



# Adding Survey and Conveyancing Channel

Land Enquiry Services Quick Guide

Last Updated: 31<sup>st</sup> of August 2023

Version: 3



Locate



Value



Secure

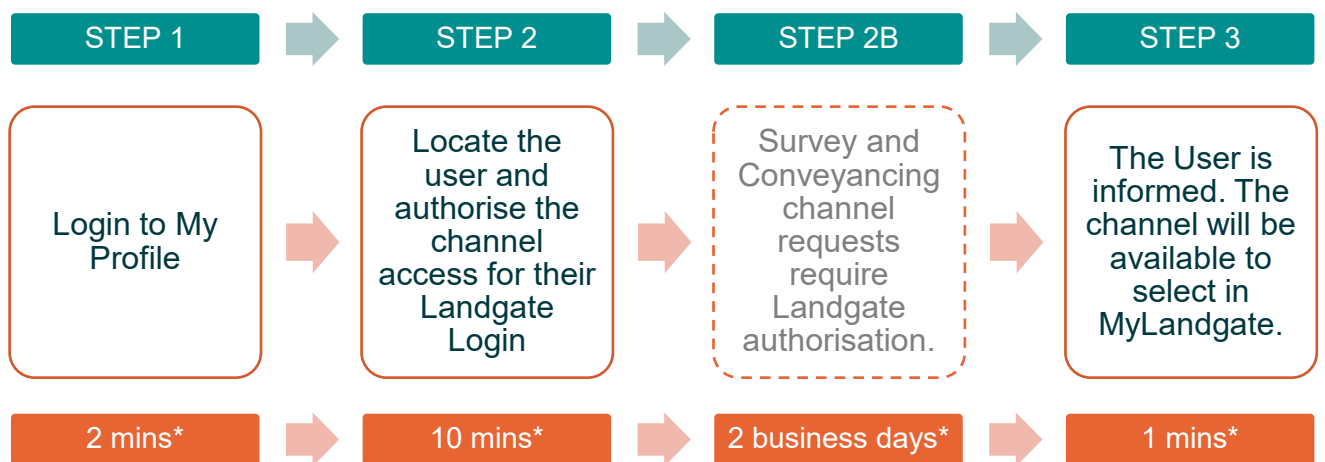
# Adding Survey and Conveyancing Channel

A User Representative can alter the channels available in MyLandgate for a User. The Business channel is given by default, and a Government agency can add the Government channel.

The Survey channel (designed for surveyors) and Conveyancing channel (designed for conveyancers) require additional authorisation from Landgate staff. If your business does not fall under these industry types, the Business channel will already provide access to the things you need. There is no need to add additional channels.

## Adding a channel is a 3 Step Process

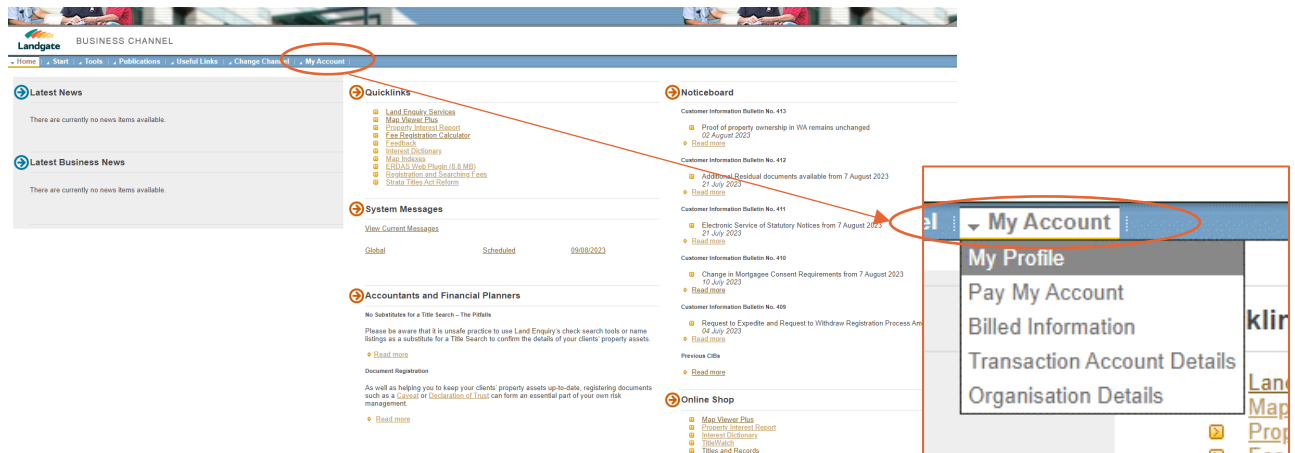
Steps a User Representative follows to add channel access for a User:



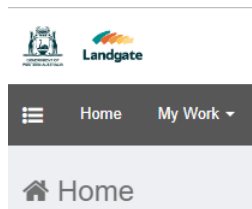
\*Time estimates based on average customer experience and optimum system functionality.

### Step 1

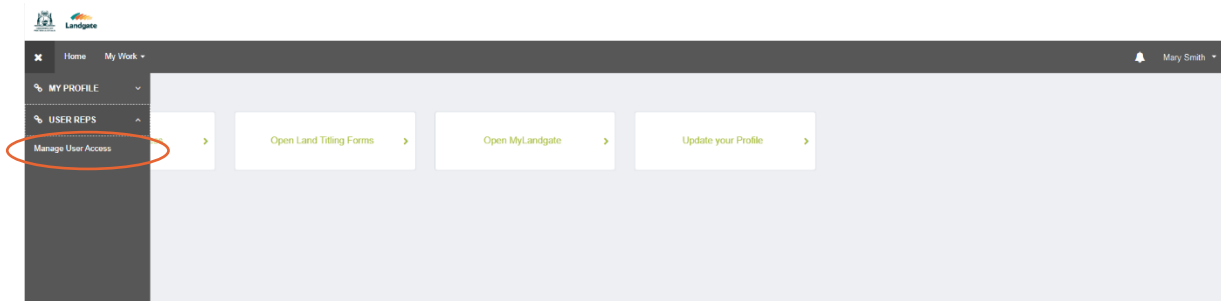
The User Representative can authorise the addition of channels for a Landgate Login joined to the account. Changes are made from the My Profile available through the MyLandgate portal.



The My Profile menu will appear and provide access to the option drop down at the top left.

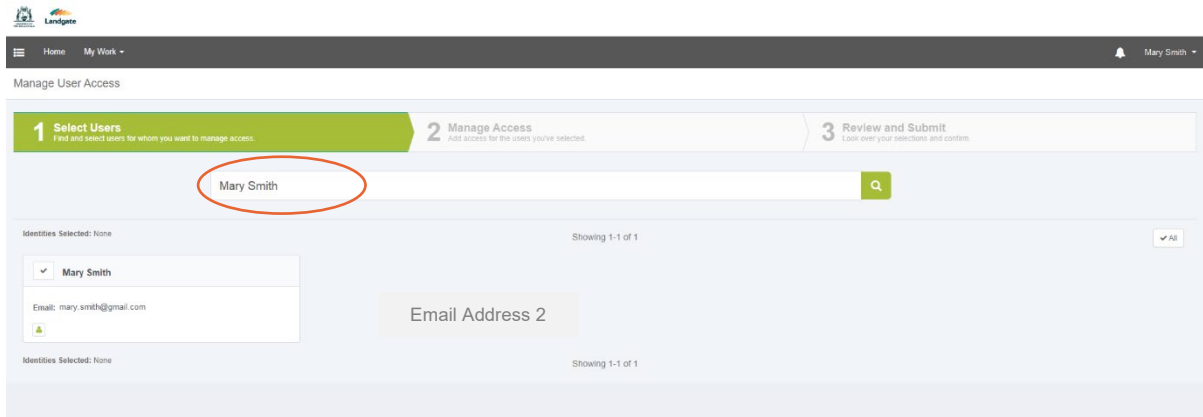


Under 'Manage Access', select 'Manage User Access'.

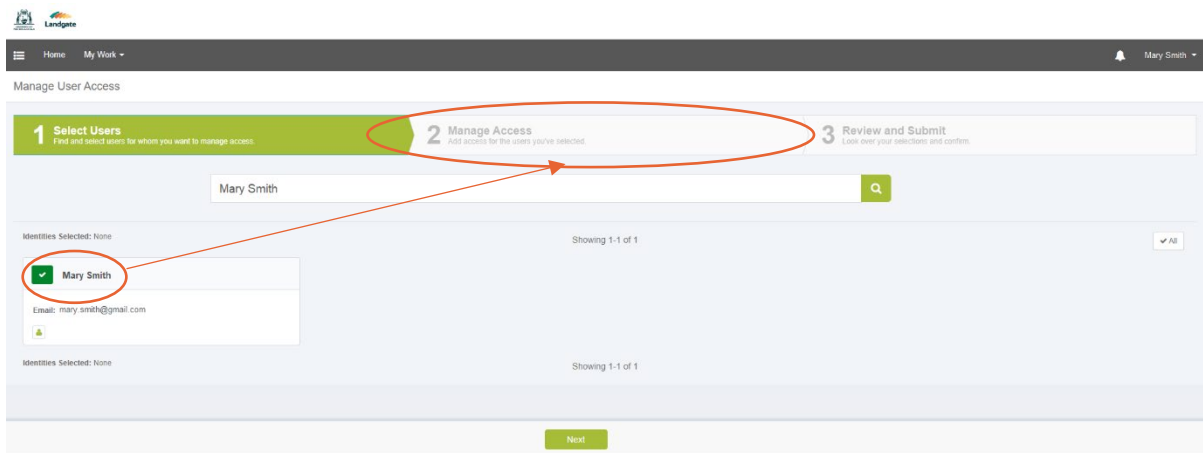


## Step 2

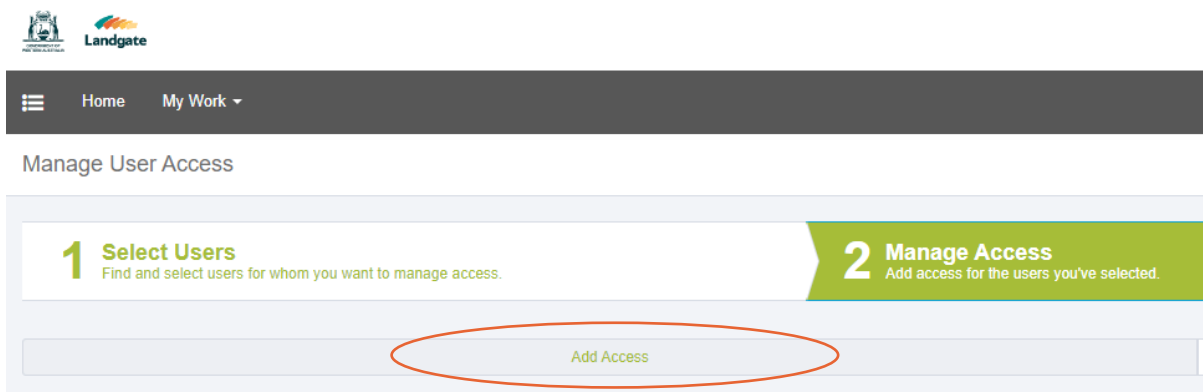
You need to find the user in your list to add channel access. If you can't see their name easily, you can search screen by screen or type their name in the search bar. Any matches to the searched name will appear.



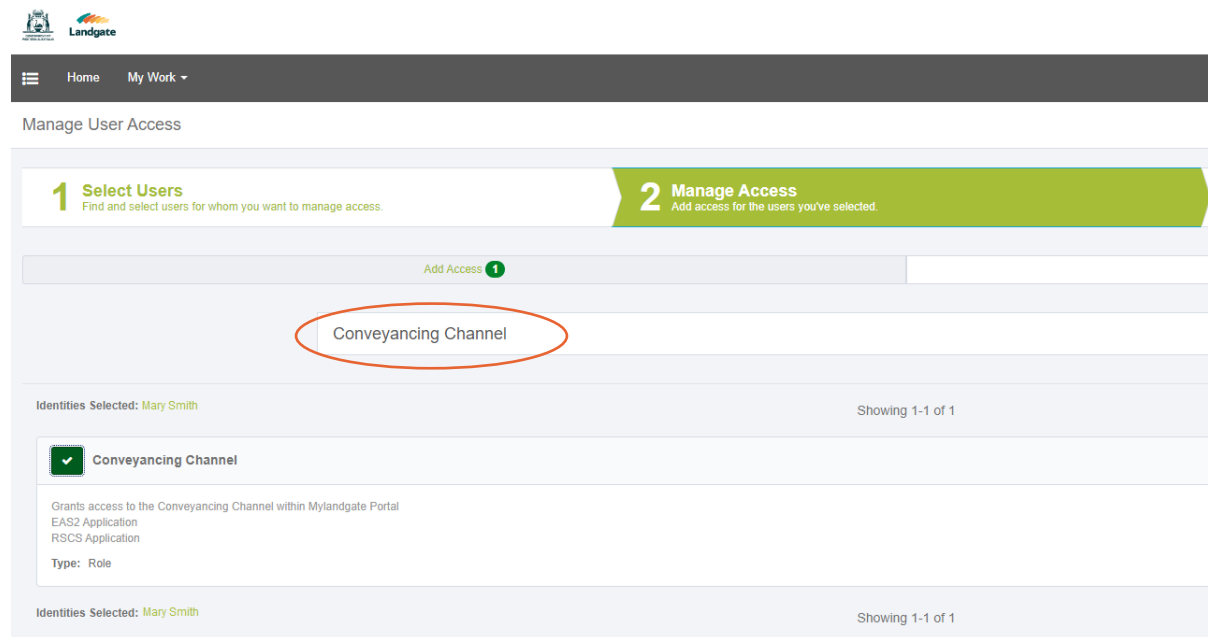
Select the user by clicking on the tick next to their name, and then select 'Manage Access'.



By default, it will be set to 'Remove Access'. Click on add access.



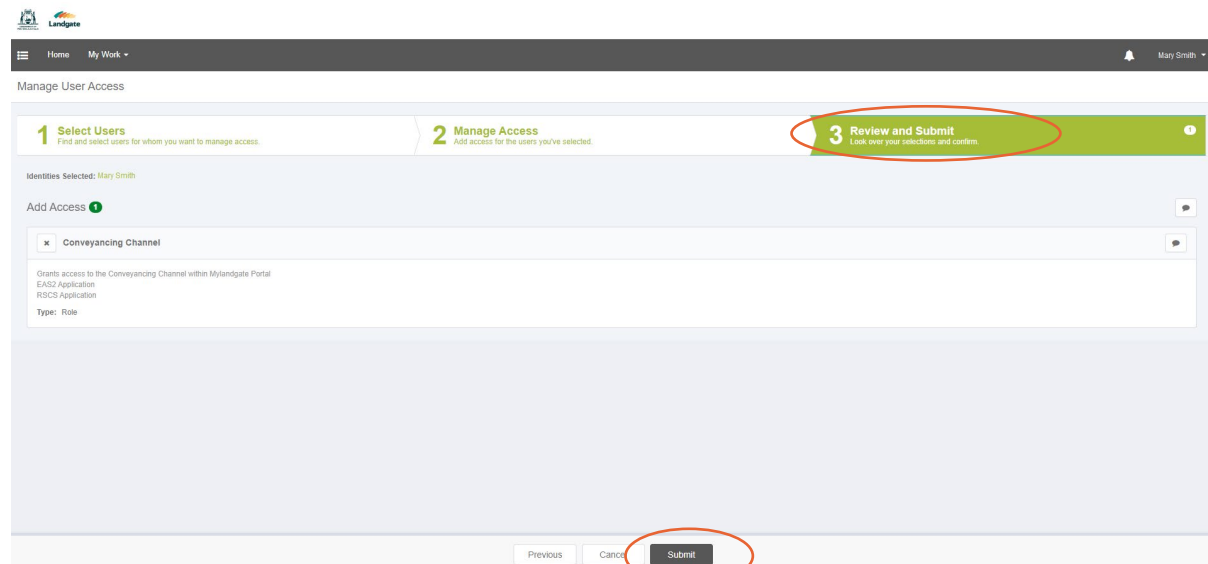
Search the channel you wish to add to the account e.g., Conveyancing Channel or Survey Channel



**IMPORTANT:** There is no need to tick applications that may appear in this list. All relevant applications associated to the channel will be automatically granted when this channel is approved.

For example, Conveyancing Channel access will automatically approve access to the Property Report Online (PRO) application.

Scroll back to the top of the list and click 'Review and Submit'.



The submit button will appear at the bottom of the screen and click when you are confident it is the right channel. You will see a confirmation on the screen of a successful submission, and you will get an email to confirm the change you have made.

An email will be sent to the user to advise that the request for a channel has been made.

## Step 2B

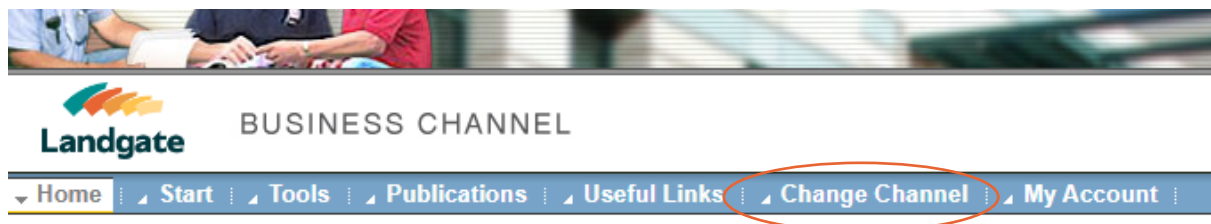
The conveyancing channel and the survey channel provides access to specific industry applications and access to these are not appropriate for all users. If these channels are requested, Landgate does an additional check to authorise the change.

This does not apply for business or government channel requests.

## Step 3

Once all approvals have been made for the channel changes, the user is sent an email confirmation.

The user can launch MyLandgate and switch between their authorised channels in the menu along the top of the screen.



A default channel can be set by the user in their My Profile section under 'Update your Profile'

