



**DEFENCE  
BUSINESS  
SERVICES**  
National Security Vetting

# **e-Form Portal - Vetting Subject User Guide**

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## A. Introduction

This user guide provides instructions for you as the vetting Subject on how to activate your e-Form account on either the secure RLI/GSi portal or on the internet portal when your account has been created by your Sponsor. This guide also provides information on how to use the e-Form portals to complete your on-line NSV application.

## B. e-Form Account Activation

Once your Sponsor has created your e-Form account which initiates your NSV application, you will automatically receive your activation email that will contain two links. The first link is used to activate and verify the account (confirming that you are the Subject for whom the NSV application is required) and this can only be done once. An example of the email you will receive is displayed in Figure 1 below.

Dear Xxxx,

Your sponsor created an account for you on the DBS NSV portal to allow you to submit an on-line application form for security vetting.

Please click on the link below or copy it to your browser to use this service.

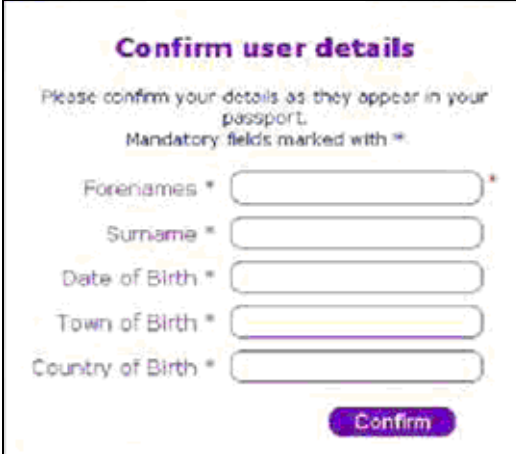
[https://\(link details populated here\)](https://(link details populated here))

After you have successfully registered, please use the following URL to access the DBS NSV Portal.  
<https://www.nsv.mod.uk>

This e-mail and any attachment is for authorised use by the intended recipient(s) only. It may contain proprietary material, confidential information and/or be subject to legal privilege. It should not be copied, disclosed to, retained or used by, any other party. If you are not an intended recipient then please promptly delete this e-mail and any attachment and all copies and inform the sender. Thank you.

**Figure 1**

The first link in the email is the activation link which will take you to the relevant e-Form portal and the 'Confirm user details' screen (**Figure 2**). This will verify you as the vetting Subject for which this unique account has been generated. The second link in the email is the link to use for all subsequent access to your e-Form portal account and can be saved to your favourites if the application will be completed in more than one sitting.



**Confirm user details**

Please confirm your details as they appear in your passport.

Mandatory fields marked with \*

Forenames \*

Surname \*

Date of Birth \*

Town of Birth \*

Country of Birth \*

**Confirm**

**Figure 2**

You will need to input all information in the mandatory fields which are highlighted by an asterisk (**Figure 3**). This will verify your information against the information you supplied to your Sponsor to create your account. If the details do not match an error message will appear (**Figure 4**).

The screenshot shows a form titled "Confirm user details" with the instruction "Please confirm your details as they appear in your passport. Mandatory fields marked with \*". The form contains five input fields: "Forenames \*" with the value "Philip", "Surname \*" with "West", "Date of Birth \*" with "15/10/80", "Town of Birth \*" with "Chester", and "Country of Birth \*" with "England". A purple "Confirm" button is at the bottom.

Figure 3

The screenshot shows the same "Confirm user details" form, but with an error message in red text: "The details you provided do not match the information provided by your sponsor. Make sure you provide your details as stated in your passport or contact Philip West on". The "Date of Birth" field now contains "15/07/1951". A purple "Confirm" button is at the bottom.

Figure 4

Please note that if you provided your country of birth as England to your Sponsor, rather than UK or United Kingdom, then you will need to input 'England' in this field. The e-Form will only accept the exact information and will not recognise the links between England, UK or United Kingdom. If you are unsure of the exact details you provided to your Sponsor, please contact them directly as they may have created a screen print of the details with which they created your account.

If there are multiple unsuccessful attempts to activate your account, then the account will lock and an error message will appear (**Figure 5**). You will need to contact your Sponsor to unlock your account and reconfirm your personal details. If the Sponsor has entered these incorrectly, they have the facility to amend these and resend you the activation email. The following screen will appear:

The screenshot shows a red-bordered box with the word "Error" in purple. Below it, red text reads: "This user account has been locked. Please contact on to unlock this user account."

Figure 5

Once your details have successfully been confirmed, following the guidance provided, you will be prompted to create your own Username and Password for your account (**Figure 6**). Your Username can be anything easy for you to remember. However you must follow the guidance provided to create your Password. If this does not meet the criteria a red asterisk will appear to the right of the field (**Figure 7**) and you will be prompted to re-enter a Password (e.g. VettingJune-11).

Figure 6

Figure 7

The 'Activation Completed' screen (**Figure 8**) will appear once account activation has been completed successfully. Please note that you will have 30 days to activate your account from when your Sponsor creates it.

Figure 8

Depending on which version of Adobe you are using, clicking on the 'Home' hyperlink will take you to either of the following screens (**Figures 9 and 10**). This is the vetting Subject's Home Page. The only difference between the two screens is the way in which the application form is presented; one as a whole and the other in truncated parts.

Figure 9

OR

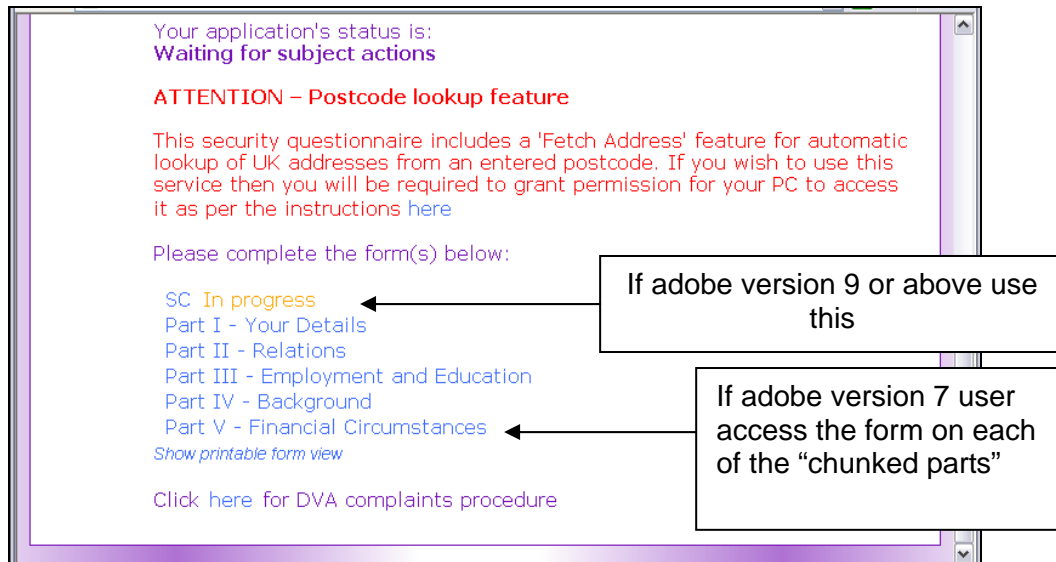


Figure 10

On the Cerberus home page, access to the eForm is in two different ways, either by using the single link to the SC or by the separate links to the sectioned eForm. If you are using Adobe 7 you must access the sectioned eForm via the separate links (**Figure 9**). You will need to click on each of the hyperlinks one at a time, and complete each section separately. This is due to the size of the e-Form application and the capabilities of Adobe 7. If you are using Adobe 9 or above, you must access the e-Form using the SC link (**Figure 10**). Please note that this may take a couple of minutes depending on network speed and the version of Adobe you are working on. If the e-Form fails to load after a few minutes then please refer to the Cerberus & e-Forms Trouble Shooting Guide. If you continue to experience problems then please contact the DBS NSV Help Desk.

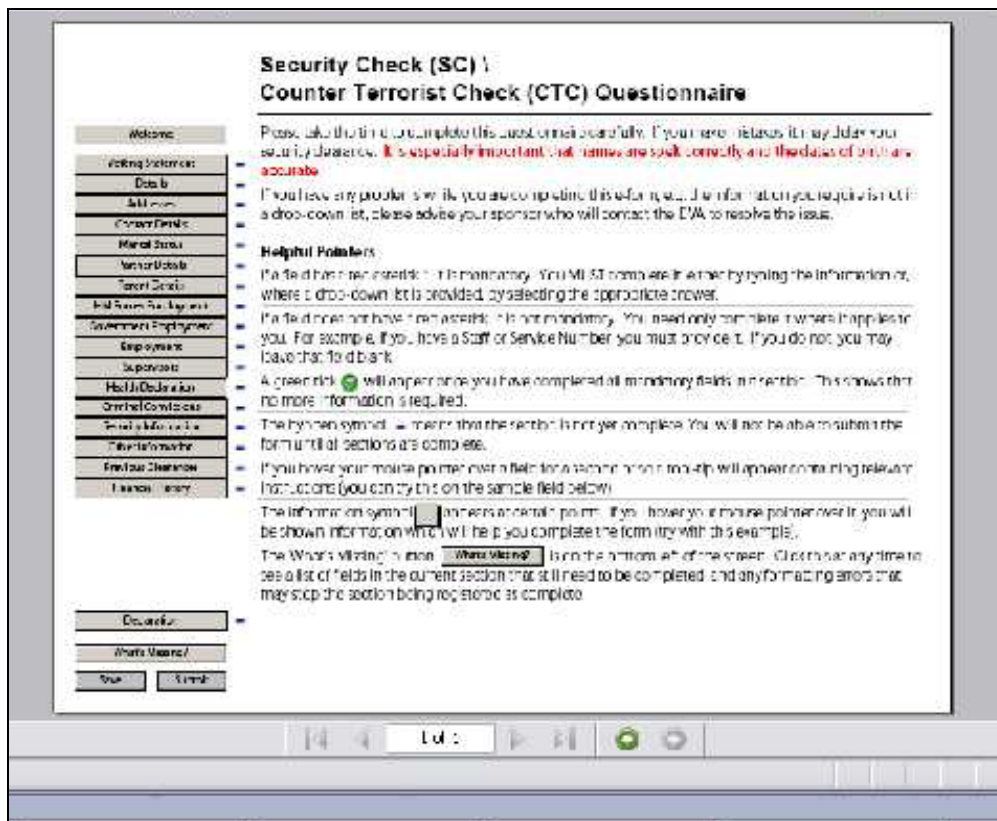


Figure 11

## C. Completing your e-Form NSV Application

You can complete your e-Form application from any PC that is either connected to the RLI/GSi or internet domain via the <https://www.nsv.mod.uk> link with the login details you created. Depending on which e-Form portal your Sponsor is using (this will be clear in the Activation email) will depend on which network you complete your application on. Please make sure that you log out of the e-Form application properly on completion of each session, especially if you are using a shared public computer.

You will have a maximum of 63 days in total to complete your e-Form application from the time your account was created by your Sponsor. If it is not completed within this timeframe then the application will be cancelled and your Sponsor will have to create a new e-Form account for you. Your Sponsor will receive a hastening email after 42 days explaining that the application form has not been completed and submitted to DBS NSV and that there is a further 21 days remaining before the e-Form application will be cancelled.

Sponsors will not be able to see any elements of the e-Form that you complete online; unlike with the hard copy NSV forms. They will only be able to see that you have activated your e-Form account, when you have started to complete your application (in progress) and when you have completed and submitted it to DBS NSV.

Once the e-Form is open, you will see a list of sections down the left hand side menu for you to complete (**Figure 11**). The opening screen provides some instructions to help you complete the e-Form and what to look out for. Additional guidance is available to help you complete the specific fields. This can be accessed by hovering your mouse over the right hand side of the field. A comments box will appear providing guidance on how to complete a specific field.

## D. Helpful Hints

**1. Non receipt of e-Form account activation email** - If you do not receive an activation email when your Sponsor has created an account for you (please allow up to 24 hours), you will need to contact your Sponsor and inform them that is the case. They have the facility to resend the activation email for the account set up for you. If problems persist your Sponsor will contact the DBS NSV Help Desk.

**2. Forgetting your password** - Please be advised that if you forget your password you will be locked out of your account after 5 attempts. If you cannot remember your password then please use the 'forgotten your password?' link (**Figure 12**). This will take you to the 'Recover password' screen (**Figure 13**) where you will be asked to enter your Username to identify you. Your Password will be sent to the email address which you used to activate your account (**Figure 14**). If you do lock your account you will not be able to use the Password reminder until your account is unlocked. You will need to contact your Sponsor to unlock your account.

**Login**

To use this service please login.

Username

Password

**Login**

[Forgotten your username?](#)  
[Forgotten your password?](#)  
[Need help?](#)  
[Security Operating Procedures document](#)

**Figure 12**

**Recover password**

Please enter your username

Username

**Back**      **Submit**

**Figure 13**

An email with instructions has been sent to you. Please check your email and follow instructions.

[Go to login](#)

**Figure 14**

**3. Forgetting your username** – You will also be locked out of your account after multiple attempts if you input the incorrect Username. If you select the ‘forgotten your username?’ link (**Figure 12**) this will take you to a ‘recover username’ screen (**Figure 15**), where you will be asked to enter 3 pieces of information to identify you and your account. Your Username will be sent to the email address which you used to activate your account (**Figure 16**). Again, if you have locked your account you will not be able to use the Username reminder until your account is unlocked by your Sponsor.

**Recover username**

Please enter your email address

Forenames

Surname

Email

**Back**      **Submit**

**Figure 15**

An email with your username has been sent to your email address.

[Go to login](#)

**Figure 16**

**4. Section completion** - Look out for ‘Next’ at the top right of a page. This indicates that there is more information to complete on another page within that section. A section will not show as complete until all the pages contained within it have been completed. When all the mandatory fields on each of the pages within a section have been completed the status at the top right hand corner of the form will change from ‘Section not complete’ to ‘complete’ and will show as a green tick – this will also be the case next to the section heading on the left hand side menu.

**5. Checking for Errors** – If you are having problems completing a section or a page and it is not showing as a green tick, you can click on the ‘check for errors’ button towards the bottom left of the

screen under the section menu. This will detail what mandatory parts of the form are still to be completed for the section to show as 'complete' and it will direct you to this in the form.

**6. Save and Return** - You can save the application form at any time and come back to it as long as the section of the form that you are working on has been completed in full. You can do this as many times as is required. Additionally, if you want to come out of the form before you have even started to complete it, you will need to click on the save button. In each case this will direct you to a confirmation screen. This will confirm that the form has been saved in its current state and from this screen you can return to your Home Page.

**7. Logging in and out of e-Forms Portal** - If you log out from the e-Form, the second time you login you will need to use the second link in the original Registration email to get to the e-Form login screen (i.e. <https://www.nsv.mod.uk>). This will bring up the Username and Password screen for you to login to your account and take you straight to your Home Page. Clicking on the hyperlink 'SC/DV in progress' will bring up the e-Form in the same state as when you last saved it.

**8. Application form submission to DBS NSV** - Once all sections of the application form have been completed and are shown with a green tick beside them, you can submit your application to DBS NSV. Please make sure that you are happy with all the information you have provided as once the form has been submitted it cannot be amended online. Any changes that need to be made post submission will need to be brought to the attention of the DBS NSV Help Desk through your Sponsor. Once both you and your Sponsor have submitted the sections of the e-Form application the portal will accept the application in totality and this will be received by the Cerberus Case Management System which manages the onward processing of this application.

**Please note that for subject confidentiality your Sponsor will not be able to see the information that you complete on your e-Form NSV application.**