

Help for members

Step-by-step registration guide

Where to start your website registration

At the top of the home screen, click on **Log in**, and then on the Register button. You will be asked to complete the following steps on a series of 'pop up' screens

Step 1

Enter the email address you want to use for the website and click the **Send verification code** button. LCP will then send a unique 6 digit verification code to the email address you have given. It will appear in your email inbox (if not, please check in your 'junk email').

Step 2

Enter the 6 digit verification code from the LCP email and click the **Verify code** button.

Step 4

You will then be asked to provide a **phone number**. If you choose **Send code** a code will be sent to the phone number you provide. You will then be able to enter the number on screen.

If you choose **Call me** you will receive a call from Microsoft to finish your authentication.

Get ready to register

You will need:

- The unique **Registration Code** provided by LCP
- Your **National Insurance number**
- Your **email address, phone number and the password** you wish to use to access the website.

Go to the top of the home screen on the website, click on **Log in**, and then the Register button. See below for your step by step guide to access your secure online account.

Step 3

You will be asked to create a secure password - this will need to have at least 8 characters and must contain three of the following: uppercase, lowercase, number and symbol.

Once you have entered and confirmed your chosen **password**, click the **Create** button.

Step 5

On this final screen, you will be asked to enter the 16 character **Registration Code** provided by LCP, your **National Insurance number** and your **Date of Birth** and click the **Register** button.

Need help?

Please note that you will not be able to securely access your online account until you have received your **Registration Code** in the post.

If you have already started the registration process by completing Steps 1-4 and have now received your **Registration Code**, you can simply click on **Log in** and enter the **email address, phone number and password** you used to register. You will then be able to enter your **Registration Code** (Step 5) to access your secure online account.

If you need help registering please get in touch with LCP. Their contact details are under the 'Contact us' tab at the top of the home screen.