The Customer – How to Get Started

Which actions can be carried out by which user?

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	✓	✓	✗

Accessing OnlineDisclosures

For the first time

Once you have received an activation email you will be able to create a password unique to you, to do this follow these steps:

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

You will be taken straight into the Online Disclosures site.

Signing In

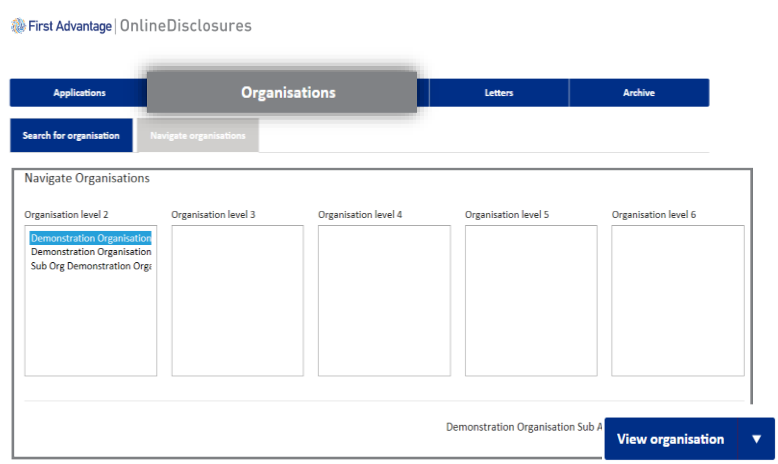
Once you have created a password, to access OnlineDisclosures in the future, you simply sign in:

1. Enter the Org Pin
2. Enter the email address the activation email was sent to
3. Enter the password you created
4. Click Sign In

Navigating Organisation Branches

If you are a multiple branch organisation and need to locate a particular branch, follow these steps:

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



To be able to view a particular branch, you must have permission to do so.

First Advantage | OnlineDisclosures

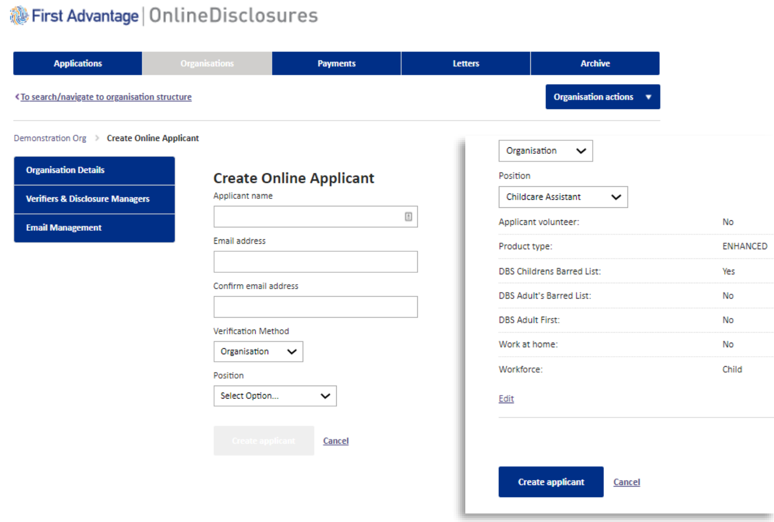
The Customer – How to Get Started

Creating an Applicant

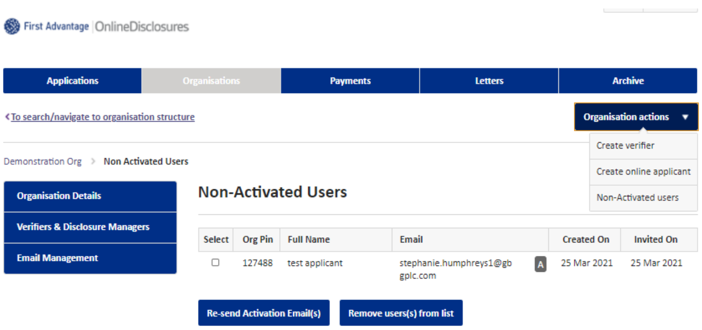
To add an applicant, ensure you are in the correct organisation branch (see above) and follow these steps:

1. Click on Organisation Tab
2. Click Organisation Actions
3. Click Create Online Applicant
4. Enter the Applicants name and email address
5. Click Create applicant

An activation email will be sent to the email address provided.



Re-sending an Activation Email



If the applicant cannot locate the email or has deleted it in error . Follow these steps:

1. Click the Organisation tab
2. Click on Organisation actions
3. Click Non-Activated users
4. Select the relevant applicant
5. Click Re-send Activation Email

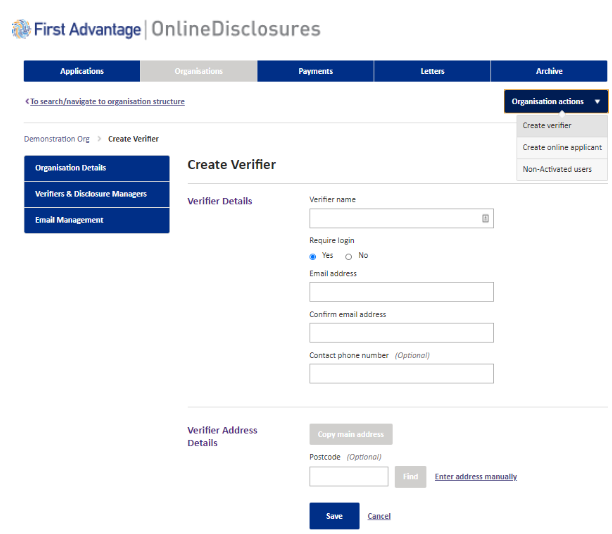
An activation email will be sent to the email address provided.

Creating Disclosure Managers/Verifiers

To add a DM or Verifier, follow these steps:

1. Click on the Organisation Tab
2. Click Organisation Actions
3. Select either Create Disclosure Manager OR Create verifier
4. Enter the individuals' full name and email.
5. Click Save

An activation email will be sent to the email provided.

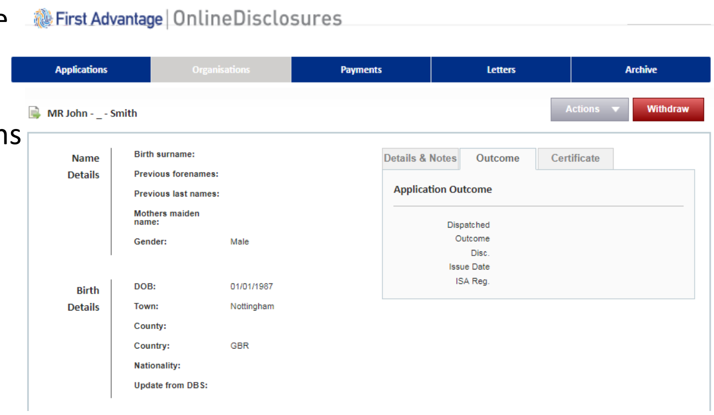


The Customer – How to Get Started

Viewing the outcome of the check

(Master Disclosure Manager & Disclosure Manager Only)

To view the outcome of a check, follow these steps:



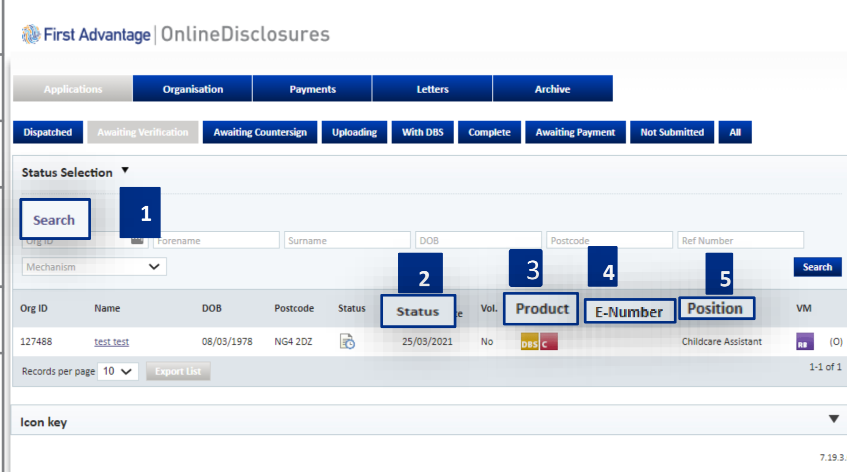
1. Ensure that you are within the Applications tab. If not Click Applications Tab
2. Click the Complete Tab
3. Click on the applicant you wish to see the outcome for
4. Click the Outcome Tab

The outcome of the check, along with the certificate number and issue date will be displayed.

Using the Home page

Use the key below to navigate the online disclosures home screen

	Explanation
1	**Search:** Multiple search field options
2	**Status symbol:** An explanation of the symbol can be seen by clicking the downward arrow alongside the Icon Key.
3	**Product:** This refers to the type of disclosure check requested for the applicant.
4	**E-number:** DBS or DS application acknowledgement reference number
5	**Position:** The role applied for within the application. This field will remain blank prior to verification.
6	**Verification:** Click on the applicant name to open the application
7	**All Applications:** The default view is applications awaiting verification. To see applications at all stages of the process click on the All tab
8	**Payment:** Applications awaiting payment will be shown here



Click to view **[The Full Customer User Guide]**

Click to view **[The Verification Process User Guide]**