

Frequently Asked Questions

DBS

What does a Digital ID entail

Applicants' resident in the UK will have the option to verify their identity online themselves by applying for a digital ID. When invited to complete your DBS application, you will need to download an app to your phone or tablet device (if NFC is enabled). Through the app you'll:

- Register your digital ID account.
- Scan your identity documents.
- Complete a liveness (selfie) check by taking a 3D scan of your face.
- Confirm your current UK address.
- Once completed, you can share your issued digital ID, linking it to the DBS application.

Should I choose Digital ID or Manual ID verification

Your application has automatically been set up on the Digital ID pathway, but you will be asked at the start to proceed using one of the above options. We suggest proceeding with Digital ID as this will be quicker and will require less documents for the ID check then if you proceed with Manual ID verification.

The name on my DBS is incorrect

Your DBS application was initiated with the name on your UCAS application. If your name is incorrect, please email smdadmissions@qmul.ac.uk with a scanned copy of your passport so that we can amend it.

I have more than one middle name / names missing on DBS application

If you go via the Digital ID and your middle name is on your passport, typically the system will pick this up from your passport biometric chip and automatically add any additional middle names.

You can also add up to three middle names as you progress through your application.

I am using a different email address to the one on my UCAS application

If you need to update your email address, please email smdadmissions@qmul.ac.uk before proceeding with the DBS application

I wish to change my email address after submitting my DBS

We are unable to amend the email address if you have already submitted the DBS application.

What is the deadline for DBS

If you are resident in the UK, you must have paid and submitted your finalised DBS application by no later than 31st July