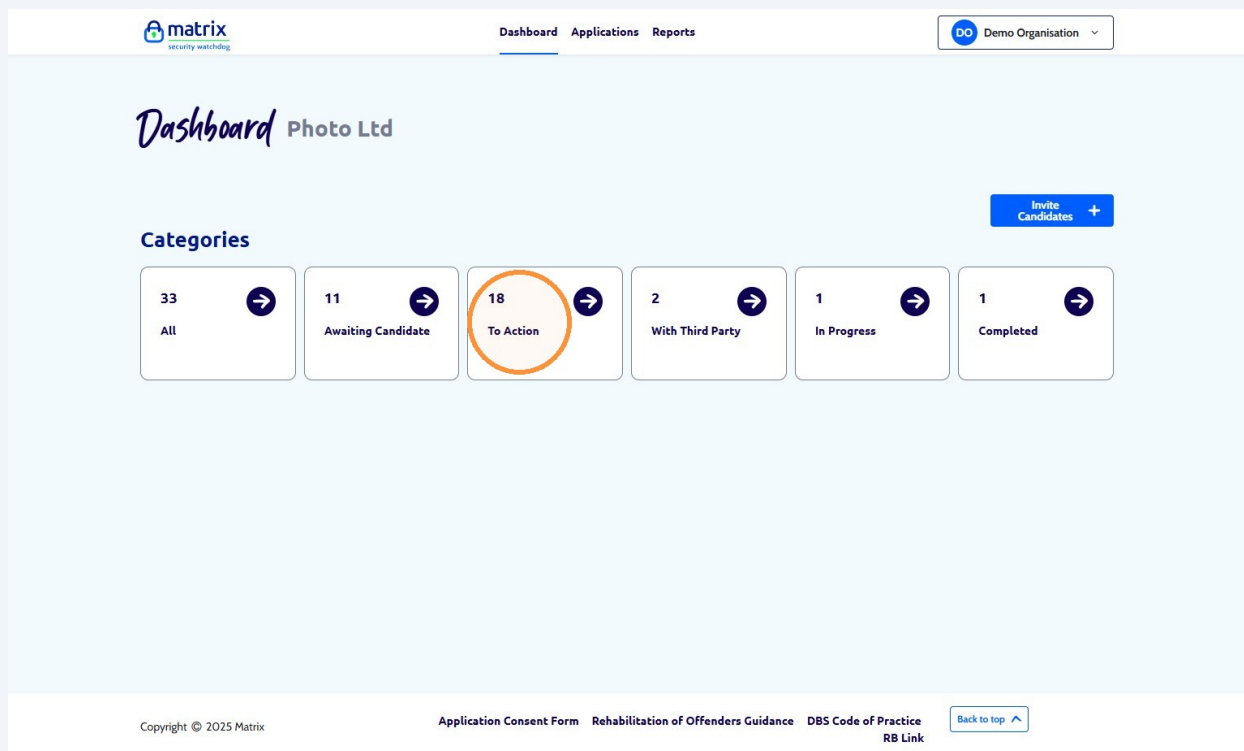


How To Complete the ID Check on a DBS Application



This guide provides a step-by-step process for completing the ID check on a DBS application, ensuring that users can navigate the system efficiently and accurately. By following these instructions, applicants can avoid common pitfalls and ensure their documentation is correctly submitted. It simplifies the process, making it accessible even for those unfamiliar with the system. Viewing this guide can save time and reduce frustration during the application process.

1 Click the **To Action** category from the Dashboard



2 Click the reference number or name of the application you wish to process

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Dashboard Applications Reports

DO Demo Organisation

This list contains all applications that have been completed by the candidate and are awaiting action before the checks can be processed.

Search for Name or Reference Search Filters

Date Created	Name	Our Ref	Organisation	Status	Checks Required
19 Aug 2025	Melissa Longbottom	616LONGB99EF8	Org Ref: PhotoLtd Group Ref: PhotoLtdPrintingServices	Awaiting Verification	DBS Basic
19 Aug 2025	Kirsty Miles	328MILED20865	Org Ref: PhotoLtd Group Ref: PhotoLtdPrintingServices	Awaiting Verification	DBS Basic
18 Aug 2025	Marion Medina	759MEDIE66FC3	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Basic
18 Aug 2025	Monika Borges	911BORG33ABC6	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Basic
18 Aug 2025	Neo Kelleher	614KELLC1C7E3	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Basic
18 Aug 2025	Jude MacDonald	322MACD0C54BF	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Basic
18 Aug 2025	Peyton Kelleher	752KELL5FD9CA	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Basic
18 Aug 2025	Jarrett Reeves	623REEVEAA122	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Basic
18 Aug 2025	Willow Wheaton	691WHEAT9AB42B	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Standard
18 Aug 2025	Laura Segura	245SEGU26F8D1	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Verification	DBS Standard

Results per page 10 1 to 10 of 14 items

3 Click **Complete ID Check** from the 'Summary' tab

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Dashboard Applications Reports

DO Demo Organisation

Application Status Awaiting Verification

Check Required

DBS Enhanced Check

Check Status Not Started

Section Y Edit

Application Type Enhanced

Workforce Child workforce (CHW)

With Adults No

With Children Yes

Working At Home Address No

Volunteer No

DBS Adult First No

Additional Info Not provided

Status Completed

Date Completed 29 Jun 2026

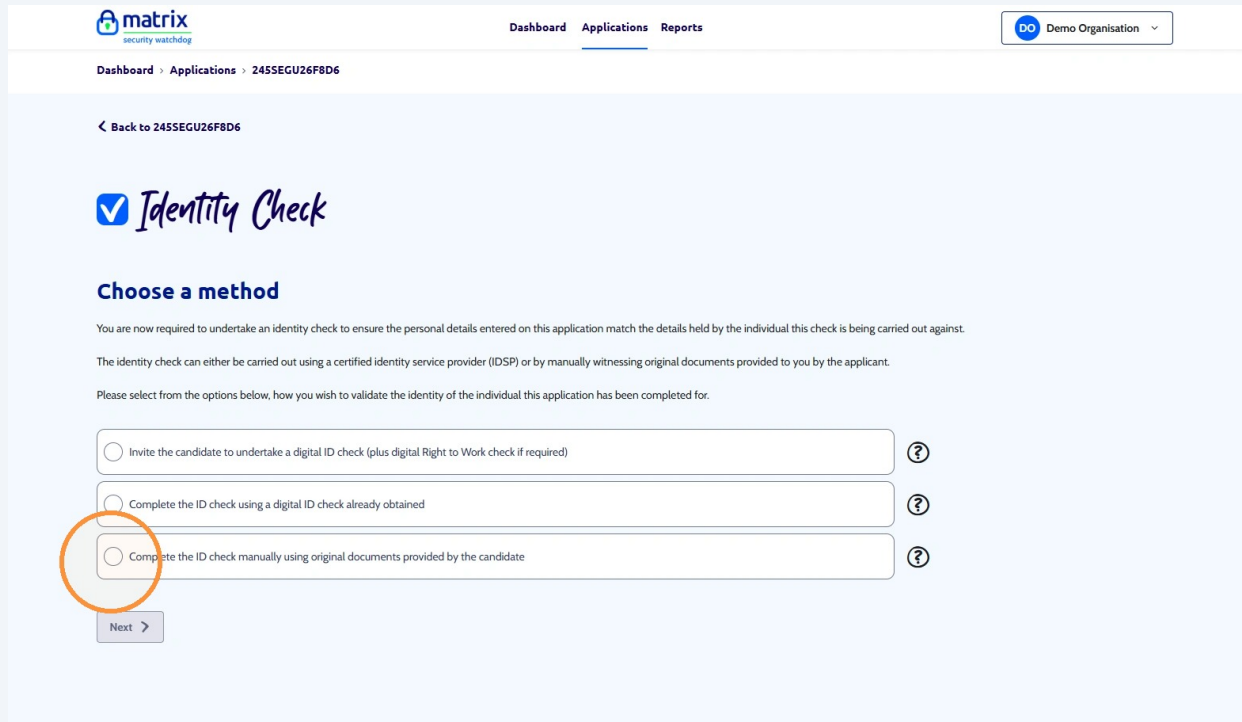
Identity Check

Status Not Started

Complete ID Check

4

Select the ID Check method that was carried out. If you require the ID check to be done digitally using our digital ID provider, select the first option. If the ID check was already done digitally, via a different provider, select the second option. If the ID check was done manually, select the third option



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Dashboard Applications Reports

DO Demo Organisation

Dashboard > Applications > 245SEGU26F8D6

[Back to 245SEGU26F8D6](#)

☒ Identity Check

Choose a method

You are now required to undertake an identity check to ensure the personal details entered on this application match the details held by the individual this check is being carried out against.

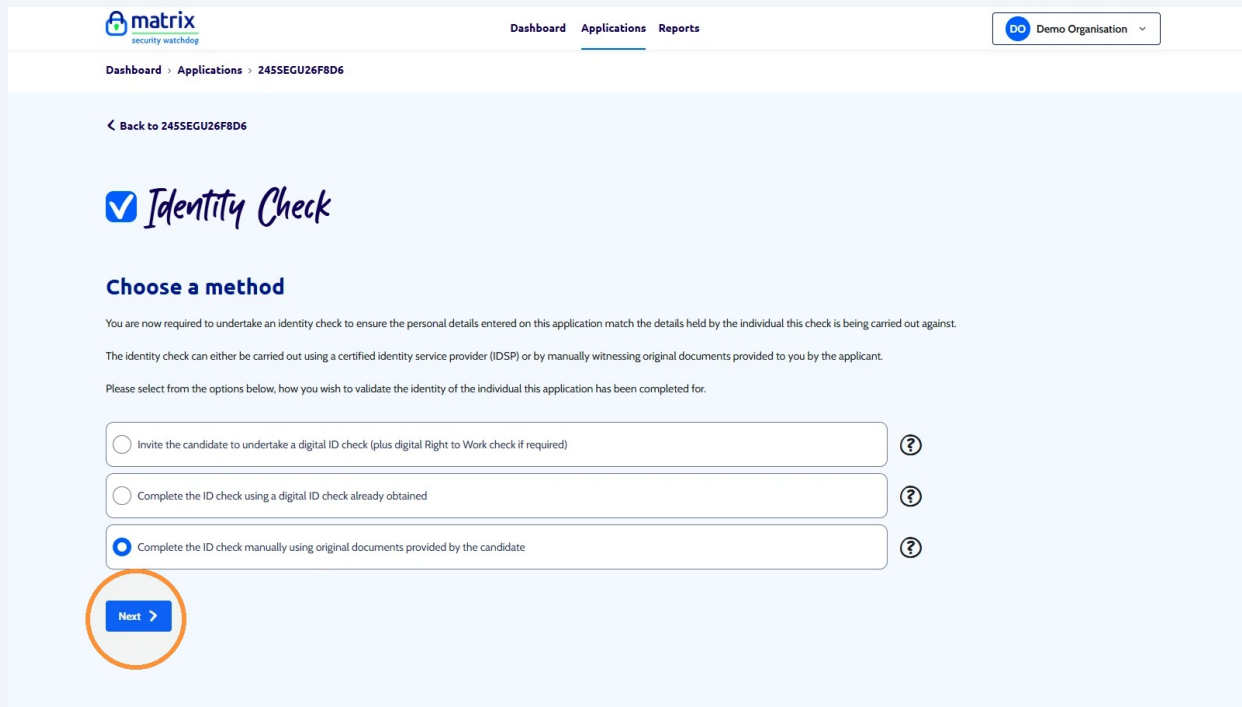
The identity check can either be carried out using a certified identity service provider (IDSP) or by manually witnessing original documents provided to you by the applicant.

Please select from the options below, how you wish to validate the identity of the individual this application has been completed for.

- ☐ Invite the candidate to undertake a digital ID check (plus digital Right to Work check if required) ?
- ☐ Complete the ID check using a digital ID check already obtained ?
- ☐ Complete the ID check manually using original documents provided by the candidate ?

Next >

5 Click **Next**



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Dashboard Applications Reports

DO Demo Organisation

Dashboard > Applications > 245SEGU26F8D6

< Back to 245SEGU26F8D6

✓ Identity Check

Choose a method

You are now required to undertake an identity check to ensure the personal details entered on this application match the details held by the individual this check is being carried out against.

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- ☐ Complete the ID check using a digital ID check already obtained ?
- ☒ Complete the ID check manually using original documents provided by the candidate ?

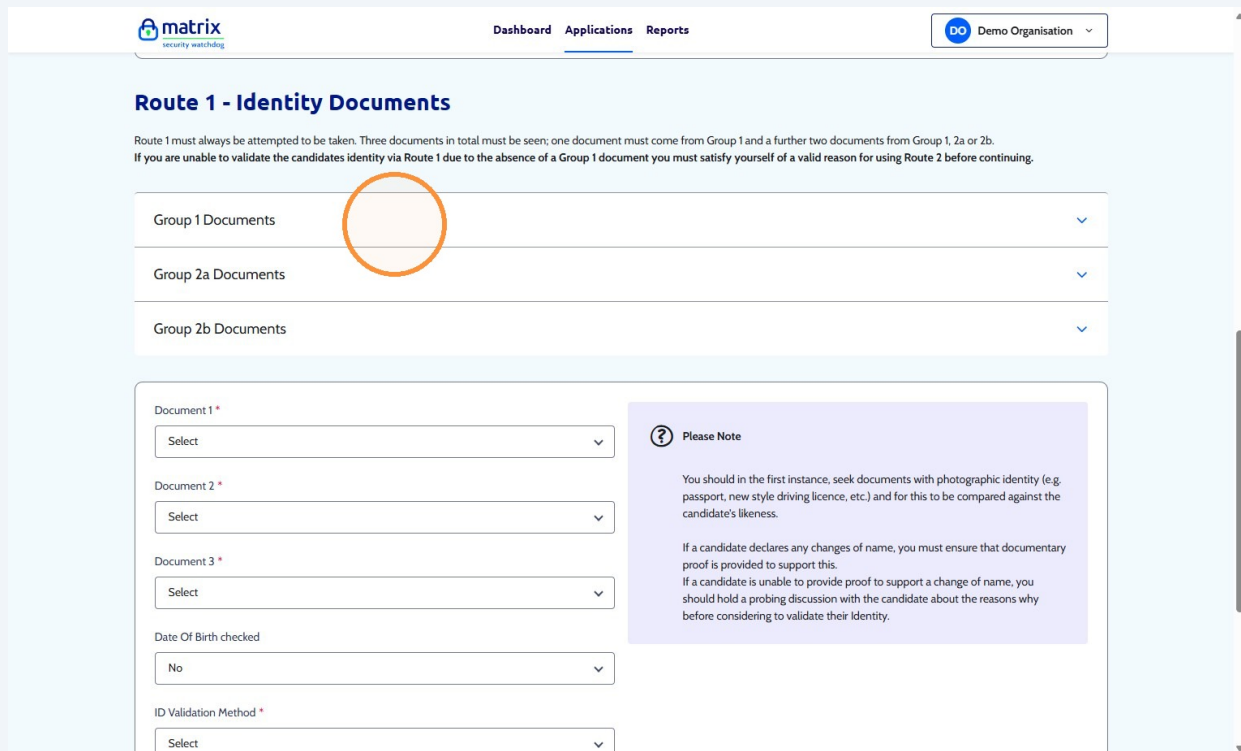
Next >

6 For Standard or Enhanced DBS applications verified manually, a minimum of three documents are required.

If you were unable to verify their identity using Route 1, you can proceed to Route 2 via the **Use Route 2** button at the bottom of the screen

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The list of acceptable documents allowed by the DBS can be seen by select the document accordions on-screen



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Dashboard Applications Reports

DO Demo Organisation

Route 1 - Identity Documents

Route 1 must always be attempted to be taken. Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b.
If you are unable to validate the candidates identity via Route 1 due to the absence of a Group 1 document you must satisfy yourself of a valid reason for using Route 2 before continuing.

Group 1 Documents

Group 2a Documents

Group 2b Documents

Document 1 *

Select

Document 2 *

Select

Document 3 *

Select

Date Of Birth checked

No

ID Validation Method *

Select

Please Note

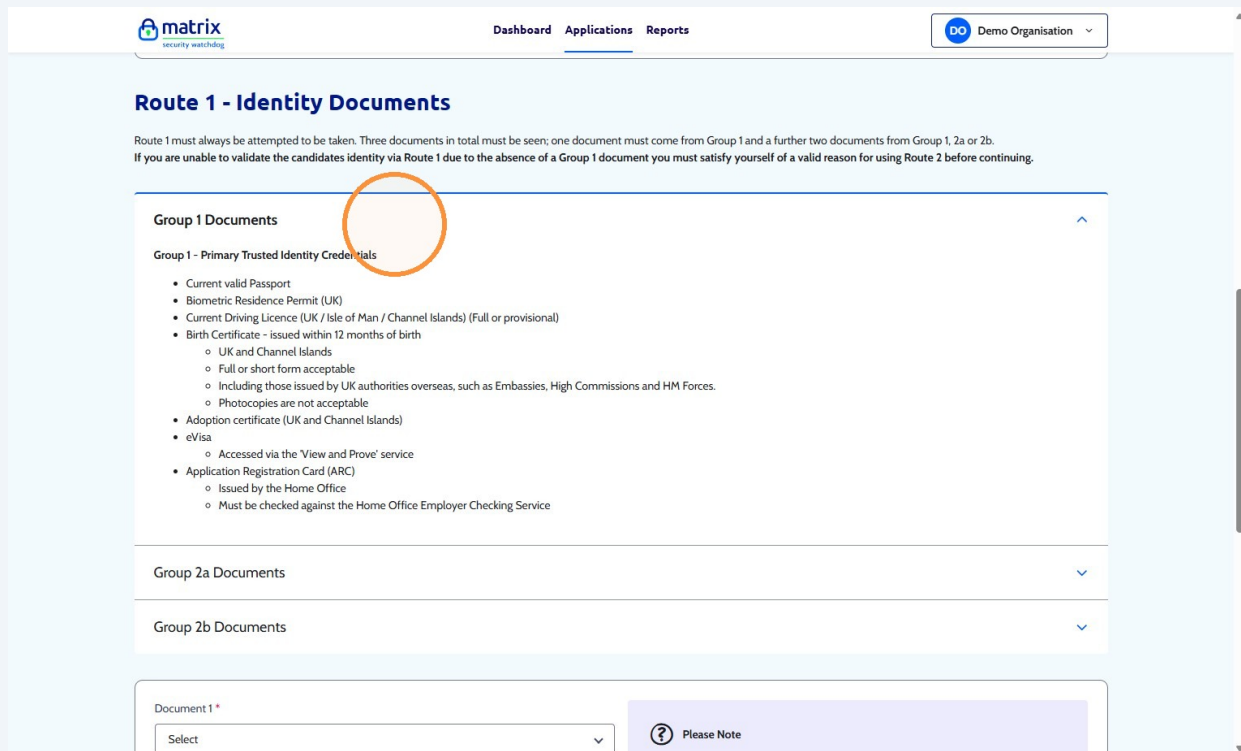
You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the candidate's likeness.

If a candidate declares any changes of name, you must ensure that documentary proof is provided to support this.

If a candidate is unable to provide proof to support a change of name, you should hold a probing discussion with the candidate about the reasons why before considering to validate their identity.

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These can be opened and closed by clicking the drop-down arrows



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Dashboard Applications Reports

DO Demo Organisation

Route 1 - Identity Documents

Route 1 must always be attempted to be taken. Three documents in total must be seen; one document must come from Group 1 and a further two documents from Group 1, 2a or 2b.
If you are unable to validate the candidates identity via Route 1 due to the absence of a Group 1 document you must satisfy yourself of a valid reason for using Route 2 before continuing.

Group 1 Documents

Group 1 - Primary Trusted Identity Credentials

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence (UK / Isle of Man / Channel Islands) (Full or provisional)
- Birth Certificate - issued within 12 months of birth
 - UK and Channel Islands
 - Full or short form acceptable
 - Including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces.
 - Photocopies are not acceptable
- Adoption certificate (UK and Channel Islands)
- eVisa
 - Accessed via the 'View and Prove' service
- Application Registration Card (ARC)
 - Issued by the Home Office
 - Must be checked against the Home Office Employer Checking Service

Group 2a Documents

Group 2b Documents

Document 1 *

Select

Please Note

9

If a Passport or UK Driving Licence was seen as a form of ID, you will be required to enter the details of those documents

The screenshot displays the Matrix Security Watchdog interface. The top navigation bar includes 'Dashboard', 'Applications', and 'Reports'. A dropdown menu on the right shows 'Demo Organisation'. The main content area is titled 'Group 1 Documents' and contains sections for 'Group 2a Documents' and 'Group 2b Documents'. A modal window titled 'Passport Details' is open, featuring a blue icon of a passport. The modal contains the following fields and instructions:

- Passport Details**
- Please check the **Passport Expiry Date** - this must be a valid passport.
- Passport Number * (with an information icon) - The input field is highlighted with an orange circle.
- Nationality *
- Passport Date of Birth * (with an information icon)
- Passport Date of Issue * (with an information icon)
- Buttons: 'Close' and 'Save'.

The background form includes sections for 'Document 1 * View' (Passport (current and valid)), 'Document 2 *' (Select), 'Document 3 *' (Select), 'Date Of Birth checked' (No), 'ID Validation Method *' (Select), 'Cost Code / Personnel Number', and 'Evidence Checked By *' (Demo Organisation).

10 Once the Passport or Driving Licence details have been entered, click **Save**

The screenshot shows the Matrix Security Watchdog application interface. A modal window titled "Passport Details" is open, displaying a form for entering passport information. The form includes fields for Passport Number (123456789), Nationality (British), Passport Date of Birth (01 08 1980), and Passport Date of Issue (05 09 2023). A "Save" button is highlighted with an orange circle. The background shows the application's sidebar with "Group 1 Documents", "Group 2a Documents", and "Group 2b Documents" sections.

matrix security watchdog

Dashboard Applications Reports

DO Demo Organisation

Group 1 Documents

Group 2a Documents

Group 2b Documents

Document 1 * View

Passport (current and valid)

Document 2 *

Select

Document 3 *

Select

Date Of Birth checked

No

ID Validation Method *

Select

Cost Code / Personnel Number

Evidence Checked By *

Demo Organisation

Passport Details

Please check the Passport Expiry Date - this must be a valid passport.

Passport Number ⓘ *

123456789

Nationality *

British

Passport Date of Birth ⓘ *

01 08 1980

Passport Date of Issue ⓘ *

05 09 2023

Close Save

11 Other documents don't require further information provided from them and can simply be selected from the drop-down lists available

The screenshot shows the Matrix Security Watchdog application interface. A form for selecting documents is displayed. The "Document 2" field is highlighted with an orange circle, showing a dropdown menu with the option "Birth Certificate/UK/CHI/Main - issued after birth". A "Please Note" box on the right provides instructions on how to handle documents with photographic identity and changes of name. The background shows the application's sidebar with "Group 1 Documents", "Group 2a Documents", and "Group 2b Documents" sections.

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Dashboard Applications Reports

DO Demo Organisation

Group 1 Documents

Group 2a Documents

Group 2b Documents

Document 1 * View

Passport (current and valid)

Document 2 *

Birth Certificate/UK/CHI/Main - issued after birth

Document 3 *

Select

Date Of Birth checked

No

ID Validation Method *

Select

Cost Code / Personnel Number

Evidence Checked By *

Demo Organisation

Please Note

You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the candidate's likeness.

If a candidate declares any changes of name, you must ensure that documentary proof is provided to support this.

If a candidate is unable to provide proof to support a change of name, you should hold a probing discussion with the candidate about the reasons why before considering to validate their Identity.

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Some documents will include a pop-up message advising of any limitations for that document to be valid

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DashboardsApplicationsReports

DO Demo Organisation

Document 1 * View

Passport (current and valid)

Document 2 *

Birth Certificate/UK/CHI/Mann - issued after birth

Document 3 *

Council Tax Statement/UK/CHI

Date Of Birth checked

No

ID Validation Method *

Select

Cost Code / Personnel Number

Evidence Checked By *

Demo Organisation

Please Note

You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the candidate's likeness.

If a candidate declares any changes of name, you must ensure that documentary evidence supports a change of name, you must also ask the candidate about the reasons why they have changed their name.

i

Document must be issued within the past 12 months

CancelConfirm

CancelSave ✓Use Route 2

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You must ensure that the combination of document seen confirms the candidate's name and Date of Birth. Select 'Yes' in the 'Date of Birth checked' field to confirm their date of birth has been verified

DashboardApplicationsReports

DO Demo Organisation

Document 1 * **View**

Passport (current and valid)

Document 2 *

Birth Certificate/UK/CHI/Mann - issued after birth

Document 3 *

Council Tax Statement /UK/CHI

Date Of Birth checked

Yes

ID Validation Method *

Select

Cost Code / Personnel Number

Evidence Checked By *

Demo Organisation

?

Please Note

You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the candidate's likeness.

If a candidate declares any changes of name, you must ensure that documentary proof is provided to support this.

If a candidate is unable to provide proof to support a change of name, you should hold a probing discussion with the candidate about the reasons why before considering to validate their Identity.

Cancel

Save ✓

Use Route 2

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For applications where the ID Check was carried out manually, you must declare how their identity was checked from the 'ID Validation Method' field.

Select Option 1 if the ID check was carried out face to face with the candidate. Select Option 2 or 3, if the check was carried out virtually.

For Options 2 or 3, an additional field will appear requiring you to provide the reason why the ID check was carried out virtually and couldn't be done face to face

The screenshot displays the 'Applications' section of the Matrix security watchdog interface. The form includes several dropdown menus for document types (Passport, Birth Certificate, Council Tax Statement), a date of birth check, and an ID Validation Method dropdown. The 'ID Validation Method' dropdown is highlighted with an orange circle and shows 'Option 1 - Face to face'. To the right of the form is a 'Please Note' box with instructions on document requirements and name changes. At the bottom, there are 'Cancel', 'Save', and 'Use Route 2' buttons. The footer contains copyright information and links to various guides.

matrix security watchdog

Dashboard Applications Reports

DO Demo Organisation

Document 1 * View

Passport (current and valid)

Document 2 *

Birth Certificate/UK/CHI/Mann - issued after birth

Document 3 *

Council Tax Statement /UK/CHI

Date Of Birth checked

Yes

ID Validation Method *

Option 1 - Face to face

Cost Code / Personnel Number

Evidence Checked By *

Demo Organisation

Cancel Save Use Route 2

Please Note

You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the candidate's likeness.

If a candidate declares any changes of name, you must ensure that documentary proof is provided to support this.

If a candidate is unable to provide proof to support a change of name, you should hold a probing discussion with the candidate about the reasons why before considering to validate their Identity.

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15 Click **Save** to complete the ID Check

The screenshot shows the 'matrix security watchdog' interface. At the top, there are tabs for 'Dashboard', 'Applications', and 'Reports', and a dropdown menu for 'Demo Organisation'. The main form area is titled 'Document 1 * View' and contains the following fields:

- Document 1 * View: Passport (current and valid) (dropdown)
- Document 2 * : Birth Certificate/UK/CHI/Mann - issued after birth (dropdown)
- Document 3 * : Council Tax Statement /UK/CHI (dropdown)
- Date Of Birth checked: Yes (dropdown)
- ID Validation Method * : Option 1 - Face to face (dropdown)
- Cost Code / Personnel Number: (text input)
- Evidence Checked By * : Demo Organisation (text input)

At the bottom of the form, there are three buttons: 'Cancel', 'Save' (circled in orange), and 'Use Route 2'. To the right of the form, there is a 'Please Note' section with the following text:

Please Note

You should in the first instance, seek documents with photographic identity (e.g. passport, new style driving licence, etc.) and for this to be compared against the candidate's likeness.

If a candidate declares any changes of name, you must ensure that documentary proof is provided to support this.

If a candidate is unable to provide proof to support a change of name, you should hold a probing discussion with the candidate about the reasons why before considering to validate their Identity.

At the bottom of the page, there is a footer with the following text:

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16 For further guidance on how to verify the candidate's identity manually, please visit: <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-22-april-2025>