

DBS Online Update Subscription Guide


Once you've registered, you can [sign in to the Update Service](#) (as shown below) to:

- add another new certificate
- remove a certificate
- give employers permission to check if anything's changed on your certificate
- see who's checked if anything's changed on your certificate
- view your details


You'll be able to take your DBS certificate from one job to the next, unless:

- an employer/organisation asks you to get a new certificate
- you need a certificate for a different type of 'workforce' (for example, you have an 'adult workforce' certificate and need a 'child workforce' certificate)
- you need a different level certificate (for example, you have a standard DBS certificate and need an enhanced one)

The organisation can tell you what DBS certificate they need you to have.

**Disclosure &
Barring Service**

The Update Service



Welcome to the Update Service. Subscribing to this service reduces the need to apply for multiple Certificates when you move from one job to another in the same workforce or when a recheck is required.

Organisations can carry out a quick online Status check to see if an individual's Certificate is still up to date – saving you both time and money.

Log in

Log in to maintain your subscription, manage your Certificates, update your contact details and payment details.

Update Service ID

Date of birth, for example 14 7 1997

<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year

[What is this?](#)

[Log in](#)

Subscribe to the Update Service?

You can join the Update Service at the same time you apply for a DBS check or within 30 days of the date of issue printed on your Certificate.

Helpline: 03000 200 190 [Subscribe to the Update Service](#)

[Y Fersiwn Cymraeg](#) | [About the Update Service](#) | [Terms and Conditions](#) | [Accessibility](#) | [Cookies Policy](#)

Renew your subscription

A subscription to the Update Service lasts for one year.

You can renew your subscription through the Update Service, either:

- when you first register, by choosing automatic renewal
- up to 30 days before your current subscription ends - but you cannot renew on the last day of your subscription

Sign in to the Update Service to renew your subscription.

If you do not renew your subscription before it ends, you'll need to apply for a new DBS check and **register for the Update Service** again.

If you need help

DBS customer services

customerservices@dbb.gov.uk

Telephone: 0300 0200 190

Managing your subscription

When you have subscribed to the Update Service you can:

- View the reference details of any applications and/or DBS Certificates linked to your subscription.
- View the Update status of any DBS Certificate linked to your subscription.
- Amend your contact details.
- Add and remove applications and DBS Certificates, all applications and DBS Certificates attached to your subscription must be in the same name.
- View the details of any organisations that have made a Status Check of your DBS Certificates.
- Cancel your subscription.
- Renew your subscription (this facility is only available 30 days prior to your subscription expiring).
- View the status and expiration date of your subscription.

Statuses explained

Subscribed – when your DBS Certificate is attached to your subscription

Cancelled – if you cancel your subscription

Expired – if you fail to renew your subscription

Frequently asked questions:

1. Can I re-subscribe after my subscription expires?
No, your subscription will no longer be valid, and you will be required to undergo a full check and subscribe again when your new certificate is issued.
2. I already have a DBS certificate can I subscribe to the update service?
You can only subscribe within 28 days of the date of issue on your certificate.
3. When will my subscription start?
Your subscription will start when you add a DBS certificate to your update service account.
4. How long is the subscription period?
The subscription period is for 12months.
5. Can I add a DBS certificate for a paid position to my update service account which I opened with a DBS certificate for a voluntary position?
No, you cannot add a DBS Certificate for a paid position to a free subscription which was created with a DBS Certificate obtained for a voluntary position; you would need to create a new subscription for the paid-for DBS Certificate.
6. Can I add a DBS Certificate for a voluntary position to my Update Service account which I opened with a DBS Certificate for a paid position?
Yes, each time you apply for a new DBS check, you can add the DBS Certificate to your paid-for subscription; this includes DBS Certificates for voluntary positions.
7. How many DBS Certificates can I add to my Update Service account?
You can add as many DBS Certificates as you need i.e. if you have attached a Standard Certificate to your account and then have to apply for an Enhanced Certificate you can add this one to the same account without incurring an additional subscription fee.
8. I have lost my DBS Certificate, what should I do?
You will need to remove your certificate from your Update Service account, apply for a new DBS Certificate and add that to your Update Service account. The DBS will not issue replacement DBS Certificates if you have lost it.

9. Why would I need more than one DBS Certificate?

Your employer or organisation may ask you to apply for another DBS check, if:

- They have taken the decision not to use the Update Service for Status Checks
- Your DBS Certificate has been updated, is no longer current and has been removed from the Update Service.
- They may need another level or type of DBS Certificate than the one you have e.g. you may have an Enhanced with an Adults' Barred List check not an Enhanced with a Children's Barred List check.
- The Enhanced DBS Certificate relates to another workforce.

10. I can't access my account, why is this?

This could be because:

- you have logged in with the wrong details.
- your subscription has lapsed as you didn't renew it - you will have to apply for a new DBS check and then re-subscribe to the Update Service.

11. Will I have to apply for a new DBS Certificate if I am subscribed to the Update Service and I change my name?

Yes, if you change your name you will need to replace existing linked certificates. To do this, you need apply for DBS check for each linked certificate. Once your new applications are subscribed to your Update Service account you can delete your old certificates

12. Can I change my email, mobile phone number, correspondence address, payment details?

Yes. You will need to log in to your Update Service account to do this. You can only amend your payment details within 30 days of the renewal date of your subscription and if you have selected to automatically renew your subscription.