

How to complete an identity check in NHS Jobs user guide

This guide gives you instructions for how to complete an identity check in the NHS Jobs service.

You'll confirm if the applicant needs an identity check to complete their pre-employment information before they can start their new job.

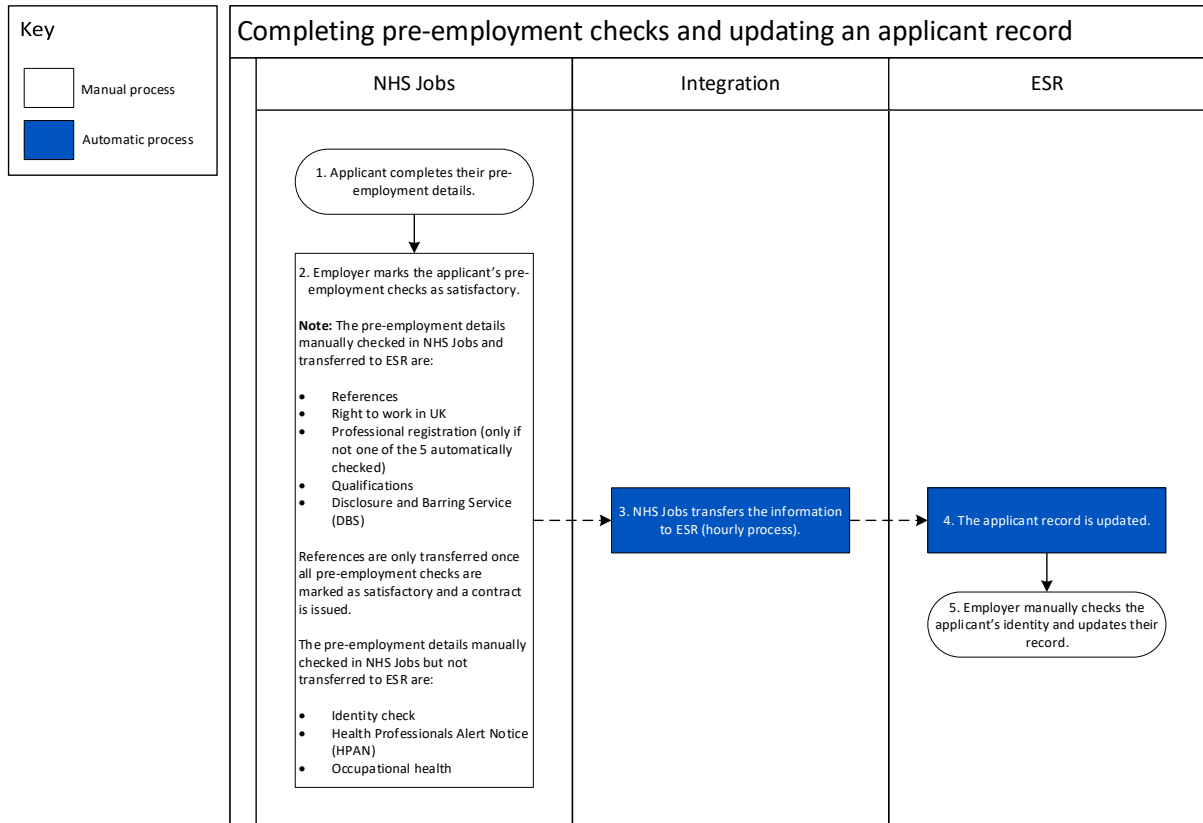
For users of NHS Jobs and Electronic Staff Record (ESR) integration, go to the '[Process flow diagram](#)' page.

To find out which roles can do this, go to the '**Roles and permissions**' link in the '**Help and information**' section of the [employer dashboard](#).

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Process flow diagram



Go to the ['Pre-employment checks'](#) page.

Pre-employment checks

This page gives you instructions for how to access pre-employment checks.

Important: You must have an applicant who has accepted a conditional job offer and completed their pre-employment checks.

To access pre-employment checks, complete the following step:

1. Select the '[Pre-employment checks](#)' link.

The screenshot shows the NHS Business Services Authority Dashboard. At the top, there's a blue header with the NHS logo, 'Jobs', and user information: 'You're viewing [dropdown] Change' and 'Signed in as NHS BSA Training Sign Out'. Below the header, there's a toggle for 'Show tasks for all accounts'. A 'BETA' banner says 'Your feedback will help us to improve this service.' The main content area is titled 'NHS Business Services Authority Dashboard' and has two tabs: 'Tasks by stage' (selected) and 'Listings by user'. A dropdown menu shows 'Showing tasks for All users'. The main table lists recruitment stages with counts, track status, and overdue days, accompanied by progress bars. The 'Pre-employment checks' row is highlighted with a yellow circle and a '1' icon. On the right, there are three sections: 'What you can do' with buttons for 'Create a job listing', 'Search for a listing', and 'Search for an applicant'; 'Manage the account' with links for 'Manage users', 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Approval settings', 'Departments', and 'Welsh listings'; 'Documents and templates' with links for 'Overview of your organisation', 'Supporting documents', 'Contract templates', and 'Offer letter templates'; 'Help and information' with links for 'The employer hub', 'Roles and permissions', and 'Contact your super users'; and 'Reporting' with a link for 'Run a report'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice: '© Crown copyright'.

Stage	Count	Track Status	Overdue Days
Draft	386	- on track 22	overdue 364
Approvals	3	- on track 1	overdue 2
Published	4		
Shortlisting	8	- on track 1	overdue 7
Interviews	1	- on track 0	overdue 1
Ready to offer	42	- on track 16	overdue 26
Conditional offers	22	- on track 5	overdue 17
1 Pre-employment checks	24	- on track 4	overdue 20
Contracts	57	- on track 11	overdue 46
End recruitment	7	- on track 4	overdue 3

Applicant's pre-employment checks

This page gives you instructions for how to find the applicant and start their pre-employment checks.

Important: In this example, the **Outstanding checks** section shows the 'Identity check' is outstanding.

Find the applicant and complete the following steps:

1. Select the 'Applicant' link to view the applicant's details (optional).
2. Select the 'Job title' link to view the job details (optional).
3. Select the '[View checks or withdraw offer](#)' link.

The screenshot shows the 'Pre-employment checks' page for an applicant named Liam MA. The page is titled 'NHS BSA Training Pre-employment checks' and shows a table of checks. The 'Identity check' is highlighted in red, indicating it is outstanding. The page includes a header with the NHS logo, a navigation bar, and a footer with links to privacy policy, terms and conditions, accessibility statement, cookies, and how to create and publish jobs.

Applicant	Job title	Deadline	Outstanding checks	What needs doing next
Liam MA AR-210128-00006	Learning Consultant T2020-21-4641	01 Apr 2022 ON TRACK	References Home address Identity check Right to work in the UK Qualifications Professional registrations DBS HPANs Health assessment	View checks or withdraw offer

Privacy policy | [Terms and conditions](#) | [Accessibility Statement](#) | [Cookies](#) | [How to create and publish jobs](#)

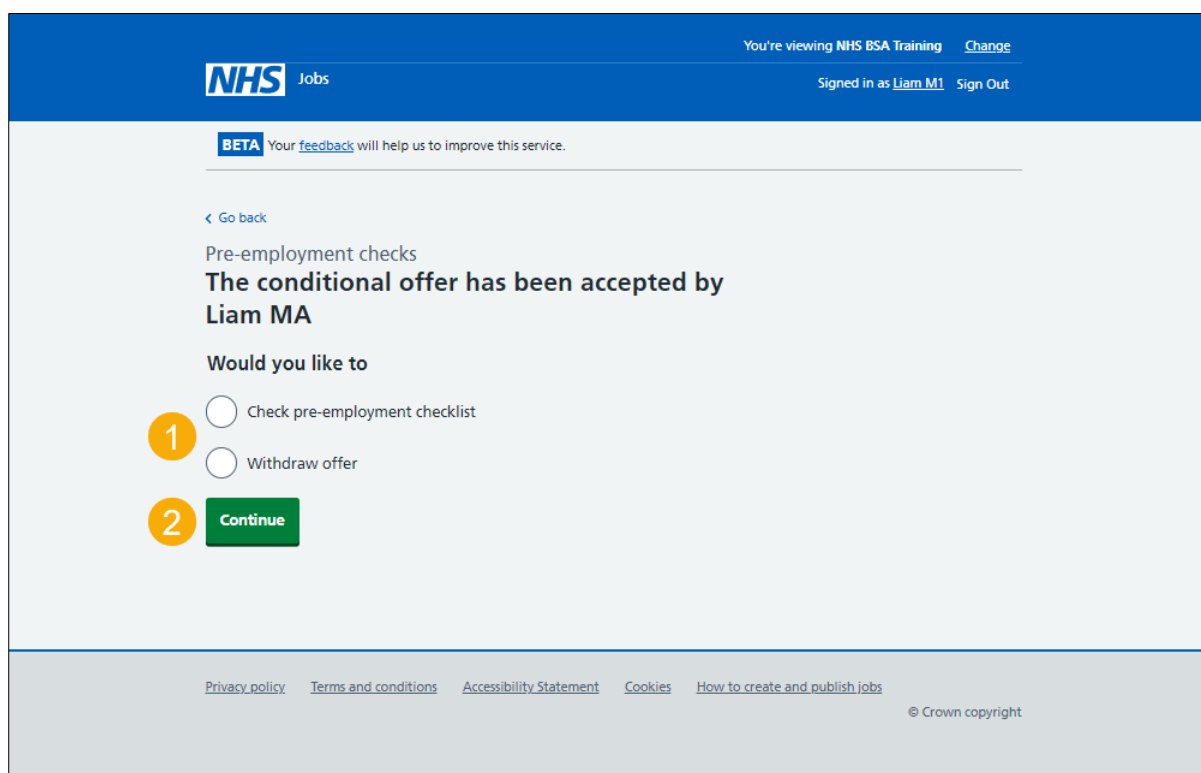
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Conditional offer accepted

This page gives you instructions for how to confirm if you want to check the pre-employment checklist or withdraw the job offer.

To confirm if you want to check the pre-employment checklist or withdraw the job offer, complete the following steps:

1. Select an answer:
 - [‘Check pre-employment checklist’](#)
 - ‘Withdraw offer’
2. Select the ‘Continue’ button.



The screenshot shows the NHS Jobs portal interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area displays 'Pre-employment checks' and a large heading: 'The conditional offer has been accepted by Liam MA'. Below this, it asks 'Would you like to' and provides two radio button options: 'Check pre-employment checklist' (marked with a yellow circle containing the number 1) and 'Withdraw offer'. A green 'Continue' button (marked with a yellow circle containing the number 2) is positioned below the radio buttons. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice: '© Crown copyright'.

If you've withdrawn the applicant's job offer, you've reached the end of this user guide.

Identity check

This page gives you instructions for how to start the applicant's identity check.

Important: In this example, the status is **NOT STARTED** as you haven't started the applicant's identity check.

To start the applicant's identity check, complete the following step:

1. Select the '[Identity check](#)' link.

The screenshot shows the NHS Jobs interface. At the top, it says 'You're viewing NHS BSA Training' and 'Signed in as Liam M1'. The main heading is 'Pre-employment checklist for Liam MA'. Below this, there is a section for 'References' with a 'COMPLETED' status. The 'Identity' section contains three items: 'Home address' (Completed), 'Identity check' (Not Started, highlighted with a red box and a yellow circle with '1'), and 'Inter Authority Transfer (IAT)' (Completed).

Item	Status
References	COMPLETED
Identity	
Home address	COMPLETED
1 Identity check	NOT STARTED
Inter Authority Transfer (IAT)	COMPLETED

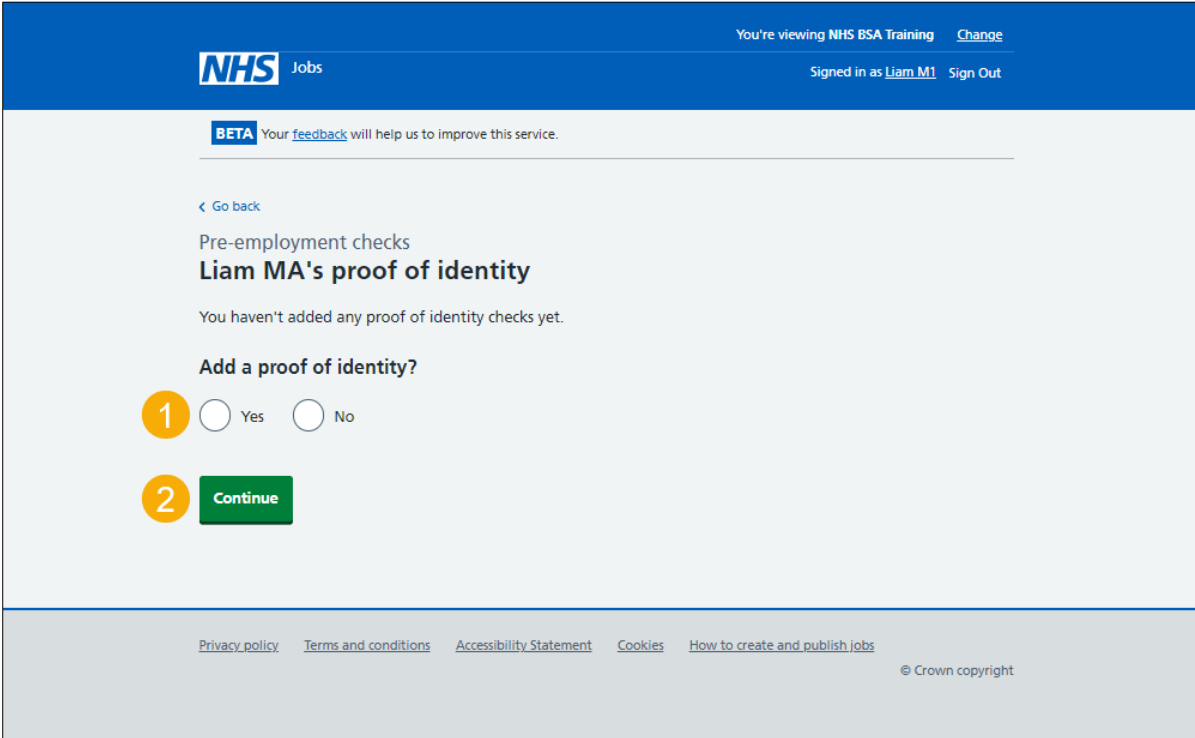
Add a proof of identity

This page gives you instructions for how to confirm if the applicant needs a proof of identity check.

Important: In this example, you haven't added any proof of identity checks yet.

To confirm if the applicant needs a proof of identity check, complete the following steps:

1. Select an answer:
 - [Yes](#)
 - [No](#)
2. Select the 'Continue' button.



The screenshot shows a web page from NHS Jobs. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' with a 'Change' link on the right. Below the header, there is a 'Signed in as Liam.M1' and a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' Below this is a 'Go back' link. The main content area is titled 'Pre-employment checks' and 'Liam MA's proof of identity'. It states 'You haven't added any proof of identity checks yet.' and asks 'Add a proof of identity?'. There are two radio buttons: 'Yes' and 'No', with a '1' in a yellow circle next to the 'Yes' button. Below the radio buttons is a '2' in a yellow circle next to a green 'Continue' button. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by '© Crown copyright'.

What identification is given?

This page gives you instructions for how to confirm the identification given.

Important: You'll only see this page if the applicant needs a proof of identity check.

To confirm the identification given, complete the following steps:

1. Select an answer:
 - ['Proof of identity'](#)
 - ['Proof of address'](#)
2. Select the 'Continue' button.

The screenshot shows a web page for NHS Jobs. At the top, there is a blue header with the NHS logo and the text 'Jobs'. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area is titled 'Pre-employment checks' and 'What identification did Liam MA give?'. There are two radio button options: 'Proof of identity' and 'Proof of address'. A green 'Continue' button is positioned below the options. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. A copyright notice '© Crown copyright' is also present.

Does this identification contain a photo?

This page gives you instructions for how to confirm if the identification contains a photo.

To confirm if the identification contains a photo, complete the following steps:

1. Select an answer:
 - [‘Yes’](#)
 - [‘No’](#)
2. Select the ‘Continue’ button.

The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area is titled 'Pre-employment checks' and 'Does this identification contain a photo?'. There are two radio button options: 'Yes' and 'No'. A green 'Continue' button is located below the radio buttons. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. A copyright notice '© Crown copyright' is also present.

What photo identity document is given?

This page gives you instructions for how to confirm the photo identity document given.

Important: You'll only see this page if you're adding a proof of identification that contains a photo.

To confirm the photo identity document given, complete the following steps:

1. Select an answer.
2. Select the ['Continue'](#) button.

NHS Jobs You're viewing [NHS BSA Training](#) [Change](#)

Signed in as [Liam M1](#) [Sign Out](#)

BETA Your [feedback](#) will help us to improve this service.

[Go back](#)

Pre-employment checks

What identity document did Liam MA give?

- UK or EU passport
- Non-EU passport
- 1** Photo card driving licence
- Proof of Age Standards Scheme ID (PASS)
- Biometric Residence permit (UK)
- HM Forces photo card

2 [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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What identity document is given that doesn't contain a photo?

This page gives you instructions for how to confirm the photo identity document that doesn't contain a photo.

Important: You'll only see this page if you're adding a proof of identification that doesn't contain a photo.

To confirm the photo identity document that doesn't contain a photo, complete the following steps:

1. Select an answer.
2. Select the '[Continue](#)' button.

You're viewing [NHS BSA Training](#) [Change](#)
Signed in as [Liam M1](#) [Sign Out](#)

BETA Your [feedback](#) will help us to improve this service.

[Go back](#)

Pre-employment checks

What identity document did Liam MA give?

- Divorce, dissolution or annulment papers for UK and Channel Islands
- Full birth certificate for the UK and Channel Islands
- Full birth certificate issued by the UK authorities overseas
- UK full old-style paper driving licence
- Work permit or residency permit for the UK, valid up to an expiry date
- Adoption Certificate for the UK and Channel Islands applicants
- Marriage or Civil Partnership Certificate for UK and Channel Islands applicants
- 1** Gender recognition certificate
- Deed Poll Certificate
- Firearms Certificate or Licence for the UK, Channel Islands and Isle of Man applicants
- Police registration certificate
- Certificate of Employment in the HM Forces for a UK applicant
- Benefit statement, book or card or original notification letter from DWP
- Document from a local or central government authority or local authority giving entitlement
- Most recent HMRC Tax Notification

2

[Privacy policy](#)
[Terms and conditions](#)
[Accessibility Statement](#)
[Cookies](#)
[How to create and publish jobs](#)

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What proof of address is given?

This page gives you instructions for how to confirm the proof of address given.

Important: You'll only see this page if the applicant needs a proof of address check.

To confirm the proof of address given, complete the following steps:

1. Select an answer.
2. Select the '[Continue](#)' button.

The screenshot shows a web page from NHS Jobs. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area is titled 'Pre-employment checks' and 'What proof of address has been provided by Liam MA?'. There is a list of radio button options: 'UK credit union statement', 'Current UK driving licence', 'Entry on electoral register', 'Financial statement (UK and EEA)', 'HMRC tax notification', 'Local council tax bill', 'Recent mortgage statement', 'Recent utility bill', 'Rent card or tenancy agreement', and 'Right to benefits document'. A yellow circle with the number '1' is next to the 'Local council tax bill' option. Below the list, there is a yellow circle with the number '2' next to a green 'Continue' button. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice: '© Crown copyright'.

When was this document received?

This page gives you instructions for how to confirm the document received date.

Important: In this example, a UK or EU Passport is being checked.

To confirm the document received date, complete the following steps:

1. In the **Day**, **Month** and **Year** boxes, enter the details.
2. Select the '[Continue](#)' button.

The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A navigation link '< Go back' is visible. The main heading is 'Pre-employment checks' followed by 'When was this document received?'. Below this, there is a vertical bar with 'UK or EU Passport' text. An example date 'For example, 15 3 2020' is shown. There are three input boxes labeled 'Day', 'Month', and 'Year'. A yellow circle with the number '1' is next to the 'Day' box. Below the input boxes is a green 'Continue' button with a yellow circle containing the number '2'. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer text reads '© Crown copyright'.

Tip: You must enter the date in the DD-MM-YYYY format. For example, 15 03 2012.

When was this document checked?

This page gives you instructions for how to confirm the document checked date.

To confirm the document checked date, complete the following steps:

1. In the **Day**, **Month** and **Year** boxes, enter the details.
2. Select the '[Continue](#)' button.

The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main heading is 'Pre-employment checks' followed by 'When was this document checked?'. Below this, there is a vertical bar with 'UK or EU Passport' text. An example date 'For example, 15 3 2020' is shown. There are three input boxes labeled 'Day', 'Month', and 'Year'. A yellow circle with the number '1' is next to the 'Day' box. Below the input boxes is a green 'Continue' button with a yellow circle containing the number '2' to its left. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. A copyright notice '© Crown copyright' is also present.

Tip: You must enter the date in the DD-MM-YYYY format. For example, 15 03 2012.

Who checked the document?

This page gives you instructions for how to confirm who checked the document.

To confirm who checked the document, complete the following steps:

1. In the **First name** box, enter the details.
2. In the **Last name** box, enter the details.
3. Select the **'Continue'** button.

The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' and 'Change' on the right. Below the header, there is a 'Signed in as Liam M1' and 'Sign Out' link. A 'BETA' banner indicates that feedback will help improve the service. The main content area is titled 'Pre-employment checks' and 'Who checked the document?'. It features a dropdown menu for 'UK or EU Passport'. Below this are two input fields: 'First name' (labeled with a '1' in a yellow circle) and 'Last name' (labeled with a '2' in a yellow circle). A green 'Continue' button (labeled with a '3' in a yellow circle) is positioned below the last name field. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

Is the identification document acceptable?

This page gives you instructions for how to confirm if the identification document is acceptable.

To confirm if the identification document is acceptable, complete the following steps:

1. Select an answer.
2. Select the 'Continue' button.

NHS Jobs

You're viewing NHS BSA Training [Change](#)

Signed in as [Liam M1](#) [Sign Out](#)

BETA Your [feedback](#) will help us to improve this service.

[Go back](#)

Pre-employment checks

Is the identification document acceptable?

UK or EU Passport

Yes

1 No

or

Needs further investigation

2 [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

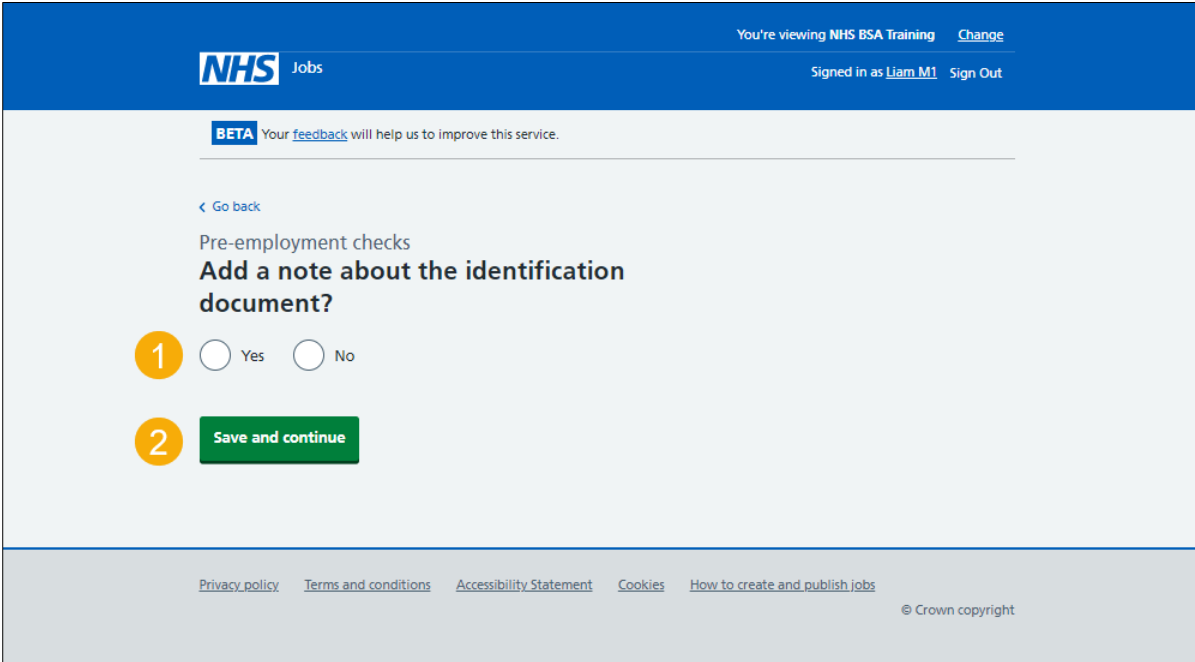
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Add a note about the identification document?

This page gives you instructions for how to confirm if you want to add a note about the identification document.

To confirm if you want to add a note about the identification document, complete the following steps:

1. Select an answer:
 - [‘Yes’](#)
 - [‘No’](#)
2. Select the ‘Save and continue’ button.



The screenshot shows the NHS Jobs application interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A navigation link '< Go back' is visible. The main content area is titled 'Pre-employment checks' and 'Add a note about the identification document?'. Below this title, there are two radio buttons: 'Yes' and 'No'. The 'Yes' radio button is selected. Below the radio buttons, there is a green button labeled 'Save and continue'. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer also includes the text '© Crown copyright'.

Add a note

This page gives you instructions for how to add a note.

Important: You'll only see this page if you're adding a note about the identification document.

To add a note, complete the following steps:

1. In the **Subject** box, enter the details.
2. In the **Detail** box, enter the details.
3. Select the '[Continue](#)' button.

The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main content area is titled 'Pre-employment checks' and 'Add a note'. It contains three numbered steps: 1. A 'Subject' label followed by a text input box. 2. A 'Detail' label followed by a larger text area with a diagonal slash icon in the bottom right corner. 3. A green 'Continue' button. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice: '© Crown copyright'.

Add another note about the identification document?

This page gives you instructions for how to confirm if you want to add another note about the identification document.

To confirm if you want to add another note about the identification document, complete the following steps:

1. Select an answer.
 - [‘Yes’](#)
 - [‘No’](#)
2. Select the ‘Save and continue’ button.

The screenshot shows the NHS Jobs interface. At the top, it says 'You're viewing NHS BSA Training' and 'Change'. Below that, it says 'Signed in as Liam M1' and 'Sign Out'. The main content area has a blue header with the NHS logo and 'Jobs'. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main heading is 'Pre-employment checks' followed by the question 'Add another note about the identification document?'. Below the question, there are two radio buttons: 'Yes' and 'No'. A green button labeled 'Save and continue' is positioned below the radio buttons. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer text is '© Crown copyright'.

Check the identity details

This page gives you instructions for how to check the identity details.

Important: If you delete an identity document, you won't be able to recover the details.

To check the identity details, complete the following steps:

1. Select the 'Proof of identity' link (optional).
2. Select the ['Edit'](#) link (optional).
3. Select the 'Delete' link (optional).
4. Select an answer:
 - ['Yes'](#)
 - ['No'](#)
5. Select the 'Continue' button.

NHS Jobs You're viewing NHS BSA Training [Change](#)
Signed in as [Liam M1](#) [Sign Out](#)

BETA Your [feedback](#) will help us to improve this service.

[Go back](#)

Pre-employment checks
Liam MA's proof of identity

Proof of identity

Type	Document	What you can do
1 Proof of identity	UK or EU Passport	2 Edit or Delete 3

Add another document?

4 Yes No

5 [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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Do you accept the identity check documents?

This page gives you instructions for how to confirm if you accept the identity check documents.

To confirm if you accept the identity check documents, complete the following steps:

1. Select an answer.
2. Select the [‘Save and continue’](#) button.

The screenshot shows a web page for NHS Jobs. At the top, there is a blue header with the NHS logo and the word 'Jobs'. To the right of the header, it says 'You're viewing NHS BSA Training' and 'Change'. Below the header, it says 'Signed in as Liam M1' and 'Sign Out'. The main content area has a light blue background. At the top of this area, there is a 'BETA' badge and the text 'Your feedback will help us to improve this service.' Below this, there is a 'Go back' link. The main heading is 'Pre-employment checks' followed by 'Do you accept the identity check documents?'. There are three radio button options: 'Yes', 'No', and 'In progress'. A yellow circle with the number '1' is next to the 'No' option. Below the options, there is a green button with the text 'Save and continue' and a yellow circle with the number '2' next to it. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. On the right side of the footer, it says '© Crown copyright'.

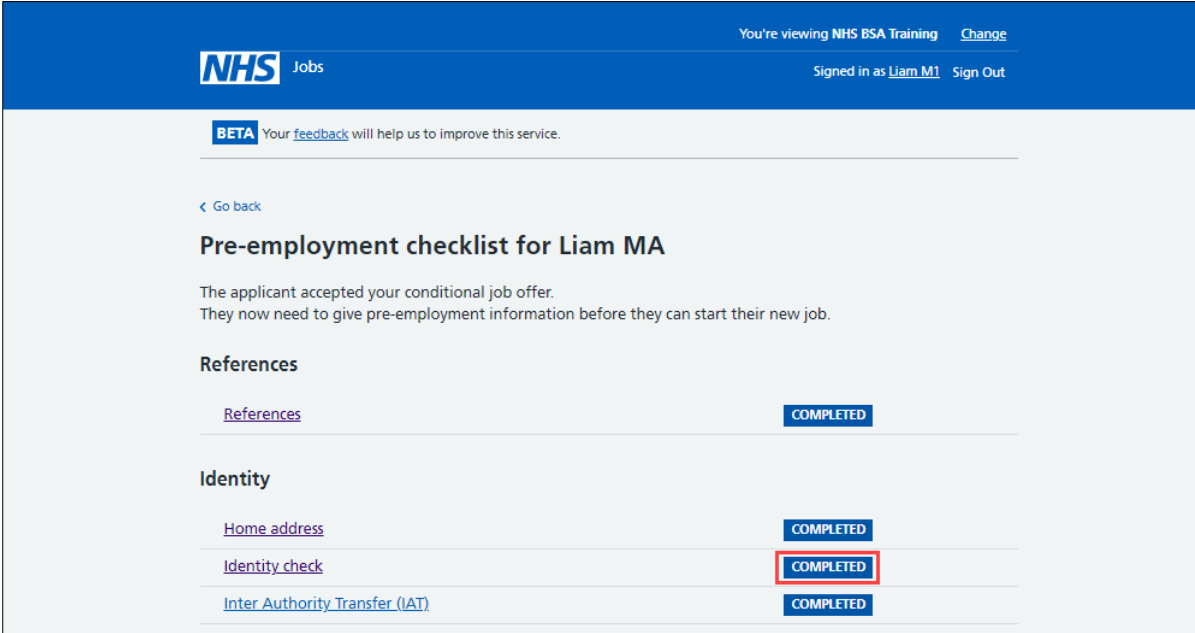
Check the identity status

This page gives you instructions for how to check the identity status.

Important: In this example, the status is **COMPLETED** as you've completed the applicant's identity check. You need to complete all sections of the pre-employment checklist before you can issue a contract.

To go to another pre-employment check, complete the following steps:

1. Select a pre-employment link.



The screenshot displays the NHS Jobs interface for a pre-employment checklist. At the top, it shows the NHS logo and 'Jobs' navigation. The user is signed in as 'Liam M1'. A 'BETA' notice is present. The main heading is 'Pre-employment checklist for Liam MA'. Below this, it states 'The applicant accepted your conditional job offer. They now need to give pre-employment information before they can start their new job.' The checklist is divided into two sections: 'References' and 'Identity'. Under 'References', the 'References' link is followed by a 'COMPLETED' status. Under 'Identity', three items are listed: 'Home address' (COMPLETED), 'Identity check' (COMPLETED, highlighted with a red box), and 'Inter Authority Transfer (IAT)' (COMPLETED).

Tip: To find out how to complete a pre-employment check, go to a user guide or video from the '**Complete a pre-employment check**' section of the '[Help and support for employers](#)' webpage.

You've completed the identity check in NHS Jobs and reached the end of this user guide.