



Disclosure & Barring Service

DBS online account guidance

Trouble signing in



Introduction

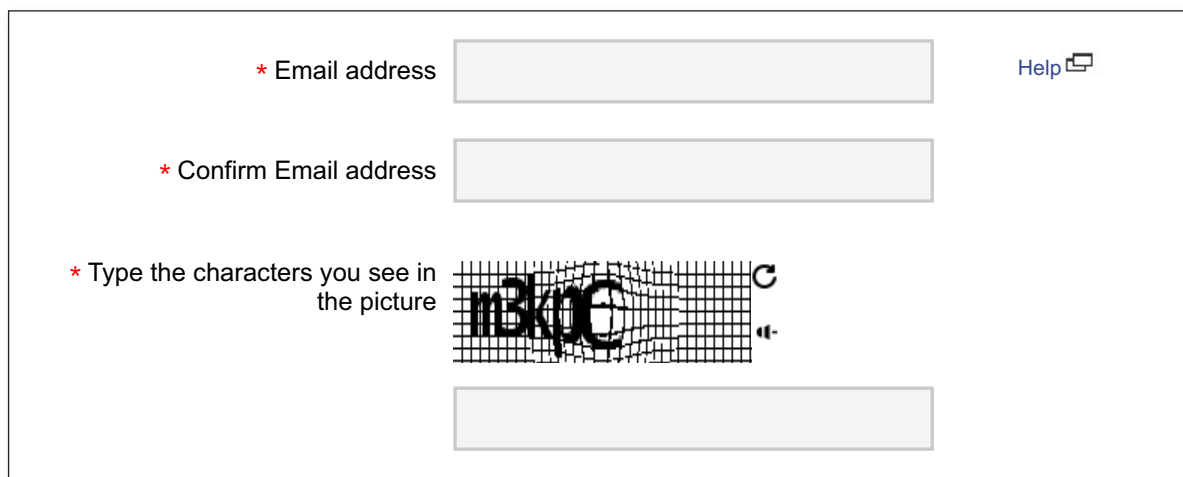
This guidance provides assistance for users experiencing difficulties logging in to their DBS online account.

Definitions

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

Guidance - Forgot username

1. Visit <https://disclosure.homeoffice.gov.uk>
2. Select **Log in** from top right menu headings.
3. Select **Forgot username**.
4. Complete and submit the **Forgot username** form.



The screenshot shows a web form for recovering a forgotten username. It contains three input fields with red asterisks indicating required fields. The first field is labeled 'Email address'. The second field is labeled 'Confirm Email address'. The third field is labeled 'Type the characters you see in the picture' and features a CAPTCHA image with the characters 'm3k0C'. To the right of the first two fields is a 'Help' link with a speech bubble icon. Below the CAPTCHA is an empty input field for the user to type the characters.

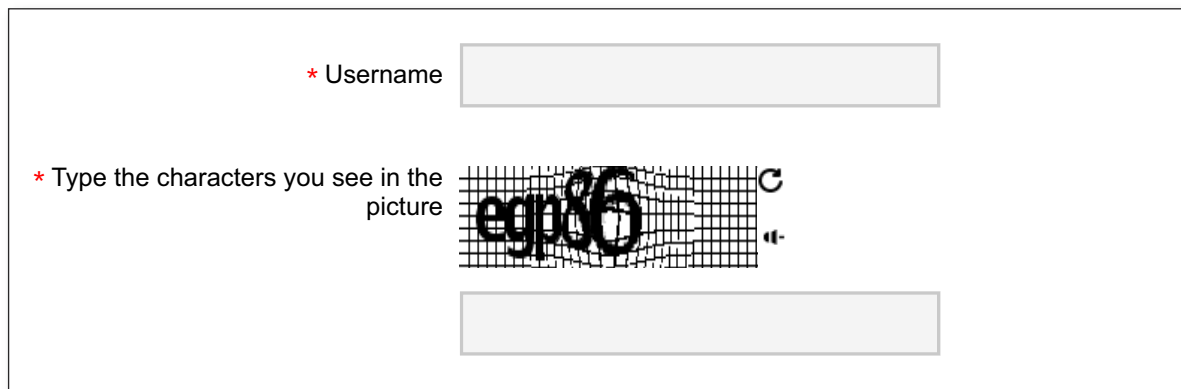
Provide the email address used to register your DBS online account.

5. An email will be sent to you containing your username.

Forgot password

1. Visit <https://disclosure.homeoffice.gov.uk>
2. Select **Log in** from top right menu headings.

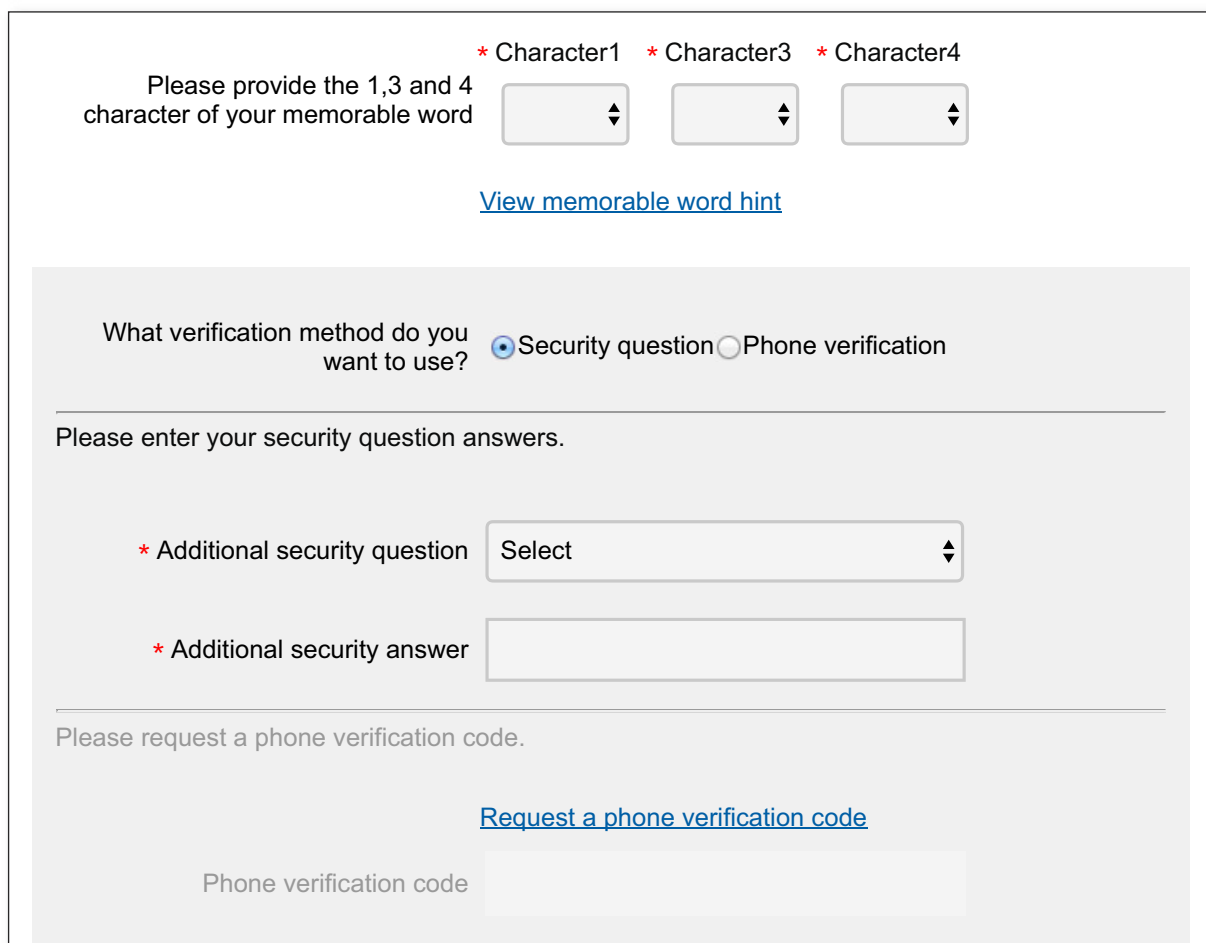
3. Select **Forgot password**.



4. Complete and submit the **Forgot password** form.

Provide the username used to register your DBS online account.

5. Select the requested characters from your memorable word.



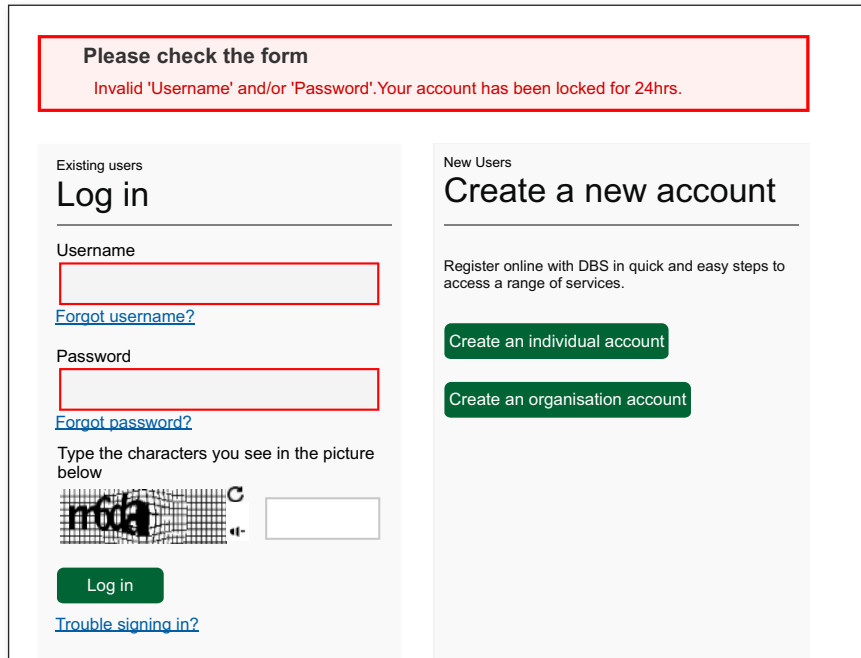
6. Select a security question and provide the answer.

The answer is case sensitive. If you have a verified phone number, you can request a one time passcode to be sent to your phone.

7. Reset the password and log in again.

Account locked error

1. Please wait for 24 hours before trying to log in again.

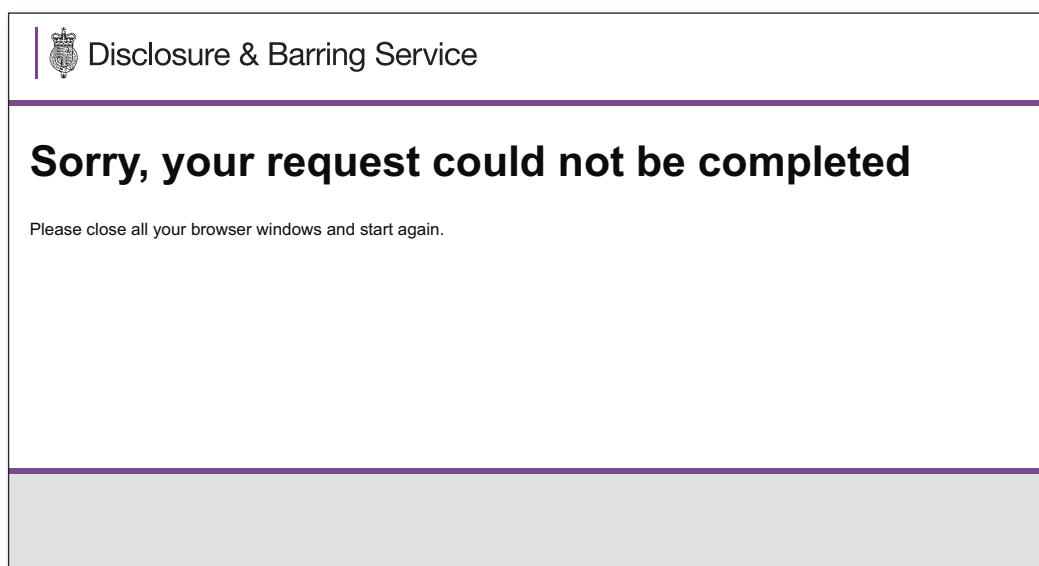


The screenshot shows the DBS login and registration interface. At the top, a red-bordered box contains the message: "Please check the form" and "Invalid 'Username' and/or 'Password'. Your account has been locked for 24hrs." Below this, the page is split into two columns. The left column, titled "Existing users", contains a "Log in" section with fields for "Username" and "Password", both highlighted with red borders. It also includes links for "Forgot username?" and "Forgot password?", a CAPTCHA image, and a "Log in" button. The right column, titled "New Users", contains a "Create a new account" section with a description and two buttons: "Create an individual account" and "Create an organisation account".

This is a security feature. The system will unlock your account automatically in 24 hours.

Request not completed error

1. Please close all the browser windows and retry



The screenshot shows the top of a web page for the "Disclosure & Barring Service". Below the header, a large heading reads "Sorry, your request could not be completed". Underneath this, a smaller line of text says "Please close all your browser windows and start again." The page has a clean, white background with a purple header bar.

This is a security feature.