

The FA CRB Online Service

Introduction for Clubs



Why apply online?

- Cost: £10 administration fee saving £5.30
- Errors: reduced from 30% to < 0.5%
- Speed: 60% Disclosures < 5 working days
- Visibility: Track the progress of Disclosure applications online



Getting started

- Register your club for the online CRB service
- Email FAchecks@TheFA.com and request registration for the CRB online service
- You will receive a registration email titled **FA CRB Online Club**

Registration

1. Follow the registration instructions
2. Save the email and attachments for future reference



Registration confirmation

Once your club has been registered you will receive an email titled **FA CRB Online Guidance** which will provide:

- Online web address
- Club PIN
- Club secret word
- Attachments:
 - FA CRB Online Club Guidance
 - FA CRB Online Club Applicant Guidance

1. Follow the instructions
2. Save email and attachments for future reference



Applicant process

1. Give the applicant a copy of **FA CRB Online Club Applicant Guidance**
2. Applicant registers and completes the personal details requested
3. Applicant selects identity documents (ID) for verification
4. Applicant submits their application for verification
5. The applicant arranges a verification meeting with their CWO
6. Applicant takes original ID to verification meeting
7. Applicant receives a copy of their Disclosure in the post in the usual manner



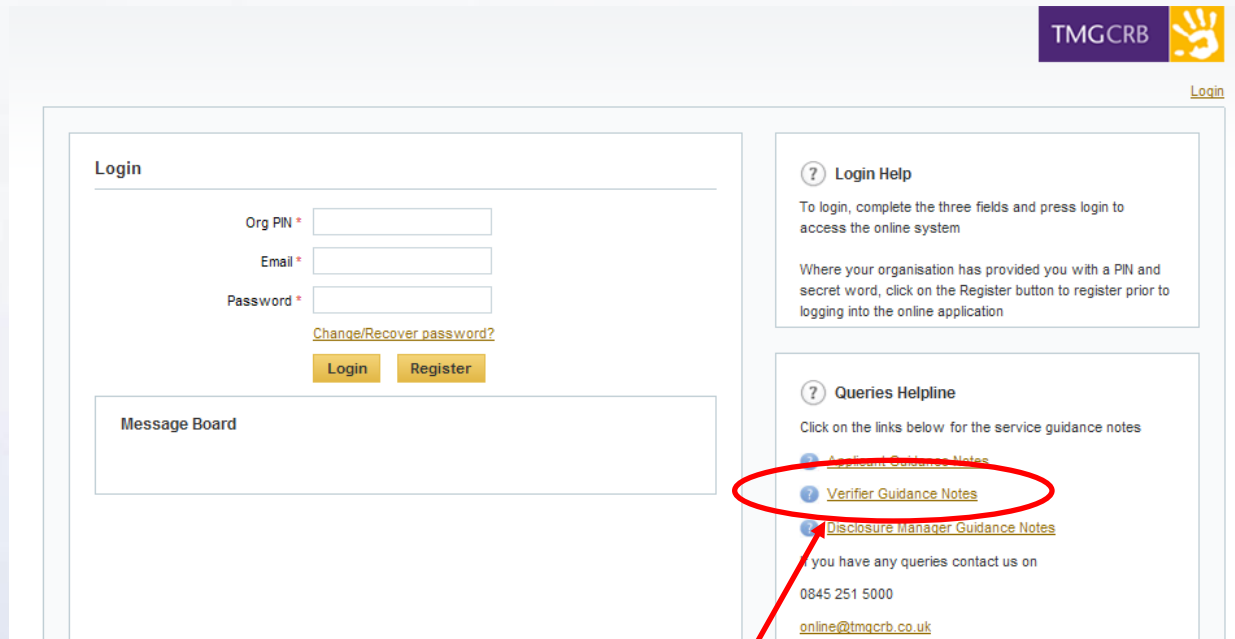
Verification process for CWOs


1. Verifier checks applicant's full name (**must** include all middle names), date of birth and address match ID
2. Verifier enters ID details
3. Verifier checks application summary is correct and selects a *position* from position list
4. Application submitted to FA CRB unit



Step 1: Login

Login using link and PIN number provided in activation email



TMGCRB 

[Login](#)

Login

Org PIN *

Email *

Password *

[Change/Recover password?](#)

Message Board

Login Help

To login, complete the three fields and press login to access the online system

Where your organisation has provided you with a PIN and secret word, click on the Register button to register prior to logging into the online application

Queries Helpline

Click on the links below for the service guidance notes

- [Application Guidance Notes](#)
- [Verifier Guidance Notes](#)
- [Disclosure Manager Guidance Notes](#)

If you have any queries contact us on

0845 251 5000

online@tmqcrb.co.uk

Full guidance notes can be viewed or downloaded here.



Step 2: Select applicant

Select and double click the name of the applicant you wish to verify

Quick Search Awaiting Verification Awaiting Countersign With TMGCRB With CRB Complete Awaiting Payment Not Submitted All

Status Selection ▾ Basic Search sarah Search Export List

[Clear search results](#)

Org ID	Name	DOB	Postcode	Status	Vol.	CRB Requests	E-Number	Position
7	Sarah Nolan	07/08/1980	N1 1TH		No			SUPPORT WORKER - VUL ADULTS
13	Sarah Peet	07/01/1980	NG4 4DJ		No			NURSE
17	Sarah Daniell	19/09/1985	NG3 8HJ		No			SPORTS COACH
51	Sarah Morgan	19/09/1985	NG13 8LF		No			Reserve Volunteer

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Icon key ▲

New Application	Application on Hold	Basic Disclosure	Children's Workforce
Awaiting Verification	Application Submitted	Standard Disclosure	Vulnerable Adults' Workforce
Application Withdrawn	Application Dispute	Enhanced Disclosure	ISA Adult First
Payment Required	Application Complete	ISA Children's Barred List	
		ISA Vulnerable Adults' Barred List	

Double click to verify



Step 3: Check and input ID data

Check name, date of birth and address match ID

Organisation Applications Letters

Logged in as: daniel.storey@tmgrcb.co.uk | Logout ?

Step 1 Applicant Details

Name Action

Reason Insufficient/Incorrect ID

Notes

View ID Returned Later OK Cancel

Withdraw Application Reject

? Current Selection Help

? General Step Help

Please check and confirm all personal details provided by the applicant are correct. If they are correct click Proceed to Step 2. If all the details are not correct click Reject. Enter a reason for the rejection in the notes section. This rejection will allow the applicant

- Spot an error eg name miss-spelt?
- Click *reject*, complete text box, sent email to applicant to correct error and complete verification once application has been resubmitted



Step 4: Input ID data

Organisation Applications Letters Logg

Sufficient ID documents specified

Step 1

Step 2 Verification Document Selection

Full or provisional Driving Licence (UK). England/Wales/Scotland/Northern Ireland/Isle of Man/Jersey. Photocard licence is only valid if presented with the counterpart licence	<input type="checkbox"/>	Birth Certificate (UK) issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces)	<input checked="" type="checkbox"/>
		Please enter the date of issue <input type="text"/>	
		Please enter the date of birth <input type="text"/>	
		Accept document:	<input checked="" type="checkbox"/>
HM Forces ID Card (UK)	<input type="checkbox"/>	Firearms Licence (UK)	<input type="checkbox"/>
Adoption Certificate (UK)	<input type="checkbox"/>		

Enter ID details in relevant boxes



Step 5: CRB type

Criminal Record Disclosure

Disclosure type	Enhanced	
ISA Children's Barred List	Yes	
ISA Vulnerable Adults' Barred List	No	
ISA Adult First	No	
Working at home	No	Change

Applicant position *

Repeat check	No	Change
Payment method	Invoiced	Change

Select *Applicant position*



Step 6: Payment

Applicant position *

Repeat check No

Payment method

Step 4 Confirmation

- Payment can be made by PayPal account, credit or debit card
- NB Several clubs have set up a PayPal account to make payments



Submit application

Step 4 Confirmation

Please read and confirm the following

I confirm that the requisite documentation and information has been supplied and checked in accordance with CRB guidance. I declare that the information I have provided in support of the application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.

I certify that, where requested, an application for a CRB check is required for the purpose of asking an exempted question under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975; or for a prescribed purpose as defined in the Police Act 1997 (Criminal Records) Regulations 2002.

Declaration by verifier

Declaration date

[Back to Step 3](#) [Submit Application](#)

Submit form to finish the verification process
Note, this is a **legal** declaration



What happens next?

1. FA CRB unit check application and forward to CRB
2. Disclosure returned to FA CRB unit (applicant receives hard copy as normal)
3. Disclosure evaluated by The FA and CRB outcome is posted on The FA **Members' Services** as *accepted*
4. CWO can use *Applications* screen to manage all applications and monitor progress



Need more help?

- **Contact your County Welfare Officer**
- **Contact the helpline: FAchecks@TheFA.com
or Tel. 0845 210 80 80** (local call rate from landlines, mobile will vary)



Any questions?



The FA Group