

HS2 Ltd

## **Track my Property Case Portal (TmPC)**

A how to guide for **agents**

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# Overview

Track my Property Case (TmPC) is an online portal that allows you to view your clients Notices, Claims, Applications and Payments records online. The portal displays the different stages of the processes so you can see the current and future activities. The portal also allows you to find your dedicated point of contact and contact relevant HS2 teams.

This guide is to help you use the Track my Property Case online portal.

It shows how to:

- log into the portal;
- navigate the TmPC landing page;
- view notices served on your client's land and property
- view your client's existing Claims
- submit a Claim on behalf of your client
- contact a Case Officer or HS2-Appointed Agent;
- view your messages; and
- view your correspondence with HS2.

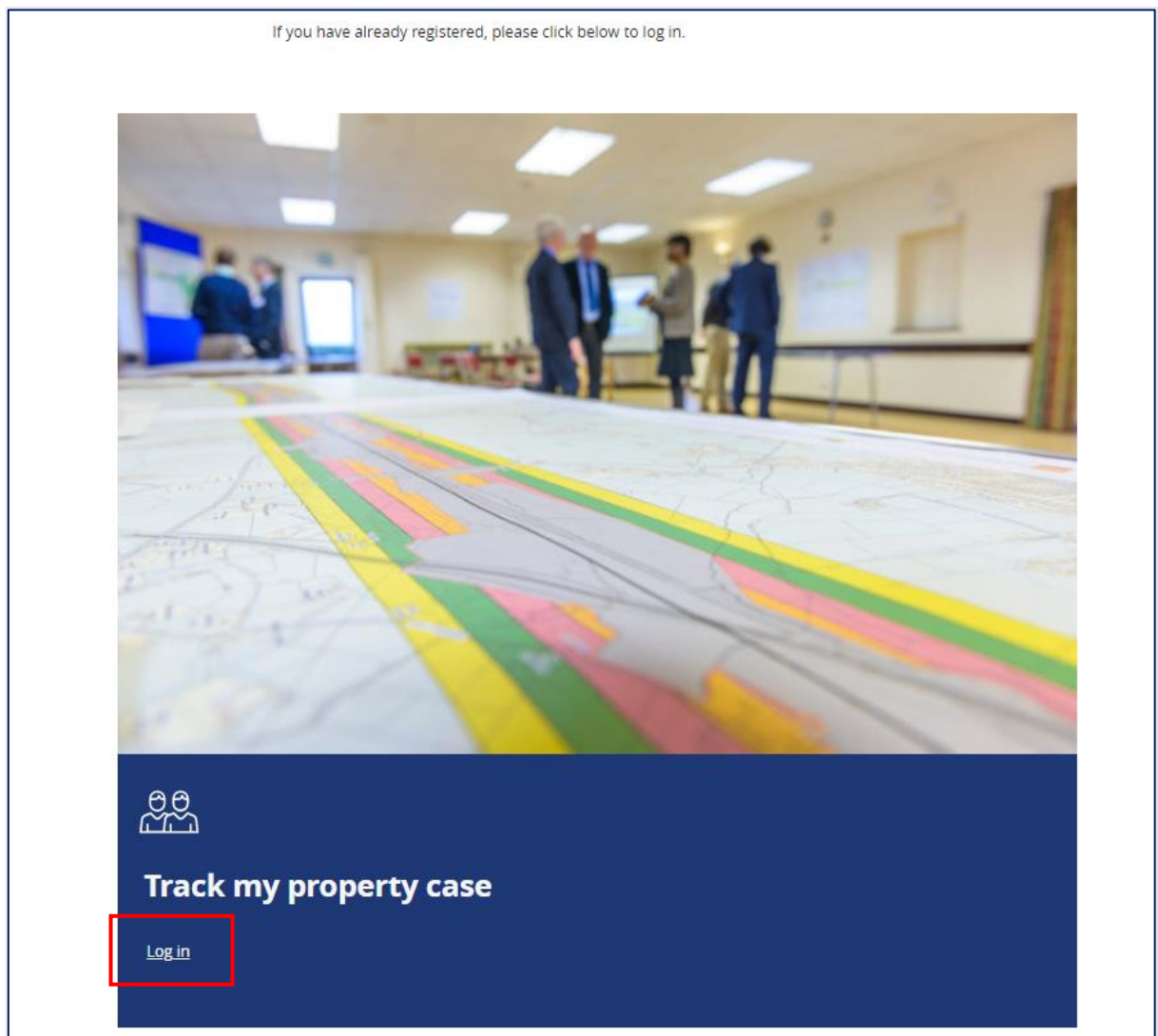
# 1 How to log into the TmPC portal for the first time

Before you log in for the first time, you should have received an invitation from HS2 with your TmPC portal username and a temporary password. The invitation sent to you will contain a 'Register' link (If you have received an email) or a URL address (If you have received it by post).

The following steps below shows you how to log in to the portal for the first time.

## Step 1

Click on the '**Register**' link in your invitation email or enter the URL address (hs2.org.uk/track-my-property-case) in your browser. This will take you to the 'Track my property case' home page. Click on **Log in** to open the Login page.




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### Step 2

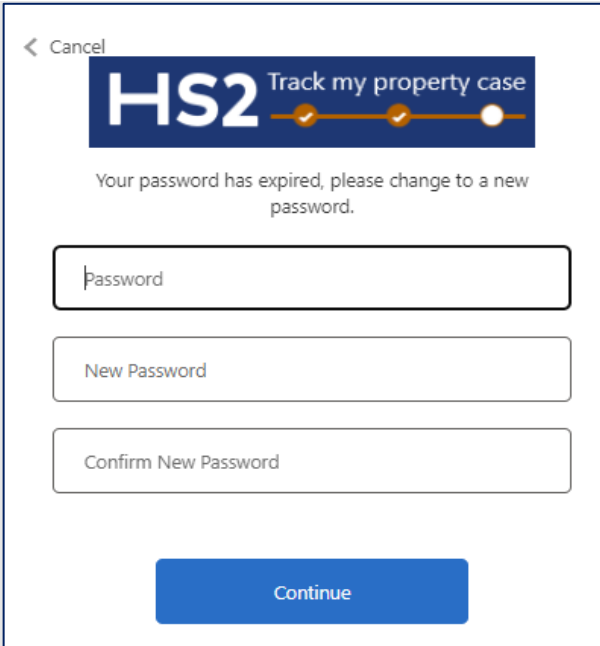
When the Login page is displayed, enter the username/email address and the temporary password provided and click '**Sign in**'.



The screenshot shows the login interface for the HS2 Track my property case portal. At the top is the HS2 logo with the text 'Track my property case' and a progress bar with three dots, the second of which is filled. Below the logo, the text 'Sign in with your username or email address' is displayed. There are two input fields: the first is labeled 'Username or email address' and the second is labeled 'Password'. Below the password field is a link that says 'Forgot your password?'. At the bottom, there is a blue 'Sign in' button, which is highlighted with a red rectangular border.

### Step 3

The Set New Password page will be displayed. Enter the temporary password provided in your invitation and enter a new password twice in the boxes provided. Click on **Continue**. (Note that the new password must be between 8 and 64 characters and must have at least three of the following: a lowercase letter, an uppercase letter, a number or a symbol.)



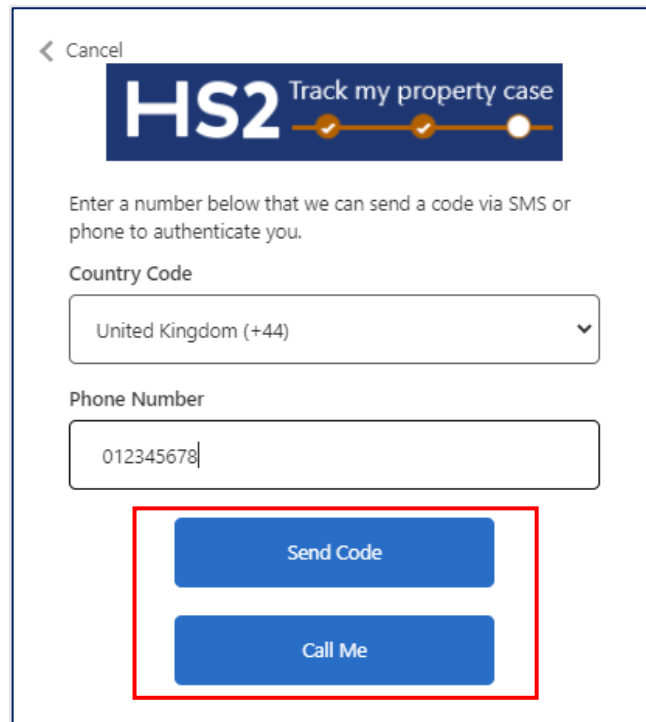
The screenshot shows the 'Set New Password' page for the HS2 Track my property case portal. At the top left is a '< Cancel' link. The HS2 logo and 'Track my property case' text are at the top center, with a progress bar showing the third dot filled. Below the logo, a message states: 'Your password has expired, please change to a new password.' There are three input fields: the first is labeled 'password', the second is labeled 'New Password', and the third is labeled 'Confirm New Password'. At the bottom, there is a blue 'Continue' button.

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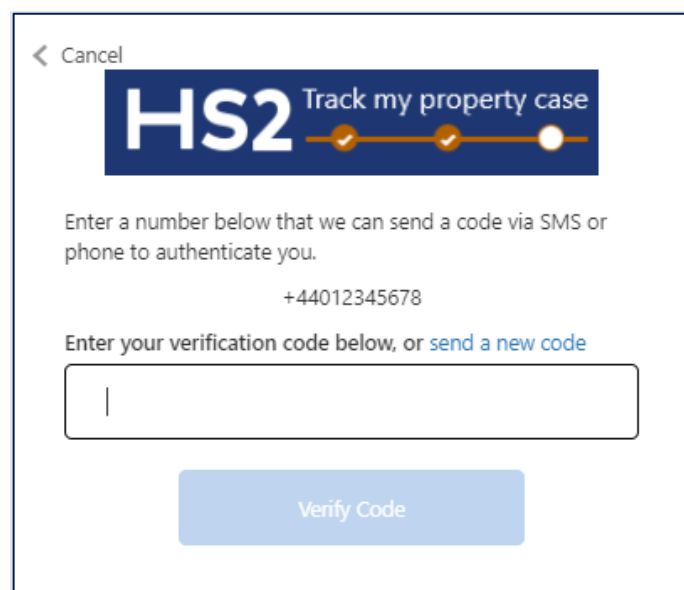
### Step 4

Your new password will be saved and an authentication screen will be displayed. You are required to enter your phone number so that an authentication code can be sent to you in an SMS message, or a phone call can be made to you, to verify that it is you trying to log in.



### Step 5a

If you have selected the **Send Code** option in the previous screen, you will be sent an SMS message to the mobile number you provided. Enter that code and click on **Verify Code**. (Note: If you do not receive a code, or you entered the wrong code, you can request a new one by clicking on **Send a new code**.)



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### Step 5b

If you have selected the **Call Me** option on the authentication screen, you will receive an automated call from the Microsoft Authentication Service that will require you to press the '#' key on your telephone keypad to verify that it is you trying to log into the portal.

Once the verification process is completed, you will be logged into the Track My Property Case portal and the portal landing page will be displayed.

## 2 How to navigate the TmPC Landing Page

Once you have successfully logged onto the TmPC portal, you will be taken to a landing page with an overview of your client's claim. Please note that the landing page may look different to the image below, as it is dependent on your client's case with HS2.

The screenshot shows the HS2 Track my Property Case Portal landing page for user Jane Bloggs. The page has a dark blue header with the HS2 logo, a home icon, and links to 'Message centre', 'Submit a claim', and 'Jane Bloggs'. Below the header is a 'BETA' banner with a message: 'This is a new service - your feedback will help us to improve it.' The main content area is titled 'Hello Miss Jane Bloggs' and 'Track my property case'. It includes a sub-header: 'Our new case tracking service allows you to view the status and progress of your case with HS2.' There are two main sections: 'Notices served on my land and property' and 'My claims'. Each section contains a table of data and a description of the data. The 'Notices served on my land and property' section has a table with columns: Reference, Type, Name, Served, and Status. The 'My claims' section has a table with columns: Reference, Type, Name, Created, and Status. On the right side, there are sections for 'Useful links', 'Contacts', and 'Feedback'.

**Notices served on my land and property**

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
<a href="#">N08642</a>	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served

**My claims**

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
<a href="#">CLM-C-000016</a>	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved

**Useful links**

- Navigation tips
- Route map
- Assistance for property owners
- Residents' Charter
- What's happening near you

**Contacts**

For general enquiries:

**HS2 Helpdesk**

Please use our [online contact form](#)

**Feedback**

We welcome your [feedback](#) on how we can improve this digital service.

The following explains the different sections on the TmPC landing page for applicants:


**My clients:** This section displays all claimants represented by you or your organisation. You can filter the records displayed to show only those regarding a particular client by selecting the client's name.

**Notices served on my land and property:** This section displays all legal notices that have been served on your client's land and property. It details the notice reference number, the type of notice served, the name on the notice, the date that the notice was served and the status of the notice. To view the notice in detail, click on the notice reference number or click on the chevron and then select **View details**.



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Reference ↓	Type	Name	Served	Status	
N04567	GVD Blight Notice of Making	Elijah Mann	04-Mar-2021	Served	 <a href="#">View details</a>

**My claims:** This section displays all the claims submitted for compensation for your client. It shows the claim reference number, the type of claim submitted, your client's name, the date the claim was created and the status of the claim. To view the claim and associated payments (if any) in detail, click on the claim reference number or click on the chevron and then select **View details**.

**Message centre:** This opens the portal messaging centre, where you can view messages sent to and received from your client's assigned HS2 Case Officers. You are also able to send messages using the 'Contact my Case Officer' link in the message centre.

**Submit a claim:** This opens the submit a claim form where you can start the claim submission process on behalf of your client.

**Profile (name and surname):** This displays your contact details.

**Useful links:** This section consists of links to HS2 information and resources that are accessible to you. This section is context-driven and dynamic, which means that the links in the section will change dependent on the portal page being viewed i.e. when viewing a type of claim e.g. Temporary Possession claim, the useful links section will consist of links to specific information and resources on Temporary Claims .

**Contacts:** The contacts section contains a link to a contact form that can be used to contact the HS2 Helpdesk Team. It consists of fields that capture a subject, a question, and your contact details. To contact your client's Case Officer, please see the **How to contact your assigned Case Officer** section.

**Feedback:** The feedback section contains the HS2 feedback survey form. You can use this form to provide feedback on the portal.

### 3 How to filter the portal landing page

The Agent's landing page view displays all notices, claims, and/or applications for all clients represented by you or your organisation. To filter the view to see the records for a particular client, follow the steps below:

#### Step 1

On the portal landing page, under the **My clients** section, select the tick box next to a client's name on the list and click on **Apply Filter**.

#### My clients

☐ Alfred Barron☐ Amit Shah☐ Brian Law☐ Gemma Johnson☒ Jane Bloggs☐ John Smith☐ Tim Lawson

[Clear Filter](#)[Apply Filter](#)

#### Useful links

- [Navigation tips](#)
- [Route map](#)
- [Assistance for property owners](#)
- [Residents' Charter](#)
- [What's happening near you](#)

#### Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
<a href="#">N08642</a>	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served <input type="button" value="v"/>
<a href="#">9898000</a>	GVD Blight Notice of Making	Gemma Johnson		Served <input type="button" value="v"/>

#### My claims

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
<a href="#">CLM-C-000020</a>	Permanent	Alfred Barron		Active <input type="button" value="v"/>
<a href="#">CLM-C-000019</a>	Statutory Blight	Tim Lawson	03-May-2022	Claim Received <input type="button" value="v"/>
<a href="#">CLM-C-000016</a>	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved <input type="button" value="v"/>
<a href="#">CLM-C-000013</a>	Permanent	John Smith	01-May-2022	<input type="button" value="v"/>

#### Contacts

For general enquiries:

[HS2 Helpdesk](#)

Please use our [online contact form](#)

#### Feedback

We welcome your [feedback](#) on how we can improve this digital service.

## Track my Property Case Portal (TmPC)

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### Step 2

The view is filtered to show only records for the selected client.

#### My clients

☐ Alfred Barron☐ Amit Shah☐ Brian Law☐ Gemma Johnson☒ Jane Bloggs☐ John Smith

Clear FilterApply Filter

#### Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Search

Reference ↓	Type	Name	Served	Status	
<a href="#">N08642</a>	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served	▼

#### My claims

Click the link in the list below to track your claim for compensation from HS2.

Search

Reference ↓	Type	Name	Created	Status	
<a href="#">CLM-C-000016</a>	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved	▼

#### My applications

Click the link in the list below to track your application to HS2's property assistance scheme.

Search

Reference ↓	Type	Name	Received	Status	
<a href="#">APP-001016 - Home Owner Payment</a>	Homeowner Payment	Jane Bloggs	01-May-2022	Contract of Receipt Received	▼

## 4 How to view a Notice served on your client's land and property

### Step 1

On the portal landing page, under the **Notices served on my land and property** section, click on the required notice reference number to view the notice information.

**HS2** [Home](#) | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

**BETA** This is a new service - your [feedback](#) will help us to improve it.

Hello Miss Jane Bloggs

### Track my property case

Our new case tracking service allows you to view the status and progress of your case with HS2.

#### Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
<a href="#">N08642</a>	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served

#### Useful links

- [Navigation tips](#)
- [Route map](#)
- [Assistance for property owners](#)
- [Residents' Charter](#)
- [What's happening near you](#)

#### My claims

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
<a href="#">CLM-C-000016</a>	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved

#### Contacts

For general enquiries:

**HS2 Helpdesk**

[Please use our online contact form](#)

#### Feedback

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## Track my Property Case Portal (TmPC)

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### Step 2

The **Notice Summary** section is displayed with summary information on the notice served. The **Documents** section displays a copy of the Notice letter sent to your client. Click on the document name to view a copy of the notice letter.

# HS2

[Home](#) | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > N08642

## Your notice N08642

Your summary of a legal notice served on your land and property by the Secretary of State for Transport. You should refer to the full legal notice you received in the post for more detail.

### Notice Summary

GVD (Previous S16) Notice of Making

This legal notice informs affected parties where their interest is already under HS2 temporary possession, that a General Vesting Declaration (GVD) has been made and provides a proposed vesting date.

<b>Notice Number *</b>	<b>Notice Type *</b>
N08642	GVD (Previous S16) Notice of Making
<b>Interested Party *</b>	<b>Phase</b>
Jane Bloggs	—
<b>Case</b>	<b>Actual Date of Vesting</b>
Portal Training Acquisition Case	16-Jun-2022
<b>Date Notice Served</b>	
01-Nov-2021	

### Useful links

- [Getting Started](#)
- [Claiming compensation if you receive a Notice](#)
- [How to claim compensation if you receive a compulsory purchase notice \(Phase 2a\)](#)
- [How we make decisions on claims for compensation \(Phase 2a\)](#)

### Contacts

**HS2 Helpdesk**

[Please use our online contact form](#)

### Feedback

We welcome your [feedback](#) on how we can improve this digital service.

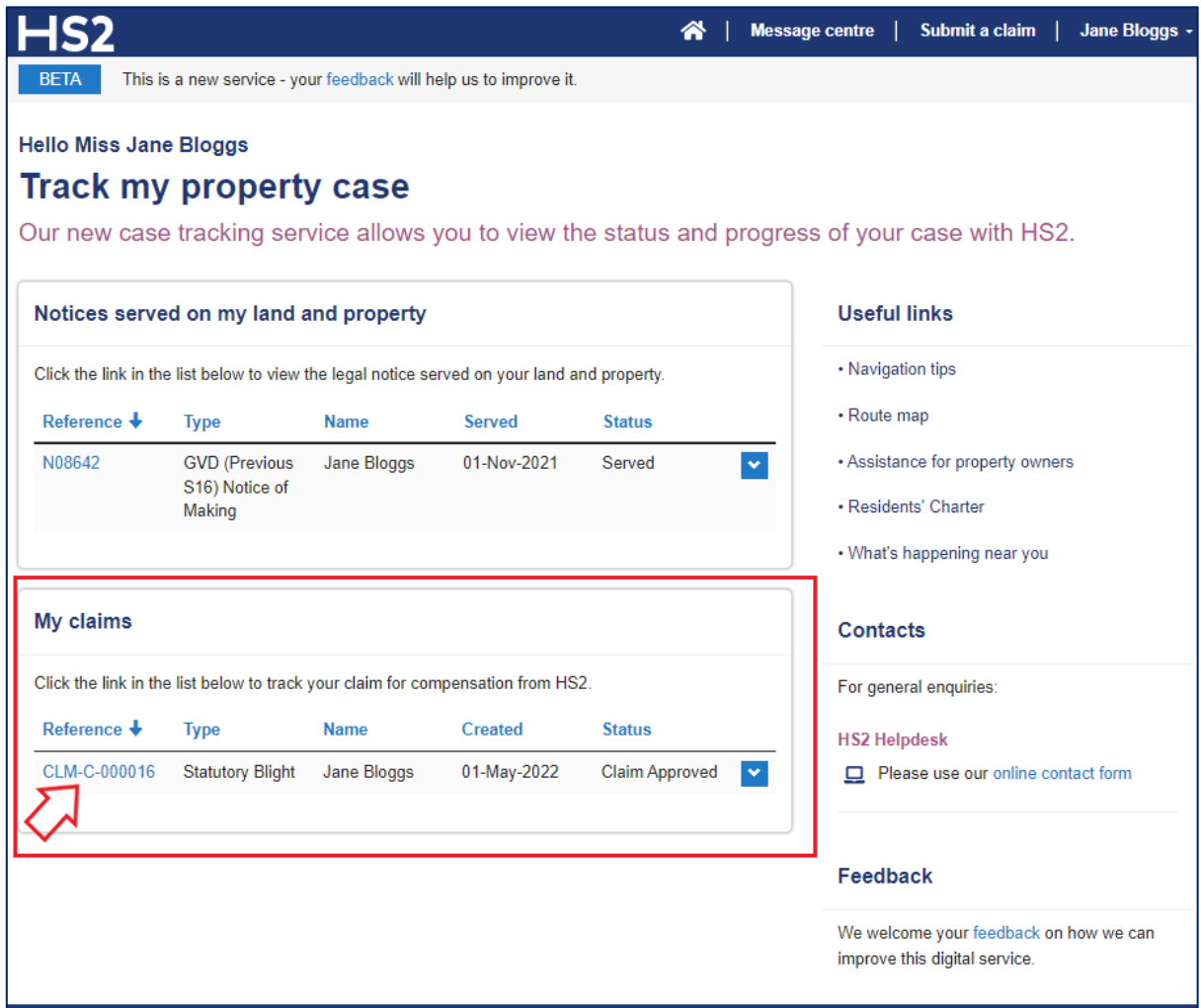
### Documents

Name ↑	Modified
<a href="#">Test file.pdf (32 KB)</a>	8 days ago

## 5 How to view your client's claim

### Step 1

On the portal landing page, under the **My claims** section, click on the required **Reference** number to view the information.



**HS2** [Home](#) | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

**BETA** This is a new service - your [feedback](#) will help us to improve it.

Hello Miss Jane Bloggs

### Track my property case

Our new case tracking service allows you to view the status and progress of your case with HS2.

#### Notices served on my land and property

Click the link in the list below to view the legal notice served on your land and property.

Reference ↓	Type	Name	Served	Status
<a href="#">N08642</a>	GVD (Previous S16) Notice of Making	Jane Bloggs	01-Nov-2021	Served

#### My claims

Click the link in the list below to track your claim for compensation from HS2.

Reference ↓	Type	Name	Created	Status
<a href="#">CLM-C-000016</a>	Statutory Blight	Jane Bloggs	01-May-2022	Claim Approved

#### Useful links

- [Navigation tips](#)
- [Route map](#)
- [Assistance for property owners](#)
- [Residents' Charter](#)
- [What's happening near you](#)

#### Contacts

For general enquiries:

**HS2 Helpdesk**

[Please use our online contact form](#)

#### Feedback

We welcome your [feedback](#) on how we can improve this digital service.


## Track my Property Case Portal (TmPC)

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### Step 2

The claim page is displayed showing the progress bar, Current Activity and the Claim Summary information. The **Contacts** section shows the key contacts associated with the claim (Case Officers, Agents, Solicitors).

# HS2

[Home](#) | [Message centre](#)  | [Submit a claim](#) | [Jane Bloggs](#) -

BETA

This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [CLM-C-000016](#)

## Your claim CLM-C-000016

Your claim for compensation from HS2 for your property, as described in the Blight Notice you served.

Blight Notice Received

DfT Decision

Claim Received

Negotiation(s) Complete

Claim Approved

Contracts Exchanged

Property Completion

Full and final settlement

### Current Activity

We have reviewed the settlement you reached with our [advisors](#) . We are pleased to provide you with a [firm offer](#) to purchase your property. You have agreed to complete on either an [interim settlement](#) or a [full and final settlement](#) .

If you have agreed an [interim settlement](#) , you will have an outstanding disturbance claim. We will need your full and final [disturbance costs](#) submitted to us by your [agent](#) which will then be reviewed by our [advisors](#) . Once your [agent](#) and our [advisors](#) have agreed the claim, this will then be [subject to approval](#) .

If you have agreed a [full and final settlement](#) , all costs associated with the claim have been settled.

Our Property Management team will contact you to undertake a Pre-Completion Report.

If you have not already done so, please confirm the details of your [solicitors](#) to your [agent](#) .


### Useful links

- [Getting Started](#)
- [Assistance for property owners](#)
- [Statutory Blight and Express Purchase collection](#)
- [Statutory Blight and Express Purchase guidance and FAQs](#)
- [Selling your home or small business using the Statutory Blight or Express Purchase process](#)
- [Alternative Dispute Resolution](#)


### Claim Summary

<b>Interested Party</b> Jane Bloggs	<b>Claim Received</b> 01-May-2022
<b>Case Reference</b> CAS-01030-G8L8B0	<b>Acquisition Scheme</b> Statutory Blight
<b>Case *</b> Portal Training Acquisition Case	<b>Date of Exchange</b> —
<b>Claim Reference</b> CLM-C-000016	<b>Date of Completion</b> —
<b>Blight Notice Served Date</b> 18-Apr-2022	
<b>Blight Notice Expiry Date</b> 18-Jun-2025	


**HS2 Case Officer**



Elijah Adesunloye




[LPClaims@hs2.org.uk](mailto:LPClaims@hs2.org.uk)




Contact your Case Officer using our [online form](#)


**Your Agent**




Perfecto Agency




James Smith



01912345678




[James.Smith@agentcompany.com](mailto:James.Smith@agentcompany.com)




Your Agent has online access to this Claim


**Your Solicitor**



John Smith



01617744552




[john.smith@SmithSolicitors.com](mailto:john.smith@SmithSolicitors.com)

**Feedback**

## Track my Property Case Portal (TmPC)

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### Tip

- Hover your cursor over the milestones in the progress bar to view more information.
- In the Current Activity section, hover your cursor over words/phrases with the icon  to view more information on the highlighted word or phrase.



## 6 How to submit a claim ( For Compulsory Purchase Orders and Statutory Blight Compensation)

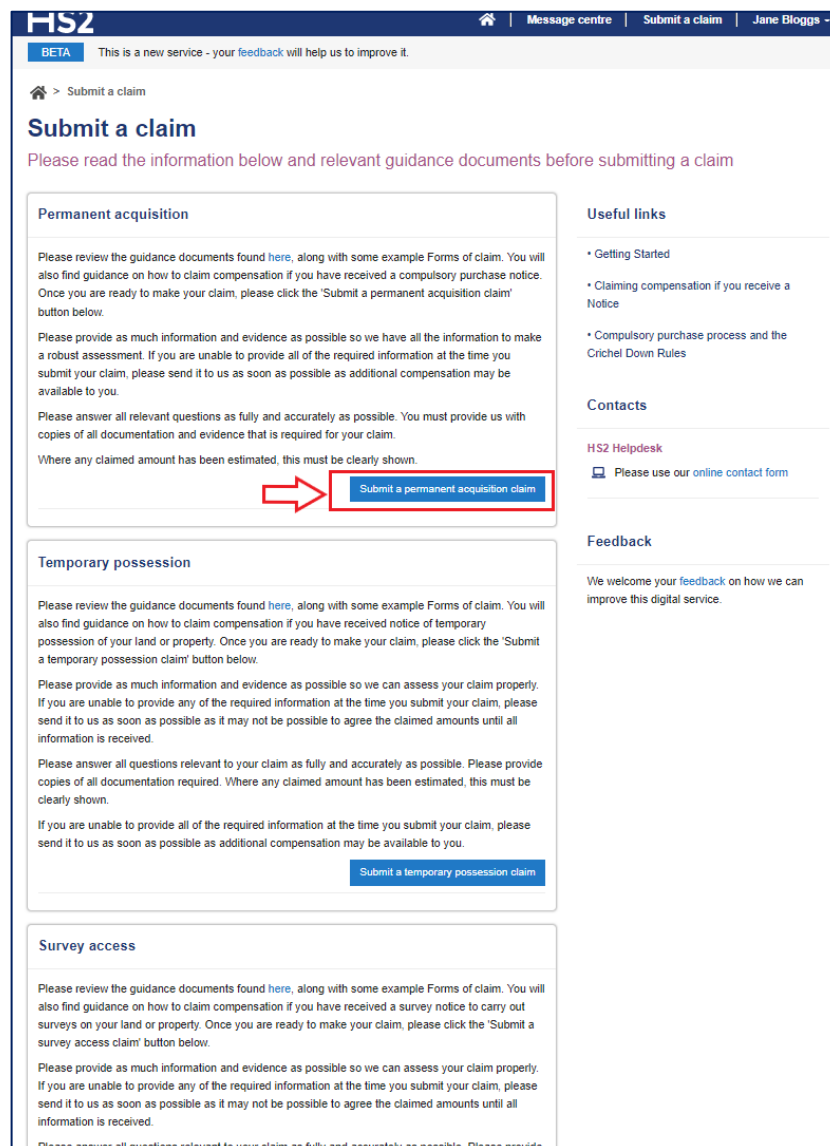
### Step 1

On the header of the page, click on **Submit a claim** to open the **Submit a claim** page.



### Step 2

When the **Submit a claim** page is displayed, read the guidance text for the claim type you wish to make and click on the '**Submit a.....**' button.



**HS2** BETA This is a new service - your [feedback](#) will help us to improve it.

Home > Submit a claim

### Submit a claim

Please read the information below and relevant guidance documents before submitting a claim

#### Permanent acquisition

Please review the guidance documents found [here](#), along with some example Forms of claim. You will also find guidance on how to claim compensation if you have received a compulsory purchase notice. Once you are ready to make your claim, please click the 'Submit a permanent acquisition claim' button below.

Please provide as much information and evidence as possible so we have all the information to make a robust assessment. If you are unable to provide all of the required information at the time you submit your claim, please send it to us as soon as possible as additional compensation may be available to you.

Please answer all relevant questions as fully and accurately as possible. You must provide us with copies of all documentation and evidence that is required for your claim.

Where any claimed amount has been estimated, this must be clearly shown.

[Submit a permanent acquisition claim](#)

#### Temporary possession

Please review the guidance documents found [here](#), along with some example Forms of claim. You will also find guidance on how to claim compensation if you have received notice of temporary possession of your land or property. Once you are ready to make your claim, please click the 'Submit a temporary possession claim' button below.

Please provide as much information and evidence as possible so we can assess your claim properly. If you are unable to provide any of the required information at the time you submit your claim, please send it to us as soon as possible as it may not be possible to agree the claimed amounts until all information is received.

Please answer all questions relevant to your claim as fully and accurately as possible. Please provide copies of all documentation required. Where any claimed amount has been estimated, this must be clearly shown.

If you are unable to provide all of the required information at the time you submit your claim, please send it to us as soon as possible as additional compensation may be available to you.

[Submit a temporary possession claim](#)

#### Survey access

Please review the guidance documents found [here](#), along with some example Forms of claim. You will also find guidance on how to claim compensation if you have received a survey notice to carry out surveys on your land or property. Once you are ready to make your claim, please click the 'Submit a survey access claim' button below.

Please provide as much information and evidence as possible so we can assess your claim properly. If you are unable to provide any of the required information at the time you submit your claim, please send it to us as soon as possible as it may not be possible to agree the claimed amounts until all information is received.

Please answer all questions relevant to your claim as fully and accurately as possible. Please provide

#### Useful links

- [Getting Started](#)
- [Claiming compensation if you receive a Notice](#)
- [Compulsory purchase process and the Criche Down Rules](#)

#### Contacts

**HS2 Helpdesk**

[Please use our online contact form](#)

#### Feedback

We welcome your [feedback](#) on how we can improve this digital service.

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### Step 3

On the **Claim Details** page, enter the **Notice reference** number (this is the reference on the notice letter sent to your client). Enter the details of the claim in the **Message** box and click **Next**.

**HS2** | Message centre | Submit a claim | Jane Bloggs -

**BETA** This is a new service - your [feedback](#) will help us to improve it.

Home > Submit a claim

## Submit a claim

Here you can submit a claim and supporting evidence

**Claim Details** | Upload Claim Form | Key Documents

**Portal user**  
Jane Bloggs

**Type**  
Temporary Possession

**Notice reference(s) \***

Your notice number can be found on the first page of your notice. It will begin with 'N-' and will be followed by six numbers.  
If you have not yet received the Notice, please enter 'Not yet received'.

**Message \***

Please enter details of your claim.

**Next** ←

## Track my Property Case Portal (TmPC)

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### Step 4

On the **Upload Claim Form** page, click on **Choose files** to select and upload the completed claim form. Click on **Next** when the form is uploaded. You can view previous pages by clicking on **Previous**.

The screenshot shows the 'Submit a claim' page with a progress bar at the top containing three tabs: 'Claim Details' (checked), 'Upload Claim Form' (active), and 'Key Documents'. Below the progress bar, a message states: 'Please upload your Claim Form in one of these supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png'. A red box highlights the 'Choose files' button, which is currently disabled and shows 'No file chosen'. At the bottom, there are 'Previous' and 'Next' buttons. A red arrow points to the 'Next' button, indicating the next step in the process.

### Step 5

The **Key Documents** page allows you to add additional supporting documents to your Client's submission. Click on **Add a Key Document** to begin the process.

The screenshot shows the 'Submit a claim' page with a progress bar at the top containing three tabs: 'Claim Details' (checked), 'Upload Claim Form' (checked), and 'Key Documents' (active). A red box highlights the 'Add a Key Document' button in the top right corner. Below the progress bar, there is a table header with 'Document Name' and 'Created On'. The table body is empty, and a message states: 'There are no records to display.' At the bottom, there are 'Previous' and 'Submit' buttons.

## Track my Property Case Portal (TmPC)

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### Step 6

On the **Add Key Document** page, enter a **Document Name** for the document you wish to upload and click on **Choose files** to select and upload the document. Click on **Save** when the document is uploaded. **Note:** You can add multiple key documents by repeating the process.

**Add Key Document** ×

**Document Name \***

Please upload your Key Document in one of these supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png

**Choose files** No file chosen

**Save**

### Step 7

Once all documents are uploaded, click on **Submit** to send your submission to HS2. You can view previous pages by clicking on **Previous**.

**HS2** Home Message centre Submit a claim Jane Bloggs

**BETA** This is a new service - your feedback will help us to improve it.

**Submit a claim**

Here you can submit a claim and supporting evidence

**Claim Details** ✓ **Upload Claim Form** ✓ **Key Documents**

**Add a Key Document**

Document Name ↑	Created On	
Proof of Identity	08-Jun-2022 2:11 PM	▼
Support Document 1	08-Jun-2022 2:10 PM	▼

**Previous** **Submit**

## 7 How to contact your assigned Case Officer or HS2-Appointed Agent

### Step 1

Open the required application you wish to contact your assigned Case Officer about and click on the **online form** in the **Contacts** section.

**Current Activity**

We have reviewed the settlement you reached with our **advisors**. We are pleased to provide you with a **firm offer** to purchase your property. You have agreed to complete on either an **interim settlement** or a **full and final settlement**.

If you have agreed an **interim settlement**, you will have an outstanding disturbance claim. We will need your full and final **disturbance costs** submitted to us by your **agent** which will then be reviewed by our **advisors**. Once your **agent** and our **advisors** have agreed the claim, this will then be **subject to approval**.

If you have agreed a **full and final settlement**, all costs associated with the claim have been settled.

Our Property Management team will contact you to undertake a Pre-Completion Report.

If you have not already done so, please confirm the details of your **solicitors** to your **agent**.

**Claim Summary**

Interested Party	Claim Received
Jane Bloggs	01-May-2022

Case Reference	Acquisition Scheme
CAS-01030-G8L8B0	Statutory Blight

Case *	Date of Exchange
Portal Training Acquisition Case	—

Claim Reference	Date of Completion
CLM-C-000016	—

**Useful links**

- Getting Started
- Assistance for property owners
- Statutory Blight and Express Purchase collection
- Statutory Blight and Express Purchase guidance and FAQs
- Selling your home or small business using the Statutory Blight or Express Purchase process
- Alternative Dispute Resolution

**Contacts**

**HS2 Case Officer**

- Elijah Ades
- [LPClaims@hs2.org.uk](mailto:LPClaims@hs2.org.uk)
- Contact your Case Officer using our **online form**

**Your Agent**

- Perfecto Agency
- James Smith
- 01912345678
- [James.Smith@agentcompany.com](mailto:James.Smith@agentcompany.com)
- Your Agent has online access to this Claim

Alternatively, open the Message centre by clicking on **Message centre** in the header of the page, then click on **Contact your Case Officer** when the Message centre page is displayed.

**HS2**

BETA This is a new service - your feedback will help us to improve it.

Message Centre

Here you can view all requests made to HS2 through this tracking service and correspondence with your HS2 Case Officer.

**My messages**

All

**Contact your Case Officer**

Subject	Direction	Date message sent ↓	Unread
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## Track my Property Case Portal (TmPC)

A how to guide for agents

### Step 2

On the **Contact your Case Officer** page, complete the following:

**To:** Ensure the required recipient is selected.

**Application:** Check that the claim you are contacting about is selected.

**Request type:** Select the required Request Type.

**Message:** Enter the details of your message to the Case Officer or HS2-Appointed Agent.

**Notification email:** Confirm your email address so you can receive reply notifications.

**HS2** | [Message centre](#) | [Submit a claim](#) | [Jane Bloggs](#)

BETA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [Contact your Case Officer](#)

### Contact your Case Officer

Please select an option below to contact your Case Officer.

**From \***

Jane Bloggs

**To \***

This allows you to contact the person at High Speed Two Limited who is working on your case.

☒ HS2 Case Officer

☐ HS2 Appointed Agent

**Claim \***

Please select the claim you are contacting us about.

CLM-C-000016

**Request type \***

☐ Reply to my Case Officer

☐ Request a call back from my Case Officer

☐ Upload additional evidence to support my claim

☐ Update my personal information

☐ Reset my login details

☐ Put my claim on hold

☐ Withdraw my claim

**Message \***

Please select an option from the list of request types above.

**Notification email \***

To receive a notification when your Case Officer replies, please confirm your current email address.

Jane.Bloggs@gmail.com

## Track my Property Case Portal (TmPC)

A how to guide for agents

### Step 3

To add a document to your message, click on **Choose files** to select and upload a document.

Add documents (Supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png)

Choose files

No file chosen

### Step 4

When you are ready to send the message, click **Submit**.


**Notification email \***  
To receive a notification when your Case Officer replies, please confirm your current email address.

Add documents (Supported file formats: pdf, doc, docx, xls, xlsx, txt, jpg, png)

Choose files

No file chosen

Submit



## 8 How to view your messages

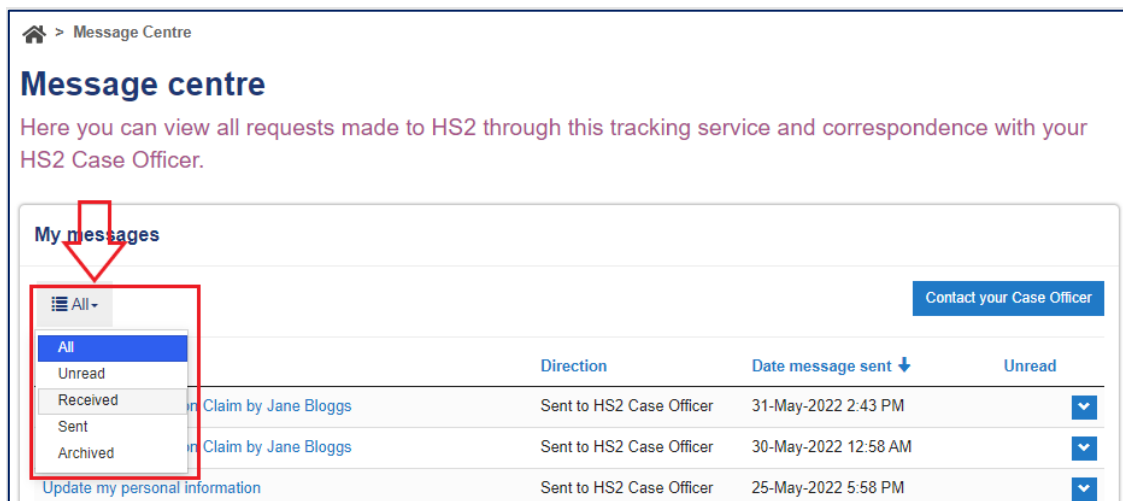
### Step 1

On the header of the page, click **Message centre** to open the Message centre page.



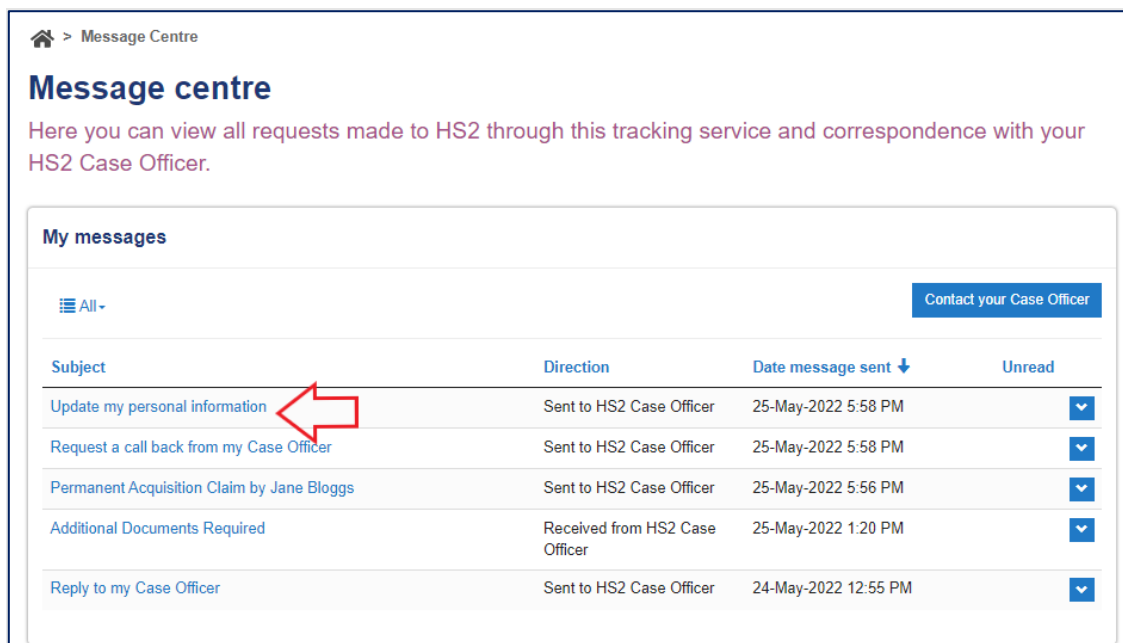
### Step 2

On the **Message centre** page, click on the '**All**' filter option and choose the filter that will display the messages you want to see.



### Step 3

Click the **Subject** of the message you wish to view.



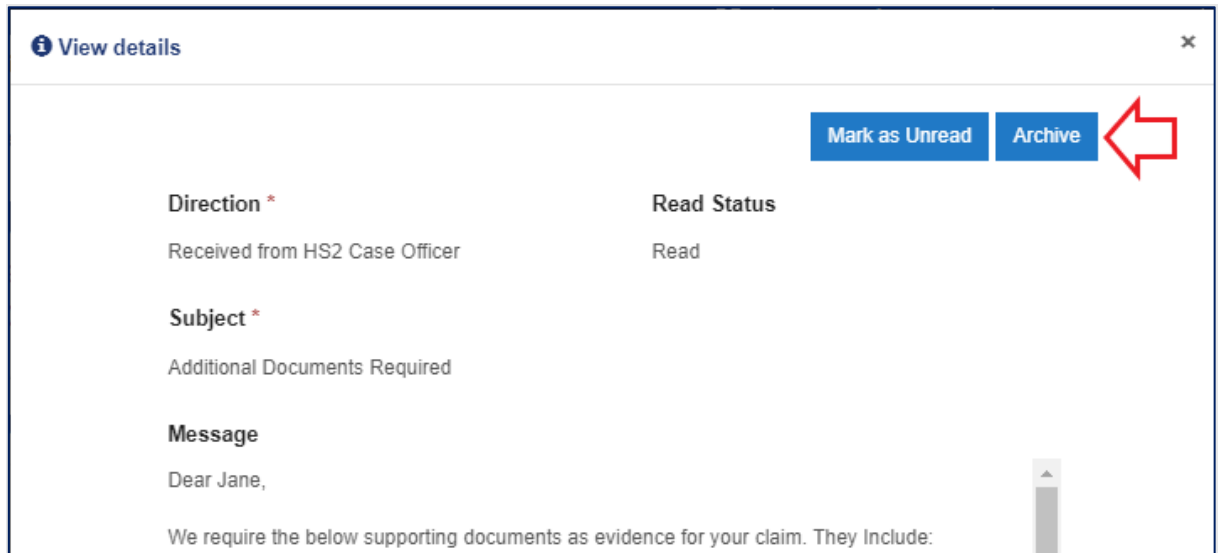


## Track my Property Case Portal (TmPC)

A how to guide for agents

### Step 4

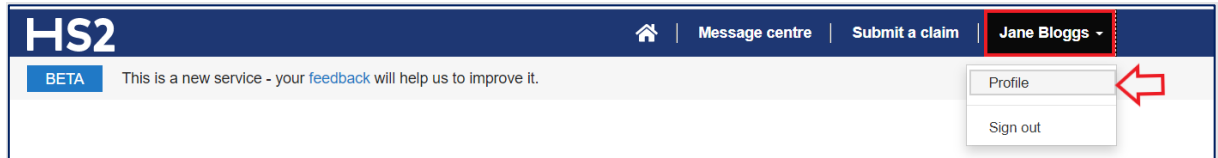
You can archive a message by clicking on **Archive** at the top of the screen. The message will not be deleted.



## 9 How to view your correspondence

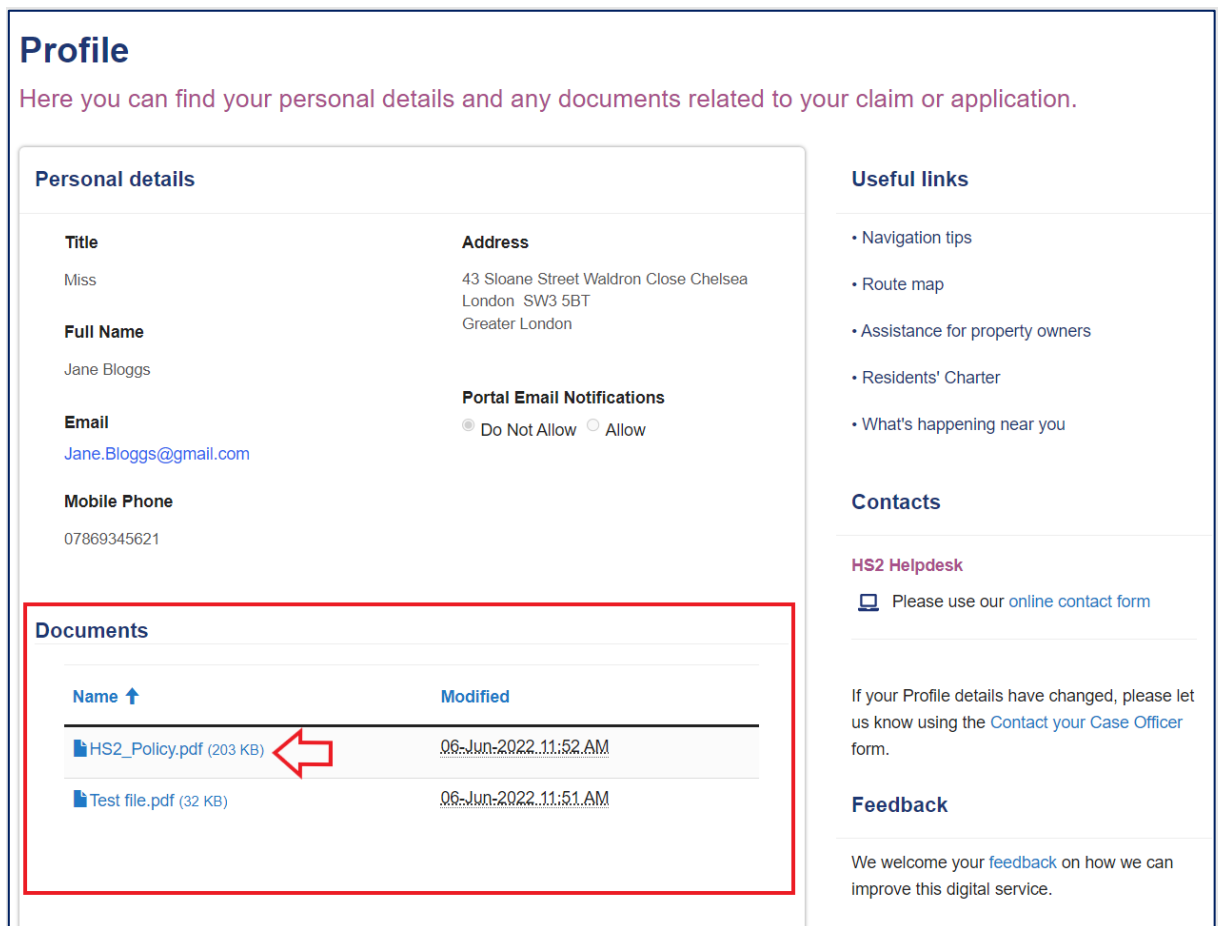
### Step 1

Click on your name in the page header and select **Profile**.



### Step 2

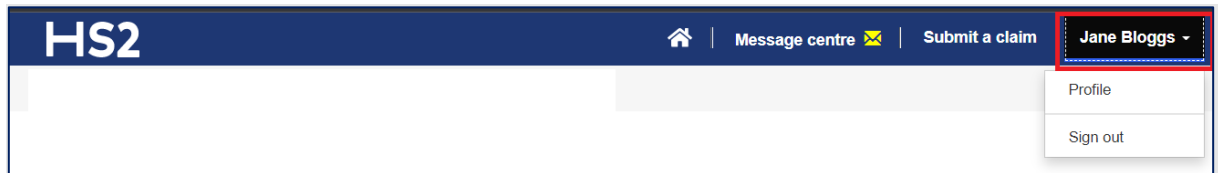
On the user profile page, the **Documents** section displays correspondence shared by HS2. Click on the document file name to view the document.



## 10 How to sign out of the TmPC portal

### Step 1

Click on your name on the header of the page to display the **Sign out** option.



### Step 2

Click on **Sign out** to leave the TmPC portal.

