

## **eVetting FAQ:**

### **Where does the applicant find the link to apply for vetting online?**

The applicant must manually complete and forward the Vetting Invitation Form to Irish Water Safety and provide proof of identity. Irish Water Safety confirms proof of identity and sends the applicant an email with a link attached inviting him/her to complete the vetting application online.

### **What details must the applicant provide on the Invitation Form?**

They must provide their forename(s), surname, date of birth, Email address, contact number, job role, current address and sign and date the Invitation Form.

### **How does the applicant obtain an Invitation Form?**

Irish Water Safety provides the Invitation Form to the applicant.

### **How long is the link available to the applicant after they receive the Email with the link from Irish Water Safety?**

The link will expire after 30 days. The applicant will then have to re-apply to Irish Water Safety to resend the link.

### **Is a reminder Email sent to the applicant prior to the link expiring?**

Yes. A reminder Email is sent after 21 days if no reply has been received from the applicant.

### **When the applicant has completed the application form online, does it go directly to the National Vetting Bureau?**

No. The application goes to Irish Water Safety. They will review the application and submit it to the National Vetting Bureau.

### **Can an applicant check the progress of their vetting application?**

Yes. The applicant may click on the link received in the original Email from Irish Water Safety. From here, they can go to the Track Application section to see the status of their application.

### **Is the vetting Disclosure issued by the National Vetting Bureau to the applicant or Irish Water Safety?**

The vetting disclosure is issued to Irish Water Safety. Irish Water Safety, in accordance with the National Vetting Bureau Act, shall, as soon as practicable, make available a copy of the vetting disclosure to the applicant.

### **If an applicant hasn't an Email address and Irish Water Safety have signed up for e-Vetting, what do they do?**

The applicant may complete a paper application form and send it to the Irish Water Safety who will enter the details onto the e-Vetting website and submit to the National Vetting Bureau.

## Invitation

NVB Sample Logo  
Something,  
Somewhere,  
Go Something.



Year Ref:

Form NVB 1  
**Vetting Invitation**

**Section 1 – Personal Information**

Under Sec 26(b) of the National Vetting Bureau (Children and Vulnerable Persons) Act 2012, it is an offence to make a false statement for the purpose of obtaining a vetting disclosure.

Forename(s):

Middle Name:

Surname:

Date Of Birth:  /  /

E-mail Address:

Contact Number:

Role Being Vetted For:

Current Address:

Line 1:

Line 2:

Line 3:

Line 4:

Line 5:

Eircode/Postcode:

An Invitation to the online vetting website will be sent to your E-mail Address.

**Section 2 – Additional Information**

Name Of Organisation:

I have provided documentation to validate my identity as required and I consent to making this application in accordance with Section 22(4)(a) National Vetting Bureau (Children and Vulnerable Persons) Act 2012.

Applicant's Signature:

Date:  /  /

There are 6 Key Pieces of Information required for an Invitation:

1. Applicant's Name
  2. Applicant's DOB
  3. Applicant's Email
  4. Applicant's Contact No.
  5. The role the Applicant is being vetted for
  6. Applicant's Current Address
- Proof of Identity and Confirmation of the Current address is required **BEFORE** the vetting process can commence.
  - The form must be signed and dated.
  - The declaration tick box **MUST** be ticked.
  - A Parent/Guardian Consent form must accompany the Invitation if the Applicant is under 18 years.

## **IT Requirements**

### **Supported browsers**

You can access the e-Vetting website through the Internet on browsers such as Chrome, Firefox, Internet Explorer, and Safari.

The e-Vetting portal supports the latest versions of each of these browsers

- Internet Explorer (Versions 9-11)
- Latest Chrome
- Latest Firefox
- Latest Safari

Regardless of your browser type, you must have cookies and Java script enabled.

### **Minimum requirements for e-Vetting portal on mobile browsers**

To access the e-Vetting portal for mobile web browsers, your mobile browser needs to fit a few minimum requirements.

First, make sure your browser is XHTML compliant. If you're not sure if it is, you can visit <http://www.google.com/xhtml> and perform a search. If it doesn't work, your browser may not be XHTML compliant.

You can contact your mobile service provider to check the following requirements:

- Your browser should have cookies enabled and your network should also allow cookies. The setting for cookies is usually located in your phone's browser settings.
- Your network should allow secure SSL traffic.
- Your mobile browser must have a URL length of 2000 bytes.
- Your mobile browser must allow redirects of 10.

### **Fixing Internet Explorer Compatibility View issues**

Internet Explorer has a Compatibility View (or mode) that affects how some websites are displayed. The e-Vetting portal may display incorrectly if Compatibility View is enabled for [portal.garda.ie](http://portal.garda.ie). We suggest that you remove [portal.garda.ie](http://portal.garda.ie) from your list of sites that have Compatibility View enabled.

#### **Instructions**

- Internet Explorer 11
  1. In Internet Explorer, press the Alt key to display the Menu bar, or press and hold the address bar and select Menu bar.
  2. Click Tools and select Compatibility View settings.
  3. Select [portal.garda.ie](http://portal.garda.ie) under "Websites you've added to Compatibility View."
  4. Click Remove.
- Internet Explorer 10
  1. In Internet Explorer, press the Alt key to display the Menu bar, or press and hold the address bar and select Menu bar.
  2. Click Tools and select Compatibility View settings.
  3. Select [portal.garda.ie](http://portal.garda.ie) under "Websites you've added to Compatibility View."
  4. Click Remove.

- Internet Explorer 9
  1. In Internet Explorer, press the Alt key to display the Menu bar, or press and hold the address bar and select Menu bar.
  2. Click Tools and select Compatibility View settings.
  3. Select evetting-portal.garda.ie under "Websites you've added to Compatibility View."
  4. Click Remove.

### **How to clear cache and cookies**

If you're seeing problems in how the e-Vetting portal is displaying in your browser; it may be necessary to clear your cache and cookies.

Review and follow the instructions provided by your browser:

- Google Chrome
- Windows Internet Explorer
- Mozilla Firefox
- Apple Safari

### **Details and alternatives**

Effect of clearing cache and cookies: Keep in mind that clearing your cache and cookies erases your settings for websites. Here are some examples:

- If you opted to have your browser remember your username and password, it will be cleared from your browser's memory when you clear cache and cookies.
- The e-Vetting portal might load a little slower because all of the images and content pieces have to be loaded from scratch.

Recommended first step: If you're seeing problems in how web pages are displayed in your browser, we suggest first using your browser's incognito or private browsing mode to see if the problem you're seeing is caused by something other than cache or cookies.