



# How to Use the Safe Move Scheme

## A Guide for Firms

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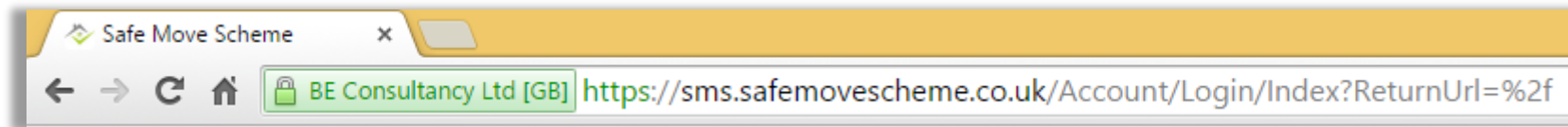
## Introduction:

As the Firm's SRO 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 use Google and search for 'Safe Move Scheme' and find the website this way as this avoids hackers from redirecting you to a bogus site. Never follow a link to a login page and always ensure the login page displays according to the screen shots below. Never email us sensitive data as emails are not safe – we will never email you sensitive data.

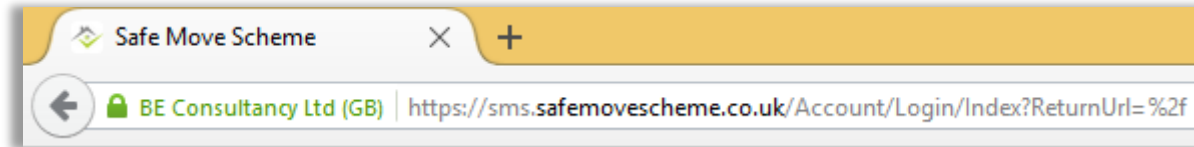
## Chrome (v.45.0.2454.101) -



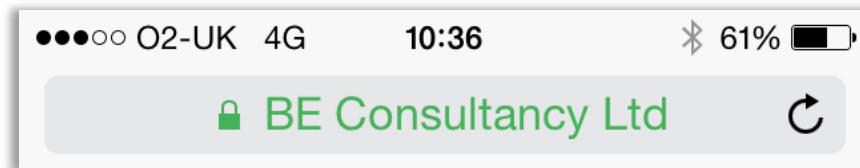
## Internet Explorer (v.11) -



### Firefox (v.41.0.1) -



### iPhone/iPad (iOS 9) -



### Mac OSX -

Please inform your clients that it is essential that they login to the correct URL and to ALWAYS check that the URL window contains the green padlock and matches the images above.

### Types of User:

**Senior Responsible Officer (SRO)** – This user is required and unique so each Firm must have 1 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:

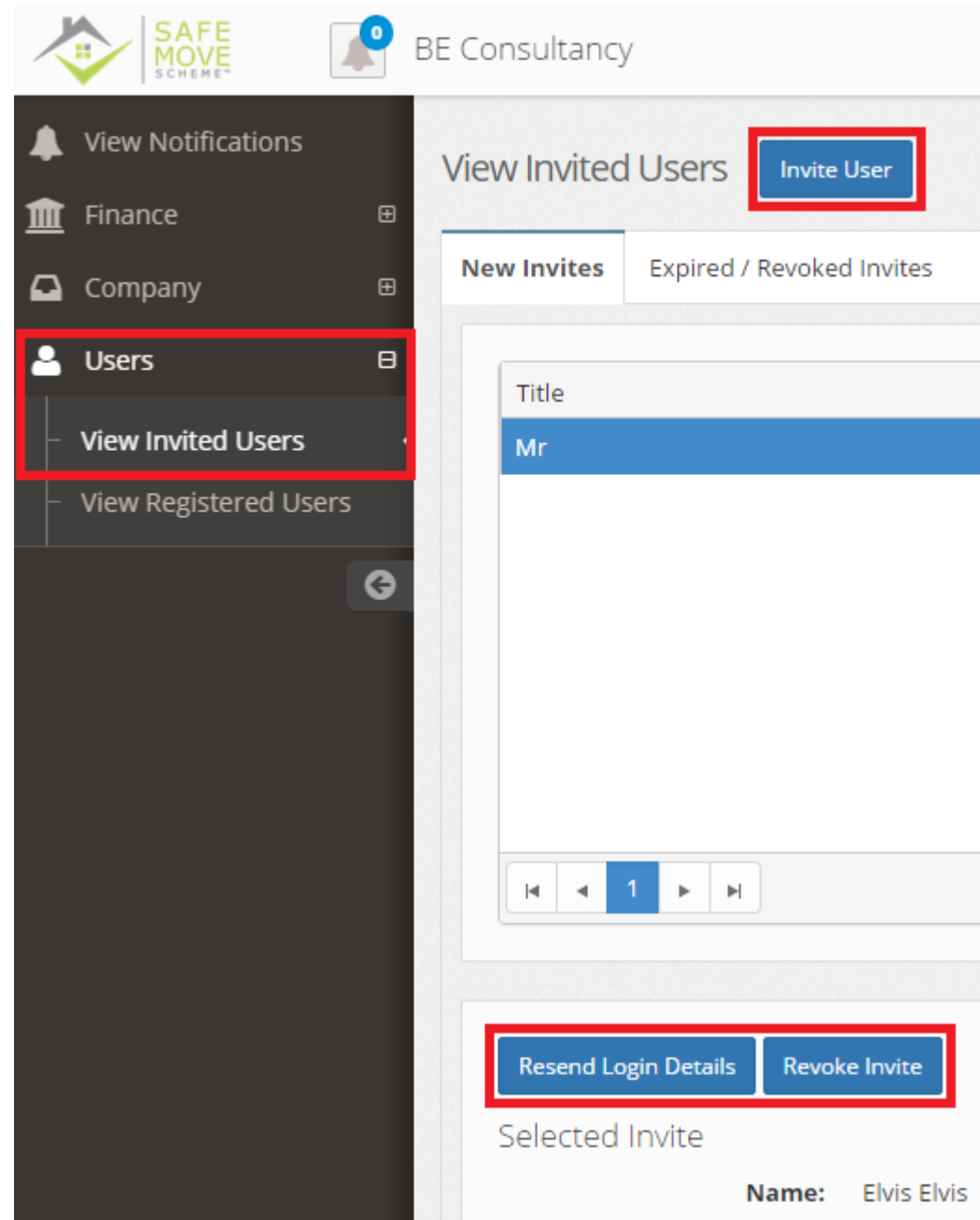
1. Manages the Firm's users
2. Manages the Firm's Registered Bank Accounts on the SMS
3. Order, pay and use products

**Organisation Employee** – Only able to order and use products via the SMS system. This user must be an employee of the Firm and should be assigned to your standard users to carry out the following:

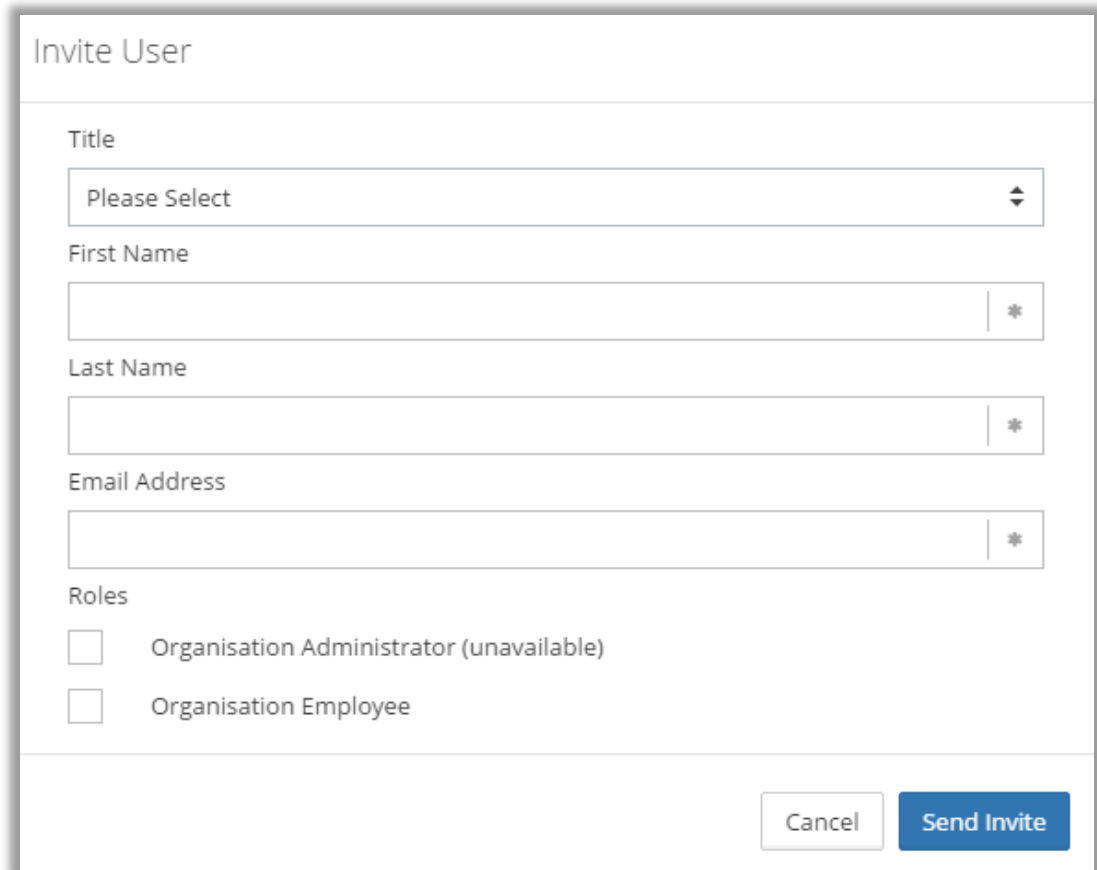
1. Order products
2. Use products

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

1. Select 'Users' > 'View Invited Users' from the left hand side menu, this will bring up the **View Invited Users** screen below:
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. Use the tick box to select the Roles that you wish to create for the User
6. Select 'Send Invite' to email the invite
7. The User will log in using the information on their invite. They will appear in the **View Registered Users** screen



The screenshot shows a 'Invite User' form with the following fields and options:

- Title:** A dropdown menu with 'Please Select' as the current selection.
- First Name:** A text input field with a required field asterisk (\*).
- Last Name:** A text input field with a required field asterisk (\*).
- Email Address:** A text input field with a required field asterisk (\*).
- Roles:** Two checkboxes are listed:
  - ☐ Organisation Administrator (unavailable)
  - ☐ Organisation Employee
- Buttons:** At the bottom right, there are two buttons: 'Cancel' (white with a grey border) and 'Send Invite' (blue).

8. To cancel and invite, select 'Revoke invite' before the user has created their account to void the invitation – deleting Users is covered in the User Management section

There are 2 steps for invited Users to follow to set up their account:

**Step 1 Users receiving invites** - A user will receive the following invite via email. Please note that for security reasons the login details are only valid for 7 days.

**From:** newuser@safemovescheme.co.uk  
**Sent:** 05 October 2015 16:15  
**To:** [david.cameron@cameronemailserver.com](mailto:david.cameron@cameronemailserver.com)  
**Subject:** Message from Conservative Conveyancing

Dear Mr Cameron,

Miss Anna Boss from Conservative Conveyancing has asked you to login to the Safe Move Scheme to create an account.

Please go to [www.safemovescheme.co.uk](http://www.safemovescheme.co.uk) and login using the temporary details below:

Username: 78245234  
Password: G/m4-5AqSw

Please note that these are temporary login details to enable you to register and create your own secure login details. These account details will expire after 7 days.

Kind regards,

The Safe Move Scheme




### Step 2 Users creating their account

– When a User has logged in using the details in their invitation email they will see the **Create Account** screen (right). Once the User has created their username and password they will see their SMS page from which they can access their authorised features.

### Create Account


Please choose a unique username and password to create your account.

Username




**Choose a New Password**  
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.

Password

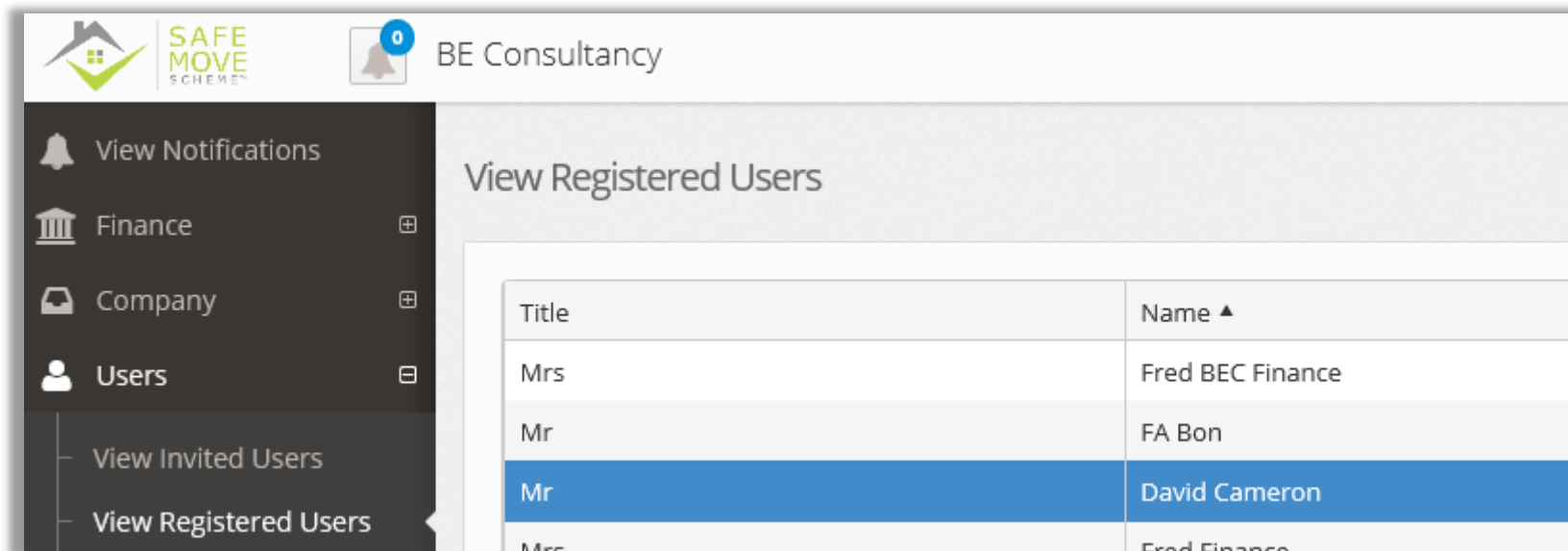
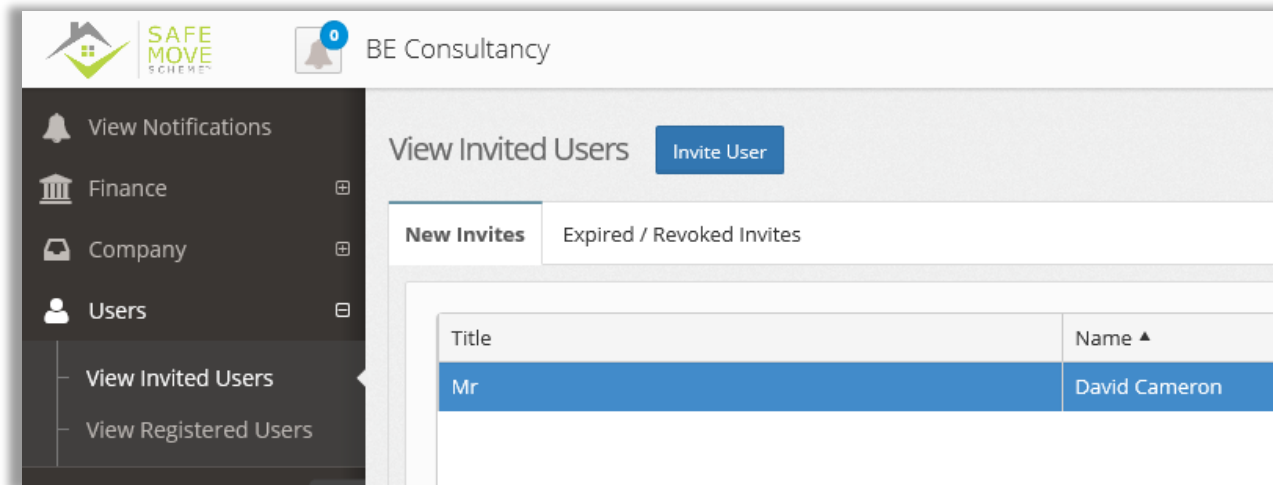


Confirm password



Create Account

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 in the table the user you are interested in to bring up their details.
2. Select '*Edit User*' to view the **Edit User** screen

SAFE MOVE SCHEME

R G Solicitors

View Transactions

Order Products

View Notifications

View My Bank Accounts

Users

View Invited Users

**View Registered Users**

### View Registered Users

| Title | Name ▲       |
|-------|--------------|
| Mr    | Matt Gillies |

« 1 »

**Edit User**

Selected User

**Name:** Matt Gillies

**Email:** mg@test.com

**Username:** admin

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

Mr

First Name

test

Last Name

test

Email Address

123@test.com

☒ Enable Login

Roles

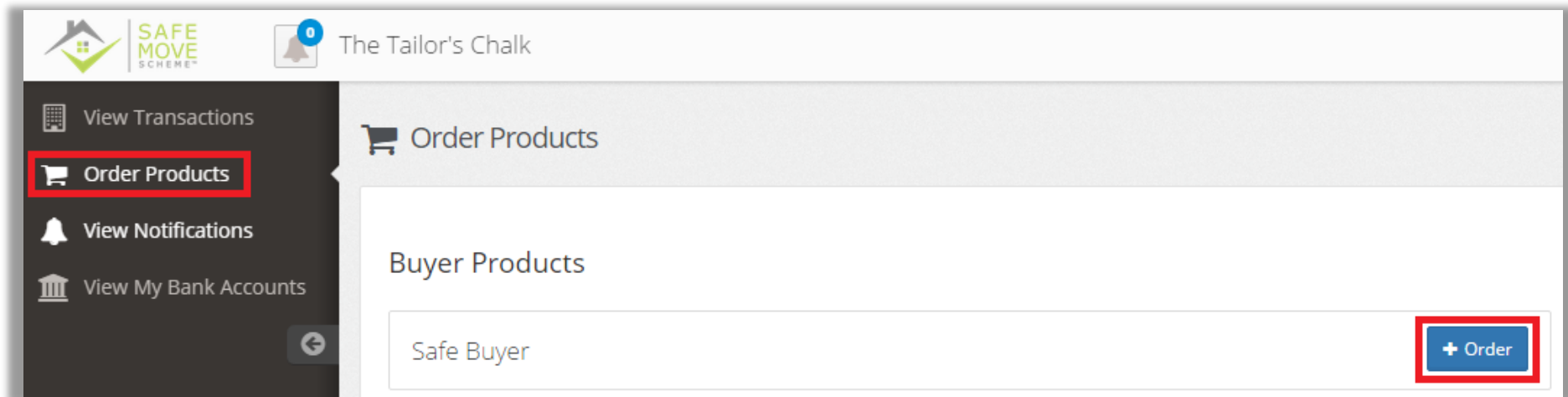
☐ Organisation Administrator (unavailable)

☒ Organisation Employee

Cancel

Save

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



1. Select '*Order Product*' from the left hand side menu, this will bring up the screen above:
2. Select '*Order*'

3. This screen (right) will appear for you to fill in
4. Fields which have an \* are mandatory (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="Miss"/>      | <input type="text" value="Becky"/>      | <input type="text" value="Buyer"/> |
| Email                                  | Date of Birth                           |                                    |
| <input type="text" value="bb@bg.com"/> | <input type="text" value="10/19/1999"/> |                                    |



6. The 'Transaction Address' and 'Your Reference' are not mandatory and you may leave blank if this information is not available

7. When you select 'Order Product', the system will add the product to the **View Transactions** screen (see P12) and the client will receive an email with login details. The client will then be able to log in and use the product

### Safe Buyer

Step 1  
Primary Buyer Details

Step 2  
Transaction Address

#### Transaction Address

Lookup Postcode

da14 6sj

Find Address

3 Saxon Walk, Sidcup

☐ Edit Address Details

3 Saxon Walk

Address Line 2

Sidcup

County

DA14 6SJ

#### Other Details

Your Reference

Cancel

< Back

Order Product ✓



## 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.

| Primary Buyer's Email | Your Reference | Address Line 1 | Postcode | Created                | Logged In Date        |
|-----------------------|----------------|----------------|----------|------------------------|-----------------------|
| bb@bg.com             |                | 3 Saxon Walk   | DA14 6SJ | 10/6/2015, 11:05:46 AM |                       |
| m.kelly@sys.com       |                | Flat 1         | DA14 6HG | 10/5/2015, 5:26:14 PM  | 10/5/2015, 5:35:30 PM |

2. In the bottom half of the screen select '*Resend Login Details*' to resend the client's email.
3. To change the email address select '*Edit*' in the lower part of the screen and update the details.

### Transaction Details

#### Transaction Address

**Address Line 1:** 3 Saxon Walk

**Town:** Sidcup

**Post Code:** DA14 6SJ

#### Product

**Product Name:** Safe Buyer

### Primary Buyer

#### Personal Details

**Full Name:** Miss Becky Buyer

**Email:** bb@bg.com

**Date of Birth:** 10/19/1999

[Edit](#) [Resend Login Details](#)

#### Additional Buyers

[+ Add](#)

**\*Tip\*** you cannot edit the client details if they have already logged in. If they cannot login advise them to use the 'Forgotten Password' and/or the 'Forgotten Username' functionality.

## Setting Up an Account:

There are 2 steps for Buyers to follow to set up their account if they don't already have one. If they do they will receive an email notification to login and will by-pass these steps and go directly to the

**Step 1 Buyers receiving invites** – If a Buyer doesn't have an existing SMS User account, they will receive the following invite via email. Please note that for security reasons the Buyer must enter the URL precisely as it is not possible to send a secure link via email. Login details are only valid for 7 days.

**From:** notifications@beconsultancy.co.uk [mailto:applications@beconsultancy.co.uk]

**Sent:** 06 October 2015 11:06

**To:** bb@bg.com

**Subject:** Message from The Tailor's Chalk re your property purchase

Dear Miss Buyer,

Mr Elvis Elvis from The Tailor's Chalk has asked you to login to the Safe Move Scheme to protect you against property fraud.

Please copy and paste <https://sms.safemovescheme.co.uk> to your internet browser and login using the temporary details below:

Username: 80263291

Password: t&7A8iF%\_W

Please note that these are temporary login details to enable you to register and create your own secure login details. These account details will expire after 7 days.

Kind regards,

The Safe Move Scheme

### Step 2 Buyers creating their account

– When a Buyer has logged in using the details in their invitation email they will see the **Create Account** screen (right). When an account has been created the Buyer will see their SMS terms and conditions.

### Create Account

Please choose a unique username and password to create your account.

Username

Becky1

**Choose a New Password**  
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.

Password

.....


Confirm password

.....

Create Account

**Terms & Conditions** – Once the Buyer has accepted the SMS terms and conditions from the screen below, they will see their SMS page from which they can access their Safe Buyer product.

Terms and Conditions



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'**.

The Safe Move Scheme Terms and Conditions for Person/Parties Buying a Property and Purchasing Safe Buyer

1. GENERAL

1.1 This Terms and Conditions are a legal agreement between you ("licensee" or "you") and BE Consultancy Limited (company number 05742032) trading as 'the Safe Move Scheme' and our registered address is Marlesfield House, 114 - 116 Main Road, Sidcup, DA14 6NG ("licensor", "we", "our", or "us").

1.2 These Terms and Conditions govern your use of our Safe Transaction Search, which is accessible by way of the Website and our provision of the Services to you. The Safe Move Scheme is used by Lenders and conveyancing professionals to identify and prevent fraud in property transactions.

1.3 We agree to provide the Services to the Buyer's Conveyancer via the Website in accordance with these Terms and Conditions. These Terms and Conditions do not transfer any rights or title in the Services, Website (or anything created by either) to you and we remain the owner at all times.

1.4 We reserve the right to decline the provision of the Services to any user at any time.

2. IMPORTANT NOTICE TO ALL USERS

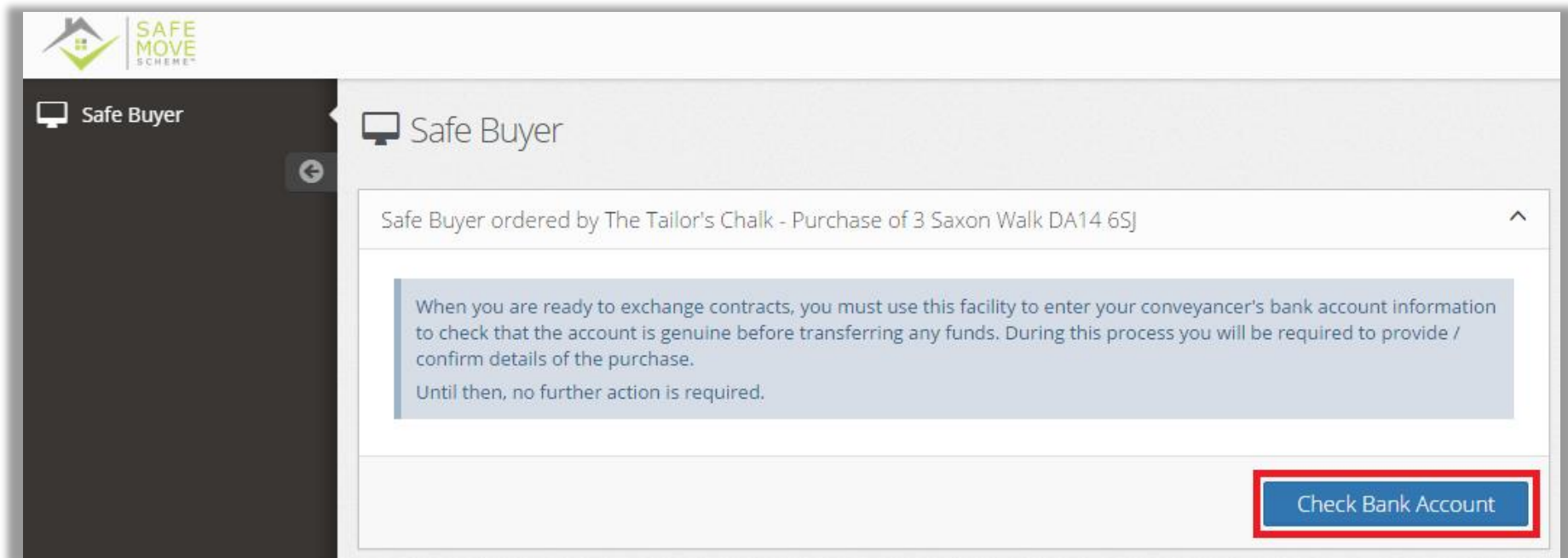
2.1 WE ADVISE YOU TO PRINT AND KEEP A COPY OF THESE TERMS AND CONDITIONS.

2.2 By clicking in the box below you agree to be bound by these Terms and Conditions, which will bind you. Please note the limitations of liability set out at clause 11.

Save as PDF

Continue

**Checking Bank Details** – Once the Buyer has accepted the SMS terms and conditions the screen below will appear. When the Buyer is ready to transfer money to the Firm they select 'Check Bank Account' to begin the check process.



The screenshot displays the 'Safe Buyer' web interface. On the left is a dark sidebar with the 'SAFE MOVE SCHEME' logo and a 'Safe Buyer' header. The main content area has a light grey header with 'Safe Buyer' and a back arrow. Below this, a white box contains the text: 'Safe Buyer ordered by The Tailor's Chalk - Purchase of 3 Saxon Walk DA14 6SJ'. A blue information box follows, stating: 'When you are ready to exchange contracts, you must use this facility to enter your conveyancer's bank account information to check that the account is genuine before transferring any funds. During this process you will be required to provide / confirm details of the purchase. Until then, no further action is required.' At the bottom right, a blue button labeled 'Check Bank Account' is highlighted with a red rectangular border.

The bank check process involves the Buyer entering details into a pop up screen with 3 steps. The first 2 steps concern personal then transaction details. Step 3 (right) performs the bank account check on the account number and sort code that the Buyer enters here, once 'Confirm and Check' has been selected.

### Confirm Details

Step 1  
Primary Buyer Details

Step 2  
Transaction Address

Step 3  
Bank Account Check

This part of the Safe Move Scheme confirms whether the bank account details you have been given, to pay money to your conveyancing firm, actually belong to that firm.

Please enter the Account Number and Sort Code of the bank account you have received from the above firm.

This system will check whether these bank account details match those validated by the Safe Move Scheme. Please note this system will not perform a transfer of funds.

Account Number

\*

Sort Code

\*

Cancel

◀ Back

Confirm and Check ✓

If the bank details do not match the following screen will appear.

Safe Buyer ordered by The Tailor's Chalk - Purchase of 3 Saxon Walk DA14 6SJ

When you are ready to exchange contracts, you must use this facility to enter your conveyancer's bank account information to check that the account is genuine before transferring any funds. During this process you will be required to provide / confirm details of the purchase.

Until then, no further action is required.

Check Bank Account

**⚠ No Match. Do not send funds.**

The bank account with account number and sort code does not belong to **The Tailor's Chalk**.

If you have made a mistake, please correct the details and check again.

Otherwise, please contact The Tailor's Chalk immediately.

If the bank details do not match the following screen will appear.

Safe Buyer ordered by The Tailor's Chalk - Purchase of 3 Saxon Walk DA14 6SJ

When you are ready to exchange contracts, you must use this facility to enter your conveyancer's bank account information to check that the account is genuine before transferring any funds. During this process you will be required to provide / confirm details of the purchase.

Until then, no further action is required.

Check Bank Account

☒ **Match**

The bank account with account number and sort code genuinely belongs to **The Tailor's Chalk**.





**Firms** – Full software support is provided to all Users in a Firm

**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) and the SMS will contact the client directly to resolve their issue

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

**By Phone** – Call 020 3598 0150 to explain your issue. Your issue will be logged and you will receive a response within 1 working hour

**Hours** – Support is provided between 9.00am and 5.00pm Monday to Friday



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 [www.safemovescheme.co.uk](http://www.safemovescheme.co.uk)

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

