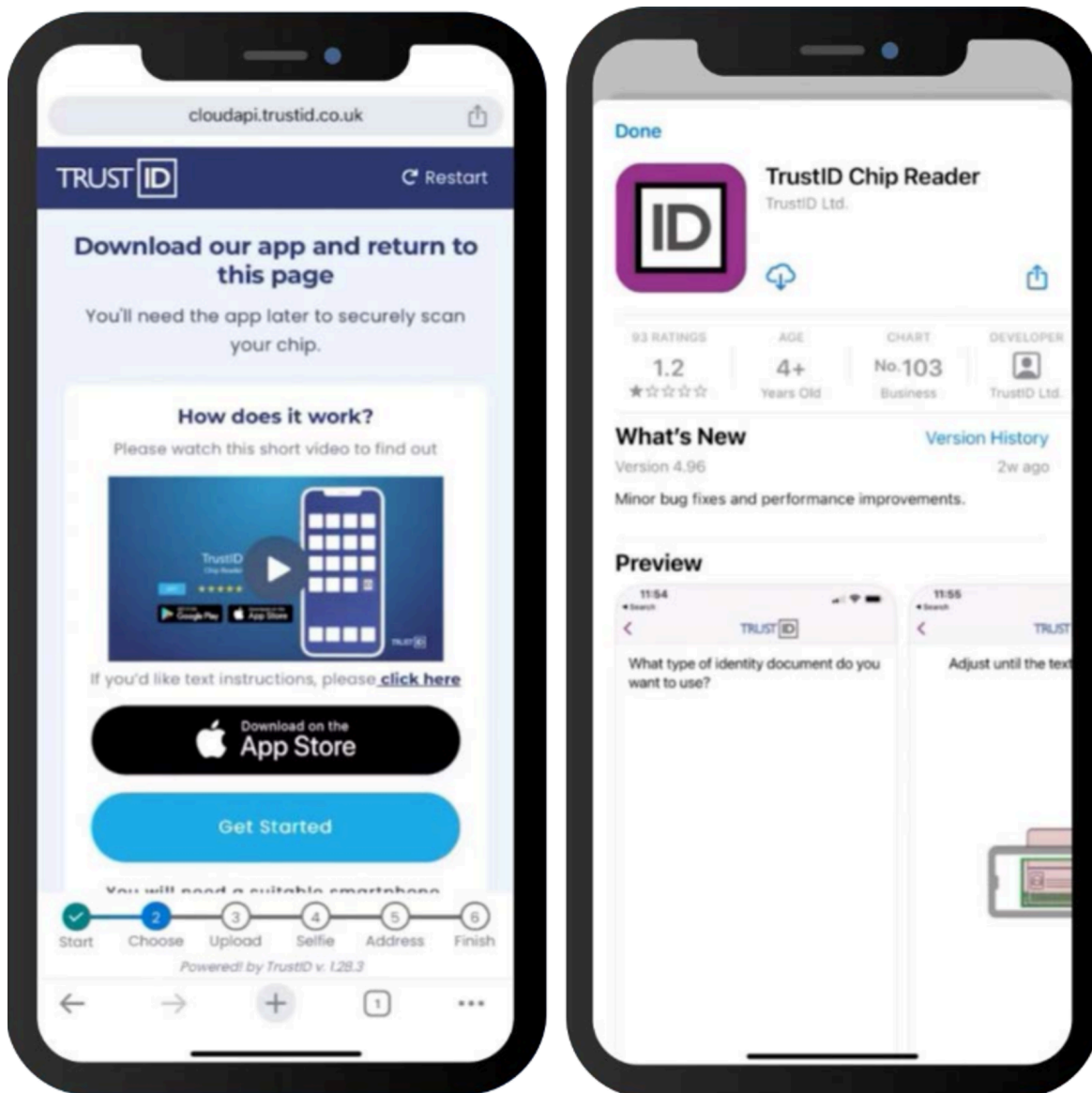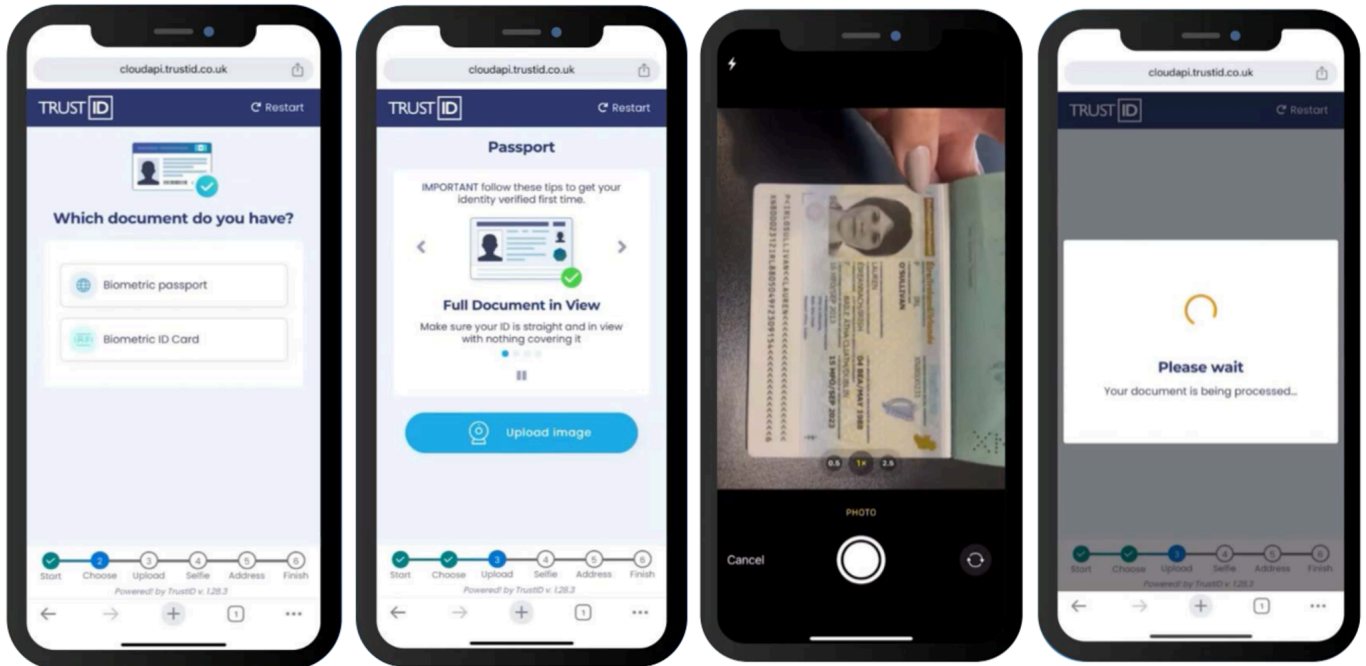

Once you've watched the video, click the **'Continue with App Store'** button to download the app.

Please note: After downloading the app, you don't need to open it. Instead, return to the identity verification process and click the **'Get Started'** button to continue.

You will then need to choose which document you would like to upload.

Once you've selected your document, you will need to take and upload an image of it. There is guidance to help you take the best possible photo. When you're ready, click the **'Upload Image'** button.

Your camera will then open, and you can take an image of your document.

Please note: A live image is required — you won't be able to use a photo already saved in your camera library.

The second part of the process requires the applicant to take a 'selfie' for the liveness check. The applicant will need to 'Allow' TrustID to use the camera.
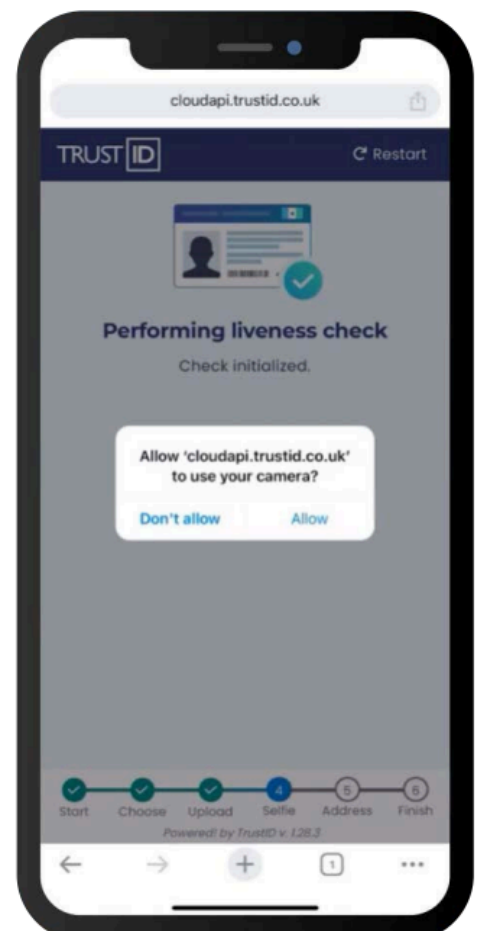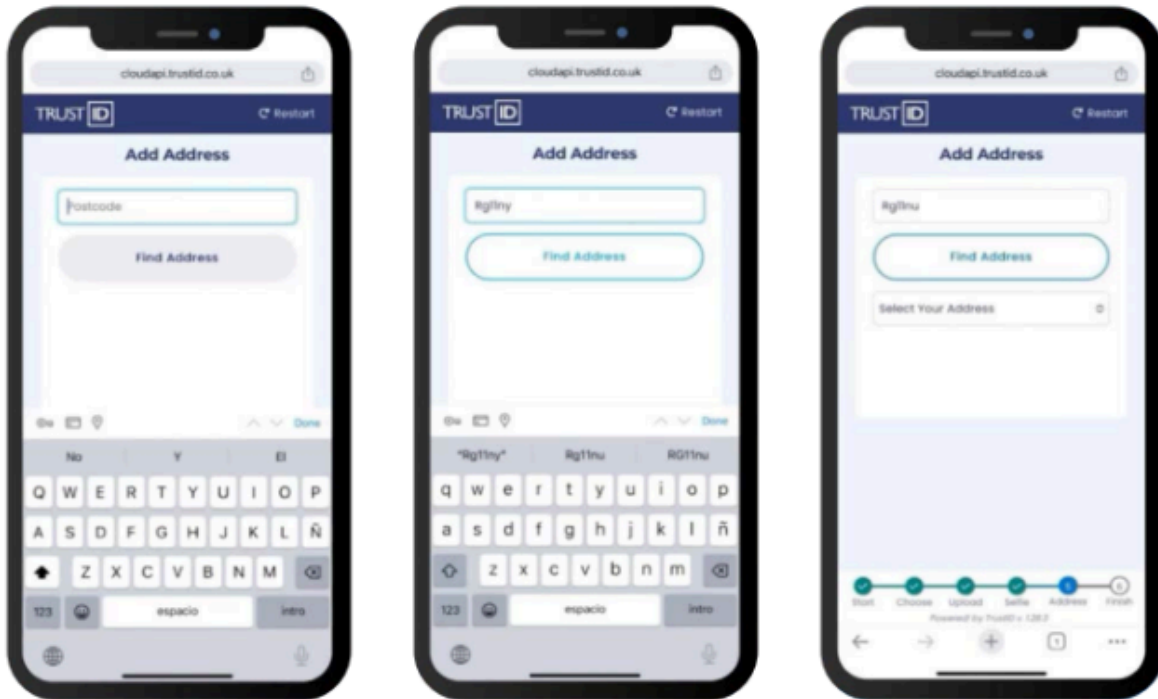
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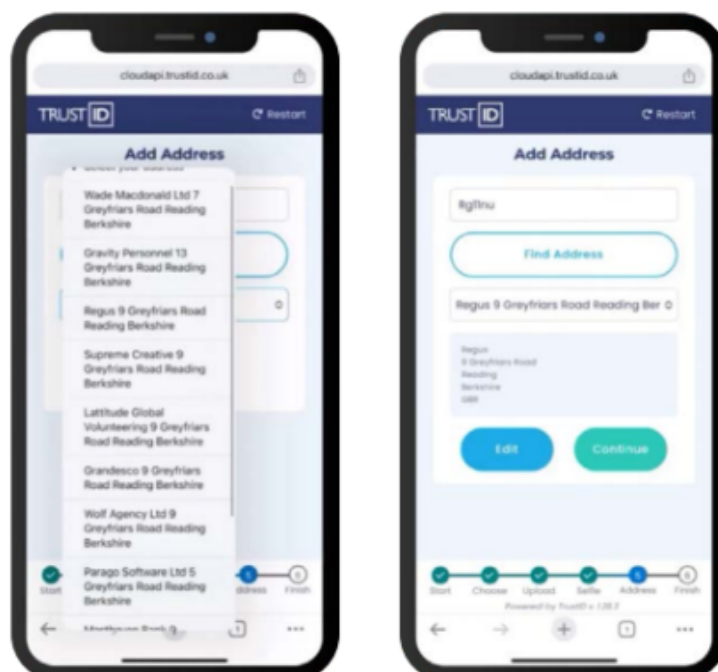You will need to follow the on-screen instructions as the technology carries out a 3D scan of your face.
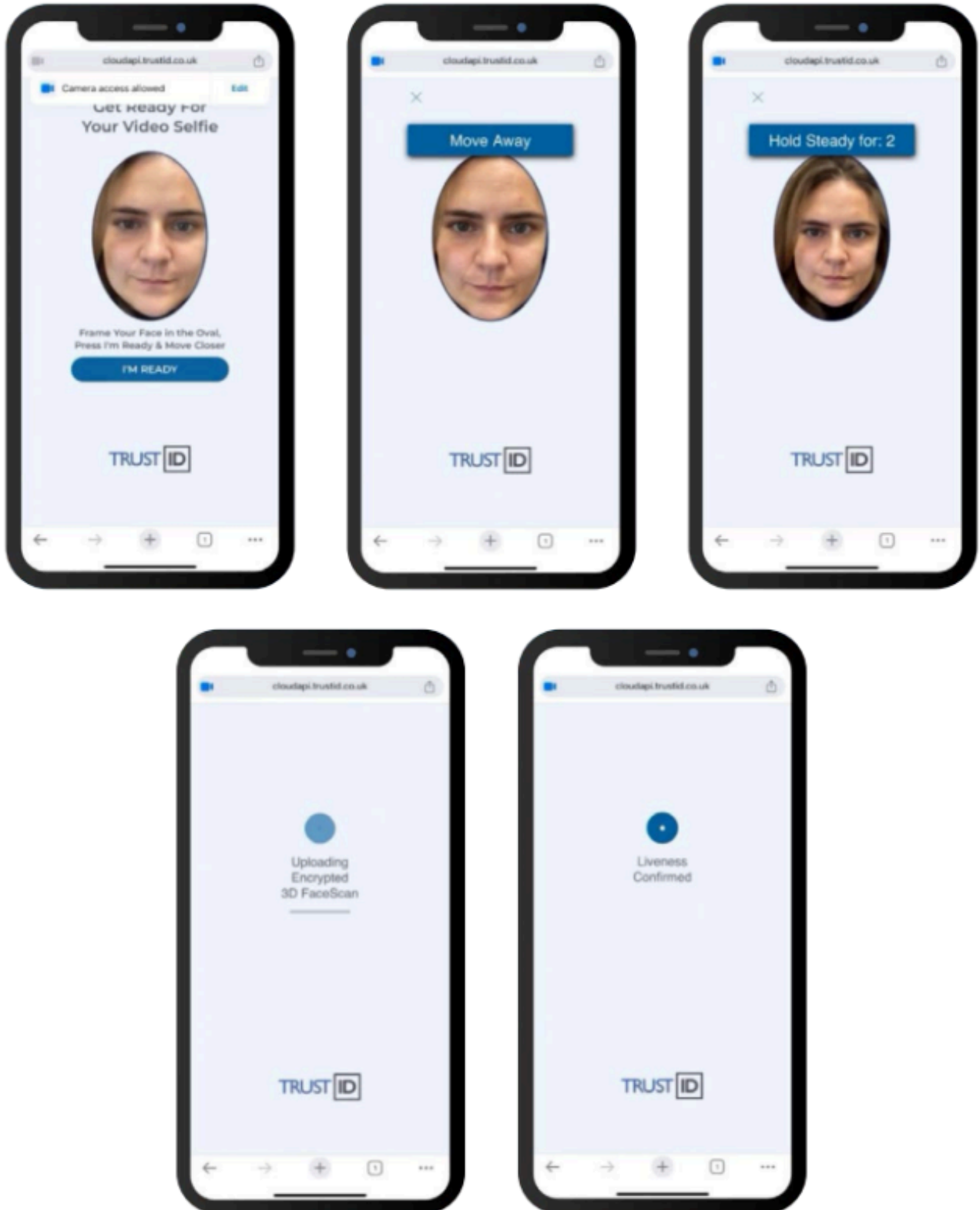
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You will need to provide your current address using the postcode lookup. Then select your address from the dropdown menu.

Once you've selected your address, you'll have the option to 'Edit' or 'Continue' if you're happy with the choice.

The final stage of the process will ask you to scan the chip within your biometric document.

Please note: If you haven't downloaded the app yet, you'll have the option to do so now. When you're ready, click the **'Click here to scan your chip'** button, and the app will open automatically.

Once the app has opened, you'll see the screen below where you can click the **'Choose identity document'** button to reconfirm your document.
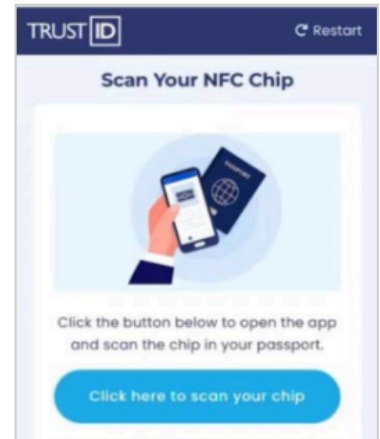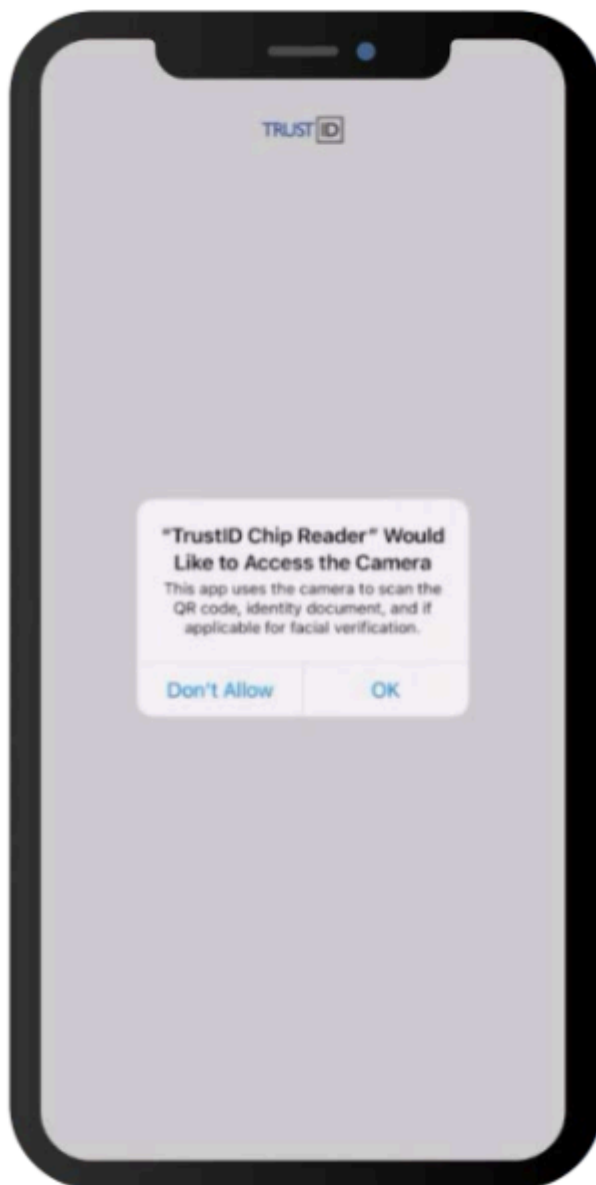
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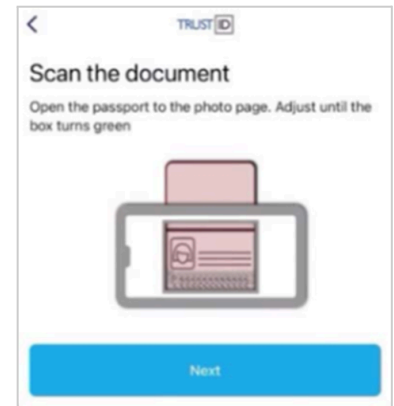
After selecting your document, you'll see a graphic on the screen explaining how to complete the scan. When you're ready, click **'Next'**.

You'll need to click 'OK' to allow the TrustID app to access your camera. You'll then need to scan the photo page of your document again.

Please note: A live image is required - you won't be able to use a photo already saved in your camera library.

The chip within your document will now need to be read. Click **'Start Reading'** and hold your smartphone over the document. Make sure to keep the phone still while the chip is being scanned.

Once all the blue circles are filled, the chip verification is complete. You'll then see a summary page showing the data and photos that have been captured.
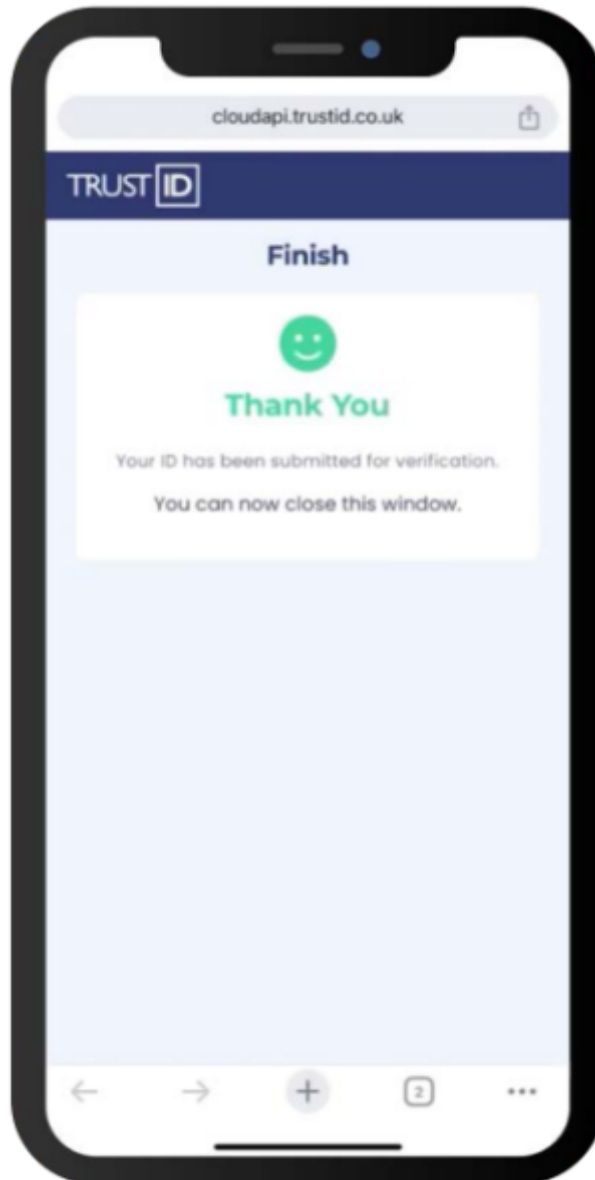
Click **'Continue'**, then **'Proceed outside app'** to return to the next step.
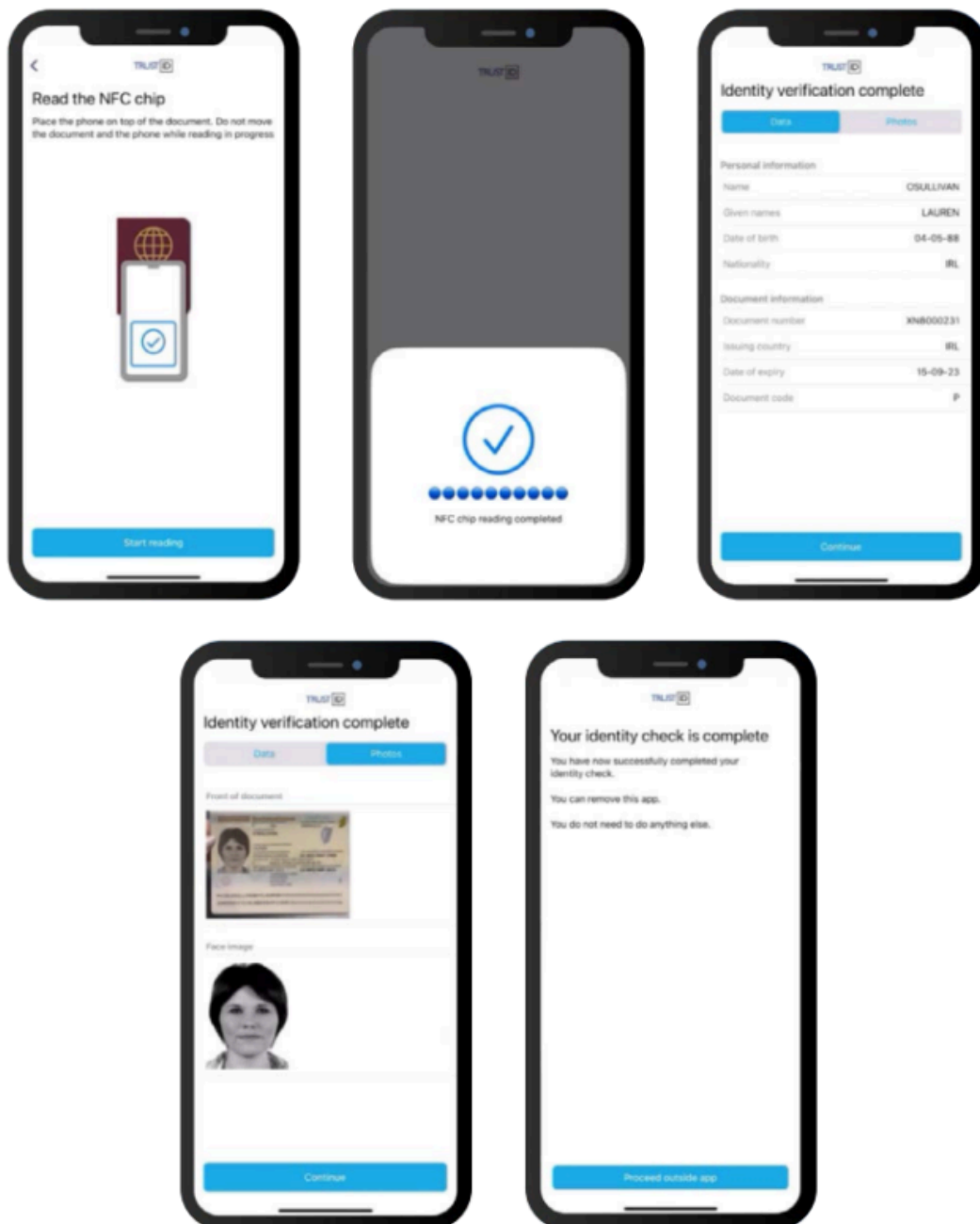
Once you've finished in the app, return to the browser page where you started the process. You should see a confirmation screen showing that your check is complete.

All done!

*Please note: If you do not see confirmation on your computer screen (on the uCheck application), or you closed the TrustID screen at any point during the Digital ID process, then uCheck will not have received your ID check. There is a live link between uCheck and TrustID as an extra layer of security. If this is the case, please contact **UKSupport@chapterone.org** to

request a new Digital 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 background and criminal record status 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 status 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 Volunteer Support Team at UKSupport@chapterone.org.