



Disclosure &  
Barring Service

DBS online account guidance

# Edit your online account



# Introduction

This guidance details the process for editing your DBS online account

## 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. Log in to your DBS online account at <https://disclosure.homeoffice.gov.uk>.
2. Select **Edit online account** from the left side menu.
3. Request a one-time passcode. This will be sent to your registered phone number or email address.

The screenshot shows the DBS online account management interface. At the top, there is a header with the DBS logo and the text 'Disclosure & Barring Service'. To the right of the header, there are links for 'English' and 'Cymraeg'. Below the header, there is a navigation bar with the text 'Last login: 18/09/2020 11:47 TUCC6@ | Change password | Sign out | FAQs'. On the left side, there is a sidebar menu with the following items: Messages (0 New), To do list (0 New), Services, Complaint, Consented products, Dispute, Edit DBS profile, Edit online account, Enquiry, Manage consent, Manage DBS checks, Manage referrals, Manage reviews, Request a review, Submit a late rep, Submit a referral, Track DBS application, and View someone's certificate. The main content area is titled 'Request a one time passcode' and contains the following text: 'To access this service an additional verification is required. A passcode\* will be sent to your registered phone number. For guidance please visit [GOV.UK](https://gov.uk). You can also request the passcode to be sent to your registered email address. [Request a passcode](#) \* to be sent on your registered email address. \* You can request a maximum of 5 passcodes.' At the bottom of the main content area, there are two buttons: 'CONTINUE' and 'CANCEL'.

*If your phone number is not verified, the code will be sent to your registered email address.*

4. Select a security question and provide the answer. **The answer is case-sensitive.**
5. Select the requested characters from your memorable word.
6. Enter the one-time passcode, sent to your registered phone or email address.

## Services

Complaint  
Consented products  
Dispute  
Edit DBS profile  
Edit online account  
Enquiry  
Manage consent  
Manage DBS checks  
Manage referrals  
Manage reviews  
Request a review  
Submit a late rep  
Submit a referral  
Track DBS application  
View someone's certificate  
View late reps  
View request status  
WebChat

# Enter one time passcode (OTP)

Please complete the form below, you will be locked out of your account after 3 failed attempts.

\* Mandatory Fields

\* Security question

\* Security answer

\* Character 1 \* Character 3 \* Character 5  
Please provide the 1,3 and 5 character of your memorable word

You will never be asked to enter your full memorable word.  
[View memorable word hint](#)

\* One time passcode:

If you haven't received or OTP is expired [Regenerate your one time passcode](#)

SUBMIT

CANCEL

*One-time passcodes are valid for thirty minutes from the time of issue. An additional one-time passcode can be requested if required, by selecting the link [Regenerate your one-time passcode](#). Check that all of your security details are correct after the one-time passcode is generated again, or if it was entered incorrectly.*

7. Check all answers and then **Submit** the form.
8. You can now edit your online account details as required, and submit the form.
9. A message will be shown to confirm your changes have been saved.

## 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.