



Disclosure & Barring Service

DBS online account guidance

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

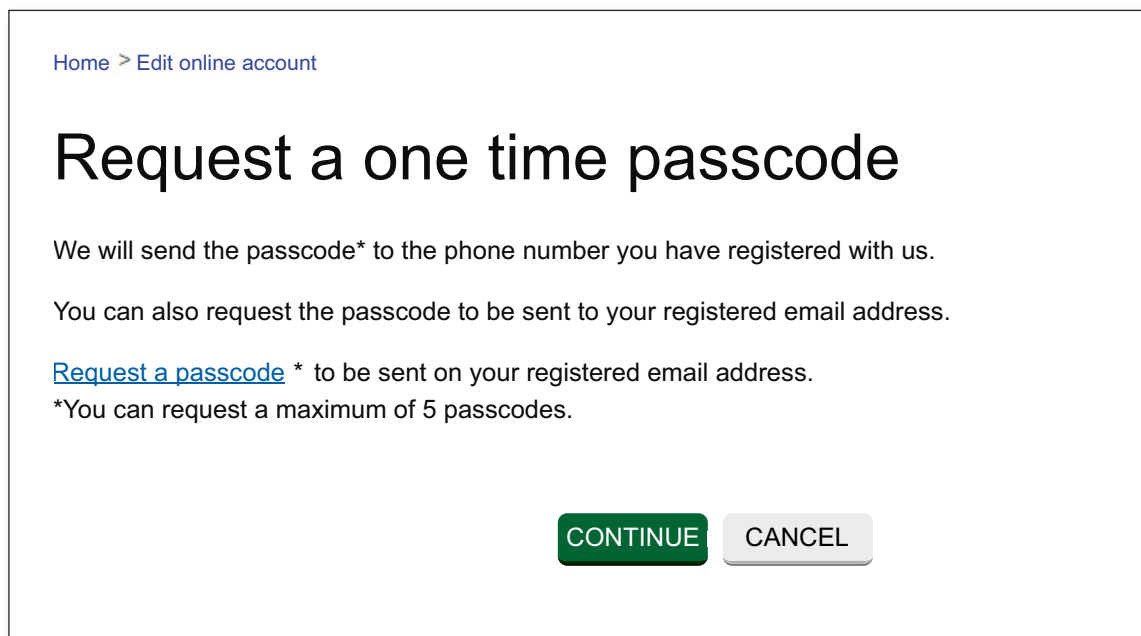
DBS online account: This is your account used to access DBS online services.

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.



Home > Edit online account

Request a one time passcode

We will send the passcode* to the phone number you have registered with us.

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.

CONTINUE CANCEL

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.

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 2 * Character 3

Please provide the 1,2 and 3 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](#)

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