



Welcome to mi-World

mi-World Personal Financial Messages(0) Documents(0) Notes(0) Alerts / To Do(0) Time Line Logged in as

mi-World. Your Financial World

Your very own personal portal – the place where you and your Advisor can liaise to take care of all your needs and where you will always be able to find all the important documents that keep your world turning.

Your world is in one place – that place is mi-World.

Please sign in

Name

Password

Remember me

[Sign in](#)



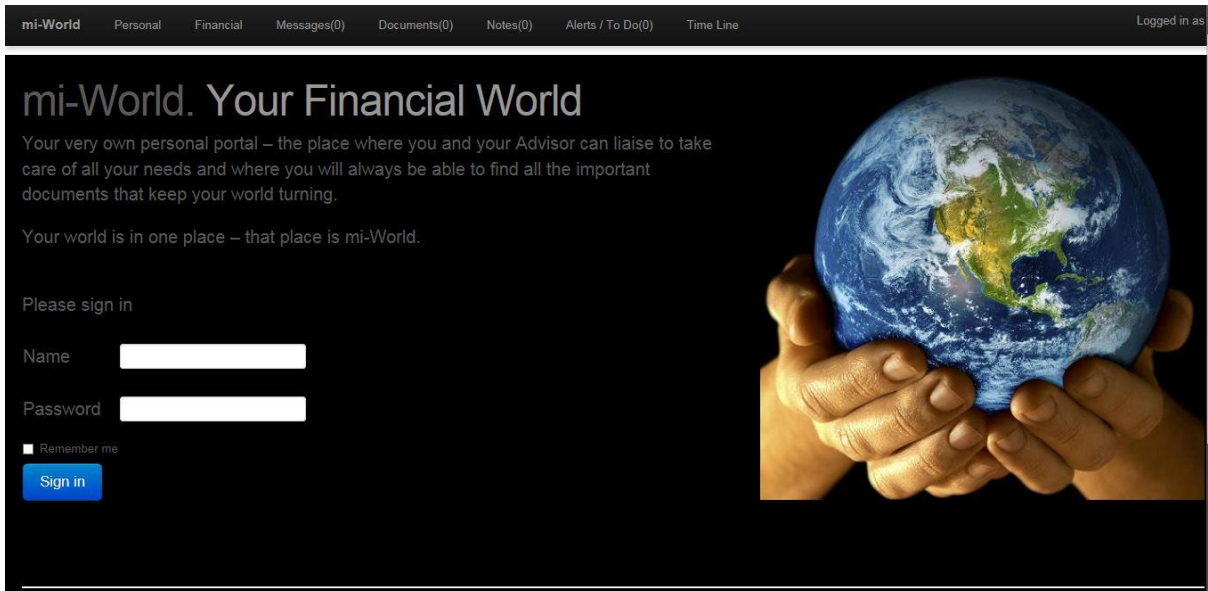
Table of Contents

Topic	Page
Introduction	2
What does mi-World Give You?	3
Getting You Started	4
Using Your mi-World	6
Receiving Messages and Documents	6
Sending a Message and Documents	8
Timeline	10

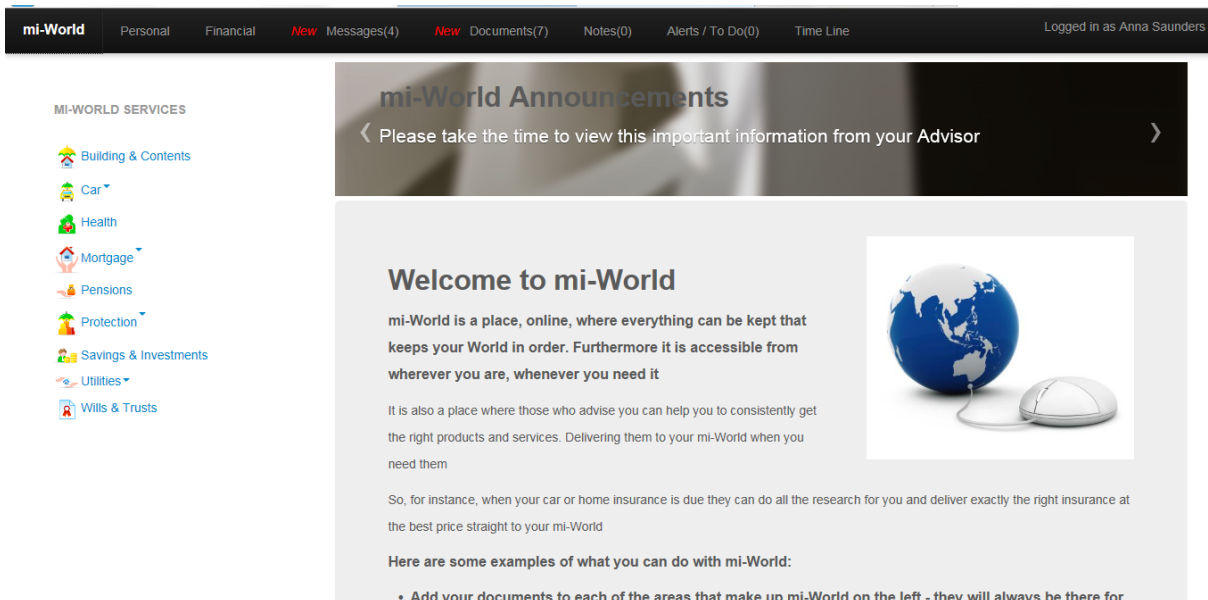


mi-World User Guide

In an age where customer experience and data security is key mi-World provides the perfect answer to both.



mi-World gives you your very own Portal to give you the ultimate customer experience.





What does mi-World Give You?

Essentially it gives you a comprehensive way to communicate with the person or company who are helping and advising you. It gives you and them the ability to:

- Send and receive messages
- Send and receive documents
- Provides you with a quick and easy way to check progress
- A “Timeline” that gives you an audit trail of all communications

Then after you have received the help or advice you can:

- Find your documents whenever you need them
- Put on other documents and use it as an “online filing cabinet”
- It ensures that you are only can contact the person or company at the click of a button



Getting You Started

Firstly, you will receive an e-mail like the one below. Simply click the link to go to mi-World, after making a note of the password

Home Buyer Systems Ltd has created you a miWorld account



mizone@homebuyersystems.com

Today, 07:59

laurasimpson@notmail.com

Reply

Dear Laura,

Home Buyer Systems Ltd from Home Buyer Systems Ltd. has created an online miWorld account for you to be able to track the progress of your mortgage or insurance application. Using this account you can view or upload documents relating to your application as well as add notes.

To access this account please visit <http://www.miWorld.uk.com>

This will ask you for your e-mail address (laurasimpson@notmail.com) and password : Volcano

If you have any queries relating to your application please do not reply to this automated e-mail instead contact Home Buyer Systems on Enquires@HomeBuyerSystems.com, but call us by phone on 01730 710830/

If you have any queries relating to miWorld please contact Home Buyer Systems Ltd on 01730829829

Many Thanks
Home Buyer Systems Ltd.

- When you click the link you will be taken to the login page for your mi-World account
- All you need to do is type in your e-mail address (as confirmed in the e-mail) and use the password you have been given in the e-mail, then click "Sign in" – you may want to save this to your "Favourites" to save time in future

The screenshot shows the mi-World user interface. At the top, there is a navigation bar with links for Personal, Financial, Messages(0), Documents(0), Notes(0), Alerts / To Do(0), and Time Line. The user is logged in as 'Logged in as'. The main heading is 'mi-World. Your Financial World'. Below this is a sub-heading: 'Your very own personal portal – the place where you and your Advisor can liaise to take care of all your needs and where you will always be able to find all the important documents that keep your world turning.' Another line of text says: 'Your world is in one place – that place is mi-World.' The login section is titled 'Please sign in' and contains two input fields for 'Name' and 'Password'. There is a 'Remember me' checkbox and a blue 'Sign in' button. On the right side of the login area is a large image of a pair of hands holding a globe of the Earth.



Then you are good to go and in your mi-World Portal.

mi-World Personal Financial Messages(0) Documents(0) Notes(0) Alerts / To Do(0) Time Line Logged in as Roger Smart

MI-WORLD SERVICES

- Building & Contents
- Car
- Health
- Mortgage
- Pensions
- Protection
- Savings & Investments
- Utilities
- Wills & Trusts

mi-World Announcements

Please take the time to view this important information from your Advisor

Welcome to mi-World

mi-World is a place, online, where everything can be kept that keeps your World in order. Furthermore it is accessible from wherever you are, whenever you need it

It is also a place where those who advise you can help you to consistently get the right products and services. Delivering them to your mi-World when you need them

So, for instance, when your car or home insurance is due they can do all the research for you and deliver exactly the right insurance at the best price straight to your mi-World

Here are some examples of what you can do with mi-World:

- Add your documents to each of the areas that make up mi-World on the left - they will always be there for

You can now:

- Receive messages
- Receive documents
- Send messages
- Send documents
- Add your own documents and use the system as a “secure online filing cabinet”



Using Your mi-World

Receiving Messages and Documents

Every time you receive a communication to your mi-World you will receive an e-mail message letting you know you have one:

A new 'Message' item has been added to your miWorld account by Home Buyer Systems Ltd



mizone@homebuyersystems.com
Today, 08:44
laurasimpson@hotmail.com

Reply

To access messages please goto <http://www.miWorld.uk.com> then log on with your e-mail/username and password.

Subject : Message created - 08 Dec 2017 08:44

Details :
Hi Laura

I hope you are impressed with our mi-World Portal.

Now we can get to work on arranging your mortgage!!

Please do not reply to this automated e-mail

- All you need to do is click the link to log in to your mi-World Portal. Once you are in you will see you have a new Message

The screenshot shows the mi-World user interface. At the top, there is a navigation bar with 'mi-World' and several menu items: 'Personal', 'Financial', 'New Messages(1)', 'Documents(0)', 'Notes(0)', 'Alerts / To Do(0)', and 'Time Line'. On the right side of the navigation bar, it says 'Logged in as Laura Simpson'. Below the navigation bar, there is a 'MI-WORLD SERVICES' section with a list of icons and labels: 'Building & Contents', 'Car', 'Health', 'Mortgage', 'Pensions', 'Protection', 'Savings & Investments', 'Utilities', and 'Wills & Trusts'. The main content area features a 'mi-World Announcements' banner with the text 'Please take the time to view this important information from your Advisor'. Below the banner, there is a 'Welcome to mi-World' section with the text: 'mi-World is a place, online, where everything can be kept that keeps your World in order. Furthermore it is accessible from wherever you are, whenever you need it'. To the right of this text is an image of a globe and a computer mouse. Below the welcome text, it says: 'It is also a place where those who advise you can help you to consistently get the right products and services. Delivering them to your mi-World when you'.



- Then click on it to see the Message i.e the date and time under “Message Sent”

mi-World Personal Financial **New Messages(1)** Documents(0) Notes(0) Alerts / To Do(0) Time Line Logged in as Laura Simpson

MI-WORLD SERVICES

- Building & Contents
- Car
- Health
- Mortgage

Messages

Message sent	Product	To	From	Date read
08 Dec 2017 08:44	Mortgage	You	The advisor	Never

[Send a message](#)

- You can then read your message

Open Message

Created	08 Dec 2017 08:44	Date read	08 Dec 2017 10:15
To	You	From	Home Buyer Systems Ltd (Advisor)
Subject	Message created - 08 Dec 2017 08:44		
E-mail sent?	Yes - laurasimpson@notmail.com		
Details	<p>Hi Laura</p> <p>I hope you are impressed with our mi-World Portal.</p> <p>Now we can get to work on arranging your mortgage!!</p>		
Attachments	None		



Sending a Message and Documents

You have 2 options for this:

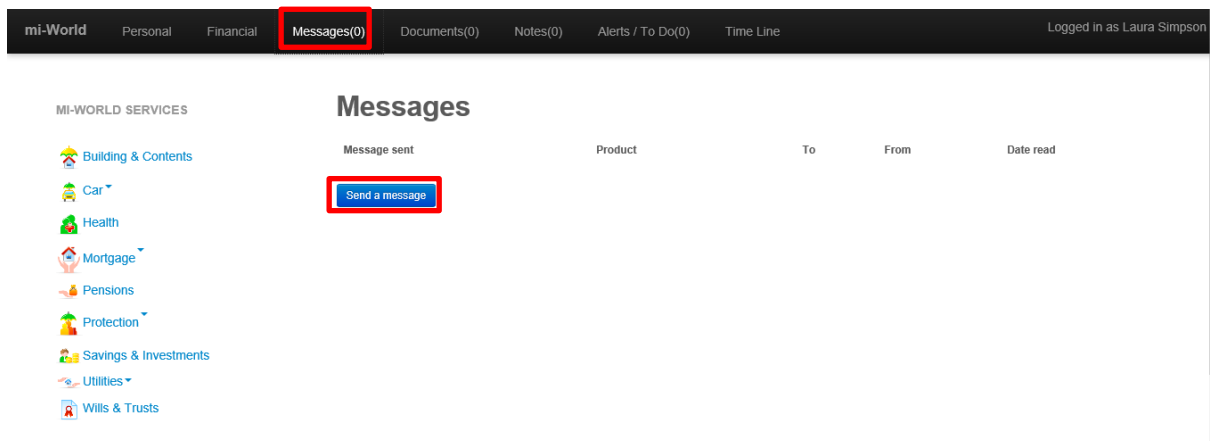
1. Sending a general message
2. Sending one about the specific topic (on the left hand menu e.g Mortgage)

The method of sending and receiving are exactly the same.

1. General Messages

To send a General Message (i.e one that is not specifically about a specific topic) message:

- Click on Message on the top Navigation Bar




The screenshot shows the HBS user interface. At the top, a navigation bar contains links for 'mi-World', 'Personal', 'Financial', 'Messages(0)', 'Documents(0)', 'Notes(0)', 'Alerts / To Do(0)', and 'Time Line'. The 'Messages(0)' link is highlighted with a red box. Below the navigation bar, the 'Messages' section is displayed. On the left, there is a list of 'MI-WORLD SERVICES' including Building & Contents, Car, Health, Mortgage, Pensions, Protection, Savings & Investments, Utilities, and Wills & Trusts. The main content area shows a table with columns for 'Message sent', 'Product', 'To', 'From', and 'Date read'. A blue button labeled 'Send a message' is highlighted with a red box.

- Then click the blue “Send a Message” button



- This will open the message sending screen

New Message 

Create a message to send to your Advisor. You may attach a document with this message.

Title (Optional) My Mortgage

Send to Advisor - Home Buyer Systems Ltd

Details

Thanks

Yes mi-World is great - really easy to use!!

Can't wait to sort out the mortgage and progress things with the new house.

Laura

Attachments

Send a copy as an e-mail to recipient

- All you need to do is type your message and click “Send”
- Should you wish to add a document to the Message you can do so by using “Browse” to find it on your device and then click “Upload”



2. Specific Topic

- To send messages or documents on a specific topic, for example Mortgage, click on it on the menu on the left hand side

The screenshot shows the mi-World user interface. At the top, there is a navigation bar with 'mi-World', 'Personal', 'Financial', 'New Messages(1)', 'Documents(0)', 'Notes(0)', 'Alerts / To Do(0)', 'Time Line', and 'Logged in as Laura Simpson'. On the left, a sidebar lists 'MI-WORLD SERVICES' including Building & Contents, Car, Health, Mortgage (highlighted with a red box), Conveyancing, Protection, Savings & Investments, Utilities, and Wills & Trusts. Below this are sections for 'WORK IN PROGRESS' and 'PERSONAL DETAILS'. The main content area features a 'Mortgage' section with an icon of hands holding a house and a text block explaining that users can keep mortgage documentation here. Below the mortgage section are 'Documents' and 'Messages' sections, each with an 'Add documents' and 'Send a message' button respectively. The 'Documents' section has a table with columns: Date Added, Title, Linked to, Added by, Date viewed. The 'Messages' section has a table with columns: Message sent, To, From, Date read.

- Then click either the Document or Message and you will see it is exactly the same as above

Timeline

From time to time you may wish to track what is going on with what you are being advised or helped on. To do this click "Timeline" in the Navigation Bar and you will see all your communications set out in date and time order allowing you to easily get up to speed.

The screenshot shows the mi-World user interface with the 'Time Line' menu item highlighted in red in the top navigation bar. The main content area is titled 'TimeLine' and contains a table with columns: Date, Type, From, To, Subject/Details. A single entry is visible: '08 Dec 2017 08:44', 'Message', 'The advisor', 'You', and 'Message created - 08 Dec 2017 08:44 / Hi Laura I hope you are impressed with our mi-World Portal. Now we can get to work on arranging your mortgage!!'. Below the timeline is a 'Status History' section with a table with columns: Description, Date Created, AddedBy, Follow up Date!, Subject, Completed Date. The table currently shows 'NA' in the Date Created column.



That concluded the summary of your mi-World Portal. We hope that this has proven useful and that you can see how helpful and secure this way of working with you is.

If you have any questions or need any help please do not hesitate to contact us on 01730 829829 or by e-mailing us at enquiries@homebuyersystems.com