

Troubleshooting Guide

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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

New password not set

Reason(s)

The new password does not conform to the rules displayed below the message.

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 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

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'.

Reason(s)

All user accounts have an expiry date, which is set to 2 years from the time it was created.

Action

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.

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.

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.



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

Cannot find account details

Reason(s)

Your email address has not been setup in the MFA field on your User account

Action

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

**Wrong Username or Password!
You entered a wrong username
or password**

Reason(s)

Your User and/or Password
are incorrect.

Action

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.	<p>Please contact your organisation's Administrator.</p> <p>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.</p>



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

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

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 and try again	A required field has not been filled out correctly.	Fill out all required fields and try again

< Cancel

CLAIMSPORTAL

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

This information is required.

This information is required.



Login failed

Error message

Login Failed

CLAIMSPORTAL

Sign in with your username

Login failed.

michele_crt_in

.....

[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	Reason(s)	Action
You have entered the wrong code	You have not entered the OTP code received by email correctly into the OTP field	Check your email and re-enter the OTP code

< Cancel

CLAIMSPORTAL

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	Reason(s)	Action
Your account is temporarily locked to prevent unauthorised use. Try again later	The user has exceeded the maximum attempts at entering a valid password	<p>A further attempt to log in can be made after 1 minute.</p> <p>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</p>

CLAIMSPORTAL

Sign in with your username

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

[Forgot your password? Or Login?](#)



Exceeding the number of retries allowed

Error message	Reason(s)	Action
You have exceeded the number of retries allowed.	The user has exceeded the number of attempts to login on to the Portal	<p>A further attempt to log in can be made after 1 minute.</p> <p>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</p>

< Cancel

CLAIMSPORTAL

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

Please verify the code before continuing

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

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

< Cancel

CLAIMSPORTAL

Please verify the code before continuing.

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

m*****@gmail.com

123

Verify Code

Send New Code

Continue

Please wait while we process your information.



Password error – Validation rules

Error message

Reason(s)

Action

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 FOLLOIWNNG SYMBOLS
 |!"£\$€%&/=?^*+@°#,:;.-_()

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

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.

< Cancel



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: |!"£\$€%&/=?^*+@°#,:;.-_()



Your account has been locked

Error message	Reason(s)	Action
Your account has been disabled. 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

CLAIMSPORTAL

Sign in with your username

Your account has been disabled. Contact your administrator to enable it then try again.

[Forgot your password or first login?](#)

If there is no Administrator set up, you need to contact the Helpdesk using the 'Manage Your Account' form on the Claims Portal website.