

Iyabo O (7/20/2020, 1:59:45 PM): Hello,

My name is Iyabo O, how can I help you today?

Nicholas (7/20/2020, 2:00:14 PM): the site doesn't recognise my email address

Iyabo O (7/20/2020, 2:00:54 PM): To locate your registration, please could you confirm your full name, date of birth, phone number, post code and email address? Then I'll be able to locate your registration.

Nicholas (7/20/2020, 2:01:35 PM): I haven't registered yet, the site won't accept my email address

Iyabo O (7/20/2020, 2:02:33 PM): What is your email address and phone number

Nicholas (7/20/2020, 2:02:59 PM): xxxxxxxxxxxxxx

Iyabo O (7/20/2020, 2:03:51 PM): Thanks

Nicholas (7/20/2020, 2:06:04 PM): i'm still here

Iyabo O (7/20/2020, 2:06:25 PM): Yes. Resolving the issue

Iyabo O (7/20/2020, 2:06:31 PM): Please check your email

Iyabo O (7/20/2020, 2:07:15 PM): I have resent the reset link password email in case it was not received; please check your junk mail folder if you can't see it).

There are 3 stages to the online portal:

- Stage 1 – Personal Details to help us to understand more about your personal situation.
- Stage 2 – A Personal Credit Check (this takes about 3 minutes and you will need bank details).
- Stage 3 – Business information, including a business plan, cash flow forecast, and personal survival budget.

The main business documents that we ask for are a:

- Business plan;

- 12-month cash flow forecast; and
- Personal survival budget.

We have templates for these on our website, there are also templates on our online portal for the business plan and personal survival budget. The cash flow forecast will need to be in an editable format, such as Excel.

Iyabo O (7/20/2020, 2:09:19 PM): Please check spam

Iyabo O (7/20/2020, 2:09:39 PM): I will send it again

Iyabo O (7/20/2020, 2:10:51 PM): I have sent it again

Nicholas (7/20/2020, 2:10:55 PM): yes it was in spam - i'll carry on from there - many thanks

Iyabo O (7/20/2020, 2:11:01 PM): Great

Nicholas (7/20/2020, 2:12:01 PM): thanks for your help. Bye

Iyabo O (7/20/2020, 2:12:44 PM): Please we will appreciate a feedback from you about the support you received today.

Nicholas (7/20/2020, 2:13:20 PM): I still can't get it - it requires a password - I haven't set one yet

Iyabo O (7/20/2020, 2:13:50 PM): You need to create a password

Nicholas (7/20/2020, 2:14:59 PM): i cannot log in without a password. The link you sent requires a password

Nicholas (7/20/2020, 2:15:23 PM): Why don't you just ask you IT people to fix the site?

Iyabo O (7/20/2020, 2:15:28 PM): Yes you need to create a password to log in

Iyabo O (7/20/2020, 2:15:40 PM): It has nothing to do with the site

Nicholas (7/20/2020, 2:15:57 PM): How can I create a password if it doesn't accept my email address.

Iyabo O (7/20/2020, 2:16:06 PM): You need to create a password and click on log in on the web page to carry on

Iyabo O (7/20/2020, 2:16:36 PM): I have resolved the issue for you. Just follow advise and you should be fine

Iyabo O (7/20/2020, 2:17:09 PM): I understand. You don't have to go through the registration process as I have resolved the issue.

Nicholas (7/20/2020, 2:18:05 PM): when i try to register, i am not required to enter a password - I can't register because it doesn't recognise my email account
It is a site problem.. You say you have fixed it, but where is my password?

Gabriel D (7/20/2020, 2:18:18 PM): Hello,

My name is Gabriel D, how can I help you today?

Nicholas (7/20/2020, 2:19:30 PM): Maybe speak to Iyabo? i can't register because the site won't accept my email, says it's on the wrong format

Gabriel D (7/20/2020, 2:19:44 PM): I can look into that for you too

Gabriel D (7/20/2020, 2:20:02 PM): Please could you confirm your full name, date of birth, phone number and email address? From there I can resolve any technical issues

Nicholas (7/20/2020, 2:20:16 PM): i haven't registered

Gabriel D (7/20/2020, 2:20:51 PM): I can register you myself manually if you could please confirm the above details

Nicholas (7/20/2020, 2:21:32 PM): xxxxxxxxxxxxxx

Gabriel D (7/20/2020, 2:22:06 PM): Thank you

Gabriel D (7/20/2020, 2:22:08 PM): One moment please

Gabriel D (7/20/2020, 2:24:31 PM): I've sent you a password reset link now. If you follow the email, you should be able to continue through the application as usual.

Nicholas (7/20/2020, 2:24:52 PM): but i haven't got a password

Gabriel D (7/20/2020, 2:25:49 PM): Yes but that will do the exact same thing as creating a new password, it is the only way to resolve the technical error. It may as well be the same thing as the account verification email in this instance

Nicholas (7/20/2020, 2:26:53 PM): OK, it doesn't work. I have entered and confirmed the password but it won't let me change. The button is greyed out

Gabriel D (7/20/2020, 2:28:05 PM): Would you be able to screenshot this and send it over to us at hello@startuploans.co.uk? From there we can have IT investigate things

Gabriel D (7/20/2020, 2:28:46 PM): On that email, if you could please also give us your full name, date of birth and phone number, we can locate your registration faster

Nicholas (7/20/2020, 2:29:50 PM): OK will do - just sent before I got your second message - will send again

Gabriel D (7/20/2020, 2:30:14 PM): Not a problem, thank you very much

Gabriel D (7/20/2020, 2:30:23 PM): Was there anything else I could help you with?

Nicholas (7/20/2020, 2:31:48 PM): Will you sort it out your end now? I sent what you asked for

Gabriel D (7/20/2020, 2:32:21 PM): We will still need to raise it with IT which will go into a queue. We will be able to advise further within 2 working days

Nicholas (7/20/2020, 2:32:38 PM): ok thanks, bye

Gabriel D (7/20/2020, 2:32:47 PM): No worries, all the best and take care!