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	HEADER		
	ICAEW Technical Accreditation Scheme "Software to support with Probate" Evaluation		
	You Can Do Probate		
	OCTOBER 2025		
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1.	**INTRODUCTION AND PROLOGUE**		
Introduction			
1.01	The suitability of software for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.		
1.02	Fundamentally, good software should: 1. Be capable of supporting the functions for which it was designed. 2. Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these functions. 3. Be effectively supported and maintained. It is also desirable that good software should: 4. Be easy to learn, understand and operate. 5. Make best practical use of available resources. 6. Accommodate limited changes to reflect specific user requirements. It is essential, when software is implemented, for appropriate support and training to be available.		
Approach to Evaluation			
1.03	The objective is to evaluate a product against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Accounting Software, as laid down in the summary.		
1.04	In order to effectively evaluate the software, a product specialist from the vendor completed the detailed questionnaire and provided it to the ICAEW to examine. The ICAEW's Scheme Technical Manager then reviewed the operation of the various aspects of the software assisted by a member of the vendor’s technical staff and checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.		
1.05	The Technical Manager discussed the assessment with a member of the vendor's staff in order to clarify any points requiring further information. In the event of disagreement between the supplier and the Technical Manager, the Technical Manager's decision was taken as final and the response changed accordingly.		
1.06	The latest version of the software was used throughout the evaluation.		
1.07	When the evaluation had been completed, a draft copy was sent to the ICAEW Scheme Manager for review before completion of the final report.		
Prologue: Matters to consider before purchase		*NB: This text has been provided directly by the software vendor and does not form part of the ICAEW's & RSM's evaluation*	
1.08	General Overview:	YouCanDoProbate empowers individuals to apply for Probate on their own, quickly, easily, and without the need for a solicitor. As the UK’s first and only online DIY probate and inheritance tax platform, it simplifies the entire process by guiding users through an easy to follow process, allowing the user to enter the detail they would have to provide to a solicitor. Once all the required details are entered, the platform automatically calculates the exact position of the estate. It identifies any exemptions and determines the necessary forms, ready to print, sign, and send to HMRC & HMCTS. This affordable solution ensures that probate forms are completed accurately and efficiently, eliminating the need for costly legal advice. Backed by a friendly team of experienced probate specialists, skilled developers, and a fully UK-based support centre to assist users with any questions every step of the way.	
1.09	Supplier background:	Kabing Ltd is a technology company headquartered in London, UK. It is headed up by Jonathan Friedman (Partner in Friedman's Chartered Accountants) and James Zonko (an experienced designer and successful app developer.). Kabing Ltd specialises in creating web-applications for Later-Life planning.	

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1.10	Product background and suitability for the user:	YouCanDoProbate can be used for nearly any estate, and can also complete IHT400 forms for HMRC when required. - Deceased died on or after 1 January 2022 - Deceased was domiciled in England or Wales - PA1 Probate Forms - IHT400 Inheritance Tax Forms - Estates with a Will - Estates without a Will - Transfer of Nil Rate Band (TNRB) - Residence Nil Rate Band (RNRB) - Transfer of Residence Nil Rate Band (TRNRB) - Estates with a Inheritance Tax Liability	
1.10 (cont.)	Product background and suitability for the user:	Although the platform has the capability to support the following, we currently do not accommodate these requirements within the platform due to the potential legal complexities they may involve. We believe these scenarios are not well-suited for a DIY approach and recommend seeking professional advice instead. - The deceased died on or before 31 December 2021. (Non-Excepted Estates only). - The deceased was domiciled outside of England or Wales. - Gifts with reservation of benefit. - Claiming any gifts made by the deceased were part of normal expenditure out of income. - Claim Business Asset relief. - Claim Agricultural relief. - There were any assets held in trust for the deceased. - The deceased had any National Heritage assets. - Claim a Reduced Rate of Inheritance Tax.	
1.11	Add-on modules:	None	
1.12	Typical implementation [size]:	Single customer/user	
1.13	Vertical applications:	N/A	
1.14	Server platform and database:	The platform is hosted on Windows Server 2016 through AWS Lightsail. While Windows Server 2016 is no longer in mainstream support, it remains under extended support from Microsoft until January 2027. During this period, Microsoft continues to provide critical security updates and patches to ensure the platform remains secure and reliable. AWS Lightsail provides a robust and cost-effective hosting environment, offering features such as: - High-performance virtual servers with SSD-based storage. - Built-in security measures, including firewalls and static IPs. - Regular monitoring and maintenance capabilities to ensure system integrity. Additionally, we follow best practices for maintaining a secure hosting environment, including: - Regularly applying all available updates and patches to the operating system and applications. - Leveraging AWS's shared responsibility model to ensure compliance and security. - Conducting routine monitoring and implementing access controls to safeguard data.	
1.15	Client specification required:	YouCanDoProbate is a web application and requires a browser to run. We are browser agnostic, so all modern browsers will work. Although best used on desktop or tablet, the platform is fully responsive and can be used on mobile.	
1.16	Partner network:	No	

Ref	Requirement		
2.	**ISSUES AND CONCLUSION**		
Highlighted issues			
2.01	**There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements. Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:**		
2.02	The following weakness/omissions were identified:	**Question reference**	
2.03	The product requires One Time Passwords (OTPs) to emails as a 2FA as default, although this can be disabled. Whilst this is not the most secure method of MFA, as emails and SMS are able to be compromised and as such, use of an authenticator app is strongly preferred, we recognise the additional rationale the vendor has provided as to the approach they have taken. We would encourage users of the software to keep 2FA enabled to continue to protect their account and the personal information stored within it.	3.01, 3.09, 6.27	
2.04	Only the most existing password is retained, with no enforced change policy and no secure history of previous passwords. This allows silent reuse of old (potentially compromised) credentials, weakening account security and reducing the ability to enforce password hygiene or detect credential compromise.	3.15	
2.05	The platform currently uses the iTextSharp library to populate values into IHT PDF forms. While this library is in maintenance mode and will only receive security updates, it currently meets all functional requirements. More modern versions, such as iText Core or iText 7+, provide additional features but are not needed for current processes. It would be beneficial to continue evaluating options to migrate to a more current and fully supported version in the future, to ensure ongoing compatibility, security, and performance, while planning any migration to avoid service disruption.	4.32	
2.06	The application currently relies on SQL Server 2016 hosted on Windows Server 2016. Whilst there is no set date at this stage, plans are in place to upgrade to the latest version (currently SQL Server 2022) before SQL Server 2016 reaches the end of extended support on 14 July 2026, mitigating potential security and compliance risks.	6.26	
2.07	The platform currently does not include full accessibility features, such as screen reader support or complete keyboard navigation. Basic keyboard input works for data fields, but not for moving between sections. Browser-based scaling and zoom are supported without obscuring content. While many built-in accessibility features are considered less applicable due to the nature of the forms, it would be beneficial to consider enhancements to improve accessibility for a wider range of users.	7.15	
Evaluation conclusion			

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2.08	The solution is designed to support the preparation and submission of Probate and Inheritance Tax (IHT) forms, providing a structured and user-friendly platform for estate administration. For the specific use case that the product is designed for, the platform continues to evolve in line with legislative and operational requirements. Timelines for implementing legislative changes are defined by the type of update. Historically, where form amendments have been required, implementation has been almost immediate. The dedicated development team, with over seven years' experience working on the program, ensure updates are completed promptly and with a focus on accuracy. Users should be aware of the limitations and omissions specified above when considering the platform. *NOTE THAT THE QUESTIONNAIRE RELATES TO THE SOFTWARE PRODUCT AND NOT ANY SUPPLEMENTARY SERVICES PROVIDED BY THE SUPPLIER*		
Disclaimers			
2.09	Any organisation considering the purchase of this software should consider their requirements in the light of proposals from the software supplier or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, nor the ICAEW's Technical Manager (RSM UK Consulting LLP or any party nominated by the ICAEW to perform this role on the ICAEW's behalf) will accept liability for actions taken as a result of comments made herein. The decision to purchase software resides entirely with the organisation.		

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3.	**ACCESS AND SECURITY**		
Access control			
3.01	What security features are included to control access to the application?	Username, Mandatory strong password*, OTP Two-factor authentication email (On by default, but can be turned off by user**). *Strong password must contain; 1. At least 8 character(s) 2. At least 1 number(s) 3. At least 1 special character e.g. !, @@, #, etc. 4. At least 1 lowercase letter(s) 5. At least 1 uppercase letter(s) **Please note, that whilst we recognise MFA to authenticator apps are the most secure method, our decision to use email-based OTPs and provide the option to disable MFA is driven by the unique needs of our user base and the short-term nature of account usage on our platform:	Noted - OTPs to emails (which are able to be disabled) are not the most secure method of MFA, as they are able to be compromised and as such, use of an authenticator app is strongly preferred. See conclusion point 2.03
3.01 (cont.)		**Ease of Use for Our User Base:** Our platform is designed to cater to a diverse range of users, including those who may be elderly or lack technical proficiency. To ensure accessibility and ease of use. After trialling all the options, including authenticator apps, and taking into account all the feedback we received from our users, we have opted for email-based OTPs as our primary 2FA method. This approach eliminates the need for users to download, install, and configure additional apps, which can be a barrier for many of our users. By keeping the process simple and intuitive, we aim to provide a seamless user experience while maintaining a reasonable level of security. **Short-Term Nature of Account Usage:** The accounts on our platform are typically used for short-term purposes rather than as a long-term product. Given this context, many users are reluctant to invest time and effort into setting up and managing an authenticator app for a temporary account. Email-based OTPs strike a balance between security and convenience, aligning with the expectations and needs of our user base.	See above
3.01 (cont.)		**Option to Disable OTP:** While we strongly encourage the use of OTPs for added security, we recognise that some users may find this additional step challenging or cumbersome. To accommodate these users and ensure they can still access the platform, we provide the option to disable OTP. This flexibility is offered to prioritise user accessibility and usability, particularly for those who may struggle with additional layers of authentication. However, we actively educate users on the importance of 2FA and recommend keeping it enabled whenever possible.	See above
3.02	Can access to functions be managed via a permissions matrix so users can only see (in menus and other links) and access those areas they are authorised to access?	There is only one user.	Noted
3.03	Is this access to the application managed by:- - Individual user profiles? - User groups or job roles?	N/A	Noted

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3.04	Can a report be produced detailing all current users, their user groups if relevant, and their authority levels and/or access rights?	N/A	Noted
3.05	If menus can be tailored does the system limit the display of menu options to those for which permission has been granted for each user?	N/A	Noted
3.06	Does security allow for access to be limited to: - Read only? - Read/write? - Read/amend/delete?	N/A re users, but the system enforces its own logic to make sections read-only where applicable, e.g. Final forms need to reflect the data input	Noted
3.07	If data can be accessed by separate reporting facilities, such as ODBC or an external report writer, is the user access security control applied?	N/A	Noted
3.08	Does the system security integrate with Microsoft's Active Directory or other tools that provide a single sign-on?	No	Noted
3.09	Does the system provide multi-factor authentication (MFA)?	Username, Mandatory strong password*, OTP Two-factor authentication email (On by default, but can be turned off by user). *Strong password must contain; 1. At least 8 character(s) 2. At least 1 number(s) 3. At least 1 special character e.g. !, @@, #, etc. 4. At least 1 lowercase letter(s) 5. At least 1 uppercase letter(s) See additional information in response 3.01 regarding 2FA.	Noted - OTPs to emails (which are able to be disabled) are not the most secure method of MFA, as they are able to be compromised and as such, use of an authenticator app is strongly preferred. See conclusion point 2.03
Passwords and access logs			
3.10	Is access to the software controlled by password?	Yes	Confirmed
3.11	Does each user have a separate log on (user id)?	Yes (email address)	Confirmed
3.12	If there is no password facility please state how confidentiality and accessibility control is maintained within the software?	N/A	Noted
3.13	Are passwords masked for any user logging in?	Yes	Confirmed
3.14	Is password complexity available and enforced?	Mandatory strong password must contain; 1. At least 8 character(s) 2. At least 1 number(s) 3. At least 1 special character e.g. !, @@, #, etc. 4. At least 1 lowercase letter(s) 5. At least 1 uppercase letter(s)	Noted
3.15	How many previous passwords are retained?	We only keep the existing password	Noted - only retaining the current password enables silent reuse of old (potentially compromised) credentials, keeping a secure record of previous passwords allows robust reuse prevention and stronger incident response. See conclusion point 2.04
3.16	Are passwords encrypted?	Yes	Noted

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3.17	Are users automatically logged off after a pre-set time not using the system? - Can the time period be changed? - Can any information be viewed without being logged in, including after logging off, if so what information?	Yes, after 10 minutes with warning facility and ability to confirm to stay logged in. Time period cannot be changed by user.	Noted
Deletion of transactions			
3.18	Is it possible to delete a transaction?	All data entered into fields or items listed on the platform can be deleted by the user. The deceased's name and date of death are the only details that cannot be edited or removed directly. To make changes to this information, users must contact support for assistance.	Noted
3.19	If so, then how are deletions controlled by the system?	The record is permanently deleted from the database, meaning it is not archived and cannot be restored. Where applicable a dialogue box is displayed to the user to confirm before the action before deleting.	Noted
3.20	Are deleted transactions retained in the audit trail (see below) and denoted as such?	No - N/A	Noted
Audit trails			
3.21	Does the system have an audit trail (log) which records all changes to transactions in the system?	No - N/A	Noted
3.22	Does this log also record any system error messages and/or any security violations?	n/a	Noted
3.23	Is it possible to turn off or delete the audit trail?	n/a	Noted
3.24	Does the software allocate a system generated sequential unique reference number to each transaction in the audit log, date and time stamp it and record the user id?	n/a	Noted
3.25	Are all master file changes recorded in the audit trail?	n/a	Noted
Compliance			
3.26	Does the system operate in a way that is compliant with data protection legislation including GDPR? How does the system facilitate this?	Yes, once a user account is closed, all associated data is set to be automatically deleted by the system. However, user account data is retained for a specified period in compliance with current GDPR regulations.	Noted
3.27	Describe your use of sub-processors if any?	We rely on our cloud hosting provider as a sub processor of data to ensure GDPR	Noted
Backup and recovery			
3.28	Is there a clear indication in the software or manuals as to how the data is backed-up and recovered?	User controlled back-up are not available. Instead, the platform utilises a scheduled backup system, configured to run daily at a specific time. This process creates a complete database backup and stores it in a designated directory on the AWS server.	Noted
3.29	How often are backups taken and to what point can restores be done?	A full database backup is taken on daily basis, and one day previous backup can be restored manually from the backup file. No incremental backups are performed.	Noted
3.30	How does the software facilitate recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	If the software failure occurs then complete transaction is rolled back.	Noted
3.31	If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Operator will have to re-input the entry.	Noted
3.32	What features are available within the software to help track down processing problems?	The system provides the workflow and logic. It is up to the user to enter the correct data.	Noted

Ref	Requirement	Response	Reviewer Comments
4.	**DATA PROCESSING AND REPORTING**		
Input and validation of transactions			
4.01	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
4.02	Are these menus user/role-specific?	The menu system varies depending on whether the user is dealing with an Excepted Estate or a Non-Excepted Estate (which requires IHT forms).	Noted
4.03	Can the creation or amendment of standing data (e.g. customer account details) be undertaken using menu options or dialogue boxes as opposed to requiring system configuration?	Yes in 'My Account	Noted
4.04	Does the software provide input validation checks such as: - [account] code validation? - reasonableness limits? - validity checks?	Yes where applicable: Validation of data types, dates, character types/limits.	Confirmed
4.05	What control features are within the software to ensure completeness and accuracy of data input?	Super-Mandatory fields (where the data dictates the logic) and Mandatory data fields (required by the forms). Character specific limitations.	Confirmed
4.06	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	n/a	Noted
4.07	Is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	User input is validated using both "Built-in Validation Attributes" and client-side scripts to ensure data integrity. Below are the different types of Built-in Validation Attributes and their functions: Required: Ensures that a property is not left empty or null, requiring a value to be provided. String Length (max-length, min-length): Defines the minimum and maximum allowable length for a string property. Email Address: Validates that a string follows the correct email address format. Range (minimum, maximum): Confirms that a numeric or date value falls within a defined range. Regular Expression (pattern): Checks if a string matches a specified regular expression pattern. URL: Ensures that a string represents a valid URL format. Compare: Verifies that the value of one property matches another, such as ensuring the "password" and "confirm password" fields are identical.	Noted
4.08	Is data input by users validated by routines running on the server before data files are updated?	Yes	Noted
4.09	Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc?	Yes	Noted
4.10	Are input errors highlighted?	Yes where applicable	Noted
4.11	If Yes are they: - Rejected and error report generated on-screen? - Rejected and error reports generated? - Accepted and posted to a temporary account/area?	Rejected and error report generated on-screen.	Noted
4.12	Are responses to erroneous data input clear so that they do not lead to inappropriate actions?	Yes	Noted
4.13	Does the software have an automatic facility to correct/reverse/delete transactions?	n/a	Noted
4.14	If yes, are these logged in the audit trail?	n/a	Noted

Ref	Requirement	Response	Reviewer Comments
4.15	Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes	Noted
4.16	Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes	Noted
Import and export of data			
4.17	Can files/attachments be uploaded and stored against any transaction?	Yes assigned to relevant categories	Confirmed
4.18	Is there an additional charge made for storage of uploaded files? - If yes, please indicate the cost.	Not at the moment, but this could change in the future.	Noted
4.19	Can data be imported into the system from multiple types of files, e.g. XLS, text, CSV?	No	Noted
4.20	Explain how the system validates imports into the system and what happens to any import which fails?	n/a	Noted
4.21	Are imported /interfaced transactions detailed in the audit trail? *[See also 3.27]*	n/a	Noted
4.22	Can data be exported from all areas of the system to multiple formats e.g. XLS, CSV, PDF, text; if so specify which formats are supported?	We cannot provide a CSV export of the database as most of the information is encrypted for security purposes, making it unreadable in its raw form. Additionally, due to the platform's custom-built design, the data cannot be imported into other applications. Aside from the completed Probate and Inheritance tax forms, data is not able to be exported from the platform. Summaries of responses, and estate schedules are available to be accessed via the platform.	Noted
Data processing			
4.23	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. outstanding transactions are processed before month end is run)?	Yes - application based on a specific walkthrough process	Noted
4.24	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Noted
4.25	Is a month/period-end routine required to be undertaken?	n/a	Noted
4.26	Is it possible to delete accounts if the balance is Nil but transactions have been recorded against the code?	n/a	Noted
4.27	What is the size and format of reference numbers and descriptions within: - Ledgers? - Stock? - Currencies?	n/a	Noted
4.28	How does the software guard against/warn about duplicate account numbers on set up?	n/a	Noted
4.29	How does the software enable the traceability [from, to and through the accounting records] of any source document or interfaced transaction?	n/a	Noted
4.30	What drill down/around functionality is available within the software?	n/a	Noted
4.31	If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	n/a	Noted
Report writer			

Ref	Requirement	Response	Reviewer Comments
4.32	Does the system have an in-built report generator or is a third-party solution used (if so please specify)?	The application includes built-in functions for generating reports. However, to populate values into the IHT schedules (PDF forms), we utilise the iTextSharp library. iTextSharp is a .NET library designed for creating and manipulating PDF documents. It is a direct port of the popular iText Java library, providing similar functionality for .NET developers. Google Doc Viewer is used at front end to view the forms and any uploaded documents. The iTextSharp library currently fulfils all our requirements and provides the necessary features for populating the PDF forms as part of our process.	Noted. iTextSharp Application is in maintenance mode, only receiving security updates See conclusion 2.05
4.32 (cont.)	Does the system have an in-built report generator or is a third-party solution used (if so please specify)?	While we appreciate that more modern versions such as iText Core or iText 7+ offer more sophisticated facilities, these are not needed for our current purposes. Should security updates for iTextSharp cease, or if modifications to the digitised PDF forms mean a change is required, we will respond and adapt our approach accordingly. We are always actively evaluating options to migrate to a more current and supported version of the iText framework. This evaluation includes assessing the compatibility of newer versions with our existing system architecture, as well as the potential benefits they may offer in terms of security, performance, and functionality. Any migration plan will be carefully planned and executed to ensure zero disruption to our services.	Noted. iTextSharp Application is in maintenance mode, only receiving security updates See conclusion 2.05
4.33	Is the report writer based on a standard SQL-type approach and is it flexible and easy to use?	n/a	Noted
4.34	Can the report generator operate over the financial and operational aspects of the system, e.g. combining service metrics with financial information?	n/a	Noted
4.35	Is a comprehensive data dictionary provided to aid field selection?	n/a	Noted
4.36	Does the system provide a library of reports and templates which can be amended, saved and re-run?	No	Noted
4.37	Can users create their own reports? If so, what are the controls on users doing this?	No	Noted
4.38	Can users create saved searches/filters/queries?	n/a	Noted
4.39	Can regular reports be added to user menus in the appropriate area of the system?	n/a	Noted
4.40	Does the system support the production of on demand (interactive) and scheduled batch reports?	n/a	Noted

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5.	**USABILITY**		
Ease of use			
5.01	Does the solution provide a multi-language user interface?	No	Noted
5.02	Does the system allow for customisable branding and UI (e.g. corporate colour palate, upload company logo, etc)?	The platform is not yet available as a white-label solution, but it has been designed with this functionality in mind. Once enabled, providers of the platform will be able to customise colour palettes and incorporate their company logo for a fully branded experience.	Noted
5.03	Does the system have a similar look and feel and overall consistency between screens and modules?	Yes	Confirmed
5.04	Is data entry easily repeated if similar to previous entry?	Data entry is not repeated. The only exceptions are when an address needs to be reused: either the deceased's address (for an asset's location) or an existing address for another person within the platform. In such cases, users can simply select the previously entered address. Additionally, if an individual acts as both an Executor and a beneficiary, the platform will detect this and automatically pre-populate the relevant fields.	Noted
5.05	Does the software prevent access to a record while it is being updated?	Yes	Noted
5.06	Is there locking at file or record level?	n/a	Noted
5.07	Does the software allow for the running of reports whilst records are being updated?	n/a	Noted
5.08	Can timestamps or user comments be added to transactions?	No	Noted
5.09	Is there the ability to store preferences and default values on a per-user basis e.g. department/team/user?	n/a	Noted
5.10	Does the system have the ability to provide user-defined fields with associated validation of data input?	No	Noted
5.11	Can the system provide users with reminders and notifications e.g. workflows?	The platform does not provide a reminders facility. Where applicable, users are presented with the ability to add notes to a listed item.	Noted
5.12	Describe the tools and features available for a power user to make configuration changes such as amending a workflow.	The workflows follow a predefined logic tailored to the requirements of the estate, whether it is classified as Excepted or Non-Excepted. These workflows cannot be altered by a 'power user.' However, if certain triggers or thresholds within the platform are met, causing the estate status to shift from Excepted to Non-Excepted, the platform will automatically prompt the user to adjust the data or transition to the appropriate workflow.	Noted
5.13	If the system provides workflows, does it have functionality to substitute/delegate authorisations?	n/a	Noted
5.14	Is there the ability for users to define and configure layouts of letters and forms?	n/a	Noted
5.15	Can users save the parameters of searches?	n/a	Noted
5.16	Does the system have a "universal search" option, allowing a search to be undertaken over all modules of the system?	n/a	Noted
5.17	Can the system store menu option 'favourites' on a per user basis?	n/a	Noted
5.18	Can a user open multiple windows accessing the same or different modules of the system?	No	Noted
5.19	Can more than one software function be performed concurrently?	n/a	Noted
User documentation and training			
5.20	Confirm whether a user manual / instructions is provided and how this is distributed?	User guidance, instructions and knowledge-base are all provided within the platform either at the point of query through prompts, or from within the inbuilt 'Guidance' section.	Confirmed

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5.21	Does the user manual include: - An index or search facility? - A guide to basic functions of the software? - Pictures of screens and layouts? - Examples? - A tutorial section? - Details of any error messages and their meanings?	An index and search facility. A walkthrough user-guide with pictures of screens and layouts. Probate Articles and Guidance resources. Remote access and demonstration facility.	Confirmed
5.22	Is context-sensitive help available within the system?	Yes, through the inbuilt 'Support' section of the platform.	Confirmed
5.23	Is the manual and/or help editable by the user (subject to the permissions matrix)?	No	Noted
5.24	Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party (ESCROW)?	No	Noted
5.25	Please detail the training options available?	There are tutorials on-line and extensive help. Backup support is available via phone/email.	Noted
5.26	Who provides training: - Software House? - VAR?	As above	Noted
Support and maintenance			
5.27	How is the software sold: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct.	Noted
5.28	How is the product supported: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct from the software House	Noted
5.29	Do VARs have to go through an accreditation process?	N/A	Noted
5.30	Is the software sold based upon number of named users or a number of concurrent users?	Single licence for a single customer	Noted
5.31	The supplier should detail the support cover options available, covering: - The hours provided? - Associated costs? - The global regions covered?	Refer 5.41 below No associated costs	Noted
5.32	Detail the process by which customers raise support requests and how these can be viewed/managed?	Ticket or request of a call back appointment facility.	Noted
5.33	Please note the methods of support available: - Telephone? - Internet chat? - Remote access to customer workstation? - Other, please specify?	Telephone Instant Chat Ticket Email Screenshare	Noted
5.34	Do you offer service credits for failure to meet performance around SLA and uptime (if applicable)	No	Noted
5.35	What is your escalation path for tickets which have not been resolved within a reasonable time?	n/a	Noted
5.36	How often are general software enhancements provided?	As needed for legislation changes and after review of customer suggestions and internal reviews.	Noted
5.37	Will they be given free of charge?	Yes	Noted
5.38	How are enhancements and bug fixes provided to customers?	Automatically updated	Noted
5.39	Is “hot line” support to assist with immediate problem solving available?	Yes	Noted
5.40	If so, is there an additional cost involved?	No	Noted
5.41	At what times will this support be available?	Mon - Sat, 9am - 6pm.	Noted
Integration and www facilities			
5.42	Are the different modules of the system fully integrated (i.e. no set-up effort required in order to use the various modules together)?	Yes	Noted
5.43	Are they integrated on real time basis or batch basis?	Real-time	Noted
5.44	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	No	Noted
5.45	Can definable links to spreadsheets be created?	No	Noted

Ref	Requirement	Response	Reviewer Comments
5.46	Does the system provide a secure document storage capability: If so, please give examples of the document types saved and what transactions these might relate to.	Yes, file upload for .txt .doc .docx .xls .xlsx .png .jpg .bmp .gif .jpeg .pdf	Noted
5.47	Can documents be scanned into a secure repository?	No	Noted
5.48	Does the system provide data migration tools for transactional and master data sets (e.g. employees customers, suppliers, journals, invoices).	n/a	Noted
5.49	What connection mechanisms does the software have and what breadth of functionality in terms of: - operations (add, update, delete)? and - what transactions/data it can access? E.g. if webservices APIs available, then can customers connect to whatever software they wish?	There is no facility to directly integrate to the software (via API etc).	Noted
5.50	Does the system support mobile working?	Yes	Noted

Ref	Requirement	Response	Reviewer Comments
6.	**SAAS/HOSTED OPERATION**		
	This evaluation covers the system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system, as well as the return of the data when the contract expires or is terminated.		
Data centres and customer data			
6.01	Whose data centres are used and where are these located: - If hosted -- where data centre controlled by a third-party? - If SaaS -- where the software vendor will be in control?	AWS (Amazon Web Services) servers and data centres are used for hosting the software and it is located in the UK region.	Noted
6.02	Does the customer get a choice of the jurisdiction in which their data resides?	No. The service is currently hosted from Amazon Web Services facilities in the UK	Noted
6.03	What certification(s) do you or your platform operators hold relating to your data centres and your business operations?	YouCanDoProbate benefits from comprehensive AWS risk and security compliance underpinning our Cloud offerings, which include: ISO/IEC Certifications: ISO/IEC 27001:2022: This certification ensures that AWS has implemented a rigorous Information Security Management System (ISMS) to manage security risks comprehensively. ISO/IEC 27017:2015: Focuses on cloud-specific security controls. ISO/IEC 27018:2019: Addresses the protection of personally identifiable information (PII) in the cloud3. Global Compliance Programs: AWS data centres comply with numerous global standards, including SOC 1, SOC 2, SOC 3, PCI DSS, and more. These certifications ensure that AWS meets stringent security and operational requirements5.	Noted
6.04	Do you or your platform operator have an SSAE16 (System and Organisation Controls) report available?	We do not undertake or produce SSAE 16 audits as a matter of course; but these are undertaken by AWS.	Noted
6.05	What are the physical controls over the:- - Premises? - Fileservers? - Communications equipment?	The application is a fully cloud hosted solution, so the physical controls are provided by AWS.	Noted
6.06	Is the space in this/these data centre(s) shared with any other companies?	AWS is a public cloud	Noted
6.07	Is data for different customers/companies kept:- - On separate servers? - In different databases? - In separate database tables? - In a database with data for other customers and companies using logical security to partition customers' data?	We have logical separation of data on a customer basis. The data is located on a single multi-tenanted environment	Noted
6.08	How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	The database is password protected and can be accessed only through the correct credentials.	Noted
6.09	What controls are in place to prevent users from one customer/company accessing data from another customer/company by accident or by design?	Each customer database server has a specific IP address and credentials to access the database.	Noted
6.10	How is [Internet] communication traffic monitored to identify potential problems before they happen: - From a performance perspective? - From a security standpoint?	This is all managed by AWS. In addition, in-house systems are used for automated monitoring and alerting, with work currently in progress to evolve our IDS and IPS.	Noted

Ref	Requirement	Response	Reviewer Comments
6.11	What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	AWS manage the Internet connectivity. All processing is server-based, so there will be no impact on data integrity should the user's Internet link fail.	Noted
6.12	Are communications between the user's computer and the software service encrypted: - User log in data only? - All data exchanged between user client and software service?	The application is running on SSL, therefore all communications between the browser and server are encrypted.	Noted
6.13	Is data on your servers encrypted at rest?	Yes	Noted
6.14	What level of encryption is used?	256-bit Advanced Encryption Standard (AES-256)	Noted
6.15	Is a staging environment provided that is an exact replica of production; which can be used for testing purposes?	Yes, but for internal use only.	Noted
6.16	Is a test environment provided to test configuration changes? If so, is there an additional charge for this?	A test environment is not available to the user.	Noted
Access to customer data			
6.17	What are the implications of the Data Protection Act over information held by the hosting service provider, and how does the vendor mitigate these?	Customer data is managed, processed, and stored in accordance with relevant data protection laws and other regulations, with specific requirements formally established in customer contracts. We mitigate the implications of the Data Protection Act by reviewing our service provider compliance.	Noted
6.18	Are you subject to any legal or regulatory requirements obliging you to retain a copy of customer data?	No	Noted
6.19	Who will be able to access or see customer data?	Members of the support staff are able to access users primary registered account details. All levels of sensitive data entered into the application is encrypted in our database and cannot be viewed by any member of staff.	Noted
6.20	Explain the procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems.	Only the System Admin has rights to access the service provider's internal systems.	Noted
6.21	Explain the release management procedures in place and the associated segregation of duties ?	The application is developed in isolated local dev environments and passes several stages of code review and QA on demo/testing/pre-production environments before being shipped to 'live'.	Noted
6.22	Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Yes only authorised members of the senior development team have access to the live server and can trigger updates, only after approval by product director	Noted
6.23	Explain the review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	Any changes made at live are done only after approval and before making any changes an additional backup of the existing files and data is taken.	Noted
6.24	Is an audit trail always maintained of these emergency changes?	Yes, in the form of a change management report and log	Noted
6.25	What procedures are in place when members of staff leave to ensure that their system access is stopped?	When any staff members leave, all system access passwords are changed.	Noted
Platform and service levels			
6.26	Which databases and servers are used to host the software?	The database used to host the software on Windows Server 2016 is SQL Server 2016. This setup ensures compatibility and reliable performance for our application. Whilst we do not yet have a set date, when appropriate, our servers will be upgraded to the latest version (currently SQL Server 2022) before the extended support expires for SQL Server 2016.	Noted. SQL Server 2016 will go out of extended support on July 14, 2026 See conclusion 2.06

Ref	Requirement	Response	Reviewer Comments
6.27	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.?	Username, Mandatory strong password*, OTP Two-factor authentication email (On by default, but can be turned off by user). *Strong password must contain; 1. At least 8 character(s) 2. At least 1 number(s) 3. At least 1 special character e.g. !, @@, #, etc. 4. At least 1 lowercase letter(s) 5. At least 1 uppercase letter(s) See additional information in response 3.01 regarding 2FA.	Noted - OTPs to emails (which are able to be disabled) are not the most secure method of MFA, as they are able to be compromised and as such, use of an authenticator app is strongly preferred. See conclusion point 2.03
6.28	What is the proposed product/service availability percentage?	99.99% General Service Commitment provided by AWS.	Noted
6.29	What percentage availability has been achieved over the past 12 months?	100%	Noted
6.30	Is a service level agreement ("SLA") offered regarding: - Service availability? - Data recovery?	No	Noted
6.31	Is the service available 24x7 or are there downtime periods for maintenance?	Yes. Maintenance updates are minimal as changes are made and tested on an isolated local separate server. The subsequent upload to "live" is a quick process usually undertaken overnight when there are no users on the system.	Noted
6.32	Is the customer made aware of maintenance periods in advance?	No	Noted
6.33	Does the application software:- - Require any client software to be installed on the user's computer? - Work entirely within Internet Browser software on the user's computer?	Work entirely within Internet Browser software on the user's device	Confirmed
6.34	Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	n/a	Noted
6.35	Does the product/service currently use any technologies which are obsolescent / out of support / soon to be end of life? If so, describe how the user can mitigate this risk.	Our web-based platform uses widely supported technologies like Ajax, JavaScript, jQuery, and limited cookies. While jQuery is considered a legacy library in some contexts, we ensure it is updated to the latest secure version. Our development team actively monitors and updates all technologies to mitigate risks from obsolescence or end-of-life. Robust security measures are in place, and users only need to follow basic online safety practices, such as avoiding phishing and password reuse, to ensure a secure experience.	Noted
Platform security			
6.36	What security steps are taken to prevent and detect intrusion attempts?	AWS has IDS/IPS solutions in place. This includes alerting administrators of malicious activity and policy violations, as well as identifying and taking action against attacks. Public exposure has been restricted to the absolute minimum, HTTPS and firewalls/security groups are used.	Noted
6.37	Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes -AWS integrated firewall rule technology is used to limit access to the system	Noted
6.38	Which monitoring software is used to create alerts when intrusion attempts are suspected?	Refer 6.36	Noted
6.39	Are designated staff responsible for receiving and urgently responding to these alerts?	Yes, members of the Infrastructure team	Noted

Ref	Requirement	Response	Reviewer Comments
6.40	Have clear procedures been established for identifying and responding to security incidents?	Yes, clear procedures are in place for identifying and responding to security incidents. AWS provides robust IDS/IPS solutions to monitor, alert, and mitigate malicious activity and policy violations. On our end, we follow a structured incident response process, including continuous monitoring, immediate alert escalation, and predefined steps for investigation, containment, and resolution. Public exposure is minimised through strict access controls, including HTTPS, firewalls, and security groups, ensuring a secure environment and rapid response to potential threats.	Noted
6.41	Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	Yes. Patch Manager uses the Windows Update API to install the latest patches.	Noted
6.42	List the procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	* Code is peer reviewed * Code is QA tested in development and live environments * Alpha and Beta launches to identify and mitigate any issues before launching to users Employees: * Workstations use Windows Defender * Access control policies in use * No user access to data centres (strictly controlled via access control and VPN access to AWS) * Private network and behind firewalls Software: * AWS has IDS/IPS solutions in place. * In-house systems are used for automated monitoring and alerting, with more work currently in progress to evolve our IDS and IPS. * No end user access to code or data centres * Bi-annual penetration testing of web application * Windows Defender installed on any computer accessing AWS.s running at AWS which has systems in place to protect against malicious code and viruses	Noted
6.43	Is a system log maintained by the service provider that details - User access? - User activity? - Error messages? - Security violations?	Yes – the log is maintained at AWS server.	Noted
6.44	Is this log available to the customer?	No	Noted
6.45	Have there been any successful unauthorised access attempts been made during the last year? If Yes:- - What was the effect on the business and users? - What steps are in place to prevent this happening again?	No	Noted
6.46	Is penetration testing regularly carried out by (please indicate frequency of tests): - Staff specialising in this field? - External specialists?	Yes External specialists on an annual basis. Our technical team has many years experience creating applications of this nature and run weekly inspections to ensure the security of the application has not been or cannot be compromised.	Noted
6.47	Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?	Yes and actions to fix security are prioritised accordingly	Noted
6.48	If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	n/a	Noted
6.49	Are security procedures regularly reviewed? Please indicate frequency of reviews.	Refer 6.46	Noted

Ref	Requirement	Response	Reviewer Comments
6.50	What security reporting is provided demonstrating compliance against certification(s) and policy(ies)?	ISO27001 and CE+ demonstrate the policies in place for compliance	Noted
6.51	How are security breaches communicated to customers?	We have not experienced any security breaches to date. However, in the unlikely event of a breach, we have clear procedures in place to promptly inform affected customers through established communication channels. This includes providing relevant details, recommended actions, and ensuring transparency throughout the process. We also strictly adhere to all regulatory breach reporting obligations, notifying authorities within required timeframes and ensuring compliance with applicable laws and standards.	Noted
Backups by the service provider			
6.52	In relation to backups undertaken by the system provider please explain: - How is a customer's data backed up? - How often is this undertaken? - What is backed up? - What's the media used? - Where are backups stored? - How many copies are there? - How long are they retained for? - Who has access to them? - Is the data encrypted?	All data is stored in the cloud, on resilient data volumes with built-in high data durability guarantees (AWS EBS volumes and S3 buckets). Additionally, databases are backed up via multiple redundant mechanisms – snapshots, binary and logical backups. Binary backups are made continuously and allow arbitrary point-in-time recovery (PITR). PITR backups are kept for the past 1 to 3 months, depending on the database. Periodical snapshots and logical backups are kept for up to 1 year with reducing frequency. Backups are stored in two different locations, in two different AWS regions – London and Ireland. All backups are encrypted and access is restricted to members of the dev team.	Noted
6.53	How frequently is a test-restore of backups undertaken?	Regular restores (monthly) of the live environment are made to the an isolated environment for validation purposes.	Noted
6.54	Can the provider restore from a backups that it has taken at a customer request?	No	Noted
6.55	Does a customer have the ability to undertake their own backups?	No	Noted
6.56	If so, can a customer restore data a backup that they have taken?	n/a	Noted
Platform recovery			
6.57	What contingency plans are in place to enable a quick recovery from: - Database or application software corruption? - Hardware failure or theft? - Fire, flood and other disasters? - Communication failures?	AWS has implemented a formal, documented contingency planning policy, which is applicable to AWS. The AWS Contingency Planning Policy is disseminated via the internal AWS Compliance web portal to all employees, vendors, and contractors.	Noted
6.58	How often are these plans tested?	The AWS Compliance team reviews this policy annually, with approval by the AWS Chief Information Security Officer.	Noted
6.59	What is the longest period of time envisaged that service may not be available?	See 6.28 and 6.29	Noted
6.60	How often are these plans reviewed and updated?	Annually	Noted
6.61	What are your: - Recovery Point Object (RPO) standards? - Recovery Time Objective (RTO) minimum standards?	See 6.28 and 6.29 RPO - 6-24 hours RTO - 24-48 hours	Noted
6.62	If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Transaction records are dated and time stamped of the server not the local to the user.	Noted
6.63	What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	Server will remain accessible for a limited period of time to ensure current users can obtain data. No new customers would be accepted	Noted

Ref	Requirement	Response	Reviewer Comments
6.64	Do these arrangements include: - Standby arrangements for another organisation to continue providing the full service? - Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements?	Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements	Noted
6.65	If the system is hosted are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements? If so, how long does the arrangement allow?	No	Noted
6.66	Are there any individual members of the vendor's staff whose leaving or illness would significantly reduce, or even stop, the service provider’s ability to provide a full and reliable service to customers?	No	Noted
Platform change management			
6.67	Describe your approach to upgrades including what option customers have not to take upgrades (if any)?	Upgrades are made automatically and affect all users.	Noted
6.68	Are users able to test the application before new versions go into live use?	No	Noted
6.69	Are users given notice before application changes are applied to the live system?	We release minor fixes and enhancements to our applications regularly to ensure our customers can continue to use YouCanDoProbate without interruption. In addition, we also release new features and functionality following our product development roadmap. If a new development would affect existing users, the users are notified via a lightbox notice, once they login for the first time after the change has been implemented	Noted
6.70	Are changes delivered into the live environment "switched off" to enable users to test them before enabling them for their environment?	No, all changes will be applicable globally to the application. Some legislative changes may be date related, so may not affect or be noticed by certain users.	Noted
6.71	Describe what testing and QA processes are undertaken before upgrades and other changes are made live/available to customers?	Developed and test on local environment before pushed to test server for higher testing before confirmation to go live	Noted
6.72	Explain the release management procedures in place and the associated segregation of duties?	Product Team and Development Team, plan and execute 'go live' strategies based on the release. Only authorised members of the senior development team have access to the live server to trigger the release, only after approval by product director.	Noted
6.73	Are users informed when they next login of the application changes that have gone into live use?	No	Noted
6.74	Do customer staff have to take any action (e.g. regression testing) when new editions, patches or upgrades are released? If so, please describe what they should ordinarily do.	No	Noted
Subscription options			
6.75	What is the minimum level of commitment must the customer sign up to, e.g. 36 months?	One off payment, covering the use of the system with limitations covered in our terms and conditions at https://youcandoprobate.co.uk/terms/	Noted
6.76	Where online payment is used, what type of security is used to protect sensitive information?	Purchased through Stripe, PayPal, Apple Pay or Google Pay. All payment details processed and retained by these third parties.	Noted
6.77	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Yes, by automated email	Noted
6.78	When subscriptions need to be renewed, what advance notice is provided and what is the time limit for renewal?	n/a	Noted
6.79	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	n/a	Noted

Ref	Requirement	Response	Reviewer Comments
6.80	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	n/a	Noted
6.81	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	n/a	Noted
6.82	To what extent are users able to access their accounting and other data if: - They miss one or two payments? - They cease being customers?	n/a	Noted
6.83	At the end of the contract term, how long does a customer have to obtain a copy of their data from you?	n/a	Noted
6.84	At the end of the contract term, how is a customer's data destroyed (if appropriate) and will that destruction be certified?	Data held within the application is automatically deleted by the system 6 months after the user activates the account closure.	Noted
6.85	What is your processes regarding disposal of end-of-life and failed hardware devices that were used to operate your service?	n/a	Noted
SaaS/Hosted Reporting			
6.86	Are reports produced from the same software as the financial applications or is separate reporting software used?	n/a	Noted
6.87	Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No	Noted
6.88	What browser versions are support: - On desktop/laptop (PC, Mac, Linux)? - On Tablets? - On mobiles?	Desktop, tablet and mobile	Noted
6.89	Is access to the reporting facilities and data controlled by the same procedures as access to the main application?	n/a	Noted
6.90	If it's different, explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	n/a	Noted
6.91	In what electronic formats are reports produced:- - PDF? - XML? - MS Excel spreadsheet? - CSV file? - As html for viewing in a web browser? - Other, please specify?	PDF	Confirmed
6.92	Are report documents stored on the web server or on the user's computer? If stored on the web server, are they secure to ensure only users with appropriate authority can get access?	Generated Forms are stored and accessed securely within the user account. The user has the facility to download to their computer.	Noted
6.93	For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file? If Yes: - Is there any protection against other users viewing the report or data on which it is based? - Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	No the documents are not stored in browser cache or temporary files. Documents and forms generated are date and time stamped in the application and on the file name	Noted
6.94	Are communications between the browser and the server encrypted for any report related communications?	The SSL is used in the software, therefore all communications between the browser and server are encrypted.	Noted
6.95	If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?	No to ensure user cannot submit older versions of forms	Noted
6.96	Can reports viewable in a browser be navigated dynamically by users? For example: - Enabling drill down to more detailed information? - Altering which columns and rows of data are displayed. - Choosing time periods? - Specifying selection criteria?	n/a	Noted
6.97	Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	No	Noted

Ref	Requirement	Response	Reviewer Comments
6.98	If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	n/a	Noted

Ref	Requirement	Response	Reviewer Comments
7.	**INTELLIGENT DOCUMENT SOFTWARE FOR PROBATE**		
Analysis of applicability			
7.01	Does the system provide an initial assessment of whether: - Probate is required? - If so, then whether the software can be used by a client (user) to assist with their probate process?	The platform cannot assess whether probate is required. Users must determine this before purchasing access to the platform. However, we do provide a telephone line for pre-sale enquiries so they can check their probate requirements with us. The previous platform supported only Excepted Estates and did not generate IHT400 forms. To assist users in determining if an estate qualified as "Excepted," an Estate Checker was provided on the website. Now that the platform includes IHT400 forms, the Estate Checker is no longer necessary. The restrictions on the use of the platform (see 1.10) are outlined on the sales website, and also repeated for confirmation upon completion of the account setup once registered.	Noted
7.02	If this assessment exists, is a charge made to do this?	There is no charge to call us to enquire about our services or to determine whether Probate is required	Noted
7.03	Is it necessary at this stage to input personal information about the user and/or the deceased (that could be used to identify either party)?	No	Noted
7.04	If the assessment indicates that the software can assist with the probate workflow, can the information already entered be automatically transferred through to the subsequent probate Questionnaire, or must it be re-input?	n/a - No personal information needed to use Estate Checker	Confirmed
Global configuration, client and probate-workflow setup			
7.05	Is guidance content accessible before paywall? If not, explain how users assess suitability before purchase.	No, access to support and guidance is only available to paid / registered users	Noted
7.06	Does the system provide for the setup and maintenance of the details of the client, i.e. the user (individual or business) using the software?	Only Single user licence	Confirmed
7.07	Are there restrictions on more than one client/user working on the same probate Questionnaire at the same time?	Yes, only one user can be registered to an account.	Confirmed
7.08	Are there restrictions on more than one client/user working on multiple probate Questionnaires at the same time?	Only Single user licence	Confirmed
7.09	Does the system allow a user to use multiple devices, e.g. a desktop and a tablet?	The platform is available on desktop, tablet, and mobile. While it is fully compatible and responsive on mobile, we recommend using it on a desktop or tablet for the best experience, given the nature of the task.	Noted
7.10	Does the software directly integrate with on-line software/services? If yes, please list the packages/services in the categories below and explain the method of integration (e.g. dedicated connector, webservices, etc): - HMSO (for the submission of completed probate applications)? - Accounting software (e.g. Sage, QB, Xero)? - Tax software? - Pension software - Others, please specify?	No	Noted
7.11	Does the system make use of global lists, e.g. Postcodes, asset types, lists of banks/building societies/charities? - If so, specify what is provided.	Postcode API. Self-created Provider database	Noted
7.12	Does the system come with a library of standard probate Questionnaires that can be applied to a new probate application?	No-A specific user journey is determined through the users interaction to the questions in the walkthrough. This varies from marital status, Intestacy etc.	Confirmed
7.13	How many probates can an individual complete in one account?	One purchased account is only entitled to one estate.	Confirmed
7.14	Can the system record client special needs, e.g. translator, capacity, and provide entry to capture any associated signoffs required?	No	Noted
7.15	Does the software have built-in accessibility features, such as compatibility with screen readers (e.g., JAWS, NVDA, VoiceOver), keyboard-only navigation, and support for assistive technologies?	Due to the nature and involvement of other tasks required to gather the information required, or the format of checking the forms most accessibility facilities become redundant, however, the platform is scalable using browser-based scaling and zoom options. Keyboard navigation is available for data entry points but not for navigating between stages or sections. No additional page elements or widgets interfere with or obscure the main platform features or content when browser-based scaling is applied.	Noted. The platform currently provides accessibility support only through browser-based scaling and zoom. Basic keyboard navigation is available for data entry fields, but not for moving between stages or sections See conclusion point 2.07
7.16	Does the system automatically populate information from the client profile into associated probate Questionnaires during setup or entry of the answers to questions?	Yes, questions in the forms are automatically answered based on users answers in walkthrough	Confirmed
7.17	Does the system allow probate Questionnaires to be linked?	Each estate is and individual applications and applicable to one person only.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.18	If yes: - Can the system automatically copy information from an associated probate Questionnaire when required? - Can this be manually overridden?	n/a	Noted
7.19	Can this linking be extended to assist in the creation of mirror documents where client parties are directly related?	n/a	Noted
7.20	Does the system allow all probate-related documents created for a client to be: - Shown as a list on-screen - The details viewed on-screen - Details to be printed out	Yes	Confirmed
7.21	Does the system provide the facility for off-line working, i.e. downloading a specific probate workflow template for editing away from the home/office/while doing fieldwork? If so, please explain how this operates.	No	Noted
7.22	Does the system provide a facility for auto-saving entries made into the system (e.g. answers to questions) during a user's editing session? If so: - Can the frequency of these auto-saves of a Questionnaire be manually set? - Can the user initiate a save manually? - Can a user roll back to a previous saved version?	Answers are saved upon input. When data is edit it overwrite existing entry.	Confirmed
7.23	Does the system have an audit trail that includes details of changes to: - Standing data (global lists)? - Libraries of probate Questionnaires? - The Questionnaires themselves? - Client and probate/will details entered (in answer to the various questions)?	No	Noted
7.24	Are there any conditions or answers to questions that trigger a referral to a solicitor / tax specialist? And do they prevent a user from proceeding further through the workflow?	If the user has registered on the basis that they meet the conditions / restrictions of usage of the platform (See 1.10), then there are no conditions or answers which aren't covered by our support or guidance where a solicitor or tax specialist is relevant.	Noted
Questionnaires - Interactive workflow templates			
7.25	Does a probate Questionnaire include: - Workflow sections matching the probate process? - Selections of questions within each of these sections? - Input forms for the collection of associated data required by the application? - Other settings, please specify?	Yes	Confirmed
7.26	Explain the fundamental elements of the templates provided by the system. For example, are the following elements covered: - Variable Questionnaire structure - Intelligent workflow - Section dependencies - Legal text - Input areas - Associated information - Links to statute/legislation	YouCanDoProbate guides users through questions about the deceased, their estate, and Will details (if applicable). We've simplified the process and questions to ensure users can confidently provide all necessary information, even without prior knowledge of Probate or Inheritance Tax. The application calculates the estate's value, identifies applicable exemptions, and determines required Probate and Tax forms. It then automatically completes these forms, making them ready for download, printing, signing, and submission with clear instructions.	Confirmed
7.27	Is there the ability to supress parts of the Questionnaire structure, workflow, and text?	The user will only be asked the questions that are relevant and based on their answers. The user cannot avoid answers to questions that must be completed.	Confirmed
7.28	If so, is this initiated automatically by: - Questionnaire type? - Client type? - On a per-client basis? - Is there a manual override? - Can this be done by the user? - Or is it a supplier-only function?	Questionnaire type User type	Confirmed
7.29	Can a probate Questionnaire itself be manually edited by the user? e.g. To add in additional questions?	No	Confirmed
7.30	Can a new probate Questionnaire be created based on an existing Questionnaire, then manually amended?	No	Noted
7.31	Can the inbuilt Questionnaire workflow enable/disable [expose] specific question sets at input-time depending on answers provided to previous questions in a section of a Questionnaire?	Yes	Confirmed
7.32	Can the inbuilt Questionnaire workflow enable/disable [expose] parts of the Questionnaire structure [sets of questions] *elsewhere* in the Questionnaire depending on answers provided to specific questions?	Yes	Confirmed
7.33	Does the system support the use of intelligent pick-lists, i.e. only valid options are shown depending on the answers made in other areas of the Questionnaire?	Yes	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.34	Does the system provide context-sensitive help for each question in a Questionnaire?	Where applicable, the platform provides "click here to learn more" links for specific questions, which open a guidance lightbox. Relevant content articles are also displayed in sections. All guidance is available in the platform's Guidance section or via a fixed widget.	Confirmed
7.35	If so, can this be edited by the client/user?	No	Noted
7.36	Can you provide information on any major developments currently underway, or proposed in the next 3 years and the anticipated release dates for them?	Estate Storage Subscription; A facility to allow the user to keep the data on account accessible during the subscription period. The final details of the Estate Storage facility are still being confirmed, but we expect to offer monthly and annual payment options. The subscription will remain active for as long as the user continues to pay. After providing the Probate form, the user has 180 days to activate their Estate Storage subscription before losing access to the account. Once activated, all data entered into the platform will be locked and become 'read-only'. However, uploaded files can still be viewed and downloaded. Users can also continue to upload files as long as the account's memory limit has not been reached. Please note, even without the Estate Storage Subscription is activated, the date of death and the name of the deceased can only be changed by contacting our support team. This prevents the creation of an application for another estate using the same account	Noted
7.37	Do you have any lead time targets for when major HMRC/HMCTS changes occur?	Our timelines for implementing any legislative changes will be defined by the type of change. In the past ,where for example forms have been amended the implementation of the change has been almost instant. We have a dedicated development team the leaders of which have been working on the program for the over 7 years and have a detailed knowledge of the requirements for Probate and IHT. Therefore any such changes would be carried out in the most timely fashion, but whilst more importantly ensuring the absolute accuracy of any such changes.	Noted
Completing a Questionnaire			
7.38	Does the system allow the user to enter the Questionnaire workflow at pre-defined places (e.g. start of any section or to jump to any question), and if so how is workflow integrity ensured?	The user has to journey through the walkthrough from start to finish but can never navigate further ahead than the next section. This protects the user from getting too far ahead. Once a section has been visited once, the user is able to navigate backwards. If the user changes the answer to a question that alters the logic of the determined journey, the user will be warned and additional question may need to be answered.	Confirmed
7.39	Does the system provide inbuilt guidance [help] to assist the user in completion of the various questions? - If so can the user edit this guidance text?	The platform has an integrated Support and a Guidance section. The user cannot alter any of the information.	Confirmed
7.40	Does the system support entry of different types of answers to workflow questions? - Selection or multi-selection? - Yes/no option? - Check boxes? - Radio buttons? - Text or numeric entry? - Date or date range entry? - Tabular data? - Free-form notes? - Other, please specify	Selection or multi-Selection - Yes/no button option - Check boxes - Radio buttons - Text and or numeric entry - Date or Date range entry - Tabular data - Free-form notes	Confirmed
7.41	Does the system allow the entry of 'side-tables of data?	No	Noted
7.42	Is so: - Do these calculate? - Can they be printed? - Can data be imported, e.g. Excel or simple cut/paste?	N/A	Noted
7.43	Can the system enforce the answer to questions (mandatory fields) with appropriate alerts to the user?	Yes	Confirmed
7.44	Does the system provide validation of user input? - If so please detail the validation types provided.	Date ranges, underlined by pre-determined rules	Noted
7.45	Does the system allow subsequent amendment of individual entries, without the need to walkthrough complete sections of questions?	Yes	Noted
7.46	Does the system provide 'Save as you go' functionality? [See7.26]	Answers are saved upon input.	Confirmed
7.47	If so is this at: - Question level? - Section level? - Manual option	At question level	Confirmed
7.48	Does the system provide: - A viewable answer history? - An audit trail of answers and changes to answers?	Answers are available and editable through lightboxes, summary pages or returning to the question page	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.49	Does the system retain data entries (answers), even if the workflow has changed and a specific question is no longer available to be answered because it is no longer exposed?	Yes	Noted
7.50	If so: - Can data entered still affect the workflow elsewhere? - If the question is subsequently enabled will the previous answer be displayed?	This cannot affect the workflow elsewhere. If the question is subsequently enabled the previous answer be displayed	Noted
7.51	Does the system support entry of additional 'interview information' such as date, location, attendees?	No	Noted
Generation of working documents			
7.52	Does the system automatically select the appropriate HMRC probate form depending on the initial Questionnaire chosen?	Yes	Confirmed
7.53	If so: - State which forms are supported., e.g. IHT205, IHT400? - Is there an additional charge for use of these forms as part of the Questionnaire completion process?	Preparing Probate application using Forms PA1P, PA1A, PA11, PA14, PA15. Preparing Inheritance Tax returns using Forms IHT400, IHT400 Calculation, IHT402, IHT403, IHT404, IHT405, IHT406, IHT407, IHT408, IHT409, IHT410, IHT411, IHT412, IHT415, IHT416, IHT417, IHT419, IHT422, IHT423, IHT435, IHT436. There are no additional charges dependant on what forms are required.	Noted
7.54	Does the system provide electronic submission of the final completed document to HMRC?	No - No API available. If it became available by HMRC this facility could be easily integrated	Noted
7.55	Does the system allow the form to be printed multiple times in draft/incomplete status?	The forms can be generated as many times as necessary. If alterations are required the forms will be automatically deleted. Once the amendment have been made where necessary, the forms can be re-generated in the same process.	Noted
7.56	Does the system have the ability to produce a draft document showing the answers given to the various questions in the Questionnaire?	Yes, summaries are available though each section.	Confirmed
7.57	If so, does the system allow for user-customisable document formatting on this draft? - Font? - Paragraph style? - Page format? - Signing boxes?	No - these are legal documents and tax forms	Noted
7.58	If so, does the system allow graphics and/or client logos to be incorporated in the page formatting?	No - these are legal documents and tax forms	Noted
7.59	Can the user preview the draft and/or final document being created in real-time as they respond to the Questionnaire?	No, it isn't possible to populate the probate or tax forms as the user journeys through the platform as the final position of the estate and the necessary forms required cannot be completed until all of the necessary information has been completed and the Estate Summary calculated.	Noted
7.60	Can the system support distribution of document packs via email?	No	Noted
7.61	Does the system support dual screen functionality, such that the document being created can be shown on a display separate from the one being used to complete the Questionnaire?	No	Noted
7.62	As part of the explanatory notes does the system provide web links to explanatory information?	Yes	Confirmed