Help to Buy: ISA Scheme

Portal User Guide

Date: April 2019
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Introduction

Help to Buy: ISA Conveyancer Portal

From 23 May 2016 Conveyancers wishing to request a HtB: ISA Bonus will need to register with the Scheme Provider via the Conveyancer Portal.

https://www.helptobuyportal.org.uk/
[Ctrl and Click to follow link]

Once a Firm has registered, the portal facilitates:

- Management and administration of firm users
- Bonus request submission
- Bonus status tracking
- Return of a bonus
- Property completion confirmation and title document submission.
- Scheme Provider contact
Before you submit a bonus request

It is important that you check your client’s eligibility criteria.

In order to be eligible for a Government bonus your client needs to be on the title deed of the property and the property must be purchased with the assistance of a mortgage. Under the Help to Buy: ISA Scheme Rules, an individual does not need to be named on the mortgage of the property, however their lender may require all individuals named on the title deed to also be named on the mortgage.

Detailed information on the Help to Buy: ISA, including eligibility criteria for a Government bonus can be found by clicking on the link below.

Help to Buy Conveyancer Portal

For full details of the scheme please refer to the Conveyancer Guidelines, Scheme Rules and Conveyancer Adherence Agreement which are available on our website or by clicking on ‘Help’ on the Conveyancer Portal.

Additional information can be found in the following documents available on the Portal

- Scheme Rules
- Conveyancer Guidelines
- Conveyancer Adherence Agreement
Technical Help:

This document aims to provide guidance on using the Help to Buy: ISA Conveyancer portal only.

Supported browsers:

- Microsoft Internet Explorer 9+
- Microsoft Edge 12+
- Google Chrome 38+
- Mozilla Firefox 4+
- Apple Safari 5+
- Opera 27+

*You will need to upgrade your browser to the current version.*

Supported Resolution:

- Minimum resolution of 1024 x 768
- Please ensure that the zoom level on your computer screen is set to 100%

Tool tips

To support you through using the portal there are a number of helpful hints and tips:

- (* ) Indicates a mandatory field.
- To identify what information is required in each of the fields, hover over the ( * ) and ‘tool tips’ will appear.
Glossary

“**Responsible Conveyancer**” means the full name of a licensed conveyancer or practicing solicitor who is eligible to submit bonus requests. The named individual will be accountable for this bonus request.

“**Portal Administrator**” means the individual person within each branch of the Firm that has overall responsibility for maintaining the profile of that branch and the users within that branch – for registration details please see Page 7, registration scenarios.

“**Bonus**”, is the amount calculated in accordance with the Scheme Rules, to be paid to the Client Account of an Eligible Conveyancer for a Help to Buy: ISA Holder who is, or will be, a First Time Buyer (as “**First Time Buyer**” is defined in the Scheme Rules).

“**Client Account**” means an account of an Eligible Conveyancer kept with a bank or building society for holding client money, and which is operated by such Eligible Conveyancer in accordance with the regulations, rules or guidelines of its applicable regulator.

“**Closing Balance**” means:

(A) the closing balance of a Help to Buy: ISA; or

(B) where the closing balance of a Help to Buy: ISA is zero, the balance of the Help to Buy: ISA immediately before the last withdrawal of remaining funds held in that Help to Buy: ISA, prior to the Help to Buy: ISA being closed, as shown in the Closing Documents for that Help to Buy: ISA.

“**Closing Documents**” means the Closing Statement and any letter or other document provided with the Closing Statement by an ISA Manager, and containing the information and confirmations listed in Schedule 3 of the Scheme Rules, in each case in a form capable of being copied, reproduced and shared in electronic format.

“**Closing Statement**” means a statement, provided on the letterhead or branded stationery of an ISA Manager, in respect of a Help to Buy: ISA, in a form capable of being copied, reproduced and shared in electronic format.

“**Conveyancer Adherence Agreement**” means the conveyancer adherence agreement in the form set out in Schedule 8 of the Scheme Rules.

“**Conveyancer Guidelines**” means the guidelines for Eligible Conveyancers relating to the participation by Eligible Conveyancers in the Help to Buy: ISA Scheme, including in particular relating to the processes to be undertaken by an Eligible Conveyancer when making a claim for a Bonus, as published, amended and supplemented from time to time by the Scheme Provider.

‘**Requestor Name**’ means the name of the individual making the bonus request submission.
Logging onto the Conveyancer Portal

To log in please click here: Help to Buy Conveyancer Portal.

Please note the key information highlighted below:
Registering on the Portal

The first person to register on the portal will become the **administrator** for the location. Once registered, additional users can be created by the administrator. You can also create additional administrators for your location.

There are four possible scenarios for the registration:

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>Your Firm is a member of Lender Exchange and a Help to Buy: ISA Scheme member</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>When registering for the Portal it is important to note that registration is linked to your Help to Buy Panel number. For example: your Firm has several branches each with an individual Help to Buy panel number - the individual that registers that location will be the portal administrator for that location and can see all bonus requests linked to that panel number only.</td>
</tr>
<tr>
<td></td>
<td>If your firm has several locations but one Help to Buy panel number, the administrator will be able to view all bonus requests for all locations.</td>
</tr>
<tr>
<td></td>
<td>You will be required to enter your Lender Exchange ID and other information which will be verified with Lender Exchange. (see hints and tips below)</td>
</tr>
</tbody>
</table>

| Scenario 2 | Your Firm is not a member of Lender Exchange but would like to join. If you wish to join Lender Exchange you will be directed to their website. |

<table>
<thead>
<tr>
<th>Scenario 3</th>
<th>Your Firm is a member of Lender Exchange but not a member of the Help to Buy: ISA Scheme.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If you are a member of Lender Exchange but NOT a member of the Help to Buy: ISA Scheme you will be directed to the Lender Exchange website to complete further details.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scenario 4</th>
<th>Your Firm is not a member of Lender Exchange and does not wish to join.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If your Firm is not a member of Lender Exchange and does not wish to join, you will be asked to provide additional information and undertake a manual assurance process.</td>
</tr>
<tr>
<td></td>
<td>The Scheme Provider will undertake a number of checks and will then confirm assurance of your firm for a period of 90 days subject to the results of the checks.</td>
</tr>
<tr>
<td></td>
<td>Please allow a minimum of 12 business days prior to the expected completion of your clients house purchase for this process to be undertaken and the bonus payment made.</td>
</tr>
</tbody>
</table>
To start the registration process please follow the steps below:

- **Step 1**
  Log on to [www.helptobuyportal.org.uk](http://www.helptobuyportal.org.uk) and select *Register Conveyancer Firm for Portal*.

- **Step 2**
  To begin your registration please complete all the questions and you will be guided through the registration process.

- **Step 3**
  You will be directed to the appropriate registration page.
• **Step 4**
  You will be required to confirm your acceptance of the Conveyancer Adherence Agreement.

• **Step 5**
  To complete your registration, click on submit. You will then receive an email to the address you stated with an invitation code to complete your registration. Please note this link is valid for **96 hours**.

• **Step 6**
  When you have clicked on this link you will be asked to set a password and provide answers to a number of memorable questions. These security questions will be required should you need to reset your password.

**Lender Exchange:**

To find your details in Lender Exchange that you need to enter on the Conveyancer Portal a ‘help’ guide is available (click [here](#)). Please log onto Lender Exchange, select ‘Mortgage Documents’ and select ‘Locating Lender Exchange Details for HtB: ISA Portal’.
Password tips:

Passwords **must** include at least one numeric (0-9), one lowercase (‘a’-‘z’) and one uppercase (‘A’-‘Z’) character. Passwords **must** consist of at least 8 characters. **Please keep your password secure – never share your password with anyone. It is important not to allow anyone else to log in using your details.**

You can change your password at any time by selecting change password under the profile section.

Password Reset

If you have forgotten your password – click on the ‘Forgotten Password’ button and enter your email address to receive a password reset.
Memorable Questions

The portal allows two incorrect attempts to submit memorable questions after which you will need to send a technical contact request through the portal request to the Scheme Provider to reset the questions. The Scheme Provider cannot reset your memorable questions until two invalid attempts have been made.
Submitting a Bonus Request

- **Step 1**
  Before you submit a bonus request, it is important that you check your client’s eligibility criteria.

  Detailed information on the Help to Buy: ISA, including eligibility criteria for a Government bonus can be found on the Help to Buy website.

  For full details of the scheme please refer to the Conveyancer Guidelines, Scheme Rules and Conveyancer Adherence Agreement available on the portal or via the link on Page 4 of this document.

- **Step 2**
  Ensure you have the following information:

  ✓ Your bank account number and sort code
  ✓ ISA Holder’s Details
  ✓ Property Details
  ✓ Supporting Documents – ISA Closing Statement and First Time Buyer Declaration
    These documents must be .JPG, PNG or PDF attachments only.

- **Step 3**
  Log onto the Conveyancer Portal via www.helptobuyportal.org.uk and select ‘Submit Bonus Request’. Please note you can save a bonus request and return to make amendments before final submission.
• **Step 4**  
You are required to submit a copy of the ISA Closing Statement and a completed and signed First Time Buyer Declaration.

In the event that a Bonus Request needs to be processed urgently and the formal ISA Closing Statement is not available, the Help to Buy: ISA Holder can use an up-to-date interim statement. This must detail their current balance, name, account number and product name. The statement may take the form of an online banking printout, or could be obtained directly from the Eligible ISA Manager. You will need to select ‘yes’ in the ‘Supporting Documents’ section on the Bonus Request form to indicate you have attached an Interim statement. When the standard Closing Document becomes available, this should be submitted to us at a later date.

• **Step 5**  
Please ensure you have entered a date the payment you require is to be made. This **must** be before property completion.

You will need to click to confirm you accept the LISA Declaration every time you submit a Bonus Request.

• **Step 6**  
The Scheme Provider will review your submission and will refer back to you if there is any omission of errors in the application. You can also view the status of the Bonus request and any action required on the Portal.

• **Step 7**  
Once submitted you will receive an email notification including a **bonus reference which must be quoted in all correspondence.** (For example B200001234)

You can upload the closing document when the status of the bonus is ‘Approved’, ‘Paid’ and ‘Purchase Confirmed’ only. **Please note you cannot upload the closing document when the status of the bonus is ’Scheduled' or 'In Progress’**.

 Responsible Conveyancer Information:

• This is the licensed conveyancer or practising solicitor who is eligible to submit bonus requests. The named individual will be accountable for this bonus request.

• The Conveyancer Identification Number is the Conveyancer’s regulatory body ID.
Requestor Information

- The Requestor is the person who is making the bonus request submission.
Option to save a Bonus Request or Return Request

You can save a partial Bonus Request or Return Request without being forced to submit, by clicking on the ‘Save’ button.
Bonus Request:

- In the case of a Bonus Request, you must populate at least one field before being able to save.

- All the Bonus or Return Requests saved prior to submission should be visible in ‘View Bonus Request’ and ‘View Bonus Return’ page in status as ‘Draft’.

- When saving a Bonus or Return Request in ‘Draft’ status, the request will be saved for a maximum of 90 days, after which, the request will be automatically cancelled by the system and a new request will need to be raised.

Viewing a Bonus Request

You can view your bonus request at any time to track the progress of your submission.

- **Step 1**
  Log onto the Conveyancer Portal.

- **Step 2**
  Select the ‘View Bonus Requests’ Tab – the status column shows the progress of your Bonus.
The definitions of the status of bonus requests are detailed below:

- **Approved** – The Bonus request has been approved and will be paid in line with the Scheme Rules.
- **Cancelled** – The Bonus request has been cancelled by your Firm.
- **Conveyancer Action Required** – The Scheme Provider has referred the Bonus for further information. The action required will be detailed in the Bonus page at the top of the screen, highlighted in red.
- **Draft** – A Bonus request has been saved but not yet submitted.
- **Paid** – The Bonus has been paid.
- **In Progress** – The Bonus request has been submitted to the Scheme Provider and is being processed in line with the Scheme Rules.
- **Purchase confirmed** – Your Firm has confirmed the purchase is complete and is ready to submit completion documents.
- **Rejected** – The bonus has been rejected, you will be able to view the rejection reason on the portal.
- **Scheduled** – The bonus request has been scheduled for payment as per the date entered.

You can identify records that have and have not had supporting documents uploaded. In the view Bonus Request page a column has been added named ‘Document Upload Status’, this will show any outstanding documents.

In the ‘View Bonus Request or View Bonus Returns window you can identify those bonuses/returns that have not yet been submitted.
**Bonus Returns:**

Once a draft bonus/return request has been created, you will receive an email confirmation and you will then have 90 days to submit a completed request, after that date the draft request will be automatically deleted.

You will receive an initial email containing your reference and you will then receive 3 subsequent reminders.
**Editing a Bonus**

If you need to make an amendment to your bonus request

- **Step 1**
  Log onto the Conveyancer Portal.

- **Step 2**
  Select the ‘View Bonus Requests’ Tab – the status column shows the progress of your Bonus.

- **Step 3**
  Select the appropriate bonus reference.

- **Step 4**
  Make the required changes and click on ‘submit bonus’.
Returning a Bonus

If a property purchase fails after the bonus has been paid, you will then need to raise a bonus return.

- **Step 1**
  Log onto the Conveyancer Portal.

- **Step 2**
  Select the ‘View Bonus Requests’ Tab, the status column shows the progress of your Bonus.

- **Step 3**
  Select the drop down menu at the right hand side of the bonus reference you wish to return (see screen shot below).

- **Step 4**
  Click on 'Return Bonus'. Please note a bonus can only be returned once it has been paid.

- **Step 5**
  Once you have selected ‘return bonus’ you will receive an email detailing the next steps.

You will need to complete the ‘Purchase Failure Notice’ which should be provided to your client to support them in re-opening their ISA account and requesting a bonus payment in the future. The Purchase Failure Notice is available on Page 27 of the Conveyancer Guidelines.
• Some of the fields will be automatically populated when you select the relevant bonus.

• If the interest accrued is over £10.00 please complete this field and submit the form.

• You have 10 business days to return the funds. The ‘Return Due By’ date will be completed by the portal.

• The account details where the funds are to be returned are detailed at the bottom of the form.

The definitions of the status of bonus returns are detailed below:

• **Accepted** – the return has been created and submitted
• **Awaiting Return** – The Scheme Provider is awaiting payment of the return – the Return request cannot be amended at this point
• **Cancelled** – the payment return has been cancelled by your Firm or by the Scheme Provider
• **Draft** – the return has not yet been submitted
• **Returned** – the payment return has been received
Cancelling a Bonus Request.

If you need to cancel your Bonus Request please follow the steps below:

- **Step 1**
  Log onto the Conveyancer Portal.

- **Step 2**
  Select the ‘View Bonus Requests’ Tab.

- **Step 3**
  Select the appropriate Bonus.

- **Step 4**
  Select ‘Cancel Bonus Request’.

Confirming your bonus.

Once your client has completed their purchase you should confirm this by:

- **Step 1**
  Log onto the Conveyancer Portal.

- **Step 2**
  Select the ‘View Bonus Requests’ Tab.

- **Step 3**
  Select the appropriate bonus.

- **Step 4**
  Complete the Purchase Completion Date, click on the declaration and press ‘Confirm Purchase’.
• **Step 5**
  You will receive a notification on the portal to confirm completion.
Submitting Title Documents

You are required to submit one of the documents detailed below, depending on the location of the residential property, within 10 business days of these becoming available to you.

Please note the maximum file size 2Mb

- Land Registry Title (England or Wales) confirming property address, name of purchaser, purchase price and registered charge date.
- Cadastral Map (Scotland) and sections A1, B1, C1 of the Title Document.
- Land Registry Folio (Northern Ireland)

Once the purchase completion date has been confirmed, the first time buyer declaration, the closing document and the title documents have been submitted, both the ‘Status’ and ‘Document Upload Status’ columns will show ‘Completed’. At this point, the bonus request process is finalized.

If, once you have confirmed purchase, you need to return the bonus you will need to select ‘Revert to Paid’ to enable any returns to be made.
Contacting the Provider of the Scheme

If you wish to contact the Scheme Provider you can do this via the ‘Contact Us’ tab on the portal or by clicking here.

Select the reason for the contact from the drop down list and complete the detail of your query. Please complete the ‘Expected Completion Date’

- Bonus Request
- Returned Bonus
- Conveyancer complaint
- Expedited Bonus Request
- Technical
- Scheme Rules clarification
- Bonus Completion Letter

The Scheme Provider will respond to your query and you will receive an email acknowledgment including a case reference number for you to quote on correspondence.
Frequently Asked Questions

As well as the FAQs available on our website. Below are answers to some common questions:

I cannot remember my password, what do I do?

You will need to click on the ‘Forgotten your Password’ link on the Portal, you will then be sent an email with instructions to follow. To reset your password, you will need to answer the memorable questions that you set upon registration.

I cannot remember the answers to my memorable questions, what do I do?

The Portal allows two incorrect attempts to submit memorable questions, after which your account will be locked. Once locked you will need to contact the Help to Buy: ISA Scheme Provider team via the Portal. They will then send you a link and instructions to reset your memorable questions.

Please note the Scheme Provider cannot reset your memorable questions until two invalid attempts have been made.

I am the administrator for my firm ... what does this mean?

The role of the portal administrator(s) within your firm is to manage all users within the portal for your office.

As the administrator for your office you can:-

- invite additional users.
- cancel an invitation to a new user.
- resend an invitation to a user after cancellation or invitation expiration.
- deactivate accounts.
- reactivate accounts.
- manage and update your contact details.
- manage access to the portal via the ‘Conveyancer Management’ Option.
- view all registered users.
I am set as the Administrator for the Portal, can I change this? Can there be more than one Administrator?

The individual that initially registered the firm on the Portal will automatically be set as the Administrator. If you would like to add further Administrators you can. The Portal allows for five Administrators per registered office but in order to add a new Administrator, they firstly need to be a user on the Portal. If they are not a registered user on the Portal, you will need to add them. As the Administrator, you are then able to manage any existing registered users within your firm.

How do I manage different users within my firm?

Only the Portal Administrator can manage user access for your firm. The Portal Administrator can manage user access, cancel or re-submit user invitations, reactivate or deactivate users and also convert a standard user to an Administrator. To do this, you will need to go to the profile section of the Portal by selecting the drop down box in the top, right hand corner of your screen and select ‘Conveyancer Users’. You will then be able to see a list of all users. In order to manage a specific individual’s profile, you will need to click on the drop down arrow against their name and select the appropriate option.

How do I invite other colleagues to use the Portal?

Only the Portal Administrator can invite other users. If you are the Administrator you can invite other users by clicking on the drop down arrow in the top right hand corner of the home page and selecting ‘Conveyancer Users’. You will then be able to select the ‘Invite New User’ link.
• You may want to consider adding a member of your finance team to enable them to track any bonus payments made or to submit bonus returns.

How do I change a user status?

As a portal administrator you have the ability to manage the users within your Firm. The options are:

- Reactivate a User
- Deactivate a User
- You can ‘deactivate’ a user account (for example if a member of your Firm changes role or leaves the Firm) through the Conveyancer Users Options. Simply select the down arrow next to the individuals name and select deactivate. You can ‘reactivate’ an account at any time.
- Convert a Standard User to an Administrator. To change a standard user to an Administrator, simply select the down arrow next to the individuals name and select ‘Convert to Administrator’.
Who is my responsible conveyancer?

The responsible conveyancer for a Bonus Request is the licensed and regulated individual who is responsible for the Bonus Request. If you are regulated then you will enter your own details here. If you are not regulated then you will need to agree within your firm who is responsible for this Bonus Request and enter their details.

What is my conveyancer identification number?

This is the regulatory body I.D. number of the responsible individual who has been assigned as the responsible conveyancer for the Bonus Request. The regulatory body ID number can be found on Lender Exchange or on your Practicing Certificate.

The portal does not recognize the postcode located in a London Borough - why?

If you are entering a postcode, the portal is designed to look for 7 digits including the spaces. Where a postcode has seven characters, please omit any spaces.

If the system recognizes the postcode is located in a London Borough then the corresponding ‘Local Authority in London’ field will populate with the correct value.

If the property is a new build you will need to identify the property as a new build and enter a plot number. (There are no character restrictions on the Plot Number field).

Why has my bonus application been referred?

If there are any errors or omissions on the bonus request submission the Scheme Provider will then refer the request back to you stating what additional information is required. To view this information:

- **Step 1**
  Log onto the Portal.

- **Step 2**
  Select ‘View Bonus Requests’.

- **Step 3**
  Select the relevant Bonus.

- **Step 4**
  The reason for referral will be shown in the Bonus detail page in the top of the screen – highlighted in red.
• Step 5
  Make the required changes

• Step 6
  Check the ‘First Time Buyer Declaration’ box. If the payment date is within the next 5 days, select the ‘Urgent Request’ box.

• Step 7
  Resubmit the bonus

How do I track what documents have been already been uploaded?
You can identify records that have and have not had supporting documents uploaded. In the ‘View Bonus’ Page the column named ‘Document Upload Status’ shows the status.
The exchange and completion are taking place on the same day, what is the process for claiming a bonus?

You should follow the standard bonus application process, ensuring that you leave sufficient time to ensure that the funds are transferred prior to exchange and completion. You may also be interested to know that there is a faster bonus application process for when a bonus request is urgent.

You can make an urgent bonus application and payment request via the online portal via the Expedited Bonus checkbox. If the closing documents are not yet available, the Help to Buy: ISA holder can use an up to date account statement. This must detail the following:

- Current balance
- Name
- Account Number
- Product name

You must submit the interim documentation above via the portal, confirming the ‘yes/no’ option that this is not the formal closing statement.

When the formal closing statement becomes available this should be submitted to the Scheme Provider when you submit the completion documents.

The purchase is now complete – what do I do now?

Please refer to the ‘Confirming Your Bonus’ section.

Completion has fallen through, what should I do?

If the same property is being purchased and the completion date is to take place within 3 months of you receiving the bonus funds, you may retain these funds in your firm’s client account until completion takes place.

If the same property is being purchased but the completion date is NOT due to take place within 3 months of you receiving the bonus funds, you must return these funds to us.

If a different property is to be purchased to the one stated on the bonus request, the bonus funds must be returned to us and a new bonus request submitted on the alternative property.

If it is uncertain when the completion will go ahead and the client wishes to reinstate their Help to Buy: ISA account, you can complete and issue a ‘Purchase Failure Notice’ to your client even if she has not withdrawn from the purchase. You will also return the bonus funds to us.

The ‘Purchase Failure Note’ can be found in the Conveyancer Guidelines on Page 27, Annex B.
If you have any queries on any aspect of claiming your Help to Buy: ISA bonus please contact the Scheme Provider via the ‘Contact Us’ section of the Conveyancer Portal.