

Mortgages

ROME

User Guide

Registration and Login

The
Mortgage
Store

Powered by

 Bank of Ireland

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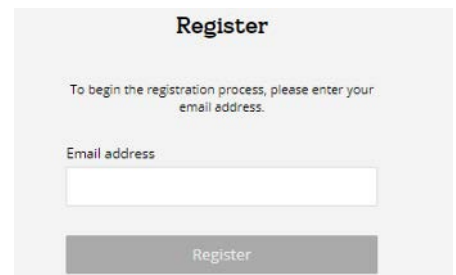
Getting Started

Registration and personal profile

Step 01

On the Registration screen, enter your email address and click the 'Register' button.

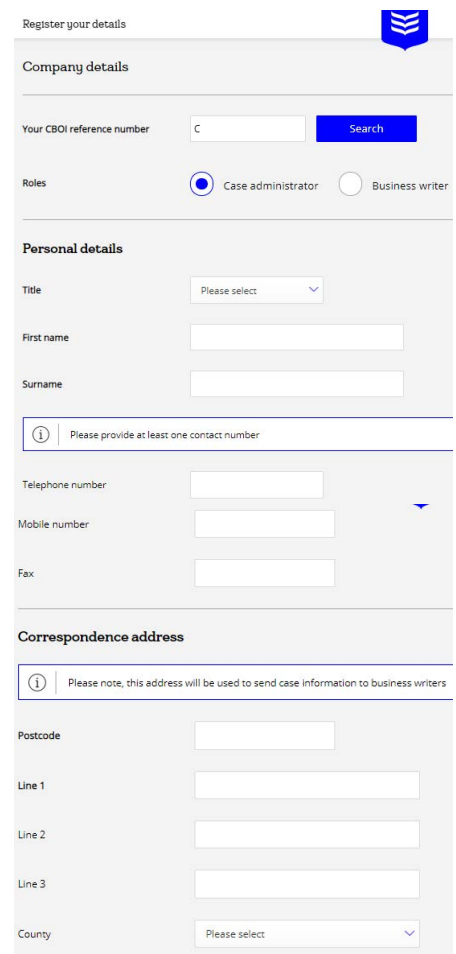
Please note – a unique email address must be used for each registration.



The screenshot shows a registration form titled "Register". Below the title, it says "To begin the registration process, please enter your email address." There is a text input field for "Email address" and a "Register" button below it.

Step 02

You will be taken through to the registration page to continue the process. You will be asked for information including your name, a contact number, a correspondence address, an email address, a case sensitive password and your role within your company



The screenshot shows a registration page titled "Register your details" with a blue shield icon. The page is divided into several sections:

- Company details:** Includes a "Your CBOI reference number" field with a search button, and "Roles" with radio buttons for "Case administrator" (selected) and "Business writer".
- Personal details:** Includes a "Title" dropdown menu, "First name" and "Surname" text input fields.
- Contact information:** Includes a warning icon and text "Please provide at least one contact number", and fields for "Telephone number", "Mobile number", and "Fax".
- Correspondence address:** Includes a warning icon and text "Please note, this address will be used to send case information to business writers", and fields for "Postcode", "Line 1", "Line 2", "Line 3", and "County" (dropdown menu).

When you have entered your personal details, click the 'Continue' button.

Please note – If after clicking 'Continue' you realise you entered incorrect information, please contact your Broker Account Associate.

Please note – Passwords need to be at least 8 alpha numeric characters. They must include at least 1 capital letter and 1 number. They cannot have any consecutive identical characters and it cannot be a word that is contained within your profile e.g. Name of your company.

Step 03

Once you click the **'Continue'** button (orange arrow on the right) you will see a screen confirming that an email has been sent to the email you provided - with instructions on how to complete the registration process.

Please note – if you don't receive this email within 10 minutes, please check your 'junk' mail.

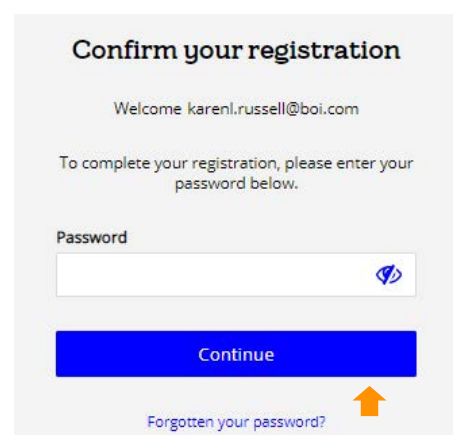
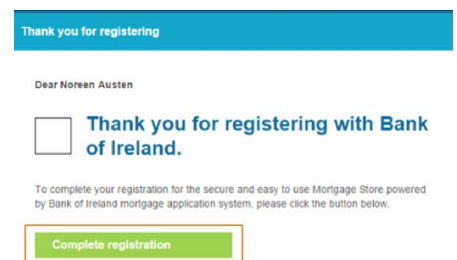
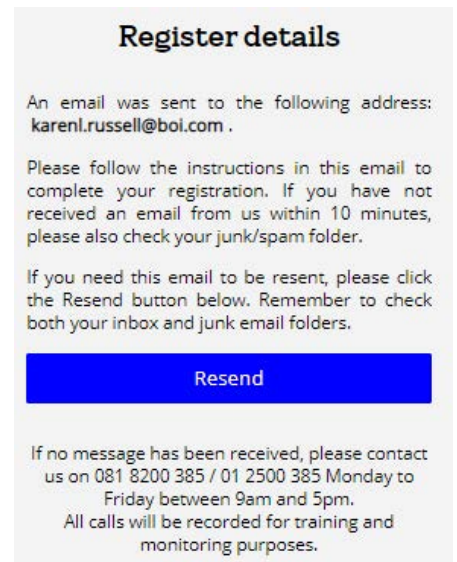
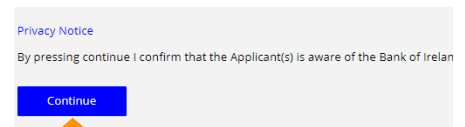
When you receive the email, click on the **'Complete Registration'** link outlined in orange box on the right.

Please note – if you encounter any problems with this link, contact your Broker Account Associate.

Step 04

Confirm your registration:

You will be asked to enter the password you previously saved. When you have done this, click the **'Continue'** button (see orange arrow).



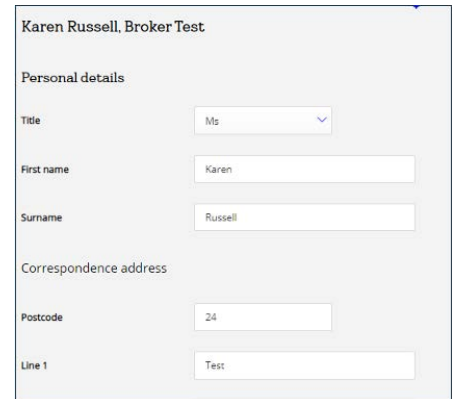
Step 05

After clicking Continue, you'll then be taken to your **Profile Page** to complete the registration

To help protect the security of your account, you will be asked to select four security questions and provide the answers as outlined in the screenshot on the right.

Step 06

When you have entered all details, click the **'Save'** button at the bottom of the screen. You will then be asked to confirm your answers by entering your password in the pop up box below and clicking **'Save'**. This will complete the registration process.



Karen Russell, Broker Test

Personal details

Title

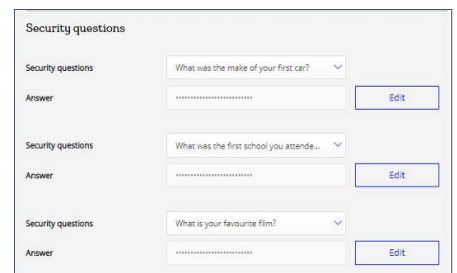
First name

Surname

Correspondence address

Postcode

Line 1



Security questions

Security questions

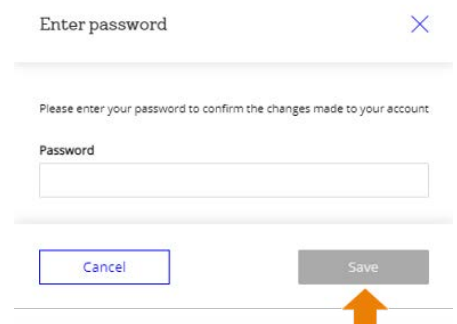
Answer

Security questions

Answer

Security questions


Answer



Enter password

Please enter your password to confirm the changes made to your account

Password



Logging in

To log in, enter your email address and the password you selected during the registration process. Then click **'Login'**.

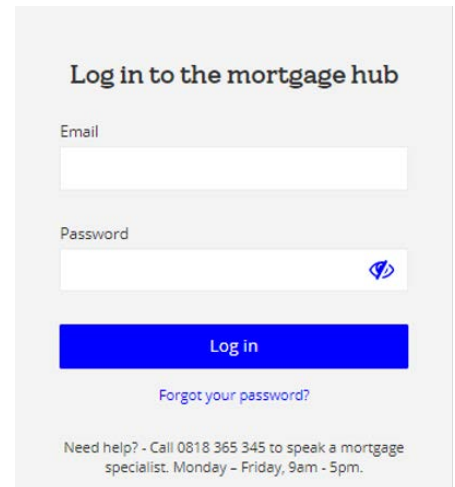
Please note – if you have **forgotten your password** please click 'Forgotten your password?' If you get locked out please contact the Broker Specialist Team.

Please note – you can progress an AIP to full Application at any point utilising data previously populated and saved on the system.

When you log into our online application system you will be brought to the 'Active Cases' screen. Here you will be able to view the Applications that you have started or submitted.


The screen can display up to 25 cases per page, with the most recent activity listed at the top.

If your screen is inactive for 60 minutes, you will be automatically logged out of the system.



Log in to the mortgage hub

Email

Password
 

Log in

[Forgot your password?](#)

Need help? - Call 0818 365 345 to speak a mortgage specialist. Monday - Friday, 9am - 5pm.

User Access

The default setting on Rome is to only be able to view cases submitted by you.

If you need access to any of your colleague's cases or if they will need access to yours, a company director must provide authorisation for the additional access to be set up. This can be provided by email and must be sent to your Relationship Manager.

Need Help?

Tel: 0818 200 385 or 01 250 0385
Email: BOIBrokerRMTeam@boi.com

The Mortgage Store

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