

# OnTheMarket Expert Quick-start user guide

## Creating an account and logging in for the first time

The Technical Support Team is available Monday to Friday, 9am to 5:30pm  
Call us on [0808 1202 877](tel:08081202877) (calls to this number are free for UK landlines and UK mobiles)  
Email us at [support@onthemarket.com](mailto:support@onthemarket.com)



To access *OnTheMarket Expert* you need an account. We'll create this for you. If you require an account, please contact us to confirm your **work email address** and **which office(s)** you should have access to.

**1. After we have added your email address into our system**, you will receive an email invite:

- The email will come from [no-reply@expert.onthemarket.com](mailto:no-reply@expert.onthemarket.com); titled *Welcome to OnTheMarket Expert*
- The *Set password* link within the email is for your use only, **should not be forwarded** to anyone else, and should only be used **once**

**2. Once you've set your password**, you'll be presented with a *Sign in - one-time verification required* screen. As an additional layer of security, our support team will need to verify the device you're logging in from. To verify your identity, please use the web chat feature in the bottom right. Once verified, you simply need to refresh the page to view your dashboard.

**3. We recommend saving the login page** <https://expert.onthemarket.com/apps/login> as a bookmark to your internet browser, so that you can easily access it. If you forget or want to change your password, use the [Forgot password? link](#).

Your password **must**:

- Be at least **8 characters long** (spaces are not permitted, but letters, numbers and special characters are)
- Contain a mix of **UPPER and lower case** letters
- Contain at least **one number**

Your chosen password will be held securely and will not be visible to us (if you forget it, you will need to create a new one).

**4. SMS Two-Step Verification:** If you access your account from another device/ location (e.g. at home or another branch), or another internet browser, you'll be asked to provide a **six digit verification code**. This is another layer of security to protect you and your data. We'll automatically email this code to you, unless you provide a mobile number where we can text it to you (recommended). Follow the prompts to add your mobile number and complete your SMS two-step verification set up, or do this later under [account settings](#).

Check out our Help Centre for further guides and frequently asked questions:

[expert.onthemarket.com/help-centre/](https://expert.onthemarket.com/help-centre/)

