one mortgage system

Broker Management

User Guide

A guide to managing companies, brokers and user records in OMS

Overview

What this guide covers

Accounts & Setup

The Accounts section is the central directory for all users and organisations in OMS. This guide covers how to search, create and manage Companies, Networks and Clubs, and how to add broker users with the correct User Type and Role. The Companies House integration means most company detail prefills automatically from the registered company name.

User Records

Every individual in OMS (broker, staff, network member or RDI) has a detailed tabbed record. This guide covers every tab, from core profile and authorisation status through to compliance management, documents, task tracking, messaging, eSign and integration credentials.

NOTE

You will need administrator access to create companies and broker users. Contact your OMS administrator if you are unsure of your access level. Not all tabs and sections are visible for every user type.

Adding a Company

COMPANIES

1

Log in to your OMS portal

Use your administrator credentials.

2

Go to the Accounts tab in the Home area

You will see a row of tabs: Networks, Clubs, Companies, Network Members, Brokers, RDIs, Clients and Roles.

3

Click the ‘Companies’ tab and scroll down

Your existing company records are listed here.

4

Click ‘Create Company’

The Create Company page opens. The only required field is Name, all other fields are optional at this stage.

5

Enter the company name and click Search

OMS searches Companies House and returns matching results showing the company name, registered address and registration number.

6

Click ‘Select’ then ‘Create’

Selecting the correct result prefills the form. Review the details and click ‘Create’ to save the company record.

Adding a Broker

BROKERS

1

Go to the Accounts tab and click Brokers

In the same Accounts area, select the Brokers tab from the list.

2

Scroll down and click ‘Create User’

The Create User form opens.

3

Fill in the required information

Add the broker's name, email address and any other relevant fields shown on the form.

4

Set User Type to Broker

This assigns the correct account type to the new user.

5

Set Role to Broker

This gives the user broker-level permissions within OMS, controlling what they can see and do.

6

Save the record and copy the password

A system-generated password is displayed once at this point only. Copy it before closing the page.

The Accounts Section

HOME > ACCOUNTS

The Accounts tab is the central directory for all users and organisations in OMS. Each tab below holds a different record type.

Staff
Internal company users and administrators. Manage access levels and account details.

Networks
Mortgage networks. Each record lists member companies, individuals and cases.

Clubs
Lender or product clubs. Same structure as Networks with linked companies and individuals.

Companies
Brokerage firms. Each record holds its individuals, cases, notes, tasks and documents.

Network Members
Individual users belonging to a network. Searchable by network, FCA status, grading and company.

Brokers
Individual broker advisers. Search by FCA status, grading, sales manager, network or company.

RDIs
Registered Disclosure Individuals. Same user record structure as Brokers and Network Members.

Clients
End clients linked to cases. Searchable across the system from this tab.

Roles
System roles controlling what users can see and do. Assign via the individual user record.

Networks, Clubs and Company Records

NETWORKS / CLUBS / COMPANIES

Networks and Clubs

Searching
Search by name, FCA number, postcode, email, telephone or created date. Click ‘Search’ to return results, Reset Filters to clear.

Creating a Network or Club
Click ‘Create Network’ or ‘Create Club’ at the bottom of the results list. Complete the details form and save.

Inside a Network or Club record
The left panel shows editable details (name, FCA number, company type, contact info). The centre panel has three tabs: Companies (firms belonging to this network), Individuals and Cases. The right panel shows Notes and Documents for the record.

Company Records

Searching
Search by company name, postcode, FCA number, FCA status, network, sales manager, grading or last contact date.

Inside a Company record
Left panel: company details including name, type, FCA number, company registration, principal, contact info and address. Click ‘Edit’ to update.

Centre tabs: Individuals (search and create broker users for this company), Cases and where applicable, Companies.

Right panel: Notes (add and search by type), Tasks (create and track tasks for this company) and Documents (attach files).

Inside a User Record

PROFILE & STATUS TABS

Clicking any individual (staff, broker, network member, RDI or client) opens a tabbed record. The tabs below appear across all user types. Click ‘Edit Details’ at the bottom of each tab to update them.

General
Core profile: name, email, job title, status, locked flag and user type. For brokers and network members this also shows FCA details, network, CBTL status and regulated activity flags. Profile picture and signature can be uploaded here.

Payment Details
Bank account number, sort code, account name, total monthly DDM payment and payment method. Used for direct debit management where applicable.

User Overview
Activity snapshot: number of enquiries, DIPs, applications, completions, commission earned and most used lender. Read-only summary populated automatically from case data.

History
Shows account creation date, last login date and a full activity log of case interactions. Searchable by Case ID, process stage and activity date.

Authorisation
Approval status (approved, pending, ceased) with individual approved and ceased dates. General Notes field for compliance comments.

Marketing Preferences
Displays the user’s communication consent preferences: email, telephone, SMS, post and no communication. Each shows the date the preference was agreed.

Inside a User Record (continued)

MANAGEMENT & TOOLS TABS

Sales Manager
Assign a sales manager and set sales area, region, department and lead source. Record last call and face-to-face contact dates, approval status, grading and links for due diligence and AR Hub. Includes a notes log for activity records.

Send Message
Send an email directly from within the user record. Select a message type, apply a pre-built template, compose in the rich text editor, attach documents and add CC or BCC recipients before sending.

Broker Tasks
View and manage tasks linked to this user. Each task shows its due date, assigned user and creator. Overdue tasks are highlighted. Use Create Task to add new ones and Complete Task to mark them done.

Compliance Manager
A filterable note log for compliance activity. Filter by note type and click Search Notes to retrieve entries. Use Add New Note to record compliance observations against this user.

Documents
Folder-based file store for the user. Default folders include Private Folders, Scope of Permissions, File Review Summary, Agency Information and Member Support. Add custom folders and upload files by dragging and dropping or clicking to browse.

eSign and eSign Audit
eSign: assign DocuSign or AlphaTrust templates to this user for electronic signatures. eSign Audit: view the history of DocuSign envelopes sent and their current status for the user’s cases.

Inside a User Record (continued)

ADDITIONAL TABS

Company Manager
Displays the user's grading, system role and network assignment. Includes a notes log where you can add and search internal notes about this user's company relationship.

Integration Credentials
Stores API login details (username, password and description) for any third-party integrations linked to this user. Relevant where the user has API access to connected services.

Custom Security Questions
Set and view security questions and answers for the user, organised across configurable tabs. Used for identity verification. Enter answers and click Save to store them against the user record.

Roles
Lists the system roles assigned to this user (for example OMS-BDM or Broker). Roles control what the user can see and do across the platform. Edit Details to change role assignments.

NOTE Not all tabs are visible for every user type. The tabs shown on a record depend on the user's role and how OMS has been configured for your organisation. If a tab you expect is not visible, check with your OMS administrator.

Quick Reference

Task	Location / Action	Note
Add a company	Home > Accounts > Companies > Create Company	
Add a broker user	Home > Accounts > Brokers > Create User	
Assign permissions	Set both User Type and Role to Broker during user creation	
Save broker password	Copy at point of creation	**Shown once only**

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OMS is the UK's only end-to-end platform covering residential, buy-to-let, second charge, equity release, bridging and commercial mortgages, plus general insurance and protection.