

Client User Guide

Zellis Background Checking.

December 2022



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1 General information

This User Guide is for the benefit of Zellis Background Checking (ZBC) clients who wish to use the ZBC system to undertake background checks on prospective or existing employees. These checks can either form part of a pre-employment screening procedure, in the case of an individual who is applying for a new position, or can be for existing employees in a company whose HR policies require regular screening checks on their members of staff.

The Guide includes information on how to request new records, how to access the system and how to track applications that are already in progress.

Individuals on whom these background checks need to be carried out should refer instead to the "ZBC User Guide for Applicants", which gives further details on what information will be requested.

For any general enquiries, you can contact the ZBC team on the telephone number or email address below. Our office is open during weekdays from 9am to 5:30pm.

Tel – 01733 588153

Email – backgroundchecking@zellis.com

2 Accessing ZBC online

2.1 Login screen

zellis 01733 588 153 backgroundchecking@zellis.com Search... Welcome to Zellis Background Checking Account Sign Out

There is a new tickbox to declare employers have a documented policy on hiring ex-offenders when ordering criminality checks, due to the recent legal requirement of the Disclosure and Barring Service. An example policy is available on the DBS website

Zellis now offers Social Media screening on applicants.

Please email backgroundchecking@zellis.com if you need assistance

Please login

Username

Password

Log In ✓

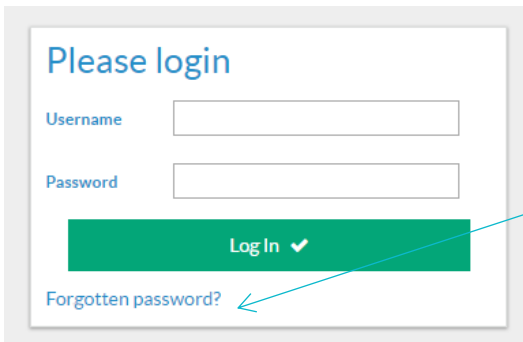
Forgotten password?

NB – save the web address <https://backgroundchecking.zellis.com/bin/login.pl> into your favourites folder for quicker access

- Enter username and password
- Click the Login button

2.2 Forgotten password

If you have forgotten your password, you can click on the “forgotten password” link, as shown below:

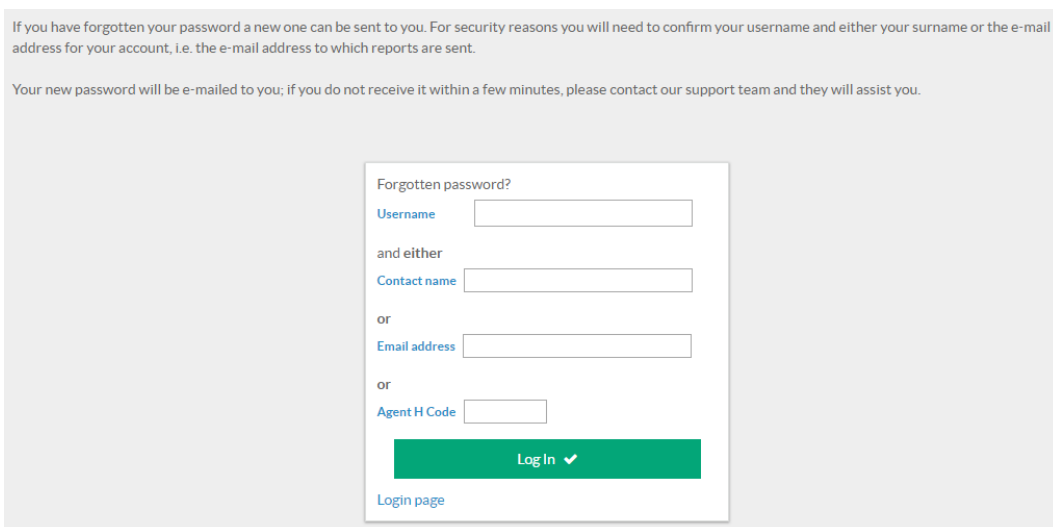


The screenshot shows a login form titled "Please login". It contains two input fields: "Username" and "Password". Below these fields is a green "Log In" button with a checkmark icon. At the bottom left of the form, there is a blue link labeled "Forgotten password?". A red arrow points from the text above to this link.

Complete the instructions on the following screen, and your new password will be emailed to you:

If you have forgotten your password a new one can be sent to you. For security reasons you will need to confirm your username and either your surname or the e-mail address for your account, i.e. the e-mail address to which reports are sent.

Your new password will be e-mailed to you; if you do not receive it within a few minutes, please contact our support team and they will assist you.



The screenshot shows the "Forgotten password?" form. It includes the following fields and instructions:

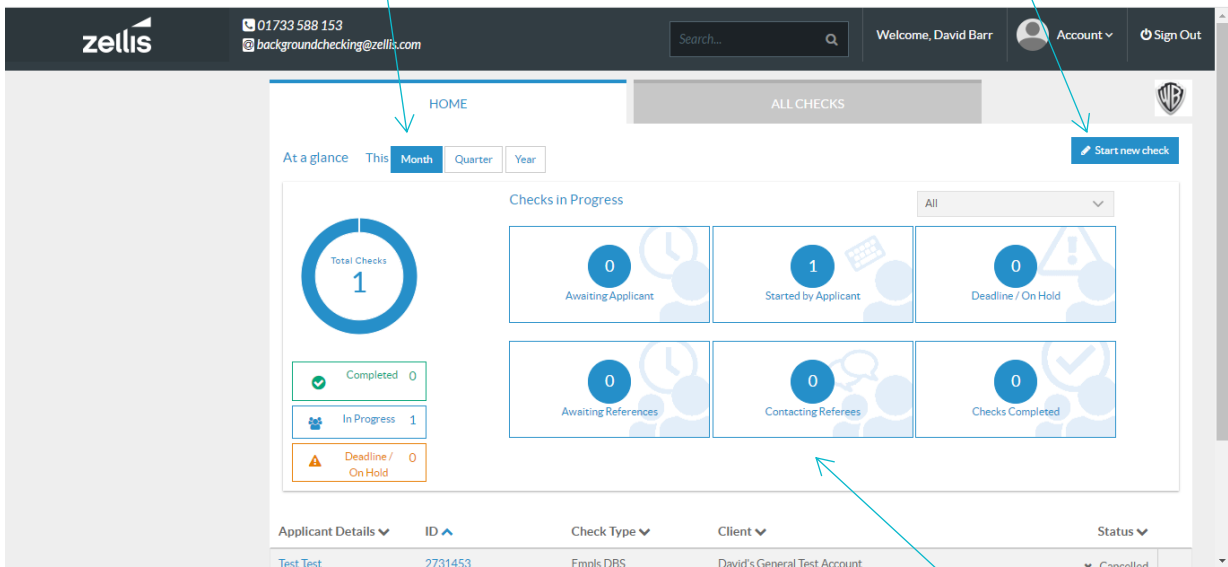
- Username
- and either
- Contact name
- or
- Email address
- or
- Agent H Code

Below the fields is a green "Log In" button with a checkmark icon. At the bottom left of the form, there is a blue link labeled "Login page".

2.3 Main menu screen

The system displays all checks added in the past month as a default option. Select "Quarter" or "Year" to change the lookup period

Click here to start a new candidate screening check



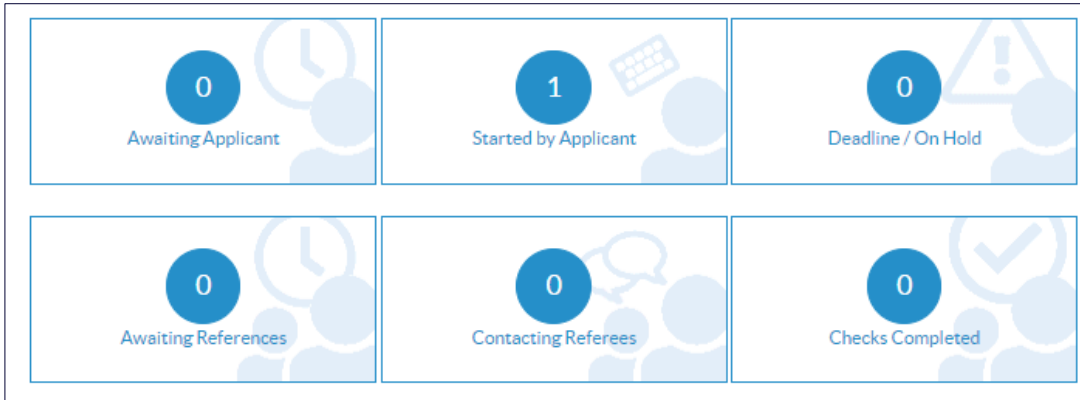
The progress page lists all the candidates currently being referenced here.

- Applicant details: the candidate's name
- ID: the candidate reference number
- Check type: a summary of the checks being carried out (eg "DBS" for a DBS check, "Empls" for employment references and so on)
- Client: the client name

The boxes summarise the totals describing the various stages reached during the checking process. Click on a box to select cases at a specific stage

2.4 Dashboard classification

The six boxes shown on the main dashboard categorise the main stages that an application has reached:



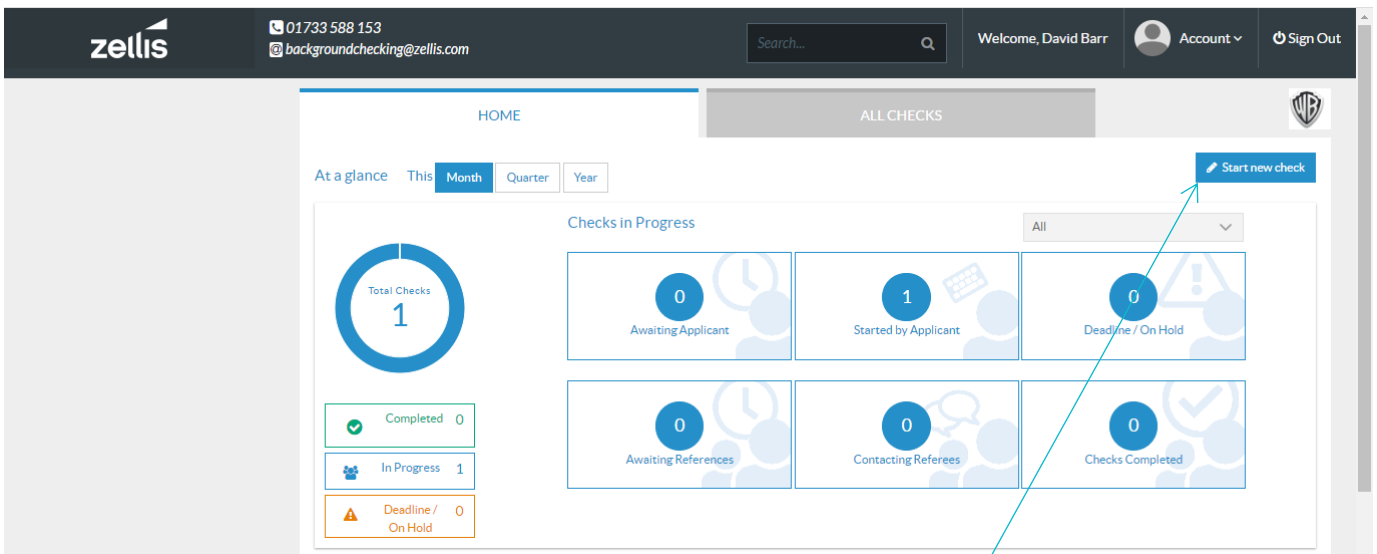
The definitions are classified accordingly:

- Awaiting applicant: Login emails have been sent, but the individual has not yet started their data entry
- Started by applicant: The applicant has started their data entry, but has not yet completed it
- Deadline/OnHold: The data entry is still incomplete, and the case is within a week of approaching the 30-day deadline for completion. When this is reached, the application will be automatically cancelled unless the data entry is completed.

Also included in this list are cases that have been placed "On Hold" as we are awaiting additional information from you before we can re-commence the referencing process

- Awaiting references: Data entry has been submitted, but work has not yet started on processing the reference checks
- Contacting referees: Work has now been started on contacting the individual's previous employers, and on their other background checks
- Checks completed: The background checks have been completed, and the final report has been sent

2.5 Starting a new check



Click on "Start new check" to begin the process of checking a new individual

To prevent duplication of records on the system, a warning message will be displayed if an individual with the same name has been entered onto the system in the past five days. Click the box to indicate that this is not a duplicate record each time it appears:

A screenshot of the 'New Screening Check' form. The form title is 'New Screening Check'. A warning message is displayed: 'A person with this name has been set up in a check within the last five days (Ref:1609396). Tick the box below if you are sure this is not a duplicate'. Below the warning is a checkbox labeled 'This is not a duplicate'. The form includes a sidebar with navigation options: 'Home', 'Client's Details' (with a dropdown for 'General Test Account'), and 'New Screening Check' (with sub-options: 'Applicant Details', 'Select Checks', and 'Confirmation'). The main form fields include: 'Is this check for a New or Existing Employee?' (radio buttons for 'New employee' and 'Existing employee'), 'Title' (dropdown menu with 'Mr' selected), 'First name' (text input with 'Terry'), 'Middle Name(s)' (text input), 'Surname' (text input with 'Testerman'), 'Email' (text input with 'terry@test.com'), and 'Contact no. (daytime)' (text input).

You will see the following screen. Mandatory fields are indicated with a red asterisk (*). Once completed, click "Next" at the bottom of the page.

New Screening Check

Enter Applicant Details

Is this check for a New or Existing Employee?

New employee
 Existing employee

Title*

First name*

Middle Name(s)

Surname*

Email*

Contact no. (daytime)

Mobile Phone (SMS)* i

Job Reference i

Cost Centre i

HR Consultant i

Employee start date

/
 /

Why do we ask for this information?

- **Email address** – ZBC sends a login invitation to the individual's email address, to enable them to complete address details, employment history etc
- **Mobile phone number** – individuals who do not complete their data after 3 days will be sent a text to remind them
- **Job Reference** – a job title or internal reference number can help you match to the records on your HR system. This will also appear on your invoice file
- **Cost Centre** – for your own internal billing purposes, if the invoice needs to be cross-charged to a certain area of your business

2.6 Select the checks you want carried out on the individual.

When your selection is complete, press “Create check”, or, if you have the individual’s CV to hand and wish to complete their details on their behalf, tick the appropriate box. You will need to confirm that you have received the applicant’s consent to complete the reference checks. Note that utilising this option means the system will not subsequently ask for the candidate to sign an onscreen consent form, which may cause delays in obtaining any employment references you may require.

The screenshot shows the 'New Screening Check' interface. It includes sections for 'Select Items to be checked', 'REFERENCE CHECKS', and 'DATA BUREAUX CHECKS'. Under 'REFERENCE CHECKS', there are dropdown menus for 'Applicant History References', 'Education References', 'Professional/Tech Membership Reference', and 'Personal References', all currently set to 'None'. Under 'DATA BUREAUX CHECKS', there are checkboxes for 'Directors', 'FCA Regulatory check', 'Sanctions', 'Media', 'Driving Licence', 'Right to work', and 'Curriculum Vitae Matching'.

The screenshot shows the 'QUESTIONNAIRES' section. It includes checkboxes for 'Fitness and Propriety (FnP)', 'Health questionnaire', 'Onboarding Information', and 'Line Manager questionnaire'. Below this is an 'Optional notes' text area. A checkbox is checked with the text 'I wish to enter the Applicant’s details on their behalf'. Below this is another checkbox: 'I confirm ICTS has the explicit consent of the applicant for these checks to be carried out'. The 'Confirmed by' field contains the name 'David Barr'. At the bottom, there are '< Previous' and 'Create Check' buttons.

2.6.1 Commonly-selected checks – Applicant History References

This is a close-up of the 'Applicant History References' dropdown menu. It shows two dropdown menus: one for 'None' and one for 'Year(s)'. A blue arrow points from the 'Year(s)' dropdown to the explanatory text box on the right.

The system is configured so that you can specify how many years’ worth of employment history needs to be checked. This may include periods of time spent in education, on benefit or gaps between jobs.

You should select the number of years’ worth of employment references which are required.

The individual being checked will be asked to provide as many references as are necessary (in reverse chronological order) until they have reached the stated amount of years’ worth. If there is a significant gap between successive periods of employment, the system will prompt the individual to provide full details of any gaps in employment.

A full description of the data entry requirements will be provided in a subsequent section of this document.

2.6.2 Commonly-selected checks – Basic DBS Check

Criminal Record checks fall into three categories:

- Basic
- Standard
- Enhanced

ZBC uses an XML link with the DBS to request, and receive, the results of Disclosure checks.

Most of the information needed to process a DBS check will be supplied by the individual when completing their data entry.

However, there are some details which you will need to complete when starting a check, as shown in the diagram.

You must indicate which documentation you have seen that verifies the identity of the individual and give the name of the person who has checked it, as this information is required by the DBS before they can process the background check.

2.6.3 Commonly-selected checks – Standard and Enhanced DBS Checks

Disclosure and Barring Service Check Standard

Role applied for

Employment sector Professional, Technic

Following SEEN info about ID are mandatory, if not provided now, will be requested later

Group 1: Primary identity documents Select ...

Group 2a: Trusted government docs Select ...

Group 2b: Financial & social history docs Select ...

Original ID documents seen by Name of HR staff

Note: Standard or Enhanced checks can by law be carried out only on a few specific eligible roles.

Please provide a brief job description, and a list of the main duties involved, to verify that the applicant is eligible for a Standard or Enhanced Disclosure and Barring Service check

job description

Workforce Please indicate ...

Working with adults in regulated activity Yes No

Working with children in regulated activity Yes No

Working with vulnerable groups at the applicant's home address Yes No

The applicant is a volunteer Yes No

While any UK resident is entitled to have a Basic Criminal record check carried out on them, by law, only individuals in certain roles are permitted to have Standard or Enhanced Criminal Record checks carried out on them.

When selecting either a Standard or Enhanced check, therefore, it is necessary to supply certain information as shown, to ascertain the individual's eligibility for the requested level of Disclosure. If they do not meet the criteria, you will be unable to conduct the check.

Standard and Enhanced Criminal record checks require certain items of supporting documentation to verify the applicant's identity and current address. You will need to upload these items onto the ZBC system, so that we can ascertain the applicant's credentials before carrying out the check.

The requirements for supporting documentation for Standard and Enhanced DBS checks is listed in a later section of this document.

2.6.4 Commonly-selected checks – Digital Right To Work Check

Digital ID Check

Public Info Identity Check

Disclosure and Barring Service Check

REFERENCE CHECKS

Applicant History References Year(s) Refs

Minimum number of references

Highest Education References

Professional Membership Reference

Personal References

DATA BUREAUX CHECKS

<input type="checkbox"/> Directors	<input type="checkbox"/> Driving Licence
<input type="checkbox"/> FCA Register check	<input type="checkbox"/> CIFAS Employee Fraud (572)
<input type="checkbox"/> Sanctions	<input type="checkbox"/> Media
<input type="checkbox"/> Curriculum Vitae Matching	<input checked="" type="checkbox"/> Right to work (RTW)
<input type="checkbox"/> Vehicle Enquiry Service	<input type="checkbox"/> Security Industry Authority
	<input type="checkbox"/> Social Media Screening

ZBC partners with TrustID to carry out digital Right To Work checks on individuals.

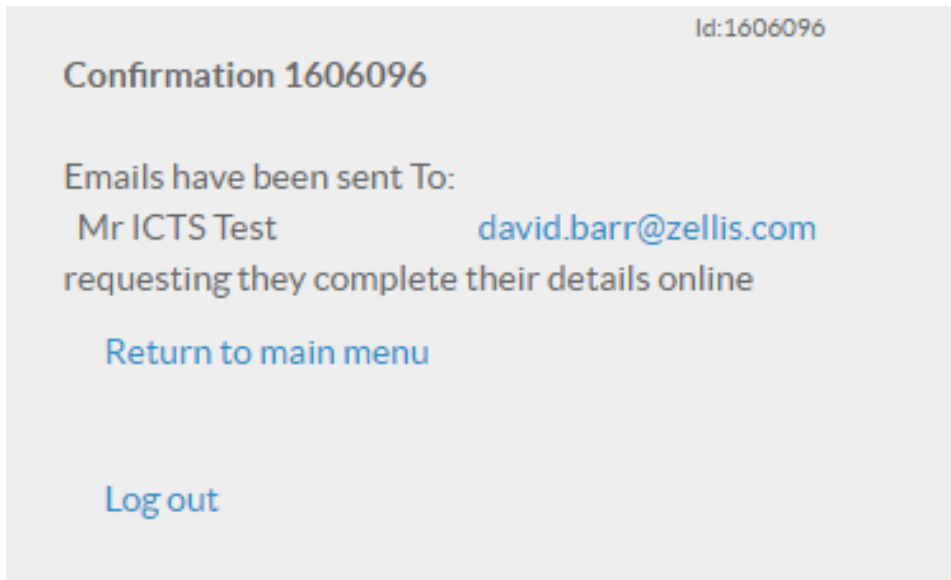
In order to select this type of check, you will need to ensure that both boxes are ticked as indicated in the diagram.

Note that applicants undergoing this check will have to access the TrustID system by visiting the link that ZBC provides, scanning the resultant QR code, and then uploading their in-date UK or Irish passport on the TrustID site, using their mobile phone.

After completing the upload, they will then need to return to the ZBC system to complete the rest of their data entry.

2.7 Confirmation

After selecting "Email Candidate to complete", the following confirmation screen will appear:



The system will then send out the following emails to the individual's email address:

- An invitation to log in to the system and complete their data entry
- A separate email confirming the password needed to log in

3 Supporting Documentation

DBS guidelines state that it is the responsibility of the employer (or prospective employer) to check supporting documentation which establishes the applicant's identity and proof of address. For Basic DBS checks, the DBS needs to know the name of the person who has checked the documentation. This will be included in the data feed which the ZBC system transmits to the DBS when the application is submitted.

3.1 Documents required for a Standard or Enhanced Criminal Record check

For Standard and Enhanced DBS checks, ZBC will need to see copies of the supporting documentation. You should provide **copies** of these – please do not send originals. These copies can be uploaded onto the client's record. For instructions on how to do this, please refer to the later section of this guide entitled "Uploading Documents"

For a full explanation of the documents required by the Disclosure and Barring Service, please visit the following link:

<https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-dbs-check-applications-from-3-september-2018>

The documents needed will depend on the route the application takes. The applicant must try to provide documents from Route 1 first.

3.1.1 Route 1

The applicant must be able to show:

- one document from Group 1, below
- 2 further documents from either Group 1, or Group 2a or 2b, below

At least one of the documents must show the applicant's current address.

3.1.2 Route 2

If the applicant doesn't have any of the documents in Group 1, then they must be able to show:

- one document from Group 2a
- 2 further documents from either Group 2a or 2b

At least one of the documents must show the applicant's current address. The organisation conducting their ID check must then also use an appropriate external ID validation service to check the application.

3.1.3 Route 3

Route 3 can only be used if it's impossible to process the application through Routes 1 or 2. For Route 3, the applicant must be able to show:

- a birth certificate issued after the time of birth (UK and Channel Islands)
- one document from Group 2a
- 3 further documents from Group 2a or 2b

At least one of the documents must show the applicant's current address. If the applicant can't provide these documents, they may need to be fingerprinted.

3.1.4 Group 1 – Primary Identity documents

Document	Notes
Passport	Any current and valid passport
Biometric residence permit	UK
Current driving licence photocard - (full or provisional)	UK, Isle of Man, Channel Islands and EU
Birth certificate - issued within 12 months of birth	UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces
Adoption certificate	UK and Channel Islands

3.1.5 Group 2a – Government Trusted documents

Current driving licence photocard - (full or provisional)	All countries outside the EU (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before 1998)	UK, Isle of Man, Channel Islands and EU
Birth certificate - issued after time of birth	UK, Isle of Man and Channel Islands
Marriage/civil partnership certificate	UK and Channel Islands
HM Forces ID card	UK
Firearms licence	UK, Channel Islands and Isle of Man

All driving licences must be valid.

3.1.6 Group 2b – Financial and Social History Documents

Document	Notes	Issue date and validity
Mortgage statement	UK or EEA	Issued in last 12 months
Bank or building society statement	UK and Channel Islands or EEA	Issued in last 3 months

Document	Notes	Issue date and validity
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK or EEA	Issued in last 3 months
Financial statement, eg pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Work permit or visa	UK	Valid up to expiry date
Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK - not mobile telephone bill	Issued in last 3 months
Benefit statement, eg Child Benefit, Pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, e.g. from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EU National ID card	-	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided	Must still be valid

3.2 Documentation required for Right to Work check

- A colour photocopy of the front page of the individual's passport or ID document
- A colour photocopy of the photographic page of the individual's passport or ID document

3.3 Documentation etiquette

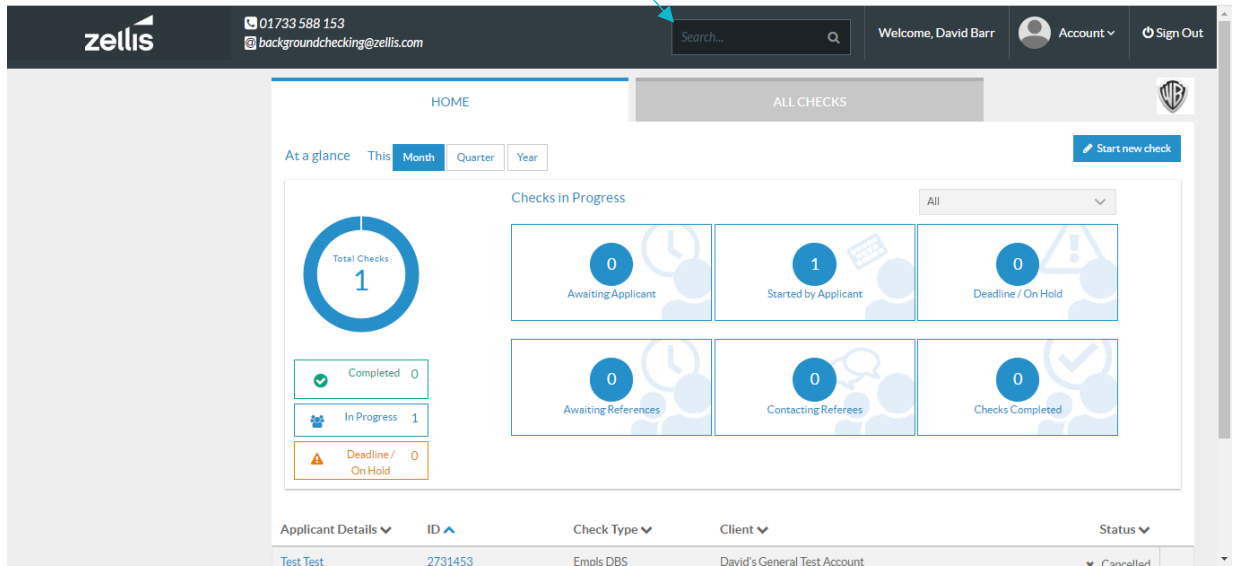
It is the client's responsibility to check the original documentation. In order to fully maintain the integrity of the checking process, all identity documents provided to verify the identity of individuals must be original copies taken by the sponsor and verified as such by signature. It is recommended that the following declaration is used:

"I hereby certify that this is a true copy of the original document provided to me by the lawful holder"

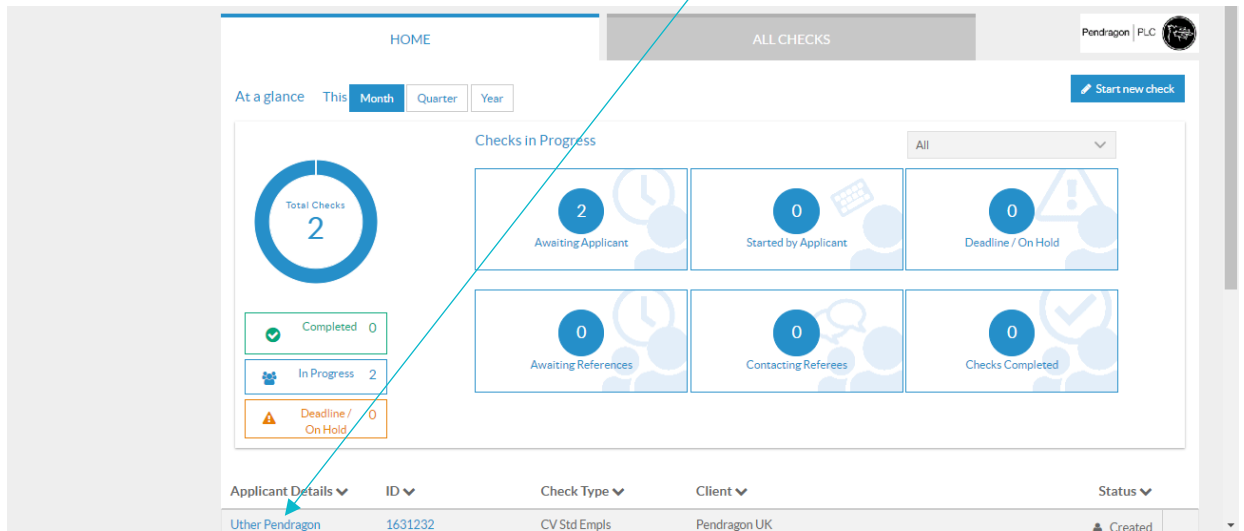
4 Uploading Documents

For any individual who requires supporting documentation, you can upload the document(s) into the system by taking the following steps:

1. On the main menu page, type in the reference number or the individual's surname into the search box and press enter or the "search" icon:



2. Click on the individual's name from the following screen:



3. Scroll down near the bottom of the subsequent screen, to the section labelled “Documents Required and Upload”. The onscreen instructions describe the filetypes and sizes needed:

Documents Required and Upload

Supporting documentation is required for DBS and Right to Work and CV Matching checks. If you have this supporting documentation available, you may upload it now.

If you do not have the required documentation at present, you may collect and upload it later.

PLEASE NOTE THAT WE WILL BE UNABLE TO PROCESS THE REQUESTED CHECKS WITHOUT THE SUPPORTING DOCUMENTATION.

Either scan your documents and save them in a preferred format of *jpg, jpeg, gif, png, tiff, or pdf* (for CV the *.doc/.docx* are acceptable) or Use the camera on your phone, tablet or laptop to photograph the document if it supports this.

Please ensure that all files are under **2 MBs in size**. If necessary, reduce its resolution and scale before uploading.

Note that at least one piece of documentary evidence must provide proof of the applicant's current address. For further information on which documentation needs to be collected, please click on the following link:

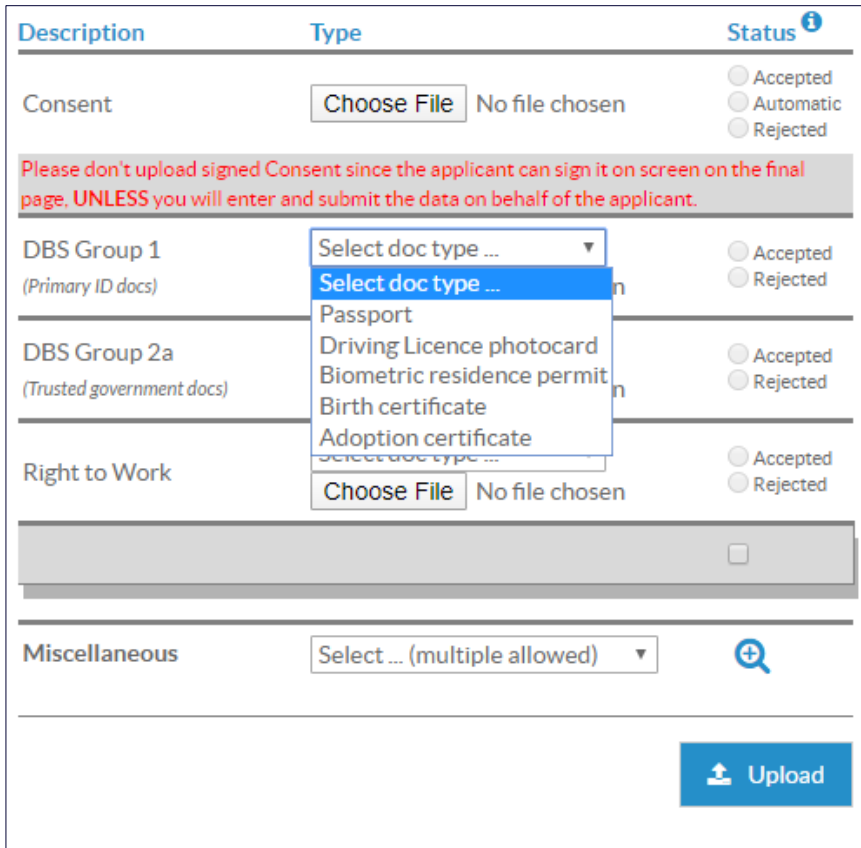
<https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-dbs-check-applications-from-3-september-2018>

Please select each type of document that you wish to upload from the lists below, then press “Choose File” to select the appropriate file from your computer. When you have made all of your selections, please press “Upload” to upload the files.

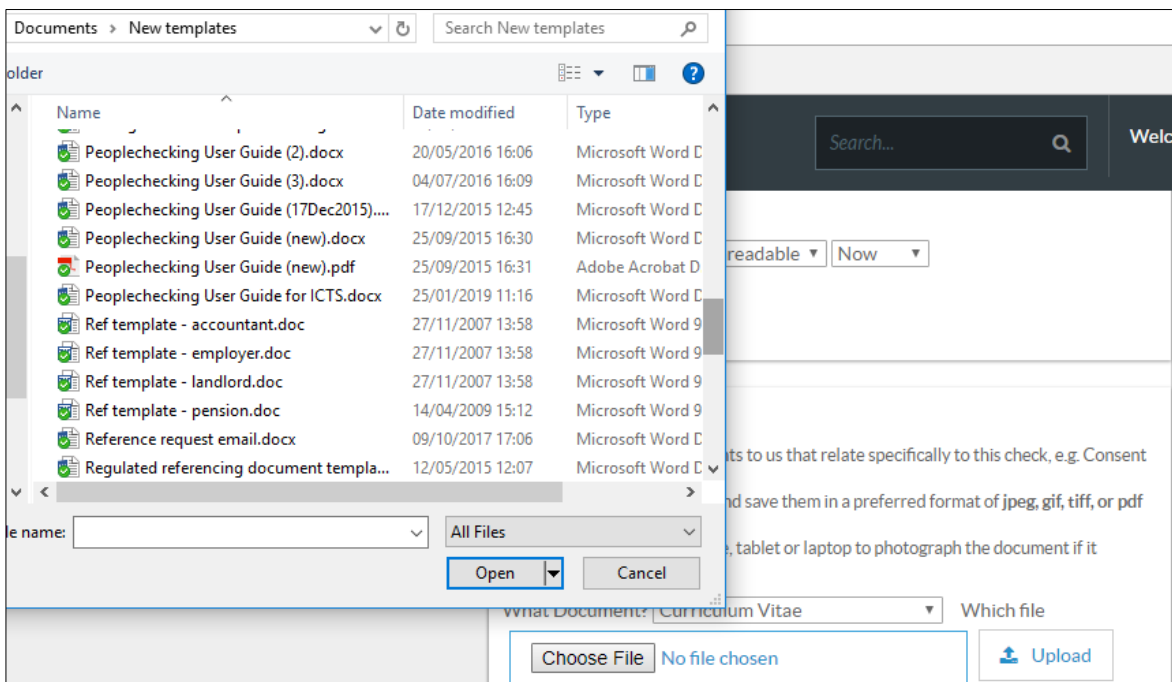
4. The screen lists each type of document required, depending on which element of background screening you have requested:

Description	Type	Status i
Consent	<input type="button" value="Choose File"/> No file chosen	<input type="radio"/> Accepted <input type="radio"/> Automatic <input type="radio"/> Rejected
Please don't upload signed Consent since the applicant can sign it on screen on the final page, UNLESS you will enter and submit the data on behalf of the applicant.		
DBS Group 1 <small>(Primary ID docs)</small>	Select doc type ... <input type="button" value="Choose File"/> No file chosen	<input type="radio"/> Accepted <input type="radio"/> Rejected
DBS Group 2a <small>(Trusted government docs)</small>	Select doc type ... <input type="button" value="Choose File"/> No file chosen	<input type="radio"/> Accepted <input type="radio"/> Rejected
Right to Work	Select doc type ... <input type="button" value="Choose File"/> No file chosen	<input type="radio"/> Accepted <input type="radio"/> Rejected
<input type="checkbox"/>		
Miscellaneous	Select ... (multiple allowed)	

- 5. For each item on the list, select the type of document you wish to upload from the drop-down lists shown.:



- 6. Press "choose file", and then navigate to the appropriate folder on your PC to select the correct document. (You will need to make a separate selection for each of the DBS Group 1, DBS Group 2 and Right To Work drop-downs listed)



- 7. Press "upload". You will see a confirmation message onscreen confirming the successful upload:

Applicant Screening

You have not entered details against all the required fields. Please complete the details for all required fields (missing: birth_country, c_addr_street, c_addr_town, c_foreign, c_postcode, c_start_mm, c_start_yyyy, crb_consent, crb_consent2, crb_ro_consent, dobdd, dobmm, dobyyyy, driving_lic_isuk, gender, mother_family_name, nationality, passport_holder, town_birth)

File 'Sample pdf.pdf' has been uploaded to the system successfully as image 1

Candidate Details

Please fill in all mandatory fields marked by *

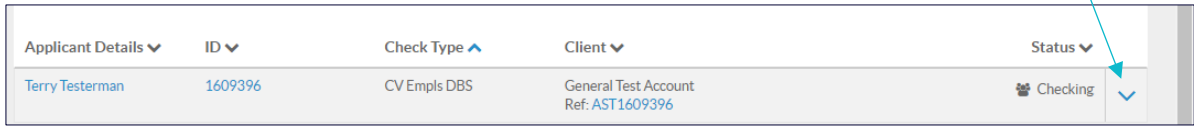
Please provide candidate's full legal name and provide any other names that you may be known as, or have previously been known as, in the section indicated below.

Title*

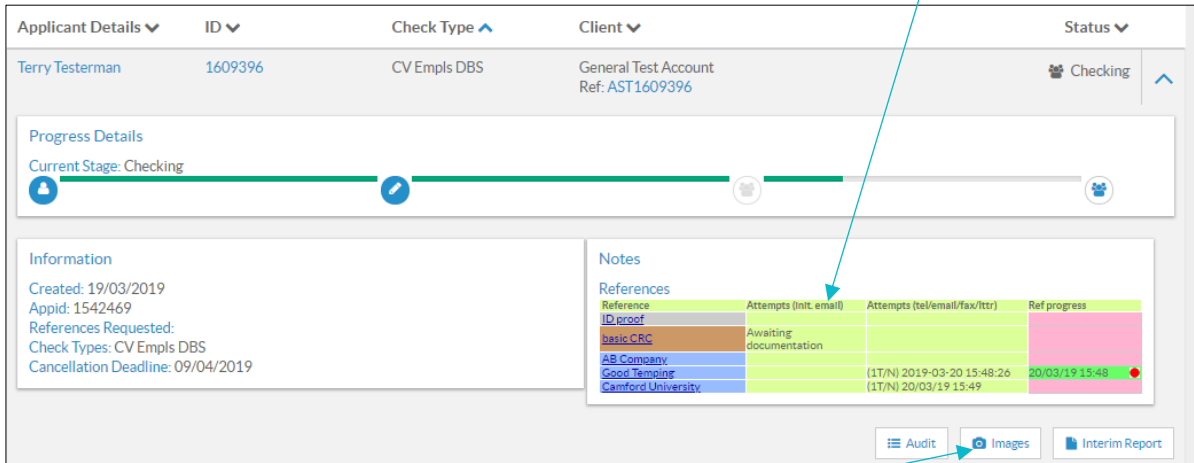
Forename*

5 Checking the progress of references

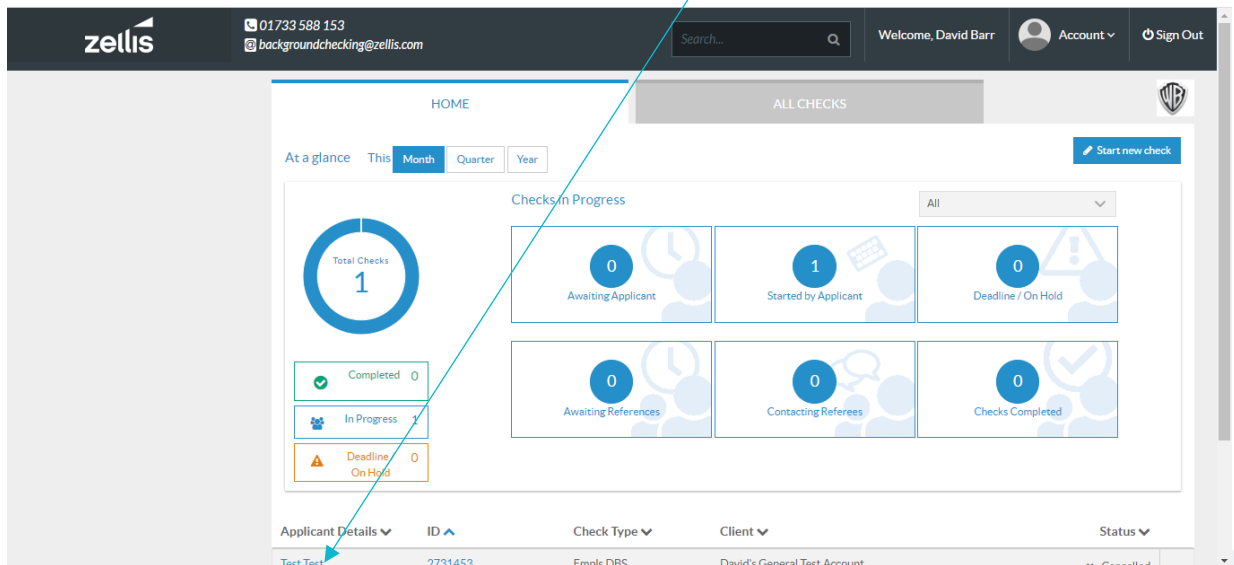
1. You can obtain a summary of the references from the main dashboard. Click on the down arrow here to expand the options



2. A summary table of all the requested background checks will appear here.



3. You can also view all attached references, uploaded documents, and the applicant's signed consent by clicking the "images" button here
4. To access the applicant's record and obtain full details, click on the individual's name from the main dashboard:



5. You will see the following screen:

Home

Candidate Details

Title	Forename	Middle initials	Surname
Mr	Terry		Testerman

Date of birth (dd mm yyyy)
01 Jan 2003

Gender
Male Female

National Insurance Number
AB123456A

Candidate's preferred contact phone numbers:
Phone: 07890123456 Mobile: 07890123456

Email
david.barr@zellis.com

Original ID documents seen

Key identity documents must be seen by the employer as part of a DBS check to validate the identity of the person being checked. These must be the original documents, not photocopies, scans, photographs or facsimiles. Dated documents must be current (ie not expired) and/or must be within the last three months. The person who has seen the documents must record their name. This name will be passed to the DBS as part of the process.

Following info about ID are mandatory, if not provided the DBS check cannot proceed

Group 1 documents seen

Name:
Mr Terry Testerman
/
Progress:

Startdate:
19/03/2019

Candidate Screening

Client:
General Test Account

Contact:
David Barr

Tel
01412427148

Clients reference
AST1609396

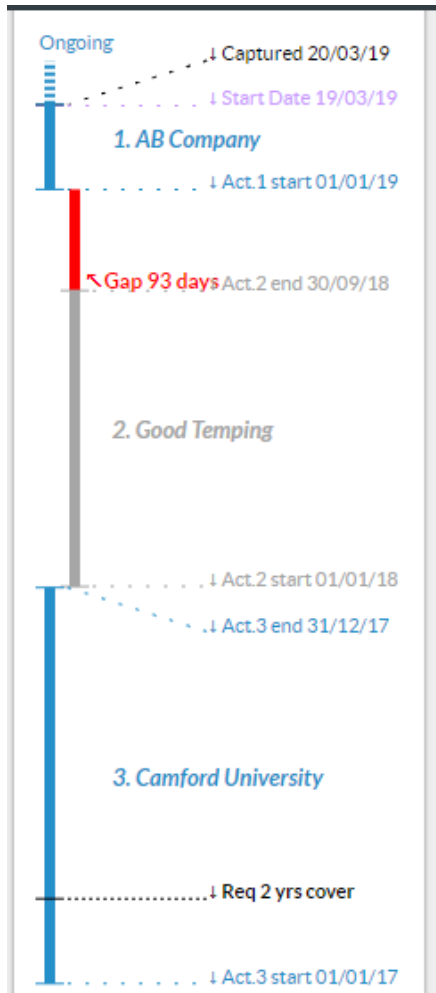
6. The left-hand panel contains links to each of the checks being carried out. You can click on these links to check on the progress of individual references.

Name:
Mr Terry Testerman
/
Progress:

Startdate:
19/03/2019

- Applicant Details
- Basic Disclosure
- AB Company
 - 01 Jan 2019 - Ongoing
 - Good Temping
 - 01 Jan 2018 - 31 Dec 2018
 - Camford University
 - 01 Jan 2017 - 31 Dec 2017
- Audit Trail
- Images
- Main Menu

- 7. The Gap Analysis chart on the left-hand panel shows the timeline of the applicant's employment history. Any gaps in employment, which may be discovered once an employer has confirmed the start and end dates, are highlighted:



- 8. The results of each reference, and any relevant notes recorded by ZBC, are displayed at the bottom of each page:

Gap Analysis

Cover: min 2 years
Gap allowed: 90 days
List: reverse chronological order
Captured: 20/03/19 15:29
Start Date: 19/03/2019

Reference Requested

Reference Reply received? 20/03/19 15:48

Reference medium Written On-line
 Evidenced

You may NOT take verbal references for this customer.

Employer's Name and Address: *Confirmed?*

Good Temping Yes No

Barad-dur, Sauron Way
Moundoom
MOR DOR

If NO, please confirm your details.

Period of Employment (stated by candidate)
from: 01 Jan 2018 to: 31 Dec 2018

Period of Employment (reported by referee)
from: 01 Jan 2018 to: 30 Sep 2018

- 9. You can click on the "images" link to view any written references that have been attached to the application. Any uploaded documents, and the applicant's signed consent form, can also be seen:

Candidate Screening

Client:
General Test Account

Contact:
David Barr

Tel
01412427148

Clients reference
AST1609396

Name:
Mr Terry Testerman

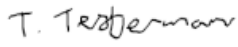
/

Progress:


Startdate:
19/03/2019

- Applicant Details
- Basic Disclosure
- AB Company
- 01 Jan 2019 - Ongoing
- Good Temping

Images Available



2019-03-20 15:24:24, e-Signature image1



2019-03-20 15:24:42, Signed on screen
2833/670/cvsconsent_0_1542469.pdf

