# How to complete a disclosure application for England or Wales using Option 1: Video Transcript

This video looks at how to complete a disclosure application in England and Wales.

Most of this video will look at how to use Atlantic Data, the site used for processing Disclosure applications, rather than Compass itself. Only the initial request, is carried out in Compass. You will need both your Atlantic data and your Compass login details handy.

The instructions provided in this video are based on the assumption that the person completing the disclosure has already registered to use Atlantic Data. Info on how to do this can be found in the user guide ‘Completing a Disclosure Application (DBS) for England and Wales – Option 1’ on the Compass support site. If you haven’t registered yet, pause the video and do this before continuing.

It is important to remember that the disclosure process we are about to look at is for Members in England or Wales only. If you are in Scotland, Northern Ireland or overseas you will need to use a different process. Details of this can be found by contacting the Vetting Team at UKHQ.

The person completing the disclosure with the applicant is referred to as the Data Processor. The steps followed in this video are based on the Member being with the Data Processor and having their ID with them, or that the ID checking form is being used. This is what is referred to as Option 1.

If this is not the case, the process will be slightly different. Information on this can be found in the user guide and video ‘Completing a Disclosure Application (DBS) for England and Wales – Option 2’.

Start by searching for the Member you want to request a disclosure for.

To do this, search using their Membership number or, if you don’t know this, use the basic or advanced search options. More guidance on searching can be found on the Compass Support site.

Open the Member’s record.

Click on the ‘Disclosures’ tab on the right hand side.

The Member’s disclosure page will appear.

Click on the ‘Request New Disclosure’ button at the bottom of the page

A popup box will appear.

If the person already has a valid disclosure this will show you details of their disclosure.

If they have a role which requires a disclosure but they don’t currently have a valid disclosure, you will see details of the disclosure you are going to request and a ‘Request Disclosure’ button on the right hand side.

Click on this.

A new webpage or tab will open for Atlantic Data.

Please note that even if the Member has an existing valid disclosure, if they have been absent from Scouting for longer than 30 days, they will need a new disclosure. However Compass won’t automatically let you request one. If this is the case, please contact the Info Centre.

Log in to Atlantic Data using your login details. Remember, these will be different to your Compass login details and will have been issued to you separately.

If you have forgotten your username or password, then please click on ‘Can’t access your account’.

This will cause a popup window to appear. From here you can retrieve your username, password or both. Select the options you need, click proceed and then follow the instructions on the screen. An email with the relevant details will be sent to your email account.

If you are locked out, for example if you have entered the incorrect password 3 times, when you try to login an error message will appear. This will ask you to contact your system administrator. Please contact the Information Centre to have your account unlocked.

When you have entered the correct details, click on ‘Login’. Please note, you must click on login, pressing enter on your keyboard won’t work.

If you have more than one role, you will be asked to select the role you want to log in as, by using the drop down box.

You will now be logged in to Atlantic Data and on the screen it will show that the DBS has been requested for the relevant person.

Go back to your Compass page, but don’t close the Atlantic Data page. The popup box should still be on the screen.

In order to finish the disclosure request in Compass, click ‘Close’ on this popup box.

The box will close and you will be returned to the Member’s disclosure page. This will be updated to show the details of the disclosure you have just requested and its status.

At the moment it will say pending.

In order to continue the disclosure, go back to your Atlantic Data page.

You will be shown two options.

If you (the Data processor) are not with the applicant or the applicant does not have their original ID with them, and the applicant has a valid email address, then you will need to select Option 2.

For guidance on how to complete Option 2, please see the user guide or video called ‘Completing a Disclosure Application (DBS) for England and Wales – Option 2’.

Please note, if you choose Option 2 you (or someone else with appropriate access to Atlantic) will still need to arrange to meet up with the applicant at some point in order to continue and complete the disclosure process.

In this video we are going to look at how to complete a disclosure using Option 1. This should be used when the applicant is with you and has their original ID with them, or you are using the ID Checking Form.

Click on ‘Complete an application here and now’.

A new screen will appear titled ‘Important Reminder’. Please read through this information carefully.

When both you and the Applicant are happy that you have read, understood and agree with all of the information, please click on ‘Proceed to Application’. (If you are using the ID Checking form, the declarations will have been explained to the applicant by the local ID checker.)

If there have been any changes made by the DBS, an alert box will show at this point.

A new window will appear titled ‘Applicant Identification’.

Use the check boxes to select which identification documents will be used, or have been used, for the identity check. You will be asked to confirm that the original documents and not photocopies were used.

It is important that if the applicant has any of the ID documents which appear on the first screen then these must be used. More information about the number and type of documents required can be found on the Compass Support site or at www.gov.uk.

Select ‘No’ for any documents you have not used.

The system will confirm when you have selected the correct number of documents.

Click ‘OK’ in this box.

Then click ‘Proceed’ at the bottom of the screen to progress to the next page.

At the top of the page you will see a list of the documents you have selected. If you wish to change this at all, click on the ‘choose alternative documents’ button.

In the boxes provided, enter the relevant personal information as provided on their Identification Documents.

Some information will already be completed as this has been inputted from Compass, including the forename and surname fields.

If a middle name is recorded on Compass, this will be shown in the ‘Forename’ field. If this is the case, you don’t need to re-enter it in the ‘Middle Name’ field; otherwise, please do.

Once you have entered all of the information, check it carefully, taking care to ensure it is the same as provided on the ID, and then click ‘Proceed’.

If there are any errors with the format of the data an error message will appear, explaining what is incorrect. Correct any errors and then click ‘Proceed’.

Once you have entered all of the required information, you will be asked to confirm that you, or someone else, have seen the original identification, and be reminded that a false declaration is an offence.

If you notice that any of the applicant’s information does not match the information on the identity documents presented, you will not able to continue with the application. If this is the case, please contact disclosures@scouts.org.uk with the correct information and we can restart the process for you.

You (the Data Processer) will then be asked to enter in the name and membership number of the person who did the ID check.

If the applicant is with you, this would be your own name and Membership number – click the top check box.

If you are using the ID Checking Form, click the bottom check box and enter in the name and membership number of the person who did the identity check, from the ID Checking Form.

Once you have confirmed all of the details, a message will appear saying ‘When will the applicant complete the application?’

If the applicant is with you and they have their address history for the past 5 years, including postcodes, choose the ‘Here and Now’ option.

If the applicant does not have their past address history available, or you are using the ID Checking Form, the ‘Later’ option can be chosen; as long as the applicant has a valid email address. Choosing this option will send the applicant a temporary login and password. This allows the applicant to complete and submit the rest of the disclosure application online when they can.

We are going to follow clicking ‘here and now’.

When you have chosen your option, click ‘submit’.

A new screen will appear titled ‘Create Applicant Login’. On the screen will be the applicant’s temporary username and password. Make sure that applicant makes a careful note of these.

If the applicant has forgotten or mistyped their username or password, the Data Processor (you) can retrieve this information by logging in to Atlantic Data. Help with how to do this can be found in the user guide which accompanies this video.

Click on ‘proceed’.

A new screen will appear.

The applicant needs to enter their temporary username and password and click ‘Confirm’.

A new screen will appear titled ‘Applicant ID Details Confirmation’

The applicant needs to answer the security questions which will appear, based on their identification information.

When they have entered the information they need to check it carefully, then click ‘confirm’.

A new screen will appear titled ‘Applicant Consent’.

From here onwards, the application must be completed by the applicant themselves.

First the applicant needs to consent to the disclosure check being undertaken.

To do this, they need to check the tick box next to ‘I Consent’, then click on ‘Proceed’.

If they do not wish to give consent they may cancel their application by closing this screen. This will mean that they cannot join Scouting in any role requiring a disclosure, until they are willing to consent, so please talk through any concerns they have about this.

A new screen will appear titled ‘Step 1: Completing the Form’

The applicant needs to read through this information carefully and verify that it is correct.

They will need to complete the relevant check and text boxes.

Firstly they need to enter details of any other names they have used.

Then they need to enter details of their National Insurance Number, place of birth and nationality.

They then need to enter details of their current address.

If they have lived at this address for less than five years, they need to click on the ‘Click Here’ button underneath the ‘you have lived at this address since’ field.

Next, they need to enter details of their phone number and email address.

They also need to specify when it would be convenient for them to be contacted via phone. This is in the unlikely case that the DBS authority need to contact them about their application.

They will then need to confirm whether or not they have any convictions, cautions, reprimands or final warnings which would not be in line with the current guidance, using the check box.

If they select ‘yes’ here this will not affect the process you currently following; it is up to the DBS authority to decide on the appropriate action based on this information.

When they have filled in all of the information required and checked it carefully, they then need to click on ‘Next’ to go to the confirmation page.

Any errors will be flagged up as an alert at this point.

A new page will appear titled ‘Step 2: Verify ID Details’. They will need to check the details and then scroll down to the declaration section at the bottom of the page.

They need to complete the declaration by clicking the ‘I Declare’ check box.

This is legally binding and by doing this they are declaring that they understand the implications of completing it and that they have submitted accurate information.

If they want to change any details they can do so by clicking the ‘Change’ box.

At this point they will also be able to print all of the information that has been submitted by both themselves and the Data Processor, by clicking the ‘Print your details’ button. They must do this before clicking submit.

When they are happy, they need to click ‘Submit’.

A new ‘Applicant Confirmation’ screen will then appear.

Once the application has been submitted, log out of the system using the logout button. Please do not close down your browser without logging out of the DBS system, as you will remain logged in.

Whilst the application is being processed the Compass system will display a ‘pending’ message on the applicant’s disclosure tab.

When a disclosure has been issued Compass will automatically display that a disclosure has been issued, along with the disclosure number.

You can also log directly into the disclosure system to check on the progress of a specific application.

To do this, log in to the disclosures site (which can be reached via the link on Member Resources) and then click on the ‘Applications’ tab. From the menu which appear, click on ‘Disclosure Requests’

Enter the information of the person you want to search into the relevant boxes. You only need to enter the first three letters of the first name and surname to search.

The search results will be returned at the bottom of the screen.

Click on the name of person to open their record. A popup box will appear. Click on the ‘Status History’ tab to see the progress of their disclosure. Disclosure processing times vary, so it is a good idea to check in regularly.

This completes the video. Further support and guidance can be found on the Compass support site.