



# Next Steps to Complete Your Registration

For Professional Users

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As you can imagine, security is a high priority for the Safe Move Scheme (SMS). Accordingly, we need to make checks against the details you have provided so we can progress to the next stage of registration. We know you want to use SMS to protect your Firm and your clients from fraud and we will do our best to get you there as quickly as we can.

This guide is designed to give you some useful information about this process.

## Security

### **IMPORTANT SECURITY ADVICE:**

The SMS is a secure portal and it is **ESSENTIAL** that all Users (Firms and clients) ensure that they are interacting with the genuine SMS website (as they would with their online banking). The safest way to access SMS is to provide the link (**<https://www.safemovescheme.co.uk>**) on your Firm's website and associating it with the SMS membership logo. Once this is setup, selecting this logo will redirect the user to the SMS website. **Make sure the link is correct at all times to avoid hackers from redirecting your users to a bogus site. Never email us sensitive data as emails are not safe – we will never email you links to our website, login details or sensitive data.**

**Checking pre-registration details** - Your details will be checked by the SMS during which time you may be contacted by one of our staff members asking you to submit further information. Your application will be processed as quickly as possible but due to the high volumes of applications we receive and the assessments we need to make please allow 6-8 weeks for your registration to be processed as every application takes time to personally check.



**Creating your account** - When your details have been checked you will receive a notification asking you to login, accept the SMS T&Cs, setup your personal SMS account and add your client account(s) details for registering to the SMS. For security reasons when logging in please search 'Safe Move Scheme' via Google to find our website to avoid hackers from redirecting you to a bogus site.



**Registering your client account(s)** - Once we have received your bank account details we will complete the necessary checks to add bank accounts to your Firm's registration. We will process your bank account application(s) as quickly as possible but due to the high volumes of applications we receive and the assessments we need to make we anticipate a waiting period if we receive high volumes. As soon as we have registered at least one bank account for your Firm you will receive an email asking you to login. Once logged in, you can download your membership pack and you are ready to start protecting your Firm and your clients from fraud!



Once your Firm's registration form has been submitted and checked by the Safe Move Scheme your Senior Responsible Officer will be contacted, they will be informed to create their account.

As soon as your Senior Responsible Officer (SRO) has completed their account setup, they will be able to start inviting other employees to join the Safe Move Scheme.

All Professional Users should follow the below steps in order to create a new account for the Safe Move Scheme.

### **Step 1: Users Receives Their PIN Number**

All users will need a PIN number in order to complete the **Create Account** form on the Safe Move Scheme website.

If you are the Firm's **SRO**, you will be receiving this PIN number from the **Safe Move Scheme**.

If you have been **invited** to the Safe Move Scheme by a **colleague**, you will be receiving this PIN number **internally** from the member of staff.

### Step 2: Users Create Their Account Details

Once a PIN number has been provided to you, you will be able to complete the Create Account form (right).

Once the account has been successfully created you will be logged in and be able to access your authorised features.

The screenshot shows a web form titled 'Create Account' with a 'Login' tab. The form contains the following fields and instructions:

- E-mail:** A text input field with a user icon on the right.
- PIN:** A text input field with a blue border and an asterisk icon on the right. Below it, a message reads: "Please enter your PIN as provided by Safe Move Scheme".
- Personal Mobile Phone Number:** A text input field with an asterisk icon on the right. Below it, a message reads: "Please enter your personal mobile phone number for account security purposes."
- Password:** A text input field with a lock icon on the right. Below it, a message reads: "Your password must contain at least one upper case letter, at least one number and at least one special character (e.g. £, #, %). It must be at least 10 characters long."
- Confirm password:** A text input field with a lock icon on the right.
- reCAPTCHA:** A checkbox labeled "I'm not a robot" next to the reCAPTCHA logo. Below the logo are links for "Privacy" and "Terms". A note below states: "reCAPTCHA may not display correctly if you are running IE in compatibility view".
- Create Account:** A red button with the text "Create Account" in green, highlighted with a red border.

At the bottom left, the text "Version 1.0.624" is displayed.

## Additional Steps for a Firm's SRO

If you are the Firm's SRO you have to carry out two additional steps in order to create your account.


### Step 3: Accepting Terms and Conditions

As the Firm's SRO you will need to accept the Safe Move Scheme's terms and conditions in order to continue with the create account process.

You are able to download a copy of the Terms and Conditions by selecting the option 'Save as PDF'.

Once you are happy to accept, ensure you confirm this by selecting the tick box at the bottom of the scrolling page.

Terms and Conditions

 **SAFE  
MOVE  
SCHEME™**

Please read the following Terms and Conditions, once you are happy please check the checkbox at the bottom of the Terms and Conditions to confirm you have read, understood and accept the Terms and Conditions before you click 'Continue'.

2.5 Misuse of the Services is prohibited. Please refer to clause 8 for Your obligations in relation to the use of the Services.

3. DEFINITIONS

3.1 In these Terms and Conditions, the following definitions shall apply:

"Agreement" means the agreement between us which incorporates these Terms and Conditions;

"Buyer" means the buyer in the Transaction;

"Buyer's Conveyancer" means the conveyancing professional acting for and on behalf of the Buyer in the Transaction;

"Charges" means the charges payable for the provision of the Services;

"Client" means the person/s and/or organisation/s who has instructed the conveyancer in relation to the Transaction;

"Client Data" means the data added by the Client or on behalf of the Client;

"Conveyancers" means all conveyancing professionals acting for and on behalf of the Seller and Buyer and Lender in the Transaction;

"Data" means any Client Data, any data relating to 'parties' involved in the Transaction, together with any data collected by the system relating to the Transaction;

"DPA" means the Data Protection Act 1998, as amended and updated from time to time;

"Insurance" means the insurance policy supplied by us as part of providing Services;

"Intellectual Property Rights" means all intellectual property rights and industry property rights of any kind including without limitation patents, patent applications, copyright, know how, technical and commercial information, design (whether registered or unregistered), design rights, internet domain names, database rights, trade marks, trade dress, trade names, trade secrets, know-how, and other intellectual property rights.

[Save as PDF](#) [Continue >](#)

### Step 4: Personal Details

As the Firm's SRO, you will need to enter your Home Address details in order to complete the account creation process, this will assist the Safe Move Scheme to verify your identity.

Once the account has been successfully created you will be log in and access your authorised features.

For further details refer to the **'Quick Start Guide'** and **'How to Use the Safe Move Scheme'** document within the **Downloads** page of the Safe Move Scheme.

### Personal Details

Home Address

Lookup Postcode

Search

Found Addresses

Address Line 1

\*

County

Address Line 2

\*

Postcode

\*

Town/City

\*

Other Details

Date of Birth

\*

Continue >



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**Using your membership pack** – Your membership pack will help you get the most from your SMS membership.

It contains:

- *'How to Use the Safe Move Scheme - a Guide for Firms'*
- *'Your Firm's Safe Move Scheme Membership Logo'* - with unique Scheme Number
- *'Logo usage guidelines'*
- *'Bank Transfer Instructions'* – one for each Safe bank account registered, for you to send to buyers in place of your standard bank details form
- *'Introduction to the Safe Move Scheme'* – useful information to help you explain the SMS to your clients

If after 8 weeks your application is still being processed, we will contact you with an update using the contact details listed on your Firm's regulator's website.