Land Registration Act 2002
Scope of this guide
This guide gives advice about the electronic services that are available from Land Registry and how to sign up to use them. It is aimed at conveyancers and other legal advisers and you should interpret references to 'you' accordingly. Land Registry staff will also refer to it.

Electronic services

Contact details
For customer enquiries and to request this publication in an alternative format please contact Customer Support at customersupport@ landregistry.gsi. gov.uk or telephone 0844 892 1111 from Monday to Friday between 8am and 6pm. Calls are charged at 3p per minute from BT landlines. Mobile and other networks may vary. Land Registry does not receive any revenue from these calls.

To obtain copies of this and all our other guides, free of charge:
— view/download guides in English and Welsh at www. landregistry.gov.uk
— contact Customer Support.

1 Abbreviations and terms used
In this guide:
'Business Gateway' is the service that enables conveyancers to interface directly with Land Registry e-services using their case management system;
'Conditions of Use' means the document that sets out the terms and conditions of use of Land Registry's portal;
'conveyancer' means a solicitor, a licensed conveyancer within the meaning of s.11(2), Administration of Justice Act 1985, a Fellow of the Institute of Legal Executives, a barrister, a duly certificated notary public, or a registered European lawyer (as defined) (r.217(1), LRR 2003). Where appropriate it includes in-house conveyancers as well as those in private practice;
'day list' means a record kept by the registrar showing the date and time at which every pending application under the Land Registration Act 2002 and LRR 2003 is made and every application for an official search with priority under r.147 (r.12, LRR 2003);
'e-document(s)' means electronic documents;
'e-services' means electronic services;

'e-signature' means a signature applied electronically to execute an e-document;
'the Land Registry portal' is a secure website platform used to access Land Registry e-services;
'LRA 2002' means the Land Registration Act 2002;
'LRR 2003' means the Land Registration Rules 2003;
'memorandum of understanding' means the record of an arrangement required to be signed by lenders or their agents as a condition of their being permitted access to Lender services;
'network' means the electronic communications network provided in accordance with s.92, LRA 2002;
'network access agreement' means an agreement (for the purposes of paragraph 1(1) of Schedule 5 to the LRA 2002) defining the terms upon which access to the Land Registry network is granted;
'Portal Guidance Notes' means the document that provides guidance on how to access Land Registry's portal and register for e-services delivered through the portal;
'substantive applications' means applications to change the register;
'Technical Manual Part 1' means the part of the network access

agreement containing details of the technical requirements and obligations required of users of Land Registry's e-services; 'Technical Manual Part 2' means the part of the network access agreement providing a user guide for Land Registry Business e-services.

2 Introduction
Since 1992, Land Registry has offered a variety of e-services, including the facility for some customers to lodge certain types of application electronically.

With the withdrawal in spring 2010 of Land Registry's former online service, Land Registry Direct for business users, all of Land Registry's e-services are now accessed either through the Land Registry portal or Business Gateway. Business Gateway is an alternative way in which customers' case management systems can interact with Land Registry systems to access our e-services, other than directly through the portal. We believe Business Gateway will become the more popular method of connecting to our services. However, access directly through the portal will remain available to all.

The portal supports the provision of information from Land Registry's database as well as providing enhanced facilities to create and lodge a growing range of substantive applications electronically. It provides access to the services you require by using associated role types to meet your needs.

Registered organisations control their own access permissions, which are administered and maintained by a designated person within the organisation, called an administrator. The administrator can be supervised by a designated responsible person, who will have access to reports showing the accounts that the administrator has set up, changed and closed.

The purpose of this guide is to provide an overview of the services available through the portal and to explain how to obtain access to it.

3 Services available through the portal
The portal offers three distinct services.
— Information services.
— Network services.
— Lender services.

Customers can choose to subscribe to some or all of these services, dependent upon their requirements. However, additional administrative arrangements and qualifying criteria apply to users of Network services and Lender services.

3.1 Information services
Information services provides quick online access to information about the register, title plan and day list. It can be used to lodge searches of the index map with supporting plans, official searches of whole or part and outline applications, and to conduct land charges and bankruptcy searches in the Land Charges Department.

This service is for information only; there is no interaction with the register. It is available to all portal users.

3.2 Network services
This is available to customers who have applied for and been granted a network access agreement.

Network services permits the creation and lodgement of e-documents and electronic substantive applications directly with Land Registry. This includes the facility to use e-signatures, where appropriate.

The service provides for the electronic attachment of supporting documents and certificates of compliance, if necessary.

This facility is subject to ongoing development to provide customers with access to a growing range of electronic applications. Details of the types of applications that are currently available may be found in the *Technical Manual Part 2*.

Network services also includes access to Information services.

3.3 Lender services
This provides an automated discharge service that allows lenders, or their appointed agents, to lodge electronic applications to discharge registered charges.

Lender services also includes access to Information services.

4 Advantages of using e-services
— E-services provide a faster service than paper-based applications.
— You will have at least one administrator who can create and manage user accounts as appropriate to your business needs.
— The activities of administrators and users will be managed by your responsible person.
— Completion documentation can be accessed and downloaded for up to seven days so you will no longer have to wait for paper notification through the post.
— All documents you request electronically can be downloaded, printed and saved to your own files.
— We have incorporated the latest security systems into the portal and we constantly review their ability to ensure the system is not entered by any unauthorised persons. We use a variety of mechanisms to secure our systems. In effect, the system will know who the organisation is, what services they can access and who in that organisation has been granted permission to use those services.
— Business Gateway allows you to lodge applications electronically using your own case management system. This removes the need for you to double-key information, reducing the cost and time taken to make applications, allowing you to deal with high volumes of work while reducing printing and processing costs.
— Our variable direct debit scheme operates on a daily basis and provides a more efficient management of fee payment for both you and Land Registry. Fees are correctly assessed and the completion of applications will no longer be delayed because the fee is outstanding. The direct debit guarantee provides assurance to you that any money debited in error will be refunded.

5 Who can use Land Registry's e-services?

5.1 Business users
The portal is available to business users. This means a customer that has a legal personality, or a recognised legal structure, such as a limited company, a PLC (public limited company), a partnership, a limited liability partnership, a limited partnership, a sole practitioner, a local authority or a government department.

All organisations are required to formally agree the *Conditions of Use*. Agreement to the *Conditions of Use* is mandatory and without confirmation of agreement, services through the portal cannot be made available.

All users must set up a variable direct debit arrangement with Land Registry.

Organisations wishing to use Network services must meet the qualifying criteria referred to in paragraph 1(4) of Schedule 5 to the LRA 2002 and set out in Schedule 1, Land Registration (Network Access) Rules 2008. These include:
— confirming that they hold a policy of indemnity insurance
— being, or employing, a qualified person. In this context, 'qualified person' means:
  — a solicitor
  — a licensed conveyancer within the meaning of section 11(2) of the Administration of Justice Act 1985
  — a barrister
  — a duly certificated notary public or
  — a registered European lawyer (REL) within the meaning of the European Communities (Lawyer's Practice) Regulations 2000 who by virtue of regulations 6 and 12 of those regulations is entitled to prepare for remuneration an instrument creating or transferring an interest in land in England and Wales.
They must also complete a network access agreement.

Customers requiring access to Lender services must complete a memorandum of understanding.

Depending upon the services required, the customer will be obliged to establish a structure within its organisation to administer its use of the portal.

Customers must ensure that their computer systems satisfy the minimum requirements referred to in the *Portal Guidance Notes*.

5.2 Members of the public
The services offered by the portal are not available to individual members of the public. The only electronic service presently available to individual citizens is the *Find a property* service. For further details of this service, follow the link from Land Registry's home page at www.landregistry.gov.uk

6 Troubleshooting and support

6.1 Frequently asked questions (FAQs)
The following FAQs are designed to answer some of the queries that might arise.

Q 1. Once I have completed the application for Business e-services how long will my application take to be processed?
A. Once we have received the application we will send an acknowledgement letter. We aim to complete portal applications within 15 working days from receipt. Once the application is completed, a welcome pack will be issued containing a One Time Password security token and user ID for the administrator. The administrator will also receive a temporary password separately. Once these items are received, the administrator will then be able to activate your portal account and create your user accounts.

Q 2. Will all of the former Land Registry Direct services, including the free services, still be available?
A. With the exception of a few forms that were rarely used under Land Registry Direct, all of the former services are available. Many of the restrictions that existed under Land Registry Direct, such as the inability to add attachments, have also been removed. However, the range of available services is dependent upon the type of agreement you sign up for. For example, submissions of applications to change the register are only available to those with a network access agreement. New services have also been developed for Network services, including electronic charges and electronic discharges. Some of the services remain free of charge, but it is recommended that you consult the current Land Registration Fee Order for the most up-to-date information.

Q 3. We are an overseas-based organisation wishing to sign up for portal services. Will this cause a problem?
A. We welcome all overseas users signing up for the portal, as long as they satisfy our requirement for the set up of a variable direct debit, which requires them to have a bank account in the UK.

Q 4. How can we be sure that the system will be totally reliable and not subject to failure at critical moments?
A. We totally agree that a fundamental component of the system must be its ability to function correctly and completely at all times. Unfortunately, no system is completely reliable and it is unlikely that we could guarantee the network will not be subject to rare problems. However, incorporated into network access agreements is an obligation on the part of the Chief Land Registrar to maintain the network and we will ensure that in the unlikely event of a catastrophic failure an alternative solution will be available that will allow transactions to proceed. More details of service continuity can be found in *Technical Manual Part 1*.

Q 5. How can we be sure that the network is secure?
A. Land Registry uses Public Key Infrastructure as a means of ensuring the identity of users and people who will use electronic signatures. This means that we know who is using the system. In addition, regular testing takes place to ensure the system is secure against unauthorised users. *Technical Manual Part 1* contains more information on Land Registry security and guidance on customer security.

Q 6. What provisions exist for protecting customers from the consequences of errors or fraudulent use of the network?

A. Land Registry's indemnity provisions apply to e-applications in the same way as they apply to paper ones. Land Registry makes thorough checks on all applicants for electronic services, and the network access agreement contains provisions for suspension and termination of customers and individual users. Only organisations that consist of or employ at least one qualified person will be granted a network access agreement, and those professionals are also subject to their own regulatory rules and codes.

Q 7. How do I get to the Portal Login page?

A. Go to Land Registry's website at www.landregistry.gov.uk

At the top of the home page, select the '*Business e-services*' tab.

Q 8. Does the system need screen colours greater than 256 colours?

A. No, 256 colours are sufficient.

Q 9. Does the system need a screen resolution greater than 800 x 600?

A. No, 800 x 600 resolution is sufficient.

Q 10. Does your application require a dedicated server? If so, what specific service will it need to run?

A. No. A dedicated server is not required.

Q 11. Does use of the portal require any multi-media devices or players? If so, what types and versions?

A. The portal does not require any multi-media devices or players.

Q 12. Will I be able to access the portal from any computer?

A. Yes, access is generally available to users through any internet connection provided it uses an up-to-date web browser.

Q 13. Can we continue to make postal applications even if the application can be submitted via the portal?

A. Yes, postal application can continue to be made.

Q 14. When will e-signing and e-transfer be compulsory and will this mean paper transfers are no longer required?

A. No decisions have yet been taken on this aspect. The intention has always been to build a system that people want to use rather than one that they are forced to use.

Q 15. How do I gain access to services through Business Gateway?

A. Once you have registered to use the portal you will need to contact your case management software provider and ask them to liaise with Land Registry's Marketing & Sales Group.

Q 16. Can I use my case management system to create electronic documents for Land Registry e-conveyancing?

A. We are giving priority to developing an interface, so that data from case management systems can be used to create all Land Registry e-documents.

6.2 Support resources

Users of Land Registry's e-services have access to a comprehensive range of explanatory and guidance materials. By making reference to the following resources, customers can maximise the benefits offered by e-services and resolve any queries that may arise.

Resource	Content	Accessibility
Technical Manual Part 1 (part of the network access agreement)	• Technical and security matters • Technical requirements for participating in network services • Procedures for accessing services when systems are unavailable	"*Terms and conditions*" link from Land Registry's website home page
Technical Manual Part 2 (part of the network access agreement)	• Available services • How to use the network (through the portal and Business Gateway)	"*Terms and conditions*" link from Land Registry's website home page
Portal Guidance Notes	• How to apply for Land Registry Business e-services • Completing the application form	"*Terms and conditions*" link from Land Registry's website home page
Education and training material	• Overview of e-services • Separate modules demonstrating the use of the portal services	"*Education & training*" link from Land Registry's website home page. Select "*Business e-services training*"
Frequently asked questions	• Administration of Business e-services • Getting started • User access queries • Password queries • Operating system queries	"*FAQs*" link from Land Registry's website home page. Select category "*Portal administration*"
Quick Start Guide	• Getting started	Issued to new subscribers

Land Registry advisory policy

We offer advice to our customers through our publications and Customer Support information and through the day-to-day handling of applications.

We provide factual information including official copies of registers, title plans and documents, searches and details of our forms and fees.

We provide procedural advice to explain how the land registration system works and how to make applications correctly. This includes:
— advice in advance of an application, where this is requested
— where an application is defective, advice as to the nature of the problem and what options, if any, are available to put it right
— an approval service for estate layout plans and certain other land registration documents.

There are limits to the advice that we will provide. We will not provide legal advice.

This means that:
— we will not approve the evidence to be produced in support of a registration application before we receive the application
— apart from procedural advice, we will not advise on what action to take
— we will not recommend a professional adviser but can explain how to find one.

We provide advice only about real cases, not about theoretical circumstances. We will not express a view on questions where the law is complex or unclear except where the question arises on a live registration application.

In providing this factual information and procedural advice we will:
— be impartial
— recognise that others may be affected by what we say
— avoid any conflict of interest.

Information in this guide
The information in this publication is for the purpose of providing general guidance about Land Registry's procedures and policies. It is intended only as a guide and does not cover every situation that may arise. It also does not limit Land Registry's ability to use its discretion when appropriate to do so, within the land registration legislation.

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