

New Login Process

August 2022



Enhanced Data Security

Legal & General have introduced a new security framework for their web applications, providing enhanced security for your customers' data.

Please use our 4-step guide below to setup your new access.

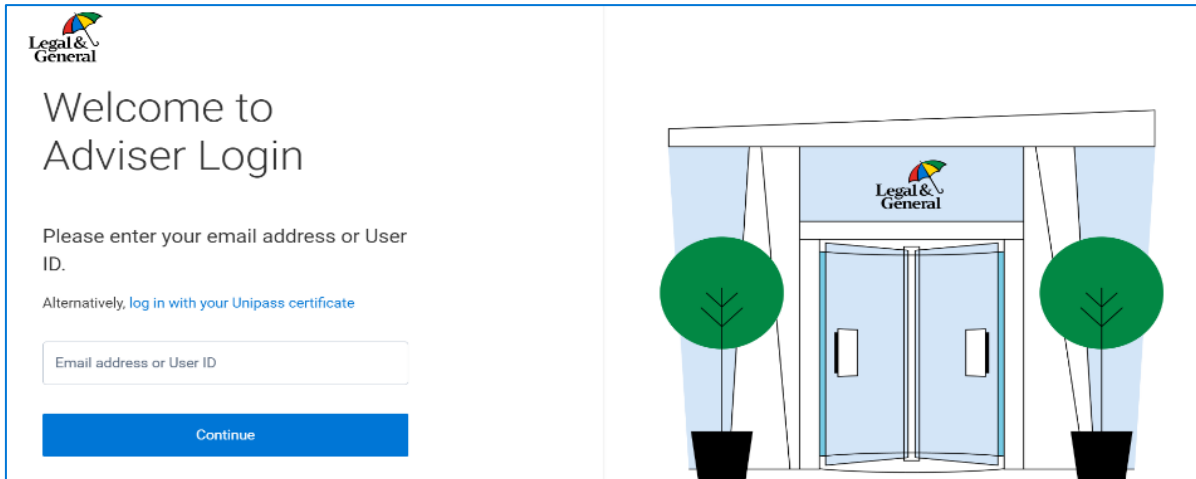


We recommend using Microsoft's edge browser for an optimised user experience.

Step 1 – New Login Screen

Enter your User ID and **Press** Continue.

Note: Please do not use your email the first time you log in.



Step 2 – Updating Your Password

Your password will be temporarily locked after 3 incorrect attempts.


If you know your password:



- **Enter** your password and **Press** Log in.
- You will be prompted to update your password.
- Your new password must be a minimum of 12 characters including a mixture of upper and lower case. You can choose to use special characters and numbers as well.
- Once chosen, **Press** Continue.

If you don't know your password: please jump to step 4.

New Login Process



Reset your password

Protecting your account from fraud is important to us. Please update your password to our new, improved password criteria below.

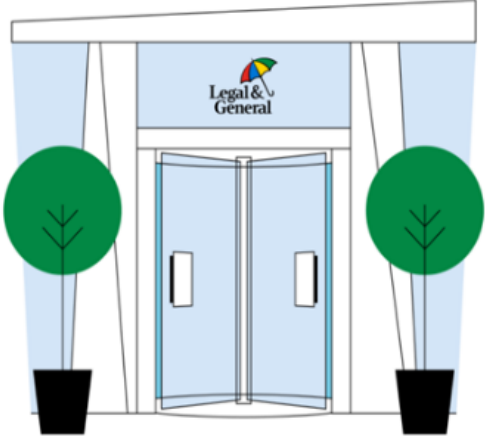
Password

- Must be at least 12 characters long
- One lowercase character, one uppercase character
- Cannot contain common passwords
- Cannot contain more than 2 repeated consecutive characters

Confirm Password


[Continue](#)

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Step 3 – Confirm Your Details

Check your details (including email address) in the screen below, **Updating** missing information where applicable:



Your personal details

To ensure we hold the correct record, please confirm your details.

Individual Reference Number (IRN) - optional

First name

Middle name - optional

Last name

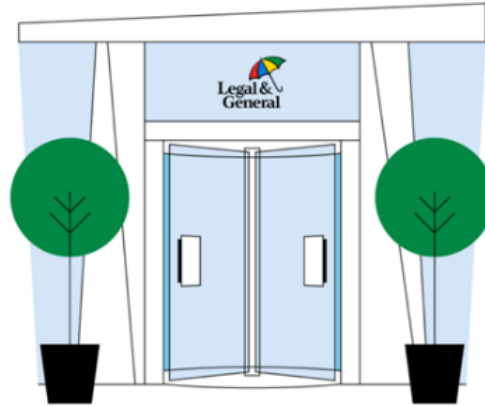
Date of birth (DD/MM/YYYY)

Mobile phone number

Email Address

[Continue](#)

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Step 4 – Resetting Your Password

If you don't know your current password, please **Contact** us via:

- **Phone:** 0370 050 0274
- **Email:** advisercentre@landg.com

Quick Links

To access OLPC (for new business) please use the following link:

<https://life.landg.com/CNBSWeb/>

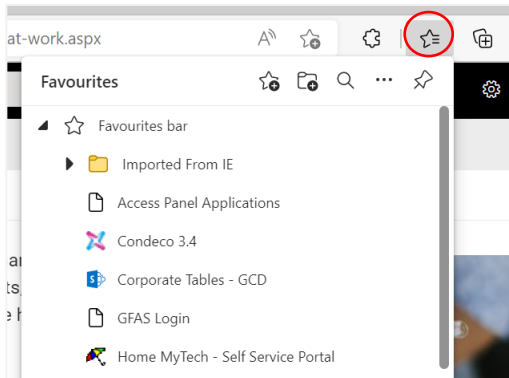
To access Agent Hub (for existing business) please use the following link:

<https://life.landg.com/ProtectionPortal/>

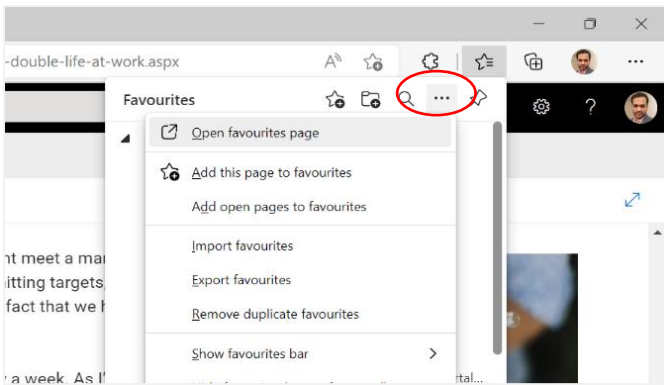
Creating a New Bookmark

If you would like to bookmark the OLPC link:

1. **Open** your Microsoft Edge browser and **Click** on Favourites in the top navigation bar.



2. **Click** on the 3 dots in the Favourites pop up and **Select** Open favourites page.



3. You will see the below Screen, **Click** Add favourite.

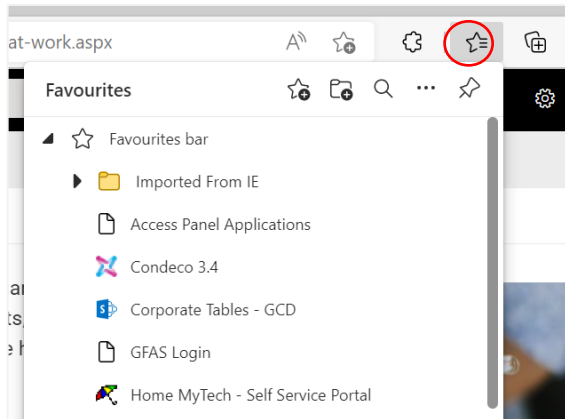


4. **Add** this link <https://life.landg.com/CNBSWeb/> and then **Click** Save.

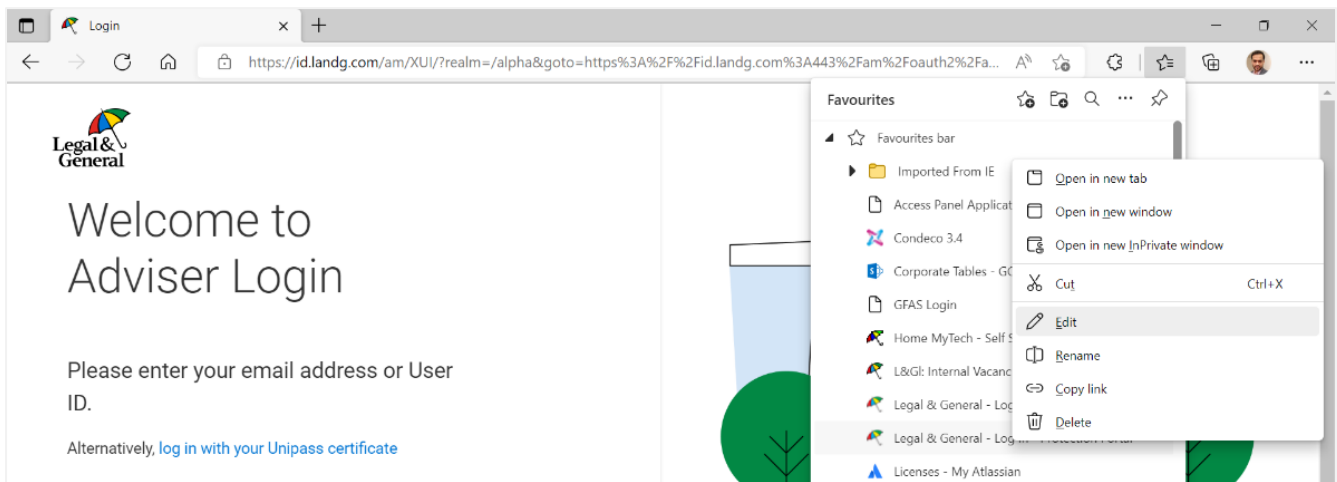
Amending Your Existing Bookmark

If you would prefer to edit an existing link for OLPC:

1. **Open** your Microsoft Edge browser and **Click** on Favourites in the top navigation bar.



2. **Right Click** on your existing OLPC link and **Click** Edit.



3. The edit favourite screen will pop up and you can then update the link and **Press** Save.