HANSARD

# Client Portal Registration Guide

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# Registering for your online client portal

## ACTIVATION

We recently sent an invitation to register for our new online portal to the email address we have on file for you. If you have changed your email address, please contact our office on +44 1624 688 000, or email us at clientservicessupport@hansard.com. This will allow us to update our records and send you a new invitation.

If your email address remains the same and you haven't seen the invitation, please search your mailbox, including all folders, for an email from notifications@hansard.com. It may have been filtered to your Junk/Spam folder.

Once you locate the email, click the link to register. If the link does not work, mark the email as 'Not Junk' and try clicking the link again to activate it. Please note that registration must be completed in full without navigating away from the webpage. The process cannot be restarted if registration is only partially complete.

### 1　HOW TO REGISTER

The link within your email will automatically direct you to the Hansard Client Portal registration page, as shown below. To ensure the registration process is fully complete, please follow all of the steps below:

Within the 'email address' field on the sign up screen, enter the email address that the invitation was sent to. If you wish to use a different email address, you will need to contact our Client Services Support Team who will issue a new invite with a new link for you to use.

**2**　Select the 'Send Verification Code' button. This will generate a further email to your email address which contains a 6–digit code.
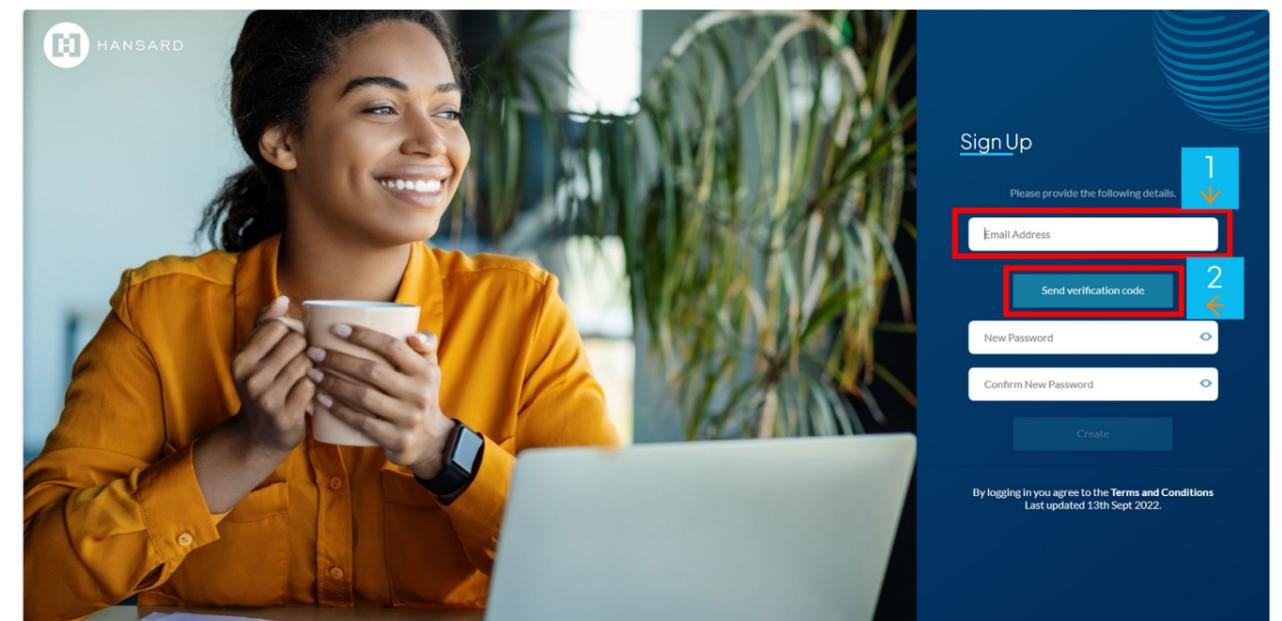
Locate this email from notifications@hansard.com and enter the code into the 'Secondary Verification Code' field shown below, and click 'Verify Code'.



Once verified, you will be able to enter a password of your choice. Ensure this password is kept safe as you will need it to log in to the portal in future. Once you have chosen your password and confirmed it, press 'Create'.



The password must be between 8 and 16 characters long and contain 3 of the following: lowercase characters, uppercase characters, digits (0–9) and one or more of the following symbols: @#$%^&*-_[]()/:',?/~"{};.

Hansard takes the security of your data seriously. In line with latest security protocols you will then be prompted to download the Microsoft Authenticator App (or other authenticator app of your choice). If you already have one installed you do not need to download again.

Once downloaded open the application and follow the instructions until you are asked to scan the QR code on screen. This will generate the Hansard code generator within the app.



Click Continue

You will then be prompted to enter the verification code from your authenticator app.

Click Verify



This completes the registration process and you will be automatically re- directed to your Client Portal landing page.

# Logging in

For the best user experience, it is recommended that you access the Client Online Portal via the **www.hansard.com homepage.**

Within the top right corner of the website's homescreen, select the orange 'Policyholder Login' button.



Using the email address and password that you used to register for the portal, enter these details in the relevant fields and click '**Sign in**'.
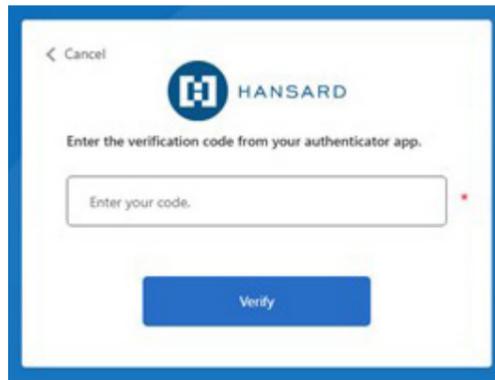
## VERIFICATION

After clicking Sign in you will see the following screen:
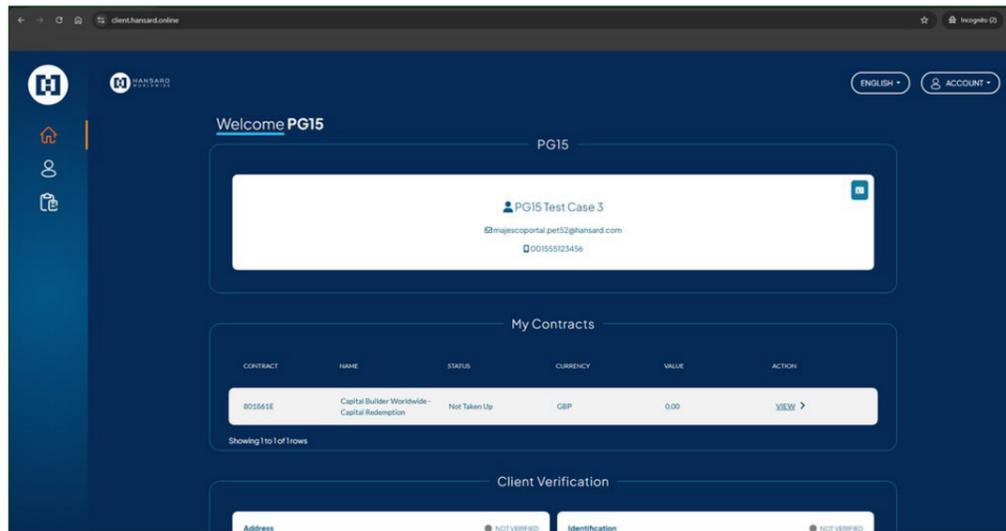


Enter the verification code from your Authenticator App into the box.

Click Verify

You will then be taken to the Client Portal landing page



## TROUBLESHOOTING

If you are having issues logging in, there are steps that can be taken to try and rectify the problem:

- ■ Ensure the initial registration link or saved bookmark is not being used to sign in. The portal should be accessed via www.hansard.com by selecting the 'Policyholder Login' in the top right of the main page.
- ■ Ensure the email address you are using is the email address we hold on file and the one that you registered on the Portal with.
- ■ Try an alternative browser such as Microsoft Edge or Google Chrome, and try clearing Cookies and Cache
- ■ If the system logs you off immediately after entering the code, rather than returning to the home page, click the 'back' button and generate another code.
- ■ If you have misplaced your password details, click 'Forgot your password' from the login screen, located under the login details fields. You will then be prompted to enter your email address and send a new verification code.

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