

A decorative graphic consisting of a blue ribbon that starts on the left, curves upwards and then downwards, and finally levels out into a thick horizontal bar on the right side of the page.

# **Universal Credit Landlord Portal 2 Factor Authentication Process**

**2 Factor Authentication v1 19.11.18**

## 2 Factor Authentication – Signing in for the first time


When 2 Factor Authentication has been deployed to your organisation, portal users should sign in as normal.

The following message will then be displayed.

Enter a phone number.

The system will send the user an access code via SMS each time they sign in to the portal.

- The user must enter a mobile telephone number
- The number cannot be used by another landlord portal user
- The user can enter a business or a personal mobile phone number

 **Landlord portal**

We've changed the way you sign in to the landlord portal, to make it more secure.

## Enter a phone number

We'll send you a text message with an access code each time you sign in to your account.

**Mobile phone number**

We'll always send access codes to this number.

[Continue](#)


[Back](#)

## 2 Factor Authentication - Obtaining your Access Code

Enter an access code.

To verify the telephone number entered on the previous screen, an access code will be sent to the user via SMS.

- The access code can only be used once
- **The access code will expire after 5 minutes**
- If the wrong mobile telephone number has been entered go back to the previous screen and enter the number again.
- The user can request another access code if an access code has not been received or has expired

 **Landlord portal**

**BETA** This is a new service – your feedback will help us to improve it.

## Enter your access code

We've sent a text message with your access code to 07850892758.

**Access code**  
The code will expire after 5 minutes.

[▶ I have not received an access code](#)

[▶ That's not my phone number](#)

[Create account](#)

[Back](#)

[▼ I have not received an access code](#)

It may take a few minutes for the text message to arrive. You can [request another code](#).

[▼ That's not my phone number](#)

If the phone number above is not yours, go back to the previous page and enter the correct one.

[Create account](#)

[Back](#)

# 2 Factor Authentication – Confirmation of mobile phone set up

The following message will be displayed once you have successfully set up your mobile phone.

[Sign out](#)

You've set up a mobile phone to receive access codes.

## To-do list

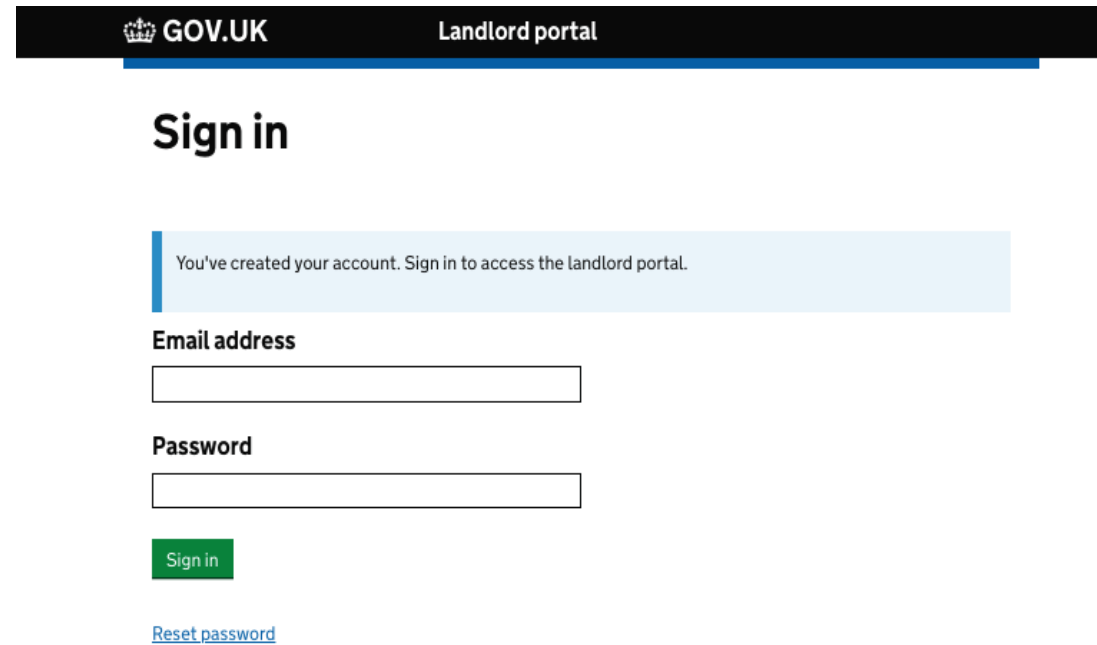
0 of 0 items

Search

No matches found.

## 2 Factor Authentication – Subsequent log in

Once your mobile phone number is registered, you can subsequently access the portal using the credentials you have set up by entering the details in the sign-in screen, as shown.



The screenshot shows the sign-in interface for the GOV.UK Landlord portal. At the top, there is a black header with the GOV.UK logo and the text 'Landlord portal'. Below the header, the main heading is 'Sign in'. A light blue message box states: 'You've created your account. Sign in to access the landlord portal.' Below this, there are two input fields: 'Email address' and 'Password'. A green 'Sign in' button is positioned below the password field. At the bottom, there is a blue link for 'Reset password'.

**GOV.UK** Landlord portal

### Sign in

You've created your account. Sign in to access the landlord portal.

**Email address**

**Password**

[Sign in](#)


[Reset password](#)

## 2 Factor Authentication– Subsequent log in

Once you have signed in to the portal, you will be sent an access code to enter on the screen, the code will expire after 5 minutes.

Once input, you won't be asked to input a new access code for a period of 24 hours.

**If you lose your phone and/or your mobile telephone number changes after you have set up your account, you must contact your Account Manager.**

 **Landlord portal**

**BETA** This is a new service – your feedback will help us to improve it.

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## Enter your access code

We've sent a text message with your access code to 07\*\*\*\*\*34.

**Access code**  
The code will expire after 5 minutes.

[▶ I have not received an access code](#)

**Done**

## 2 Factor Authentication – Inviting a new user to the portal

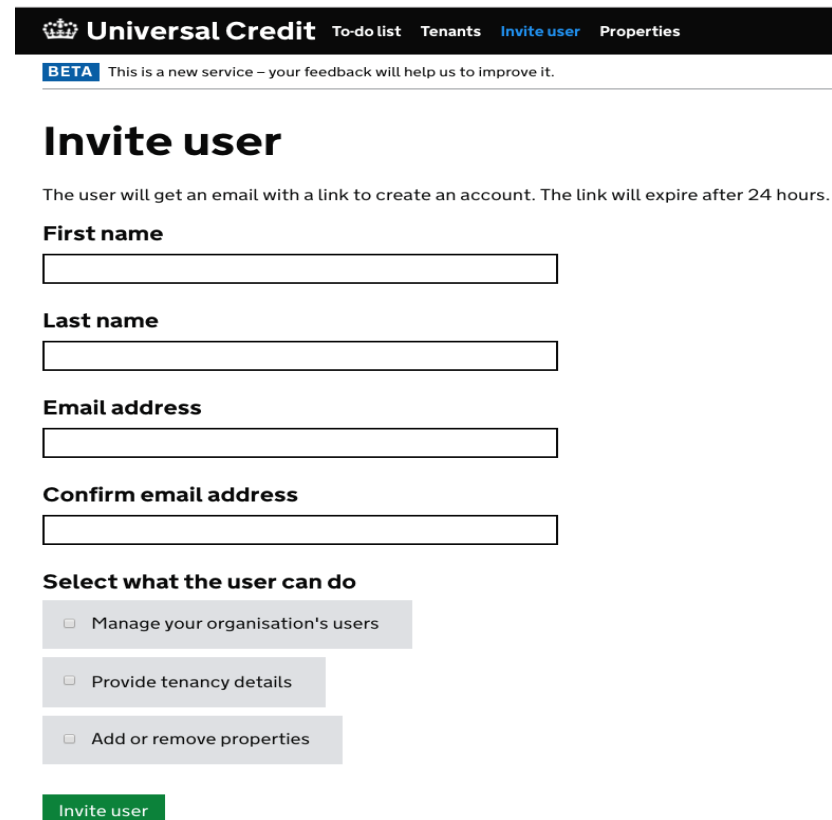
Invite other user(s).

Select permissions from the **'Select what the user can do'**.

The permissions are:

- **Manage Your Organisations Users** - allows the user to enrol new users and assign the appropriate permissions.
- **Provide Tenancy Details** – allows the user to process rent verifications
- **Add or Remove Properties** - allows the user to upload revised property lists on behalf of the organisation.

Select 'Invite user'.



The screenshot shows the 'Invite user' form in the Universal Credit portal. The page has a dark header with the Universal Credit logo and navigation links: 'To-do list', 'Tenants', 'Invite user', and 'Properties'. Below the header, there is a 'BETA' badge and a message: 'This is a new service – your feedback will help us to improve it.' The main heading is 'Invite user'. Below this, there is a note: 'The user will get an email with a link to create an account. The link will expire after 24 hours.' The form consists of several input fields: 'First name', 'Last name', 'Email address', and 'Confirm email address'. Below these fields is a section titled 'Select what the user can do' with three radio button options: 'Manage your organisation's users', 'Provide tenancy details', and 'Add or remove properties'. At the bottom of the form is a green 'Invite user' button.

**Universal Credit** To-do list Tenants [Invite user](#) Properties

**BETA** This is a new service – your feedback will help us to improve it.

### Invite user

The user will get an email with a link to create an account. The link will expire after 24 hours.

**First name**

**Last name**

**Email address**

**Confirm email address**

**Select what the user can do**

Manage your organisation's users

Provide tenancy details

Add or remove properties

[Invite user](#)

## 2 Factor Authentication – Inviting a new user to the portal

A system generated invitation email will be sent to the new users

Deputy primary user(s) and other users will then follow the same steps as the primary user to create their account:

- Enter a mobile phone number
- Enter an access code to verify phone number
- Sign in to the portal and enter another access code

### **Please note**

Invitations for new users to join the portal are now valid for 24 hours (previously 60 mins).

You will no longer need to write down and pass on a registration code to your colleague for them to gain access to the portal.



**Universal Credit** [To-do list](#) [Tenants](#) [Invite user](#) [Properties](#)

**BETA**

This is a new service – your feedback will help us to improve it.

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## User invited

We've sent an email to [example@example.com](mailto:example@example.com).

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# Any questions?

**If you wish to discuss anything outlined in this process  
please contact our  
Account Manager team at the following email address**

**[tp-lp.accountmanagerteam@dwp.gsi.gov.uk](mailto:tp-lp.accountmanagerteam@dwp.gsi.gov.uk)**