

User Guide

Customer Service Portal-
Logging in & Forgotten Passwords

V4.0

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Logging in

The Customer Service (CS) Portal can be found at www.admiralty.co.uk/customerportal. To make full use of the functionality offered, you must be set up as a user.

Initial set up

Certain people within your company will be Portal Admin users. These users have the ability to create new user accounts, configure email notifications and lock/unlock accounts.

Once a Portal Admin user has entered your user details, an invitation email will be sent to you. Click the link contained in this email and you will be taken to the “Redeem Invitation” page.

Click the “Register” button. Your email address should be populated and you can set your password. Click “Register” again to log in.

Please note: the password must be a minimum of 8 characters long. It must also contain at least 1 capital letter, at least 1 lower case letter, at least 1 number and at least 1 non-alphanumeric character (for example: #\$\$%^&*@”/).

Terms & Conditions of use

When logging in for the first time you will be presented with a screen to review the Terms & Conditions of use for the CS Portal. These need to be accepted before using the CS Portal, so please take some time to review (click the link to open in a new window), tick “I agree to the Privacy Policy, Terms and Conditions” and click the “Continue” button when finished.

Terms and Conditions

The UKHO Privacy Policy and Terms and Conditions can be found [here](#).

You must agree to these Terms and Conditions before using this Portal.

I agree to the Privacy Policy, Terms and Conditions.

If the Terms & Conditions are changed at any time, you will be requested to review and accept the new Terms & Conditions the next time you log in.

User Profile

Once you have successfully logged in, you will see the “Profile” page.

Profile

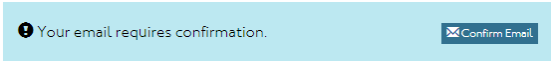
From this page you can update things like your name and email address as well as subscribing/unsubscribing to certain communications from the UKHO.

The “Profile” page can be accessed at any time by selecting the option when clicking on your name in the top right corner.

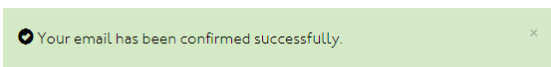


Email confirmation

To ensure your email is associated correctly to your user account so you receive password resets and any communications you have subscribed to, you need to confirm your email address. To do this, please click the “Confirm Email” button within the blue banner on your Profile page.



You should receive an email shortly after this. Click the link within the email to confirm the email address. When this is complete, you will see a message on screen.



Changing your password

For enhanced security, you are required to change your password after 6 months. Once this time has elapsed, you will be prompted to change your password the next time you log in. You will not be able to access the CS Portal until you have changed your password.

Passwords are valid for 6 months. If you have arrived at this page automatically after logging in, your password has expired. Please change it now.

Passwords must be at least 8 characters, have at least one digit ('0'-'9'), have at least one uppercase ('A'-'Z') and at least one lowercase ('a'-'z').

Email

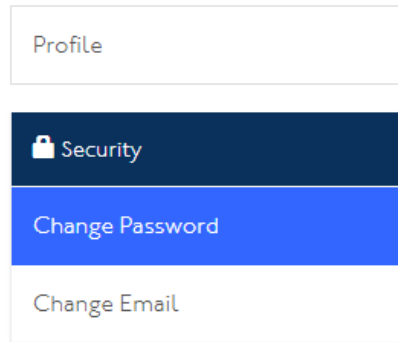
* Old Password

* New Password

* Confirm Password

You may change your password at any time by clicking the “change password”

option on the left hand side of the “Profile” page.



How to sign in

Once you have registered, you can access the CS Portal at any time. Click the “Sign in” link in the top right hand corner. The Knowledgebase is accessible without logging in, however the number of articles is limited.

After clicking “Sign in” you will be

Email

* Password

Remember me?

prompted to enter your email (the address the invitation was sent to) and the password you have previously created. Enter these details and click “Sign In” to continue.

Forgotten password

If you have forgotten your password clicking on the “Forgot your password?” button from the “Sign In” screen will allow you to reset it.

Enter email

After clicking the “Forgot you Password?” button, enter the email address you use to log in and click “Send”.

Forgot your password?

• Email

Enter your email address to request a password reset.

If the email address entered is associated with a Portal user and is unique, an email will be sent to you.

Forgot your password?

Please check your email to reset your password.

Click the link in this email to access the “Reset Password” screen.

Reset password

Enter your password, confirm it and then click “Reset”.

Reset Password

New Password

Confirm New Password

Reset

If your entered password meets the password rules (), it will be accepted and you can sign in using this new password.

Your password has been reset.

About us

The United Kingdom Hydrographic Office is a leading provider of global marine geospatial data.

We help to inform maritime decision-making for navigation, infrastructure development and the management of marine resources.

Serving users worldwide

Our world-leading location based information is available through ADMIRALTY Maritime Data Solutions to users worldwide.

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