

New Login Process - FAQs

August 2022



Frequently Asked Questions

Q. Why are my details not recognised?

A. You're potentially using your email address rather than your User Id.

Tip: Try typing in your password rather than copying it to ensure an additional space has not been added.

Q. Why do I see a validation error?

A. You may be using an old password.

Tip: When setting your password, please choose a password you haven't used before - and one that meets the criteria on screen.

Q. Why have I not received my verification code?

A. We may not have the correct email address for you.

Tip: When first logging in, please review your email address on the Personal Details page. **Your email must be entered in lower case.** If it is not accepted, we may already have your email address. Please get in touch with us if you wish to keep this as your primary email. Alternatively, you can use a different email address.

Q. I'm trying to register but it says I'm already registered, or an application exists?

A. This means you already have OLPC access and can use the forgotten password tool to gain access. Alternatively, please call the team on 03700500274 to reset your password.

Q. Why does my browser keep going back to the previous page?

A. This could mean your browser is caught in a loop.

Tip: Our recommended browser is Microsoft Edge. Please clear your cookies and open a new browser session if this still doesn't work. Our recommended browser is Microsoft Edge.

Q. Can I still use the OLPC link saved in my favourites?

A. We recommend deleting any current saved links and logging in via the website:

www.legalandgeneral.com/adviser

Q. I usually log in with my Unipass, but it's not working, and I don't know my user id and password.

A. You cannot have unipass and user id/password – however, we can remove your unipass certificate and replace it with a user id and password to log in. To do this, please email us at advisercentre@landg.com

Tip: We need your full name, agency number and email address to action this request.

