Request a one time passcode
Introduction

This guidance details how to request a one time passcode. If a service requiring additional security is selected, the ‘Request a one time passcode’ screen will display.

Definitions

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

One time passcode: A security code used to gain access to some DBS online services.

Guidance

1. When the Request a one time passcode screen is shown, select Continue.

   A one time passcode will be sent to your email, or your telephone number if you added one.

   The one time passcode is valid for fifteen minutes. If you do not use it within this time, you will need to request a new one. A maximum of five codes may be requested in any 24 hour period.
2. Complete and submit the **Enter one time passcode** form.

You will be asked to answer one of your security questions, enter three characters from your memorable word and enter the one time passcode.