



How to activate your account

Issued February 2021



PUMA for
Intermediaries

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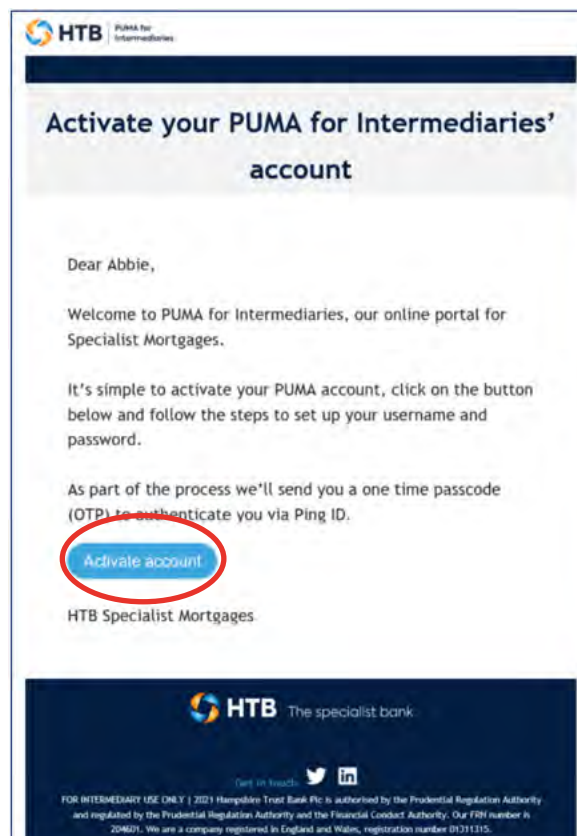
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How to activate your account



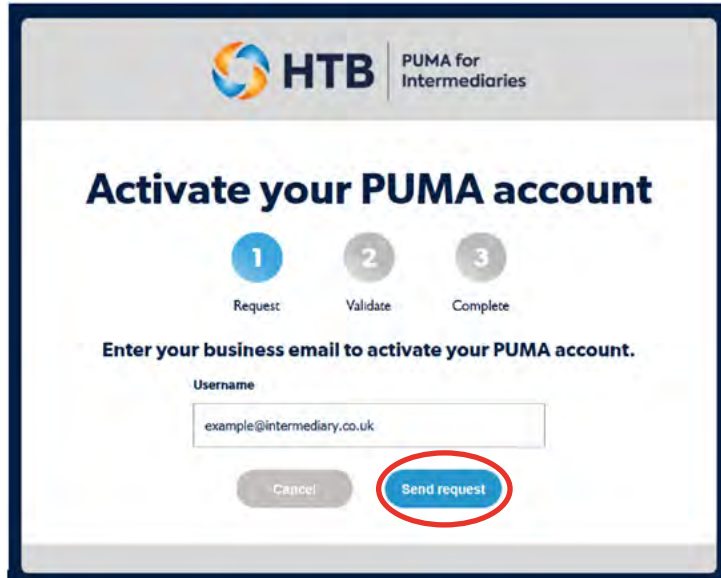
Activation email

We'll send you an email containing a link to activate your PUMA for Intermediaries account. Once received, click on the 'Activate account' button to start the activation process.



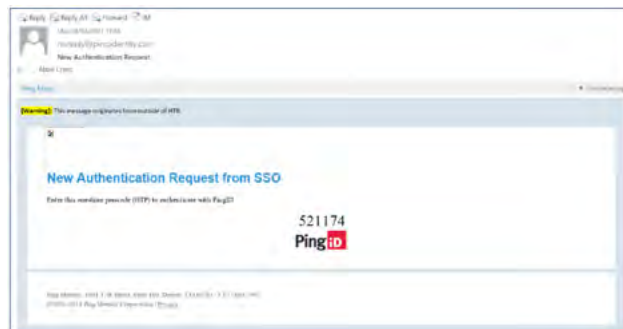
Enter your user name

Once selected, a new window will open in your internet browser. Your user name is your intermediary business email address. Please enter your email address and click 'Send request'.

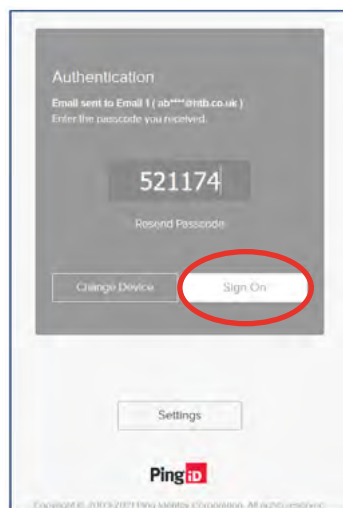


Receiving a one-time passcode

If the business email you enter is recognised, we'll send you an email containing a one-time passcode.

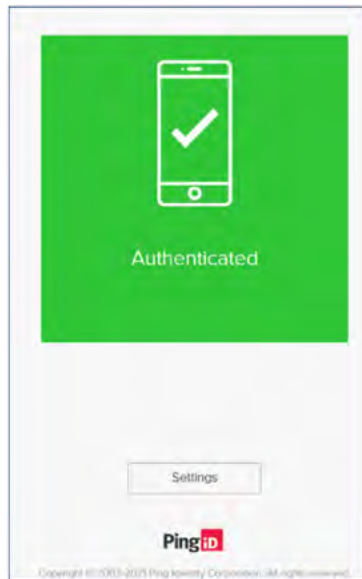


Enter the one-time passcode provided into the authentication screen and click 'Sign On'. You will not be able to click the 'Sign on' button until a 6 digit passcode has been entered.



Authentication is successful

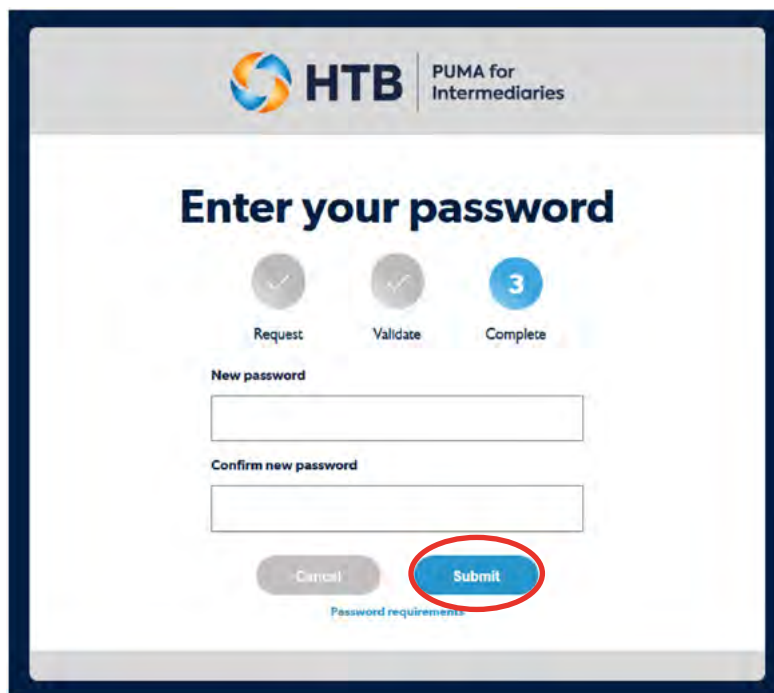
Once you have entered the one-time passcode, we'll authenticate your account.



Creating your password

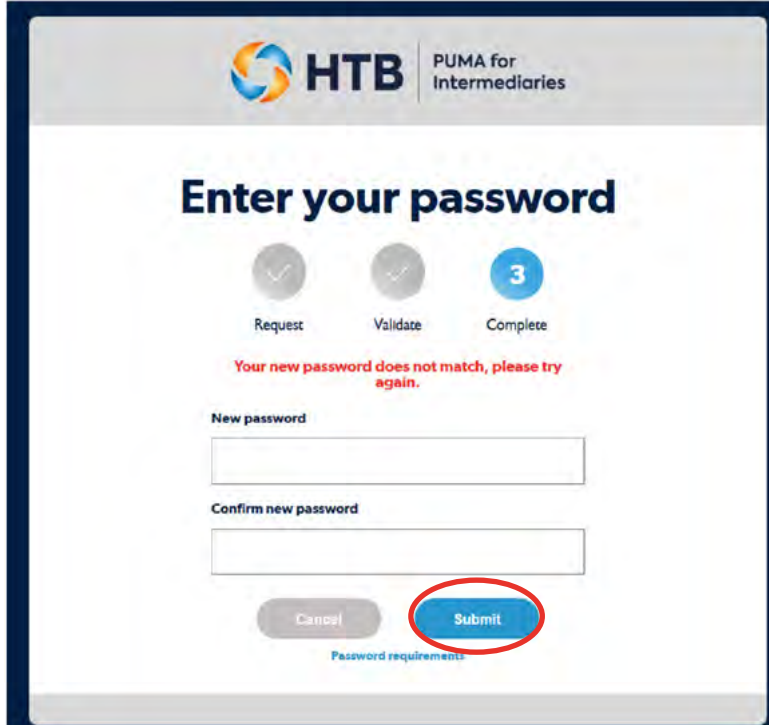
Once we have authenticated your account, we'll ask you to create a password to log into your PUMA for Intermediaries account. Please enter and confirm your password and then click 'Submit'.

Please choose a password which contains a minimum of 12 characters using a mix of uppercase, lowercase, numbers and special characters.



Your passwords do not match

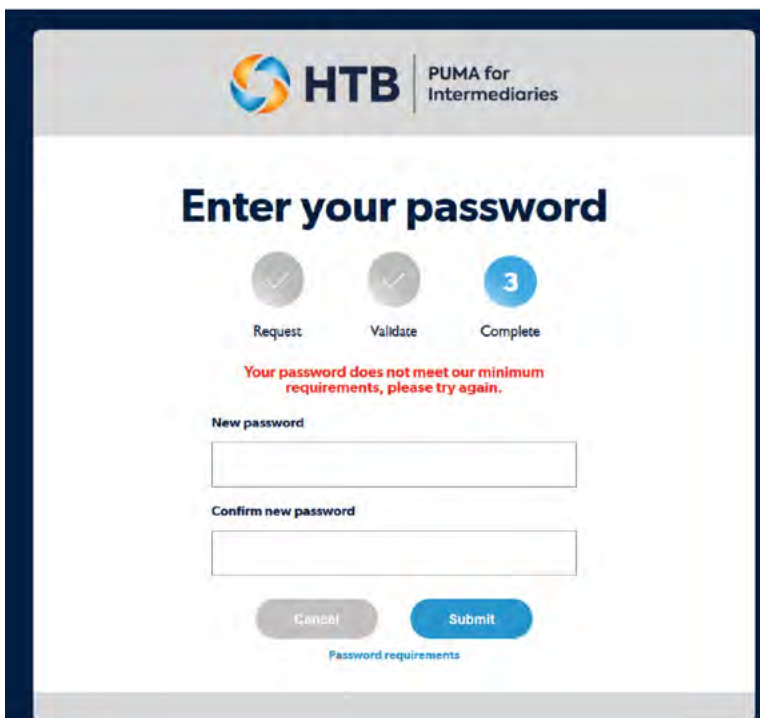
An error message will be displayed if the passwords you have entered do not match. Please re-enter your password(s) and click 'Submit'.



The screenshot shows the 'Enter your password' form for HTB PUMA for Intermediaries. The form has three progress indicators: 'Request' (checked), 'Validate' (checked), and 'Complete' (3). Below the progress indicators, a red error message reads: 'Your new password does not match, please try again.' There are two input fields: 'New password' and 'Confirm new password'. At the bottom, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is circled in red. A link for 'Password requirements' is visible at the bottom.

Your password does not meet minimum requirements

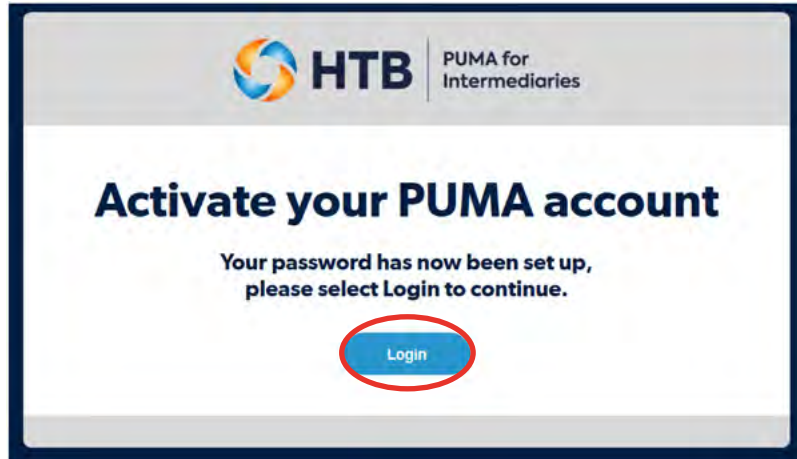
We'll display an error message if the passwords you have entered match but does not meet our minimum requirements. Please choose another password which contains a minimum of 12 characters using a mix of uppercase, lowercase, numbers and special characters.



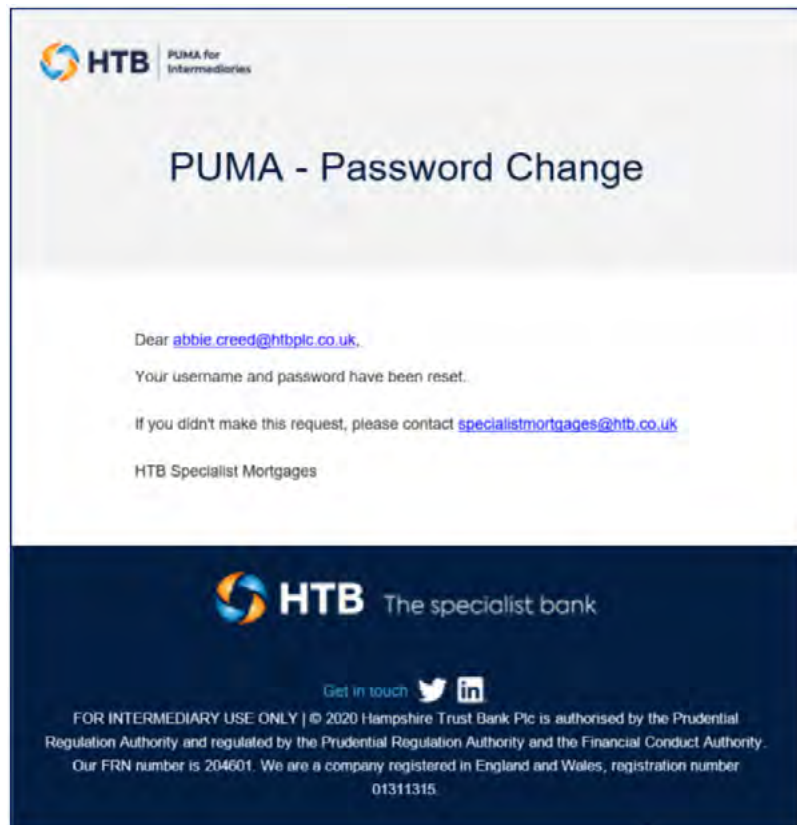
The screenshot shows the 'Enter your password' form for HTB PUMA for Intermediaries. The form has three progress indicators: 'Request' (checked), 'Validate' (checked), and 'Complete' (3). Below the progress indicators, a red error message reads: 'Your password does not meet our minimum requirements, please try again.' There are two input fields: 'New password' and 'Confirm new password'. At the bottom, there are 'Cancel' and 'Submit' buttons. A link for 'Password requirements' is visible at the bottom.

Activation is successful

If your password has been set successfully, we'll display a confirmation message. Click 'Login' to log into your PUMA for Intermediaries account using your intermediary email address and password.



We'll also send an email to confirm your account activation.

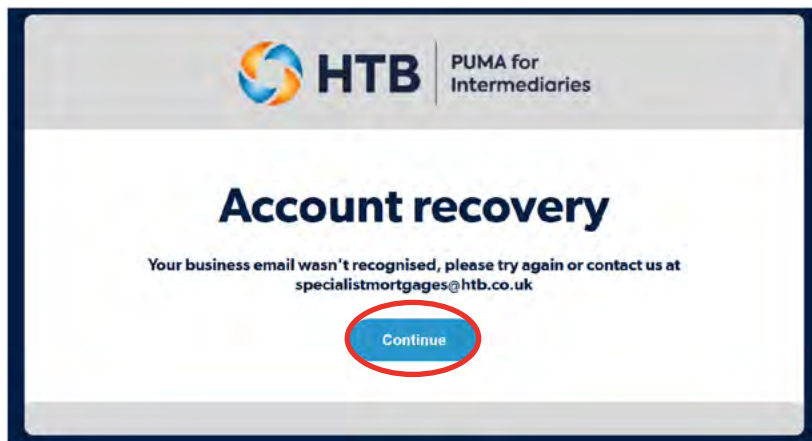


Trouble activating your account?

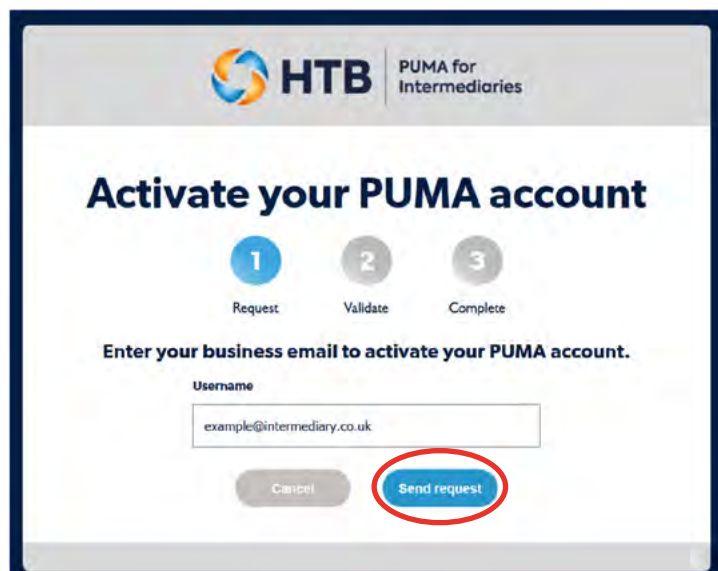


My business email wasn't recognised

If you enter an email address that is not recognised, the following message will be displayed.

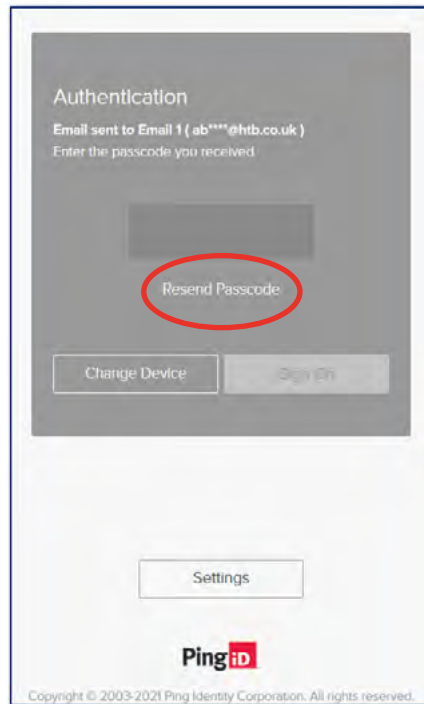


Click 'Continue' which will take you back to the Activate your PUMA accounts screen. Please re-enter your correct username click 'Send request' or contact us at specialistmortgages@htb.co.uk if the problem persists.



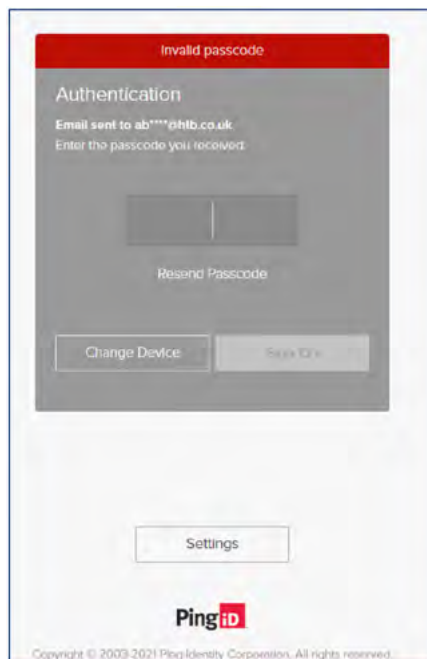
My one-time passcode (OTP) wasn't sent

If you did not receive an email with an OTP please check your junk email. Failing this click on 'Resend Passcode' to receive a new OTP and enter the passcode. Note: the previous OTP will no longer be valid.



My OTP is invalid

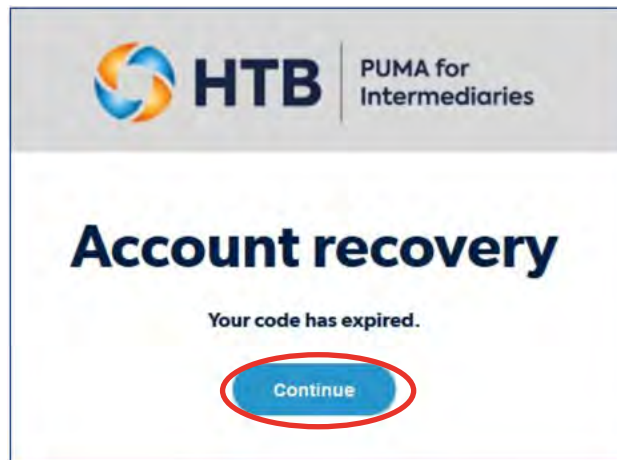
An error message will be displayed if the OTP you have entered is invalid. Please check and re-enter the one-time passcode and click 'Sign On'.



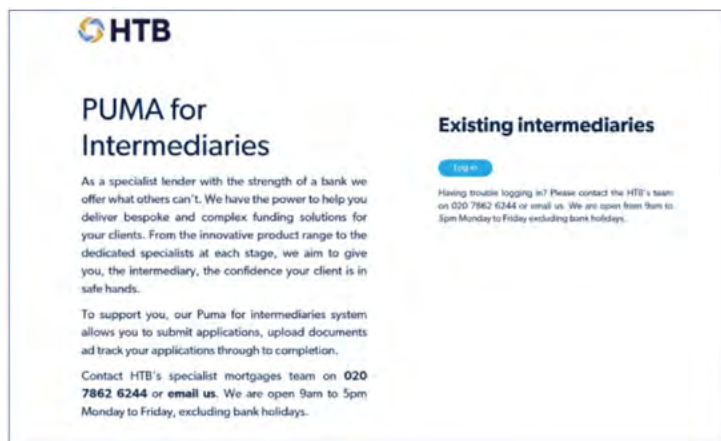
If you've checked that the OTP entered matches the one in your email but you're still seeing the error message, click 'Resend Passcode' to receive a new OTP and enter the passcode.

My OTP has expired

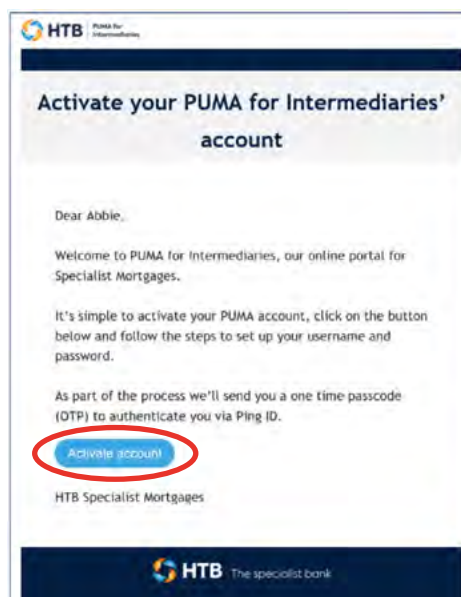
If your OTP has expired please click 'Continue'



This will direct you back to puma.htb.co.uk where you can log into your account if already activated.

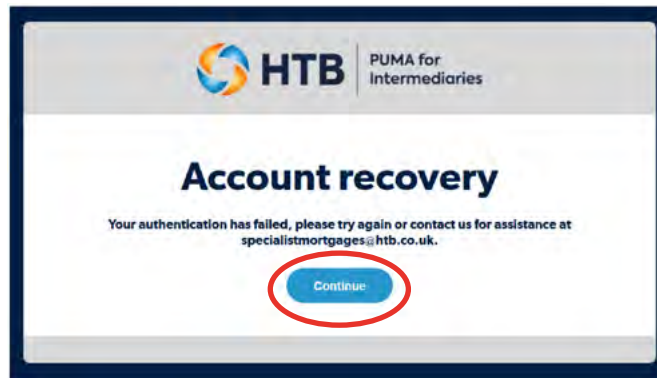


If not you'll need you'll need to complete the activation process by using the link in the activation email we sent you (before you can log in). Please click 'Activate account'.

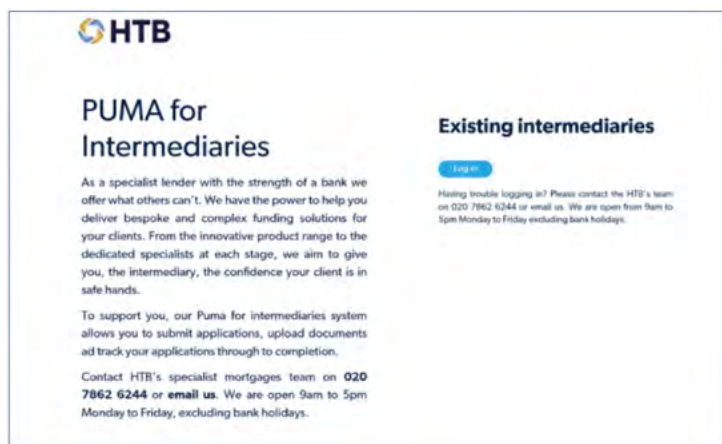


Authentication of my account was unsuccessful

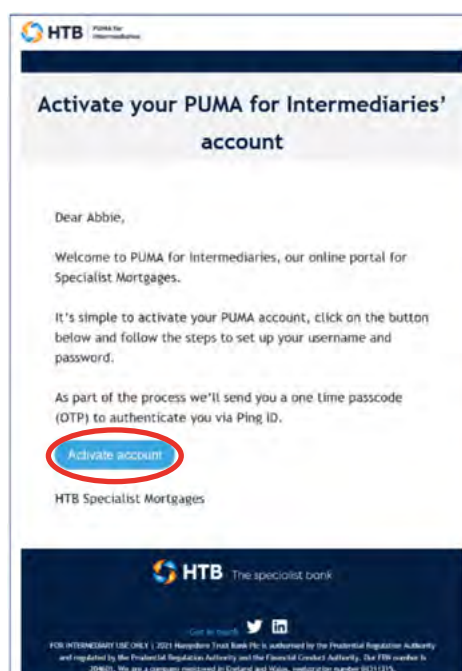
If we can't authenticate your account you'll see the message below, please click 'Continue' to try again.



This will direct you back to puma.htb.co.uk where you can log into your account if already activated.

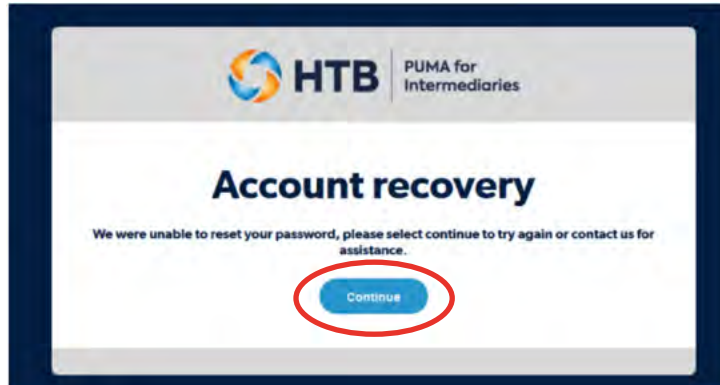


If not you'll need you'll need to complete the activation process by using the link in the activation email we sent you (before you can log in). Please click 'Activate account'

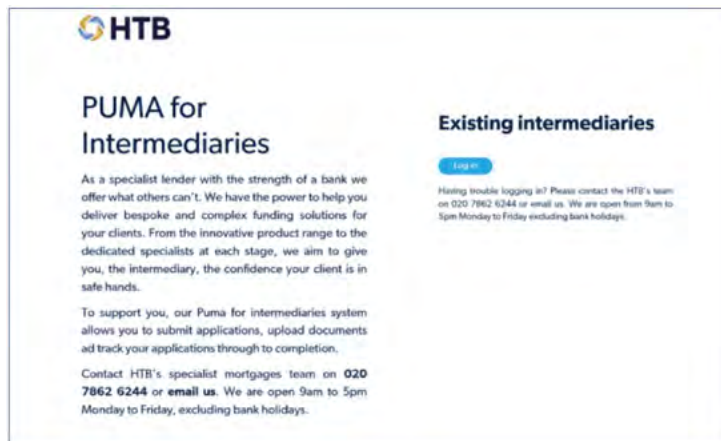


The page has expired

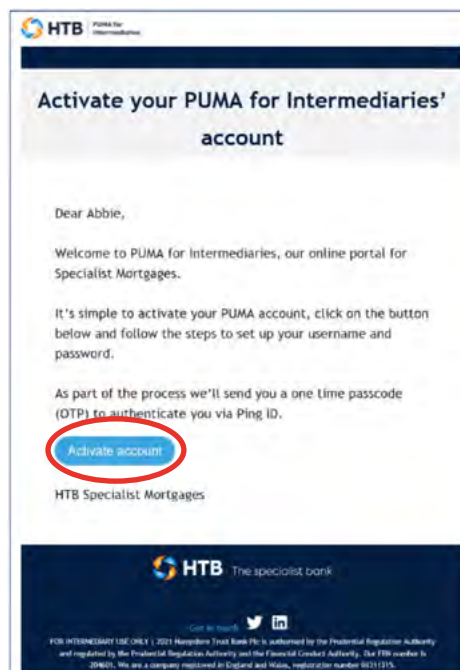
If you take too long to activate your account, for security the page will expire. Please click on 'Continue' to try again.



This will direct you back to puma.htb.co.uk where you can log into your account if already activated.



If not you'll need you'll need to complete the activation process by using the link in the activation email we sent you (before you can log in). Please click 'Activate account'

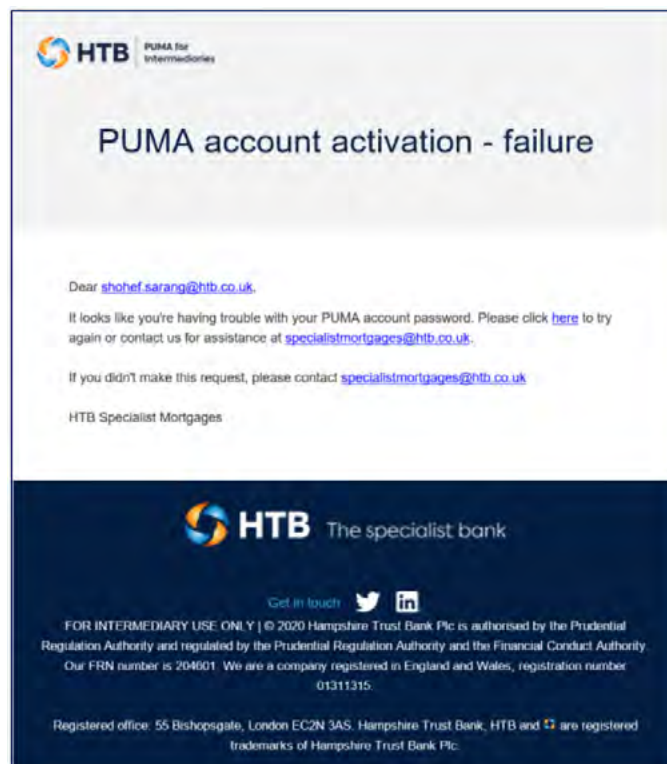


Activation of my account was unsuccessful

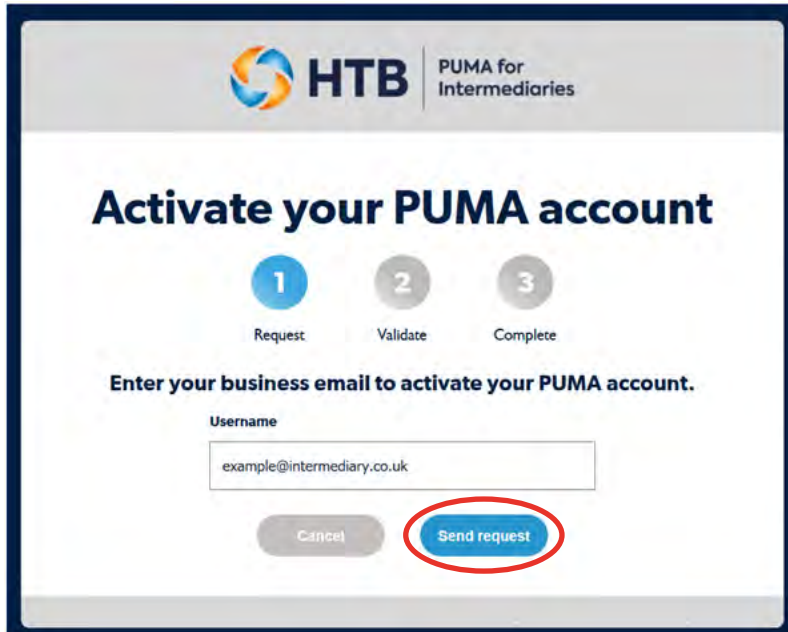
If your password set up fails, we'll display the message below and send you an email to confirm. Click 'Continue', this will direct you back to the start of the activation process.



You'll need to click on the 'here' link which will take you back to the start of the activation process.



Please re-enter your username and click 'Send request'.



The screenshot shows the HTB PUMA for Intermediaries account activation page. At the top, the HTB logo and 'PUMA for Intermediaries' are displayed. Below this, the heading 'Activate your PUMA account' is centered. A progress indicator shows three steps: 1. Request (active), 2. Validate, and 3. Complete. The instruction 'Enter your business email to activate your PUMA account.' is followed by a 'Username' label and a text input field containing 'example@intermediary.co.uk'. At the bottom, there are two buttons: a grey 'Cancel' button and a blue 'Send request' button, which is circled in red.

I cancelled my account activation

If you have cancelled your account activation by clicking the 'Cancel' button.



The screenshot shows the same HTB PUMA for Intermediaries account activation page. The progress indicator shows three steps: 1. Request, 2. Validate (active), and 3. Complete. The instruction 'Enter your business email to activate your PUMA account.' is followed by a 'Username' label and an empty text input field. At the bottom, there are two buttons: a grey 'Cancel' button, which is circled in red, and a blue 'Send request' button.

You'll receive the message below click on 'Continue' to start again to activate your account or use the link in your activation email if you want to try again at another time.

