



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 mobile telephone if you entered one when setting up your account.

The screenshot shows the DBS online account interface. At the top, there are links for 'Messages (0 New)' and 'To do list (0 New)'. Below these is a breadcrumb trail: 'Home > Edit online account'. On the left, a 'Services' menu lists various options: 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'. It 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](#). 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 right of the main content area, there are two buttons: 'CONTINUE' (green) and 'CANCEL' (grey).

The one-time passcode is valid for thirty 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.

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

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

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.

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.