

ONLINE FILE USER MANUAL



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Logging in to your online file

Login procedure

The login procedure consist of 3 clear steps:

Step 1: Entering **user name**

Step 2: Entering **password**

Step 3: Entering an **SMS code** or a code via a **verification app**

You always need a mobile phone to log in to your online file.

When you visit NOTARIS.COM for the first time we will send you login details by e-mail as soon as we have accepted the case (to the e-mail address we have on file). You will need these details to be able to log in to your online file, so please keep the e-mail safe.

Step 1: User name

Your user name is always your e-mail address you provided to us at the time we accepted your case.

Step 2: Password

When you log in for the first time please use the login code we have sent you by e-mail. Once you have logged in, you will be asked if you want to set a new password.

The password must meet the following criteria:

- At least 8 characters
- At least 1 number
- At least 1 capital letter
- At least 1 special character (!#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~)

You will be able to change this password at any time by going to menu settings. You don't *have* to change your password when prompted, but we recommend that you do so.

Forgot your password?

→ Go to <https://www.notaris.com/EN/> and click on 'Log in to your file';

→ In the login screen you can enter your user name;

→ Then click on 'Forgot password?' and the system will send a new password to your e-mail address.

Step 3: SMS code or verification app?

If you are already logged in to our portal, you can choose to log in with an SMS code or with a verification app. If we do not have your mobile number on record, you can only log in by using a verification app such as Google Authenticator. If you haven't installed it yet, please refer to the following "Installation Guide for Google Authenticator" below.

In addition to the main user, other sub-users can also log in to the same online file in this way, which is useful, for example, for real estate agents and intermediaries. This app can then be installed on each individual's device. Your username and password will remain the same, but the installation of the aforementioned app is required. In this case, the option to log in with an SMS code will not work by definition, as only the main user can be assigned a mobile number.



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Dossier online biedt u het gemak op elk gewenst moment uw documenten in te zien, waar en wanneer u wenst!

voorbeeld@voorbeeld.nl



.....



Aanmelden met SMS code

Aanmelden met verificatie app

[Wachtwoord vergeten](#)

Installation Guide for Google Authenticator:

1. Enter your username and password, then click on 'Log in with verification app'
2. Click on 'Verificatie app instellen'
- 3.

Voer de code in die uw verificatie app heeft gegenereerd.

|

Verifiëren

[Verificatie app instellen](#)

[Annuleren](#)

4. Click on 'e-mail versturen' and you will receive a link at the provided email address.

5.

Klik op de knop om een e-mail te ontvangen
en de verificatie app opnieuw in te stellen.
Deze e-mail wordt naar onderstaand adres
verstuurd:

Voorbeeld@voorbeeld.nl



Annuleren

6. Follow the steps shown on the screen, after which you can use our portal again.

Notification of new documents/messages in your online file

As soon as we add a document or message to your online file, you will receive a notification from us by e-mail (and by text message if you have opted in). The notification will read "Notaris.com heeft u post/een bericht gestuurd, kijk in uw dossier online", what means 'Notaris.com send you a new mail/message, look in your online file.'
You can then use your Internet browser to log in to your online file to check your mail or the message.

Logging in to your online file

Go to: <https://www.notaris.com/EN/>

Select: log in to your file (see 'Login procedure' as mentioned above).

You will now be taken to the next screen:



Events

Events provide a chronological overview of communication.

To-do's

On the right-hand side you will see 'Mijn taken' (which means 'To-do's'). When you are asked to do something, for example like the options below 'Document uploaden':



... you can click on the action in question and you will be taken to the next screen:

Gebeurtenissen Dossiers Personalia

Vriendelijk verzoek ik u om uw geldig identiteitsbewijs te uploaden.

Te verzenden documenten

U kunt hier de gevraagde documenten uploaden.

Gebruik de knop 'Toevoegen document' om een bestand te selecteren (max. 10 Mb).

Zodra u alle documenten heeft toegevoegd, kunt u ze met de knop 'Verzenden' naar uw notaris sturen.

Toevoegen document

Verzenden

You can subsequently upload several documents at once, after which you click on 'Verzenden', which means 'Send'. Once you have sent the documents the action point will disappear and you have no further option to upload documents.

Verifying your personal details

To check your personal information click on 'Personalia' at the top of the page. You will then see the following screen.

Gebeurtenissen Dossiers Personalia

We ask you to check your personal information and, if something is incorrect, please notify us right away. We will then update your information as soon as we can.

View file data

Click on 'Dossiers', the Files tab.

The screen will expand, displaying all active files associated with you, along with their file numbers. If desired, you can also open historical files (Inactive). The name of the file and its corresponding number are indicated.

Inactive files

Inactive files are files that have been finalised. You can continue to access these files to view all your documents, messages etc.

Gebeurtenissen Dossiers Personalia



testdoss.notaris.com.

Click on the file number to view more details of the respective file. You will see the following screen:

Gebeurtenissen Dossiers Personalia

2022.000078.01

Test Portal

Documenten

nva23[4].pdf

Gepubliceerd op woensdag, 17 mei 2023 - 15:45

De NVA

[Download document](#)

Medewerker **Anna Testvrouw**

Vestiging **Nieuwegein**

Aangelegd **09/11/2022**

Passeerdatum **01/12/2022**

Berichten

Bericht geplaatst in dossier 2022.000078.01

woensdag, 17 mei 2023 - 15:44 - Anna Testvrouw

Hallo Ingrid!

Uitgevoerde taken



At the top of this screen, the general information of your file is displayed.

Accessing your documents

You can view your documents by clicking on 'Download document'.

Accessing your messages

Placed messages in your active file are displayed on the right side, as shown in the previous image.

Password/e-mail settings

Click on the 'Settings' button at the right-hand of the application:

U bent ingelogd als XXX



Changing your password

You can change your password as follows:

- Click on the 'Settings' button;
- Tick the box in front of 'Change password';
- Enter the letter combination of your current password;
- Enter your chosen new password in the 'new password' box and in the 'repeat password' box;
- The password must meet the following criteria:
 - At least 8 characters
 - At least 1 number
 - At least 1 capital letter
 - At least 1 special character (!#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~)
- Click on 'Opslaan' (Save)

Wijzigen wachtwoord

Huidig wachtwoord

Nieuw wachtwoord

Herhaal wachtwoord

Het wachtwoord moet aan de volgende eisen voldoen:

- Minstens 8 karakters
- Minstens 1 cijfers
- Minstens 1 hoofdletters
- Minstens 1 speciale karakters (!#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~)

Opslaan

Changing your e-mail address


If you want to start using a different e-mail address you have the option to change your current e-mail address.

- Click on the 'Settings' button;
- Under 'e-mail' enter your new e-mail address.
- Click on 'Save'

Please note. We will only use your e-mail address to notify you of new mail or messages. We will never send draft documents or other personal information to this e-mail address. If you want us to include this e-mail address in our database as well, please let us know.

PLEASE NOTE: the ***e-mail address that is part of your user name*** will still be the 'old' e-mail address; so this doesn't change.

Logging out to your online file

If you want to leave your online file, you can log out by clicking the button next to your name, at the top of the screen  . All files are retained.

Then you will be taken to the next screen, after which you can log in again.



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Aanmelden met SMS code

Aanmelden met verificatie app

[Wachtwoord vergeten](#)

Questions?

If you have any questions you can [e-mail us](mailto:welkom@notaris.com) on: welkom@notaris.com, and we will contact you as soon as possible