



# Digital Identity Checks Guide

DBS Umbrella Solution

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## 1. Overview

Your Digital ID check will be undertaken through [Yoti Limited](#). Yoti are a certified Digital Identity Service Provider (IDSP) who are approved by the DBS and DCMS to provide a Digital ID check service for the purpose of ID Verifying DBS Applicants. Further information about Yoti's service can be found [here](#).

There are two methods through which you can complete your Digital ID check:

- Via a smartphone App
- Via a web journey embedded within our DBS system

You will need to decide how you want to complete the Digital ID check, using the Yoti App with your smartphone NFC reader will provide the most efficient method to complete the Digital ID check.

To use the Yoti App, you will need one of the following documents:

- Passport
- Biometric Residence Permit (BRP)

You may be asked to provide additional documents if required from the 'Document List' below, however in most cases **using just the Passport/BRP through the App will be sufficient** to verify your identity.

If you don't have a Passport/BRP document or you do not wish to use the Yoti App, you can continue through the Yoti web browser journey. Please note you will need to produce **at least two documents** from the 'Document List' below.

### Document List

- Passport
- Driving Licence
- National ID

- Biometric Residence Permit
- Passport Card from Ireland
- State ID from United States

If you are unable to complete the Digital Identity check, you will need to present your ID documents to a named ID Verifier, you will receive instructions via email if you need to arrange for this to take place in line with [DBS ID Checking guidelines](#).

This guide is split into four sections, the section relevant to you will depend on how you are accessing the DBS system, either on a mobile device or via your PC/laptop and how you will undertake the Digital ID check either via the Yoti App or through the Yoti web browser route. Please select the relevant option below:

1. Accessing the DBS system on a mobile – conducting the Digital ID check through the Yoti App
2. Accessing the DBS system on a mobile – conducting the Digital ID check through the Yoti web browser route
3. Accessing the DBS system on a PC/laptop – conducting the Digital ID check through the Yoti App
4. Accessing the DBS system on a PC/laptop – conducting the Digital ID check through the Yoti App

## 2. Conducting a Digital Identity Check – Yoti Smartphone App

You should only use this section if you are completing the Digital ID check via the Yoti smartphone App, if you are using the web browser route, please skip to Section 4.

Once you have entered your personal details on our DBS portal site, you will see a page outlining how to complete the Digital ID check.

The instructions will be specific based on how you are accessing the system – either via a mobile device or on a PC/laptop.

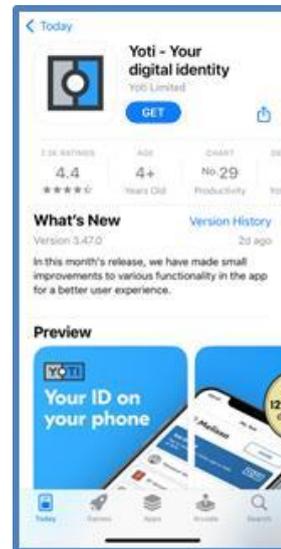
Please read through this information before continuing.

## 2.1. Accessing the DBS system through a mobile device

Before proceeding, ensure that you have downloaded the Yoti App from the App Store for iOS or the Google Play Store for Android devices.



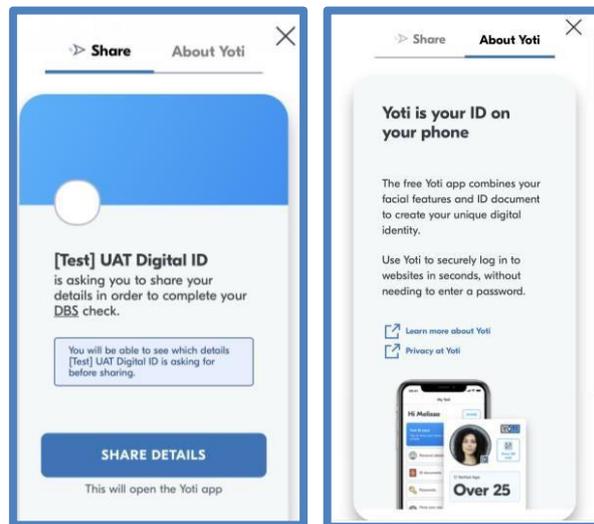
Look out for the Yoti logo:



Once the App has downloaded, go back to the DBS system and press on the 'Use Yoti' button shown on the image below:



Once the Yoti App has been installed, from the 'Share' tab, click on the 'Share Details' button. This will open the Yoti App.



Once you tapped on the 'Share Details' button, please skip to Section 3 of this guide.

TOP TIP – Clicking the ‘Share Details’ button before downloading App will cause an error.

If you click the ‘Share Details’ button before downloading the Yoti App, you will then need to download the App using the links onscreen.

When you first open the App after the download, the first question presented will ask ‘Were you asking to use Yoti?’, You’ll need to select ‘Yes’ and press ‘Continue’.

You’ll then be asked how you were brought to the app, you need to select the ‘button or link’ option. You’ll then be advised to go back to the webpage and click the button again.

When you do this, you must refresh the page before clicking share details again, failure to do this will cause an error.

## 2.2. Accessing the DBS system through a PC/laptop

Before proceeding, ensure that you have downloaded the Yoti App to your smartphone from the App Store for iOS or the Google Play Store for Android devices.



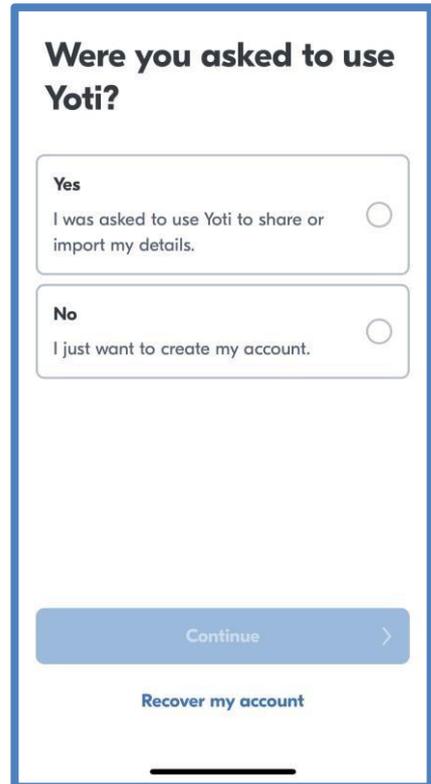
Look out for the Yoti logo:



Once the Yoti App has been downloaded, open the Yoti App on your smartphone.

The first question presented will ask 'Were you ask to use Yoti?'

You'll need to select 'Yes' and press 'Continue'.



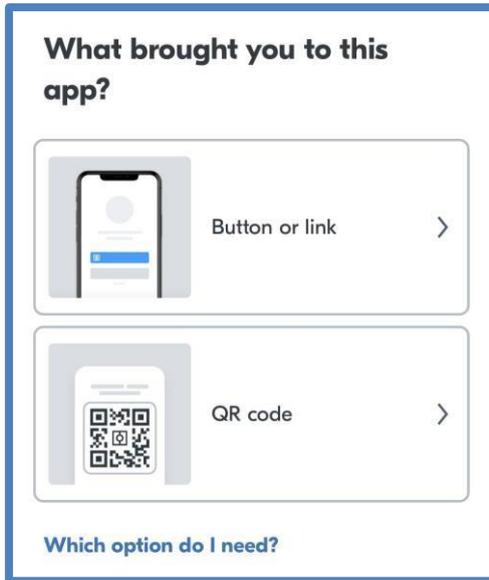
**Were you asked to use Yoti?**

**Yes**  
I was asked to use Yoti to share or import my details.

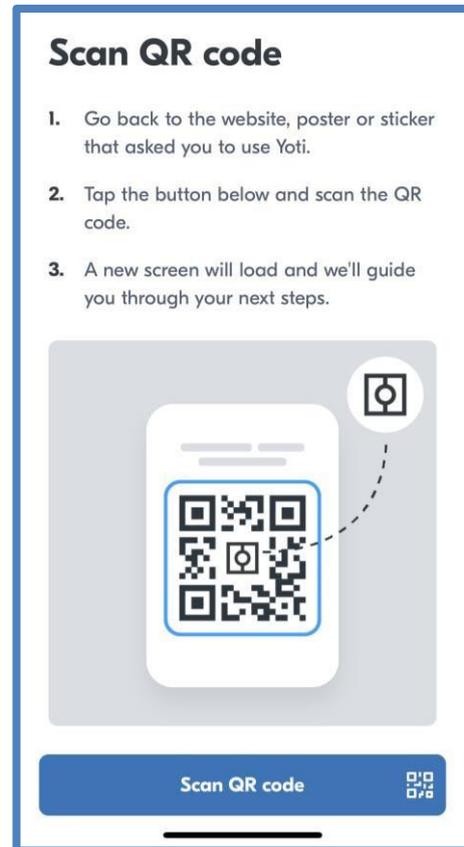
**No**  
I just want to create my account.

[Continue](#) >

[Recover my account](#)



You'll then be asked how you were brought to the App, you need to select the 'QR Code' option.



Tap on the 'Scan QR Code' button which will open the camera on your phone.

Then go back to our DBS portal and press on the 'Use Yoti' button shown below:

**YOTI Web Browser Route**

To progress through the web browser route, tap the **'Continue with YOTI's web journey'** button below and be ready to present the requested documents.

Please note, we recommend that you use a smartphone where possible due to the improved camera quality compared with a PC/laptop. If using a PC/laptop you will have the option to transfer to your smartphone to start the ID verification process by scanning a QR Code displayed onscreen. Once complete you will be transferred back to EmploymentCheck.

**Unable to use YOTI?**

If you're unable proceed via either route as you do not possess the required documents, please tap on the **'I'm unable to continue using YOTI'** button below to notify your manager that the manual DBS three route ID Verification process needs to be conducted, you will need to present your documents as per the [DBS guidelines](#).



Continue with the YOTI web journeyI'm unable to continue using YOTI

Scan the QR code that will be displayed with your phone camera to handoff the journey from your PC/laptop to the Yoti App.

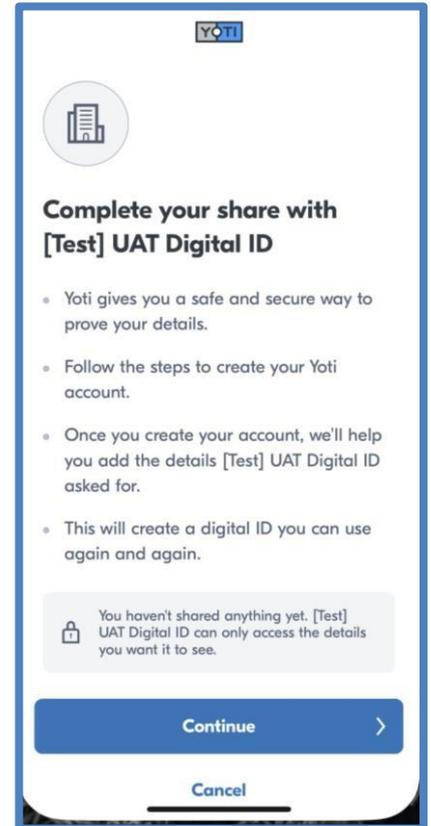
### 3. Registering with Yoti

Once you've tapped on the 'Share Details' button on your phone or scanned the QR code if you were accessing the DBS system on your web browser, you'll be taken to the Yoti App and the name of the organisation undertaking a DBS check on you will be shown on screen.

You'll need to work through the Yoti set-up process through the App, information about how to proceed will be provided to you onscreen. Please note you must set this up to complete the Digital ID check through the Yoti App.

The Yoti process will guide you through the following pages:

- Privacy Policy
- Age Confirmation
- Face Scan Consent
- Data analytics and research
- Yoti Marketing and Ads
- Terms and Conditions
- Mobile Verification
- Create a PIN



### 3.1. Conducting the Face Scan

The final stage of the process will require you to conduct a face scan.

Make sure you are in a well-lit area and have nothing obstructing your face.

Make sure you are looking at the camera as much as possible.

You'll need to follow the instructions onscreen, that will include showing different angles of your face.

The Yoti App will guide you how to position your face.

Once the face scan has been completed, you'll see a message confirming the scan is being processed. The upload should only take a few seconds but will depend on your internet connection.

The next screen will confirm that your Yoti account has been set up and you can now complete your Digital ID check to share your information with the Organisation conducting your DBS check.

Tap 'Continue' to proceed to the next section.

**Verify that it's you**

You will need to take a quick scan of your face to verify yourself.

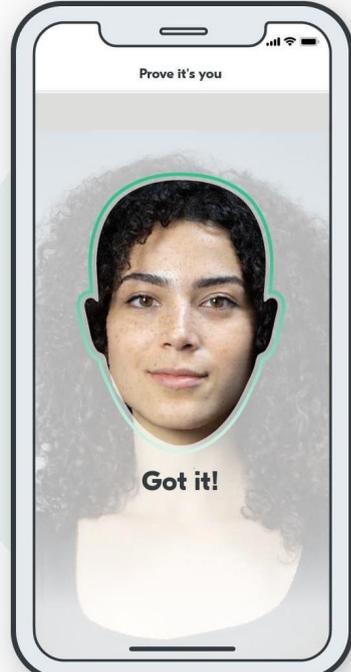


**For the best scan results**

- ☀️ Find an area with good lighting
- 👁️ Hold your phone at eye level

[More about verification](#)

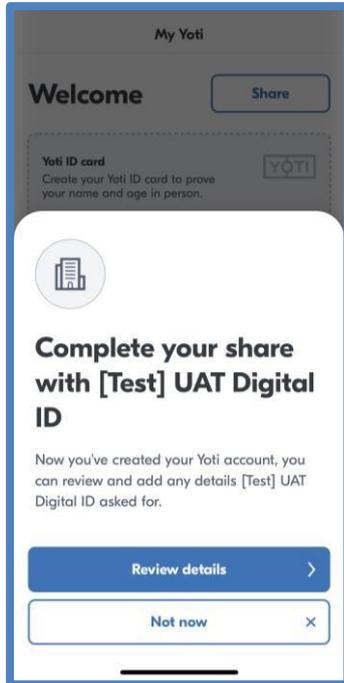
**START SCAN** >



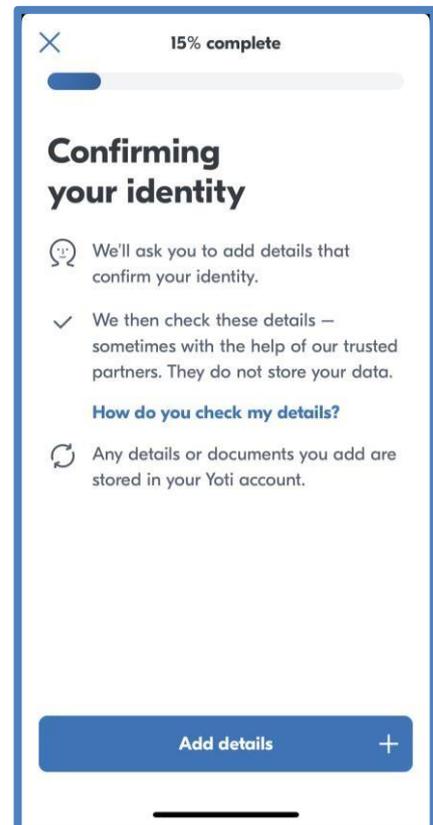
**Prove it's you**

**Got it!**

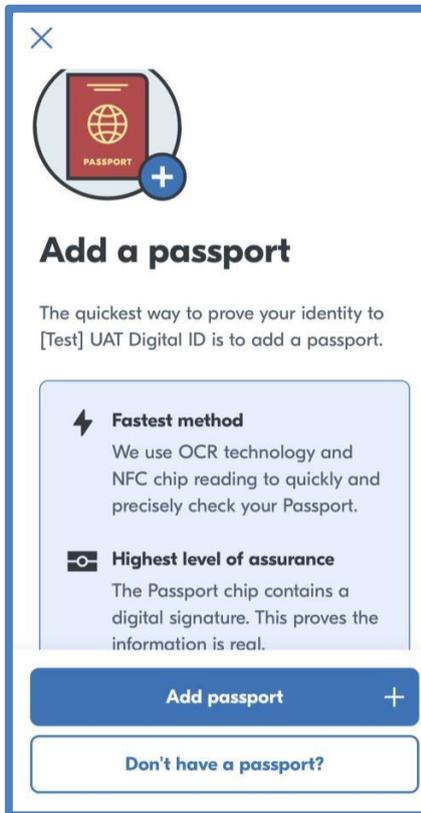
### 3.2. Completing the DBS Digital ID Check



Once the face scan has been taken, the popup shown in the image here will be displayed. Press 'Review Details' to commence the share for your Digital ID check.

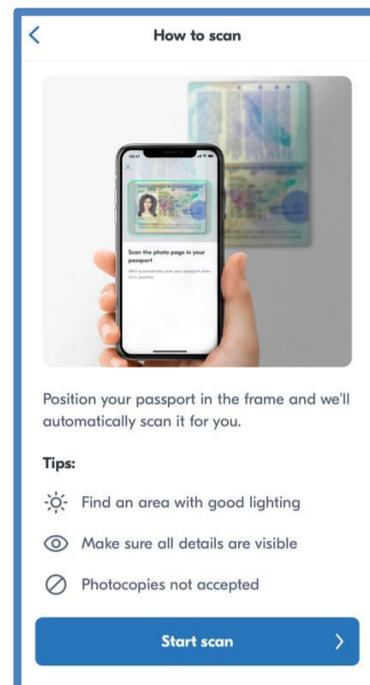


### 3.2.1. Adding Your Documents



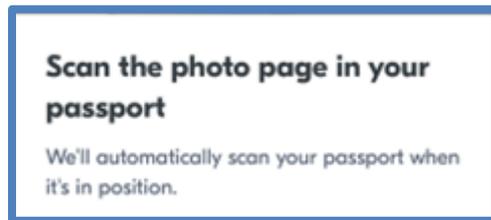
You'll first be asked to add your passport, the quickest way to add this document is to take a photo of the photo page and then perform an NFC chip read using your phone.

If you don't have a passport, you'll need to provide a Biometric Residence Permit in order to proceed through the App. Press 'Don't have a passport' and follow the steps shown onscreen.



Yoti's App will offer assistance to you about how you need to scan your passport.

Press 'Start Scan' to start the scan.

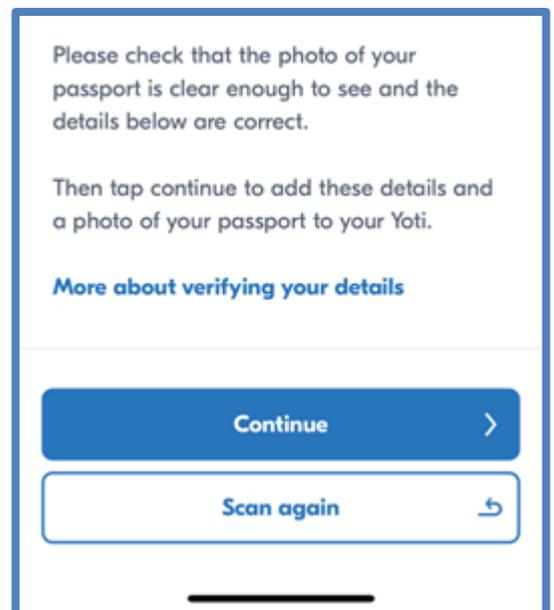


You'll need to take a picture of the photo page of your passport. You'll need to open the photo page and position the page in the box provided onscreen.

The image will be taken automatically once the photo page has been positioned correctly.

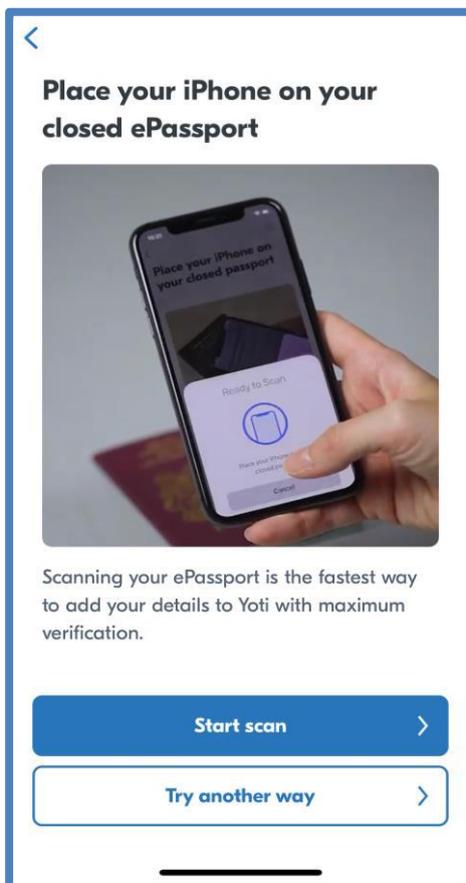
Once you have positioned the photo page correctly and the Yoti App has taken an image of the photo card page. You'll see the image that was taken, and you can review the details to ensure the image is clear and the information is correct.

If the image is clear, press 'Continue' to move to the next stage.



If the image is not clear, press 'Scan again' and complete the scan again to take a clearer image of the passport.

### 3.2.2. Scanning your ePassport



Once the image of the photo page has been taken, you can then undertake a scan of your ePassport.

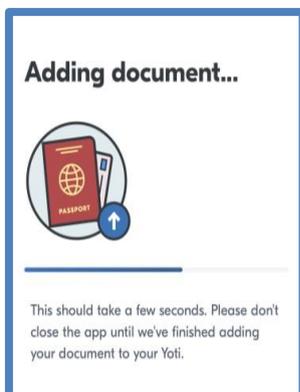
You'll need to check that the ePassport symbol is shown on the front of your passport:



If you have an older passport without the ePassport symbol shown on the front cover, press 'Try another way' and follow the instructions onscreen – please note that this may require additional identity documents to be provided.

To complete the scan, place your phone on top of your closed ePassport, during the scan, you'll see a message onscreen confirming that the scan is in progress.

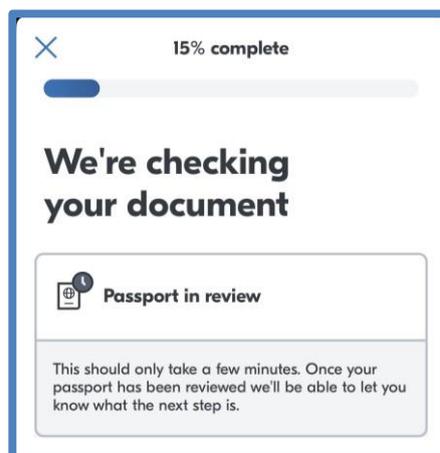
Once the scan has been completed, you'll see the 'Scan complete' message as per the below image.

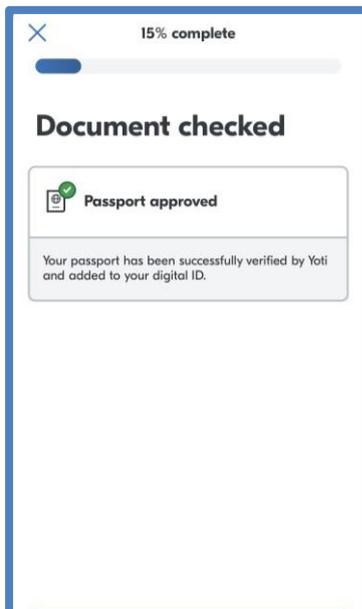


Once the chip in the ePassport has been read, the document will be uploaded and you'll see a progress bar.

The document will be checked by AI technology and you see the page shown here.

If the image taken was not clear, the document may need to be manually checked by a Yoti document analyst, this process should take no more than 1 minute.



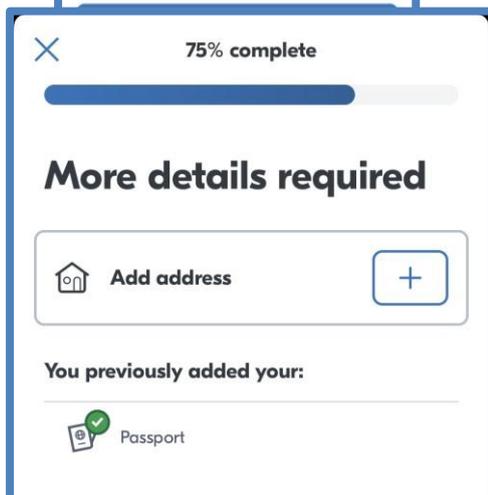


Once the document has been checked, you'll see a green icon as you can see in this image.

Press 'Continue' to progress to the Address section.

### 3.2.3. Adding your Address

From the next page you'll be able to see that your Passport/Biometric Residence Permit has been added.

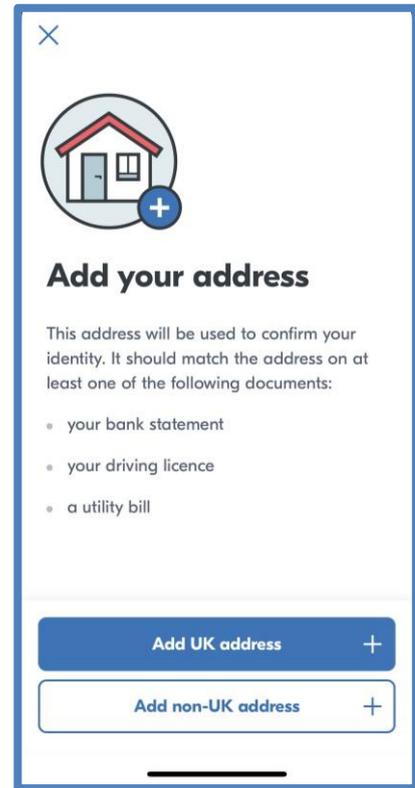


In line with DBS requirements, you will also need to add your current address.

Press on the '+' icon next to 'Add Address' option.

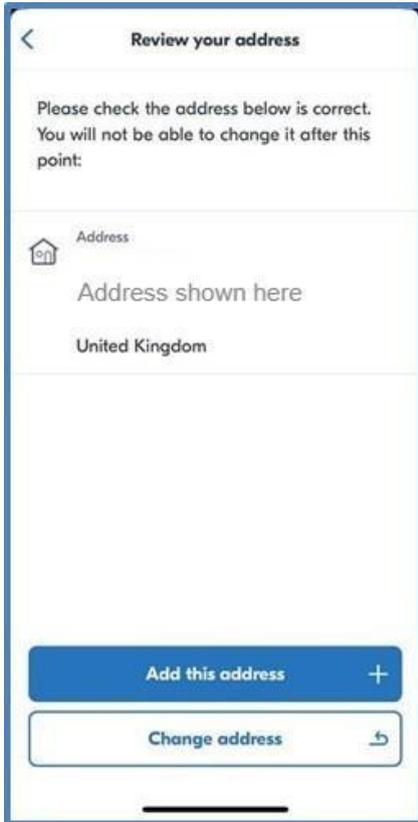
Press on the 'Add UK address' button.

If your current address is a non-UK address, press on the 'Add non-UK address' option and follow the instructions onscreen.



**Select your address**

You'll be required to enter your postcode and can then select your address from the list displayed.



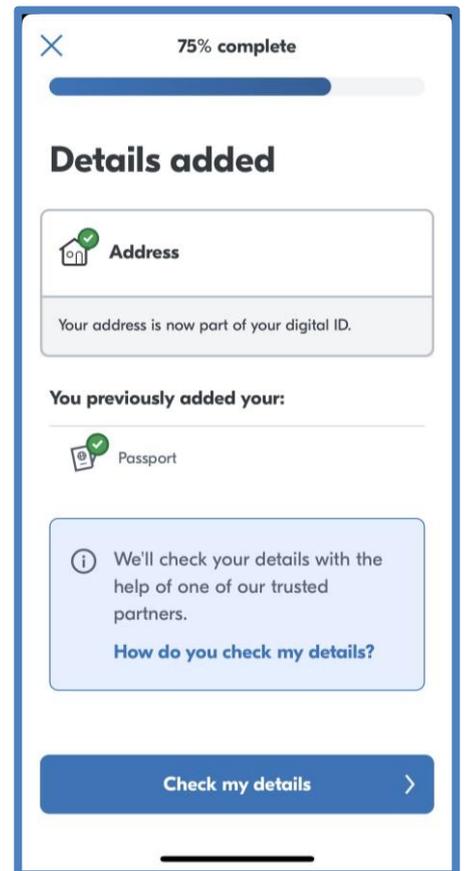
Once you have selected your current address, you'll see confirmation on screen.

Check the current address is correct and press 'Add this address'.

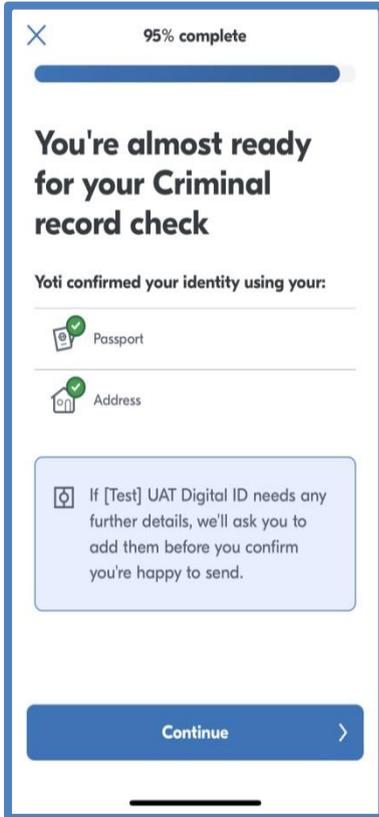
If you need to change the address or the address listed is not your current address, press on the 'Change Address' option where you can enter your current address.

You'll then see confirmation that your address and ID document have been successfully entered.

Press 'Check my details' to move to the final stage of the process.



### 3.2.4. Confirming your Details



Once Yoti has performed a final check of your details.

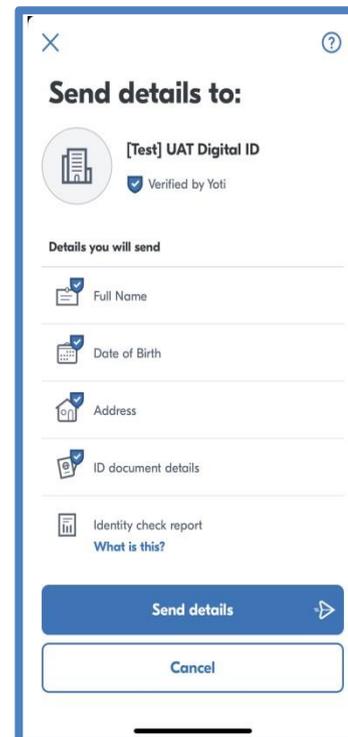
Press 'Continue'.

You'll see confirmation that all the sections have been completed.

The final stage will be to complete a face scan to verify it's you submitting

these details.

Press 'Send details' to progress to the final face scan.



### 3.2.5. Completing the Yoti Face Scan

The final stage of the process will require a face scan to be completed.

This will compare the face scan to the original face scan taken during the registration process.

Follow the instructions onscreen.

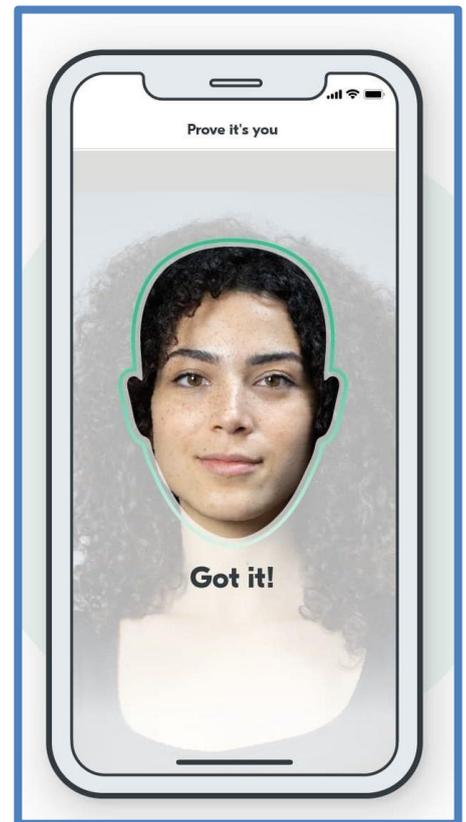
Position your face in the oval shown.

The Yoti App will take an image once it has recognised your face.

You'll see a 'Got it!' message to confirm this has been captured successfully.

That's it! You've successfully completed a Digital ID check and your DBS check will shortly be sent to the Disclosure and Barring Service to be processed.

You'll be redirected to the DBS system and an automated email will be sent to you to confirm the Digital ID check was successful.



#### 4. Mobile Device – Conducting the Digital ID check through your web browser

To use the web browser route, press on the 'Continue with the Yoti web journey' where you will then be presented with the below screen:

**YOTI Web Browser Route**

To progress through the web browser route, tap the '**Continue with YOTI's web journey**' button below and be ready to present the requested documents.

Please note, we recommend that you use a smartphone where possible due to the improved camera quality compared with a PC/laptop. If using a PC/laptop you will have the option to transfer to your smartphone to start the ID verification process by scanning a QR Code displayed onscreen. Once complete you will be transferred back to EmploymentCheck.

**Unable to use YOTI?**

If you're unable proceed via either route as you do not possess the required documents, please tap on the '**I'm unable to continue using YOTI**' button below to notify your manager that the manual DBS three route ID Verification process needs to be conducted, you will need to present your documents as per the [DBS guidelines](#).

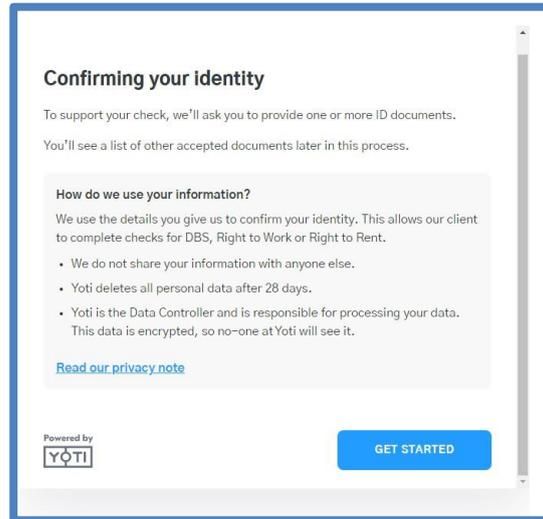


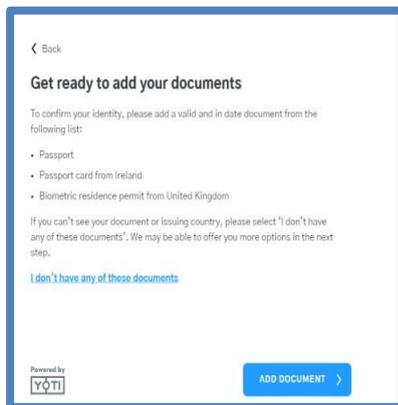
From this page you can view the Yoti Privacy Notice and view details about how your information will be used.

To proceed with the Digital ID Check, click on the 'Get Started' button and then 'Continue' from the next page.

If you are accessing the system on a PC/laptop, you will be given the option to transfer to your Mobile device – we recommend using your mobile device where possible due to the improved camera quality.



#### 4.1. Adding your Documents



You'll need to have your documents on hand to complete the Digital ID check.

For the web browser route, you need to provide at least two documents from the following list:

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### Select the type of ID document you want to add

You'll need to take a photo of your ID in the next step. We'll ask you to enable camera access.

Issuing country

United Kingdom

Type of ID

Passport

Biometric residence permit

or

I don't have any of these documents

**Note:** If you can't see your issuing country or document, please select 'My

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CONTINUE >

< Back

### Select the type of ID document you want to add

You'll need to take a photo of your ID in the next step. We'll ask you to enable camera access.

Issuing country

Select issuing country

**Note:** If you can't see your issuing country or document, please select 'My issuing country isn't listed' or 'I don't have any of these documents'. We may be able to offer you more options in the next step.

**Identity check**

We are going to check your details with an identity verification provider.

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CONTINUE >

You'll need to use your camera to take an image of the document, for some documents you will need to take images of both the front and back of the document.

You will need to allow access to your phone camera.

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### Capture your ID document

Passport  
United Kingdom

Please make sure that the photo you take:

Shows all details    Isn't covered by anything    Is clear and in focus

**Note:** If you have any sort of visual or motor impairment you might need some assistance with this step.

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TAKE PHOTO >

< Back

### Capture your ID document (front)

Biometric residence permit (front)  
United Kingdom

Please make sure that the photo you take:

Shows all details    Isn't covered by anything    Is clear and in focus

**Note:** If you have any sort of visual or motor impairment you might need some assistance with this step.

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TAKE PHOTO >

Once the first document has been uploaded, at least once additional document may need to be uploaded, follow the steps onscreen to take images of the documents as required.

### We need more information

To finish confirming your identity, we need one or more documents from the following list:

- Driving licence
- National ID
- Biometric residence permit
- Passport card from Ireland
- State ID from United States

Before you get started, please make sure you have the documents with you and that they're still valid.

[I don't have any of these documents](#)

## 4.2. Adding your Address

Once your documents have been uploaded, you will need to confirm your address if one of the documents you have uploaded contains it.

**Is this your current address?**

Your address

Your Address will be displayed here

ⓘ You will not be able to change it after this point and it could affect your check if it's incorrect.

**YES, CONTINUE**

**NO, CHANGE ADDRESS**

### 4.3. Completing the Yoti Face Scan

The final part of the process is to consent to and then perform a face scan, follow the instructions onscreen to take the image of your face.

#### We need your consent

For your security, just take a quick scan of your face. This takes note of facial features and is a type of biometric.

- The resulting image shows Yoti you're a real person.
- Our software matches this scan to your ID to make sure no-one is pretending to be you.
- We delete your image within 28 days.

You must consent to let us use your scan. We do this in line with our [privacy note](#).

I confirm I have read, understood and agree to continue.

CONTINUE >

#### Verify that it's you

You will need to take a quick scan of your face to verify yourself.

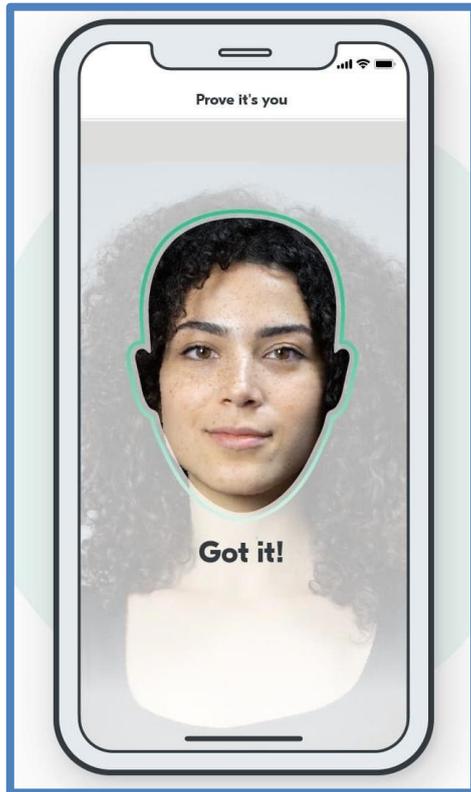


For the best scan results

- ☀ Find an area with good lighting
- 👁 Hold your phone at eye level

[More about verification](#)

START SCAN >



You'll see confirmation on your screen once the face scan has been successfully completed, you may need to retake the image if the scan taken is not clear.

That's it! You've completed your Digital ID check, press 'Exit' on the final page.

You'll be redirected to the DBS system where you will see a confirmation message, an automated email will be sent to you to confirm this has been completed.

If there are any data mismatches between the Digital ID check and the information you have provided on your DBS application, an email will be sent to you confirming what you need to do next.

