

SYSTEM GUIDANCE

# HOW TO REGISTER A NEW ACCOUNT (TENANTS)



You should receive an email from SafeDeposits Scotland at the beginning of a new tenancy to advise that your deposit has been submitted to us by your landlord or letting agent.

If you have never had an account with SafeDeposits Scotland before then you will be invited to [create a new user account](#).

If you have an existing account with SafeDeposits then you should log in and take the necessary steps to [link the deposit to your user account](#).

## Register a new user account



1. You should receive an email from Safe Deposits Scotland around the time of the beginning of a new tenancy to notify you that we have received your deposit.

The agent or landlord should arrange to have your deposit secured in a tenancy deposit scheme within 30 working days from the start of the tenancy.



2. You will receive a second email with an **Activate account** link.

The screenshot shows an email from Safe Deposits Scotland dated 17/6/2022. The recipient is addressed as 'Dear [redacted] Tenant'. The email body contains the following text: 'You are receiving this notification either because you have just registered with SDS, or a colleague has added you as an additional user. Please click [Activate account](#) to confirm your details and set up your online account. This process will take 2 minutes. If your activation code has expired, you can request a new link by clicking here: [Forgot password](#)'. At the bottom, there is a redacted 'Username :-' field and a 'Show quoted text' link.

3. Clicking on the link will take you to a page where you will be asked to create an account password.

The screenshot shows the 'Create your password!!' page. It features the Safe Deposits Scotland logo and a hamburger menu icon in the top right. Below the heading, there are two password input fields. The first is labeled 'Choose password' and has a note below it: '[Password should be a minimum of 8 characters and contain at least 1 of each of following: number and character]'. The second is labeled 'Confirm password'. A blue 'Submit' button is located at the bottom right of the form.

4. Once you have created the password you may log into your account. The next thing for you to do is to link the deposit to your account. Please see the [next section](#) for instructions on how to do this.



## Link a new deposit to your account



1. You should receive an email from Safe Deposits Scotland around the time of the beginning of a new tenancy.

The agent or landlord should arrange to have your deposit secured in a tenancy deposit scheme within 30 working days from the start of the tenancy.

2. On the main page of your account, your deposit should show in the section 'Your email address is linked to the following deposits...'.  
Click on the header to show the deposit, then select the option 'Confirm deposit' to proceed. You will be asked to verify some details so that the deposit can be linked to your account.

Click on the header to show the deposit, then select the option 'Confirm deposit' to proceed. You will be asked to verify some details so that the deposit can be linked to your account.

● Your email address is linked to the following deposit(s)-please confirm that you are the tenant

Address	Deposit account number	Tenants	
[Redacted]	DAN	2	<a href="#">Confirm deposit</a>

Please confirm the details of your tenancy to see details of the deposit.

**Postcode**

**Tenancy deposit amount**

**Tenancy start date**  
 Month:  Year:

[Submit](#)

3. Once you have confirmed this information the deposit will be linked to your account, and you will be able to view it in the category 'Deposits held by scheme'.

Enter your search here....

● Deposits held by scheme	1	£600.00
● Repayment requested by tenant	0	£0.00
● Repayment requested by agent/landlord	0	£0.00

