Troubleshooting Guide

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CLAIMSPORTAL LTD

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Your password has expired

Error message

Your password has expired.

Please set a new password.

Reason(s)

Your Administrator has reset your password
OR
It is more than 90 days since you have changed your password

Action

Enter your password in the 'New password' and 'Confirm new password' fields.

Your new password needs to conform to the following rules:

- Passwords are case sensitive and must be a minimum of 12 characters long.
- The password must contain at least one special character. The acceptable special characters are: |!"£$€%&/=?^'*+@°#,;:.-_()
- The password must contain at least one number, 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.
- 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 any of your previous passwords.

New password not set

Error message	Reason(s)	Action

New password not set

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 a minimum of 12 characters long.
- The password must contain at least one special character. The acceptable special characters are: |!"£$€%&/=?^'*+@°#,;:.-_()
- The password must contain at least one number, 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.
- 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 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 User 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 their User account 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.

Multi-factor Authentication

Error message	Reason(s)	Action
Cannot find account details	Your email address has not been setup in the MFA field on your User account	Please contact an Administrator on the account to setup the MFA on your User account. Alternatively, please contact the helpdesk directly

Wrong User name or Password

Error message	Reason(s)	Action
Wrong Username or Password! You entered a wrong username or password	Your User and/or Password are incorrect.	Please re-enter the Username and Password.

Access Denied

Error message	Reason(s)	Action
Access Denied	Access to the Portal is not available to your organisation.	Please contact your organisation's Administrator. The organisation's internal Administrator needs to contact the Helpdesk by completing the Contact Us form on https://www.claimsportal.org.uk/contact-us/ so that the reason why access is not available can be established.

Cannot access your User 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 User account?

Error message

Reason(s)

Action

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

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

You can reset your password by clicking the "Forgot password? Or First login".
Once logged in, check My Settings to ensure your details are up to date.

Generic required fields

Error message	Reason(s)	Action
A required field is missing. Please fill out all required fields	A required field has not been filled out correctly.	Fill out all required fields and try again

‹ Cancel

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A required field is missing. Please fill out all required fields
and try again.

This information is required.

Sign in name

This information is required.

Email Address

Send Verification Code

Continue

Login failed

Error message

Login Failed

CLAIMS PORTAL

Sign in with your username

Login failed.

Forgot your password or first login?

Sign In

Reason(s)

- The User and/or Password are incorrect
- Your User account has expired and therefore been disabled automatically
- You have entered incorrect Password 5 times, and the User account has therefore been disabled
- 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.

As a User on the Portal, please ask another Administrator to reset your password.

Alternatively, as a User, you can reset your password using the link 'Forgot your password or first login?' 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.

OTP Code is not correct

Error message

You have entered the wrong code

Reason(s)

You have not entered the OTP code received by email correctly into the OTP field

Action

Check your email and re-enter the OTP code

< Cancel

CLAIMSP**ORTAL**

Verification code has been sent. Please copy it to the input box below.

You have entered the wrong code.

m*******************@gmail.com

code123

Verify Code

Send New Code

Continue

Account is temporarily locked

Error message

Your account is temporarily locked to prevent unauthorised use. Try again later

Reason(s)

The user has exceeded the maximum attempts at entering a valid password

Action

A further attempt to log in can be made after 1 minute.

Subsequent incorrect attempts will result in the blockage happening every time the user tries to log in and the time to wait is increased by every 10 attempts the password is entered incorrectly, up to a maximum of 5 hours

CLAIMSPO**RTAL**

Sign in with your username

Your account is temporarily locked to prevent unauthorized use. Try again later.

Forgot your password? Or Login?

Sign In

Company Confidential

Exceeding the number of retries allowed

Error message

You have exceeded the number of retries allowed.

Reason(s)

The user has exceeded the number of attempts to login on to the Portal

Action

A further attempt to log in can be made after 1 minute.

< Cancel

CLAIMSP●RTAL

Verification code has been sent. Please copy it to the input box below.

You have exceeded the number of retries allowed.

m*******************@gmail.com

810702

Verify Code

Send New Code

Continue

Verification control has not been verified

Error message

Reason(s)

Action

The claims verification control have not been verified

The user is pressing "continue" button without verifying the code first

The user must first verify the OTP and then press "continue"

< Cancel

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The claims for verification control have not been verified.

Verification code has been sent. Please copy it to the input box below.

m*******************@gmail.com

123

Verify Code

Send New Code

Continue

Password error – Validation rules

Error message

One or more fields are filled out incorrectly. Please check your entries and try again.

12-32 characters must be used and contact Lowercase CHARACTERS, UPPERCASE CHARACTERS, DIGTS (0-9) AND ONE OR MORE OF THE FOLLOIWNG SYMBOLS |!"£$€%&/=?^'*+@°#,;:.-_()

‹ Cancel

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One or more fields are filled out incorrectly. Please check your entries and try again.
12-32 characters, must be contain all of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: | ! " £ $ € % & / = ? ^ ' * + @ ° # , ; : . - _ ( ) .

Reason(s)

The password entered does not meet the validation rules when creating password

Action

Your new password needs to conform to the following rules:
- Passwords are case sensitive and must be a minimum of 12 characters long.
- The password must contain at least one special character. The acceptable special characters are: |!"£$€%&/=?^'*+@°#,;:.-_()
- The password must contain at least one number, 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.
- 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 any of your previous passwords.

Your account has been locked

Error message	Reason(s)	Action
Your account has been locked. Contact your support person to unlock it, then try again.	The account has been disabled via the administrative console	You will need to contact an Administrator for the Organisation account the account to unlock your User account
		If there is no Administrator set up, you need to contact the Helpdesk using the 'Manage Your Account' form on the Claims Portal website.

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Sign in with your username

Your account has been locked. Contact your support person to unlock it, then try again.

Forgot your password? Or Login?

Sign In