

## DigitalMove – What Happens Following an Instruction?

To avoid any delays, it is important for your clients to be aware of what happens following their conveyancing instructions. The majority of client instructions via our [eConveyancer](#) platform will utilise [DigitalMove](#). This service makes starter packs immediately available and enables clients to complete tasks in less than 30 minutes.

### Following Instruction

- Your client will receive an email from DigitalMove inviting them to set up their account. The link which is forwarded asks the customer to choose a password within 4 days of receipt.
- Once your client has set up their account, they will need to complete the 'Getting started' task. From this, further tasks will filter through, ranging from property details to ID verification. It is important that clients complete these tasks at their earliest convenience as the conveyancing process cannot start until all information has been provided
- Should your clients require any assistance with DigitalMove, our Customer Experience Helpdesk can be contacted on 01844 390888

The following link provides a step-by-step review of DigitalMove. Please feel free to share this with your clients. (Click on image to view.)



### Important Tips

- Help previous clients save time by quoting as an Existing Client, allowing them to use their original login credentials.
- For joint sale and purchase transactions where the owner(s) or potential owners differ, separate instructions would be required.
- For purchase instructions where the property purchase address has changed, a new instruction will be required.

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- Log in to your eConveyancer portal [here](#).
- If you've not received your registration details or require any assistance registering on eConveyancer, please contact either Chantal or Jodie o Chantal Wright on 07500 707670 or email [chantal.wright@hellosmoove.com](mailto:chantal.wright@hellosmoove.com)
- Jodie Babbage on 01844 265455 or email [jodie.babbage@hellosmoove.com](mailto:jodie.babbage@hellosmoove.com)