**Verifier message for Secondary County Wide users and above**

**IMPORTANT NOTICE**

**Please see the latest advice directly from dbs.gov.uk**

[**https://www.gov.uk/government/news/covid-19-changes-to-standard-and-enhanced-id-checking-guidelines**](https://www.gov.uk/government/news/covid-19-changes-to-standard-and-enhanced-id-checking-guidelines)

**COVID-19: Due to the current situation we have limited the number of verifiers to our DBS application system.**

We are temporarily introducing a change to the ID verification part of the application to allow these to be actioned via a video call as opposed to the standard Face to Face Meeting.

If you are able, we would appreciate your support in carrying these out until such a time that the service can resume to standard practice.

We fully appreciate that you may not be able to support any or all verification requests so please do not feel this is compulsory. You will just need to decline any requests you receive via the portal.

If you can support this change, then please see links below to some video conferencing / call software

1. Zoom - <https://zoom.us/>
2. Microsoft Teams – <https://teams.microsoft.com/downloads>
3. Skype - <https://www.skype.com/en/>
4. Google Hangouts - <https://tools.google.com/dlpage/hangoutplugin>
5. Uber Conference - <https://www.uberconference.com/>
6. FreeConferenceCall.com - <https://www.FreeConferenceCall.com>
7. iPhone Facetime - <https://support.apple.com/en-gb/HT204380>
8. WhatsApp video call - <https://www.whatsapp.com/download>

**Important steps for the ID verification meeting:**

1. Ensure the applicant has emailed over copies of their 3 ID documents prior to the meeting
2. Ensure you have their application reference number
3. Check that the application is in their Full Legal Name (as appears on birth certificate/passport etc)
4. Check if the applicants is a volunteer or paid role and that their application has been set up accordingly
5. Once logged in, work through the steps presented to you to confirm the ID.
6. At each stage, ask the applicant to hold up to the screen the original photo ID document to compare likeness of the photo to the person you are verifying.
7. If you incur any issues with the application verification, then please seek support from dbs@ecb.co.uk