Help

If you require further technical help please send an email to our Contact Centre at the following address:

DBS-NSV-CustomerEnquires@mod.uk

and provide the following details:

- A detailed description of the problem you are having.

- Screen shots if you think they may be appropriate.

- A description or screen shot of any error message you receive.

- The web browser you are using to open the form.
  http://supportdetails.com/

- What version of Adobe Reader you are using.

- Your Full name, Your Date of Birth and contact telephone number

Once we receive this information we will be able to help you further with your query.

Top Tips

♦ **Ensure you use the correct portal**

It the Sponsor sends the activation email to your RLI account you must complete the form at work. If it comes to your home emails address i.e. hotmail. you must complete the form on your home PC. You cannot switch between the two.

♦ **Who to contact for assistance**

Your Sponsor is the only one with access to your details to set up your account. You must contact them if you cannot access your form or you get locked out.

Contact **DBS-NSV** for help with completing the form. See contact details below.

♦ **Forgotten Password**

Select the 'Forgotten your username?' link. This will take you to a 'Recover Username' screen. Here you will be asked to enter 3 pieces of information to identify you as the valid applicant. The email address required is the same address that the activation email was sent to and must be entered in lower case only

If your application is locked you MUST contact your SPONSOR with a request to unlock it.

Building 107, Imphal Barracks
Fulford Road, YORK
YO10 4AS

Ministry of Defence

Submitting a Vetting e-Form to DBS NSV

Contact Centre For Vetting
Email: DBS-NSV-CustomerEnquires@mod.uk

Tel: 01904 662 644

DBS-NSV-VSS   25 Nov 13

DBS National Security Vetting Services

We are the UK's largest Government organization carrying out National Security Vetting (NSV) and the only one whose core business is NSV.

Within the Defence community we provide NSV to the Armed Services, MOD, Civil Service and Defence contractors.

We also deliver a range of NSV services on a repayment basis to 86 customers across the public sector. We have more repayment customers than any other UK NSV organisation and this number is increasing.

Our customers are provided with assurances ranging from site admission to unrestricted access to material classified up to top secret. This assurance can be tailored to individual risk management needs. We also provide a service of help and customer engagement through visits and group open days to support this work.

Do not use Apple products or Android Systems as the security form is not currently compatible.

Minimum Technical Requirements

Use a PC running windows with Internet Explorer Version 6 or above.

If a Firefox or Google Chrome browser is being used there may need to be some configuration changes.

For more help with technical specifications go to:

www.gov.uk/government/technical-specification-requirements

If you are unsure where to find details of your web browser and operating system you should go to:

http://supportdetails.com/

For details advice on completing the vetting e-Forms please go to the link below:

www.gov.uk/security-vetting/guidance and forms

What information will I need to complete the form?

It is advisable to gather as much information as possible before starting to complete the form, **you will require:**

♦ **Your full Details (including ALL middle names)**

♦ **Parents and their Partners full details**

♦ **Partners Parents full details (for DV only)**

♦ **ALL Siblings (if they are over 18)**

♦ **Your financial information**

♦ **Employment information for the last 5 years (10 yrs for DV)**

♦ **Supervisor information for the last 5 years (10 yrs for DV)**

♦ **Details of any Criminal Convictions (Spent and Unspent)**

♦ **ALL Previous addresses for last 5 years (10 years for DV) including university/military and temporary accommodation.**

♦ **Details of any co-residence including all Children over 18 even if they are at University and return home regularly (for DV only).**

Building 107, Imphal Barracks
Fulford Road, YORK
YO10 4AS
Phone: 01904 66 2644

www.gov.uk/security-vetting