Signing into the Portal for the first time

1. Signing in

Sign in using your User ID (Username) and Password, which you will have been emailed in two separate emails.

Both your username and password are case sensitive and must therefore be typed in exactly as they were sent to you. Ensure that there are no spaces before or after the username and password.

If you have any problems signing in please view the Frequently Asked Question for further help.
2. Terms and Conditions

Once you have signed in you will be presented with the University of London Terms and Conditions. Please read these thoroughly and if you agree please accept by selecting the ‘I agree’ box at the bottom of the page.
3. Changing your password

Next you will be asked to change your password.

Please make sure you enter a new password that follows the password policy:

- Uses Alphanumeric characters only (Symbols or special characters are not valid)
- Is between 8 and 16 characters in length
- Contains at least one numeric character and at least one alpha character
- Has no more than 2 sequential characters
- Does not contain your name or username

PLEASE NOTE: You will not be sent an email notification the first time you change your password. However for any subsequent requests to change your password you will receive an email notification informing you that your password has been updated (make sure you also check your spam folder for the email confirmation).
Next you will be asked to select a password reminder question. If you prefer to write your own please select ‘Write my own question’ from the drop down menu. You will need to remember this answer, as you will be asked for it if you ever need to reset your password.
5. Password Reminder Question

As soon as you have set your password reminder question you will be taken to your Portal homepage.

If you have any problems accessing your Portal please use the Frequently Asked Question on the Portal log in page.

If you require further help once you are logged into the Portal please use the ‘Ask a question’ link or the ‘My Enquires’ button both are found on your home page.