escrowlive
a secure online portal from nccgroup

Escrow Live Deposit Guide
www.escrowlive.trust

Our secure web portal makes managing your Escrow Agreements simple.

As a registered Escrow Live user, you are able to:

- View your signed Escrow Agreements
- Securely upload your Escrow deposits
- View your deposit history and testing reports
- Request to change contacts and their details
- Register additional Licensees/Beneficiaries

Getting started:

New to Escrow Live and require login credentials? Visit **www. escrowlive.trust**, click Register and complete the required information. Following successful security checks and approval, your Escrow Live user account will be created and an activation email sent to you.

If you already have access to Escrow Live then you just need to login at **www.escrowlive.trust** using your individual username and password.

You will need to accept our online Terms and Conditions and prepare your upload in accordance with them. The Terms and Conditions can be found at **www.escrowlive.trust/ Document/GetTermsAndConditions**

View your signed Escrow Agreement:

1. Log in to the portal as detailed above
2. Click Agreements
3. Choose the relevant agreement number from the list
4. Click the Download Contract button
5. The signed contract will now be displayed in PDF form

Upload a deposit:

1. Log in to the portal
2. Click Deposit
3. Choose the relevant agreement number from the list
4. Click the Upload Deposit button
5. You will then be asked to complete an online version of the Escrow Deposit Form.

6. A new page will load, advising you that your deposit has been successfully prepared.
7. Click on the Deposit button which will load the upload window.
8. Select the single compressed file you want to upload and click the upload button.
9. When the upload has finished a window will appear asking you to confirm the details of your upload.
10. Please note, each successful upload is treated as one deposit. If you intend to make multiple uploads against the same agreement number please notify us, otherwise they will be processed separately and may incur additional costs.

View your deposit history and testing reports:

1. Log in to the portal
2. Click Agreements
3. Choose the relevant agreement number from the list
4. Navigate to the Deposits table for a comprehensive list of previous deposit submissions

Integrity Testing and Full Verification Reports can be viewed by clicking the Integrity Report or Verification Report icons located in the Deposits table.

View associated contacts and request changes:

To view a full list of contacts from your organisation:

1. Log in to the portal
2. Click Contacts

To view the chosen contacts for a specific agreement:

1. Log in to the portal
2. Click Agreements
3. Choose the relevant agreement number from the list
4. Navigate to the Associated Parties table
5. Click the icon in the Contacts column, this will display the Main, Code and Escrow Live contact details associated to that particular agreement.

To request changes to contact details or information related to you Escrow Agreement:

1. Log in to the portal
2. Click Contact Us
3. Select "My enquiry relates to: Change Request"
4. Provide details of the requested change and click Submit. This will send a request to our Amendments Team for processing.

Register additional licensees (Multi Licensee Agreements only):

1. Log in to the portal
2. Click Agreements
3. Choose the relevant agreement number from the list
4. Click the Add Licensee button
5. Provide the requested details in relation to the new licensee and click Submit. This will send a request to your Account Manager for processing.

About NCC Group

NCC Group is a global expert in cyber security and risk mitigation, working with businesses to protect their brand, value and reputation against the ever-evolving threat landscape.

With our knowledge, experience and global footprint, we are best placed to help businesses identify, assess, mitigate & respond to the risks they face.

We are passionate about making the Internet safer and revolutionising the way in which organisations think about cyber security.

About Escrow & Verification

With over 30 years' experience we are one of the world's leading software escrow providers protecting business critical software, data and information through escrow, verification testing and SaaS continuity services.

Over 15,000 organisations worldwide benefit from our ability to offer our services under a variety of international laws and the assurance that comes from our global network of secure storage vaults across the UK, North America and Europe. Our expertise, offering and global scale are backed up by in-house technical and legal teams, guaranteeing an independent and quality service.

The principle behind our escrow offering is clear – to protect all parties involved in the development, supply and use of business critical software applications, information and technology.

For more information from NCC Group, please contact:

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