Login messages

March 2020

Version 2.11



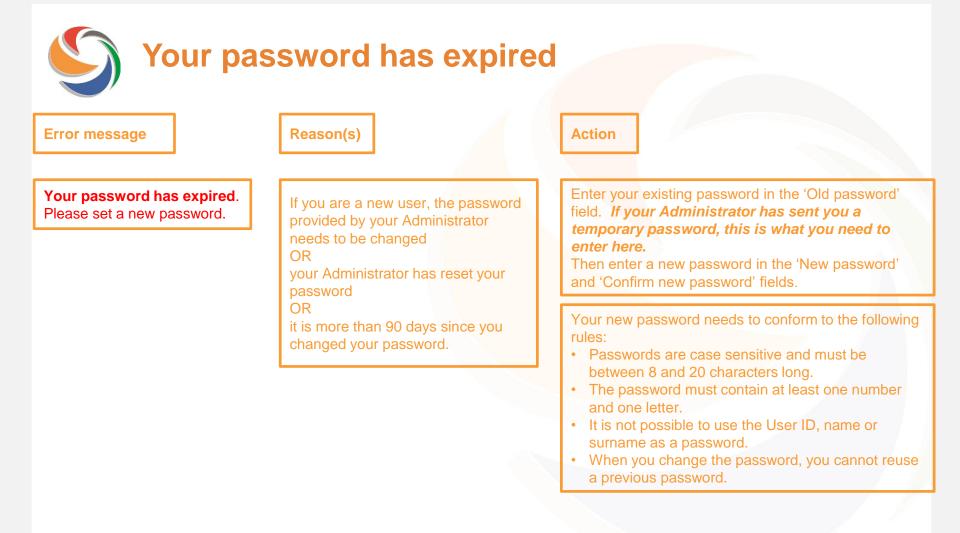
| Message | Page |
|---|------|
| All users: | |
| Login Failed | 4 |
| Your password has expired. Please set a new password. | 5 |
| New password not set | 6 |
| Your password has expired. Please set a new password. We're sorry the values in the New password and Confirm new password are not the same. | 7 |
| Your account has expired | 8 |
| Your Login failed because your organisation has not accepted the Portal User Agreement | 9 |
| Wrong User Name or Password… | 10 |
| Your profile can't grant you access to the Rapid Claim Settlement web site. | 11 |
| Administrators only: | |
| Cannot access your Administrator account? | |
| We're sorry a username is required. | 12 |
| An e-mail address is required | 12 |
| We are sorry the e-mail address you provided has an incorrect format | 12 |
| Please check you have entered the details correctly and try again | 13 |

Continued

| Message | Page |
|--|------|
| Administrators only: | |
| Reset your Claims Portal Administrator password - initiated by email link: | |
| Reset your Administrator password | 14 |
| For security purposes, please ensure your password satisfies the following rules | 15 |
| We are sorry the values in the New password and Confirm new password are not the same. | 16 |
| Please fill in the Confirm new password field. | 17 |
| Please fill in the New password field. | 17 |



| Error message | Reason(s) | Action |
|---------------|---|--|
| Login Failed | The User and/or Password are incorrect OR your User account has expired and therefore been disabled automatically OR you have entered incorrect Password 5 | Check your login details. Please note that the Password is case sensitive, so check that CAPs lock is not on. If you are still getting the same error message, please contact your Administrator, who can reset your password and enable your account. |
| | times, and the User account has therefore been disabled OR your Administrator has disabled your User account manually. | If you are an Administrator, please ask another Administrator to reset your password. |
| | | Alternatively, as an Administrator, you can reset your password using the link 'Cannot access your Administrator account?' and follow the instructions. |
| | | If you still cannot access the account after changing the password, it may be because your account has expired. If there is no other Administrator in your organisation, you need to contact the Helpdesk. |



| New password not set | | |
|----------------------|--|---|
| Error message | Reason(s) | Action |
| New password not set | Your old password has been entered incorrectly OR the new password does not conform to the rules displayed below the message. | Your new password needs to conform to the following rules: Passwords are case sensitive and must be between 8 and 20 characters long. The password must contain at least one number and one letter. It is not possible to use the User ID, name or surname as a password. When you change the password, you cannot reuse a previous password. |

Action



Your password has expired – values differ

Error message

Reason(s)

Your password has expired. Please set a new password.

We're sorry the values in the New password and Confirm new password are not the same.

You have requested a reset of your Administrator password and the values you have entered differ. Please re-enter the new password in both fields.

| Your account | t has expired | |
|--|---|--|
| Error message | Reason(s) | Action |
| Your account has expired because it has not been extended by the Administrator. Please contact your internal Administrator for assistance. For Administrators only, please visit | All user accounts have an expiry date, which is set to 2 years from the time it was created. | Please contact your organisation's Administrator, and ask that the Expiry date on your User account is changed and the User account needs to be Enabled again. |
| https://www.claimsportal.org.uk, and search for 'troubleshooting'. | | Note that until the Expiry date has been changed, you will be prevented from accessing the Claims Portal. Also note that if you attempt to login again before the expiry date has been amended, you will see the message 'Login Failed' message. |
| Please note that the expiry date on an ac initially set by the system as 2 years. Ho Admin Users can change the date to ano duration. | wever, | If you are an Administrator, please ask another Administrator to amend the Expiry date on your User account. If there is no other Administrator set up, you need to contact the Helpdesk using the 'Manage Your Account' form on the Claims Portal website. |

Organisation not accepted the Portal User Agreement

Error message

Your Login failed because your organisation has not accepted the Portal User Agreement. Please contact your internal System Administrator for further information.

Reason(s)

Before access is given to a new organisation, the User Agreement needs to be accepted.

A new User Agreement has been published and needs to be accepted in order to allow access to the Claims Portal.

Action

Please contact your organisation's Administrator, who needs to log in to the Administration section to download and accept the User Agreement.

If your internal Administrator has left the organisation and there are no other listed Administrators on the account, please submit a change of Administrator form to the Helpdesk.

| Wrong User | name or Password | |
|---|--|---|
| Error message | Reason(s) | Action |
| Wrong User Name or Password! You entered a wrong username or password or your profile can't grant you access to the Administration console. | Your User and/or Password are incorrect. | Please re-enter the User and Password, and ensure that the Section is set to Claims Portal. |
| | Your User account only allows access to the Claims Portal and does not allow you access to the Admin console. | Please change the Section to Claims Portal and retry the login. |
| | | Login User: Password: Section: Claims Portal |
| | | Login Cannot access your Administrator account? |



Your profile can't grant you access to the Rapid Claims Settlement web site.

| Error message | Reason(s) | Action |
|---|--|--|
| Your profile can't grant you access to the Rapid Claim Settlement web site. | Your User account only allows access to the Admin console and does not allow you to handle claims. | Please change the Section to Administration and retry the login. |
| | | Login User: |
| | | Password: Section: Administration |
| | | Login <u>Cannot access your Administrator account?</u> |



Cannot access your Administrator account?

| Error message | Reason(s) | Action |
|--|--|---|
| We're sorry a username is required. | User name is mandatory | Please enter your user ID. |
| An e-mail address is required | E-mail address is mandatory. | Please enter the e-mail address that is stored in the Portal. |
| We are sorry the e-mail address you provided has an incorrect format | The e-mail address does not conform to standard e-mail format. | Please check and re-enter your e-mail address. |



Cannot access your Administrator account?

Error message

Please check you have entered the details correctly and try again. Please refer to the Administrator User Guide on https://claimsportal.org.uk.

Reason(s)

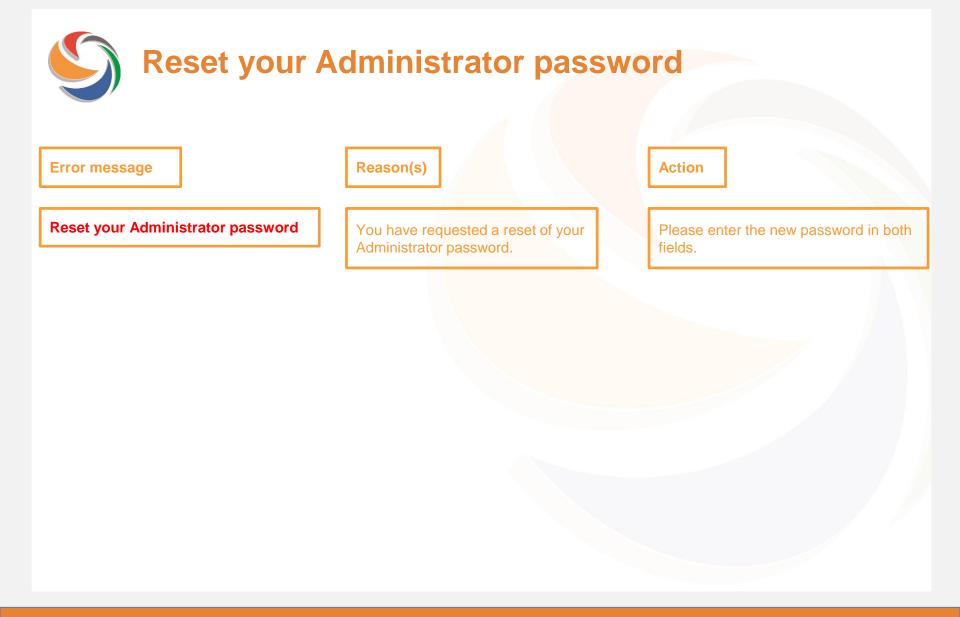
The details entered do not match information held in the system.

Action

If you are <u>not</u> a Portal Administrator, this function is not available to you. You need to contact your internal Administrator.

If you're a Portal Administrator and there are other Portal Administrators within your organisation, they can reset your password for you. Once logged in, check My Settings to ensure your details are up to date.

If you are a Portal Administrator, and there are no other Portal Administrators within your organisation, please contact the Helpdesk by completing the Contact Us form on https://claimsportal.org.uk.



Reset your Administrator password – format

Error message

Reset your Administrator password

For security purposes, please ensure your password satisfies the following rules:

- The password must be at least 8 characters long
- The password must contain at least one number and one letter
- It is not possible to use the user id, name, surname or organisation id
- It is not possible to reuse the old password

Reason(s)

You have requested a reset of your Administrator password, but the new password does not conform to the rules displayed.

| _ | | _ | |
|---|------------|----|---|
| Λ | c t | io | n |
| m | Lι | IU | н |
| | | | |

Please enter a new password that conforms to the rules.

Reset your Administrator password – values differ

| Error message | Reason(s) | Action |
|---|---|--|
| Reset your Administrator password We are sorry the values in the New password and Confirm new password are not the same. | You have requested a reset of your Administrator password and the values you have entered differ. | Please re-enter the new password in both fields. |
| | | |
| | | |

Reset your Administrator password – value missing

| Error message | Reason(s) | Action |
|---|--|---|
| Reset your Administrator password Please fill in the Confirm new password field. | You have requested a reset of your Administrator password and the value in the "Confirm new password" field is missing. | Please enter the new password in both fields. |
| Reset your Administrator password Please fill in the New password field. | You have requested a reset of your Administrator password and the value in the "New password" field is missing. | Please enter the new password in both fields. |