# **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<br>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 <u>Message</u> Help<br>Dispore Î <b>-</b><br>Delete Archive<br>Delete | Reply Reply Forward Car<br>All<br>Repend  |                       | Team Email       | → To Manager<br>✓ Done<br>梦 Create New<br>Steps |      | 문 Rules *<br>한 Send to OneNote<br>요 Actions *<br>Move | Assign<br>Policy * | Mark Categorize<br>Unread | Follow | a- / | kad Immensive<br>Icud Reader<br>Immensive | a a<br>Translate       | Q<br>Zoom<br>Zoom | ClickUp<br>ClickUp | Viva<br>Insights<br>Add-in |
|--|---|-----------------------|------------------|---|------|---|--------------------|---------------------------|--------|------|---|------------------------|-------------------|--------------------|----------------------------|
| N noreply@taxip<br>To maria+exam   | lus - Set your password<br>Aus.co.uk<br>piedriver@penannelchecks.co.uk<br>ow this message is displayed, dick her<br>wes. To help protect your privag, Cut | e to view it in a web | browser.         | me pictures in this mess                        | aga. |   |                    |                           |        | * (  | 🗊 👈 Reply                                 | ( <sup>6</sup> ) Reply |                   | Forward<br>Fri 1   | € •••<br>7/02/2023 15:21   |
| TACOPIUS<br>Hello,   |   |                       |                  |   |      |   |                    |                           |        |      |   |                        |                   | WELCO              | ME EMAIL                   |
|  | for TaxiPlus has just been cre  | ated.                 |                  |   |      |   |                    |                           |        |      |   |                        |                   |                    |                            |
| Please visit the address   | below to set your initial passw   | word & continue       | e your order.    |   |      |   |                    |                           |        |      |   |                        |                   |                    |                            |
| e3144bd3ld69/enhance   | k/au/h/set-password?t=b/run4<br>d-dbs-and-dvla<br>ord you will be automatically (   |                       |                  |   |      |   |                    |                           |        |      |   |                        |                   |                    |                            |
| If you can't click on the I  | ink then copy & paste the line  | above into the        | address bar in y | our browser.                                    |      |   |                    |                           |        |      |   |                        |                   |                    |                            |
| Please note - this link w<br>Thanks  | II expire after three days. If m  | ore than three        | days have passe  | d, please visit http://www.                     |      |   |                    | to send a new lin         | ĸ      |      |   |                        |                   |                    |                            |
| 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 |   | 륀 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 Parsword  |         |
|           | Confern 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<br>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<br>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<br>120.00 (Administration Fee) = £4.00 (VRT) = £24.00<br>E38.00 (Government Fee) = £0.00 (VRT) = £38.00 |
|                   | Document Collection           E0.00 (Administration Fee) = E0.00 (VAT) = E0.00                                       |
|                   | Licence Check<br>E8.00 (Administration Fee) + £1.60 (083) = £9.60  |
|                   |  |
|                   | Card number Pay faster Invit<br>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.

| FA: | #IPLUS              |
|-----|---------------------|
|     | Dashboard           |
|     | Cases               |
|     | rtal                |
|     | Welcome             |
|     | Basic Details       |
|     | Address History     |
|     | Document Collection |
| DBS | Enhanced            |
| Rev | iew& Submit         |
| D   | ine                 |
|     |                     |
| ><  | Collapse Menu       |
| 202 | 23                  |

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)

|       | IPLUS               |
|-------|---------------------|
| 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                                  |                |   |
| Case Pr      | Cases               | 1. DBS Standard/Enhanced ID                          | ٢              |   |
| ~            | Welcome             | Please select the documents and click upload:        |                |   |
| $\checkmark$ | Basic Details       | 1. Passport  |                |   |
| $\checkmark$ | Address History     | Select file  |                |   |
| ₽            | Document Collection |  |                |   |
| 8            | DBS Enhanced        | 2. Photocard driving licence - (full or provisional) |                |   |
| È            | Review & Submit     | Select file  |                |   |
| 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 |
|--------------|---------------------|--|----------------|
| ń            | Dashboard           | Document Collection                                  |                |
| Ċ            | Cases               | 1. DRS Standard/Enhanced ID                          | ٢              |
| Case Po      | har i               | a i terefor unannen og a i mennes er ne              | 0              |
| $\checkmark$ | Welcome             | Please select the documents and click upload:        |                |
| $\checkmark$ | Basic Details       | 1. Passport  |                |
| $\checkmark$ | Address History     | Passport: Passport.jpg                               |                |
| Ð            | Document Collection | 2. Photocard driving licence - (full or provisional) |                |
| 8            | DBS Enhanced        | 🔋 Licence.png X 🗋 UPLOAD                             |                |
| Û            | Review & Submit     |  |                |
| 囷            | Done                | 3. Bank or building society statement                |                |
|              |                     | Bank Statement jfif                                  |                |
|              |                     |  |                |
| ><           | Collapse Menu       | S CLEAN SELECTION                                    |                |
| © 202        | 3                   |  |                |

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

| Prestal 1. Bank or building society statement   Veloome  Bank or building society statement: Bank Statement.iff  Review 4 Submit   Bank or building society statement: Bank Statement.iff  Bank or building society statement: Bank Statement.iff  Photocard driving licence - (full or provisional): Phot  | Examp |
|--|-------|
| Cases     1. Bank or building society statement       Vectore          Bank or building society statement: Bank Statement.iff         Second driving licence - (full or provisional)         Address History         Document Collection         Dess Enhanced         Second         Second         Passport: Passport.ipg         Review & Submore         Resport: Passport.ipg         Review & Submore  |       |
| weicome        Bank or building society statement: Bank Statement iff       Exwove       Bank or building society statement: Bank Statement iff       Exwove       Document Collection       Dets Enhanced       Review & Submit       Passport: Passport: Passport.       Passport: Passport: Passport.       Collection       Review & Submit       Review & Submit       Collection       Review & Submit       Collection       Review & Submit       Revi                             |       |
| Basic Details     2. Photocard driving licence - (full or provisional)     Address History     Photocard driving licence - (full or provisional): Licence.ong     Document Collection     Des Enhanced     3. Passport     Passport: Passport.jpg     Review & Submit  |       |
| 2. Photocard driving licence - (full or provisional)  Address History  Document Collection  Dets Enhanced  3. Passport |       |
| Document Collection     Image: Collection       DBS Enhanced     3. Passport       Review & Submit     Image: Passport Ling  |       |
| Dess Enhanced     3. Passport       Review & Submit     Passport: Passport: passport.jpg   |       |
| Review & Submit.   |       |
|  |       |
| Come Street  |       |
|  |       |
|  |       |
| CONTINUE A BACK  |       |
| Collapse Menu  |       |

#### **Submitting the Application**

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

| LUS              |   |
|------------------|---|
| lashboard        |   |
| Cases            | Enhanced DBS and DVLA   |
|                  | Review & Submit   |
| ome              | You have completed all the sections required for this portal.                                     |
| is.              | If you wish you can use the navigation menu to go back to review your data and amend if needed.   |
| ess History      | Note: When making amends in a previous section, subsequent sections will need re-confirmation.    |
|                  | When you click the submit button below you won't be able to change the data for this application. |
| ament Collection | ✓ SUBMIT  |
| Inhanced         |   |
| & Submit         |   |
|                  |   |
|                  |   |
|                  |   |
|                  |   |
| Collapse 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.

| A::IPLUS        |            |                     |                 |                       |                           | Example Driver       |
|-----------------|------------|---------------------|-----------------|-----------------------|---------------------------|----------------------|
| Dashboard       | Cases      |                     |                 |                       |                           |                      |
| Cases           | Cases      |                     |                 |                       |                           |                      |
|                 |            |                     |                 | Case State            | ▼ Origin ▼ Search by      | Customer & Process Q |
|                 |            |                     |                 |                       |                           |                      |
|                 | Case State | Origin              | Customer        | Process               | Added                     | Actions              |
|                 | Submitted  | Registration Portal | TaxiPlus (demo) | Enhanced DBS and DVLA | 17th Feb 2023 at 15:27:00 | Q, VIEW              |
|                 |            |                     |                 |                       | Rows per page: 15 •       |                      |
|                 |            |                     |                 |                       |                           |                      |
|                 |            |                     |                 |                       |                           |                      |
| C Collapse Menu |            |                     |                 |                       |                           |                      |
| 2023            |            |                     |                 |                       |                           |                      |

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<br>Usenne Check<br>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<br>Example   | Middle name(s)  | Last name<br>Driver |   |
|                   | Year of birth   | Month of birth  | Day of birth        |   |
|                   | 1993 *  | June *  | 6 *                 |   |
|                   | To prevent account sharing, you cannot edit your date of<br>Contact number<br>+44 1234 567895 | birth. If it's incorrect, please contact us at <u>hello@taxiplus.co.u</u> | k.                  |   |
|                   | Preferences   |   |                     |   |
|                   | 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