

Swim England Guidance for Know Your People Verifiers

Logging onto your account

Once you have received your verifier PIN and activated your account you will have access to the Know Your People (KYP) DBS service to carry out DBS checks on volunteers and staff at your club/swim school. Every time you login to your account you will be sent a code as part of two-factor authentication. This code will be sent to the email address that is registered with your KYP account.

If you have not received your PIN then please contact dbs@swimming.org to request that this be sent out to you.

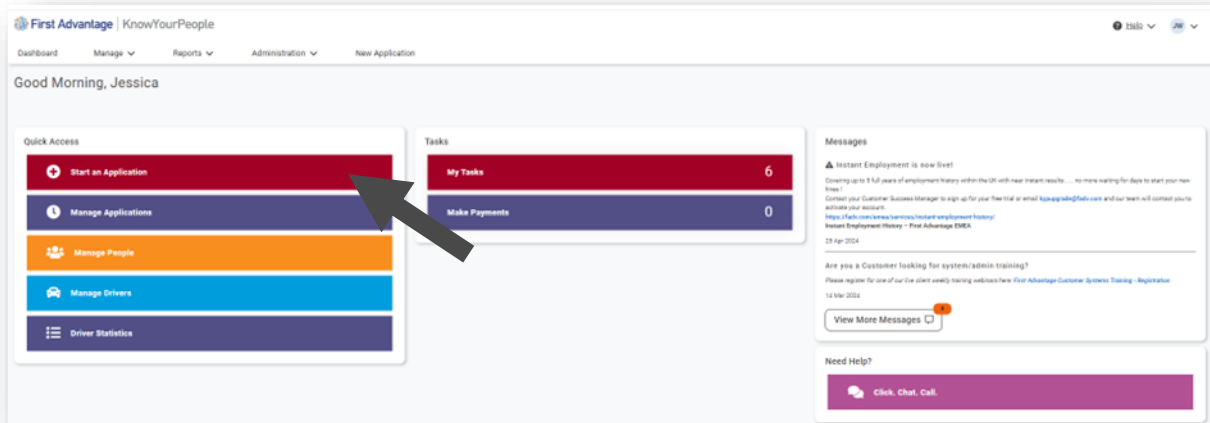
Click below for KYP login page.

[Know Your People - Login](#)

Starting an application

First you will need to obtain the applicants name and email address.

Once you have logged into the system (**[Know Your People – Login Page](#)**) using your email and password the dashboard will appear which shows various options on the left hand side of the page. Click on 'Start an Application'.



This will open up the boxes where you will enter the applicant's name and email address, then select 'Next'.

Start a new application

Please enter the applicant's name in the boxes below

First Name

Surname


Email Address (optional)

Creating more than one application?
You can create multiple applications for applicants to complete by using the [Bulk Application Wizard](#).

Please note: The KYP system will notify you if a candidate with the same name already has a profile on the system. If you wish to send the application to the existing applicant profile you need to select their name from the list. Otherwise select 'Create new' to create a new person.

Link Application

We have found applicants with details matching those you searched for.
If one of the applicants is the same person you were looking for, please select them from the list below. Alternatively, select "Create New" to create a new person.

 If you wish to send this application to an existing applicant you must select the applicant now. The application link can't be changed after it has been created.

+ Create New
Select this option if the person is not listed below

Filter Results
Advanced Search

Email

Postcode

Date of birth


Filter

Confirm the name of the organisation requesting the check. You can fill this in manually or click the option from the list beneath the search bar.

Organisation Selection

On behalf of which organisation do you wish to create this application for?

Name **Jessica Willett** [Change](#)



On the next screen under the 'profiles' select the check you want to carry out on this candidate (The only option that will appear on this screen is 'DBS Enhanced Criminal Record Check'). Once you have selected this check you will then need to select the role you wish to carry out the DBS check under. When you select the role the system will automatically apply the right level of check (e.g. A coach requires the children's barred list so this will be added to the check).

New Application

Creating a new application for **Jessica Willett** under **Swin England Admin**

What checks would you like to perform?

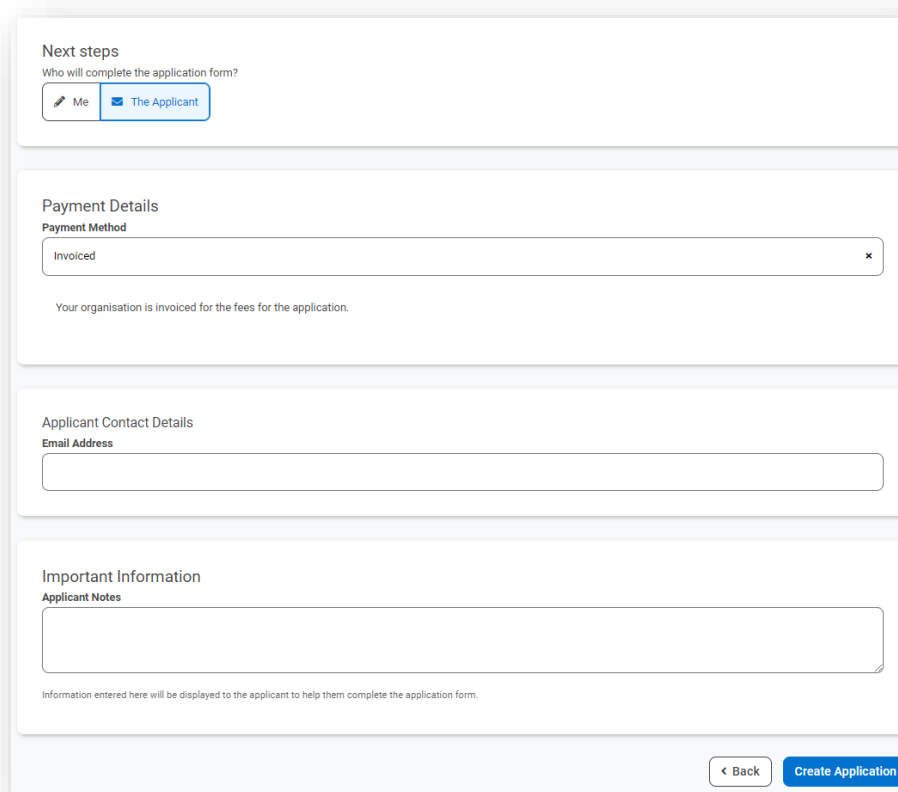
Individual Checks
Please select the checks to be included in this application.

DBS Enhanced Criminal Record Check

1 individual check selected.

DBS Check
Position Title

Further down the page you will need to select that the applicant is completing the application and then enter and confirm the applicant's email. (Please note if you selected the applicant's profile from a previous application then you will not be able to change the email address. You would need to go back and set up a new application). Finally select 'Create Application', this will send an activation email to the applicant.



The screenshot displays a web form with the following sections:

- Next steps**: A sub-section titled "Who will complete the application form?" with two radio buttons: "Me" (unselected) and "The Applicant" (selected).
- Payment Details**: A sub-section titled "Payment Method" with a dropdown menu showing "Invoiced" and a close button (x). Below it, a note states: "Your organisation is invoiced for the fees for the application."
- Applicant Contact Details**: A sub-section titled "Email Address" with an empty text input field.
- Important Information**: A sub-section titled "Applicant Notes" with a large empty text area. Below it, a note states: "Information entered here will be displayed to the applicant to help them complete the application form."

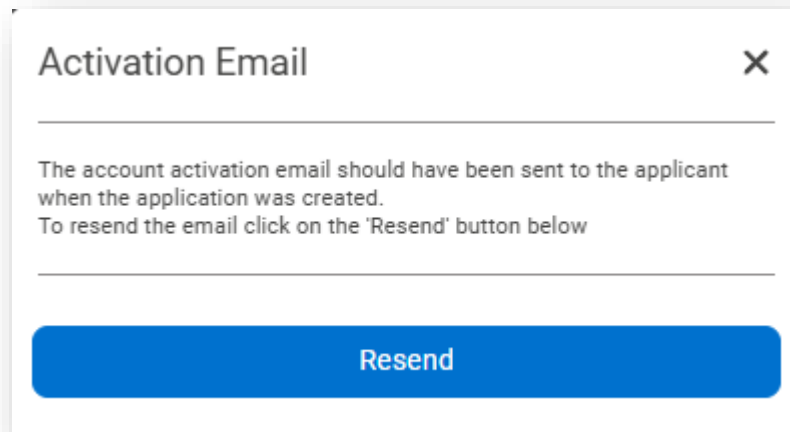
At the bottom right of the form, there are two buttons: a "Back" button and a "Create Application" button.

Resending activation emails

We recommend that you ask individuals to check their junk inbox first as often these emails may end up there by mistake. If an individual does not receive an activation email for their application, you can resend this.

Select 'Manage Applications' from the dashboard. Find the individual's application from the list and click on their name.

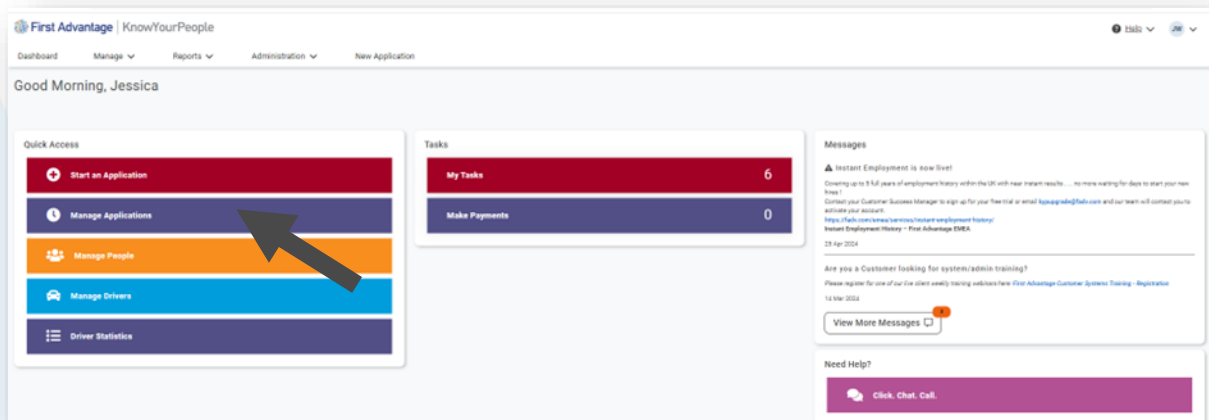
In the top right-hand corner of the page there is 'Activation Email', click this. It then asks if you are sure you want to resend this, if you still want to send the email select 'Resend'.



Verifying an application

When the applicant has completed their side of the application you will need to log back into your Know Your People account to verify the application.

On the dashboard, go to manage applications to find the individuals application you are wanting to verify. Once you have found the individual, select their name and it will open up a new page.



Scroll down the page until you reach the 'Verification Document Selection' section. Here you will see the three documents that the applicant has selected to be verified. You will need to compare the information they have inputted for their documents against that on the original ID documents you have seen.

If all the information matches the ID documents you've seen and the details given on the application (e.g. applicant position, volunteer yes/no, applicants name etc.) are all correct then select 'Confirm Verification' and then 'Submit'.

If any of the details do not match those inputted by the applicant, then you can either select 'Change verification document selection'. You will be asked to select the three ID documents they have provided then input the information as requested. Once you have done this select 'Confirm Verification' and then 'Submit'. Alternatively, you can select 'Reject Check' then 'Submit', this will reject the application back to the applicant to make the required changes. Once they have done this it can then be submitted to be verified again.

DBS Enhanced Criminal Record Check

As a Verifier, it is your responsibility to confirm and verify the provided identity documents and application information against the applicant details.

Please confirm that the documents provided for verification **are the original documents and match the details entered above** as well as meeting the following criteria:

- At least one document contains the applicant's current address
- At least one document provides the applicant's Date of Birth
- All documents must be in the applicant's current name

If there is a difference in the document details provided or they do not meet the criteria then either "reselect" the documents or "reject check" back to the applicant to re-provide the details.

Confirm Verification Reject Check Verify Later

What next?

After you've verified this application what would you like to do next?

Continue working on this application.

Show the next application awaiting verification from all of 'My Tasks'.


[Submit](#)

Renewing a DBS check

The renewal of a DBS check is carried out in the same way as setting up a new DBS check. However, if you have carried out a DBS application for the individual before in the KYP system then they should show as already having an account when you input their name. When the applicant appears in the list select their name and this will then take you through the same process outlined above.

Link Application

We have found applicants with details matching those you searched for.
If one of the applicants is the same person you were looking for, please select them from the list below. Alternatively, select "Create New" to create a new person.



 If you wish to send this application to an existing applicant you must select the applicant now. The application link can't be changed after it has been created.

+ Create New
Select this option if the person is not listed below

Filter Results

Advanced Search

Email	Postcode	Date of birth
<input type="text"/>	<input type="text"/>	<input type="text" value="DD / MM / YYYY"/>

-  **Jessica Willett** jessica.willett@swimming.org
Organisation [Swim England Admin](#)
Postcode [LE113QF](#) Date of birth [12 Apr 2002](#) Created [27 Jun 2024](#)
-  **jessica willett**
Organisation [Institute of Swimming](#)
Created [4 Oct 2024](#)

Please Note: If an applicant has changed their email address since their profile was set up then you will need to select 'Create New' to set up a new profile. You will not be able to change the email address on the previous profile.