

Conveyancing Portal.

A quick overview



Welcome to Conveyancing Portal

If you already have a Conveyancing Portal account please enter your username and password below, then click the Sign In button.

[Forgotten password](#)

Sign In

or

Whether your company is already signed up to Conveyancing Portal or not, creating your personal account is quick and easy, click the Sign Up button to get started.

Sign Up

For any assistance please visit our [help page](#).

National House-Building Council (NHBC) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in respect of carrying on its insurance business and its insurance distribution activities. NHBC is registered in England and Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP. Note that only certain parts of NHBC's products and services are within the scope of UK financial services regulation. For more information on our products and services, please see our website nhbc.co.uk or your NHBC product documentation. Copyright © 2023

Logging into the Conveyancing Portal

1

If you are an **Existing User** sign in via step 1.

2

If you are a **New User** sign up via step 2.



The Conveyancing Portal
is an online application
that consolidates all the
information required to support
your clients through their purchase
of a newly-built home.

It's the place where you can
manage your cases and your
colleagues' cases.

Home page

The screenshot shows the NHBC Conveyancing Home page. The header includes the NHBC logo, the word 'Conveyancing', and user information: 'My Organisation' and 'portal01@dev-nhbc.co.uk'. The main content area is divided into two sections: 'My Cases' and 'Office Cases'. The 'My Cases' section has three cards: 'New Cases' (1), 'Active Cases' (1), and 'Archived Cases' (0). The 'Office Cases' section has three cards: 'New Cases' (8), 'Active Cases' (17), and 'Archived Cases' (5). A red '+ Add Case' button is located in the top right of the 'My Cases' section. Numbered callouts (1-7) point to various elements: 1 points to the 'New Cases' card in 'My Cases'; 2 points to the 'Active Cases' card in 'My Cases'; 3 points to the 'Archived Cases' card in 'My Cases'; 4 points to the 'New Cases' card in 'Office Cases'; 5 points to the '+ Add Case' button; 6 points to the 'My Organisation' link in the header; and 7 points to the user email in the header.

Section	Category	Count
My Cases	New Cases	1
	Active Cases	1
	Archived Cases	0
Office Cases	New Cases	8
	Active Cases	17
	Archived Cases	5

From here you can:

1. view your cases that have not yet been progressed
2. view your cases in progress
3. view your archived cases
4. view your colleagues' cases within the same office
5. add a new case with the policy number and activation code
6. view your organisation's information
 - add users
 - change company/office address
7. access user menu:
 - view and update your profile
 - access help documents
 - sign out

Cases

NHBC Conveyancing Home My Organisation portal01@dev-nhbc.co.uk

Home \ Cases

Cases

My Cases Office New Active Archived

Q Go Actions

Case Ref.	Status	Purchaser(s)	Property Address	Builder	Plot No.	Policy No.	Remove
Test 2	ACTIVE	Daffy Duck (dduck@dil-nhbc.co.uk)	Sercus, 428 Bury Old Road, Prestwich, Manchester, M25 1PR	Highreach Developments Limited	16	AH035112	×

1 - 1 of 1

NHBC Conveyancing Home My Organisation portal01@dev-nhbc.co.uk

Home \ Cases

Cases

My Cases Office New Active Archived

Q Go Actions

Case Ref.	Status	Purchaser(s)	Property Address	Builder	Plot No.	Policy No.	Remove
AH035112 wflinstone@dev-nhbc.co.uk	ACTIVE	Elma Fudd (efudd@dil-nhbc.co.uk)	Sercus, 428 Bury Old Road, Prestwich, Manchester, M25 1PR	Highreach Developments Limited	16	AH035112	×
Test 1 brubble@dev-nhbc.co.uk	SUBMITTED1	Elma Fudd (efudd@dil-nhbc.co.uk)	85 Stepney Way, London, E1 2EN	Stepney Way 2 LLP	Cl10.02	AV056892	-
Docs test RP2 nikki01@dev-nhbc.co.uk	SUBMITTED	Foghorn Leghorn (fleghorn@dil-nhbc.co.uk)	7 Victory Drive, Kings Hill, West Malling, ME19 4NG	Bellway Homes Kent - A Division Of Bellway Homes Ltd	226	AZ000720	-
Doc test #3 nikki01@dev-nhbc.co.uk	SUBMITTED	Pepe Le Pew (ppew@dil-nhbc.co.uk)	2 Glenton Avenue, Kings Hill, West Malling, ME19 4NH	Bellway Homes Kent - A Division Of Bellway Homes Ltd	228	AZ000803	-

Here you can see the cases linked to your account or your colleagues' accounts.

There are ways to amend the views:

1. Whose cases (by owner):

- My Cases – your own cases
- Office – your colleagues' cases.

2. Case status:

- New
- Active
- Archived.

Add a policy to your case

The screenshot shows the NHBC Conveyancing dashboard. At the top, there is a dark blue header with the NHBC logo and 'Conveyancing' text. To the right of the header, there are links for 'My Organisation' and a user profile 'portal01@dev-nhbc.co.uk'. Below the header, the page is divided into two main sections: 'My Cases' and 'Office Cases'. The 'My Cases' section contains three cards: 'New Cases' with a count of 1, 'Active Cases' with a count of 1, and 'Archived Cases' with a count of 0. A red button with a white plus sign and the text '+ Add Case' is located in the top right corner of the 'My Cases' section, highlighted with a purple box and a '1' in a purple circle. The 'Office Cases' section contains three cards: 'New Cases' with a count of 8, 'Active Cases' with a count of 17, and 'Archived Cases' with a count of 5.

1. Click the Add Case button on the home page.
2. Enter the policy number and activation code and click Policy Search (you will also be able to check the site details after clicking Policy Search).

The screenshot shows the 'Add new Case' form. At the top, there is a dark blue header with the NHBC logo and 'Conveyancing' text. To the right of the header, there are links for 'Home', 'My Organisation', and a user profile 'portal01@dev-nhbc.co.uk'. Below the header, the page is divided into two main sections: 'Add new Case' and 'Back'. The 'Add new Case' section contains two input fields: 'Policy Number:' and 'Activation Code:'. A red button with a white magnifying glass icon and the text 'Policy Search' is located in the bottom right corner of the form, highlighted with a purple box and a '2' in a purple circle.

My Organisation

NHBC Conveyancing Home My Organisation portal01@dev-nhbc.co.uk

Home \ My Organisation + Add User + Add Office

Offices

NHBC 28 User(s)

NH Team
NHBC, NHBC
★ House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP

A & S IRELAND
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG 1 User(s)

Geeta's Place
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF 2 User(s)

Users

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile	Cases
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 09:41	-		
Betty Rubble	NH Team	brubble@dev-nhbc.co.uk	2	1	0	-	-		Deactivate
Conveyancer Three	NH Team	nikki03@dev-nhbc.co.uk	1	0	0	-	-		Deactivate
Nik Haines	NH Team	nikki01@dev-nhbc.co.uk	4	14	1	01-Dec-2023 10:03	-		Deactivate
Wilma Flinstone	NH Team	wflinstone@dev-nhbc.co.uk	0	1	0	-	-		Deactivate

1 - 5 of 5

The My Organisation page allows you to manage the organisation details:

1. view and edit the organisation name
2. view office details
3. view users based on the selected office
4. view profile of selected user
5. view cases of selected user
6. user status toggle
7. add a new user to your organisation
8. add a new office to your organisation.

Deactivate a user

NHBC Conveyancing Home My Organisation portal01@dev-nhbc.co.uk

Home | My Organisation + Add User + Add Office

1 Offices

NHBC 28 User(s)

NH Team
NHBC, NHBC
House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP 5 User(s)

A & S IRELAND
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG 1 User(s)

Geeta's Place
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF 2 User(s)

Users

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile	Cases
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 09:41	-		-
Betty Rubble	NH Team	brubble@dev-nhbc.co.uk	2	1	0	-	-		Deactivate
Conveyancer Three	NH Team	nikki03@dev-nhbc.co.uk	1	0	0	-	-		Deactivate
Nik Haines	NH Team	nikki01@dev-nhbc.co.uk	4	14	1	01-Dec-2023 10:03	-		Deactivate
Wilma Flinstone	NH Team	wflinstone@dev-nhbc.co.uk	0	1	0	-	-		Deactivate

1 - 5 of 5

From My Organisation

1. Choose which office they are in.
2. Locate your colleague's name.
3. If you need to deactivate a user click here.
4. If you need to see what cases a colleague has, click the book icon.

Reassign a case

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile	Cases
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 09:41	-		
Betty Rubble	NH Team	brubble@dev-nhbc.co.uk	2	1	0	-	-		Deactivate



NHBC Conveyancing

Home > My Organisation

Offices

- NHBC** 28 User(s)
- NH Team** 5 User(s)
NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP
- A & S IRELAND** 1 User(s)
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG
- Geeta's Place** 2 User(s)
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF

Cases Assigned to nikki01@dev-nhbc.co.uk

Search: [] Go Actions [] Default Archived

<input type="checkbox"/>	Case Ref.	Purchaser(s)	Property Address	Builder	Plot No.	Status
<input type="checkbox"/>	-	-	117 Ellerman Avenue, Twickenham, TW2 6AB	Taylor Wimpey North West A Division of Taylor Wimpey UK Ltd	30	CREATED
<input type="checkbox"/>	-	-	-	Bellway Homes (Manchester) - A Division of Bellway Homes Ltd	150	CREATED
<input type="checkbox"/>	-	-	-	G L E Estates Ltd	7	CREATED
<input type="checkbox"/>	-	-	-	Taylor Wimpey East Anglia A Division of Taylor Wimpey UK Ltd	11	CREATED
<input type="checkbox"/>	C of O	Barnyard Dawg (bdawg@dil-nhbc.co.uk), Daffy Duck (dduck@dil-nhbc.co.uk), Elma Fudd (efudd@dil-nhbc.co.uk)	5 Lady Margaret Hall Way, Basingstoke, RG24 9NS	Taylor Wimpey West London A Division of Taylor Wimpey UK Ltd	S419	ACTIVE
<input type="checkbox"/>	Test bus own	Property owner1	11 Chaucer Close, Stowmarket, Suffolk, IP14 1GH	Taylor Wimpey East Anglia A Division of Taylor Wimpey UK Ltd	3	ACTIVE
<input type="checkbox"/>	Y flag	Foghorn Leghorn (fleghorn@dil-nhbc.co.uk)	Ivy House, Main Street, Kirby Misperton, Malton, YO17 6XL	G L E Estates Ltd	8	ACTIVE
<input type="checkbox"/>			67 Cannons Close, Countryside NH &			

Cancel Reassign Selected Cases to: - Select - Reassign

From My organisation

1. Locate the office.
2. Locate the name of the person the case/cases sit under.
3. Click on the cases icon.
4. Amend the toggle view accordingly.
5. Reassign cases to yourself or other colleagues in your organisation.

My Organisation

NHBC Conveyancing Home My Organisation portal01@dev-nhbc.co.uk

Home \ My Organisation + Add User + Add Office

Offices

- NHBC** 28 User(s)
 - NH Team** 28 User(s)
NHBC, NHBC
House, Davy Avenue
Knowlhill, Milton Keynes, MK5 8FP
 - A & S IRELAND** 1 User(s)
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG
 - Geeta's Place** 2 User(s)
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF

Users

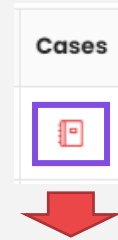
Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile	Cases	
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 09:41	-			-
Betty Rubble	NH Team	brubble@dev-nhbc.co.uk	2	1	0	-	-			Deactivate
Conveyancer Three	NH Team	nikki03@dev-nhbc.co.uk	1	0	0	-	-			Deactivate
Nik Haines	NH Team	nikki01@dev-nhbc.co.uk	4	14	1	01-Dec-2023 10:03	-			Deactivate
Wilma Flinstone	NH Team	wflinstone@dev-nhbc.co.uk	0	1	0	-	-			Deactivate

1 - 5 of 5

The My Organisation page allows you to manage the organisation details:

1. view and edit the organisation name
2. view office details
3. view users based on the selected office
4. view profile of selected user
5. view cases of selected user
6. user status toggle
7. add a new user to your organisation
8. add a new office to your organisation.

Cases for a selected user



This is a view of the selected user's cases.

NHBC Conveyancing

Home | My Organisation

1

Offices

- NHBC** 28 User(s)
- NH Team**
NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP 5 User(s)
- A & S IRELAND**
Beauty Boutique, 138 Ayr Road, Newton Mearns, Glasgow, G77 6EG 1 User(s)
- Geeta's Place**
1 Greenside Hill, Emerson Valley, Milton Keynes, Bucks, MK4 2DF 2 User(s)

Cases Assigned to nikki01@dev-nhbc.co.uk

Search [] Go Actions [] **1** Default Archived

<input type="checkbox"/>	Case Ref.	Purchaser(s)	Property Address	Builder	Plot No.	Status
<input type="checkbox"/>	-	-	117 Ellerman Avenue, Twickenham, TW2 6AB	Taylor Wimpey North West A Division of Taylor Wimpey UK Ltd	30	CREATED
<input type="checkbox"/>	-	-	-	Bellway Homes (Manchester) - A Division of Bellway Homes Ltd	150	CREATED
<input type="checkbox"/>	-	-	-	G L E Estates Ltd	7	CREATED
<input type="checkbox"/>	-	-	-	Taylor Wimpey East Anglia A Division of Taylor Wimpey UK Ltd	11	CREATED
<input type="checkbox"/>	C of O	Barnyard Dawg (bdawg@dil-nhbc.co.uk), Daffy Duck (dduck@dil-nhbc.co.uk), Elma Fudd (efudd@dil-nhbc.co.uk)	5 Lady Margaret Hall Way, Basingstoke, RG24 9NS	Taylor Wimpey West London A Division of Taylor Wimpey UK Ltd	S419	ACTIVE
<input type="checkbox"/>	Test bus own	Property owner1	11 Chaucer Close, Stowmarket, Suffolk, IP14 1GH	Taylor Wimpey East Anglia A Division of Taylor Wimpey UK Ltd	3	ACTIVE
<input type="checkbox"/>	Y flag	Foghorn Leghorn (fleghorn@dil-nhbc.co.uk)	Ivy House, Main Street, Kirby Misperton, Malton, YO17 6XL	G L E Estates Ltd	8	ACTIVE
<input type="checkbox"/>			67 Cannons Close.	Countryside NH &		

Cancel

Reassign Selected Cases to: - Select - **2** Reassign

1. Amend the toggle view accordingly.

2. Reassign cases to yourself or other colleagues in your organisation.

Profile – change your details/office address

The screenshot shows the NHBC Conveyancing user interface. At the top, the user is logged in as 'portal01@dev-nhbc.co.uk'. A dropdown menu is open, showing options for 'Profile', 'Help', and 'Sign Out'. Below this, a table lists user details for 'Portal User' in the 'NH Team' office. A 'Profile' button is visible in the table. Below the table, the 'Edit Profile' form is shown, with three numbered callouts: 1 points to the personal details section (Title, First Name, Last Name, Contact Number), 2 points to the office address section (Office, Address), and 3 points to the 'Change Password' and 'Save' buttons.

Conveyancer	Office	Email	New Cases	Active Cases	Referred Cases	Last Logged In	Invited (Expired)	Profile
Portal User	NH Team	portal01@dev-nhbc.co.uk	1	1	0	04-Dec-2023 08:28	-	

Edit Profile

1. Personal details: Title (- Select), First Name (Portal), Last Name (User), Contact Number.

2. Office address: Office (NH Team), Address (NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP).

3. Change Password and Save buttons.

Should you need to change your office or details...

You can view and edit your profile using the 'Profile' option from the user menu in the top right (or clicking the profile button for My Organisation').

You can change your:

1. personal details
2. office address
3. password.

Please Note: If you need to change your email address you will need to contact an NHBC Customer Services representative.

Need support?

For more information about My NHBC Portal, please contact NHBC's Portal Support team on 0344 633 1000 or email us at ccsupport@nhbc.co.uk

