



# How to Use the Safe Move Scheme

## A Guide for Firms

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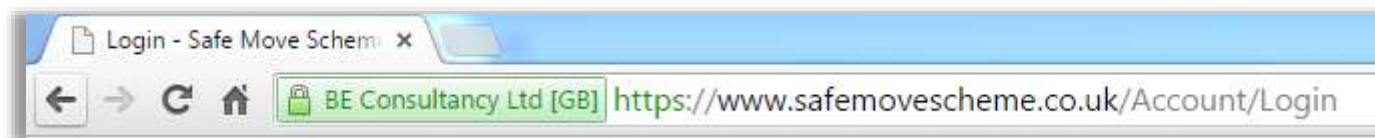
## Introduction:

As the Firm's Senior Responsible Officer you have overall control over all functions of the Safe Move Scheme (SMS) and their availability to users in your Firm. This guide will help you get the most from your SMS membership.

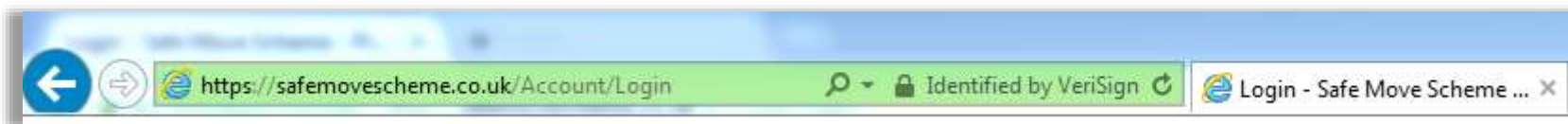
## Security Advice:

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. Never follow a link to a login page and always ensure the login page displays according to the screen shots below.

## Chrome (v.46.0.2490.80) -



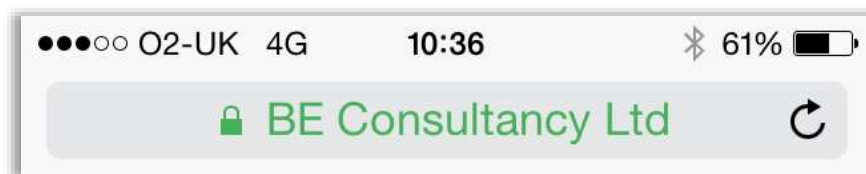
## Internet Explorer (v.11) -



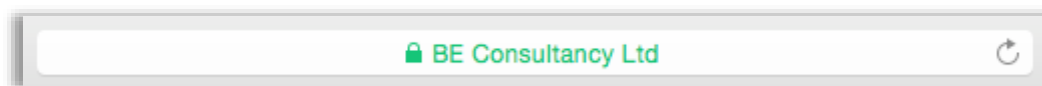
### Firefox (v.41.0.1) -



### iPhone/iPad (iOS 9) -



### Mac OSX Safari (v9.0) -



Please inform your clients that it is essential that they login to the correct URL (i.e. website address) and to **ALWAYS** check that the URL window contains the green padlock and 'BE Consultancy Ltd' text which matches the appropriate image above.

### Types of User:

**Senior Responsible Officer (SRO)** – This user is required and unique so each Firm must have one SRO who has overall responsibility for managing the Firm's use of, and adhering to the terms and conditions of, the SMS. The SRO MUST be either an **approved manager** or the **sole practitioner** as listed on the regulator's website. This user has the following authority:

1. Accepts T&Cs on behalf of the Firm
2. Maintains the Firm's membership to the SMS
3. Manages the Firm's users
4. Manages the Firm's Registered Bank Accounts on the SMS
5. Order, Pay and Use products

**Organisation Administrator** - Able to carry out elevated administrative functions within the system. This user must be an **approved manager** as listed on the regulator's website and has the following authority:

1. Manages the Firm's users
2. Manages the Firm's Registered Bank Accounts on the SMS

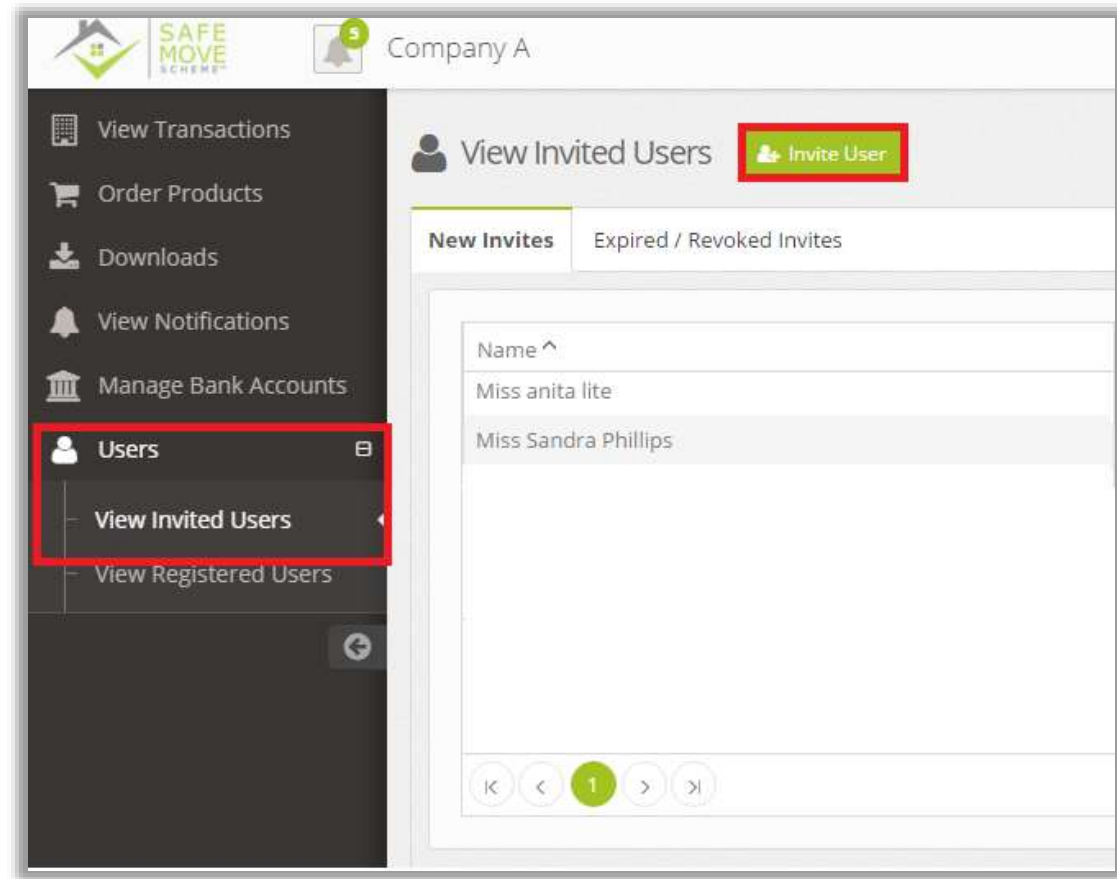
If you would also like this user to Order, Pay and Use Products, you must also assign them the Organisation employee role.

**Organisation Employee** – Only able to order and use products via the SMS system. All users are set up as an Organisation Employee by default. These users will only be able to:

1. Order, Pay and Use products

In order for your staff members to log into the SMS, individual user accounts will need to be created for the users.

1. Select 'Users' > 'View Invited Users' from the left hand side menu, this will bring up the **View Invited Users** screen:
2. Select 'Invite User'



3. This pop up (right) will appear for you to complete
4. Ensure your employee is able to access the email address entered
5. All new users will have the permissions of an Organisation Employee by default. Selecting the Organisation Administrator permission, will grant this user elevated privileges.
6. Select 'Invite User'

### Invite User

Title

Please Select

First Name

Last Name

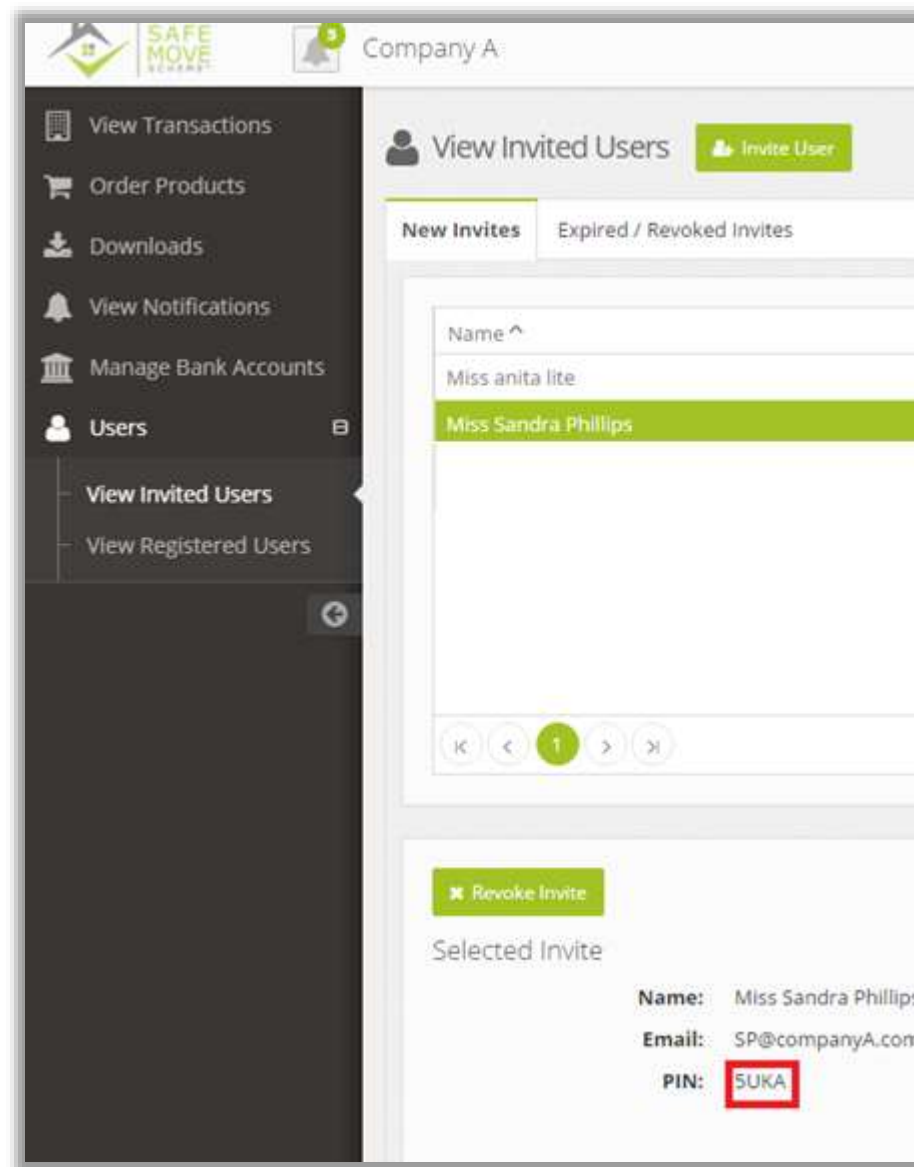
Email Address

Additional Permissions

☐ Organisation Administrator: This role gives permission to add users and bank accounts

Cancel Invite User

7. Doing so will create a new entry in the **New Invites** tab, a PIN will be generated within details of the **Selected Invite** section
8. Now inform the invited user to browse to the Safe Move Scheme website and create their account, they will be prompted for their PIN before being able to complete this process<sup>1</sup>
9. Once they have created their account and logged in they will appear in the **Registered Users** screen.



<sup>1</sup>Details of this process can be found in the 'How to Use the Safe Move Scheme', located in the Downloads page of 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, from the Safe Move Scheme website.

If you are the Firms **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, see right (Located on the Safe Move Scheme Log In Page).

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

The screenshot shows a web interface for creating a new account. At the top, there are two tabs: 'Login' (with a lock icon) and 'Create Account' (with a person icon). The 'Create Account' tab is active. Below the tabs, the form contains the following fields and instructions:

- E-mail:** A text input field with a person 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.

Below the password fields is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. Links for "Privacy" and "Terms" are also present. A note states: "reCAPTCHA may not display correctly if you are running IE in compatibility view".

At the bottom of the form, there is a footer area with "Version 1.0.624" on the left and a green "Create Account" button on the right, which is highlighted with a red border.

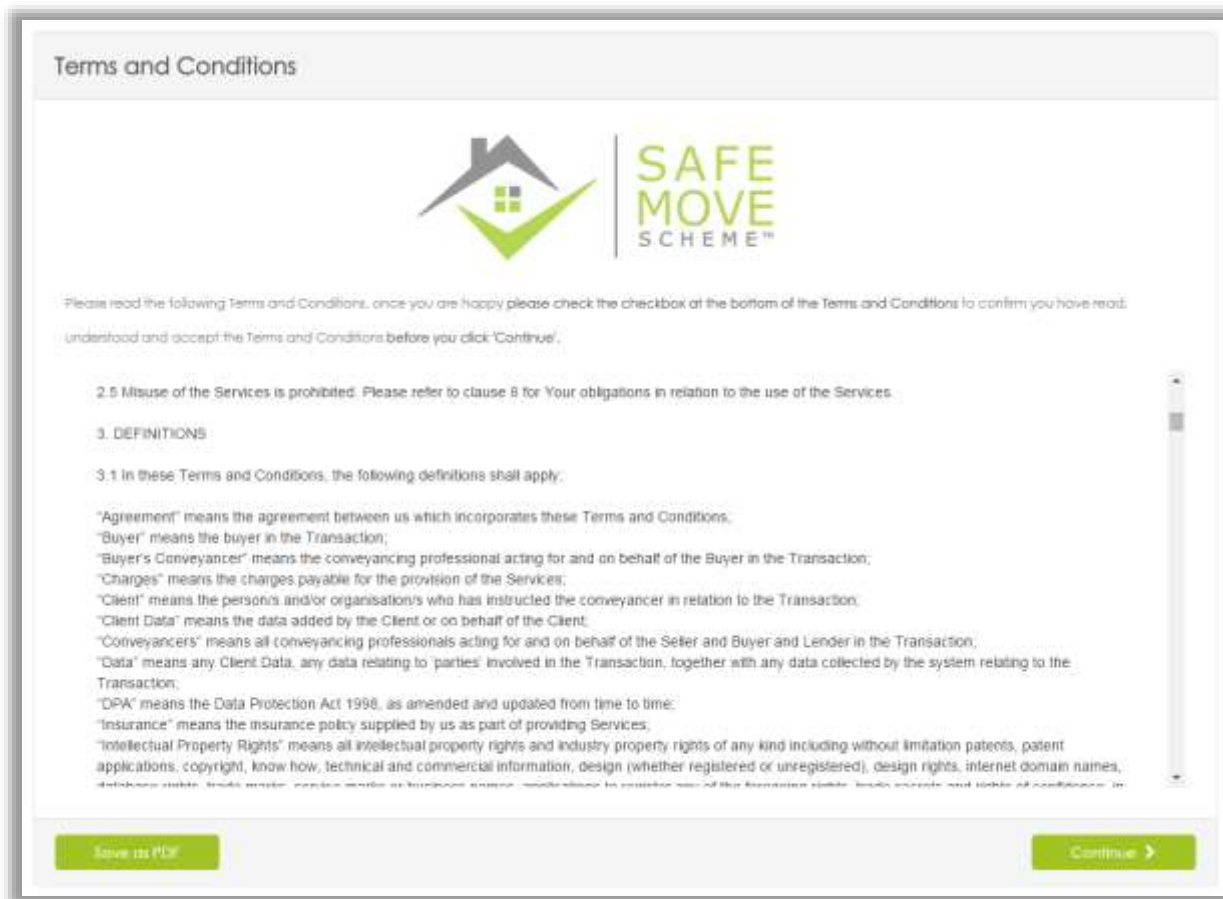
If you are the Firms SRO you have to carry out two additional steps in order to create your account.

### Step 3: Accepting Terms and Conditions

As the Firms 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 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.



The screenshot shows a web page titled "Terms and Conditions" for the "SAFE MOVE SCHEME". The page features the Safe Move Scheme logo, which consists of a stylized house icon with a green checkmark and the text "SAFE MOVE SCHEME™". Below the logo, there is a paragraph of text: "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'." This is followed by a section titled "2.5 Misuse of the Services is prohibited. Please refer to clause 8 for Your obligations in relation to the use of the Services." and another section titled "3. DEFINITIONS". Under "3.1 In these Terms and Conditions, the following definitions shall apply:", there is a list of definitions for terms such as "Agreement", "Buyer", "Buyer's Conveyancer", "Charges", "Client", "Client Data", "Conveyancers", "Data", "DPA", "Insurance", and "Intellectual Property Rights". At the bottom of the page, there are two buttons: "Save as PDF" and "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 logged in and be able to 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** section of the Safe Move Scheme.

### Personal Details

Home Address

Lookup Postcode

Search

Found Addresses

Address Line 1

County

Address Line 2

Postcode

Town/City

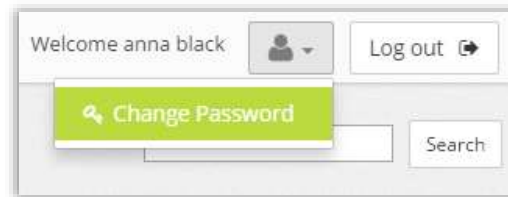
Other Details

Date of Birth

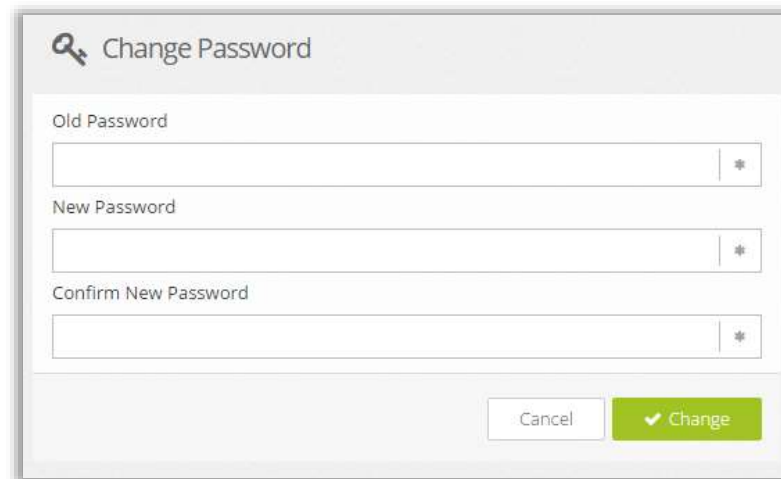
Continue >

## Change Password

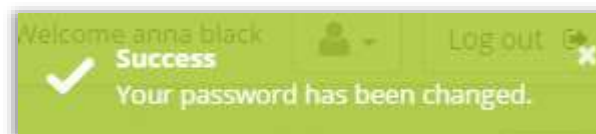
Once you are logged into the SMS, you are able to change your password. All users will be able to change their own passwords. This option is located on the main tool bar and is located under the profile menu



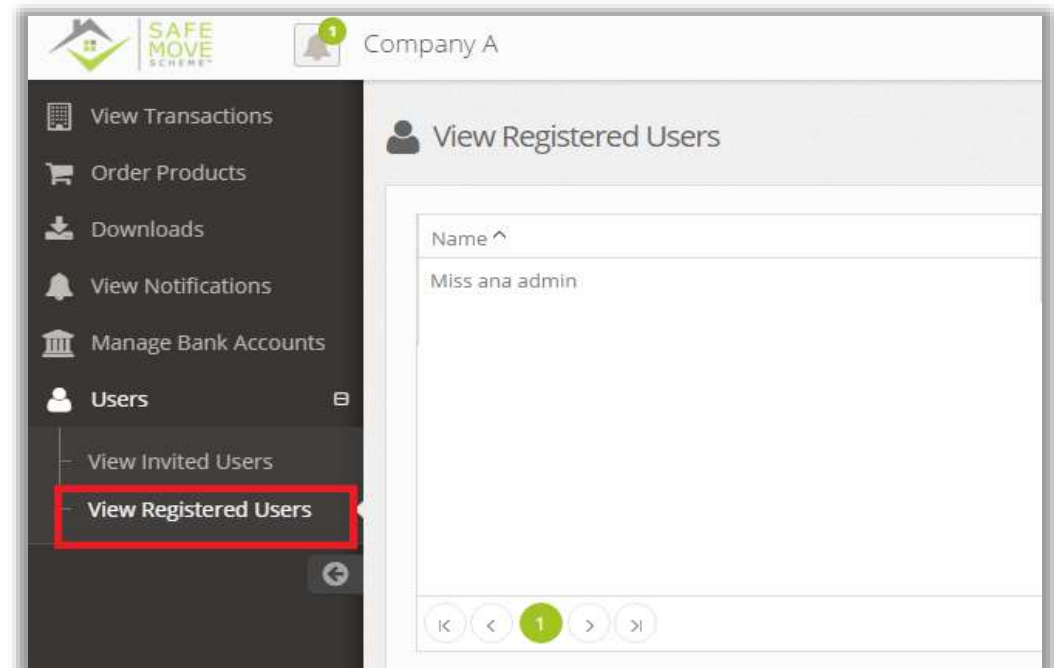
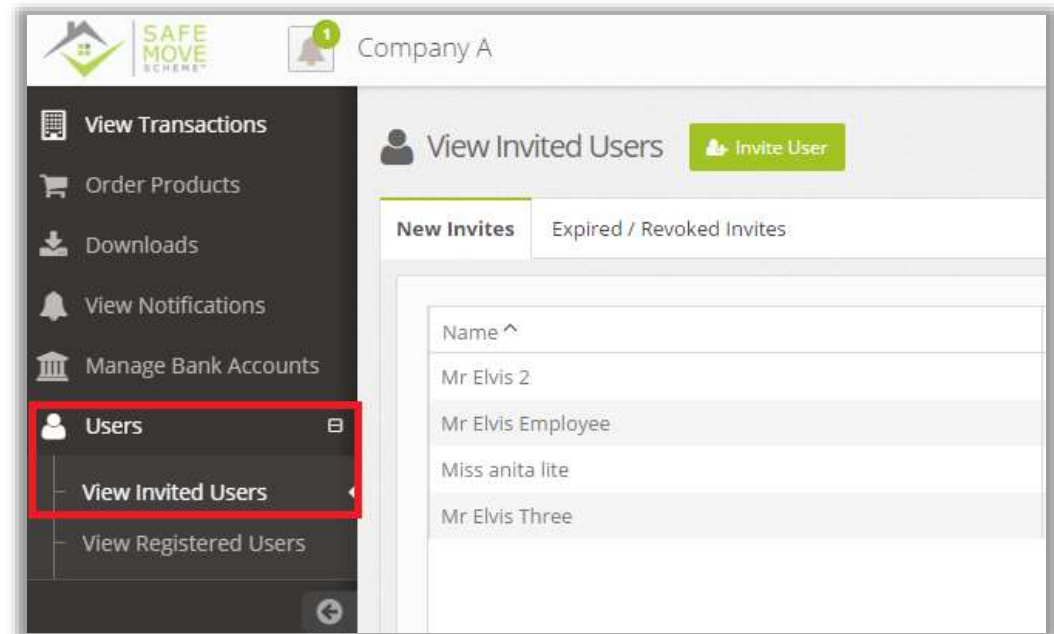
To change your password, complete the form and select 'Change'.

A screenshot of a 'Change Password' form. The form has a title 'Change Password' with a key icon. It contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field has a password strength indicator (a star icon) on the right. At the bottom of the form are two buttons: 'Cancel' and a green button with a checkmark icon and the text 'Change'.

You will be notified by the system to inform you the password has been changed successfully.



When an invited User logs in for the first time they will go from the SRO and Organisation Administrator's **View Invited Users** screen (right) to the **View Registered Users** screen (below right). This allows the person that issued the invite to monitor progress.



To modify an existing User's account:

1. Select 'View Registered Users', this will bring up the **View Registered Users** screen (right). Highlight the relevant record from the grid to bring up their details
2. Select 'Edit User' to view the **Edit User** screen

The screenshot displays the 'SAFE MOVE SCHEME' logo and 'Company A' at the top. A sidebar on the left contains a menu with options: View Transactions, Order Products, Downloads, View Notifications, Manage Bank Accounts, Users, View Invited Users, and View Registered Users. The 'View Registered Users' option is highlighted with a red box. The main content area shows the 'View Registered Users' screen with a table containing one record: 'Miss ana admin'. Below the table is a pagination control showing '1' of 1 records. At the bottom of the screen, there is an 'Edit User' button highlighted with a red box, and a section titled 'Selected User' displaying the user's details: Name: Miss ana admin and Email: aa@test.com.

SAFE MOVE SCHEME

Company A

View Transactions

Order Products

Downloads

View Notifications

Manage Bank Accounts

Users

View Invited Users

View Registered Users

View Registered Users

Name ^

Miss ana admin

1

Edit User

Selected User

Name: Miss ana admin

Email: aa@test.com

3. On the **Edit User** screen you can amend the User detail fields as necessary
4. To disable a User account (e.g. if a person leaves the Firm) untick the '*Enable Login*' box. Please note that the SMS maintains an audit history for all Users, so Users cannot be deleted just disabled

### Edit User

Title

Miss

First Name

ana

Last Name

admin

☒

Enable Login

Additional Permissions

☒

Organisation Administrator: This role gives permission to add users and bank accounts

Cancel

Save



### Forgotten Password

1. If you or a user has forgotten their password, the password reset process will need to be carried out
2. To initiate this process, browse to the Safe Move Scheme Log In screen and select 'Forgotten Password'
3. Enter your registered email address and select 'Send Verification message to my mobile'. The system will then send a verification code to the mobile number which was entered upon account creation

### Password Reset

Step 1: Enter your email address and request verification code

Please enter your registered e-mail address


[Send verification message to my mobile](#)

Step 2: Enter the verification code you received and specify a new password

Please enter the verification code from your mobile

Please enter your new password

Please confirm your new password

☐ I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

reCAPTCHA may not display correctly if you are running IE in compatibility view

[Continue](#)

### Expired/Revoked Invites

If you would no longer wish for an invite to be active you may revoke the invite for example, if you have accidentally invited a user to the SMS. Users with Expired PIN numbers will also be displayed in this screen

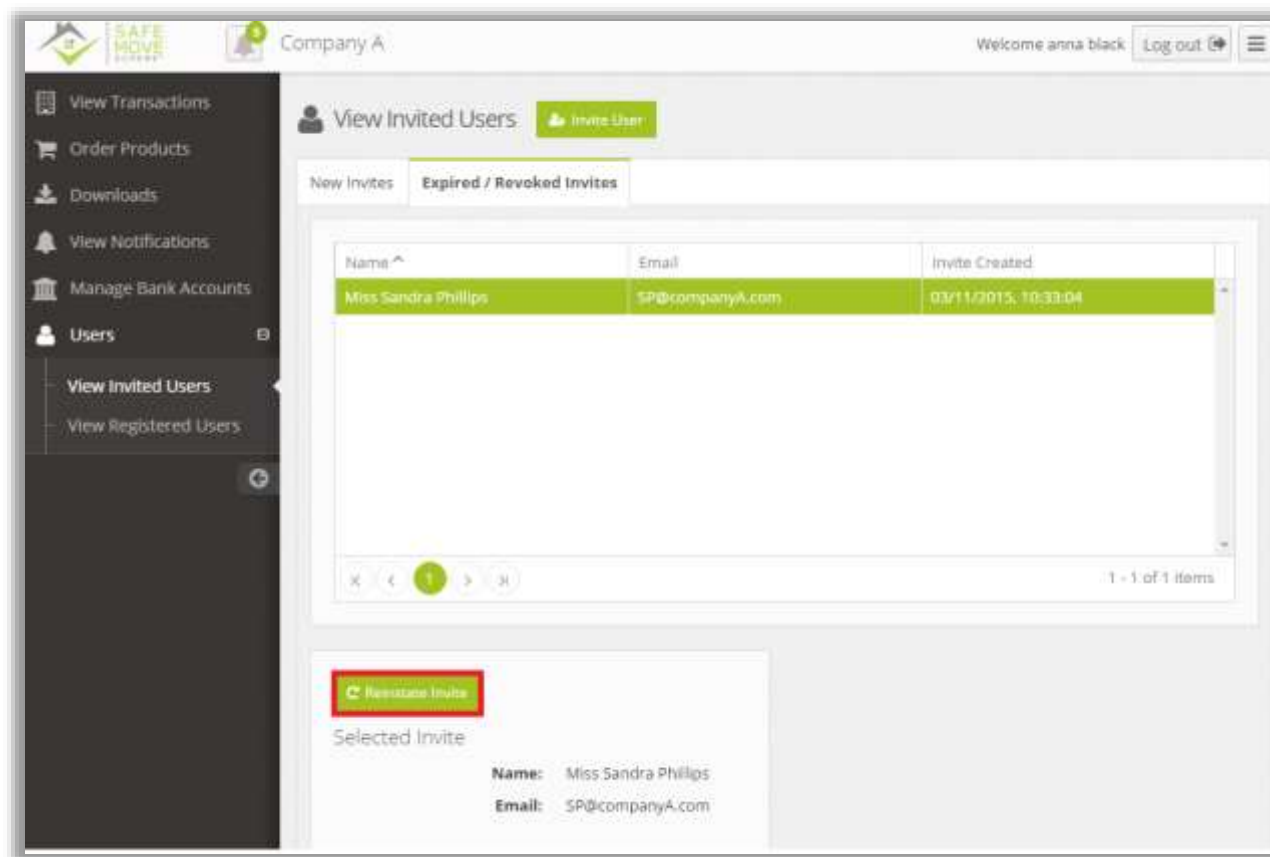
To do so, browse to the Users screen and select 'View Invited Users'.

Select the concerned invite and select the option 'Revoke Invite'.

This user will no longer be able to create their account on the SMS

Selecting 'Reinstate Invite' will reactivate this account and a new PIN number will be generated.

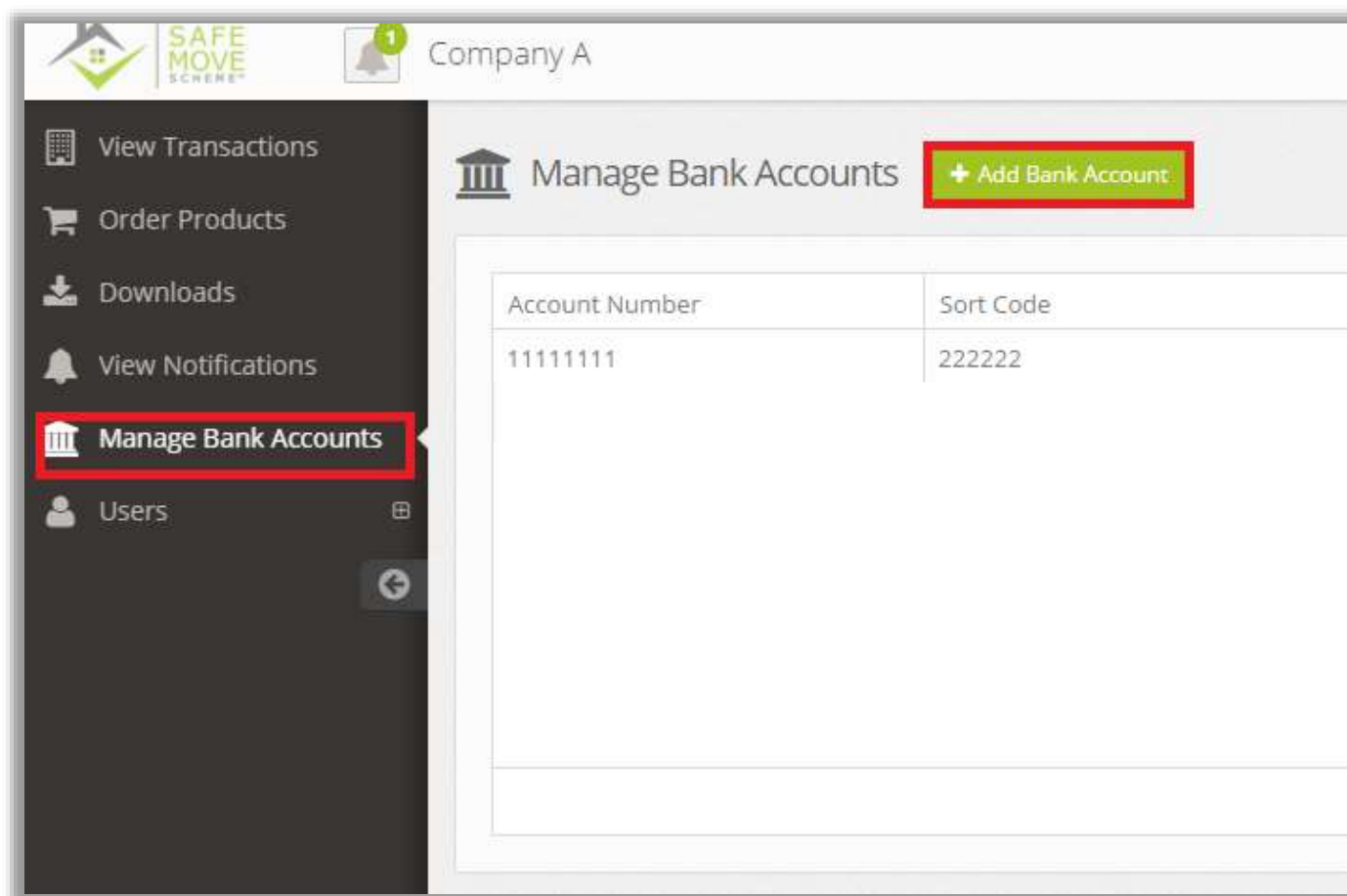
The same process will need to be followed in order to reactivate an Expired invite.



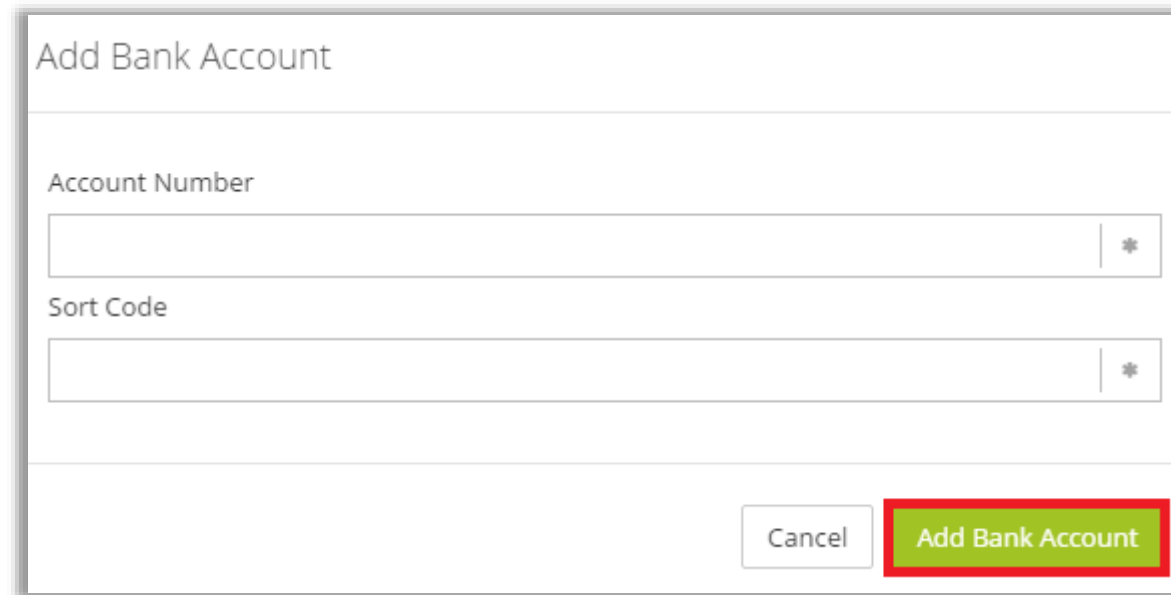
Your Firm must have a Safe Move Scheme validated bank account before the system will allow your Firm to order any products for your client.

***The management of these details are only available to the Firms SRO and organisation administrators.***

1. Select 'Manage Bank Accounts' from the left hand side menu, this will bring up the below screen:



2. Select 'Add Bank Account'. The following pop up will appear for you to complete



The screenshot shows a modal window titled "Add Bank Account". It contains two input fields: "Account Number" and "Sort Code". Each field has a small asterisk icon on the right side, indicating a required field. At the bottom right of the modal, there are two buttons: a "Cancel" button and an "Add Bank Account" button. The "Add Bank Account" button is highlighted with a red border.

3. Enter in the **Account Number** and **Sort Code** details for your Firm's client account.
4. Select 'Add Bank Account' to submit these details for validation.
5. You will receive a notification from the Safe Move Scheme once the bank account details have been validated.

### Bank Account Statuses

- **Pending Validation** – all newly submitted bank account details to the Safe Move Scheme will be marked with this status
- **Safe** – this status indicates the bank account is available for use
- **Mark as Fraud Suspicious** – if a user within your Firm suspects fraudulent activity is occurring on a particular bank account, they can mark it as fraud suspicious. The firm's SRO will be notified of this change, they can either 'Confirm Potential Fraud' or mark the account as Safe<sup>2</sup>
- **Confirm Potential Fraud** - the Firms SRO is able to confirm a bank account is fraudulent, these account details cannot be re-used

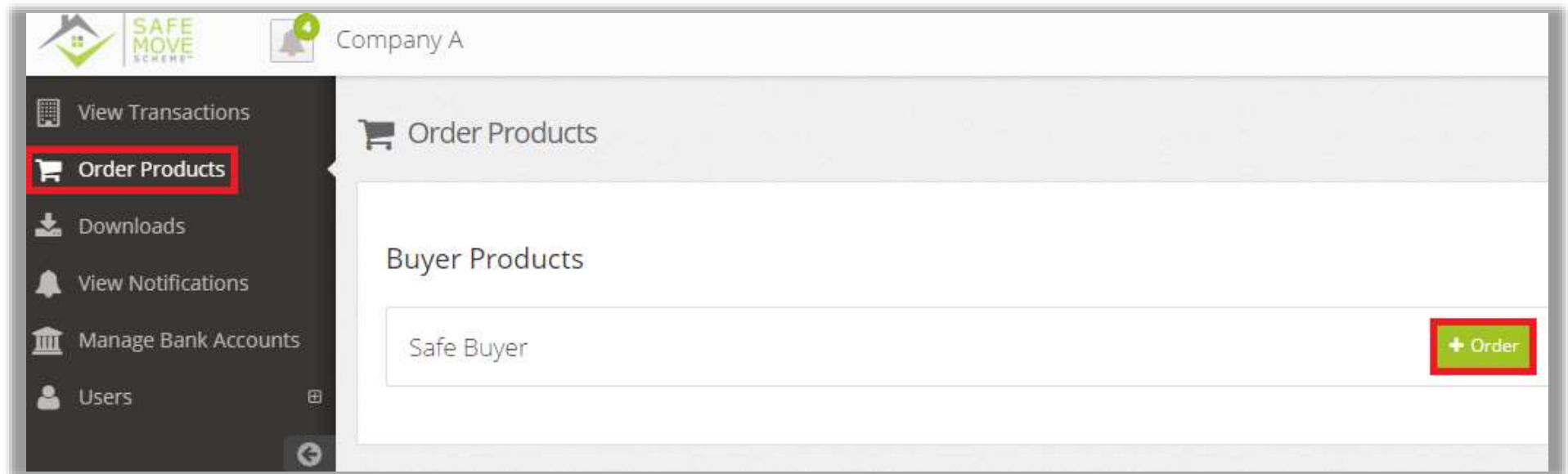
If your Firm no longer requires a particular bank account, your Firm's SRO or Organisation Administrator can 'Deactivate' the account. Should the bank account be required in the future, your firm's SRO or Organisation Administrator can 'Activate' the account once again.

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<sup>2</sup> If a client was to enter these bank account details into Safe Buyer, the system will return a 'No Match' for further details refer to the Safe Buyer Product factsheet.

Use the following process to order a product (this example uses the Safe Buyer product):

1. Select 'Order Products' from the left hand side menu, this will bring up the screen below:



2. Select 'Order'

3. This screen (right) will appear for you to fill in
4. Fields which have an \* are mandatory and must be filled in
5. When you have completed these fields select 'Next'

### Safe Buyer

Step 1  
Primary Buyer Details

Step 2  
Transaction Address

#### Primary Buyer Details

Title	First Name	Last Name
<input type="text" value="Please Select"/>	<input type="text"/>	<input type="text"/>
	*	*
Email	Date of Birth	
<input type="text"/>	<input type="text"/>	
	*	

6. The '*Transaction Address*' and '*Your Reference*' are not mandatory and you may leave blank if this information is not available
7. It is vital that the transaction address is correct, therefore, enter the postcode and select '*Find Address*', then select the correct address from the drop down. If the address is incorrect select '*Edit Address Details*' to allow you to edit the address. You can select an address and then edit the details if required
8. When you select '*Order Product*', the system will add the product to the **View Transactions** screen and the system will generate a PIN number for new clients. They will require this PIN in order to create their account for the SMS<sup>3</sup>.

Safe Buyer

Step 1  
Primary Buyer Details

Step 2  
Transaction Address

Transaction Address

Lookup Postcode

Find Address

⌵

Address Line 1

County

Address Line 2

Postcode

Town

Other Details

Your Reference

Cancel

⬅ Back

Order Product

<sup>3</sup> Refer to the Buyer and SMS guide for further details on this process.



## Order Management:

1. Select '*View Transactions*' from the left menu and select a transaction. In the 'Logged In Date' column on the right of the screen you can see if the Buyer has completed their login process as this records the date of the first time they login
2. In the bottom half of the screen select '*Regenerate PIN*' to generate a new PIN for the client



3. To change the email address select '*Edit*' in the lower part of the screen and update the details



**NOTE:** you cannot edit the client details if they have already logged in. If they cannot login advise them to use the 'Forgotten Password' functionality

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Your clients will be able to create their SMS account once a product for them has been ordered and the transaction has been created.

When a transaction has been created (product has been ordered), the PIN number for the Primary Buyer will be automatically generated. Additional Buyers and Giftors can also be added to the transaction, see the section on [Regenerating PIN numbers](#) & [Managing Transactions](#) for further details. If you have entered the client's **mobile number**, the system will automatically send the user with their PIN number via **text message**.

Any new clients will need to be provided with a PIN from the conveyancing Firm to proceed with the **Create Accounts** form on the Safe Move Scheme website.

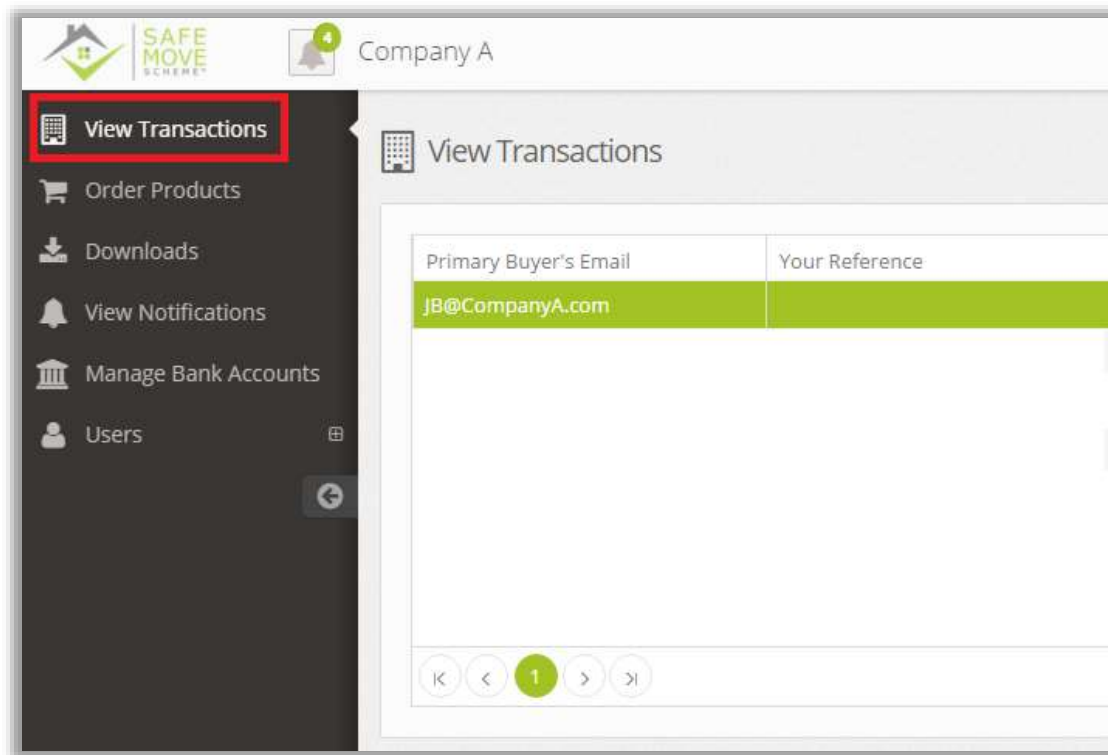
For further details on how Buyers interact with the SMS, please refer to the **Buyers and the SMS** guide within the **Downloads** page of the SMS.

If your client's PIN number has expired or it is believed the number has been compromised, you will be able to regenerate a new PIN via the SMS.

Please note you are only able to regenerate the PIN number for a client if they have not already completed their account set up.

In order to regenerate the client's PIN number, you must locate the correct transaction record.

1. Select '*View Transactions*' > locate and select the record corresponding with the concerned client > browse to the personal details of the **Primary Buyer/ Additional Buyers/ Giftors**



2. Select the option '*Regenerate PIN*'

### Primary Buyer

Personal Details

**Full Name:** Mr Joe Bloggs

**Email:** JB@CompanyA.com

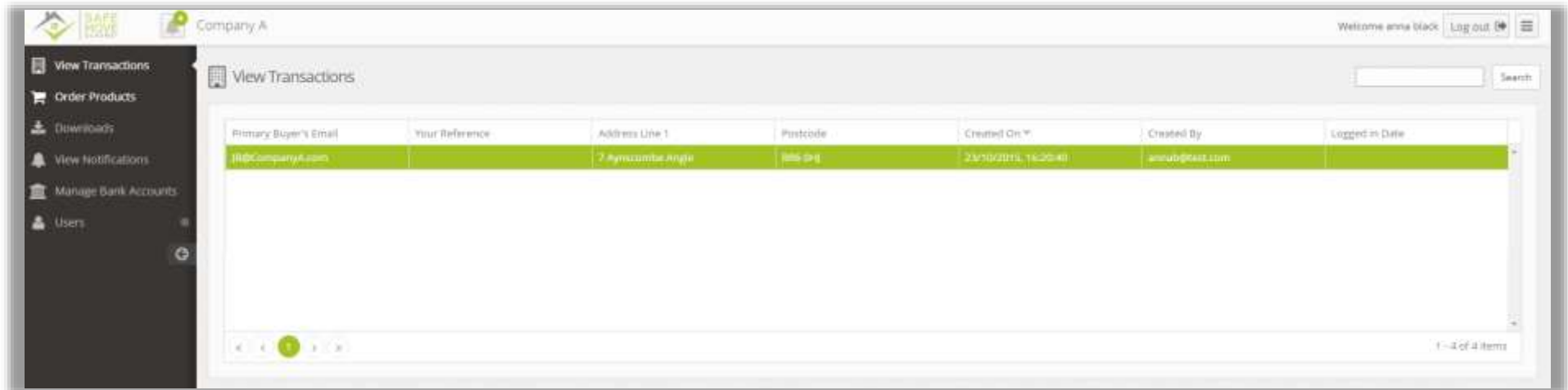
**Date of Birth:** 04/10/1996

**PIN:** 9QYD

[✎ Edit](#) [🔄 Regenerate PIN](#)

3. A new PIN number will be generated by the SMS, if the client's mobile number has been recorded, an automatic text message will be sent from the system. If a mobile number is not available please communicate the new PIN number securely to your client.

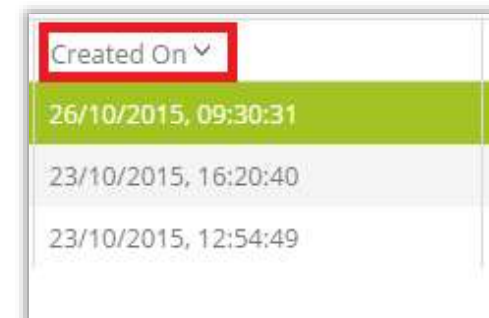
You can view a list of your Firm's transactions by selecting 'View Transactions'. Transactions will be displayed in a grid as shown below.



Primary Buyer's Email	Your Reference	Address Line 1	Postcode	Created On	Created By	Logged in Date
jd@CompanyA.com		2 Agincourt Ave	W16 8JG	23/10/2015, 16:20:40	annub@east.com	

The grid shows a limited number of rows, use the grid navigation (bottom left of the screen) to view and navigate through the records.

You can sort the data in the grid by clicking the column heading. An arrow will indicate the column which the grid is sorted by (right).



Created On ▼
26/10/2015, 09:30:31
23/10/2015, 16:20:40
23/10/2015, 12:54:49

Selecting a row in the View Transaction grid will display further details for that Transaction in the bottom half of the screen (shown below).

Transaction Details

Transaction Address:

Address Line 1:

Town:

Post Code:

35-37 Sidcup High Street

Sidcup

DA14 6ED

Other Details

Mortgage Lender:

Mortgage Application No:

Purchase Price:

None

None

£ 395,000.00

Product

Product Name:

Safe Buyer

Primary Buyer

Personal Details

Full Name:

Email:

Date of Birth:

PIN:

Mr Joe Bloggs

jb@CompanyA.com

04/10/1995

9QYD

Edit

Regenerate PIN

Additional Buyers

+ Add

Mr James Smith

Giftors

+ Add

Mr David Martin

**Edit Primary Buyer** – select 'Edit' from the View Transaction screen will allow you to edit Primary Buyer details using the screen below.

Edit Primary Buyer

Primary Buyer Details

Title

Miss

◆

First Name

Rebecca

| \*

Last Name

Buyer

| \*

Email

RB@test.com

| \*

Date of Birth

25/10/1996

| \*

Cancel

Save

To add an Additional Buyer to the Transaction select 'Add' in the Additional Buyer section of the View Transaction screen. The **Add Additional Buyer** screen (right) will appear.

Additional Buyers will receive a log on, like the Primary Buyer, and will be able to check Bank Accounts.

The screenshot shows a form titled "Add Additional Buyer". Below the title is a section header "Additional Buyer Details" separated by a dashed line. The form contains four input fields: "Title" (a dropdown menu with "Please Select" and a downward arrow), "First Name" (a text box with an asterisk), "Last Name" (a text box with an asterisk), and "Email" (a text box with an asterisk). There is also a "Date of Birth" field (a text box with an asterisk). At the bottom right, there are two buttons: "Cancel" and "Add" (which is green).

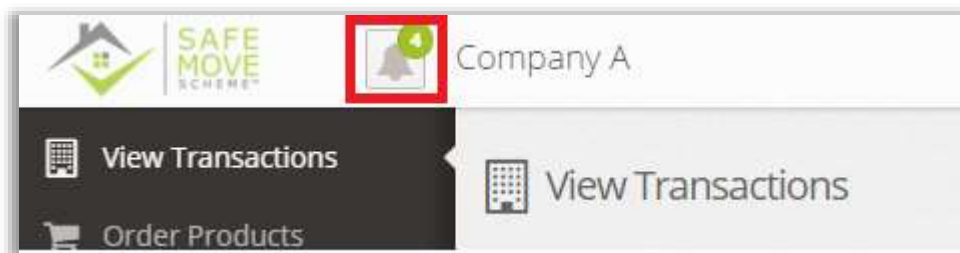
To add a Giftor to the Transaction select 'Add' in the Giftors section of View Transaction screen. The 'Add Giftor' screen (right) will appear.

Giftors will receive a log in, like the Primary Buyer, and will be able to check Bank Accounts.

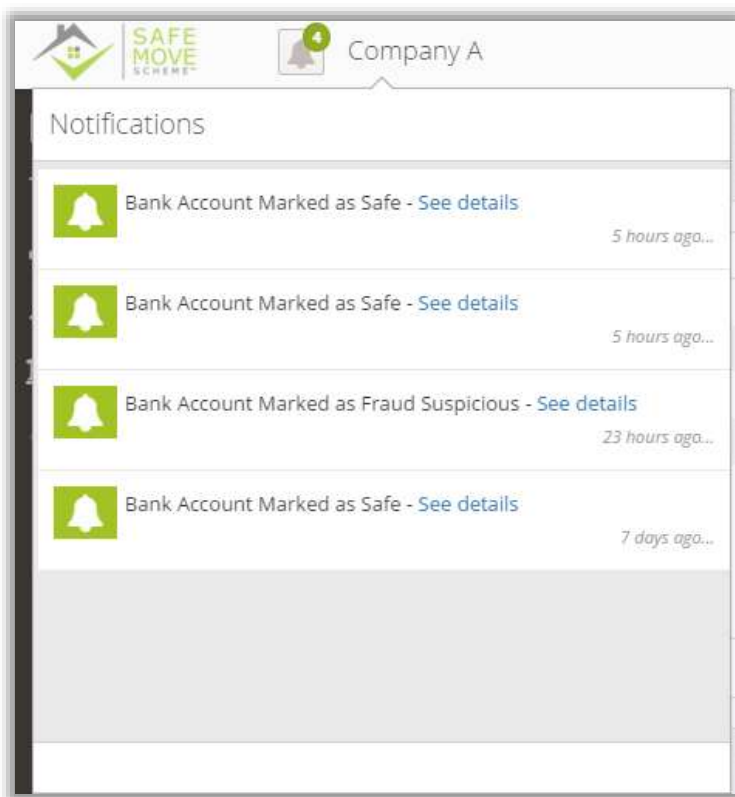
The screenshot shows a form titled "Add Giftor". Below the title is a section header "Giftor Details" separated by a dashed line. The form contains four input fields: "Title" (a dropdown menu with "Please Select" and a downward arrow), "First Name" (a text box with an asterisk), "Last Name" (a text box with an asterisk), and "Email" (a text box with an asterisk). There is also a "Date of Birth" field (a text box with an asterisk). At the bottom right, there are two buttons: "Cancel" and "Add" (which is green).



The Safe Move Scheme will notify the users about changes in bank account statuses via notifications. Each time a notification is sent to a user they will receive an alert via email.



Notifications appear at the top-left corner of any page on the Safe Move Scheme. When you have a notification, a green bubble will appear with the number of notifications you have received so far.



There are certain rules regarding which types of users receive particular notifications:

## Bank Account status:

- If a bank account is marked as safe, all professional users of your Firm will be notified.
- If a bank account has been marked as fraud suspicious the SRO and Organisation Administrators will be notified.

## Other:

- If your client uses the **Safe Buyer** product and receives a '**No Match**' result, all professional users of your Firm will be notified.

If you or your client are experiencing problems with the system please use the following process to help resolve the issue:

**For Professional Users/ Firms** – Full software support is provided to all Professional Users in a Firm.

**For Clients** – If a client requires support they **must** first contact the Firm for help using the frequently asked questions, which will resolve most client issues. If the client still requires support, the Firm User must use email support (see below).

**By Email** – Email a description of your issue to [support@safemovescheme.co.uk](mailto:support@safemovescheme.co.uk). We will endeavour to provide you with a response within 1 working hour.

***Never email us sensitive data as emails are not safe – we will never email you links to our website, login details or sensitive data.***

**Hours** - 9.00am and 5.00pm Monday to Friday (excluding UK Bank Holidays)

For every Safe Bank Account a Firm registers with the SMS, users within your Firm will be able a copy of the Bank Transfer Instructions. These instructions display the necessary information for your clients to transfer money to your bank account safely when used in conjunction with a login to the SMS.

In addition, as these Bank Account Transfer Instructions provide proof of registration to the SMS for the Bank Accounts your Firm has entered, the instructions can be sent to **ALL** your clients. This provides the client with the option to use the Safe Move Scheme through your Firm before transferring any money.

Every Firm receives a unique SMS member logo to use on marketing material.

The SMS member logo tells your clients that your Firm can be trusted to protect them from fraud attacks.

To provide transparency and for authentication, anyone can look up a Firm's Scheme Number on the SMS website  
<https://www.safemovescheme.co.uk>



See '**Logo Usage Guidelines**' document for details of how the logo should be used by Firms.