

One Minute Mortgage - Technical help

Quick Trouble-shooting

If you're experiencing any technical problems, please try the following.

Remove old Cookies and Temporary Files

- Load Internet Explorer, then click on 'Tools' which appears on the menu at the top.
- Click 'Options'.
- Click 'Delete Temporary Files', and answer OK to the question.
- (IE6 only: after the above step, click on Delete Cookies, and click OK).

Check that you are seeing the most up to date pages

- Load Internet Explorer, then click on 'Tools' which appears on the menu at the top.
- Click 'Options'.
- Click 'Settings', just beside delete temporary files.
- Make sure the radio button next to 'Every time you start Internet Explorer' is selected.
- Click 'OK'.

Setting Security and Privacy Levels

- Load Internet Explorer, then click on 'Tools' which appears on the menu at the top.
- Click 'Options'.
- Select the 'Security' Tab, then click 'Default Level', then select 'Medium' on the slider.
- (IE 6 Only: After the above step...) Click on 'Privacy' Tab; click 'Default Level' then select 'Medium' on the slider.
- Click 'OK' to save the settings.

Disable the Content Advisor

- Load Internet Explorer, and then click on 'Tools' which appears on the menu at the top.
- Click 'Options'.
- Select the 'Content' tab, and then make a note of whether the button next to 'Settings' in the top box says 'Enable' or 'Disable'.
- If it says 'Disable', please click it, then enter the required details (it will ask you for a password which you used when you first turned Content Advisor on. If you don't know it, you'll need to contact your IT services department, or the person who turned it on).
- Click 'OK' to save the settings.
- If you are using Content Advisor to control Internet Access, make sure you re-enable it when you have finished using the One Minute Mortgage.

After making the above changes, please shut down and reset your PC, then try accessing the One Minute Mortgage again.

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Frequently asked questions

1. What are the minimum system requirements for using the One Minute Mortgage?

In order to use the One Minute Mortgage, you must be using:

A Windows PC (Windows 95, 98, NT, XP, 2000);
Microsoft Internet Explorer 5 or greater;
Adobe Acrobat Reader 4 or greater.

If you are not using the above software or systems, you will not be able to use the One Minute Mortgage.

2. How secure is the system?

This site makes use of SSL (Secure Sockets Layer). This ensures that your data is encrypted whilst it is being sent between your browser and our web server. This website supports strong 128 bit encryption.

3. I get the message 'The File is Damaged' when I try and print.

If using Adobe Acrobat Reader version 4, 5 or 6: Your copy of Adobe Acrobat Reader may be installed incorrectly. Please uninstall it and reinstall it, using the details from the question about 'Where can I get the software'.

If you are using Sygate Personal Firewall v4, and getting this message, please visit the Microsoft Support website for help.

Please remember that we cannot offer any support on installing new software and updating your PC. You should speak to an IT Professional if you are unsure how to perform these tasks.

4. I get the error message 'Internet Explorer Cannot Download...' when trying to print a KFI/Mortgage Promise.

Microsoft has identified an error in Internet Explorer 6 SPI that may cause this error message to be shown. Please visit the Microsoft Support website and search 'Internet Explorer Cannot Download'.

5. When I try and print I get asked to save a file.

You may not have Adobe Acrobat Reader installed, or it is not installed correctly. Please uninstall it and reinstall it, using the details from the question about 'Where can I get the software'. Please remember that we cannot offer any support and advice on installing new software.

6. My access tokens don't work – it says 'Error Processing your Request'.

Each time we reset your account a NEW access token is generated. If you ask us for new tokens BEFORE you have received an earlier one, you might end up receiving the earlier one, which won't work. This means you'll continuously be putting an old token into our system, which won't let you on.

If you need to ask us for a reset, please check the time you ask, and wait for up to four hours. Make sure that when the access token arrives you use the one that is timed as MOST RECENT. Type the access token in carefully (don't cut and paste it) and you'll be able to access the system.

7. Why doesn't the screen look right?

BMSolutions.co.uk is set up to use a resolution of 800x600 - this means that you should be able to view it on old and new PCs.

After Log-in on the One Minute Mortgage, it is set in 1024x768 - this is so we can fit more information on the screen. You don't have to change your resolution to view it, but if you do you'll find you don't have to scroll around so much.

To set the resolution on your PC, double check with your user manual or system administrator. You can normally access the screen size settings in Windows by right-clicking on your desktop, selecting 'Properties', then selecting 'Settings' from the displayed tab. You can then use the slider to alter your screen size.

8. Where can I get the software I need to use the One Minute Mortgage?

BM Solutions can offer no support or advice on downloading and installing software. You do so at your own risk. You can download the most recent version of Internet Explorer from www.microsoft.com/ie. You can download the most recent version of Adobe Acrobat Reader from www.adobe.com

9. I am unsure about updating my settings, what should I do?

Many users will be able to register, log on and use the One Minute Mortgage with no difficulties. If you receive problems such as 'looping', being sent back to the main menu or being logged out continuously, one of the reasons can be that your computer is not set up correctly.

If you are unsure about doing this, or have any doubts, we recommend you contact your in-house IT team, or seek professional IT advice. BM Solutions cannot be held responsible for any changes you make to your system that may adversely affect it; we can only inform you of the standard settings that the One Minute Mortgage works with.

10. I am using AOL and the One Minute Mortgage doesn't work properly.

AOL's web browser doesn't work properly with the One Minute Mortgage - you need to use Microsoft Internet Explorer 5 or greater. However, you probably have Internet Explorer installed already. To use AOL and the One Minute Mortgage properly, start AOL as normal. Instead of typing the website address into AOL, click on START, then locate and load Internet Explorer (it might be under 'Programmes'). A browser window will open. Type the web address into the Internet Explorer address bar, and use the site as normal.

11. Whenever I click Find Address or Find Solicitor the window closes down.

When you click these buttons, it runs a script that helps locate the address. If nothing happens, or the site closes down, there are a couple of solutions. Firstly, make sure any 'Pop-up blocker' software you have is set to allow pop up windows on our website; the solicitor details screen and address finder both pop up in new windows.

Secondly, please make sure that Internet Explorer has JavaScript enabled. You can find how to do this in the browser instructions, or on Microsoft's website. If you do not know how to do this, speak to your IT Team, or if you do not have one, speak to an independent IT professional to get advice and support.

Try the following: Enter a temporary postcode in the postcode field (i.e. AA1 1AA) then click Find Address and it should ask you to then type in the address manually - you can then try typing in the address completely. DO NOT click on Find Address again when done, but remember to correct the postcode.

If the solution above does not work, then it may be that your PC settings have changed since you last used the One Minute Mortgage. Please check against the system requirements above.

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Frequently asked questions - continued

12. I get the message 'Insufficient Encryption: This document requires a larger secret key size' when I try to register or log in.

If you are using a version of Internet Explorer or Netscape Navigator that does not support secure sites, you will receive this message. You will need to upgrade to the latest version of your preferred browser, and be sure that it installs support for 128bit security; the manufacturer's website will tell you this.

13. When I try and log in I receive the message 'Security Alert: The security certificate has expired or is not yet valid'.

If you are using an old version of a browser, this message may appear suggesting that our sites security certificate is not valid. This is not true. Changes to the technology used by Verisign, the issuer of our security certificate, mean that older versions of some browsers are unable to read updated certificates. You can just press "Yes" to continue on to our site.

If you are getting this alert then we suggest you update your browser to the most recent version.

14. I am unable to access secure areas of the website.

If you use Microsoft Internet Explorer and you are unable to access secure areas of the website it may be because you have the "Use TLS 1.0" option enabled in the Security settings for your browser. TLS stands for Transport Layer Security, and is a new security protocol being developed to supersede Secure Sockets Layer (SSL) which is the standard means for encrypting information transmitted across the internet. The BM Solutions website uses SSL to protect secure areas of the website, but does not currently support TLS. This means that if the "Use TLS 1.0" option is enabled, secure pages will not be displayed.

To prevent this happening, simply untick this option in **Internet Explorer version 5**: Click the Tools menu, and then click Internet Options. On the Advanced tab, scroll to the Security section and untick the settings for TLS 1.0.

15. I get the message 'Internet Explorer could not open the internet site https://... A connection with the server could not be established.'

If you are accessing the One Minute Mortgage at work, you may be behind a corporate firewall. The firewall serves to enforce security policy on your company's network. Commonly, administrators restrict encrypted information from entering company networks.

You can check whether you are subject to such restrictions by contacting your network administrator. Otherwise, with Internet Explorer, delete the favourite shortcut you have in place for our website and clear the cache or history of your browser as described below:

- In Internet Explorer 5+:
- Select: Tools, Internet Options, General, and Clear History. Press "Yes" to delete all items in history.
- Close and reopen the browser after making the changes, then log into the One Minute Mortgage. If the problem persists, shut down and restart the computer, then login to the One Minute Mortgage.
- You may also receive this message using a 'software firewall' at home, such as Norton Personal Firewall or Zonealarm. You should refer to the manufacturer's instructions in order to make sure that access is not restricted to sites you need.

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