

How to Register

The principal of the firm, or their authorised admin deputy, must register the firm.

Following registration you will be able to invite additional users within your firm to access the portal.

You will only be able to log in after you receive notification that your registration has been processed.

Registering your firm

1. In order to register your firm, please go to chlmortgages.co.uk/intermediaries.
2. Click on the **'Register'** button.
3. Accept our Terms and Conditions and select **'Next'**.
 - a. If your firm is Directly Authorised, click **'FCA Regulated Broker'**.
 - b. If your firm is an Appointed Representative of a Network, click **'Member of a Network'**.
4. Complete the form providing your details, as principal of your firm, using the postcode look-up to find your business address, selecting your Network if you are an Appointed Representative Firm. The email address and password you provide at this stage will be your log in details.
5. Once you have clicked **'Request Access'**, you will receive an email requesting verification of your email address. Please follow the instructions within the email, as this triggers the system to validate you as a user.
6. CHL Mortgages will then process your registration, and you will then receive notification that you are live on our system and your firm is able to submit business. Please do not attempt to log in until you receive your notification.

Inviting additional users

Once your registration is confirmed you can invite additional users from within your business to access the portal:

1. Go to chlmortgages.co.uk/intermediaries and **Log In** to your account.
2. Select the drop down menu next to your name in the top right hand corner of the screen and select **'Manage Users'**.
3. On the next screen select the **'Invite Users'** button.
4. Enter the email address of the person in your firm you wish to invite to access the portal.

Assigning user management privileges to additional users

Once an additional user is registered you can give them the ability to invite and manage other users. To do this simply email brokersupport@chlmortgages.co.uk and we will assign the appropriate admin rights to the nominated users.

For the best experience of our portal we recommend either **Google Chrome** or **Microsoft Edge** web browsers.