



**Transport  
for London**

**Guidance Notes**

**for**

**Online CRB Applications**

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## Starting the Process

### Registration Process

A CRB Introduction and Information letter will be contained within your licence application pack. This letter will contain the information you need to start the online CRB application process.

- Go to [www.online.tmgcrb.co.uk](http://www.online.tmgcrb.co.uk)
- Select *Register* from the login screen
- Enter the relevant details from your CRB Introduction and Information letter. If you are unsure of these details please contact TPH or TMG CRB.

### Licence Applications

As part of your licence application you will be asked to provide a reference number. If you are completing an online application, you will be required to provide an 'E Number'. This will be emailed to you if you select to receive email progress updates as part of your application. Otherwise it can be obtained by logging into your online application three days after submission.

# Complete the Application Form

## Applicant Details

The online application is broken down into four steps:

1. Applicant Details
2. Identity Document Selection
3. Confirmation
4. Summary

## Applicant Details

**Step 1 Applicant Details**

**About You...**

Title \* MR

Forename \* John

Surname \* Smith

Birth surname Johnson

Used until 2000

Middle names Kevin

Have you been known by any other names? \*  No  Yes

Date of birth \* 01 Jan 1980

Gender \*  Male  Female

Place of birth (Town) \* Nottingham

Place of birth (County) Nottinghamshire

This screen allows you to fill in all the personal details required for a Disclosure application. Onscreen guidance for each field will appear on the right hand side as you go down the form.

You can save and return to your application at any point up to submitting it to your organisation.

Mandatory fields are marked with a \*. Please note, if your title is Mrs or Ms the CRB requires your surname at birth, even if it has not changed.

### Middle Names - IMPORTANT

If you have more than three middle names you will NOT be able to complete the Disclosure application online. Please contact TMG CRB to complete a paper Disclosure application.

To enter up to three middle names, enter each name separately in the box and click the button.

## Name History

### 1) Add previous names

Name type

Name

Date from

Date to

### 2) Your previous names

| First Name | Used From | Used To |   |
|------------|-----------|---------|---|
| Mark John  | 1980      | 2000    | <input type="button" value="edit"/> <input type="button" value="delete"/> |

  

| Last Name | Used From | Used To |   |
|-----------|-----------|---------|---|
| Brown     | 1990      | 1995    | <input type="button" value="edit"/> <input type="button" value="delete"/> |

If adding previous forename(s), all names must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename

When a name is added, click on Save Name. When all names are added and saved, click the cross in the top right hand corner

If you have ever been known by a name other than your birth or current name, you will need to add them here.

- Select *YES* when asked *Have you been known by any other names?*
- Click *Add/Edit Names*
- Select either *Forename* or *Surname*
- Enter the name(s) used, and the years used to and from
- Click *Save Name*
- Continue adding names until name history is complete. Click *Return* to go back to the main application form

### Additional Details

If you have any of the following please enter the details when prompted. Please note, these details are not mandatory, however providing them may reduce the time taken by the CRB to complete the relevant checks.

- National Insurance number (this can be found on your NI card, P45/P60 or any correspondence from HM Revenue and Customs)
- Valid UK Driving Licence
- Valid Passport

## Additional Information

Additional Information

Verification Method PO

Volunteer Yes

Applicant Position \* Administrator - Childcare

Change

Proceed to Step 2

Step 2 Verification Document Selection

Step 3 Summary

Step 4 Confirmation

The volunteer status for the application will be set to *No*. Please do not change this selection. If *Volunteer* is selected inappropriately, the CRB will require payment at a later date. This could delay the application process.

You are asked to select a position from the drop down list. The relevant position will be present for you to select, and will be either: *PH Driver*, *Taxi Driver* or *Taxi Vehicle Owner*.

## Address History

1) Add address

Postcode \*  Lookup

Address line 1 \*

Address line 2

Town/City \*

County

Country \* COUNTRY

Date from \*

Date to \*

Save Address Clear

2) Your address timeline

2005 2006 2007 2008 2009 2010

NG1 1HH

NG2 2LL

| Postcode | Address                   | Date From | Date To |
|----------|---------------------------|-----------|---------|
| NG2 2LL  | 1 The Street, Nottingham  | 01/2009   |         |
| NG1 1HH  | 44 The Avenue, Nottingham | 02/2001   | 01/2009 |

You are required to provide all the addresses you have lived at during the last five years, including university and overseas addresses

If you have travelled abroad with no fixed abode, you must provide each country in which you stayed and the entry and exit dates. Enter Travelling for Address Line 1, and No Fixed Abode for Town

The timeline gives a visual representation of the address history provided. It will change from blue to green when sufficient address history is provided

The CRB requires you to provide all the addresses you have lived at during the last five years, including all university and overseas addresses.

Enter your current address and the month and year you moved to this address. If you have lived at your current address for less than five years you will be prompted to enter additional addresses when you click *Proceed to Step 2*.

- Click *Add Additional Addresses*
- To add a UK address, enter the postcode of the previous address and click *Search*. Select your address from the list to populate address details. If you cannot find your address you can enter the details manually in the boxes provided

- To add a non-UK address, select the country from the list and enter the details manually in the boxes provided
- Enter the month and year you moved from and to each address and click *Save Address*
- Continue adding addresses until five year history is complete. The timeline will turn green when sufficient address history has been entered
- Click *Return* to go back to the main application form

## Identity Document Selection

Step 1 Applicant Details

Step 2 Verification Document Selection

|   |   |
|---|---|
| <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; font-size: small;">Issued within last 3 months</div> <div style="padding: 5px;"> <input type="checkbox"/> Utility Bill, - electricity, gas, water, telephone – including mobile phone contract/bill                 </div> | <div style="padding: 5px;">                     Please enter the date of issue<br/> <input type="text" value="10/08/11"/> </div> <div style="text-align: right; padding: 5px;">Confirm document: <span style="color: green;">✔</span></div>   |
| <div style="padding: 5px;"> <input type="checkbox"/> Addressed Payslip                 </div>   | <div style="padding: 5px;"> <input checked="" type="checkbox"/> Letter from a Head Teacher<br/>                     Please enter the date of issue<br/> <input type="text" value="10/08/11"/> </div> <div style="text-align: right; padding: 5px;">Confirm document: <span style="color: green;">✔</span></div> |
| <div style="padding: 5px;"> <input type="checkbox"/> Document from Government Agency/Local Authority giving entitlement (UK): e.g. from the DWP Employment Service, Customs &amp; Revenue, Job Centre or Job Centre Plus, Social Security                 </div>  | <div style="padding: 5px;"> <input type="checkbox"/> Mail Order Catalogue Statement                 </div>  |
| <div style="padding: 5px;"> <input type="checkbox"/> </div>   | <div style="padding: 5px;"> <input type="checkbox"/> Store Card Statement                 </div>  |

Step 3 Summary

Withdraw Application
Save

**Current Selection Help**

Please tick if a Letter from a Head Teacher is being supplied

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**General Step Help**

A minimum of three documents must be witnessed. At least one document should be from Group 1. If you can only provide documents from the Group 2 list you must five documents must be supplied for verification. All documents must be originals and not photocopies. Statements downloaded from the internet are not acceptable. One document must confirm your date of birth and one must confirm your current address. For more information go to [www.crb.homeoffice.gov.uk/id](http://www.crb.homeoffice.gov.uk/id)

You must supply at least three original documents, including a minimum of one from Group 1. If you can only provide documents from the Group 2 list, five original documents must be supplied.

At least one form of ID must confirm your current address and one must confirm your date of birth.

To pre-select your identity documents follow the instructions below:

- Enter the details requested for each identity document and ✔ to confirm you accept each document
- Tick to confirm that at least one document shows your current address and at least one document shows your date of birth
- Click *Proceed to Step 3* to confirm your choices



## Summary

**Step 1 Applicant Details**

**Step 2 Verification Document Selection**

**Step 3 Summary**

By clicking the application declaration box, you confirm that the information that you have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.

Declaration by applicant

Declaration date

**Notifications**

Do you wish to be updated on progress by email?  Yes  No

Do you wish to be updated on progress by text?  Yes  No

Your Benefit Statement expires on 10/11/2011.  
Your Catalogue Statement expires on 10/11/2011.  
Your Head Teacher Letter expires on 10/11/2011.  
Your Store Card Statement expires on 10/11/2011.  
Your Documentation issued by Court Services expires on 10/11/2011.  
You can still submit this application but you must verify your documents with the Post Office before they expire.

[Back to Step 2](#) [Submit Application](#)

- State whether you have ever had any criminal convictions, cautions, reprimands or final warnings
- Read the declaration and tick the *Declaration by Applicant* box to confirm that the information you have provided is complete and true to the best of your knowledge
- Please select *Yes* to be updated on progress by email. As part of your licence application you will be asked to provide a reference number. If you are completing an online application, you will be required to provide an 'E Number'. This will be emailed to you if you select to receive email progress updates as part of your application. Otherwise it can be obtained by logging into your online application three days after submission
- Click *Submit Application* to submit your application for verification

**NB – If any of your documents are due to expire in less than 28 days, after clicking *Submit Application* you will be given a warning to this effect. If you wish to change your ID selection, select *Back to Step 2*. Otherwise, please select *Submit Application* once more.**

In completing the declaration and submitting the application you are giving consent for us to forward your details to the Criminal Records Bureau for the purpose of a Disclosure. Your data will be used for no other purpose.

## Confirmation

Step 3 Summary

Step 4 Confirmation

Your application has been submitted for verification

You have selected the following identity documents

- Benefit Statement
- Catalogue Statement
- Head Teacher Letter
- Store Card Statement
- Documentation issued by Court Services

Your Benefit Statement is only valid as a verification document until 10/11/2011, you must verify your application with the Post Office before this date.

Your Catalogue Statement is only valid as a verification document until 10/11/2011, you must verify your application with the Post Office before this date.

Your Head Teacher Letter is only valid as a verification document until 10/11/2011, you must verify your application with the Post Office before this date.

Your Store Card Statement is only valid as a verification document until 10/11/2011, you must verify your application with the Post Office before this date.

Your Documentation issued by Court Services is only valid as a verification document until 10/11/2011, you must verify your application with the Post Office before this date.

Print Details

In order to use the Post Office ID Verification Service, you will need to print off the Post Office ID Verification Service form. This form must be taken with you to the Post Office to use their service.

- Click on *Print Details*
- This brings up the form in a new window, which has been pre-populated
- Either print the form or save the form to your computer for printing at a later stage
- NB – Post Office ID Verification Service form MUST be printed in black and white, not colour

## **Attend Verification Meeting**

Post Office ID Verification Service is available at Post Office branches listed here:  
[postofficelocations.tmgcrb.co.uk](https://postofficelocations.tmgcrb.co.uk)

Take your ID Verification Service form along with your original ID to your nearest participating Post Office.

The Post Office counter clerk will verify your documentation.

Once verification is complete, your application will be automatically submitted to TMG CRB for further processing.

## **Payment**

Payment is made at the Post Office counter. Payment may be made by cash, credit card or debit card.

The payments will be as follows:

Taxi Drivers - £55

PH Drivers - £55

Taxi Vehicle Owners (Standard level checks) - £37

## **What Happens Next?**

As part of your licence application you will be asked to provide a reference number

If you are completing an online application, you will be required to provide an 'E Number'.

This will be emailed to you if you select to receive email progress updates as part of your application.

Otherwise it can be obtained by logging into your online application three days after submission.