## 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	<b>v</b>	•	
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: First Advantage | Online Disclosures

#### 1. Click the Organisation tab

- 2. Click Navigate organisations
- 3. Click the relevant
- Organisation branch
- 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.



## 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.

🐌 First Advantage   0	nlineDisclos	ures			
Applications	Organisations	Payments	Letters	Archive	
( <u>To search/navigate to organisation s</u>	structure			Organisation actions 🔹	
Demonstration Org > Create Online	Applicant		Organ	isation 🗸	
Organisation Details	Create Or	nline Applicant	Position		
Verifiers & Disclosure Managers	Applicant name		Childe	are Assistant 🗸 🗸	
Email Management		8	Applica	nt volunteer:	No
	Email address		Product	type:	ENHANCED
			DBS Chi	Idrens Barred List:	Yes
	Confirm email ac	ldress	DBS Ad	ult's Barred List:	No
	Verification Meti	hod	DBS Ad	ult First:	No
	Organisation	~	Work at	home:	No
	Position		Workfor	rce:	Child
	Select Option.	. 🗸	Edit		
		icant <u>Cancel</u>	Cre	ate applicant <u>Cancel</u>	

#### **Re-sending an Activation Email**

 Applications
 Organisations
 Payments
 Letters
 Archive

 < To search/novdepte to organisation structure</td>
 Organisation actions

 Construction Org
 Non Activated Users
 Create online policant

 Organisation Details
 Non-Activated Users
 Create online policant

 Verifiers & Disclosure Managerst
 Select
 Org In
 Full Name
 Email
 Created On
 Invited On

 Email Management
 127488
 test applicant
 steephanie humphreysl@gb
 2 5 Mar 2021
 25 Mar 2021
 25 Mar 2021

 Resend Activation Email(s)
 Remove users(s) from fist

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
- 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.

#### 🛞 First Advantage | Online Disclosures

Applications	Organisations	Payments	Letters	Archive
< To search/navigate to organisation stru	ucture			Organisation actions 🔻
Demonstration Org > Create Verifier				Create verifier
Demonstration org // Create vermer				Create online applicant
Organisation Details	Create Verifier			Non-Activated users
Verifiers & Disclosure Managers	Verifier Details	Verifier name		
Email Management				E
	•	Require login		
		😗 Yes <sub> O</sub> No		
		Email address		
		Confirm email addr	855	
		Contact phone num	ber (Optional)	
	Verifier Address Details	Copy main addre	55	
	DC COND	Postcode (Optiona	0	
			Find Enter address	manually

## The Customer – How to Get Started

#### Viewing the outcome of the check

(Master Disclosure Manager & Disclosure Manager Only)

	Applications	Organisations	Payments	Letters	Archive
	🕞 MR John Smith	1			Actions 🔻 Withdraw
oplications	Name	Birth surname:	Details &	Notes Outcome	Certificate
	Details	Previous forenames: Previous last names:	Applica	tion Outcome	
		Mothers maiden name:		Dispatched	
o see the		Gender: Male		Outcome Disc.	
	Birth	DOB: 01/01/1987		Issue Date ISA Reg.	
	Details	Town: Nottingham			
		County:			
		Country: GBR Nationality:			
th tho		Update from DBS:			

steps: Applications Org

To view the outcome of a check, follow these \_\_\_\_\_First Advantage | OnlineDisclosures

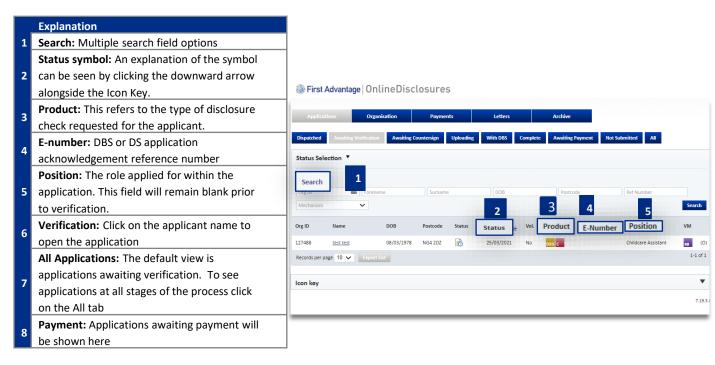
1. Ensure that you are within the Applications

- tab. If not Click Applications Tab
- 2. Click the Complete Tab
- Click on the applicant you wish to see the outcome for
- 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



Click to view The Full Customer User Guide

#### Click to view The Verification Process User Guide