

Universal Credit Landlord Portal Initial Sign-In

The Universal Credit Landlord Portal allows you to verify a tenants rent, apply for an Alternative Payment Arrangement (APA), as well as a number of other additional features.

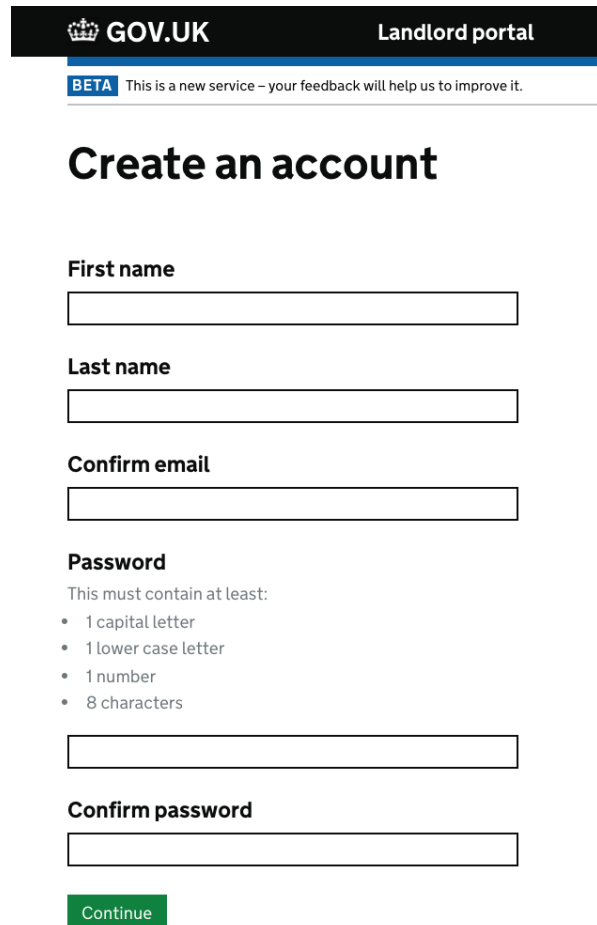
This guidance is intended to support a User in signing in to the Landlord Portal.

Who Can Carry Out The Initial Sign In?

The named contact is the only person, who receives an e-mail invitation will be able to carry out this action.

Actions To Sign-Into The Portal / Create User Account

Your organisations named enrolment contact will receive an e-mail invitation to the Landlord Portal which includes a link. Clicking on this link will bring you to the following page:



The screenshot shows the 'Create an account' page on the Landlord Portal. At the top, there is a black header with the GOV.UK logo and the text 'Landlord portal'. Below the header, a blue banner reads 'BETA This is a new service – your feedback will help us to improve it.' The main heading is 'Create an account'. The form consists of four text input fields: 'First name', 'Last name', 'Confirm email', and 'Password'. Below the 'Password' field, there is a list of requirements: 'This must contain at least: 1 capital letter, 1 lower case letter, 1 number, 8 characters'. Below the 'Password' field is a 'Confirm password' field. At the bottom of the form is a green 'Continue' button.

To begin creating your user profile,

1. complete all 4 text fields (First Name, Last Name, Email Address & Password/Confirm Password)
2. Select "Continue"

Note: E-mail addresses should be individual and unique to a user, and not in use anywhere else in relation to Universal credit. You should not use generic email addresses to create "team" accounts.

The following screen will be presented to enable future sign-on via 2-Factor Authentication.

The screenshot shows the top navigation bar with the GOV.UK logo and 'Landlord portal' text. Below the bar is a blue banner with 'BETA' and the text 'This is a new service – your feedback will help us to improve it.' The main heading is 'Enter a phone number'. Below this, it says 'We'll send you a text message with an access code each time you sign in to your account.' The section is titled 'Mobile phone number' and includes the text 'We'll always send access codes to this number.' There is a text input field for the phone number, a green 'Continue' button, and a blue 'Back' link.

Enter a mobile phone number and select **Continue**

NB – this mobile phone number must not be used by any other landlord portal user

- The user can enter a business or a personal mobile phone number

You will then receive an SMS message to your mobile phone number and be presented with the following screen

The screenshot shows the top navigation bar with the GOV.UK logo and 'Landlord portal' text. Below the bar is a blue banner with 'BETA' and the text 'This is a new service – your feedback will help us to improve it.' The main heading is 'Enter your access code'. Below this, it says 'We've sent a text message with your access code to 07*****90.' The section is titled 'Access code' and includes the text 'The code will expire after 15 minutes.' There is a text input field for the access code, a blue link 'I need a new access code' with a dropdown arrow, and a text box containing the message 'If your access code has expired or you have not received a text message, you can [request another code.](#)' There is a green 'Done' button at the bottom.

Enter the access code you have received by SMS to complete your sign-in to the Portal.