

Legal & General OLP Connect 2017 Password Reset Help User Guides



This is not a consumer advertisement.
It is intended for Professional Financial Advisers and
should not be relied upon by private customers or any
other persons.

On Sunday 23rd July, Legal & General updated the Password Reset Tool for Financial Advisers. To take advantage of the new tool, all users will be asked to update their security information. Please see the following step by step guide to help you through this process.

1.	New Users First Login 1.1 IFA 1.2 BP
2.	Existing Users First Login 2.1 IFA 2.2 BP
3.	Forgotten Password: Answered New Security Questions 3.1 IFA 3.2 BP
4.	Forgotten Password: Not Answered New Security Questions 4.1 IFA 4.2 BP
	Additional Support

1. New Users First Login

1.1: IFA

New Users First Login 1.1: IFA



LOG IN.

Please enter your LoginID and password to access the service.

Login ID

Password

LOG IN

Alternatively, [log in using Unipass](#).

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >

[Login](#) to the L&G Adviser Centre Service using the [Login ID](#) you were provided with after registering, and the password you created during the registration process.
Press “[Log In](#)”.

New Users First Login 1.1: IFA



CREATE NEW PASSWORD.

Please create a new password.

User ID

Current password

New password

Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ ` # \$ % ' ? : [] { } . Your password should not be the same as your user ID.

We also recommend you avoid commonly-used passwords.

Repeat new password

CREATE PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

2 >

On your first login, you will be prompted to [reset your password](#) so that we can update your security information.

Please ensure you follow the on-screen guidance when creating a new password.



New Users First Login 1.1: IFA

✓ CREATE PASSWORD SET SECURITY QUESTIONS LOG IN

SET SECURITY QUESTIONS.

Please answer three security questions.

Question 1
What is the name of your childhood pet?

Your answer

Question 2
What was the last name of your childhood best friend?

Your answer

Question 3
What is the make / model of your first car?

Your answer

Password

SAVE AND LOG IN

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

3 >

Once you've created a new password, you will be asked to **select 3 security questions** and provide the answer to these questions.

You will also be asked to validate your answers using your newly created password.

New Users First Login 1.1: IFA

The screenshot shows the 'SET SECURITY QUESTIONS' step of the user registration process. At the top, there are three progress indicators: 'CREATE PASSWORD' (checked), 'SET SECURITY QUESTIONS' (current step), and 'LOG IN'. Below the progress indicators, the heading 'SET SECURITY QUESTIONS.' is displayed, followed by the instruction 'Please answer three security questions.' The form contains three questions, each with a text input field for the question and another for the answer. A modal window is open in the center, titled 'SECURITY QUESTIONS SAVED', with the message 'Thank you. Your security questions have been saved.' and a 'CONTINUE' button. To the right of the form, there is a 'NEED HELP?' section with the text: 'We're on hand to answer your questions. Call 0370 050 0274 (option 2) Call charges will vary. We may record and monitor calls.'

4 >

Press “[Save and Log In](#)”. The following message should appear confirming the process is complete.

5 > Press “[Continue](#)” - You will be re-directed back to the Adviser Centre homepage.

1. New Users First Login

1.2: BP

New Users First Login 1.2: BP



LOG IN.

Please enter your LoginID and password to access the service.

User ID

BPsecat1

Password

●●●●●●●●

LOG IN

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

This website is designed to give Legal & General Housing Partnerships Members all the information and tools that you need to control and develop your business in order to gain a competitive advantage.

As you will find out, it's a really useful place to visit whether you are:

- placing business
- checking on its progress
- making changes to an existing policy

New user? [Register here](#)

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >

[Login](#) to the L&G Adviser Centre Service using the [Login ID](#) you were provided with after registering, and the password you created during the registration process. Press "[Log In](#)".



New Users First Login 1.2: BP



CREATE NEW PASSWORD.

Please create a new password.

User ID

Current password

New password

Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ ` # \$ % ' ? : [] { } . Your password should not be the same as your user ID.

We also recommend you avoid commonly-used passwords.

Repeat new password

CREATE PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call 0370 050 0274 (option 2)

Call charges will vary. We may record and monitor calls.

2 >

On your first login, you will be prompted to [reset your password](#) so that we can update your security information – please ensure you follow the on-screen guidance when creating a new password.

New Users First Login 1.2: BP

✓ CREATE PASSWORD SET SECURITY QUESTIONS LOG IN

SET SECURITY QUESTIONS.

Please answer three security questions.

Question 1
What is your all time favourite movie?

Your answer

Question 2
What is your all time favourite movie?

Your answer

Question 3
What is the last name of your favourite school teacher?

Your answer

Password

SAVE AND LOG IN

NEED HELP?
We're on hand to answer your questions.
Call **0370 050 0274 (option 2)**
Call charges will vary. We may record and monitor calls.

3 >

Once you've created a new password, you will be asked to pick **3 security questions** and provide the answer to these questions. You will also be asked to validate your answers using your newly created password.

New Users First Login 1.2: BP

The screenshot shows the 'SET SECURITY QUESTIONS' step of the user onboarding process. At the top, a progress bar indicates three steps: 'CREATE PASSWORD' (completed), 'SET SECURITY QUESTIONS' (current), and 'LOG IN'. The main heading is 'SET SECURITY QUESTIONS.' with the instruction 'Please answer three security questions.' Below this, there are three question prompts, each with a 'Question' label and a 'Your answer' field. A modal window is open in the center, titled 'SECURITY QUESTIONS SAVED', containing the message 'Thank you. Your security questions have been saved.' and a 'CONTINUE' button. To the right of the modal, there is a 'NEED HELP?' section with the text: 'We're on hand to answer your questions. Call 0370 050 0274 (option 2) Call charges will vary. We may record and monitor calls.'

4 >

Press “[Save and Log In](#)”. The following message should appear confirming the process is complete.

5 >

Press “[Continue](#)” - You will be re-directed back to the Strategic Partner Centre homepage.

2. Existing Users First Login

2.1: IFA

Existing Users First Login 2.1: IFA



LOG IN.

Please enter your LoginID and password to access the service.

Login ID

SecAdvisorifty

Password

••••••••

LOG IN

Alternatively, [log in using Unipass](#).

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >

Login to the L&G Adviser Centre Service using your [existing Login ID and Password](#), then press “Log In”.

Existing Users First Login 2.1: IFA



CREATE NEW PASSWORD.

Please create a new password.

User ID

Current password

New password

Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ * # \$. % ' ? : [] { } . Your password should not be the same as your user ID. We also recommend you avoid commonly-used passwords.

Repeat new password

CREATE PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

2 >

On login, you will be prompted to [reset your password](#) so that we can update your security information – please ensure you follow the on-screen guidance when creating a new password.



Existing Users First Login 2.1: IFA

SET NEW SECURITY QUESTIONS.

We've improved our log in process and need to update your account security. Please take a moment to confirm your email address and answer three new security questions.

In a hurry? Don't worry, you have 30 days from the first time you see this message to provide the information we need.

Email address

Question 1

Your answer

Question 2

Your answer

Question 3

Your answer

Password

SAVE AND LOG IN

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

3 >

Once you've created a new password, you will be asked to select **3 security questions** and provide the answer to these questions. Please ensure that you enter the e-mail address that is associated with your Adviser Centre Registration.

For training purposes only – the data used in this guide is not real and intended for illustration purposes only.



Existing Users First Login 2.1: IFA

Legal & General

SET NEW SECURITY QUESTIONS.

We've improved our log in process and need to update your account security. Please take a moment to confirm your email address and answer three new security questions.

Email address

Question 1

Your answer

Question 2

Your answer

Question 3

Your answer

Password

SECURITY QUESTIONS SAVED

Thank you. Your security questions have been saved.

CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

4 >

Once you have completed the above step, you will be asked to **validate your answers** using your newly created password. Now press **“Save and Log In”**. The following message should appear confirming the process is complete.

5 >

Press **“Continue”** - You will be re-directed back to the Adviser Centre homepage.

2. Existing Users First Login

2.2: BP

Existing Users First Login 2.2: BP



LOG IN.

Please enter your LoginID and password to access the service.

User ID

Password

LOG IN

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

This website is designed to give Legal & General Housing Partnerships Members all the information and tools that you need to control and develop your business in order to gain a competitive advantage.

As you will find out, it's a really useful place to visit whether you are:

- placing business
- checking on its progress
- making changes to an existing policy

New user? [Register here](#)

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >

Login to the L&G Adviser Centre Service of your choice in using your **existing Login ID and Password**, then press "Log In".

Existing Users First Login 2.2: BP



CREATE NEW PASSWORD.

Please create a new password.

User ID

Current password

New password

Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ ` # \$. % ' ? : [] { } . Your password should not be the same as your user ID. We also recommend you avoid commonly-used passwords.

Repeat new password

CREATE PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

2 >

On login, you will be prompted to [reset your password](#) so that L&G can update your security information – please ensure you follow the on-screen guidance when creating a new password.



Existing Users First Login 2.2: BP

SET NEW SECURITY QUESTIONS.

We've improved our log in process and need to update your account security. Please take a moment to confirm your email address and answer three new security questions.

In a hurry? Don't worry, you have 30 days from the first time you see this message to provide the information we need.

Email address

.....@landg.com

Question 1

What was the last name of your primary school tea

Your answer

test

Question 2

What is the last name of your favourite school teac

Your answer

test

Question 3

What is the last name of your favourite school teac

Your answer

test

Password

.....

SAVE AND LOG IN

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

3 >

Once you've created a new password, you will be asked to pick **3 security questions** and provide the answer to these questions. Please ensure that you enter the e-mail address that is associated with your Adviser Centre Registration.

For training purposes only – the data used in this guide is not real and intended for illustration purposes only.



Existing Users First Login 2.2: BP

Legal & General

SET NEW SECURITY QUESTIONS.

We've improved our log in process and need to update your account security. Please take a moment to confirm your email address and answer three new security questions.

Email address

Question 1

Your answer

Question 2

Your answer

Question 3

Your answer

Password

SECURITY QUESTIONS SAVED

Thank you. Your security questions have been saved.

CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

4 >

Once you have completed the above step, you will be asked to **validate your answers** using your newly created password. Now press **“Save and Log In”**. The following message should appear confirming the process is complete.

5 >

Press **“Continue”** - You will be re-directed back to the Strategic Partner Centre homepage.

Forgotten Your Password?

If you've forgotten your password, and have updated your profile with the answers to our new Security Questions, then please follow the below steps.

3. Forgotten Password: Answered New Security Questions

3.1: IFA

Answered New Security Questions 3.1: IFA



LOG IN.

Please enter your LoginID and password to access the service.

Login ID

Password

LOG IN

Alternatively, [log in using Unipass.](#)

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >
Click the “Forgotten your password?” link.



Answered New Security Questions 3.1: IFA



RESET PASSWORD.

To reset your password, please enter your user ID and the code displayed below.

User ID

IFAsecat1

The image shows a reCAPTCHA interface. At the top, there is a distorted image of the text "VALLEY padre". Below the image is a text input field containing the text "VALLEY padre". To the right of the input field is a "Privacy & Terms" link. The reCAPTCHA logo is visible in the bottom right corner of the image area.

RESET PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.


2 >

Enter your **User ID** and enter the secure **re-Captcha codes** if they appear – **ensure they match exactly** (including upper and lower case), leaving a space between each code.

Press “Reset Password”.



Answered New Security Questions 3.1: IFA



SECURITY QUESTION TEMPORARY PASSWORD CREATE NEW PASSWORD LOG IN

RESET PASSWORD.

To reset your password, please answer the security question below.

What was the last name of your childhood best friend?

test x

A temporary password will be sent to your email.


CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

3 >

You will then be asked to answer one of the **3 security questions** that you have previously provided the answers to in your profile. Press **“Continue”**. This will generate an e-mail to the e-mail account you provided with a temporary password.

Answered New Security Questions 3.1: IFA

 Legal & General

✓ SECURITY QUESTION TEMPORARY PASSWORD CREATE NEW PASSWORD LOG IN

TEMPORARY PASSWORD.

Please enter your temporary password.

Temporary password

.....

CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

4 >

Enter your temporary password and press “Continue”. If copying and pasting the password please ensure there are no additional spaces before or after the password.

Answered New Security Questions 3.1: IFA

5 >

You will then be asked to create a new password – please ensure you follow the on-screen guidance for creating a new password. Press “[Create Password](#)”.

Answered New Security Questions 3.1: IFA

The screenshot displays the 'CREATE NEW PASSWORD' step in the OLP Connect user interface. At the top, a progress bar shows four steps: 'SECURITY QUESTION' (checked), 'TEMPORARY PASSWORD' (checked), 'CREATE NEW PASSWORD' (current step), and 'LOG IN'. Below the progress bar, the heading 'CREATE NEW PASSWORD.' is followed by the instruction 'Please create a new password.' The form includes two input fields: 'New password' and 'Repeat new password'. A 'CREATE PASSWORD' button is located at the bottom left. A central notification box with a dark header 'PASSWORD ACCEPTED' and a close button (X) contains the text 'Thank you. Your password has been changed.' and a 'CONTINUE' button. To the right of the notification, a 'NEED HELP?' section provides contact information: 'We're on hand to answer your questions. Call 0370 050 0274 (option 2) Call charges will vary. We may record and monitor calls.'

6 >

A confirmation message such as the one shown here will appear once your password has been changed. Press “Continue”.

7 >

You will be re-directed back to the login screen where you should login using your User ID and newly created password.

Forgotten Your Password?

If you've forgotten your password, and have updated your profile with the answers to our new Security Questions, then please follow the below steps.

3. Forgotten Password: Answered New Security Questions

3.2: BP

Answered New Security Questions 3.2: BP



LOG IN.

Please enter your LoginID and password to access the service.

User ID

BPsecat1

Password

.....

LOG IN

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

This website is designed to give Legal & General Housing Partnerships Members all the information and tools that you need to control and develop your business in order to gain a competitive advantage.

As you will find out, it's a really useful place to visit whether you are:

- placing business
- checking on its progress
- making changes to an existing policy

New user? [Register here](#)

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >

Click the “Forgotten your password?” link.



Answered New Security Questions 3.2: BP



RESET PASSWORD.

To reset your password, please enter your user ID and the code displayed below.

User ID

reCAPTCHA™
 [Privacy & Terms](#)


RESET PASSWORD

NEED HELP?
We're on hand to answer your questions.
Call **0370 050 0274 (option 2)**
Call charges will vary. We may record and monitor calls.

2 >
Enter your **User ID** and enter the secure **re-Captcha codes** if they appear – **ensure they match exactly** (including upper and lower case), leaving a space between each code.
Press **“Reset Password”**.



Answered New Security Questions 3.2: BP

 Legal & General

SECURITY QUESTION TEMPORARY PASSWORD CREATE NEW PASSWORD LOG IN

RESET PASSWORD.

To reset your password, please answer the security question below.

What was the last name of your childhood best friend?

test x

A temporary password will be sent to your email.

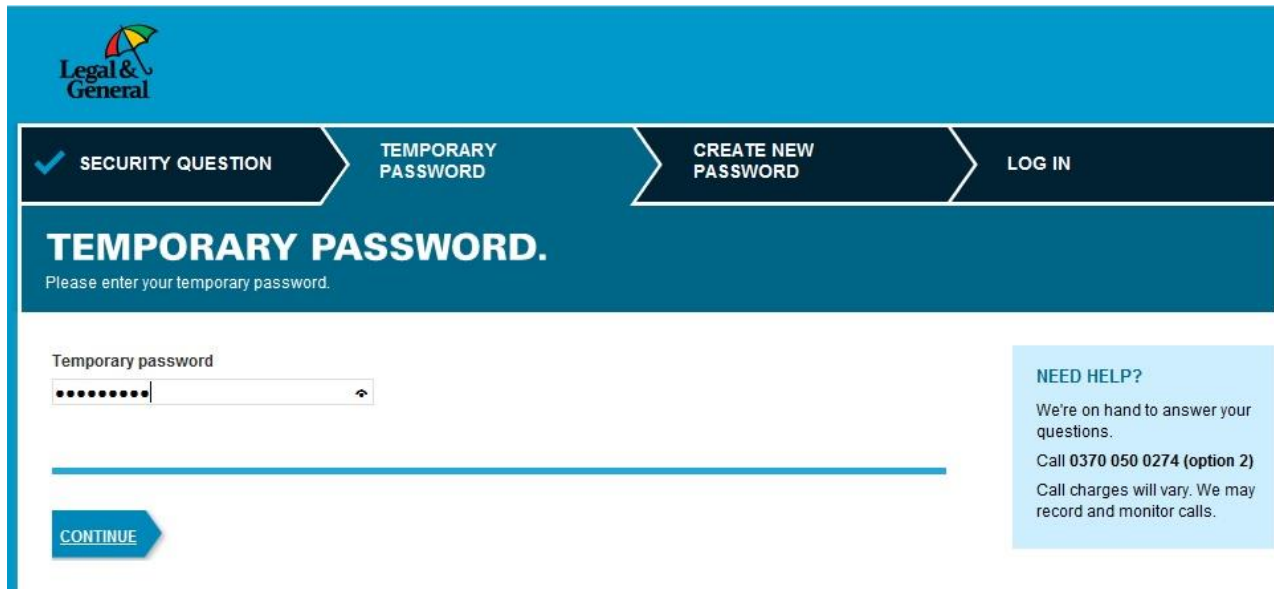
CONTINUE


NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

3 >

You will then be asked to answer one of the **3 security questions** that you have previously provided the answers to in your profile. Press “**Continue**”. This will generate an e-mail to the e-mail account you provided with a temporary password.

Answered New Security Questions 3.2: BP



 Legal & General

✓ SECURITY QUESTION TEMPORARY PASSWORD CREATE NEW PASSWORD LOG IN

TEMPORARY PASSWORD.

Please enter your temporary password.

Temporary password


CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call **0370 050 0274 (option 2)**
Call charges will vary. We may record and monitor calls.

4 >

Enter your temporary password and press “Continue”. If copying and pasting the password please ensure there are no additional spaces before or after the password.

Answered New Security Questions 3.2: BP

 Legal & General

✓ SECURITY QUESTION ✓ TEMPORARY PASSWORD CREATE NEW PASSWORD LOG IN

CREATE NEW PASSWORD.

Please create a new password.

New password
Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ # \$ % ^ ? : [] { } . Your password should not be the same as your user ID.

We also recommend you avoid commonly-used passwords.

.....

Repeat new password
.....

[CREATE PASSWORD](#)

NEED HELP?
We're on hand to answer your questions.
Call **0370 050 0274 (option 2)**
Call charges will vary. We may record and monitor calls.

5 >

You will then be asked to create a new password – please ensure you follow the on-screen guidance for creating a new password. Press “[Create Password](#)”.

Answered New Security Questions 3.2: BP

The screenshot shows the 'CREATE NEW PASSWORD' step in the OLP Connect user interface. At the top, there is a progress bar with four steps: 'SECURITY QUESTION' (checked), 'TEMPORARY PASSWORD' (checked), 'CREATE NEW PASSWORD' (current step), and 'LOG IN'. Below the progress bar, the heading 'CREATE NEW PASSWORD.' is followed by the instruction 'Please create a new password.' The form contains two password input fields: 'New password' and 'Repeat new password'. A 'CONTINUE' button is located at the bottom left of the form. A dark blue notification box is overlaid on the form, containing the text 'PASSWORD ACCEPTED' and 'Thank you. Your password has been changed.' with a 'CONTINUE' button. To the right of the notification box, there is a 'NEED HELP?' section with the text 'We're on hand to answer your questions. Call 0370 050 0274 (option 2) Call charges will vary. We may record and monitor calls.'

6 >

A confirmation message such as the one shown here will appear once your password has been changed. Press “Continue”.

7 >

You will be re-directed back to the login screen where you should login using your User ID and newly created password.

Forgotten Your Password?

If you've forgotten your password, and have updated your profile with the answers to our new Security Questions, then please follow the below steps.

4. Forgotten Password: Not Answered New Security Questions

4.1: IFA

Not Answered New Security Questions 4.1: IFA



LOG IN.

Please enter your LoginID and password to access the service.

Login ID
SecAdvisorfourmine

Password
|

LOG IN

Alternatively, [log in using Unipass.](#)

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >
Click the “forgotten your password?” link.



Not Answered New Security Questions 4.1: IFA



RESET PASSWORD.

To reset your password, please enter your user ID and the code displayed below.

User ID

SecAdvisorfournine

DRIVE 15000

reCAPTCHA™

DRIVE 15000

Privacy & Terms

RESET PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call 0370 050 0274 (option 2)

Call charges will vary. We may record and monitor calls.

2 >

Enter your **User ID** and enter the secure **re-Captcha codes** if they appear – **ensure they match exactly** (including upper and lower case), leaving a space between each code.



Not Answered New Security Questions 4.1: IFA

Legal & General

SECURITY QUESTION

CREATE NEW PASSWORD

LOG IN

1 Security question one

2 Security question two

3 Security question three

SECURITY QUESTION ONE.
To reset your password, we'll need you to answer three security questions

Please enter your memorable date in the format dd/mm/yyyy.
For example for the 25th of December 1999 enter 25/12/1999

17/12/1986

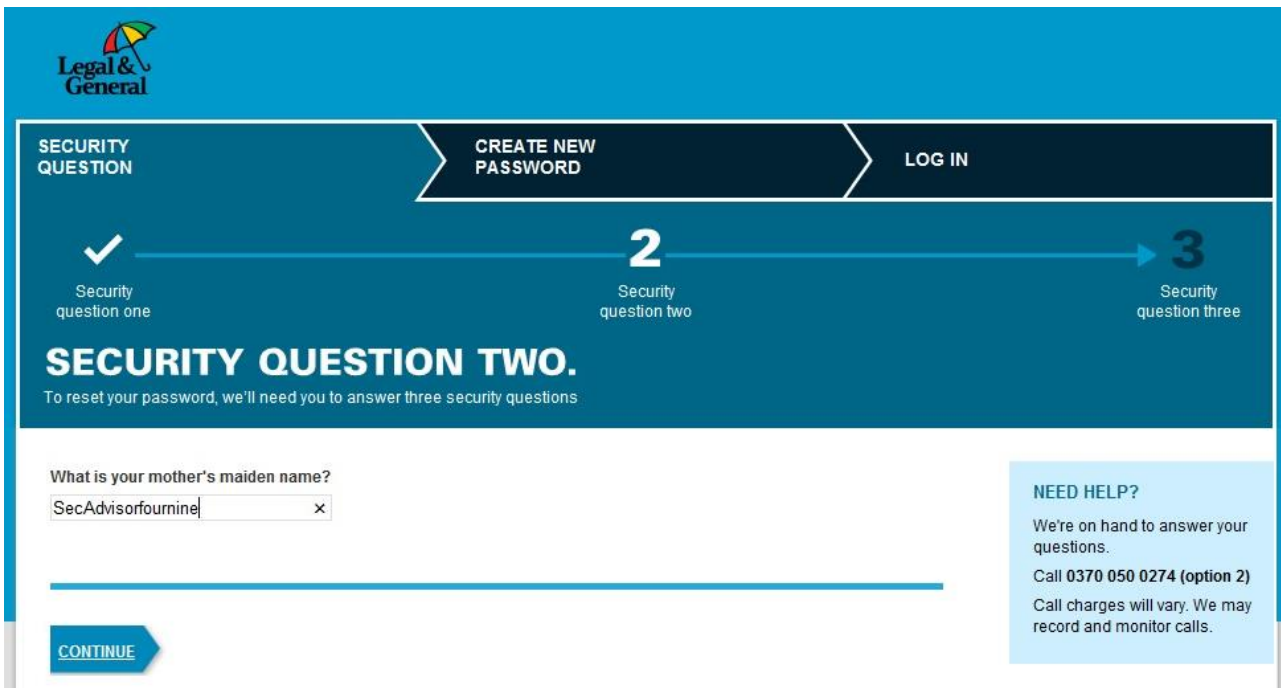
CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

3 >

You will next be asked to answer your existing security questions provided at Registration Stage. (Please see the bottom of this document for hints and tips [≥](#)).

Not Answered New Security Questions 4.1: IFA



The screenshot displays the 'SECURITY QUESTION' section of the OLP Connect user interface. At the top left is the Legal & General logo. A progress bar shows three steps: 'SECURITY QUESTION' (marked with a checkmark), 'CREATE NEW PASSWORD', and 'LOG IN'. Below the progress bar, three security questions are listed: 'Security question one', 'Security question two', and 'Security question three'. The second question is highlighted with a large number '2'. Below this, the text reads 'SECURITY QUESTION TWO. To reset your password, we'll need you to answer three security questions'. A text input field is shown with the question 'What is your mother's maiden name?' and the text 'SecAdvisorfourmine' entered. A 'CONTINUE' button is located at the bottom left. On the right side, a 'NEED HELP?' box provides contact information: 'We're on hand to answer your questions. Call 0370 050 0274 (option 2) Call charges will vary. We may record and monitor calls.'

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Not Answered New Security Questions 4.1: IFA

Legal & General

SECURITY QUESTION

CREATE NEW PASSWORD

LOG IN

✓ Security question one

✓ Security question two

3 Security question three

SECURITY QUESTION THREE.
To reset your password, we'll need you to answer three security questions

What is your memorable event?
SecAdvisorfourmine x

CONTINUE

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

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Not Answered New Security Questions 4.1: IFA

Legal & General

✓ SECURITY QUESTION CREATE NEW PASSWORD LOG IN

CREATE NEW PASSWORD.

Please create a new password.

New password
Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ ` # \$. % ^ ? : [] { } . Your password should not be the same as your user ID. We also recommend you avoid commonly-used passwords.

.....

Repeat new password

.....

CREATE PASSWORD

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

4 >
Once you have successfully answered the 3 existing security questions, you will be prompted to create a new password. Please ensure you follow the on screen guidance provided when setting a new password.

Not Answered New Security Questions 4.1: IFA

5 >

You will then be asked select and answer **3 new security questions**. Please ensure you use the e-mail address associated with your registration. Once all questions have been answered, you will be asked to validate your answers using your newly created password.

For training purposes only – the data used in this guide is not real and intended for illustration purposes only.



Not Answered New Security Questions 4.1: IFA

6 >

Press “[Save and Log In](#)”. The below message should appear confirming the process is complete.

7 >

Press “[Continue](#)”. You will be re-directed back to the Login Screen to restart the login process. Please ensure you use your newly created password.

Forgotten Your Password?

If you've forgotten your password, and have updated your profile with the answers to our new Security Questions, then please follow the below steps.

4. Forgotten Password: Not Answered New Security Questions

4.2: BP

Not Answered New Unanswered Security Questions 4.2: BP



LOG IN.

Please enter your LoginID and password to access the service.

User ID

Password

LOG IN

[Forgotten your password?](#)

Forgotten your user ID? Call us on 0370 050 0274.

This website is designed to give Legal & General Housing Partnerships Members all the information and tools that you need to control and develop your business in order to gain a competitive advantage.

As you will find out, it's a really useful place to visit whether you are:

- placing business
- checking on its progress
- making changes to an existing policy

New user? [Register here](#)

NEED HELP?

We're on hand to answer your questions.

Call **0370 050 0274 (option 2)**

Call charges will vary. We may record and monitor calls.

1 >

Click the “forgotten your password?” link.



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RESET PASSWORD.

To reset your password, please enter your user ID and the code displayed below.

User ID

SecBPUserfournine

 [Privacy & Terms](#)

RESET PASSWORD

NEED HELP?

We're on hand to answer your questions.

Call 0370 050 0274 (option 2)

Call charges will vary. We may record and monitor calls.

2 >

Enter your **User ID** and enter the secure **re-Captcha codes** if they appear – **ensure they match exactly** (including upper and lower case), leaving a space between each code.



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3 >

You will next be asked to answer your existing security questions provided at Registration Stage. (Please see the bottom of this document for hints and tips [≥](#)).

Legal & General

SECURITY QUESTION CREATE NEW PASSWORD LOG IN

1 Security question one **2** Security question two **3** Security question three

SECURITY QUESTION ONE.

To reset your password, we'll need you to answer three security questions

Please enter your memorable date in the format dd/mm/yyyy.
For example for the 25th of December 1999 enter 25/12/1999

17/12/1986

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
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CONTINUE

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Legal & General

SECURITY QUESTION

CREATE NEW PASSWORD

LOG IN

✓ Security question one

2 Security question two

3 Security question three

SECURITY QUESTION TWO.

To reset your password, we'll need you to answer three security questions

What is your place of birth?

 x

CONTINUE

NEED HELP?

We're on hand to answer your questions.

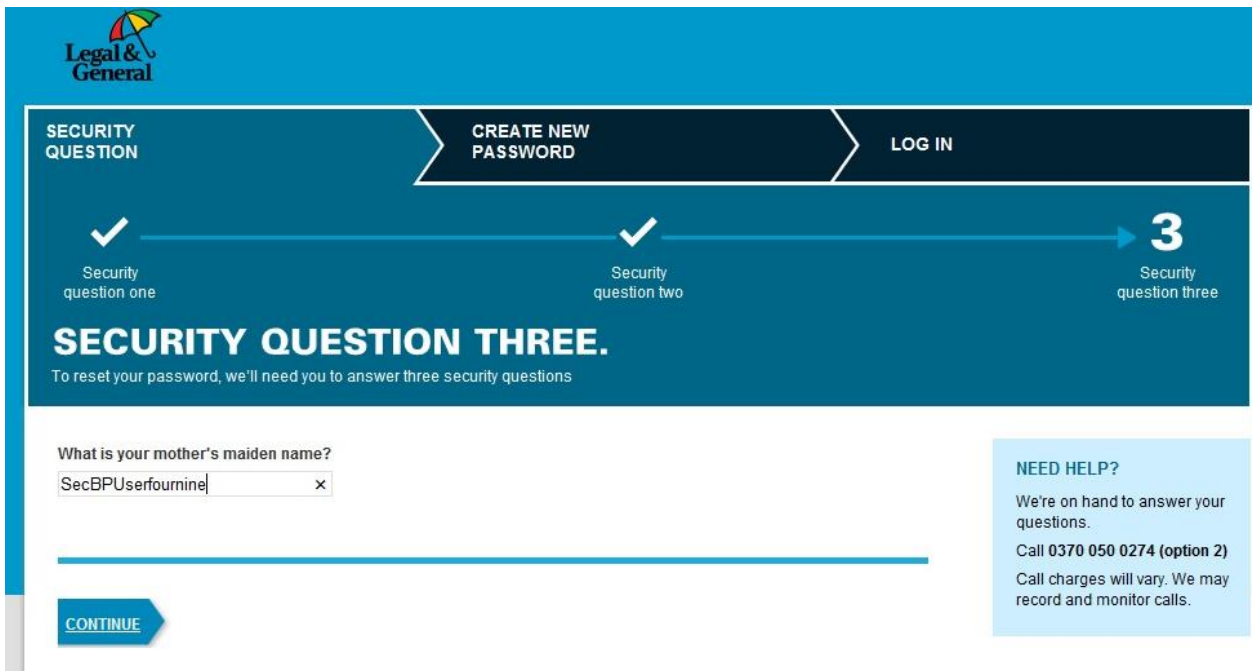
Call 0370 050 0274 (option 2)

Call charges will vary. We may record and monitor calls.

For training purposes only – the data used in this guide is not real and intended for illustration purposes only.



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The screenshot shows the 'Security Question Three' step in a password reset process. At the top left is the 'Legal & General' logo. A progress bar at the top indicates three steps: 'SECURITY QUESTION' (completed with a checkmark), 'CREATE NEW PASSWORD' (completed with a checkmark), and 'LOG IN' (in progress, indicated by a large '3'). Below the progress bar, the text reads 'SECURITY QUESTION THREE.' followed by 'To reset your password, we'll need you to answer three security questions'. The main question is 'What is your mother's maiden name?' with a text input field containing 'SecBPUserfournine' and a clear button (x). A blue 'CONTINUE' button is at the bottom left. A 'NEED HELP?' box on the right provides contact information: 'We're on hand to answer your questions. Call 0370 050 0274 (option 2) Call charges will vary. We may record and monitor calls.'

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Legal & General

✓ SECURITY QUESTION CREATE NEW PASSWORD LOG IN

CREATE NEW PASSWORD.

Please create a new password.

New password
Your password must be a minimum of eight characters long AND contain both upper and lower case letters, and at least one number or special character from this list - _ @ ` # \$. % ^ ? : [] { } . Your password should not be the same as your user ID. We also recommend you avoid commonly-used passwords.

.....

Repeat new password

.....

CREATE PASSWORD

NEED HELP?
We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.

4 >

Once you have successfully answered the 3 existing security questions, you will be prompted to create a new password. Please ensure you follow the on screen guidance provided when setting a new password.

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✓ SECURITY QUESTIONS ✓ CREATE NEW PASSWORD SET SECURITY QUESTIONS LOG IN

SET NEW SECURITY QUESTIONS.

We've improved our log in process and need to update your account security.

Please take a moment to confirm your email address and answer three new security questions. In a hurry? Don't worry, you have 30 days from when you first see this message to provide the information we need.

Email address
c @landg.com

Question 1
What is the name of your childhood pet?

Your answer
test

Question 2
What was the last name of your primary school tea

Your answer
test

Question 3
What is the make / model of your first car?

Your answer
test

Password

5 >

You will then be asked select and answer **3 new security questions**. Please ensure you use the e-mail address associated with your registration. Once all questions have been answered, you will be asked to validate your answers using your newly created password.

NEED HELP?

We're on hand to answer your questions.
Call 0370 050 0274 (option 2)
Call charges will vary. We may record and monitor calls.



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6 >

Press “[Save and Log In](#)”. The below message should appear confirming the process is complete.

7 >

Press “[Continue](#)”. You will be re-directed back to the Login Screen to restart the login process. Please ensure you use your newly created password.

IFA Additional support

Hints and Tips

Q: What is my memorable event?

A: *Under most circumstances, this will be your Date of Birth. The answer to this question will need to be entered as “DOB”*

Q: Why does the system not recognise my security answers?

A: *In some circumstances, L&G might have created your registration for you manually using information provided by your network or principal, so the details held don't match the questions that are being asked – a list of networks/principals where this process has previously been completed is available below.*

Q: I have been manually registered – how do I answer my existing Security Questions?

A: *Please contact the Adviser Registrations Team on 0370 050 0274 (option 2) for assistance. We may record and monitor calls. Call charges will vary.*

Manually Registered Accounts

If you are an adviser from any of the following network or principal offices, you may have been registered manually by L&G. This does not apply to administrators or paraplanners.

- Openwork
- Intrinsic
- St James' Place
- Pink
- Wesleyan
- Mortgage Advice Bureau (MAB)



BP Additional support

Hints and Tips

Q: What is my memorable event?

A: *Under most circumstances, this will be your Date of Birth. The answer to this question will need to be entered as “DOB”*

Q: Why does the system not recognise my security answers?

A: *In some circumstances, L&G might have created your registration for you manually using information provided by your Company, so the details held don't match the questions that are being asked – a list of firms where this process has previously been completed is available below.*

Q: I have been manually registered – how do I answer my existing Security Questions?

A: *Please contact the Adviser Registrations Team on 0370 050 0274 (option 2) for assistance. We may record and monitor calls. Call charges will vary.*

Manually Registered Accounts

If you are an adviser from any of the following network or principal offices, you may have been registered manually by L&G. This does not apply to administrators or paraplanners.

- Barclays/Woolwich
- Nationwide Building Society
- Clydesdale/Yorkshire Banking Group
- Leeds Building Society
- Yorkshire Building Society
- Principality Building Society



Contact the Adviser Registrations Teams;

IFA:

0370 050 0274 (option 2) or advisercentre@landg.com

BP:

0370 050 0274 (option 2) or bpreg@landg.com

We may record and monitor calls. Call charges will vary.

OLP Connect

Forward thinking technology

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