

Login messages

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Login Failed

Error message

Login Failed

Reason(s)

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 times, and the User account has therefore been disabled
OR
your Administrator has disabled your User account manually.

Action

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.

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.



Your password has expired

Error message

Your password has expired.
Please set a new password.

Reason(s)

If you are a new user, the password provided by your Administrator needs to be changed
OR
your Administrator has reset your password
OR
it is more than 90 days since you changed your password.

Action

Enter your existing password in the 'Old password' field. ***If your Administrator has sent you a temporary password, this is what you need to enter here.***
Then enter a new password in the 'New password' and 'Confirm new password' fields.

Your new password needs to conform to the following rules:

- The minimum length for a password will be 12 characters.
- The password must contain at least one special character.
- The acceptable special characters are: |!"£\$€%&/=?^!'+@°#,,;:-_()
- The password must contain at least one number.
- The password must contain at least one uppercase letter and at least one lowercase letter.
- Any abbreviation of the word password including pwd or pswd will not be accepted and your password will not save.
- It is **not** possible to use your name as a password.
- It is **not** possible to use your organisation ID as a password.
- It is **not** possible to use your user ID as a password.
- It is **not** possible to reuse any of your previous passwords.



New password not set

Error message

New password not set

Reason(s)

Your old password has been entered incorrectly
OR
the new password does not conform to the rules displayed below the message.

Action

Your new password needs to conform to the following rules:

- The minimum length for a password will be 12 characters.
- The password must contain at least one special character.
- The acceptable special characters are:
|!"£\$€%&/=?^'*+@°#;,;.-_()
- The password must contain at least one number.
- The password must contain at least one uppercase letter and at least one lowercase letter.
- Any abbreviation of the word password including pwd or pswd will not be accepted and your password will not save.
- It is **not** possible to use your name as a password.
- It is **not** possible to use your organisation ID as a password.
- It is **not** possible to use your user ID as a password.
- It is **not** possible to reuse any of your previous passwords.



Your password has expired – values differ

Error message

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.

Reason(s)

You have requested a reset of your Administrator password and the values you have entered differ.

Action

Please re-enter the new password in both fields.



Your account 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 <https://www.claimsportal.org.uk>, and search for 'troubleshooting'.

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.

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 account is initially set by the system as 2 years. However, Admin Users can change the date to another duration.

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.	<p>Your User and/or Password are incorrect.</p> <p>Your User account only allows access to the Claims Portal and does not allow you access to the Admin console.</p>	<p>Please re-enter the User and Password, and ensure that the Section is set to Claims Portal.</p> <p>Please change the Section to Claims Portal and retry the login.</p>

Login

User:

Password:

Section:

Login

[Cannot access your Administrator account?](#)



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

Error message

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

Reason(s)

Your User account only allows access to the Admin console and does not allow you to handle claims.

Action

Please change the Section to Administration and retry the login.

Login

User:

Password:

Section:

Administration ▼

Login

[Cannot access your Administrator account?](#)



Access Denied

Error message

Access Denied

Reason(s)

Access to the Portal is not available to your organisation.

Action

Please contact your organisation's Administrator.

The organisation's internal Administrator needs to contact the Helpdesk by completing the Contact Us form on <https://claimsportal.org.uk>, so that the reason why access is not available can be established.



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 not 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

Error message

Reset your Administrator password

Reason(s)

You have requested a reset of your Administrator password.

Action

Please enter the new password in both fields.



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.

Action

Please enter a new password that conforms to the rules.



Reset your Administrator password – values differ

Error message

Reset your Administrator password

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

Reason(s)

You have requested a reset of your Administrator password and the values you have entered differ.

Action

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.