

# Broker Registration & Login

For Intermediary use only



**PROGRESSIVE**  
BUILDING SOCIETY

October 2023

# About this Guide

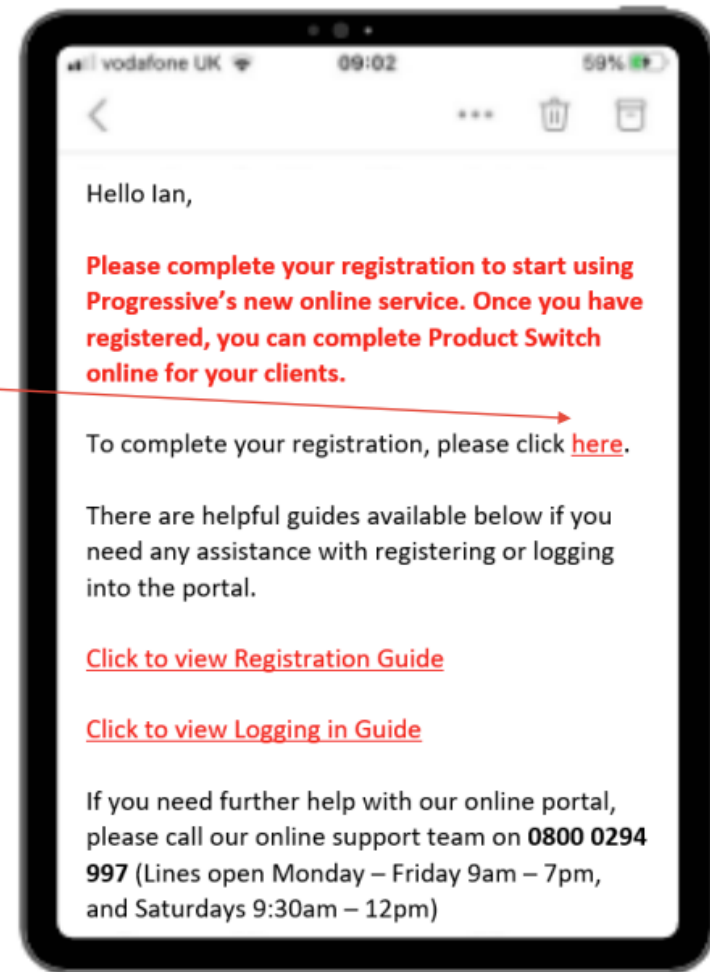
This guide will provide you with an overview of how to register as a broker and login. This guidance is for registering on **<https://service.theprogressive.com>** only.

If you need any help getting registered or have any questions regarding our broker portal in general, please call our Online Support Team on 0800 0294 997. Lines open Monday – Friday, 9.00am – 5.00pm. Alternatively, write to our head office: 33-37 Wellington Place Belfast BT1 6HH.

# How to register – Step 1

1. We'll send you an email inviting you to register for the new online portal. Click "here", to access the portal and begin the registration journey.

This will bring you to  
**<https://service.theprogressive.com>**



# Registration – Step 2

2. Once in the portal, you'll need to confirm you have read our online service Terms & Conditions. To accept, simply tick the box and click "Next".

Progressive Building Society

Home

## Registration

Home / Registration

1 Consent 2 Personal Details 3 Verify Details 4 Administrator 5 Registered

### Consent

Please see below the terms and conditions for use of Progressive's online service.  
<https://progressiveforintermediaries.com/progressives-online-service-terms-conditions/>

☐ I accept all the terms and conditions

Next →

Step 1 of 5\*

# Registration – Step 3

3. Please enter your mobile number and create a password. Then click “Next”

## Registration

Home / Registration

✓ Consent

2 Personal Details

3 Verify Details

4 Administrator

5 Registered

Your Mobile Number

+44

7747455887

Window-Step

Please set your secure password which you could use to securely login to our portal. Make sure your password is at least 8 characters long, contains at least one uppercase character, one lowercase character and one digit.

Password

Confirm Password

••••••••

••••••••

This password matches

✓ 8 characters

✓ 1 lowercase character

✓ 1 uppercase character

✓ 1 digit

← Back

Next →

Step 2 of 5\*

# Registration – Step 4

4. To verify your phone number, we'll send a 6 digit code to the mobile number you provided (see below). Please enter the code and click "Next". You can request another code if you didn't receive it.



## Registration

Home / Registration

✓ Consent

✓ Personal Details

3 Verify Details

4 Administrator

5 Registered

A 6-digit code has been sent to your registered mobile number. Please enter your code in the box below. If you do not receive this code, please contact the Progressive Online Support Team on 0800 0294 997.

Resend Verification SMS  
Verification Resent

6 Digit Mobile Code

← Back

Next →

Step 3 of 5\*

# Registration

## – Step 5

5. You have the option of creating a login for an administrator. If you'd like to do so, please enter their details, click the blue slider at the bottom, and click "Next". If you don't wish to add an administrator, leave all fields blank and ensure the blue slider is deselected. Click "Next". You can add an administrator at a later date.

### Registration

Home / Registration

✓ Consent

✓ Personal Details

✓ Verify Details

4 Administrator

5 Registered

For security purposes, Progressive Building Society strongly recommends that you never share your login credentials with anyone.

You can now set an administrator who will have access to the Progressive Online Service on your behalf. Your administrator will be able to see all your applications on our Online Service and submit new cases on your behalf. This is optional. You can add or change your administrator details at any point.

If your administrator is already registered to the Progressive Building Society portal, they will be able to act on your behalf using their current login credentials. If your administrator doesn't currently have access to the Progressive Building Society portal, they will get an email asking them to set their initial password.

Your Administrator First Name

Your Administrator Last Name

Your Administrator Mobile

Your Administrator Email

Add Administrator to my account

☒

← Back

Next →

# Registration complete

Your registration is now complete. You can now login.

## Registration

Home / Registration

✓ Consent

✓ Personal Details

✓ Verify Details

✓ Administrator

5 Registered

**You're now registered to the Progressive Building Society's Online service.**

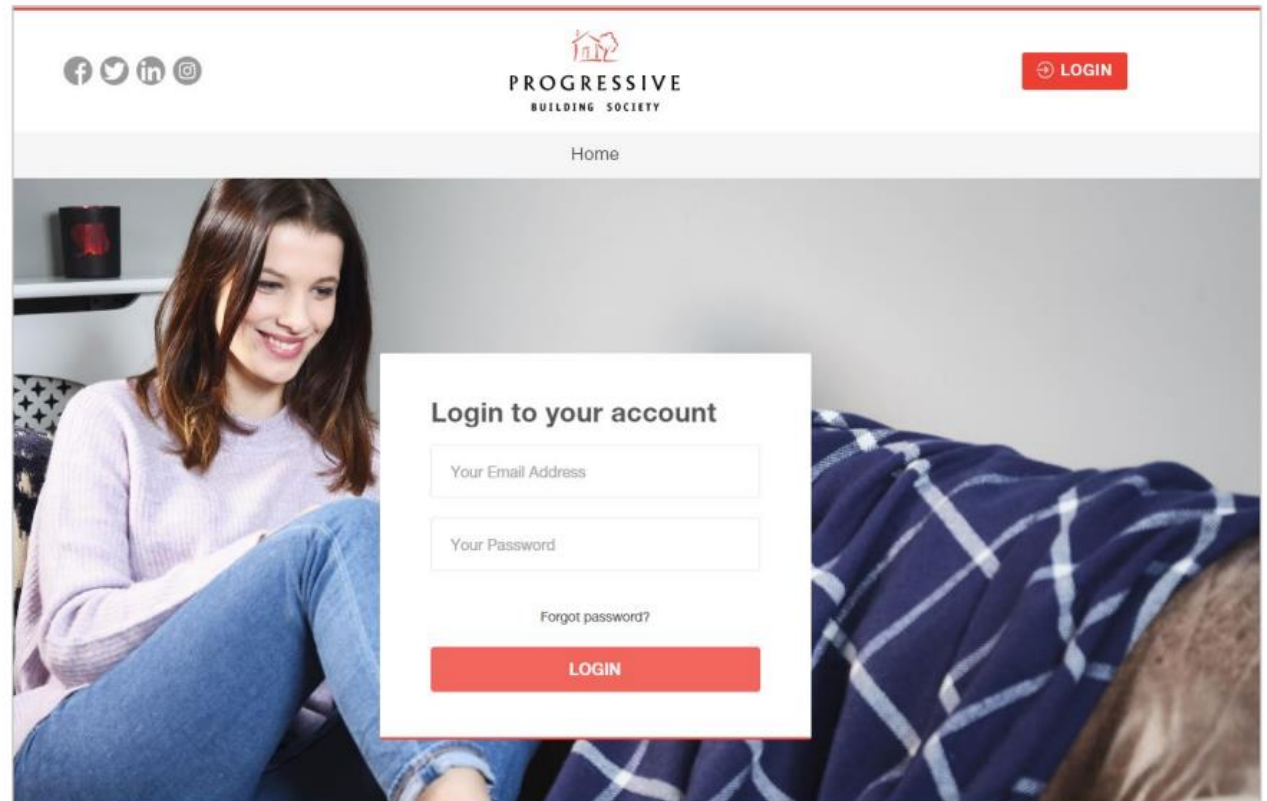
Please login.

Login



# How to login – Step 1

**Step 1** – Visit <https://service.theprogressive.com> and enter your email address and password. Click “login”.

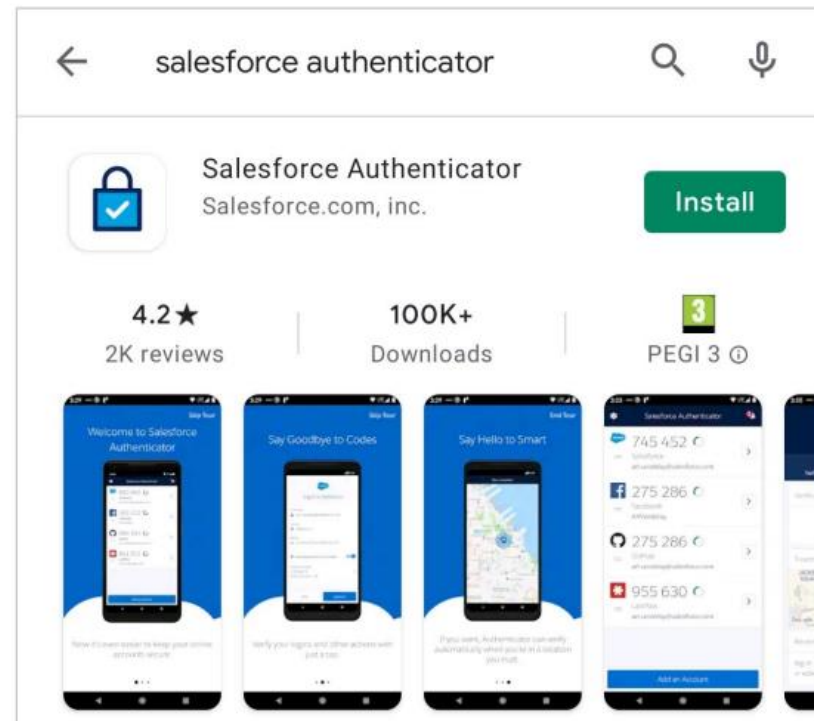


# How to login – Step 2

In order to login securely to our new online portal, you'll need to download an authenticator app. The app is called **Salesforce Authenticator app**. You'll need to use the app each time you log in, so please keep it on your phone.

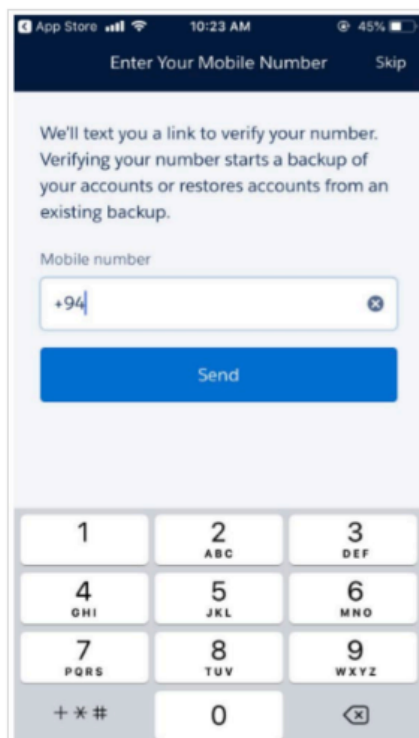
## Step 2 – Download the app

1. Visit your App Store
2. Search “**Salesforce Authenticator app**”
3. Click “**Install**”.

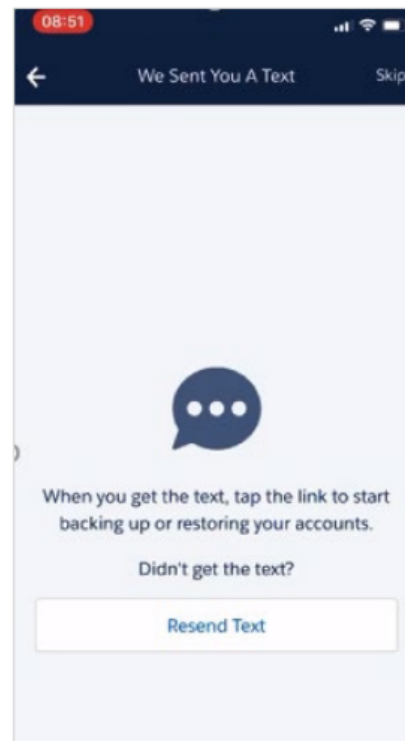


# How to login – Step 3: Connecting the app to your account

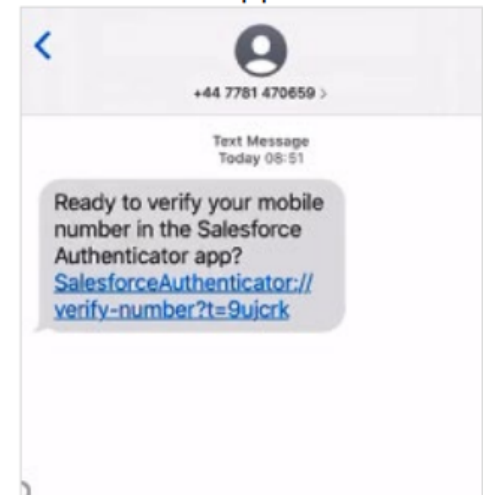
1. In the app, enter the mobile number you used to register for our online portal.



2. Authenticator then sends you a link to verify your mobile number.

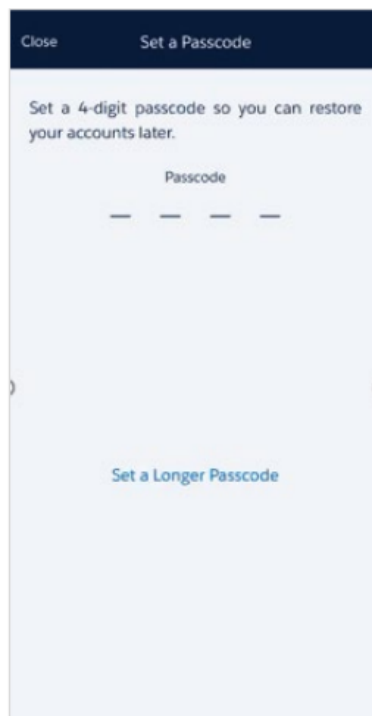


3. When you get the text message tap on the link and choose to open with the authenticator app

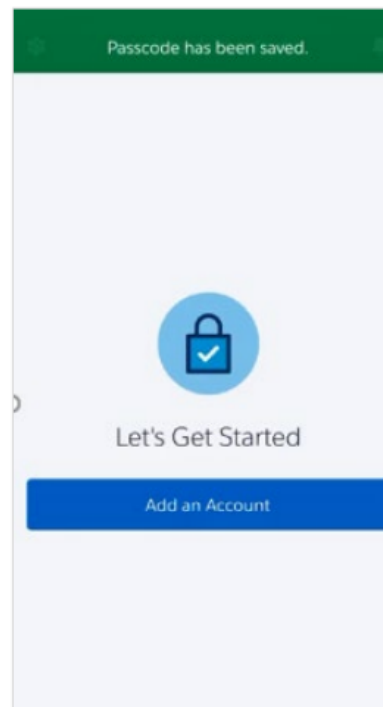


## Step 3 – continued

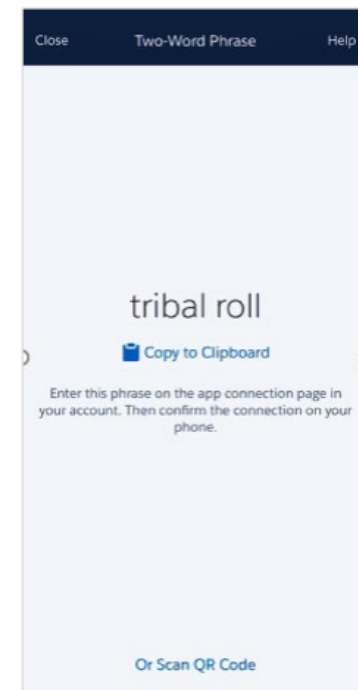
4. The app will prompt you to set a passcode. This is used in case you ever need to restore your accounts



5. Now tap 'Add account'

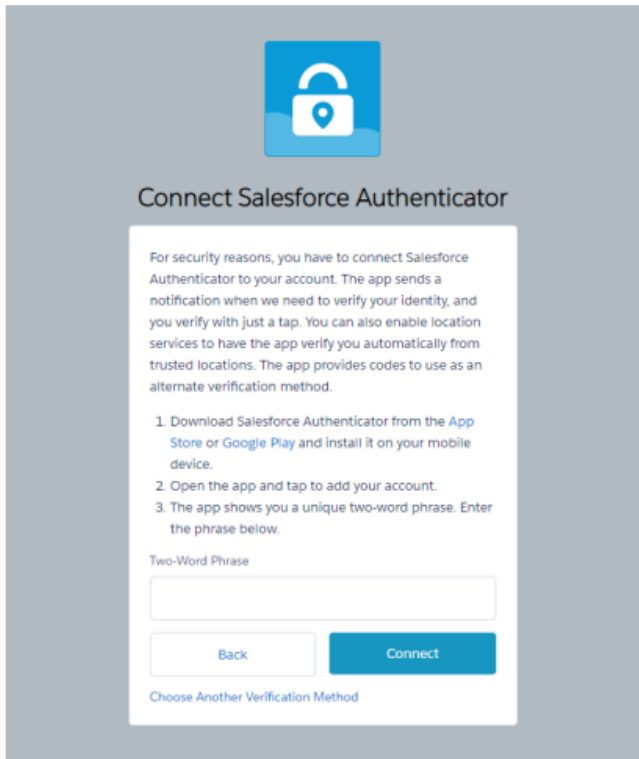


6. The app will then display a unique two-word phrase



# Step 3 – continued

7. On the computer you will see the below screen. Enter the two-word phrase from authenticator and click 'Connect'



The screenshot shows a web interface for connecting a Salesforce Authenticator. At the top is a blue icon of a padlock with a location pin. Below it, the title "Connect Salesforce Authenticator" is displayed. A paragraph explains the security requirements and verification process. A numbered list provides three steps: downloading the app, opening it, and entering the two-word phrase. Below the list is a text input field for the "Two-Word Phrase". At the bottom are "Back" and "Connect" buttons, and a link to "Choose Another Verification Method".

**Connect Salesforce Authenticator**

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

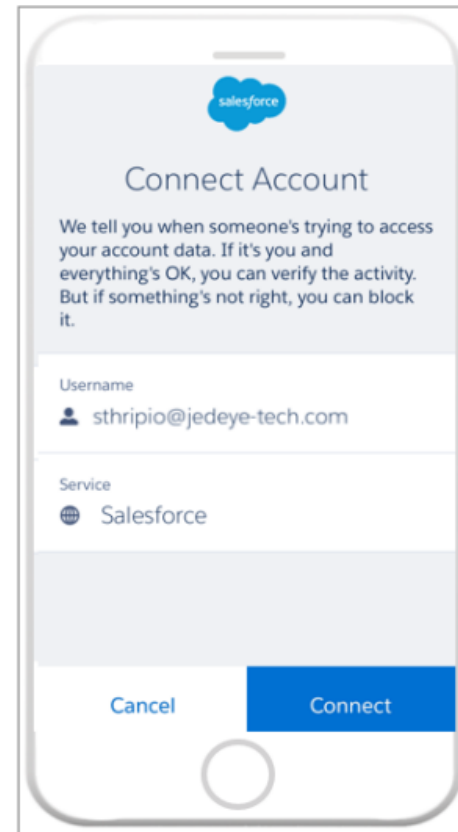
1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

[Back](#) [Connect](#)

[Choose Another Verification Method](#)

8. Lastly confirm the connection on your mobile app by tapping 'Connect' to successfully log in.



The screenshot shows a mobile app interface for connecting a Salesforce account. At the top is the Salesforce logo. Below it, the title "Connect Account" is displayed. A paragraph explains the verification process. Below the text are two input fields: "Username" with the value "sthripio@jedeye-tech.com" and "Service" with the value "Salesforce". At the bottom are "Cancel" and "Connect" buttons.

**Connect Account**

We tell you when someone's trying to access your account data. If it's you and everything's OK, you can verify the activity. But if something's not right, you can block it.

Username  
sthripio@jedeye-tech.com

Service  
Salesforce

[Cancel](#) [Connect](#)

# How to log in – Step 4

4. You have now successfully logged in. Each time you login in the future, after you enter your email address, password, and select “Login”, you will be prompted to check the Salesforce Authenticator App on your mobile device and on the screen simply tap “Approve”.

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