



## Update Service: renewing your subscription

Don't forget to renew your update service subscription if you want to continue to benefit from:

- keeping your criminal record check up-to-date
- taking your criminal record check from role to role within the same workforce
- giving your employer or prospective employer permission to carry out instant online checks of your DBS certificate
- saving money by paying a small annual subscription fee of just £13
- saving time by not applying for repeated checks
- having greater control over your information
- accessing your account at any time

If you did not choose to automatically renew your subscription, you can [renew your subscription yourself, from within your account](#) as early as 30 days in advance of it expiring.

Renewing your subscription online is secure, quick and simple to do.

### Automatic renewal



#### What happens next?

- You'll receive an email to tell you that your subscription payment will be collected automatically using your original payment details.
- If your card details have changed then you can update your payment details by [logging into your account](#) and selecting 'Renew Subscription'.
- Volunteer subscriptions are free of charge and will renew automatically, an email will be issued 30 calendar days before your subscription end date advising you that your subscription will be renewed.

### Manual renewal



#### What happens next?

- If you didn't opt to automatically renew your subscription from 30 days before its expiry date.
- You'll receive an email reminder 30 calendar days before your subscription is due to expire.
- Renew your subscription from within [your online account](#).
- If your subscription is not a volunteer subscription has not been renewed 14 days before the expiry date we will send you a letter to notify you that your subscription is due to expire.



# Disclosure & Barring Service

## Renewals

### **1. Do I have to renew my subscription to the update service?**

No you don't, this is an optional service provided by the DBS when creating your subscription.

Some organisations may decide to make renewing to the update service a condition of your employment, but this will be a matter between you and your employer, not the DBS.

### **2. How far in advance can I renew my subscription?**

If you didn't opt to automatically renew your subscription, you can [renew your subscription from within your online account](#) from 30 days before its expiry date.

You'll receive an email reminder 30 calendar days before your subscription is due to expire. If your subscription is not a volunteer subscription and has not been renewed 14 days before the expiry date, we will send you a letter to notify you that your subscription is due to expire.

### **3. I have opted to automatically renew my subscription; do I need to do anything?**

Payment will automatically be collected 14 days prior to your subscription end date using the card details you previously provided. Successful payment will result in your subscription being updated and extended for another year.

If your card details have changed then you can update your payment details by [logging in to your account](#), navigating to the screen which allows you to view your correspondence details and selecting the 'renew subscription' link.

If your payment is unsuccessful, you will receive an email notification which will tell you when payment is due and how you make the payment.

### **4. Do I need to select to automatically renew again next year?**

No, your subscription will continue to renew automatically.

### **5. I selected to automatically renew my subscription but I would rather wait and decide nearer the time. Can I switch off auto renewal?**

No, it is not possible to switch off the auto renewal option. Once the option to auto-renew has been selected at the point of subscribing to the update service it cannot be changed.

You can cancel your subscription if it is no longer needed - even if you selected to automatically renew.

### **6. I didn't select to automatically renew my subscription when I first joined, can I opt to do this at any point?**

No, you can only opt to automatically renew when your subscription is first set up.

### **7. When will my next year's subscription start from?**

The day after your subscription expired.



**8. How long is the subscription period?**

The subscription is for 12 months so you will need to pay the fee (if applicable) every year to stay subscribed.

**9. Does my subscription expire 12 months after the date that I joined or from the email confirmation being received?**

After you have registered and when your certificate is linked to your subscription account we will send a confirmation email. The confirmation email states: 'Your Certificate has been issued and your subscription will last for 12 months from the issue date displayed on your Certificate'.

**10. I want to cancel my subscription now, how do I do this?**

[Log in to your account](#) and select the 'cancel subscription' link.

If you cancel your subscription:

- employers will not be able to make a check against any of your certificates
- and if you want to use the Update service again, you'll need to re-join when you apply for a new DBS check and you may need to pay again for your subscription

**11. I have lost my DBS certificate; can I still renew my subscription?**

If you have lost your certificate, you must reapply for a new DBS certificate if your employer has not had sight of the original copy. Your employer requires sight of the original certificate before they can carry out a status check as they cannot view the certificate online.

You can keep your subscription active by renewing your subscription and attaching a new application or certificate through [your online account](#). Any new certificates must be attached to your subscription within 14 days of the issue date.

Payments

**12. What is the cost to renew my subscription?**

To join the Update Service you must pay a small subscription fee of just £13 per year, unless you are joining with a DBS application or certificate for a voluntary position.

**13. I opted to automatically renew my subscription, when will payment be collected?**

You'll receive an email notification 30 days before your subscription end date. We'll attempt to collect automatic payments 14 days prior to the subscription end date.

**14. I opted to automatically renew my subscription but payment has failed, what happens now?**

If your payment is unsuccessful, you'll receive an email notification which will tell you when payment is due and how you make the payment.



If your card details have changed then you can [update your payment details by logging in to your account](#), navigating to the screen which allows you to view your correspondence details and selecting the 'renew subscription' link.

If your payment is unsuccessful, you will receive an email notification which will tell you when payment is due and how you make the payment.

**15. Can I change my registered payment details?**

Yes, 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.

**16. Who can pay the subscription fee?**

You or someone else can pay the fee but if you are using someone else's card you must have their permission to do so.

**17. If my employer reimburses my subscription fee, will this be subject to income tax?**

No it won't because HMRC have made this exempt from income tax.

**18. If I renew my subscription to the Update Service, but change my mind and wish to cancel, will I get a refund?**

No, you will not get a refund.

Volunteers

**19. I am a volunteer and would like to renew my subscription, what do I have to do?**

If you're still using your certificate(s) as a volunteer then you don't need to do anything to renew your subscription; renewal will happen automatically. An email will be issued 30 calendar days before your subscription end date advising you that your subscription will be renewed.

You can find the [definition of a volunteer](#) on our website.

**20. Do volunteers have to pay to subscribe?**

No. If you have applied for a DBS check as a volunteer ([defined by the DBS](#)) you can join the service free of charge.

**21. How do I pay for my subscription if I move from a volunteer position to a paid position?**

You'll need to apply for a new DBS check, create a new update service subscription and pay the subscription fee by credit or debit card.



**22. I paid for my original subscription, how do I change it to a free subscription because I only do voluntary work now?**

You would have to cancel your existing subscription, and apply for a new DBS check using your new application or certificate details you would have to create a new free of charge volunteer update service subscription.

My Update Service online account

**23. How do I access my Update Service account?**

You can apply online to join the update service at [www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service). You'll receive a unique ID number, which you must keep safe and not share with anyone, as you'll use this to access your update service account online.

**24. Is the service only available online?**

Yes. The service is only available online.

**25. Is the update service secure?**

Yes it is secure. It is hosted on our secure and accredited DBS system.

**26. What if I forget my update service ID reference?**

You should call the DBS on 0870 90 90 811.

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

This could be because:

- you've logged in with the wrong details;
- your subscription has lapsed as you didn't renew it, therefore you'll have to apply for a new DBS check and then re-subscribe to the Update Service;
- you subscribed using your DBS application form but your application wasn't received by the DBS within the required 28 day period, so your subscription has been stopped and you'll receive a refund; you can re-subscribe using your DBS Certificate when you receive it;
- your form may have been received in the time period but there may have been an issue with the information provided so the application could not be linked to your subscription within the 28 days required, you can re-join using your DBS certificate when you receive it.

Update Service

**28. I already have a DBS certificate can I join the update service?**

If the certificate print date is still within 19 calendar days of issue you can use it to join the update service. If your certificate print date is over 19 days you can only join the update service if you apply for another DBS check.

**29. I already have an application in progress; can I join the update service using either my application form details or certificate details when it is printed?**

Yes. You can join the update service with your application form reference number. The DBS must receive the application form within 28 days of you joining.



If you do not join with your application form reference you can join with your certificate number within 19 calendar days of the date it was issued.

**30. Who can join?**

Only applicants who apply for a DBS check can join the update service. Organisations do not join the service, as they can access the service online for free to carry out a [status check](#) on an individual's DBS certificate.