

# **HS2 Track my Property case portal: Release 2.0**

## **Frequently Asked Questions (External)**

### **What is the Track my Property case portal?**

The Track my Property Case portal (the portal) is an online tool that allows all claimants and applicants to track their property case(s) with High Speed Two Limited (HS2 Ltd). The portal is another way to communicate with us and gives claimants and applicants more access to information.

### **Who can use the portal?**

The portal will be available to all HS2 Ltd land and property claimants and applicants, as well as their professional advisor or agent. Users will be able to track the progress of their case(s) in real time, at their own leisure.

### **Why is the portal being updated now?**

In November 2020, the Ministerial Review into our Land and Property department recommended introducing a user-friendly online portal that allows people to view the progress of their case(s) and contact details for their assigned HS2 Case Officer.

This review considered feedback from several of our stakeholders, including affected parties, Members of Parliament and professional associations.

We are now introducing a number of changes to the portal to increase the number of applicants who will be able to use this service.

### **What will this service allow me to do?**

The portal will allow you to view the progress of your case(s) and contact details for your assigned HS2 Case Officer, who will be your point of contact throughout this process. The portal will also allow you to submit all required documentation or evidence to us relating to your application or case. You can also view upcoming activities and correspondence relating to your individual circumstances.

### **What are the new features in this release (Release 2.0)?**

The new Release 2.0 portal features include the following information:

- Submit a claim
- Contact your Case Officer
- Message centre
- Agent portal access
- View agent details
- View notice and correspondence documents
- Updates to useful links
- Personalisation

### **Can the portal be used 24/7?**

Yes, the portal is accessible 24 hours a day online through our website [hs2.org.uk](https://hs2.org.uk) and is called 'Track my Property case'.

### **Does this portal replace other methods of communication?**

No, the portal is an additional communication channel for you to track your case(s). It does not replace the current methods of contact already in place with your Case Officer.

### **Can someone access the portal on my behalf if I give them consent?**

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Yes. The portal is designed for you to have access to your application or property case(s) at all times. We recommend that you do not provide your log in details to anyone else however, if we are made aware that someone acts on your behalf, e.g. Power of Attorney, we can provide them with access to the portal.

Your professional advisor or agent (if applicable) will be provided with their own log in details to the portal where they can see the status of your case.

### **How secure/safe is my information?**

Your information is still secure. The portal is effectively a window over the data that we already hold regarding your case that only you can access. We use a secure online login process which requires a username, password, and multi-factor authentication.

The information shared with your agent or professional advisor is the same as they would have access to currently. If you have any questions about what data your agent/professional advisor can see, please speak to your Case Officer.

### **What happens to my information once my case has ended?**

Your case will be closed and we will retain your data for as long as it is legally required. Your login to the portal will be withdrawn for security purposes within three months of your case being closed.

If you require any copies of documents after your case has closed, please contact our Helpdesk on 08081 424 424 or email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk).

### **How do I find out more about the portal?**

If you'd like more information about the portal, you can speak to your Case Officer.

### **Who can I contact if I have any questions?**

Please contact your Case Officer if you have any questions. You will also be able to access a "Getting Started Guide" from within the portal that will help answer any queries you might have.