



Disclosure & Barring Service

DBS online account guidance

Trouble signing in



Introduction

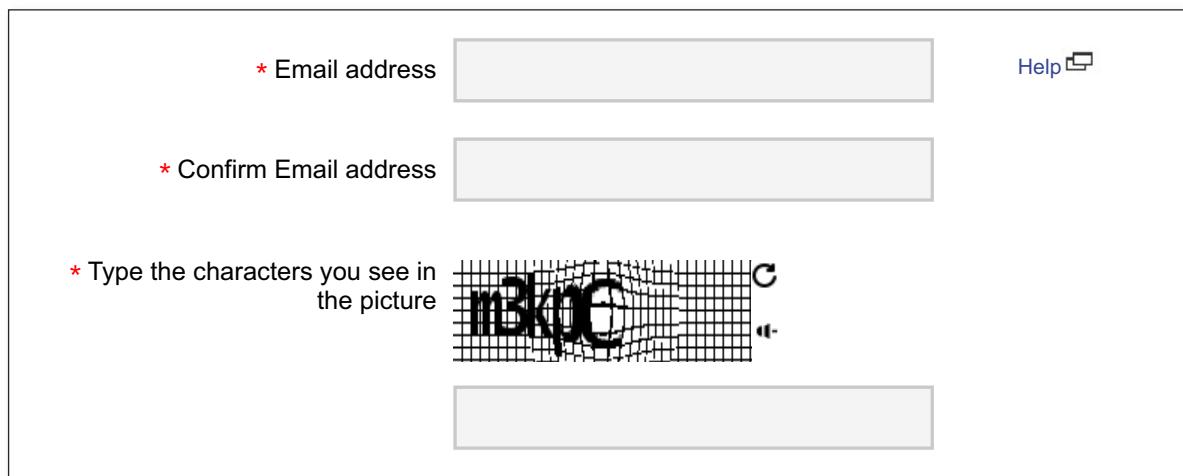
This guidance provides assistance for users experiencing difficulties logging in to their DBS online account.

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 form consists of three text input fields. The first two are labeled with a red asterisk and are grouped together. The third is a CAPTCHA field with a text input field below it. A 'Help' link is located in the top right corner of the form area.

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

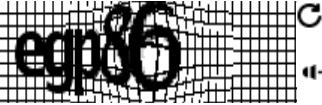
5. An email will be sent to you containing your username.

Forgot password

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

3. Select **Forgot password**.

* Username

* Type the characters you see in the picture 

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.

* Character1 * Character3 * Character4

Please provide the 1,3 and 4 character of your memorable word

[View memorable word hint](#)

What verification method do you want to use? Security question Phone verification

Please enter your security question answers.

* Additional security question Select

* Additional security answer

Please request a phone verification code.

[Request a phone verification code](#)

Phone verification code

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.

Please check the form
Invalid 'Username' and/or 'Password'. Your account has been locked for 24hrs.

Existing users
Log in

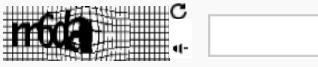
Username

[Forgot username?](#)

Password

[Forgot password?](#)

Type the characters you see in the picture below



Log in

[Trouble signing in?](#)

New Users
Create a new account

Register online with DBS in quick and easy steps to access a range of services.

Create an individual account

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

 Disclosure & Barring Service

Sorry, your request could not be completed

Please close all your browser windows and start again.

This is a security feature.