DBS online account guidance

Trouble signing in
Introduction

This guidance provides assistance for users experiencing difficulties logging in to their DBS online account.

Definitions

DBS online account: This is your account used to access DBS online services.

Guidance - Forgot username

1. Visit https://disclosure.homeoffice.gov.uk
2. Select Log in from top right menu headings.
3. Select Forgot username.
4. Complete and submit the Forgot username form.

* Provide the email address used to register your DBS online account.
5. An email will be sent to you containing your username.

Forgot password

1. Visit https://disclosure.homeoffice.gov.uk
2. Select Log in from top right menu headings.
3. Select **Forgot password**.

   ![Username field]

   * **Username**

   ![Character entry fields]

   * Type the characters you see in the picture

4. Complete and submit the **Forgot password** form.

   * **Provide the username used to register your DBS online account.**

5. Select the requested characters from your memorable word.

   ![Character selection fields]

   Please provide the 1, 3 and 4 character of your memorable word.

   ![View memorable word hint button]

   ![Selection options]

   What verification method do you want to use?

   - [ ] Security question
   - [ ] Phone verification

6. Select a security question and provide the answer.  
   * **The answer is case sensitive. If you have a verified phone number, you can request a one time passcode to be sent to your phone.**

7. Reset the password and log in again.
Account locked error

1. Please wait for 24 hours before trying to log in again.

This is a security feature. The system will unlock your account automatically in 24 hours.

Request not completed error

1. Please close all the browser windows and retry

This is a security feature.