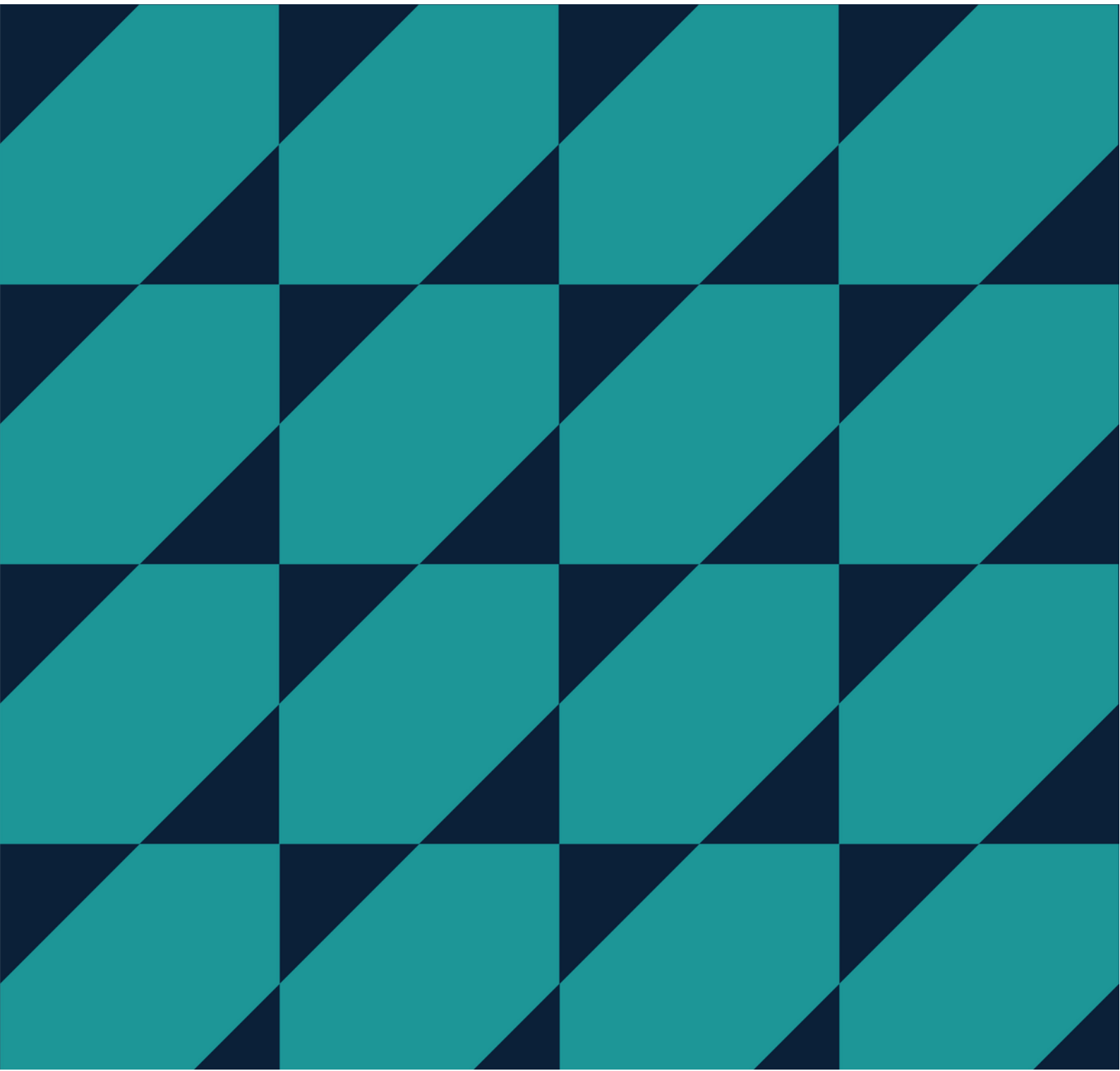


TA  **PLUS**

Driver Journey Guide

2023



Purchasing the DBS

To purchase the DBS, the driver will head to <https://www.taxiplus.co.uk/im-a-driver> and select their council.

They would then select the relevant option, which will take them to the order portal.

The screenshot shows the 'Introduction' page of the TaxiPlus application portal. At the top left is the 'TA:PLUS' logo. The page title is '[COUNCIL NAME] DBS and DVLA Checks for Hackney Carriage / Private Hire Drivers Licence'. Below the title, there is a welcome message and a paragraph explaining the service. A progress indicator shows '1 Introduction'. There are four terms and conditions listed with checkboxes, all of which are currently unchecked. The footer contains the copyright year '© 2023'.

TA:PLUS

[COUNCIL NAME]

DBS and DVLA Checks for Hackney Carriage / Private Hire Drivers Licence

Welcome to TaxiPlus. We have been appointed by [COUNCIL NAME] to help you undertake your Enhanced DBS and DVLA checks, which you must obtain in order to apply for your Hackney Carriage/Private Hire Drivers Licence. We're here to guide you through the application process.

You can now apply for your DBS & DVLA checks online through an approved third-party; TaxiPlus, which allows for you to complete your DBS & DVLA check in much less time and means you will only need to attend the council offices when applying for your badge. TaxiPlus specialise in DBS & DVLA checks for taxi drivers and work with a number of authorities across the UK. TaxiPlus has an average turnaround time of 2 weeks.

1 Introduction

- I confirm that with this DBS application I will be applying for a Taxi Badge with TaxiPlus (demo)
- I confirm that I have the 3 pieces of documentation required to verify my identity, and that if I have ever changed my name legally I will provide extra documentation to prove this. I understand that if I do not have the required documentation the cancellation charge which is outlined below will be deducted from any refund.
- I understand that screenshots and downloads of online documents eg. Bank statements are not acceptable and that I must provide original documents as sent by the company.
- I accept the TaxiPlus [Privacy Policy](#), [Product Terms of Use](#), and that a cancellation charge of £12 inc vat will be deducted from any refunds processed.

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They will be asked to confirm that they agree to the terms, complete any preconfigured questions requested by the council, and then create their account.

The screenshot shows the 'Account' page of the TaxiPlus application portal. At the top left is the 'TA:PLUS' logo. Below the logo, there is a paragraph explaining the service. A progress indicator shows '2 Account'. The page prompts the user to log in or create a new account. There are two main sections: 'Make a new account by completing this form' and 'Use existing social account'. The first section contains fields for Forename, Middle name(s), Surname, Email, Contact number, Year of birth, Month of birth, and Day of birth. The second section contains buttons for 'GOOGLE', 'MICROSOFT', and 'YAHOO'. At the bottom, there are two buttons: 'CREATE ACCOUNT' and 'GO TO LOGIN'. The footer contains the copyright year '© 2023'.

TA:PLUS

and means you will only need to attend the council offices when applying for your badge. TaxiPlus specialise in DBS & DVLA checks for taxi drivers and work with a number of authorities across the UK. TaxiPlus has an average turnaround time of 2 weeks.

2 Account

You need to be logged in to continue, if you have already registered [login here](#).

Make a new account by completing this form

Use existing social account

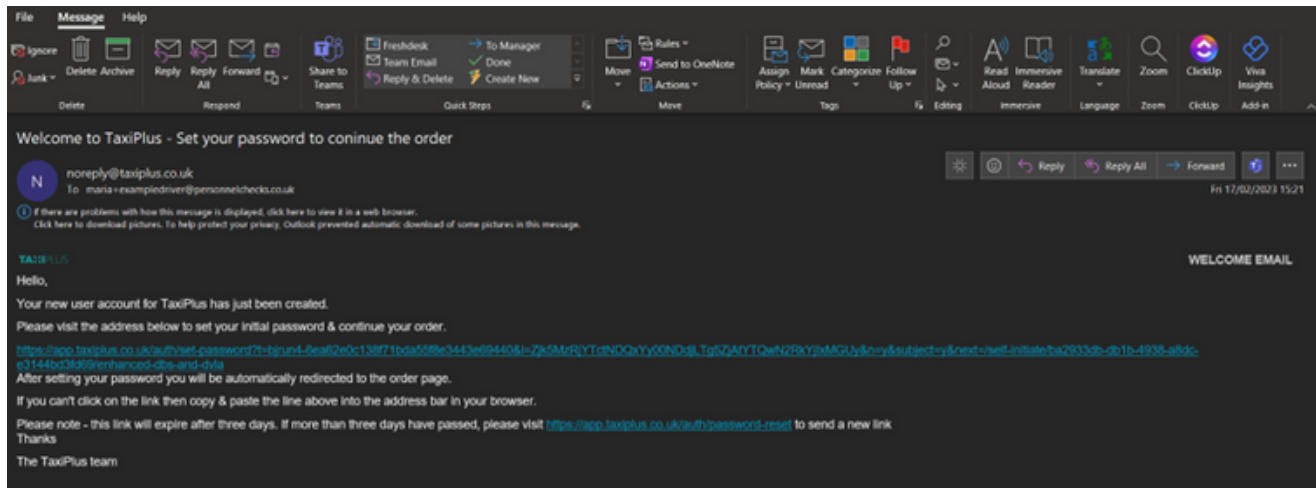
Forename: Example, Middle name(s):, Surname: Driver

Email: maria+exampleriver@personnelchecks.co.uk, Contact number: +44 1234 567895

Year of birth: 1993, Month of birth: June, Day of birth: 6

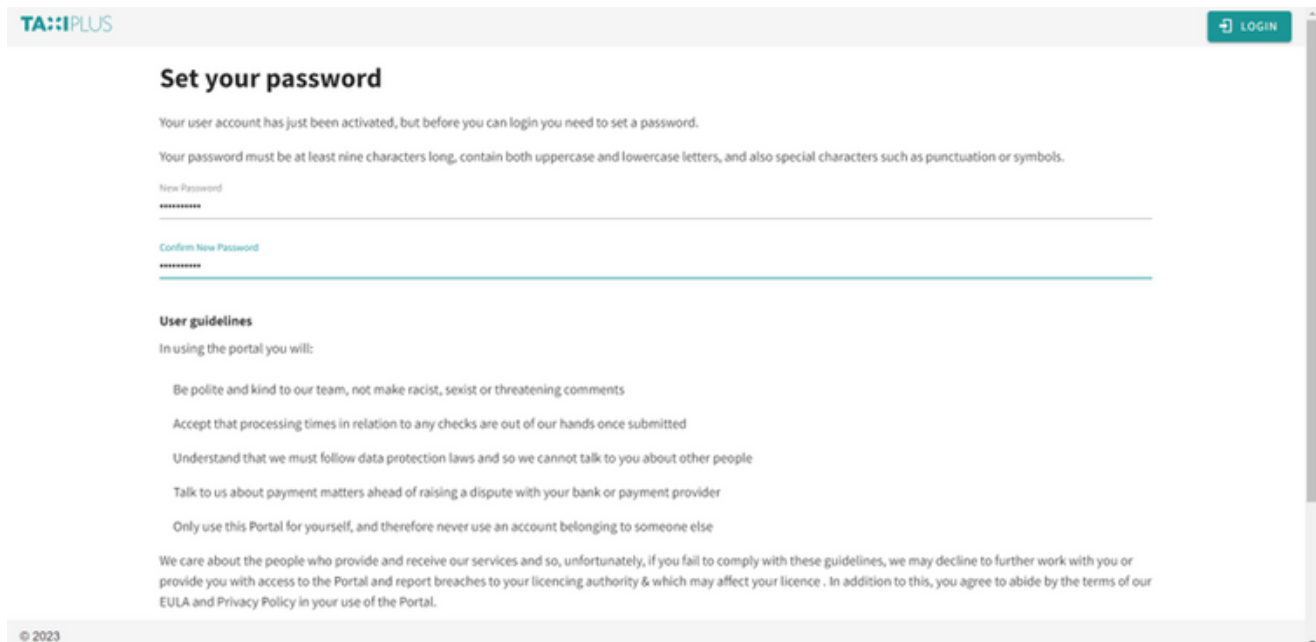
© 2023

Once "create account" is clicked, the driver will receive an email to set a password for their account and continue the process.

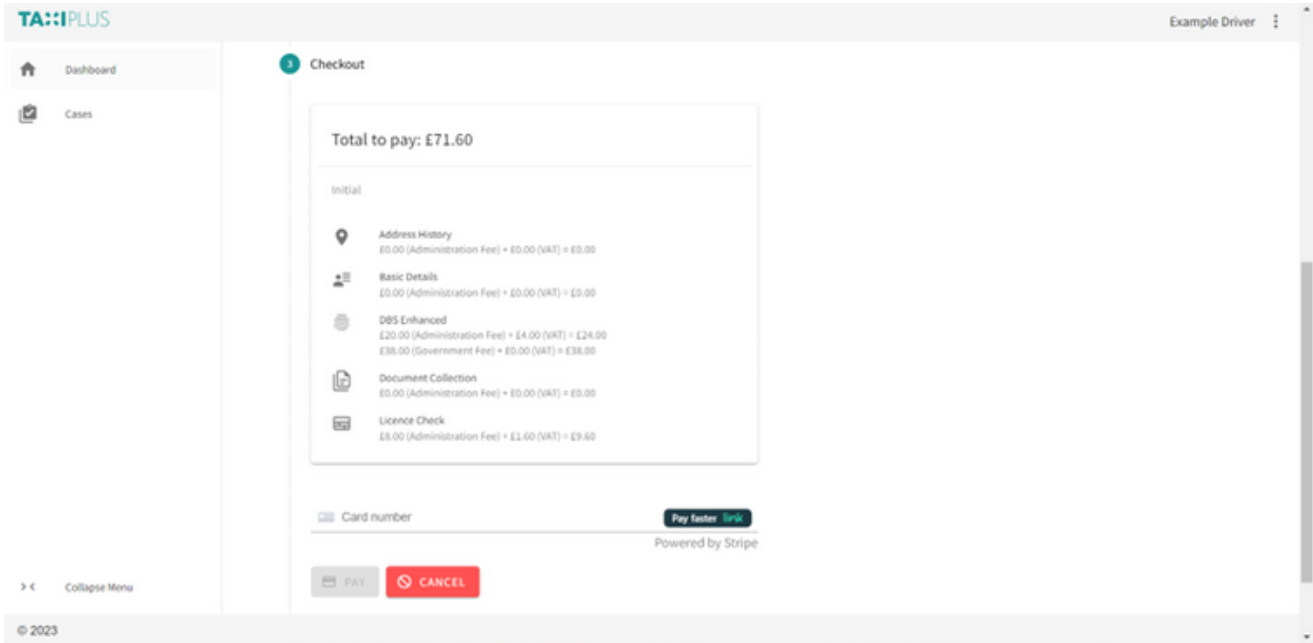


NOTE: The driver is not able to edit their date of birth or email address after this point. To do so they will need to contact us on hello@taxiplus.co.uk

Once the email is received, they will follow the link, set a password, agree to the terms of use, and continue.



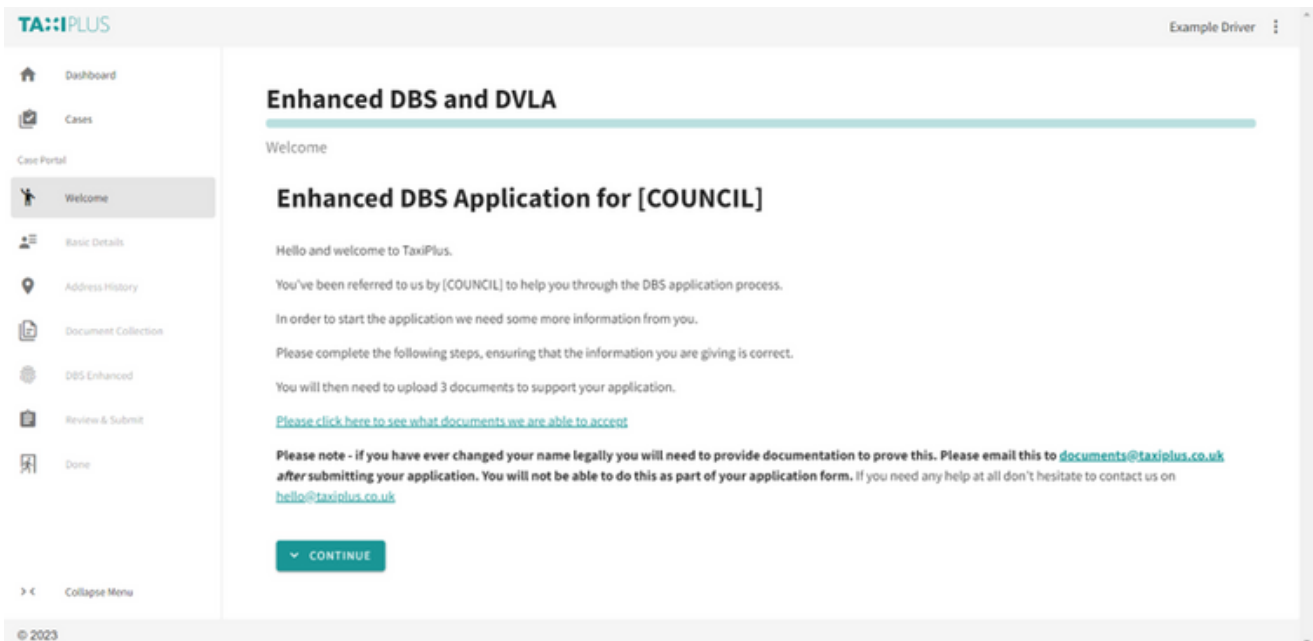
Once logged in, they will be asked for their driving licence number, and then make the payment for their application



They will then receive a payment confirmation email, which includes the link to their application if they want to come back to it and complete later. Otherwise, they can click "continue" and complete the application form.

Starting the Case

The driver will arrive at an introduction page, when clicking continue they will be able to complete each section of the form at their convenience.



Once they have completed the form, they will be asked to submit documents.

Uploading Documents

To streamline the application process, drives will upload their documents as part of the initial application form.

They will first select the documents that they are choosing (the group one options are dependent on the nationality they have stated earlier in the form).

Upon each selection, they will need to confirm various details, for example, if the driving licence is still in date, or the bank statement was issued in the UK.

TA::IPLUS Example Driver

Enhanced DBS and DVLA

Document Collection

1. DBS Standard/Enhanced ID

Please select 1 document from the following list:

Document type
Bank or building society statement

Selected documents to be uploaded:

- Passport
- Photocard driving licence - (full or provisional)

RESET

1 Is the issue date on this document within the last 3 months? Yes No

2 Was the document issued in the UK? Yes No

3 Is the statement a full official statement received through the post/printed directly in branch and is NOT a mini statement? Yes No

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They are then asked to confirm the document choices, and progress to upload them (they can also go back and change their document choice if needed)

TA::IPLUS Example Driver

Enhanced DBS and DVLA

Document Collection

1. DBS Standard/Enhanced ID

You have selected these documents:

- Passport
- Photocard driving licence - (full or provisional)
- Bank or building society statement

The next step is to upload a copy of them.

PROCEED CHANGE SELECTION

CONTINUE BACK

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To upload each document, they will click "select file", choose the right file, then click "upload" next to the filename

The screenshot shows the 'Document Collection' section of the TA:PLUS application. The left sidebar contains navigation options: Dashboard, Cases, Case Portal, Welcome, Basic Details, Address History, Document Collection (highlighted), DBS Enhanced, Review & Submit, and Done. The main content area is titled 'Document Collection' and contains a list of required documents:

- 1. DBS Standard/Enhanced ID
- Please select the documents and click upload:
- 1. Passport: Select file [UPLOAD]
- 2. Photocard driving licence - (full or provisional): Select file [UPLOAD]
- 3. Bank or building society statement: Select file [UPLOAD]

A red 'CLEAR SELECTION' button is located at the bottom of the document list.

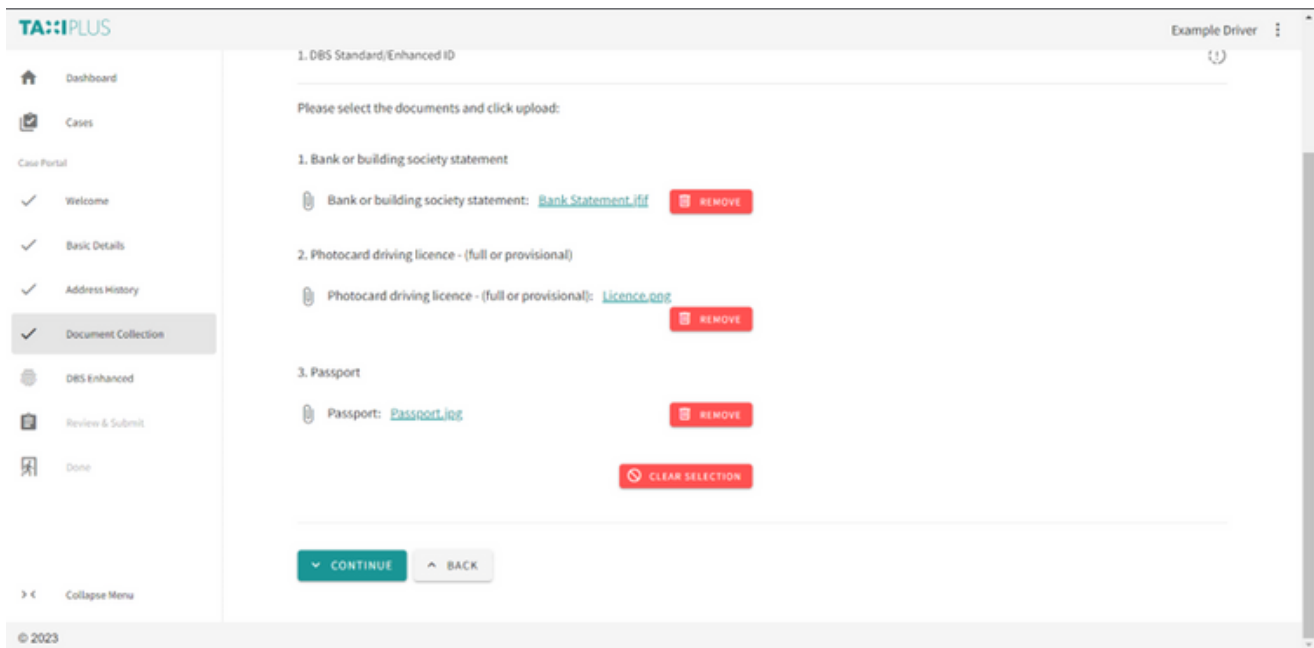
NOTE: If the driver is completing the form on their phone, they are able to take a photo of the document and upload straight from the form.

The screenshot shows the 'Document Collection' section of the TA:PLUS application. The left sidebar is the same as in the previous screenshot. The main content area shows the document upload process:

- 1. DBS Standard/Enhanced ID
- Please select the documents and click upload:
- 1. Passport: Passport.jpg [REMOVE] [UPLOAD]
- 2. Photocard driving licence - (full or provisional): Licence.png [X] [UPLOAD]
- 3. Bank or building society statement: Bank Statement.jpg [UPLOAD]

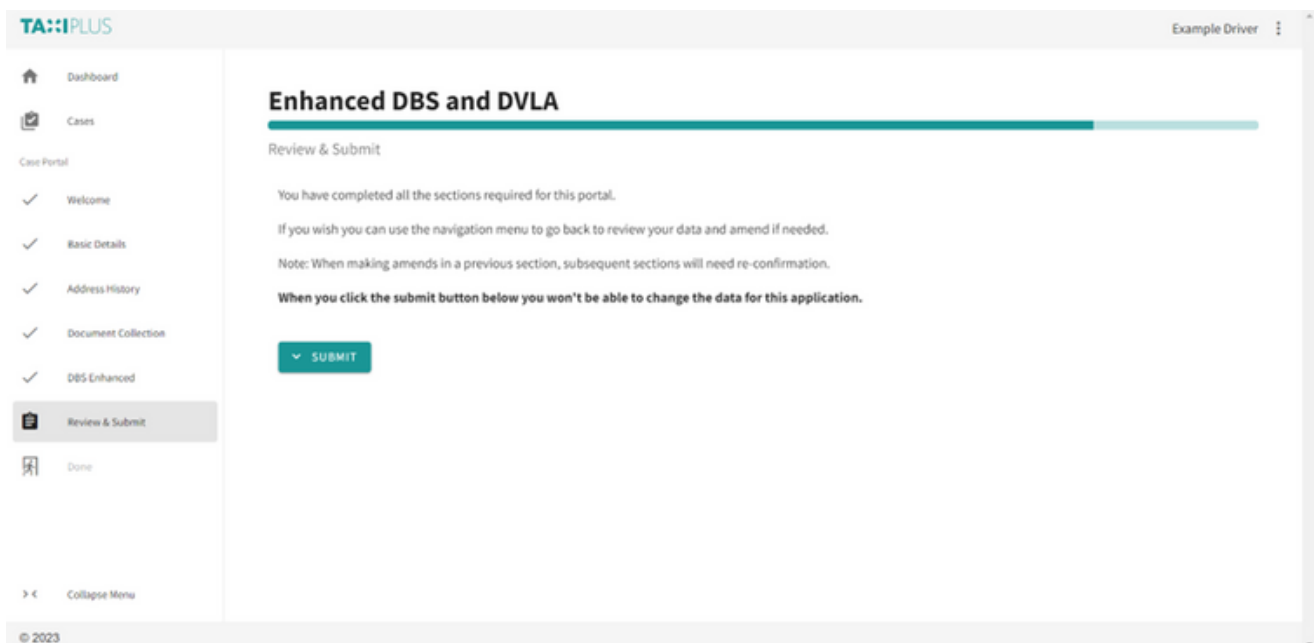
A red 'CLEAR SELECTION' button is located at the bottom of the document list.

They will then be able to click "continue" to progress with the application.



Submitting the Application

The driver is then asked to give consent, and then review their application.



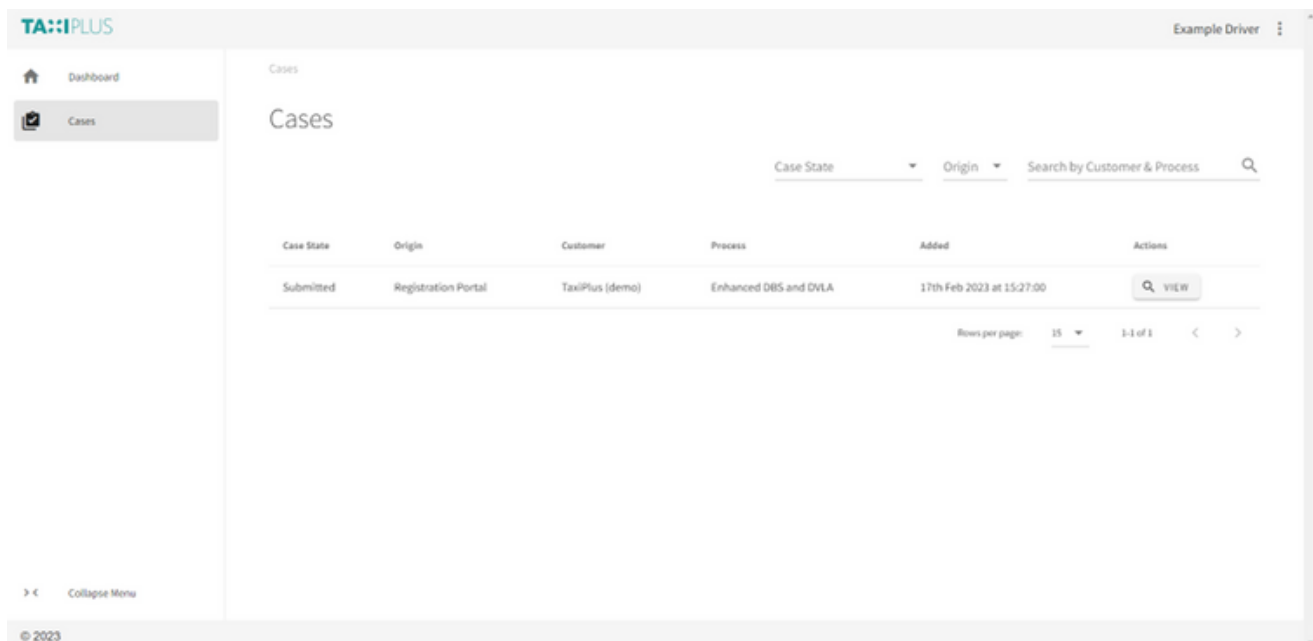
If they change anything in the form at this point, they will have to navigate through the rest of the form as they may need to provide alternative information elsewhere, and will also need to re-consent.

Once they are happy with their application, they can submit it for verification.

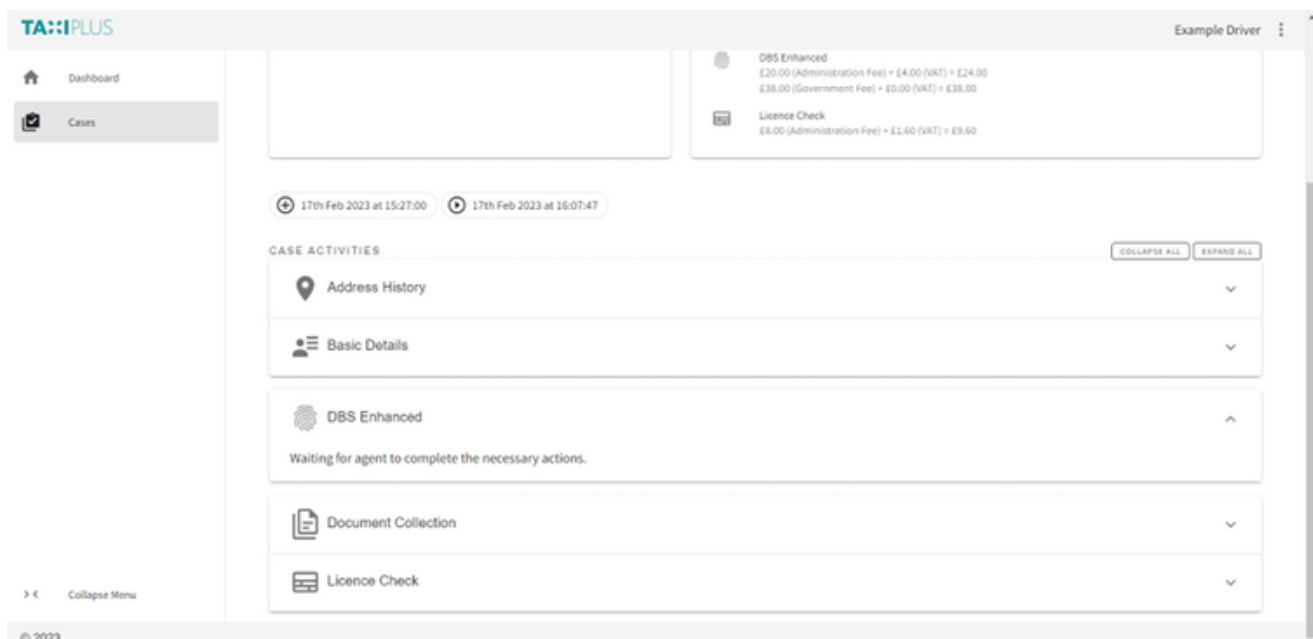
If the documents are acceptable, the application will be submitted to the DBS by TaxiPlus. If there are any queries TaxiPlus will contact the driver by email.

Tracking Applications

To track the application, the driver can log in to app.taxiplus.co.uk with their email and password, navigate to "Cases" in the left hand menu, and select the relevant application.



They can then expand the "DBS Enhanced" tab to see the stage of the application. The one below is waiting for TaxiPlus to verify the application.



NOTE: The driver will also receive an email with their e-reference number when the application has been received by the DBS, and also an email when the certificate is on its way to them in the post.

Resetting Passwords

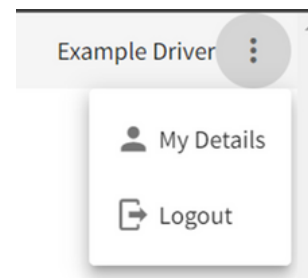
To reset their password, the driver just needs to select "forgot your username/password?" or go to:

<https://app.taxiplus.co.uk/auth/password-reset>

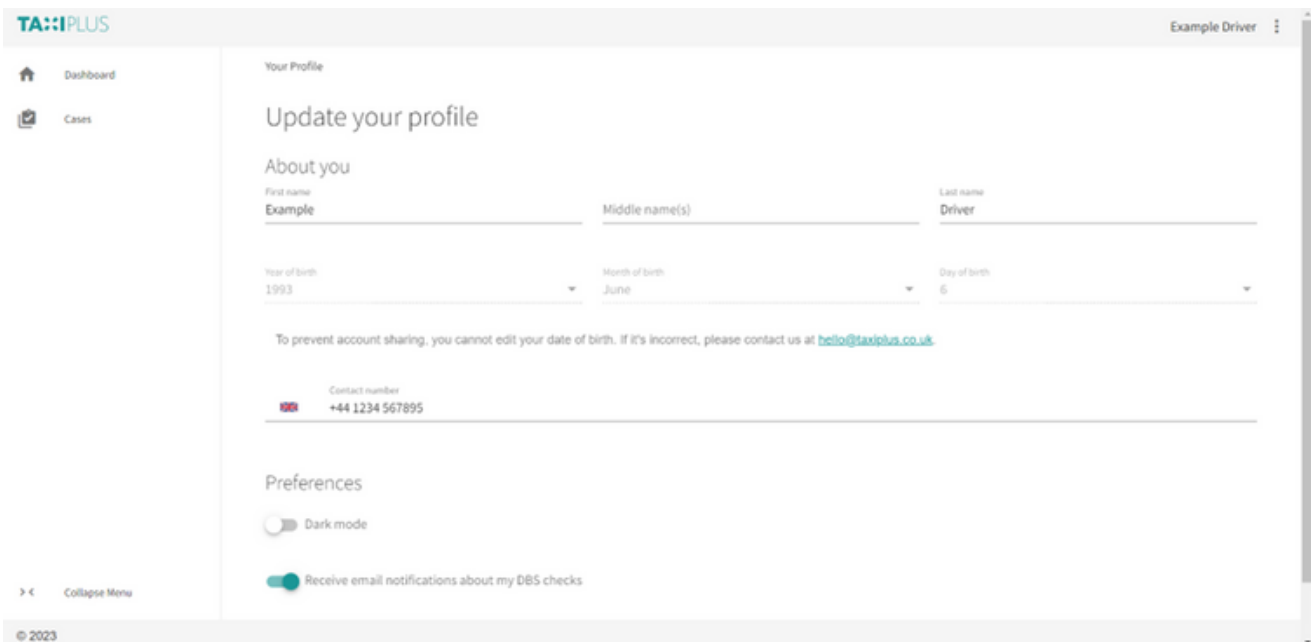
They will then enter their email address, and receive a link to set a new password via email.

Changing Names

To change their name on their Subject Record, the driver can navigate to the three dots on the top right when logged in, and select "My Details"



They can then edit their account details and save.



NOTE: This will not change their name on any submitted applications. To change their name on a pending DBS application the driver needs to contact the TaxiPlus team