



Disclosure &
Barring Service

DBS online account guidance

Create and activate your DBS online account



Introduction

In order to access the full range of online services available to you as an applicant, you will need to create and activate an individual DBS online account.

Create an individual online account

1. Visit <https://disclosure.homeoffice.gov.uk>.
2. Select **Register** from top right menu headings.
3. Select the **Create an individual account** button.
4. Complete and submit the **Create a new individual online account** form.

The screenshot shows the 'Create a new individual online account' form on the Disclosure & Barring Service website. The header includes the DBS logo and navigation links: 'Log In', 'Register', 'English', and 'Cymraeg'. A left-hand menu lists services: 'Complaint', 'Enquiry', 'Track DBS application', 'View someone's certificate', and 'WebChat'. The form title is 'Create a new individual online account', followed by the instruction 'Please enter your personal details below. For guidance please visit [GOV.UK](https://gov.uk)'. A note indicates that fields with an asterisk are mandatory. The form contains the following fields: 'Title' (a dropdown menu), 'Forename(s)', 'Surname', 'Date of birth' (with a calendar icon), 'Email address', 'Confirm Email address', 'Mobile phone number', 'Username', and a CAPTCHA. Each mandatory field is preceded by a red asterisk. There are 'Help' icons next to the 'Email address' and 'Mobile phone number' fields. At the bottom, there are 'Submit' and 'Cancel' buttons.

*Your username must be unique, between 6 and 32 characters in length and should not include a space. Email addresses with more than 4 characters after the final full stop cannot be used, for example **.co.uk** and **.com** will be accepted, but **.london** has more than 4 characters so will not be accepted.*

Some online services involve an additional level of security before access is granted. Security codes for these secure online services are sent to your email address. A 'mobile telephone number' is not mandatory. If you wish to receive these security codes by text message instead, please add a mobile number (do not use a landline number). Enter the numbers of your mobile phone number, excluding spaces.

5. A confirmation screen will be displayed and an activation code and link will be sent to your email address. The next step is to confirm your new account by following the link and entering the activation code. A more in-depth guide to activating your account can be found below.

Services

- [Complaint](#)
- [Enquiry](#)
- [Track DBS application](#)
- [View DBS certificate](#)
- [WebChat](#)

Confirm a new online account

An email has been sent to you containing an activation code, please follow the link to activate the online account

The activation code is valid for 24 hours

Your email address provided is : harryharp@gmail.com

Close

Activate your online account

1. Select the **Activate my account** link in the email – this will take you to the online account activation page.
The activation code is only valid for up to 24 hours from the time of issue. If the activation code is not used within 24 hours, or has expired, you will need to create your account again.
2. Complete and submit the **Activate an online account** form.

Services

- [Complaint](#)
- [Enquiry](#)
- [Track DBS application](#)
- [View DBS certificate](#)
- [WebChat](#)

Activate an online account

Please enter your user name and activation code that was sent to you by email * Mandatory fields

* Username

* Activation code

Submit Cancel

Use the activation code supplied in the email and the username used to create your account.

3. Complete and submit **Create online account log in details** form.

Services
Complaint
Enquiry
Track DBS application
View DBS certificate
WebChat

Create online account log in details

Please provide your new account authentication details

Username * Mandatory fields

New account details

* Create password Help
Strength: Strong

* Confirm password

* Memorable word

* Memorable word hint

* Additional security question 1

* Additional security answer 1

* Additional security question 2

* Additional security answer 2

* Additional security question 3

* Additional security answer 3

* I have read and understood the [terms and conditions](#) ☒

I want to receive DBS news and updates via email ☐

* Type the characters you see in the picture

Your log in details will include a password, memorable word and answers to three security questions. All of these are private and should not be shared.

Important: Please ensure you remember your username and security credentials. You will need these to access some of the online services.

4. A confirmation message will be displayed. If you have included a mobile telephone number, you will be asked to verify it using the verification code sent to the mobile phone. Your account will be locked if you enter an incorrect verification code three times.

Need help?

If you need help, please contact us on one of the following:

DBS helpline: 03000 200 190

Minicom: 03000 200 192

Please note, webchat is not in use at this time.