



United Kingdom
Security Vetting

UKSV Helpdesk Applicant Guide

OFFICIAL





United Kingdom Security Vetting

To help us to provide the fastest possible response to your query, please read this guide before contacting the UKSV Helpdesk.

The Helpdesk is unable to assist with some common issues. This guide will cover some of our more commonly received queries with FAQ answers and explain when you should request support from your Sponsor or use the self-service guidance which is available to you via gov.uk.

Sponsors - Please share this guide with your Applicants.



E-form Activation Troubleshooting



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Unable to Find Registration Link:

Please search your inbox and junk/spam for an email from **UKSV-noreply@mod.gov.uk** then contact your Sponsor to request they resend.

Account Activation - Details Don't Match

You must exactly match the details entered by your Sponsor.

Your Sponsor will be able to confirm how your details were entered when the application was initiated. please enter your details exactly as submitted by your Sponsor. Be careful to not add a space at the end of your names.

Application Cancelled or Withdrawn

If the application was submitted within the timeframe by yourself and your Sponsor, the Sponsor can request that it be reinstated.

If it was not submitted within the time limit, you will need to arrange with your Sponsor to apply again.

Usernames and Passwords

The Helpdesk are unable to reset usernames, passwords or PINs. Most common activation issues can be resolved via your Sponsor.

For further technical assistance, please consult the official [self-service guidance](#) on [GOV.UK](#)

Once you have put in your PIN, please do not click 'ENTER' on your keyboard. Please use your mouse to enter the Portal.



Postcode Field Error

Please delete the postcode from the field and click 'find address'. Please then select the 'address isn't listed option'. This will allow you to manually enter the correct address.

Please note: If the form is not allowing you to complete certain sections we would recommend you use Google Chrome or Microsoft Edge as your browser, and ensure that pop ups are enabled.

County Not Available in List

If the county you require is not available on the drop down menu, to allow you to complete and submit the form, please select the most relevant option.

Then go to the 'Other Information' section, answer 'yes' on the last question and enter the correct information in the free text box.

No Naturalisation Number

Use a Passport Number as an alternative or enter 000000.

Then, go to the Other Information section on the left side of the form, select 'Yes' to the final question which asks "Do you want to add anything in support of your application?" and explain in the text box that you do not have your certificate number.

E-form FAQs



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Unknown details for parents, partners and supervisors

To check if a field is mandatory, leave it blank and use the 'check for errors' button.

If the blank field is an error, enter 'unknown' or '00000000000' for phone numbers.

A 'details unknown' tick box is available for parents, partners, and supervisors. If ticking the box for parents, you must also provide a reason in the text box.

Will my supervisor be contacted?

It is unknown when your line manager will be contacted during the vetting process.

To inform the team before submitting your application, use the 'Other Information' section on the E-form.

Select 'yes' to the final question and add an explanation in the text box.

If you have already submitted your forms, email the team explaining the situation and include your full name and date of birth (DOB).

Employment and Supervisor dates do not match

See sections 11 - 14 for guidance [here](#).

E-form FAQs



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I am unemployed and have no work address

If you are currently not working due to unemployment, retirement, education etc please use your home address.

You can clarify this in the 'Other Information' section.

The Other Information Section:

In order to provide additional information or expand answers please go to the 'Other Information' section on the left hand side, select 'Yes' to the final question which asks: "Do you want to add anything in support of your application?" and add in the text box an explanation or further information.

I forgot to print a copy of my form

You can print the form BEFORE submitting. Once submitted, this option will no longer be available. For a copy of the completed form you will need to submit a "Subject Access Request". Information on how to do this can be found [here](#).

Reasonable Adjustments



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Sponsor Support & Rules

Sponsors must assist applicants with adjustments (e.g. screen readers) and outline the vetting process.

Sponsors must NOT perform the following (security risk):

- Setting up portal accounts, usernames, or passwords.
- Adding sponsor emails to an applicant's account.
- Completing the application form for the applicant.

How to Request Support

1. Contact your Sponsor

Engage with your Sponsor first to request additional support.

2. Contact UKSV Helpdesk

If further support is needed, email UKSV. Ensure you include **'Reasonable Adjustment Request'** in the header.

3. Vetting Official

If your vetting is already underway, contact your assigned official directly.

What to Share with UKSV

Provide details as soon as possible:

- The reason you need an adjustment.
- What specific adjustment could help you.
- Any previous helpful adjustments you have had.

We aim to work with you to remove barriers and accommodate your needs in line with our security guidelines.

How to contact the Helpdesk



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[The best way to contact the UKSV Helpdesk is via the UKSV Helpdesk Webform Portal located here.](#)

Using the Web Portal method for initial enquiries will ensure the correct information is captured and categorised so that our teams can process the request as quickly as possible.

Improvements have been made to our Web Portal service. The Web Portal can accommodate most query types and is designed to gather all necessary details upfront, allowing our Helpdesk agents to assist you more efficiently than with email enquiries.

See the green buttons (on the right of this slide) on the Webform page to direct you to the correct form for your query.

For Applicants and Clearance Holders wishing to contact the Helpdesk, please use the Applicant / Existing Clearance Holder option.

Sponsor / Customer Decision Maker >

Applicant / Existing Clearance Holder >

**Character Referee/Supervisor/Line Management of
Vetting applicant >**

Further Guidance for Applicants



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Useful Gov.uk Pages:

UKSV Homepage:

<https://www.gov.uk/government/organisations/united-kingdom-security-vetting>

NSVS Guidance for Applicants:

<https://www.gov.uk/government/publications/dbs-national-security-vetting-solution-guidance-for-subjects>

Current Guidance for Vetting Applicants:

<https://www.gov.uk/guidance/united-kingdom-security-vetting-applicant>

Information Leaflets Page:

<https://www.gov.uk/government/publications/uksv-national-security-vetting-vetting-information-leaflets>

UKSV Contact Details:

<https://www.gov.uk/guidance/united-kingdom-security-vetting-contact-us>

Change of Personal Circumstances:

<https://www.gov.uk/government/publications/change-of-personal-circumstances>

Aftercare Guidance for Existing Clearance Holders:

<https://www.gov.uk/government/publications/db-national-security-vetting-aftercare-information>

e-Book and Video Guides for Applicants:

[Vetting Explained and our Vetting Charter](#) - this page includes links to guidance and a [YouTube video](#) to help you avoid common errors.

<https://www.gov.uk/government/publications/vetting-explained-and-our-Vetting-charter>

Demystifying Vetting - includes short videos addressing common concerns and preconceptions about vetting:

<https://www.gov.uk/government/publications/demystifying-vetting>

Raise a Complaint:

uksv-complaints@cabinetoffice.gov.uk



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The UKSV Helpdesk:

Telephone: 0330 058 8290 - 9am to 12pm Monday to Friday

Web Form address for queries to be sent to the Helpdesk:
<https://helpdesk.uksv.service.cabinetoffice.gov.uk/s/>

