



# Frequently Asked Questions

For Professional Users

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The following document is designed to assist you, as a professional user to resolving any queries you may receive from:

- Other Professional Users from your Firm
- Your clients who have been instructed to use the Safe Move Scheme by your Firm

For further guidance see the documentation (Quick Start Guide & How to Use the SMS) from within the **Downloads** page of the Safe Move Scheme.

## Professional Users

### 1. A new employee has started, I want to add them to the Safe Move Scheme. How do I do this?

- The **Organisation Administrator** must add the details of this new employee into the Safe Move Scheme.
- The SMS will generate a **PIN number**, inform the new employee of this number
- The new employee needs to complete the **Create Account** form on the **Safe Move Scheme website** log in page

### 2. I know I have been invited to the Safe Move Scheme, but I cannot create my account

Make sure you have the **correct PIN number**, if so the PIN number may have expired, the PIN is valid for 28 days.

If it has expired, please ask another Safe Move Scheme user to **reinstate** your invite for this user from within the SMS. Once logged in:

- Select '*Users*' > '*Invited Users*' > '*Expired/Revoked Invites*' > select the record for the user > select '*Reinstate Invite*'

**3. As my Firms SRO, I am trying to create my account but I am getting the message “This email cannot be registered at the moment”, when I enter my email address. What shall I do?**

If this message appears it indicates the Safe Move Scheme are in the process of checking your firm’s registration details, at the moment you are unable to continue with creating your account. You will be contacted as soon as the Safe Move Scheme are ready for you to proceed.

**4. I have logged in as an Organisation Administrator but I am unable to view any transactions**

Another Organisation Administrator or SRO of your Firm will need to check the **Roles** which have been assigned to you, you will need the role **Organisation Employee** in order to view transactions.

**5. I am trying to edit the details of my Primary Buyer but the ‘Edit’ button is greyed out/unavailable.**

To avoid incorrect data changes, Professional users are **not able to edit** the personal details of their Primary Buyer once the **Primary Buyer** has logged in and **confirmed** their details.

**6. I am trying to regenerate the PIN number for a client but the ‘Regenerate PIN’ button is greyed out/unavailable.**

As soon as the **client** has **completed** the **Create Account** process on the Safe Move Scheme website, professional users are **unable to regenerate** another PIN number for this client. Ask your client to try and log in again, as the account should have been created successfully.

## Questions and Answers (cont.)

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**7. My Organisation Administrator has submitted my Firm's bank account details via the Safe Move Scheme but I still can't order products. What do I need to do?**

Once the bank account details have been submitted they will need to be **validated** by the Safe Move Scheme. As soon as your Firm has one validated bank account you will be able to order our products, your Firm will receive a **notification** to let you know once the results of the validation are available.

Please note the validation process can take a few weeks.

**8. I have forgotten my password, what shall I do?**

Go to the **Log In** screen of the SMS and select '*Forgotten Password*'. You can then initiate for the system to send you a verification code to allow you to change your password, this code will be sent to the mobile phone number which was entered upon account creation.

**9. I am looking for my Bank account certificate, where is it located?**

The bank account certificate is available in the details of each **safe** bank account, these details are located in the **Downloads** page of the SMS.

**10. I have ordered the Safe buyer product for my client, how do I know if they have used it?**

Once the client has logged in and carried out a bank account check, the date of this check will be recorded within their personal details under their transaction record.

### Public Users

As a Professional user you will be the first point of contact for your client should they require further assistance or support. To ensure you are equipped in resolving their queries, we have devised a list of typical questions and answers.

#### 1. I am a new user, how do I log into the Safe Move Scheme?

All new users will have a Safe Move Scheme **PIN number**, generated by the system. This PIN number is provided to your Firm when the product is ordered, make sure this information is supplied to your client securely.

Advise your client to take this PIN number and browse to the **Safe Move Scheme website**. From there select the **Log in** option and select the tab **Create Account** to complete the required form.

#### 2. I know I have been added to the Safe Move Scheme, but I cannot create my account

First of all, make sure the client has the correct PIN number, if so the PIN number may have expired, the PIN is valid for 28 days. If it has expired, you are able to regenerate the PIN for this user from within the SMS. See the 'Buyers and SMS' guide from within the SMS **Downloads** page for more information.

#### 3. What internet browser should I be using?

The Safe Move Scheme currently supports IE10/11 and Google Chrome.

### 4. What is Safe Buyer?

This is a fraud prevention product from the Safe Move Scheme system. This product helps prevent buyers being successfully targeted by cyber criminals.

This product allows you (as the buyer) to confirm the bank account details provided by your solicitor are correct.

### 5. My Partner is buying the property with me, can they use Safe Buyer/the Safe Move Scheme?

Yes, **Additional Buyers** can be **added** onto the same transaction by the conveyancing Firm, doing so will create a **PIN number** for this user. The conveyancing Firm will need to inform the additional buyer of this PIN number, they can then browse to the **Safe Move Scheme website** and complete the **Create Account** form.

### 6. My Gifto is looking to transfer some funds to you, can they use Safe Buyer/ the Safe Move Scheme?

Yes, **Giftors** can be **added** onto the same transaction by the conveyancing firm, doing so will create a PIN number for this user. The conveyancing Firm will need to inform the Gifto of this PIN number, they can then browse to the Safe Move Scheme website and complete the Create Account form.

### 7. I have forgotten my password, what shall I do?

Go to the **Log In** screen of the SMS and select '*Forgotten Password*'. You can then initiate for the system to send you a verification code to allow you to change your password, this code will be sent to the mobile phone number which was entered upon account creation.