



# Portal Registration and Changing Your Details

## SECTION 1 – Registration

Select the [register](#) link

Home

Don't have an account? Please [register](#)

Email Address

Password

Login

[Forgotten your password?](#)

### Security Details

Complete the Security Details

Email Address \*

Confirm Email \*

Password \*

Confirm Password \*

Secret Question \*

Secret Answer \*

Answer to your question in case you forget your password

Passwords must be a minimum of 8 characters, not longer than 15 characters and must contain a minimum of 2 number(s). Remember that your password is case sensitive.

### About you

Title \*

Forename \*

Surname \*

Gender \*

## Contact Details

Enter your postcode and press

Find Address

Click on your address and then press

Select

To find your home address please enter your postcode and then click Find Address. If you do not know your postcode, look it up [here](#). If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

Postcode \*

Find Address

Enter Address Manually

25, Milton Road, Clapham, Bedford, MK41 6AS  
44, Milton Road, Clapham, Bedford, MK41 6AS  
**66, Milton Road, Clapham, Bedford, MK41 6AS**  
85, Milton Road, Clapham, Bedford, MK41 6AS  
101, Milton Road, Clapham, Bedford, MK41 6AS

Select

If you cannot find your address you add your address manually by clicking on

Enter Address Manually

After telling us where you live provide us with at least one telephone number

|  |   |
|--|---|
| House Number   | <input type="text" value="66"/>             |
| House Name   | <input type="text"/>                        |
| Building Name  | <input type="text"/>                        |
| Street Name  | <input type="text" value="Milton Road"/>    |
| District / Village   | <input type="text" value="Clapham"/>        |
| Town   | <input type="text" value="Bedford"/>        |
| County   | <input type="text"/>                        |
| Postcode *   | <input type="text" value="MK41 6AS"/>       |
| Country  | <input type="text" value="United Kingdom"/> |
| <p>Find Address</p>  |   |
| <p>Please supply a telephone number where you can be contacted during normal office hours, if necessary.</p> |   |
| Home Phone   | <input type="text"/>                        |
| Mobile Number  | <input type="text" value="07845487541"/>    |
| Work Phone   | <input type="text"/>                        |
| <p>Submit Registration</p>   |   |
| <p>* Required field</p>  |   |

Finally press

Submit Registration

### Nearly done...

We've sent you an email containing a link. You'll need to click the link to confirm your email address as your new username.

You will then receive an email.

If the email is not in your inbox please check in your junk mail folder

Thank you for registering with the Citizen Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

[https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1116\\_c24f5101-36c5-4450-853c-3141565009aa](https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1116_c24f5101-36c5-4450-853c-3141565009aa)

*Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.*

Kind Regards, Portal Administrator

Click on the link or copy and paste it into your Internet Browser

## Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.

 Home

Press the Home button

Don't have an account? Please [register](#)

Email Address



Password



Login

[Forgotten your password?](#)

Login

Enter your Email address and Password and press

## SECTION 2 – Changing your details

### My Account

- Personal Details**
- Contact Details
- Change Email Address
- Change Password
- Change Secret Question
- Change of Circumstances

#### Personal Details

Title

Forename

Surname

Gender

[Save](#)

You can change your details, and find out how to tell us about other changes in your circumstances

## SECTION 3 – Two Step Verification

### Introduction

If two step verification is enabled, you will be sent a verification code every time you sign in.

If two step verification is not enabled, a message is displayed when you log into the Citizen Portal with a link to enable it if you want to.

### Enabling Two Step Verification

To enable two step verification:

1. Select the **My Account** tab in the top right hand corner of the screen
2. Select **Two Step Verification** tab. You will see the following page.

#### Two Step Verification

Two Step Verification is our way to make your data more secure.

If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe.

Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

#### Preferred method

[Save](#)

3. To enable **Two Step Verification** and receive a verification code to your registered email address, select **Email** from the **Preferred method** drop-down.

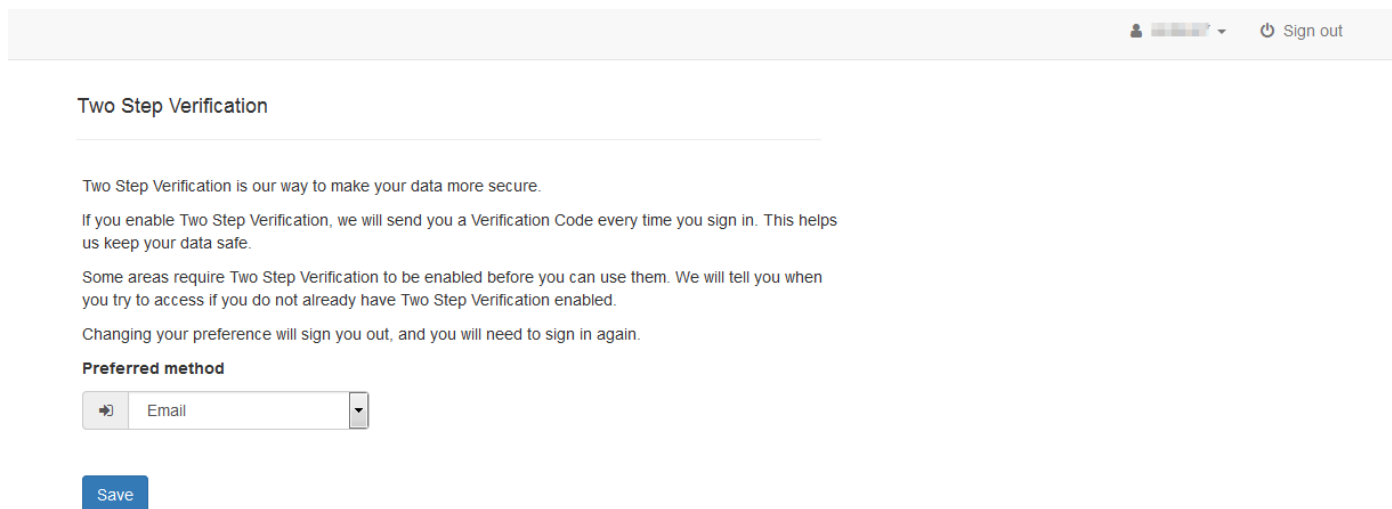
4. Click the **Save** button.

You will be signed out and will need to sign in again.

## Disabling Two Step Verification

To disable two step verification:

1. Select the My Account tab in the top right hand corner of the screen
2. Select **Two Step Verification** tab. You will see the following page.



Two Step Verification

Two Step Verification is our way to make your data more secure.

If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe.

Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

**Preferred method**

Email

Save

3. Select **No Two Step Verification** from the **Preferred method** drop-down.
4. Click the **Save** button.

You will be signed out and will need to sign in again.

## SECTION 4 – FAQs

I have filled in the online form to register but have not yet received an email

- It is possible that the email has been quarantined by anti-spam measures taken by your Internet Service Provider or by settings in your mail client.

Check to make sure that, if you are an Outlook/Outlook Express user, the relevant email has not been misidentified as "junk" and deposited in the Junk folder. If the email has definitely not been delivered to you then contact your ISP to see whether the email can be tracked and its fate discovered.

The service providers who suffer most from the problem of incorrectly identifying key emails as spam have proved to be aol.com, hotmail.com, hotmail.co.uk, yahoo.co.uk, yahoo.com and btinternet.com

I have forgotten my password

- Visit the home/log in page, click on the link "Forgotten your password?" and enter your username.

A new email will be generated and sent to your registered email address with a link to reset the password details.