

HS2 Ltd

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

A how to guide for **discretionary scheme applicants**

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# Overview

Track my Property Case (TmPC) is an online portal that allows you to view your Notices, Claims, Applications and Payment 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 your existing application;
- contact a Case Officer;
- view your messages; and
- view your correspondence with HS2.

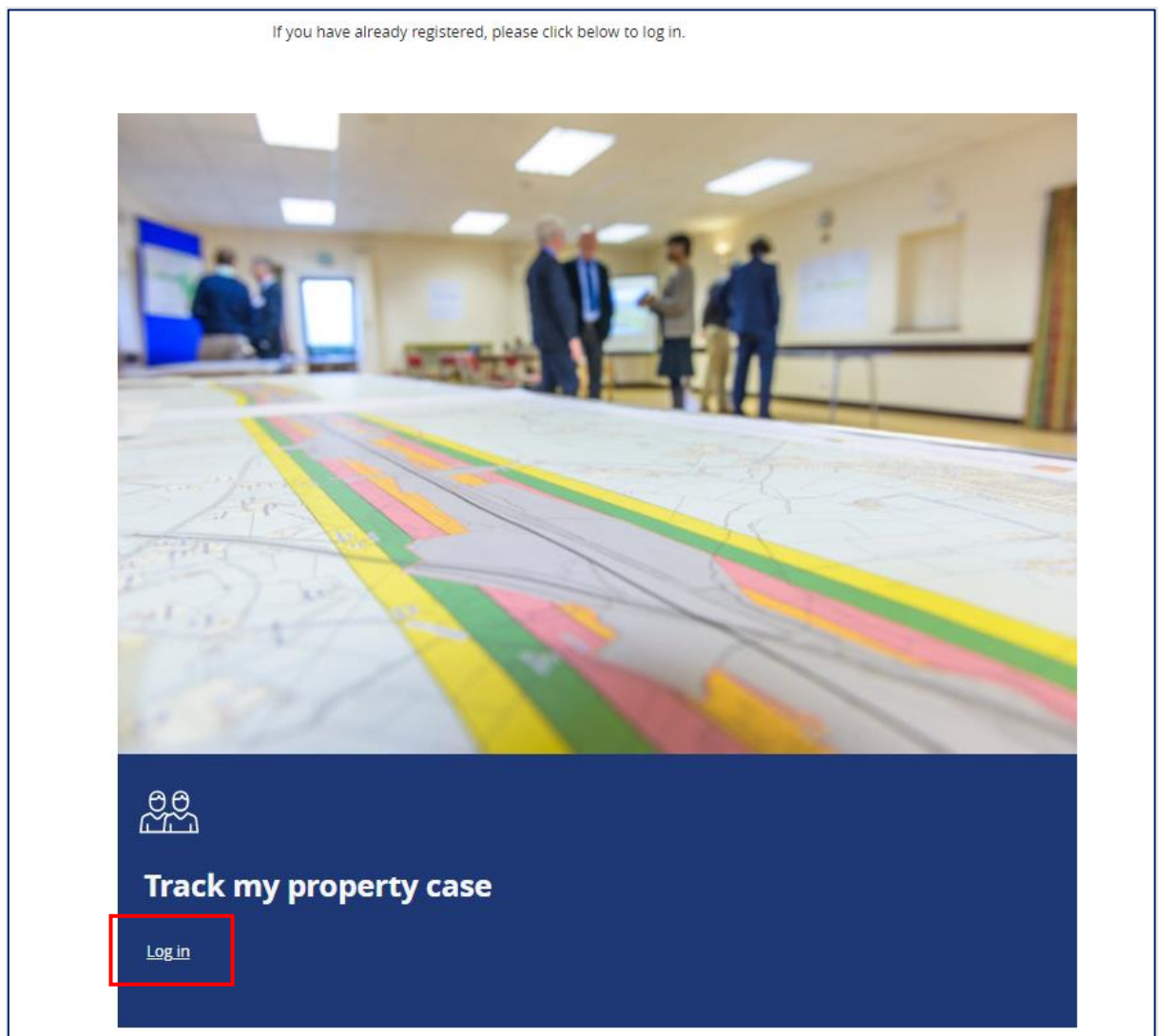
# 1 How to log into the TmPC portal for the first time

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

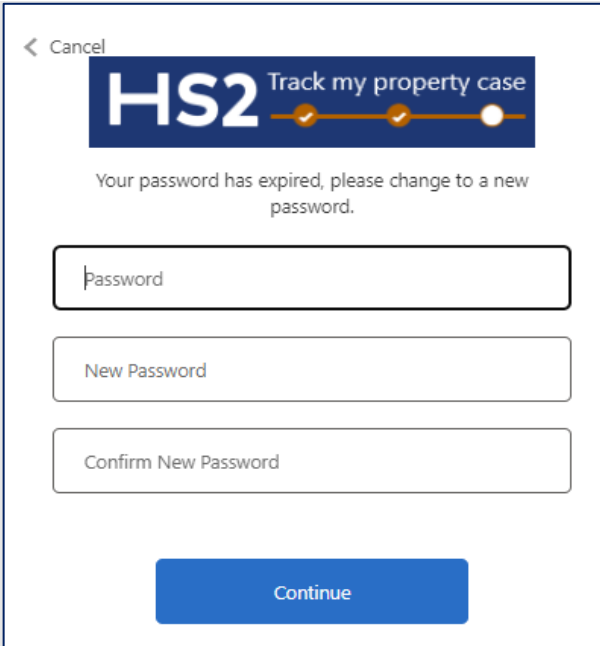
When the Login page is displayed, enter the username/email address and the temporary password provided and click 'Sign in'.



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 circles, 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.)

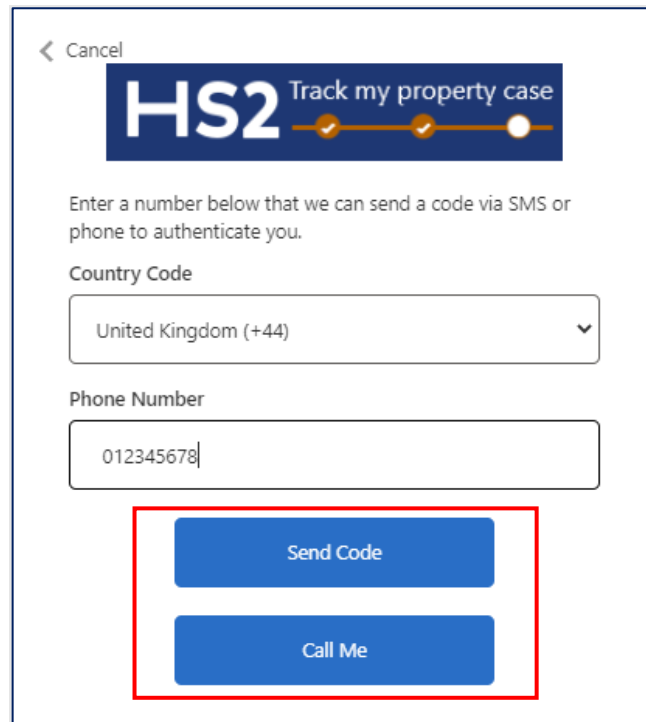


The screenshot shows the 'Set New Password' page for the HS2 Track my property case portal. At the top left is a '< Cancel' link. The HS2 logo and 'Track my property case' text are at the top center, with the same progress bar as in Step 2. Below the logo, a message states: 'Your password has expired, 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.



< Cancel

**HS2** Track my property case

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

United Kingdom (+44) ▼

Phone Number

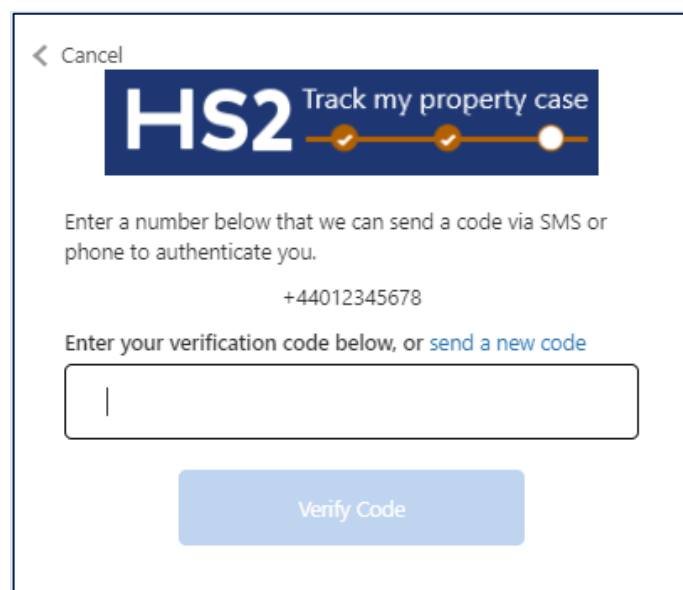
012345678

Send Code

Call Me

## 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**.)



< Cancel

**HS2** Track my property case

Enter a number below that we can send a code via SMS or phone to authenticate you.

+44012345678

Enter your verification code below, or [send a new code](#)

|

Verify 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 application. Please note that the landing page may look different to the image below, as it is dependent on your case with HS2.

The screenshot shows the HS2 'Track my property case' landing page. At the top is a dark blue header with the HS2 logo, a home icon, and links for 'Message centre', 'Submit a claim', and 'Jane Bloggs'. Below the header is a light blue banner with 'BETA' and a message: 'This is a new service - your feedback will help us to improve it.' The main content area is white and greets 'Miss Jane Bloggs' with the title 'Track my property case'. A pink sub-header states: 'Our new case tracking service allows you to view the status and progress of your case with HS2.' The page is divided into two main sections. On the left, 'My applications' contains a table with one application: APP-001016 - Home Owner Payment, received 01-May-2022, with status 'Contract of Receipt Received'. A chevron icon is next to the status. On the right, 'Useful links' lists: Navigation tips, Route map, Assistance for property owners, Residents' Charter, and What's happening near you. Below this is the 'Contacts' section with a link to the 'HS2 Helpdesk' and a note to use the online contact form. At the bottom right is a 'Feedback' section with a welcome message for feedback.

**HS2** | 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.

#### My applications

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

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

#### 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 applications:** This section displays all the applications that you have submitted to HS2's property assistance schemes. It details the application reference number, the type of application submitted, your name, the date the application was received by HS2, and the status of the application. To view the application and associated payments (if any) in detail, click on the application reference number or click on the chevron and then select **View details**.

Reference ↓	Type	Name	Received	Status	
<a href="#">APP-001009 - Home Owner Payment</a>	Homeowner Payment	James Smith	21-Mar-2021	Contract of Receipt Received	<a href="#">View details</a>



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**Message centre:** This opens the messaging centre where you can view messages sent to and received from your assigned HS2 Case Officers. You can send messages using the 'Contact my Case Officer' link.

**Submit a claim:** This opens the submit a claim form where you can start the claim submission process by providing information and uploading supporting documents. This feature is not applicable for discretionary schemes.

**Profile (name and surname):** This displays your contact details and shows all documents related to your application.

**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. if viewing a Need to Sell (NTS) application, the useful links section will consist of links to specific information and resources on NTS. Similarly, if viewing a Rural Support Zone or Homeowner Payment application the resources will be targeted at those types of applications.

**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 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 view your application

### Step 1

On the portal landing page, under the **My applications** section, click on the required **Reference** number to view your application.

**HS2** | 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.

#### My applications

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

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

#### 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 Application page is displayed showing the progress bar, Current Activity and the Application Summary information. The Contacts section shows the key contacts associated with your Application (Case Officers and Solicitors). Please note that your application page may look different to the image below, as it is dependent on the scheme you have applied to and also the stage of your application.

The screenshot displays the HS2 Track my Property Case portal (TmPC) interface. At the top, the HS2 logo is on the left, and navigation links for 'Message centre', 'Submit a claim', and 'Jane Bloggs' are on the right. A 'BETA' banner indicates a new service. The main heading is 'Your application APP-001016 - Home Owner Payment', with a sub-heading 'Your application to HS2's Homeowner Payment property assistance scheme.' Below this is a progress bar with five milestones: 'Application Received' (completed), 'Prepare for Panel' (completed), 'Decision' (completed), 'Contract of Receipt Received' (completed), and 'Payment Issued to Solicitor' (in progress). The 'Current Activity' section states that a completed 'Contract of Receipt' pack has been received from solicitors, and internal checks are being carried out. The 'Application Summary' section provides details: Name (Jane Bloggs), Date of Decision (12-May-2022), Case (Portal Training Discretionary Case), HOP Value (£16,000.00), Application Reference (APP-001016 - Home Owner Payment), Application Type (Homeowner Payment), and Application Received date (01-May-2022). The 'Useful links' section includes links for assistance for property owners and scheme guidance. The 'Contacts' section lists the HS2 Case Officer (Elijah Ade) and the Solicitor (Smith Solicitors, John Smith). A 'Feedback' section at the bottom encourages user feedback.

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

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

Home > APP-001016 - Home Owner Payment

### Your application APP-001016 - Home Owner Payment

Your application to HS2's Homeowner Payment property assistance scheme.

Application Received | Prepare for Panel | Decision | Contract of Receipt Received | Payment Issued to Solicitor

#### Current Activity

We have received the completed **Contract of Receipt** pack from your **solicitors**. We will now carry out internal checks and begin the process for authorising payment to your **solicitors**.

Please contact your **HS2 Case Officer** if you have any queries about this process.

#### Useful links

- Assistance for property owners
- Homeowner Payment scheme guidance and application form

#### Contacts

**HS2 Case Officer**

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

**Your Solicitor**

- Smith Solicitors
- John Smith
- 01617744552
- [john.smith@SmithSolicitors.com](mailto:john.smith@SmithSolicitors.com)


#### Application Summary

<b>Name *</b>	<b>Date of Decision</b>
Jane Bloggs	12-May-2022
<b>Case *</b>	<b>HOP Value</b>
Portal Training Discretionary Case	£16,000.00
<b>Application Reference</b>	
APP-001016 - Home Owner Payment	
<b>Application Type</b>	
Homeowner Payment	
<b>Application Received</b>	
01-May-2022	

#### Feedback

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

## 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.

## 4 How to contact your assigned Case Officer

### 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.

The screenshot shows the HS2 portal interface for application APP-001016 - Home Owner Payment. The top navigation bar includes 'Message centre', 'Submit a claim', and 'Jane Bloggs'. The main content area shows the application progress: Application Received, Prepare for Panel, Decision, Contract of Receipt Received, and Payment Issued to Solicitor. The 'Current Activity' section states: 'We have received the completed Contract of Receipt pack from your solicitors. We will now carry out internal checks and begin the process for authorising payment to your solicitors. Please contact your HS2 Case Officer if you have any queries about this process.' The 'Application Summary' table lists: Name (Jane Bloggs), Date of Decision (12-May-2022), Case (Portal Training Discretionary Case), HOP Value (£16,000.00), and Application Reference (APP-001016 - Home Owner Payment). The 'Contacts' section, highlighted with a red box, lists the HS2 Case Officer (Elijah Ade, HOP@hs2.org.uk) and the solicitor (Smith Solicitors, John Smith, 01617744552, john.smith@SmithSolicitors.com). A red arrow points to the 'Contact your Case Officer using our online form' link.

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.

The screenshot shows the HS2 Message centre page. The top navigation bar includes 'Message centre', 'Submit a claim', and 'Jane Bloggs'. The main content area shows the 'Message centre' title and a description: 'Here you can view all requests made to HS2 through this tracking service and correspondence with your HS2 Case Officer.' The 'My messages' section shows a list of messages with columns for Subject, Direction, Date message sent, and Unread. A red box highlights the 'Contact your Case Officer' button in the top right corner of the messages list.

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## Step 2

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


**To:** Ensure that the Case Officer option is selected.

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

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

**Message:** Enter the details of your message to your Case officer.

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

 > 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

**Application \***

Please select the application you are contacting us about.

APP-001016 - Home Owner Payment

**Request type \***

☐ Reply to my Case Officer

☐ Request a call back from my Case Officer

☐ Update my personal information

☐ Reset my login details

☐ Accept HS2 offer

☐ Confirm my choice of valuer

☐ Put my application on hold

☐ Withdraw my application

**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

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### Step 3

To add a document to your message, click on **Choose files** to select and upload a document. Please note that the originals of documents from the evidence list A and B should be sent by post as online documents will not solely be accepted in support of your application. Please see the relevant guidance documents for more information.

**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.  


Jane.Bloggs@gmail.com

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

Choose files

No file chosen

Submit



## 5 How to view your messages

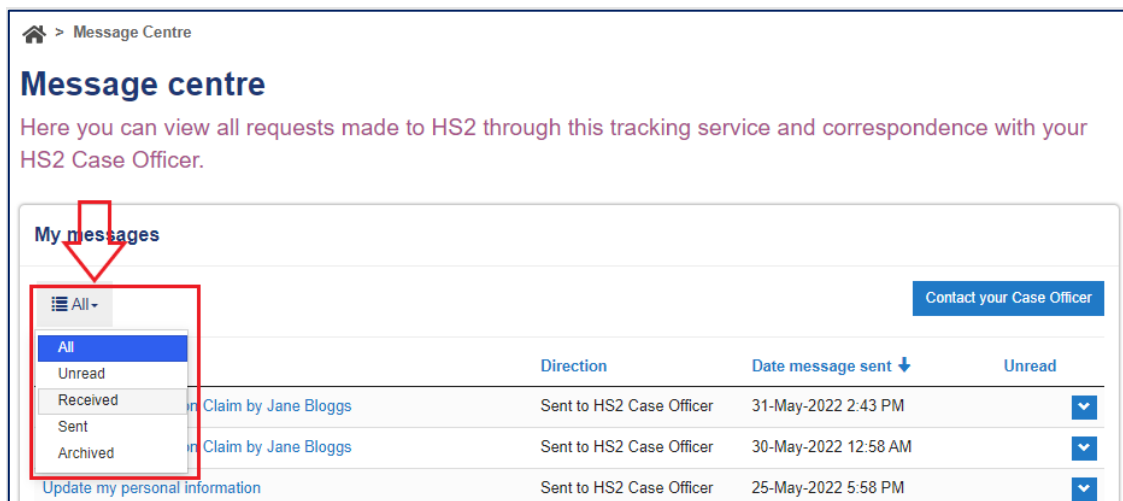
### Step 1

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



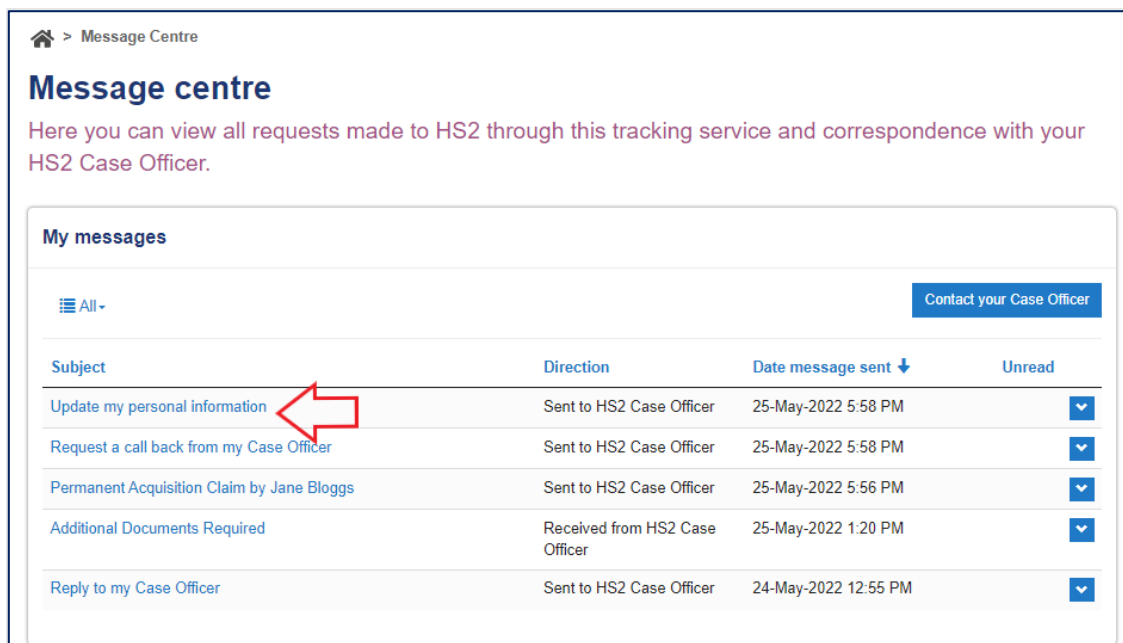
### Step 2

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

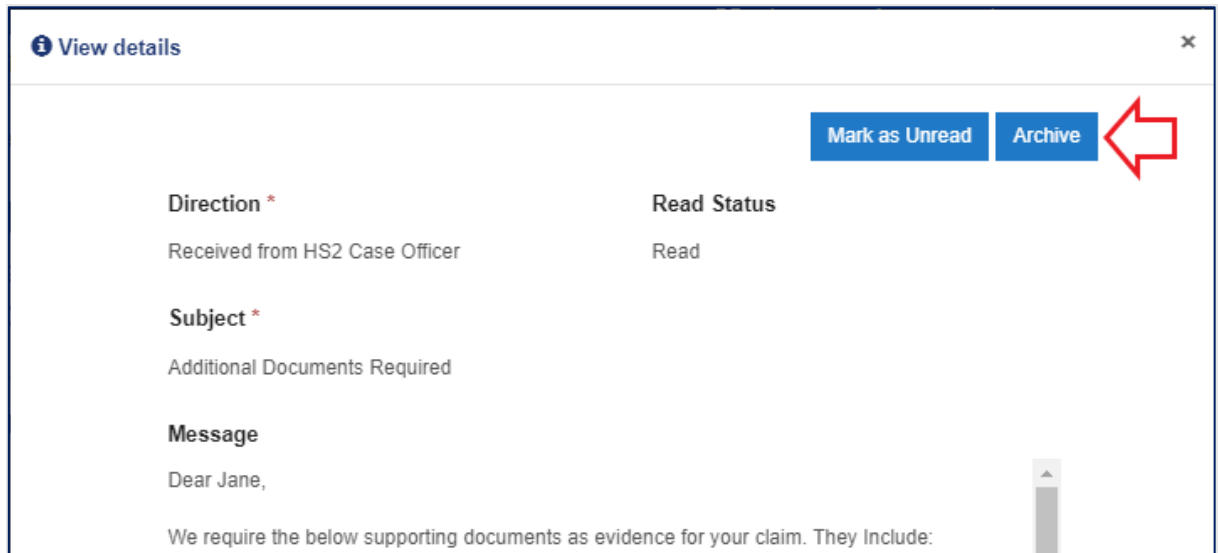
Click on the **Subject** of the message you wish to view.



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## Step 4

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

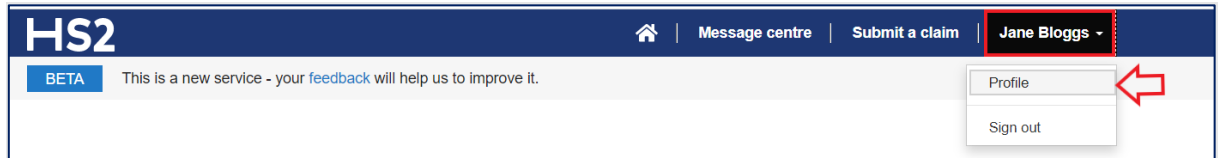




## 6 How to view your correspondence

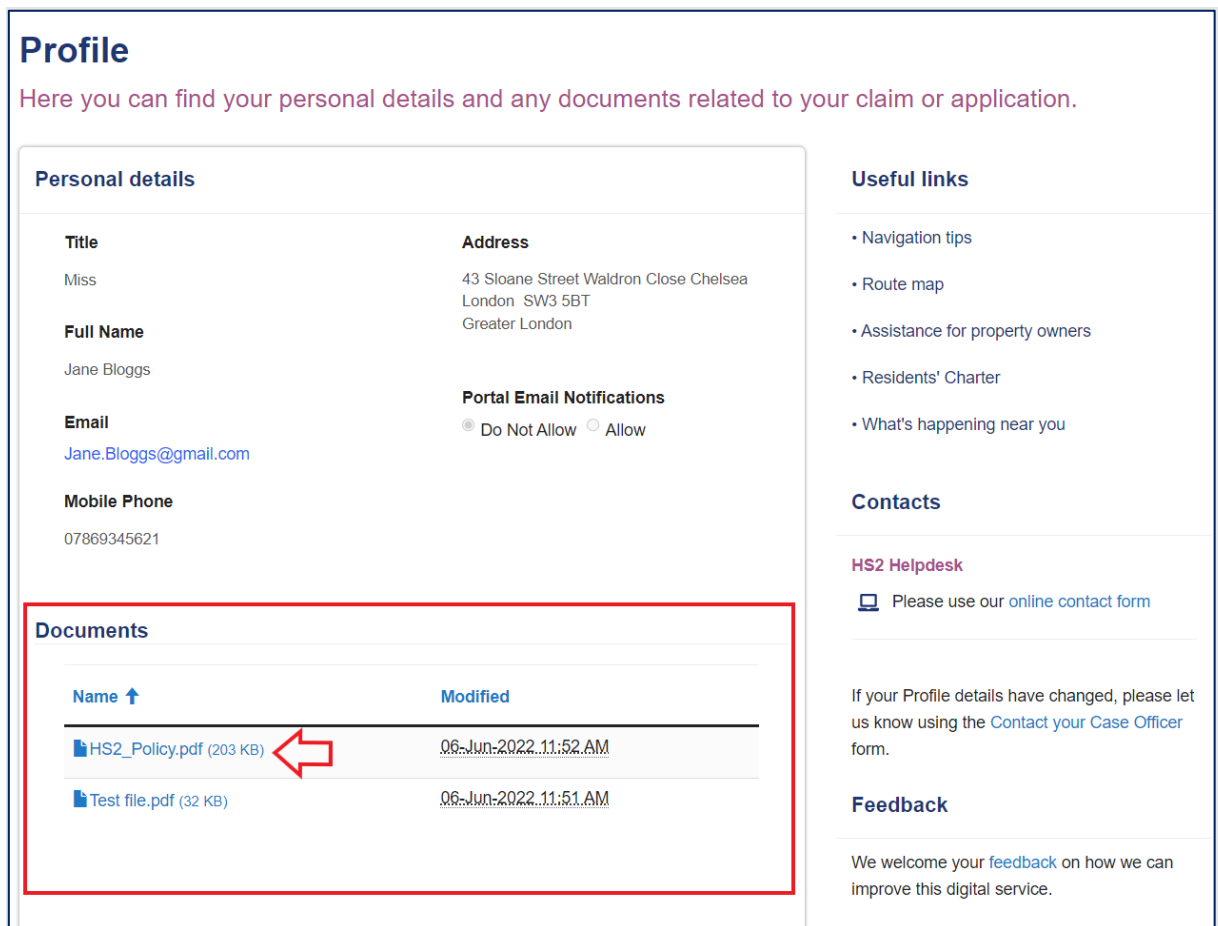
### Step 1

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



### Step 2

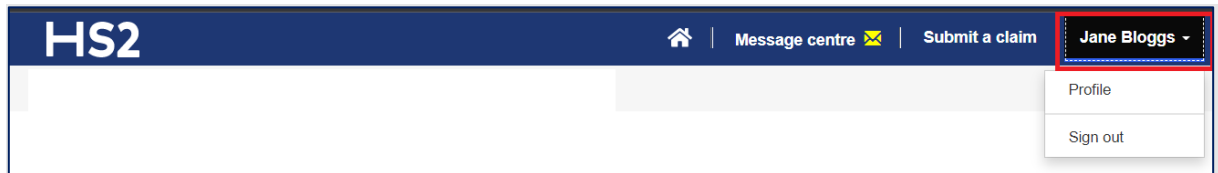
On the user profile page, the **Documents** section displays correspondence shared by HS2. Click on the document file name to view the document.



## 7 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.

