

ACCOUNT ACTIVATION GUIDE

Each individual user will need to activate their account, as explained in the instructions below. All information required is contained in the welcome letter and email, a unique copy of which will be provided for each account.

SECTION 1 INDIVIDUAL DETAILS

Step One

Using your web browser, navigate to the Platform One account activation page which is located at **https://secure.platform1online.com/Secure/ActivateAccount.aspx**. This page can also be found from our home page by clicking on the 'Log in' button in the top right hand corner. Please see Section 2 for further details.

Step Two

Enter your username (normally your e-mail address unless specified otherwise) and then enter the Security Code contained in your Welcome Letter.

Activate Your Account - Step 1

Enter your username to and security code to continue

Username

Security Code

Back Continue

Step Three

Enter a phrase or question (such as *Mothers Maiden Name*) and an answer to that question. **Please remember this as you will need it should you forget your password.** Note that the answer is case sensitive.

Activate Your Account - Step 2

Provide a question/answer to allow you to reset your password

Security Question

Security Answer

Back Activate Account

All Done!

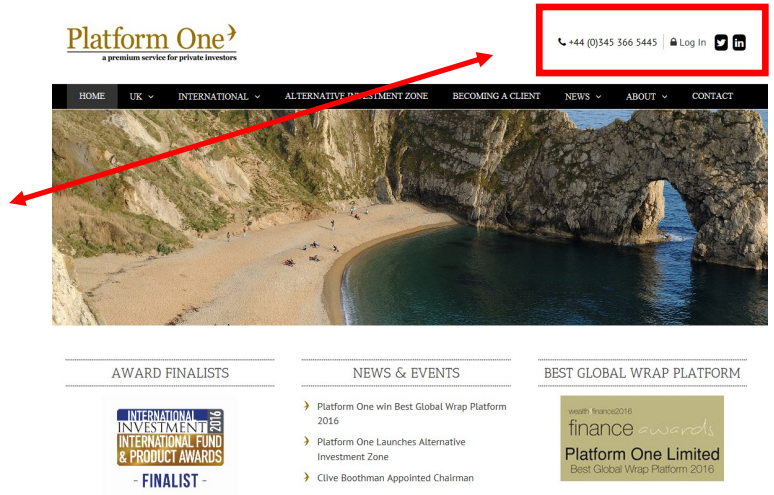
This completes the activation process. You will receive an email which will contain a password to enable you to login. Should you not receive this email within 5 minutes, please follow the Forgot Your Password instructions in Section 4. It is also worth checking your junk mail in case the email is redirected there.

Please see page three for instructions on how to Change your Password, Security Question or Username. **We recommend you change your Password and Username to something you find easy to remember.**

SECTION 2 LOGGING IN

Using your web browser, navigate to the Platform One website which is located at **www.platform1online.com**. Click on the 'Log in' button in the top right hand corner.

Enter your Username (this will be your email address unless you have changed it) and your password (as emailed to you unless you have changed it).



SECTION 3 CHANGING YOUR PASSWORD, SECURITY QUESTION OR USERNAME

Once logged in, hover your mouse over the 'Account Settings' and select the appropriate option.



Change Password

In order to change your password you need to enter your current password and enter your new password twice.

To confirm the change you need to click 'Change Password'.

A screenshot of the 'Change Your Password' form. The form title is 'Change Your Password' and the instruction is 'Enter your current and new password'. There are three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a red box around it and the text 'This field is required'. A 'Change Password' button is highlighted with a red box.A screenshot of the 'Change Your Security Question' form. The form title is 'Change Your Security Question' and the instruction is 'Enter your password and a new question/answer'. There are three input fields: 'Current Password', 'New Question', and 'New Answer'. Each field has a red box around it and the text 'This field is required'. A 'Change Question' button is highlighted with a red box.

Change Question

In order to change your security question you need to enter your current password and then enter your new question and answer.

To confirm the change you need to click 'Change Question'.

Change Username

In order to change your username you need to enter your current password and then enter your new username.

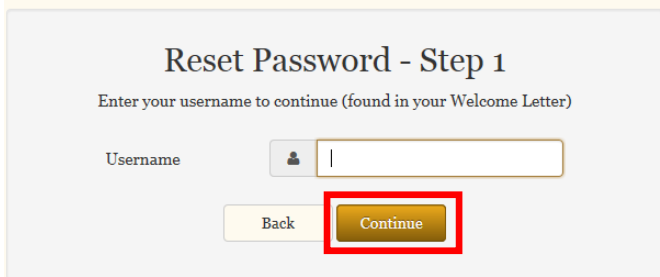
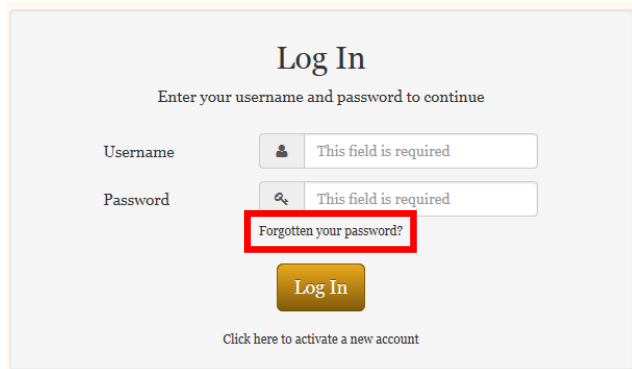
To confirm the change you need to click 'Change Username'

Please note that on clicking 'Change Username' you will be automatically logged out.



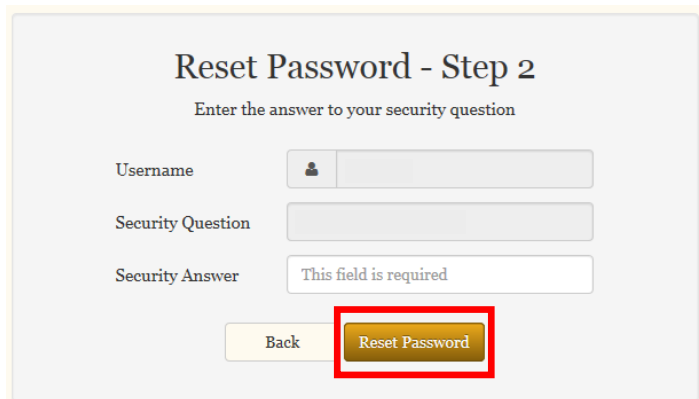
SECTION 4 HAVE YOU FORGOTTEN YOUR PASSWORD?

If you have forgotten your password, you need to click the link as highlighted from the login page.



You then need to enter your username and click 'Continue'. **Note:** If you have forgotten your Username please contact the Client Services team on **0345 366 5445**.

You will now need to confirm your Identification by answering your chosen security question. Click 'Reset Password' when you have entered this.



You will now be resent your password. If you have not received this within 5 minutes or experience any problems please contact Client Services on +44(0)345 366 5445.