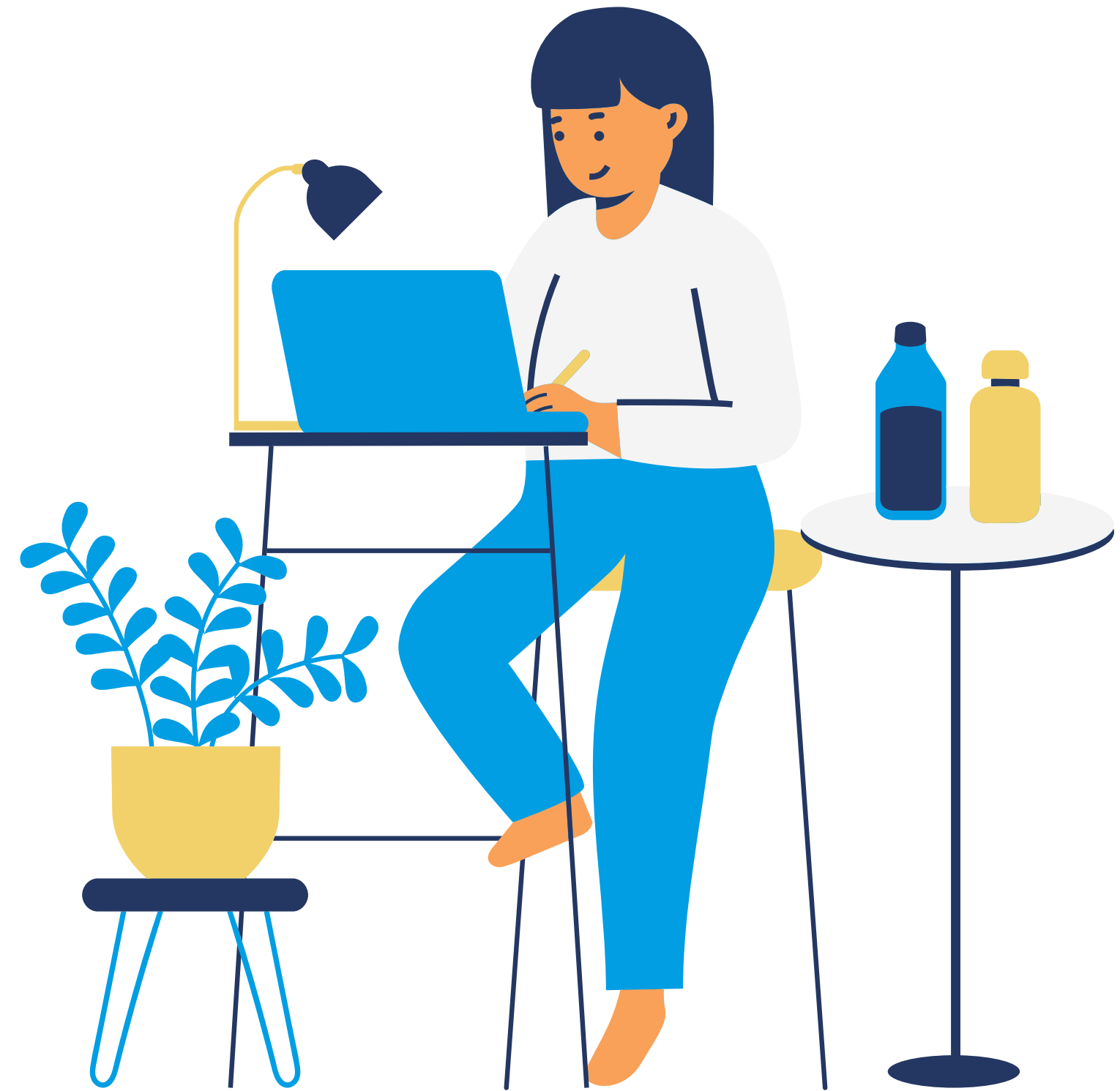


Guide to using the Client Portal


Making it easy to exchange documents and sensitive information for the mortgage application



FAIRVIEW
— FINANCIAL —
MORTGAGES & INSURANCE

Logging In

When your Adviser creates your portal account, you will receive two emails – one with your user name with the web link for the Portal, and a second one with your initial password. This email may go through to your junk folder, so please check to see if you've received it.



Username:

Password:

Login

[Forgotten Password?](#)



Click on the web link to open the Portal.

Enter your username and password and click Login.

The first time you log in, you will need to change your password. Your new password must be over **seven** characters in length and contain at least one number. Note that your password is case sensitive. If you forget your password, please contact your Adviser who will issue you a new one.

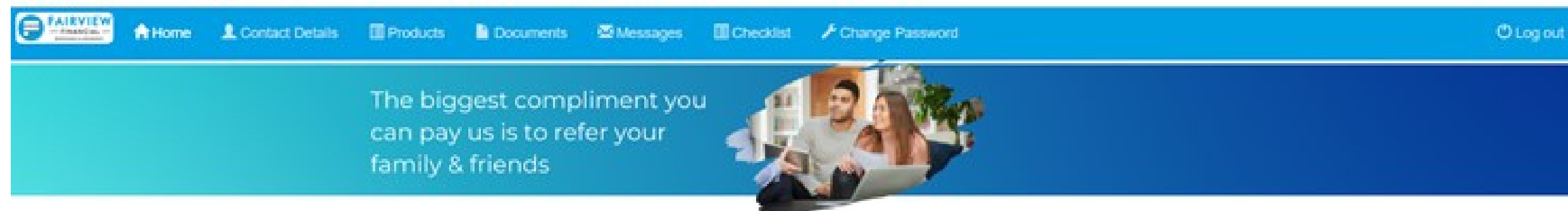


Note

If when you log in, your Adviser is working on your file at the same time, you will only have '**read-only**' access to the portal. To gain full access, please log in again a short while later.

Home Screen

The Home Screen will list any recent documents that have been added by your Adviser, show any recent messages and your current mortgage or insurance cases.



Case: Remortgage

Fact Find

Recent Documents	
client portal tst	25/11/2021
View All (01)	

Recent Products	
No products	
View All (00)	

Recent Messages	
No unread messages	
View All	

All your dealings with your Adviser are organised by 'case', e.g. 'Remortgage' or 'House Move'. If you have worked with your Adviser previously, you may have multiple 'cases' so please select the correct one using the dropdown list.

Your Cases

Please choose your case:

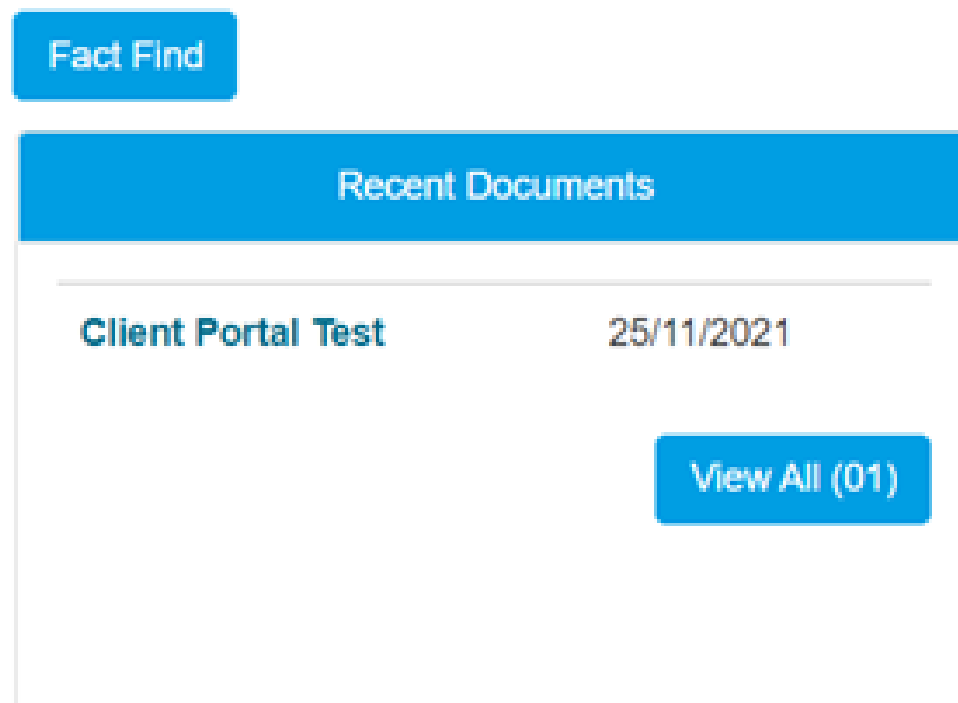
House Move, 77 Lassells Road ▼

Recent Documents

This section shows the most recently updated documents in the Client Portal.

Click **'View All'** to display all documents available; alternatively, you can select **'Documents'** from the menu. To open a document, simply click on the document name.

Case: Remortgage



Uploading Documents

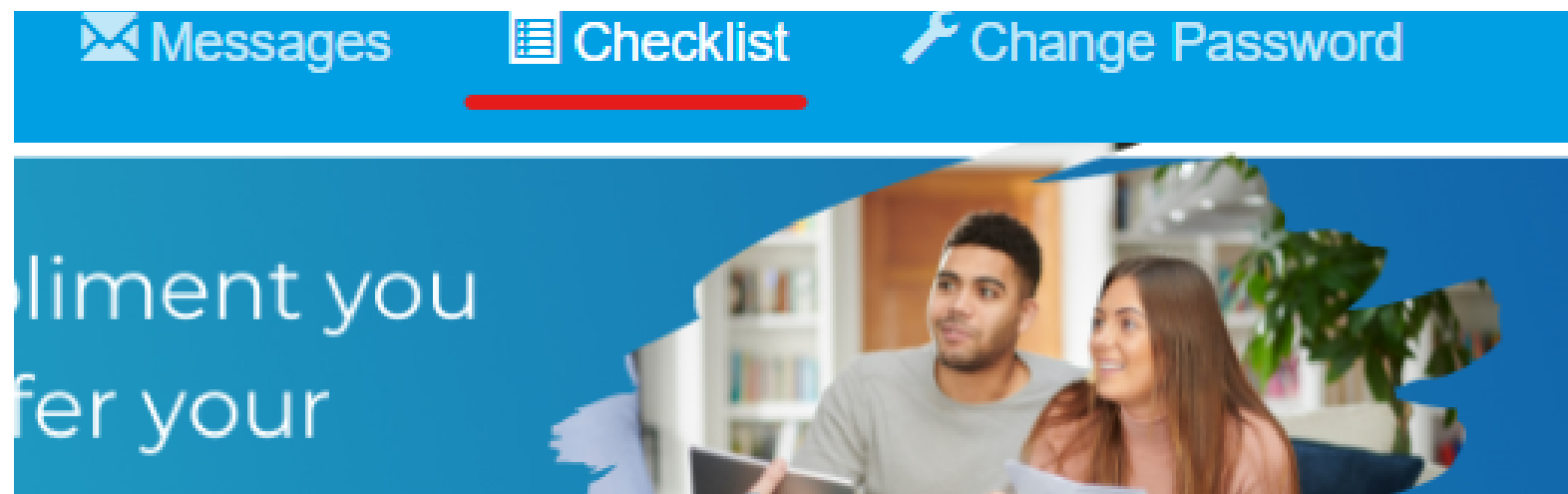
The Client Portal makes it easy to send documents to your Adviser electronically, and securely. There are two easy ways to do this:

1. You can upload a document from the **Checklist** section - we recommend using this initially when you are sending all your documents for the mortgage application.
2. You can upload one off documents using the **Documents** section - we recommend using this when you only have a small number of documents to send or you have already uploaded your documents on the Checklist

How to upload documents using the Checklist

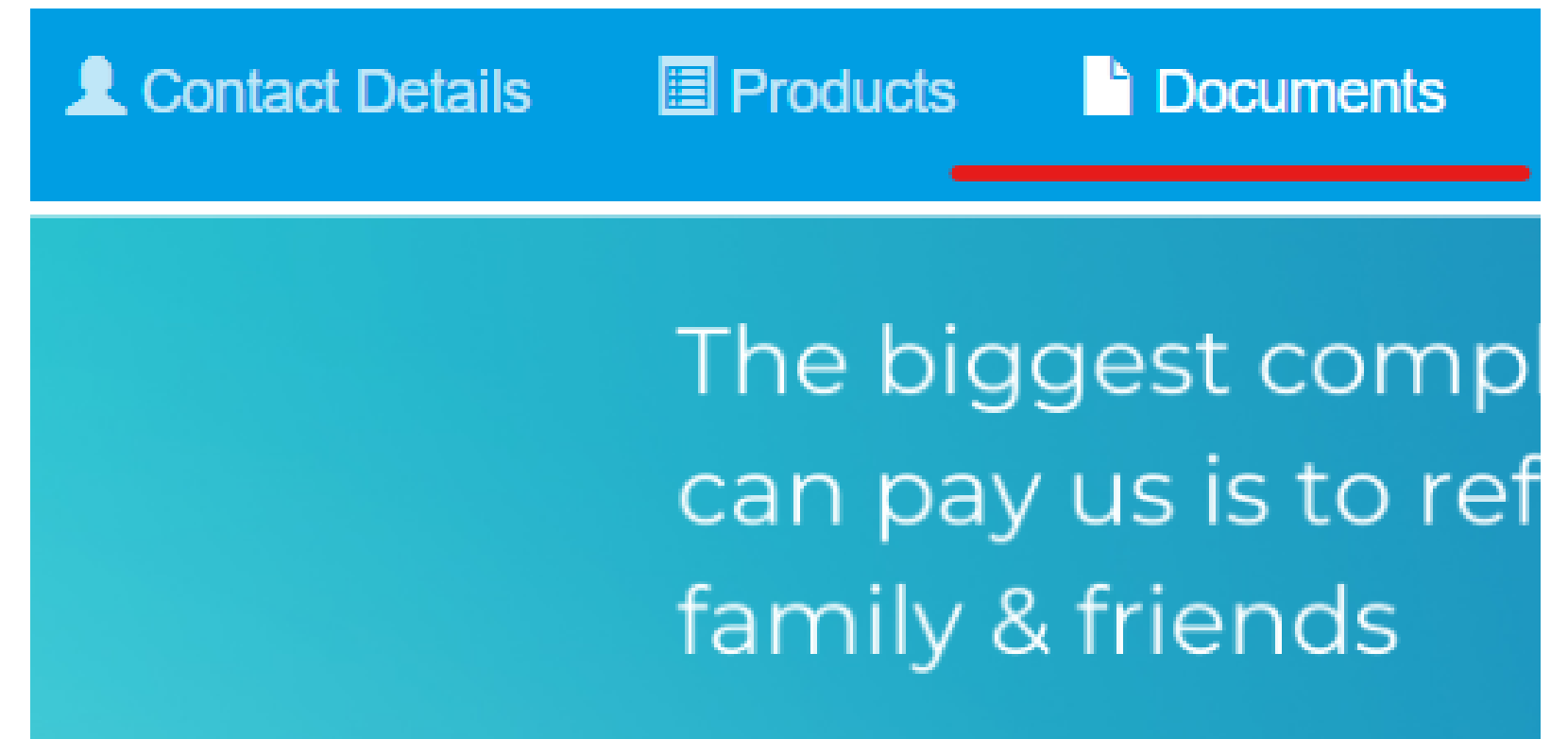
You will find this tab on the Main Menu of the Portal. The **Checklist** includes a comprehensive list of documents required for a mortgage application but you only need to upload the ones requested by your adviser.

If you need to upload additional documents please use the Documents section, as explained next.



Uploading Documents from the Documents section

Go to the Documents tab on the Menu and then click on the **'Add Document'** button to open the 'Upload' screen. We recommend using this for a smaller number of documents or if the checklist cannot be used anymore.

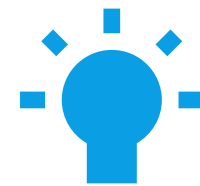


As soon as you upload a document, your Adviser is alerted through an automatically generated task.

Tips for uploading documents



Once you have chosen the file you want to upload, please name it, eg **Bank Statement June**



You can compress all your documents into a **ZIP folder** and upload this. To place multiple files into a zip folder, select all the them, right-click and select “Compressed to Zip file”. This can be uploaded in one!

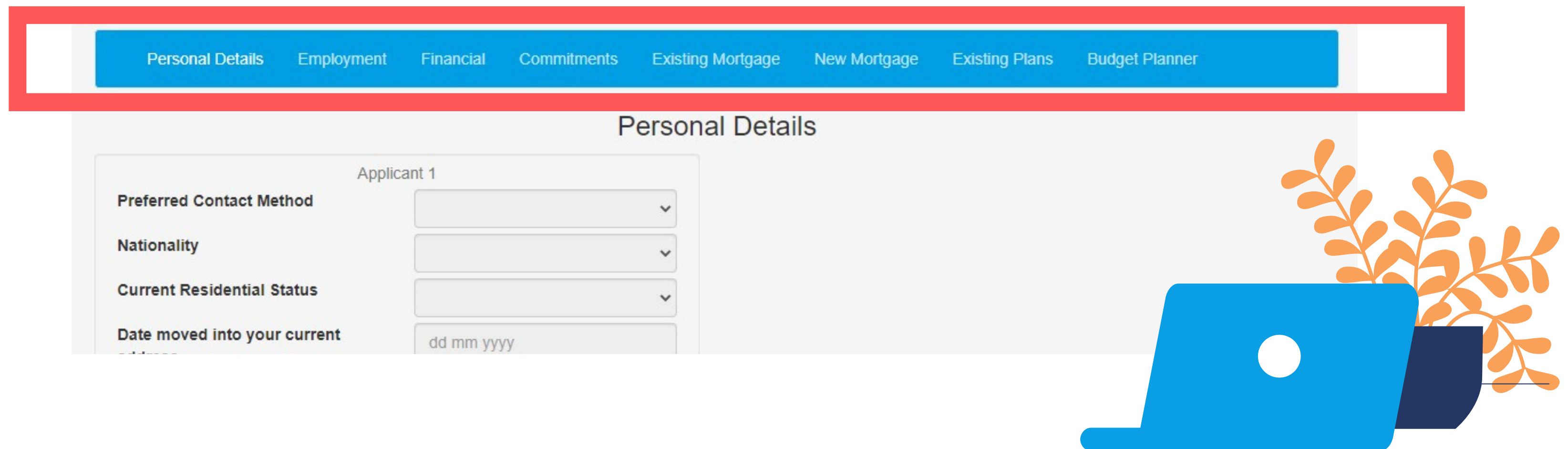


You can use the **free** scanning App **Adobe Scan** to transform images of your documents into high-quality PDFs.

The Fact Find

Your Adviser requires a certain amount of personal information in order to recommend the most suitable products to meet your needs.

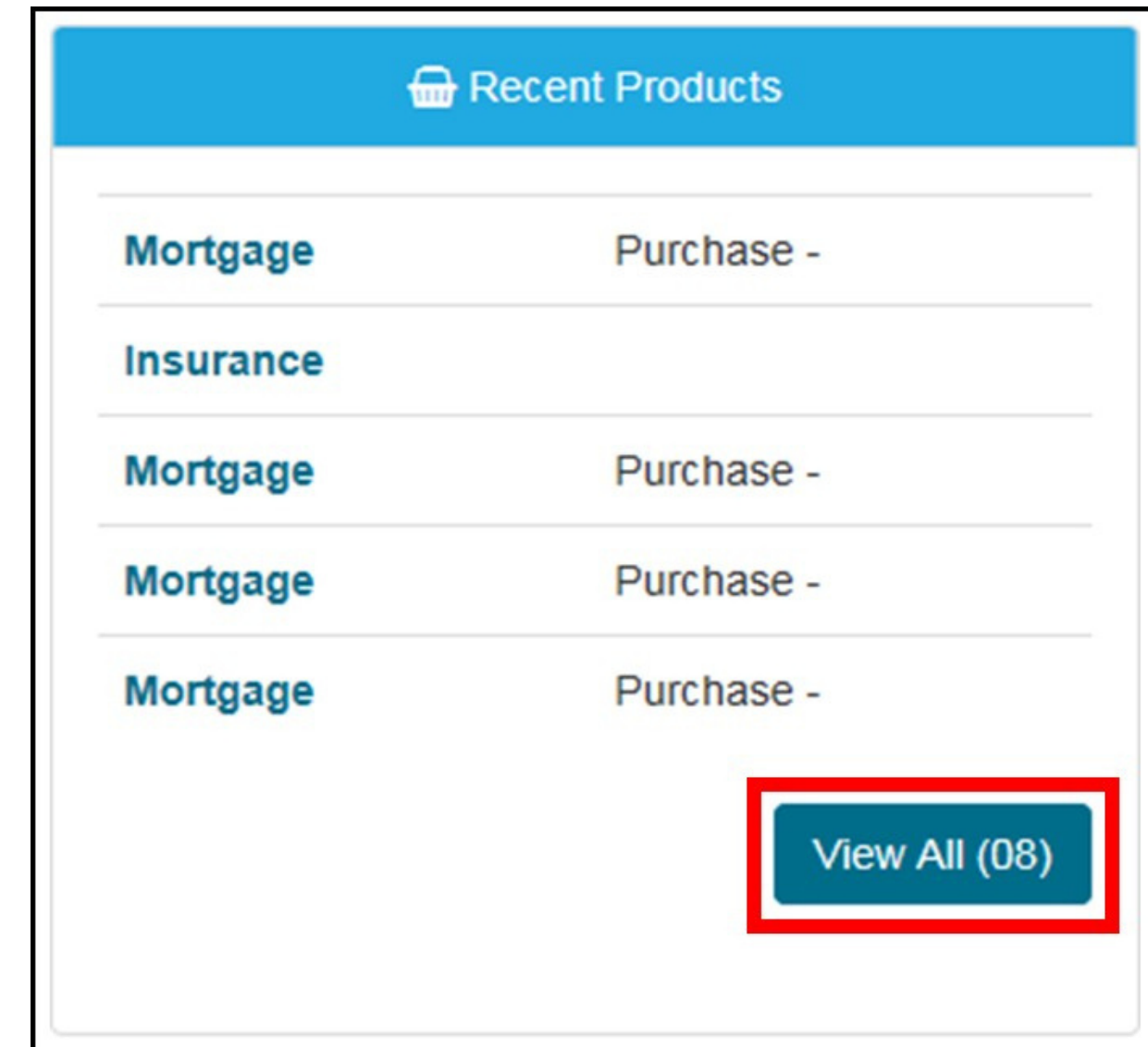
Your information is stored in a document known as a 'Fact Find'. Using the portal, your Adviser can give you access to review the information in your Fact Find. You access the Fact Find by clicking on the Home Screen and clicking the '**Fact Find**' button. You will then see the different areas where you can enter and/or review information. You will always be able to review the Fact Find data but you may not always be able to edit the Fact Find - your adviser will let you know when this is required.













Recent Products

This screen shows all of the products associated with your current file. The screen will show the most recently updated products.

To see all your products, click on the **'View All'** button, or select **'Products'** from the main menu.



Your cases are divided into 'Mortgages', 'Insurance' and 'Other products'. A summary of product information is displayed on screen as shown below:

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<table border="0"> <tr><td>Sub type</td><td>Purchase</td></tr> <tr><td>Loan to value</td><td>35.71%</td></tr> <tr><td>Account Number</td><td>AC123456</td></tr> <tr><td>Initial monthly cost</td><td>£551.00</td></tr> <tr><td>Status</td><td>Completed</td></tr> <tr><td>Application date</td><td>05/09/2016</td></tr> <tr><td>Survey date</td><td>05/09/2016</td></tr> <tr><td>Offered date</td><td>05/09/2016</td></tr> <tr><td>Exchange date</td><td>05/09/2016</td></tr> <tr><td>Completion date</td><td>05/09/2016</td></tr> </table>	Sub type	Purchase	Loan to value	35.71%	Account Number	AC123456	Initial monthly cost	£551.00	Status	Completed	Application date	05/09/2016	Survey date	05/09/2016	Offered date	05/09/2016	Exchange date	05/09/2016	Completion date	05/09/2016	<table border="0"> <tr><td>Sub type</td><td>Purchase</td></tr> <tr><td>Loan to value</td><td>35.71%</td></tr> <tr><td>Account Number</td><td>8657575</td></tr> <tr><td>Initial monthly cost</td><td>£549.13</td></tr> <tr><td>Status</td><td>Current</td></tr> <tr><td>Application date</td><td>05/09/2016</td></tr> <tr><td>Survey date</td><td>05/09/2016</td></tr> <tr><td>Offered date</td><td>05/09/2016</td></tr> <tr><td>Exchange date</td><td>05/09/2016</td></tr> <tr><td>Completion date</td><td>05/09/2016</td></tr> </table>	Sub type	Purchase	Loan to value	35.71%	Account Number	8657575	Initial monthly cost	£549.13	Status	Current	Application date	05/09/2016	Survey date	05/09/2016	Offered date	05/09/2016	Exchange date	05/09/2016	Completion date	05/09/2016	<table border="0"> <tr><td>Sub type</td><td>Purchase</td></tr> <tr><td>Loan to value</td><td>35.71%</td></tr> <tr><td>Account Number</td><td>23423423</td></tr> <tr><td>Initial monthly cost</td><td>£528.88</td></tr> <tr><td>Status</td><td>Completed</td></tr> <tr><td>Application date</td><td>05/09/2016</td></tr> <tr><td>Survey date</td><td>05/09/2016</td></tr> <tr><td>Offered date</td><td>05/09/2016</td></tr> <tr><td>Exchange date</td><td>05/09/2016</td></tr> <tr><td>Completion date</td><td>05/09/2016</td></tr> </table>	Sub type	Purchase	Loan to value	35.71%	Account Number	23423423	Initial monthly cost	£528.88	Status	Completed	Application date	05/09/2016	Survey date	05/09/2016	Offered date	05/09/2016	Exchange date	05/09/2016	Completion date	05/09/2016
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Secure Messaging

The home page shows a list of the most recent messages (each of which can be viewed by clicking on the message title), and you can open the **'Secure Messages'** area from the home page to see a full list of any existing messages.

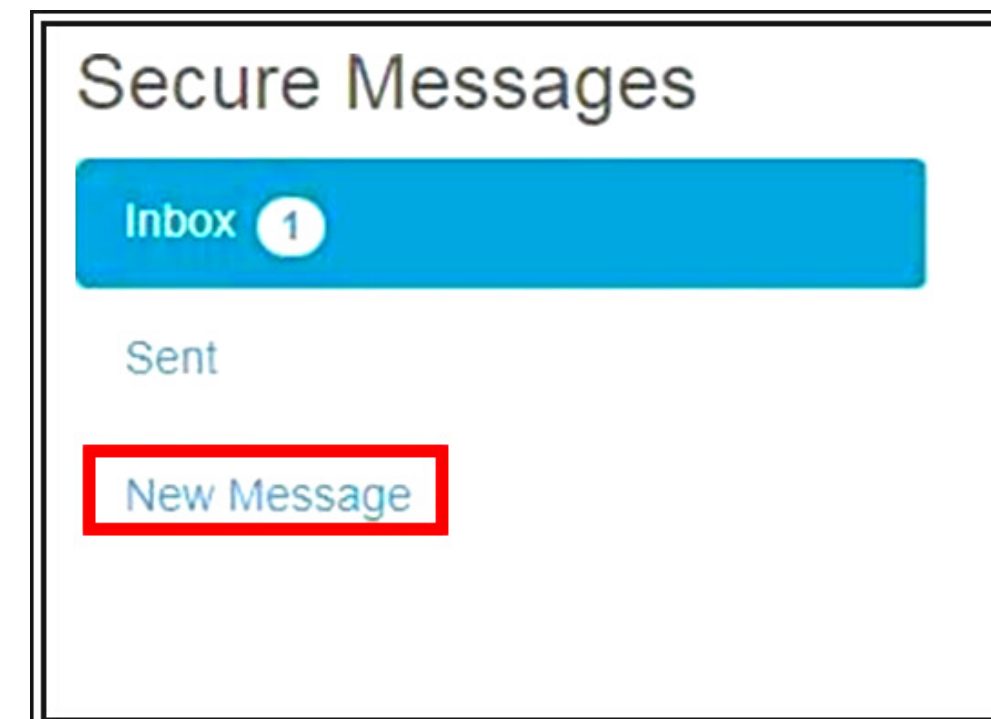


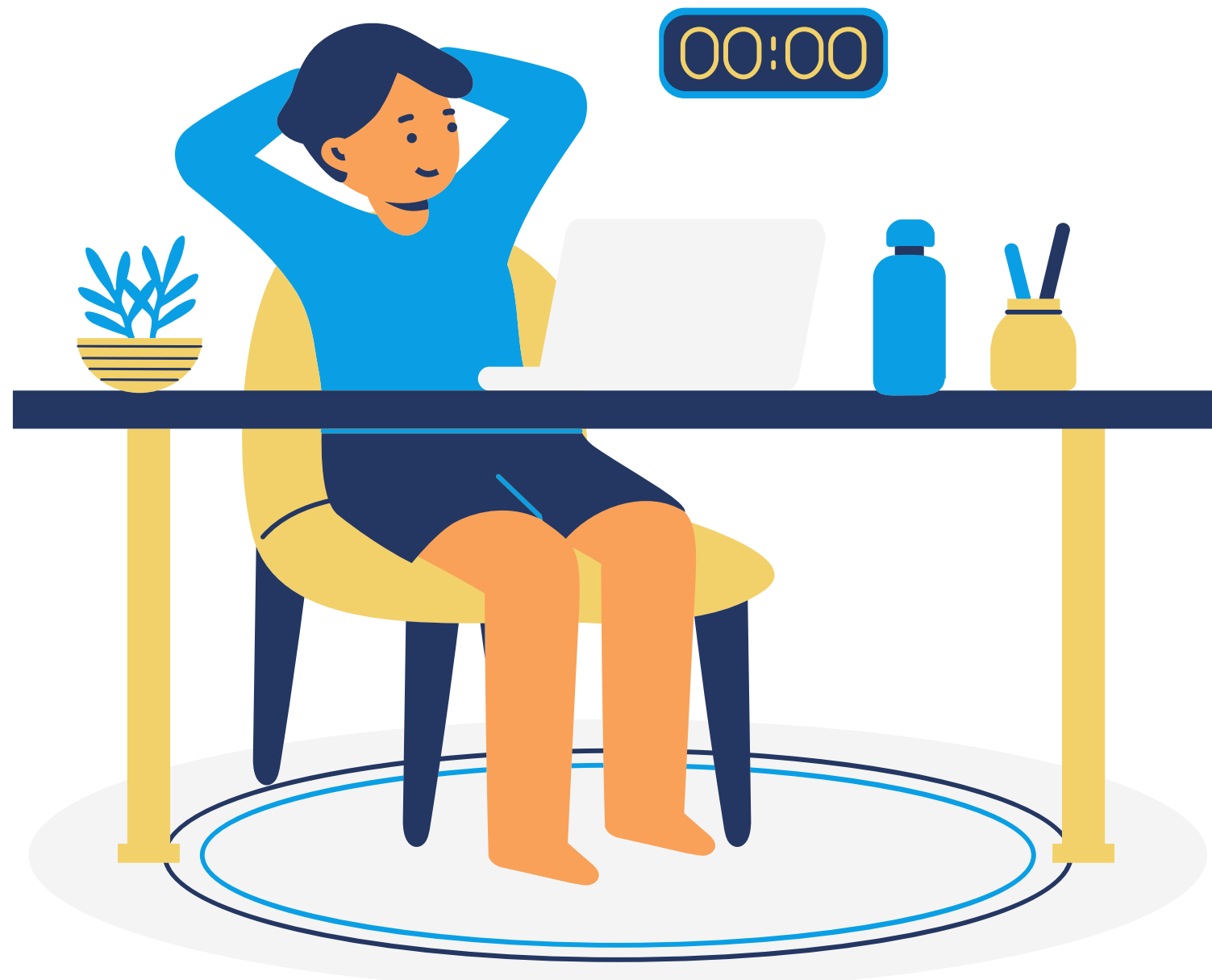
Reading a Message in the Portal

Within the 'Secure Messaging' page, unread messages are identified with an envelope icon. Click **'Read'** to open the message. Once read, the envelope icon is replaced with a tick.

Adding a Message in the Portal

Click **'New Message'** to open a blank message window. You can write a message to your Adviser as you would a standard email and click **'Send'**.





Contact Details Section

The Contact Details screen displays your name, address, phone numbers and email address. You can amend this information; please remember to you click the **'Save'** button to save your changes.

Changing your Password

You can change your password using the **'Change Password'** option. Just enter your existing and new passwords and click **'Save Changes'**.

Help using the Portal

If you have any further questions about how to use the Portal account, your Adviser will be able to help you. Please call 01242 697821 for assistance.