

Intermediaries and investment
professionals only: not for public
distribution

February 2026

Mortgage administrator user guide



Contents

This guide shows you how you can request a new admin user as well as how an admin user can submit and track an application.

1. Requesting a new admin user
2. Submitting an application as an admin user
3. Tracking an application as an admin user



Requesting a new admin user

01

Requesting a new admin user

Step 1: new admin user request

- Go to Introducer Internet > Tools > Request a new admin user.
- Complete the online admin user registration form.

The screenshot shows the Santander website interface for requesting a new admin user. The top navigation bar includes the Santander logo and links for Application, Mortgage illustration, Mortgage transfer service, and Tools. The main content area is titled 'New admin request' and has a sidebar with 'Personal details' and 'Declaration' tabs. The 'Personal details' tab is active, showing a form titled 'Admin user - Personal details'. The form fields include: Title (dropdown), First name (text), Do you have a middle name? (Yes/No buttons), Surname (text), Date of birth (DD / MM / YYYY), Has a previous name, maiden name or alias ever been used? (Yes/No buttons), Nationality (dropdown), Dual nationality (Yes/No buttons), Current residential address (text), Postcode (text with a red 'Required address' error message), Work telephone number (for the admin user) (text), Work email address (for the admin user) (text, example: e.g. sample@test.com), Confirmation work email address (text, example: e.g. sample@test.com), and Has the administrator received financial crime prevention, fraud, bribery, corruption and anti-money laundering training? (Yes/No buttons). A red 'Submit' button is located at the bottom right of the form.

Requesting a new admin user

Step 2: admin user security details




We set up and email the admin user directly with their **company/Introducer ID** and **password**.



We contact the admin user by phone to give them their **one-time passcode**.




Requesting a new admin user



Step 3: adding the admin user

- To associate an intermediary with an admin user, an intermediary will need to access Introducer Internet > Tools > Manage my admin users and then click on the  to add the admin user to their account.
- Admin users must be associated with at least 1 intermediary before they can log on to Introducer Internet.

You are in [Tools](#) > [Administrative Users](#) > [Manage my Admin Users](#)

Manage my admin Users

Below are all the Admin users that are in your company. Click on the  button to enable an administrative user to work with your cases. Click on the  button to disable an administrative user from having access to you cases. Click on the  button to re-enable an administrative user that has expired.

Admin User ID	Admin User Name	Email Address	Current Status	Last logon
	adding new admin user			
	admin user added		Active Association	N/A 

Requesting a new admin user

Step 4: admin user first time log in

- Once the admin user has been added to a broker's profile, the admin user will be able to log on to Introducer Internet for the first time using their Company/Introducer ID and password which were sent by email, and the one-time passcode.
- The admin user will then need to change their password and passcode – Introducer Internet > Tools > Change password.

You are in [Tools](#) > [User Tools](#) > [Change password](#)

Change password and passcode

To change your password and passcode enter your details below. You will need to change both. For assistance with good password practice, [click here](#).

Current password

Current passcode

New password

New passcode

Confirm new password

Confirm new passcode

[Submit](#)

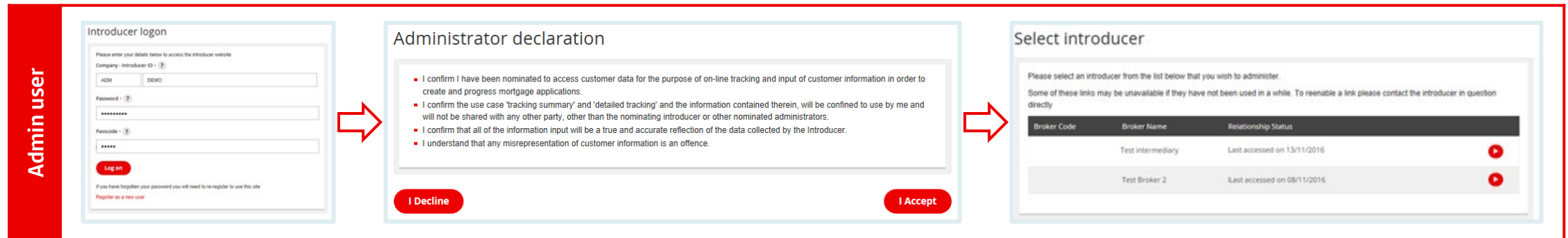
Submitting an application as an admin user

02

Submitting an application as an admin user

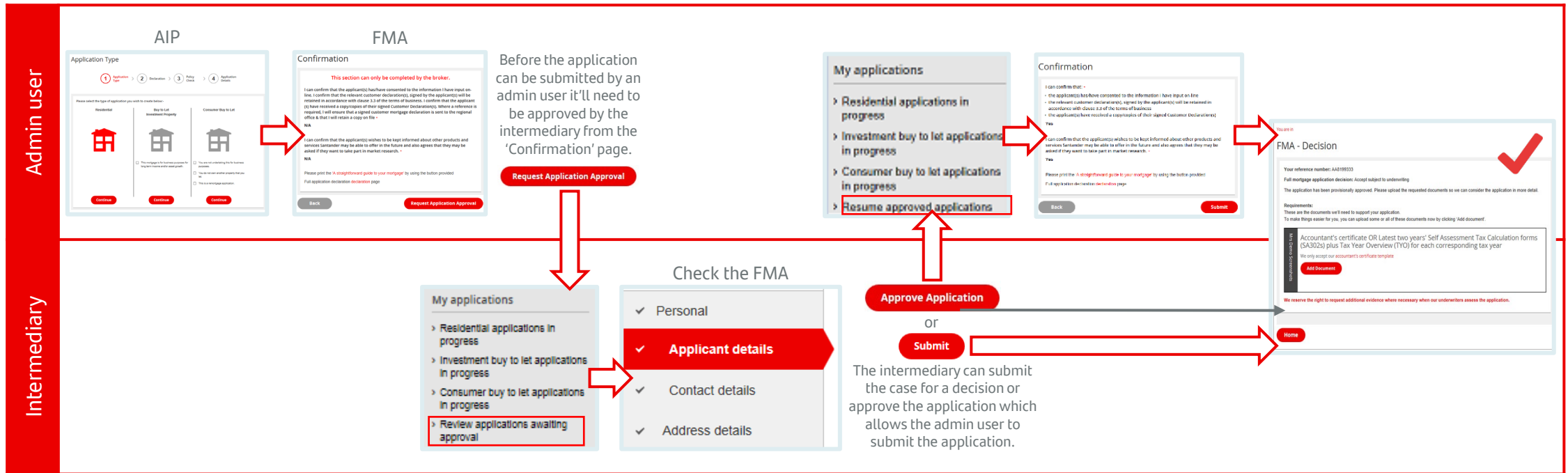
Step 1: logging on

Log on to Introducer Internet and choose the intermediary you'd like to work on behalf of.



Step 2: create a new application

Admin users can create a new application, submit agreement in principles (AIPs) and complete the full mortgage application (FMA) up to the Identity Verification and Confirmation (IVC) screens. The intermediary will then need to check the application form, complete the IVC screens and either approve the FMA before an admin user can submit, or alternatively the intermediary can submit the application form and upload documents.



Tracking an application as an admin user

03

Applications in progress and case tracking

Admin users can track applications in progress, view full case tracking after application submission and access the Mortgage Application Tracking System (MATS). Admin users can also access mortgage offers.

You are in [Application](#) > [My Applications](#) > [Residential Applications in progress](#)

Applications in Progress

Use the list below to select the application that you wish to work with. You can click on the column headers to change the sorting of the list and you can also use the arrows at the bottom of the list to move to the first, previous, next and last page.

Key- Resume Amend View Print Decision Details Cancel

Sort by: Reference Descending First 1 2 3 4 5 ... Next > Last

Reference	Applicant Name(s)	Days Valid	Stage	Decision	Received	
(P-0-2-F) Mr S User		60	Fma	Provisional Accept	30-Nov-2016	
(P-0-3-F) Mr S User		60	Fma	Accept	30-Nov-2016	
(P-0-2-F) Mr S User		60	Fma	Accept	30-Nov-2016	
(P-0-2-F) Mr S User		59	Fma - Complete	Accept subject to underwriting	29-Nov-2016	

You are in [Application](#) > [Tracking](#) > [Case tracking](#)

Case tracking

Click on the button for our Mortgage Application Tracking System (MATS). Click on the button for further tracking information on the selected case.

Sort by: Received Descending First 1 2 3 4 5 ... Next > Last

Received	Case Reference	Name	Postcode	Amount	Status	
30-Nov-2016	AF	S User		£100,000.00	Pending	
30-Nov-2016	AA	S User	MKS 6AX	£65,000.00	Pending	
30-Nov-2016	AF	S User		£75,000.00	Pending	
30-Nov-2016	AF	S User		£60,000.00	Pending	

To access MATS simply click on the icon from case tracking.

Santander [Case history](#) [Supply case information](#) [Our service levels](#)

Case history

Useful links

- > Our service levels
- > Literature (forms)
- > Additional property form
- > Substitute property form

Useful downloads

- Evidence requirement guide
- MATS user guide

Case reference:

View the full history of the case and all the messages we've sent.

Messages	Date message sent
> Application received - documents/information requested	30 November 2016 2:23pm
> Passed to underwriting	30 November 2016 2:40pm

Accessing mortgage offers

Admin users can also access mortgage offers.

The screenshot shows a web interface for 'My Offers'. At the top, it indicates the user's location: 'You are in Application > Tracking > My Offers'. Below this is the title 'My offers' and a brief instruction: 'Use the list below to select mortgage offer that you wish download/print or view. The list details all mortgage offers issued in the last 180 days. Click on the [document icon] to download/print the mortgage offer. Click on the [magnifying glass icon] button for further tracking information on the selected case.' There are three radio button options for filtering: 'Show all offers available' (selected), 'Show all offers with a case reference starting with', and 'Show all offers with a customer name containing'. A red 'Search' button is positioned to the right of the third option. Below the filters is a 'Sort by:' dropdown menu currently set to 'Case Reference Descending' with a 'First' button to its right. The main content is a table with three columns: 'Case Reference', 'Customer Name', and 'Offer Date'. The table contains two rows, both with 'AF' as the case reference and 'S User' as the customer name. The offer date for both is '30-Nov-2016'. Each row has a red document icon to its right, indicating that the offer can be downloaded or printed.

Case Reference	Customer Name	Offer Date	
AF	S User	30-Nov-2016	
AF	S User	30-Nov-2016	



Santander for Intermediaries is a brand of Santander UK plc and is not a regulated company. Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London, NW1 3AN, United Kingdom. Registered Number 2294747. Registered in England and Wales. Telephone 0330 9 123 123. Calls may be recorded or monitored. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 106054. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register. Santander and the flame logo are registered trademarks.