

HS2

Track my property case

User guide

April 2021



Log in and authentication

Enter your username/email and password in the prompt box

Sign in with your username or email address

[Forgot your password?](#)

Sign in

If you previously registered your phone number, it is partially displayed. Select how you would like to receive an authentication code.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-79028

Send Code

Call Me

Dashboard basics

The screenshot shows the HS2 dashboard for a user named John Smith. The dashboard is divided into several sections, each with a table of data and a list of useful links. Annotations point to specific elements:

- Notices section:** Displays all legal notices that have been served on your land and property. The table shows one notice: NOT-000001, Use of Roads, John Smith, 01-Feb-2021, Served.
- My claims:** Displays all claims that have been submitted for compensation by the logged in user. The table shows one claim: CLM-000004, Statutory Blight, John Smith, 07-Apr-2021, Claim Received.
- My applications:** Displays all applications that have been submitted to HS2's property assistance schemes. The table shows one application: APP-001007 - Home Owner Payment, John Smith, 16-Feb-2021, Payment Issued to Solicitor.
- Useful links:** Signposts to various HS2 resources (links change on every page to relevant resources). The links are: Route map, Assistance for property owners, Residents' charter, What's happening near you.
- Contact:** Click to contact HS2 Ltd. The contact information is: HS2 Helpdesk, Please use our online contact form.
- Feedback:** Click to complete our survey. The feedback text is: We welcome your feedback on how we can improve this digital service.

Annotations also point to the top right of the dashboard, indicating where to click to sign out of the portal, and to the bottom right of the dashboard, indicating where to click to view the details of your application.

Please note that your dashboard may look different to the image above, as the dashboard view is dependent on your case with HS2

View a notice/claim/application/payment

There are detail pages for the Notice, Claims, Payments and Application records that are linked to your profile.

Each detail page will display key summary information related to that record.

Some detail pages will also display a progress bar and current activity information section to keep you up to date with its progress.

This enables you to see the activities carried out on the record and if any input is required from you.

The screenshot shows a web interface for HS2's Homeowner Payment scheme. At the top, a blue header contains the HS2 logo and a user profile for John Smith. Below the header, a grey banner indicates a BETA service and requests feedback. The main content area is titled 'APP-001007 - Home Owner Payment' and describes the user's application. A progress bar with five stages is shown: 'Application Received' (completed), 'Prepare for Panel' (completed), 'Decision' (completed), 'Contract of Receipt Received' (in progress), and 'Payment Issued to Solicitor' (pending). Below the progress bar, the 'Current Activity' section provides a thank you message and contact information for the HS2 Case Officer. The 'Application Summary' section is a table with key details. To the right, there are sections for 'Useful links', 'Contacts' (listing Brian Byrne), and 'Feedback'.

| Name * | Date of Decision |
|------------|------------------|
| John Smith | 17-Mar-2021 |

| Case * | HOP Value |
|------------------------|-----------|
| Demo HOP Application 1 | — |

| Application Reference |
|---------------------------------|
| APP-001007 - Home Owner Payment |

| Application Type |
|-------------------|
| Homeowner Payment |

| Application Received |
|----------------------|
| 16-Feb-2021 |

The progress bar and the current activity show the process progress at key stages

The summary section displays key information on the subpage