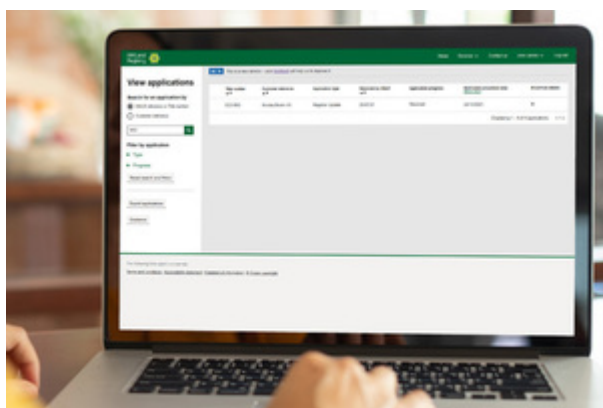


Service enhancements help organisations manage their applications

News story

Users can now view their colleagues' applications via the HM Land Registry customer portal.



Staff working at law firms and other organisations who handle multiple land registration applications will now be able to access and review their colleagues' applications for the first time as a direct response to customer feedback.

Although users could access their own applications prior to this update, the ability to manage applications made by other users from within their organisation was the improvement mentioned the most by users of the service when providing feedback.

Users can now search for any applications submitted from their entire business unit via the portal by the following criteria:

- title numbers
- Application Barcode Reference (ABR)
- their own customer reference

Further enhancements, including the ability to search by customer name, are on course to be delivered during the summer. This service is currently only available via the HM Land Registry customer portal, and we're investigating how this can be made available for our direct to API (Business Gateway) customers.

For more information on this updated digital service, read our [guidance page](#).

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