Signing into the Portal for the first time

1. Signing in

Sign in using your User ID (Username) and Password, which will have been sent to you 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 when you enter them.

If you have any problems signing in please view the ‘Portal: FAQs’ for further help, as circled below:
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, as circled below:

Terms and Conditions for the use of the University of London Information Systems

Introduction
All users of the University’s Information Systems must accept the conditions set out below in order to use these systems.

Services and information supplied through the University of London Information Systems are for users’ personal use only. You agree to use the Information Systems only for your own purposes in connection with courses studied through the University of London and not for use in any other purpose, including commercial purposes.

In using the University’s Information Systems you agree to comply with the terms of the Joint Academic Network (JANET) Acceptable Use Policy (http://www.janet.org.uk/privacy/policies.html) and the University of London Computer Centre (ULCC) Acceptable Use Policy (http://www.ulcc.ac.uk/ethics-and-conditions).

If you breach any of these terms and conditions, the University may regard this as misconduct. In appropriate cases the University will deal with such breaches under the University’s Code of Student Discipline set out in Ordinance 17.

Security
You are responsible for the security and use of your username and password. You are not allowed to use the account, username or password of any other user. You must not disclose your username or password to anyone else.

Content and Copyright
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The University of London reserves the right to remove, vary or amend any of the content which appears on its Information Systems at any time and without prior notice.

Data Protection
By accepting these conditions you agree that the University may collect certain information about you and your use of its Information Systems. We will use this information to help improve our services and to keep records of academic activity.

The University of London will deal with your personal data in accordance with the principles set out in the Data Protection Act. Any personal information which you provide to the University of London will only be used within the University of London and its Colleagues and for its service providers for the purposes described above and will not be disclosed to any other person.

By accepting these conditions you are giving your consent to the University of London and your College to process your personal data for the purposes described in the preceding paragraph.

Disclaimer
Whilst the University of London will endeavour to ensure that its Information Systems are normally available 24 hours a day, the University will not be liable if for any reason any of the systems is unavailable at any time or for any period. Access to the University’s systems may be suspended temporarily and without notice if the University has to carry out maintenance or repair work, or in the event of system failure, or for reasons beyond the control of the University of London.

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3. Changing your password

You will now be asked to change your password.

Please make sure you enter a new password that adheres to the following conditions:

- Alphanumeric characters only (symbols or special characters are not valid)
- 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 (if you do not receive an email in your inbox, please check your spam folder).
4. Password Reminder Question

You will now be asked to select a password reminder question. If you would prefer to write your own question, please select ‘Write my own question’ from the drop down menu. You will need to remember the answer as you will be asked for it should you ever need to reset your password.
5. Portal Login Complete

Once you have saved your password reminder question, you will be taken to the Portal homepage and a welcome video will play.

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.