# **TA::I**PLUS Driver Journey Guide

#### 2023



## **Purchasing the DBS**

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

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



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.

TA::IPLUS	and means you will only need to attend the council omces when applying for your badge. Taximus specialise in UBS & UVLA Checks for taxi drivers and work with a number of
	authorities across the UK. TaxiPlus has an average turnaround time of 2 weeks.
	Introduction
	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 Sumame G GOOGLE Example Middle name(s) Driver
	MICROSOFT
	Email Contact number maria+exampledriver@personnelchecks.co.uk 🗰 +44 1234 567895 💅 YAHOO
	Vear of birth Month of birth Day of birth June G
	CREATE ACCOUNT
© 2023	

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

File Message Hel	p														
Signore 🗍 🗖	5050	<b>B</b>	Freshdesk Team Email	→ To Manager ✓ Done		Rules *	B	🖾 📑	P	م ه	A) 🗔		9	$\odot$	$\otimes$
Sunk - Delete Archive	All Keply Forward Co	Teams 1	Reply & Delete	🦻 Create New	<b>v</b>	* Actions *	Policy ~ L	Mark Categorize Unread *	Up *		Read Immensive Aloud Reader	Translate	Zoom	clickUp	viva Insights
Delete	Respond	Teams	Quic	k Steps		Move		Taga		Editing	Immersive	Language	Zeem	ClickUp	Add-in 🔨
Welcome to TaxiP	lus - Set your password	d to coninu	ue the order												
											C to Realy	(f) Reph	(All -)	Forward	· · · ·
N norepły@taxij To maria+exan	blus.co.uk pledriveri@penonnelchecks.co.uk													Fri 1	/02/2023 15:21
() If there are problems with	how this message is displayed, dick her	e to view it in a we	eb browser.												
Click here to download pid	ures. To help protect your privacy, Out	look prevented aut	tomatic download of s	ome pictures in this mess	age.										
TABLERUS														WELCO	ME EMAIL
Hello,															
Your new user account	for TaxiPlus has just been cre	called.													
Please visit the address	below to set your initial pass	word & continu	ue your order.												
https://app.taxiplus.co.u															
After setting your passy	ord you will be automatically	redirected to t	the order page.												
If you can't click on the	ink then copy & paste the line	e above into th	e address bar in	your browser.											
Please note - this link w Thanks	ill expire after three days. If n	ore than three	e days have pass	ed, please visit 📷			ord-reset 1	to send a new li	nk						
The TaxiPlus team															

**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 <u>hello@taxiplus.co.uk</u>

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

TA::IPLUS		E LOGIN
	Set your password	
	Your user account has just been activated, but before you can login you need to set a password.	
	Your password must be at least nine characters long, contain both uppercase and lowercase letters, and also special characters such as punctuation or symbols.	
	New Paysword	
	Confirm New Password	
	User guidelines	
	In using the portal you will:	
	Be polite and kind to our team, not make racist, sexist or threatening comments	
	Accept that processing times in relation to any checks are out of our hands once submitted	
	Understand that we must follow data protection laws and so we cannot talk to you about other people	
	Talk to us about payment matters ahead of raising a dispute with your bank or payment provider	
	Only use this Portal for yourself, and therefore never use an account belonging to someone else	
	We care about the people who provide and receive our services and so, unfortunately, if you fail to comply with these guidelines, we may decline to further work with you or provide you with access to the Portal and report breaches to your licencing authority & which may affect your licence. In addition to this, you agree to abide by the terms of our EULA and Privacy Policy in your use of the Portal.	
© 2023		

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

TA::IPLUS	
A Dashboard	Checkout
Cases	Total to pay: £71.60
	Initial
	Address History     E0.00 (Administration Fee) = E0.00 (URI) = E0.00
	Rasic Details     £0.00 (Administration Fee) + £0.00 (VAT) = £0.00
	DB5 Enhanced 120.00 (Administration Fee) = £4.00 (VRT) = £24.00 E38.00 (Government Fee) = £0.00 (VRT) = £38.00
	Document Collection           E0.00 (Administration Fee) = E0.00 (VAT) = E0.00
	Licence Check E8.00 (Administration Fee) + £1.60 (083) = £9.60
	Card number Pay faster Invit Powered by Stripe
> < Collapse Menu	
0 2023	

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:	<b>IPLUS</b>
	Dashboard
3	Cases
	rtal
	Welcome
	Basic Details
	Address History
	Document Collection
	DBS Enhanced
	leview & Submit
Dor	10
><	Collapse Menu
202	3

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)

	PLUS
Dashb	oard
Ê	Cases
ie Po	lan
	Welcome
	Basic Details
	Address History
	Document Collection
	DBS Enhanced
I	Review & Submit
1	Done
¢	Collapse Menu
0 202	3

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

TA:	CIPLUS .		Example Driver	1
ŧ	Dashboard	Document Collection		
۵	Cases	1. DBS Standard/Enhanced ID	0	
~	Welcome	Please select the documents and click upload:		
$\checkmark$	Basic Details	1. Passport		
~	Address History	Select file		
₽	Document Collection			
0	DBS Enhanced	2. Photocard driving licence - (full or provisional)		
È	Review & Submit	Select file     DUPLOAD		
囷	Done	3. Bank or building society statement		
		Select file		1
> <	Collapse Menu	S CLEAR SELECTION		
© 202	3			

**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.

TA:	IPLUS		Example Driver	ł
ń	Dashboard	Document Collection		
Ú	Cases	1 DBS Standard (Enhanced ID	0	
Case Po	ter l	a. Medu Juan noenoj pur menneta ne	0	
$\checkmark$	Welcome	Please select the documents and click upload:		
$\checkmark$	Basic Details	1. Passport		
$\checkmark$	Address History	Passport: Passport.log		
Ð	Document Collection	2. Photocard driving licence - (full or provisional)		
8	D85-Enhanced	🔋 Licence.png × 🔉 UPLOAD		
Û	Review & Submit			
囷	Done	3. Bank or building society statement		
		Bank Statement.jfif		
><	Collapse Menu	S CLEAR SELECTION		
© 202	3			

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

1. DBS Standard)Enhanced ID   Cases   Cases   Please select the documents and click upload:   1. Bank or building society statement   0. Bank or building society statement:   1. Bank or building society statement: <th>Examp</th>	Examp
cases Please select the documents and click upload:   is Portat 1. Bank or building society statement   velcome ib Bank or building society statement:   basic Details 2. Photocard driving licence - (full or provisional)   velcome ib Photocard driving licence - (full or provisional)   velcome ib Statement   bocument Collection ib Passport   box ib Passport:   passport: passport:   passport: passport:   pone ib Passport:	
Aus Purstal 1. Bank or building society statement   velcome  Bank or building society statement.   Bask Details 2. Photocard driving licence - (full or provisional)   velcome  Photocard driving licence - (full or provisional):   velcome	
vielcome Bank or building society statement:   B	
Mediense Hontory   Address Hontory   Ocument Collection   Des Enhanced   Review & Sobmit   Done	
Address History   Document Collection   Des Enhanced   Review & Submit   Passport:   Passport:   Passport:   Done	
Document Collection     Itexnort       DBS Enhanced     Itexnort       Review & Submit     Passport: Passport.ing       Done     CLAAR SELECTION	
DBS Enhanced     3. Passport       Review & Submit     Passport: Passport.jpg       Cone     CLEAR SELECTION	
Review & Submit     Passport:     Passport:     Passport:     Passport:     Passport:       Done     One     One     One     One	
CONTINUE A BACK	
Collapse Menu	

#### **Submitting the Application**

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

PLUS	
soard	
Cases	Enhanced DBS and DVLA
	Review & Submit
elcome	You have completed all the sections required for this portal.
letails	If you wish you can use the navigation menu to go back to review your data and amend if needed.
Advant Michael	Note: When making amends in a previous section, subsequent sections will need re-confirmation.
escriswry	When you click the submit button below you won't be able to change the data for this application.
ocument Collection	V SUBMIT
DBS Enhanced	
eview & Submit	
e	
Jollapse Menu	

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 reconsent. 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 <u>app.taxiplus.co.uk</u> with their email and password, navigate to "Cases" in the left hand menu, and select the relevant application.

TA	#IPLUS							Example Driver
ń	Dashboard	Cas	105					
۵	Cases	C	ases					
						Case State	▼ Origin ▼ Search by Cus	tomer & Process Q
		0	Case State	Origin	Customer	Process	Added	Actions
		5	Submitted	Registration Portal	TaxiPlus (demo)	Enhanced DBS and DVLA	17th Feb 2023 at 15:27:00	Q, VIEW
							Rows per page: 15 ¥	1-1 of 1 < >
><	Collapse Menu							
0 202	1							

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.

TA::IPLUS	DBS Enhanced     (20.00 (Administration Fee) = (4.00 (047) = (24.00	Example Driver
Cases	E38.00 (Government Fee) - £0.00 (VRT) = £38.00 Usenne Check E3.00 (Administration Fee) - £3.60 (VRT) = £3.60	
	⊕ 17th Feb 2023 at 15:27:00     ● 17th Feb 2023 at 16:07:47	
	CASE ACTIVITIES	COLLAPSE ALL EXPAND ALL
	Address History	~
	Basic Details	~
	BBS Enhanced Waiting for agent to complete the necessary actions.	^
	Document Collection	~
> Collapse Menu	E Licence Check	~
0 2023		

**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.

TA::IPLUS			Example Driver	i
n Dashboard	Your Profile			
Cases	Update your profile			
	About you			
	First name Example	Middle name(s)	Last name Driver	
	1993 *	June *	6 *	
	To prevent account sharing, you cannot edit your date of Contact number +44 1234 567895	birth. If it's incorrect, please contact us at <u>hello@taxiplus.co.u</u>	k.	
	Drafarancas			
	Freierences			
	Dark mode			
> < Collapse Menu	Receive email notifications about my DBS checks			I
© 2023				,

**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 to am