



# **Suffolk**

## **County Council**

**Professional portal user guide**

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# First registration

You will be sent an email with a link in to register. This will take you to the registration form

From:  
Date:  
To:  
Subject: Suffolk Professional Portal - You have a task pending

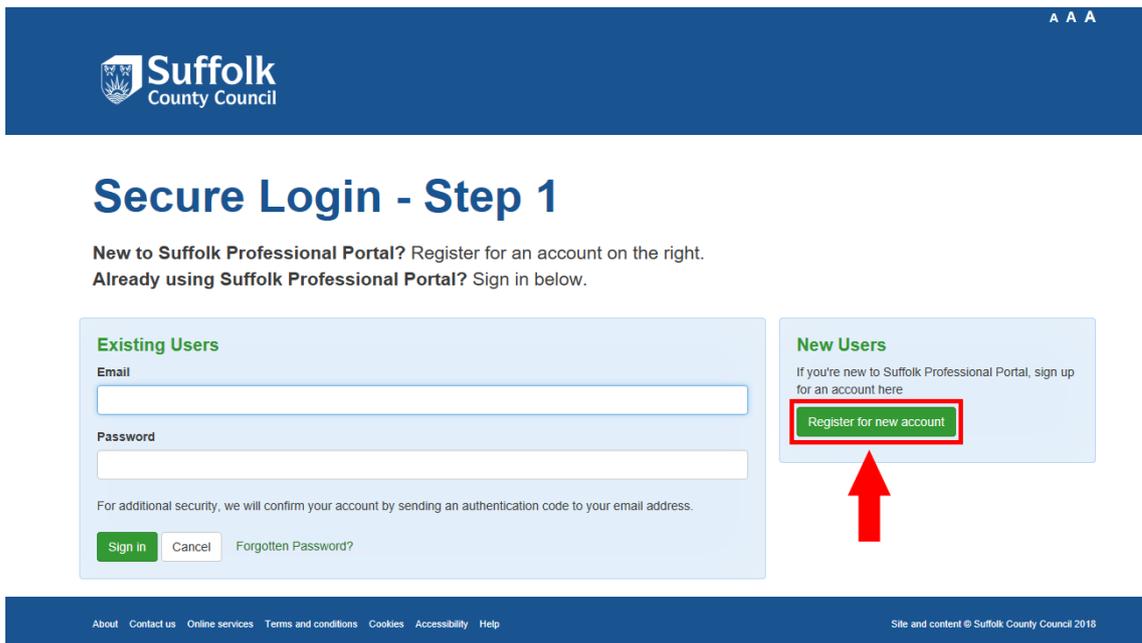
### Action Required

You have been sent a new task by Suffolk County Council. Please log into the [Suffolk Professional Portal](#) to complete this. If you have not already done so, you will be required to register for access using your email address. If you require support please click [here](#) for further information.

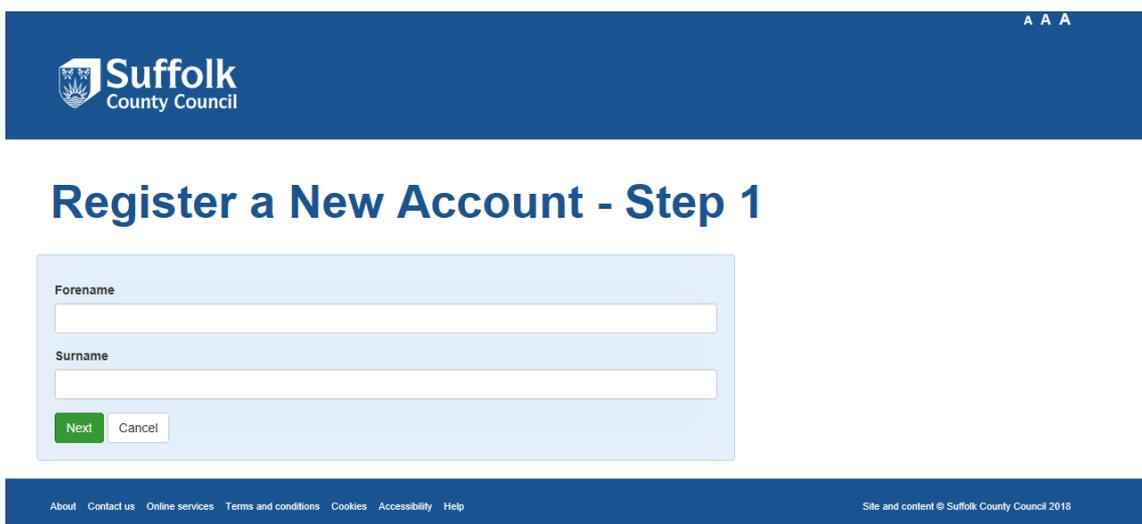
Many thanks,  
Suffolk County Council



Select the **“Register for new account”** button



Fill in your first name and surname, then select **“Next”**



Type your email address and a password, make sure the password meets the password policy.

Then select **“Next”**

A A A



## Register a New Account - Step 2

**Email Address**

### Password Policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and the following special characters: !@#%&\*
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one of the following special characters: !@#%&\*

**Password**

**Confirm Password**

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You will be sent an email with a code

**From:**  
**Date:**  
**To:**  
**Subject: Your code for Suffolk Professional Portal login**

Dear

Thank you for using Suffolk Professional Portal! Please enter the following code on the login verification page:

3578 5693

Kind regards

Suffolk Professional Portal Support Team

Copy and paste this code in the box provided

A A A



## Register a New Account - Step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Hit **Back** if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your Spam/Junk Email Folder.

**Code**

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You are now a registered user



A A A

## Registration Completed

Your registration has been completed successfully. Click **Continue** to carry on with your session.

[Continue](#)

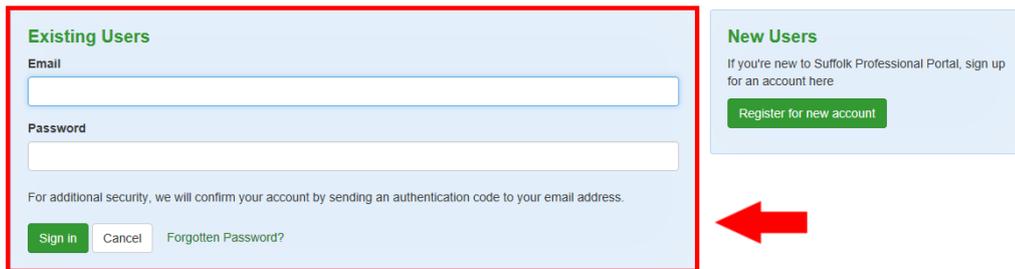
# Existing user login

If you already have a portal account type your email and password into the existing user section and select “Sign in”



## Secure Login - Step 1

New to Suffolk Professional Portal? Register for an account on the right.  
Already using Suffolk Professional Portal? Sign in below.



**Existing Users**

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten Password?](#)

**New Users**

If you're new to Suffolk Professional Portal, sign up for an account here

You will be sent an email with a code

**From:**  
**Date:**  
**To:**  
**Subject: Your code for Suffolk Professional Portal login**

Dear

Thank you for using Suffolk Professional Portal! Please enter the following code on the login verification page:

**3578 5693**

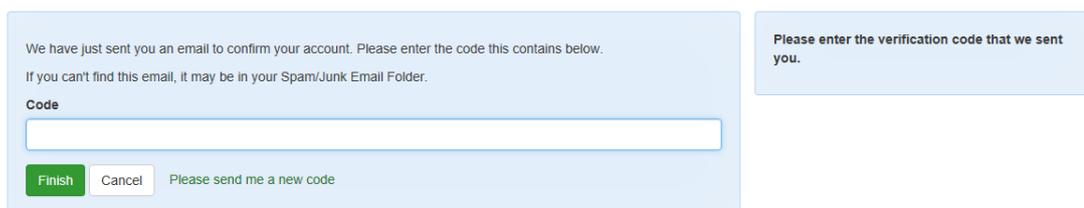
Kind regards

Suffolk Professional Portal Support Team

Copy and paste this code in the box provided and select “Finish”



## Secure Login - Step 2



We have just sent you an email to confirm your account. Please enter the code this contains below.  
If you can't find this email, it may be in your Spam/Junk Email Folder.

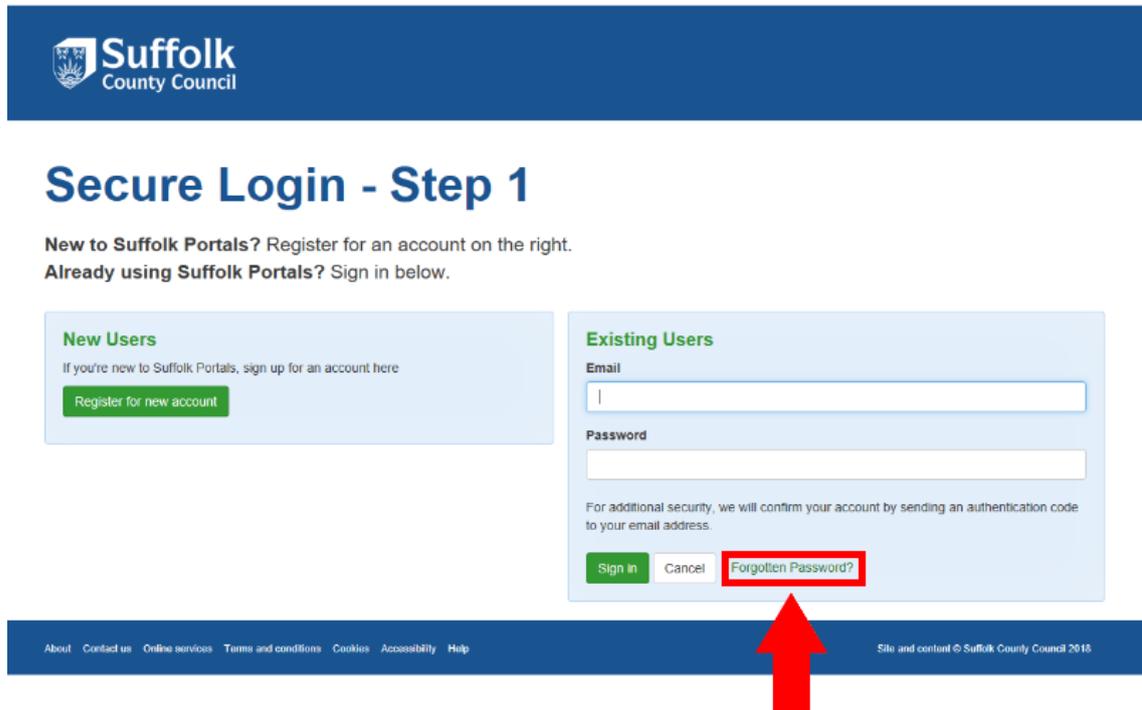
Code

[Please send me a new code](#)

Please enter the verification code that we sent you.

# Forgotten password

Select **"Forgotten Password"**



**Suffolk**  
County Council

## Secure Login - Step 1

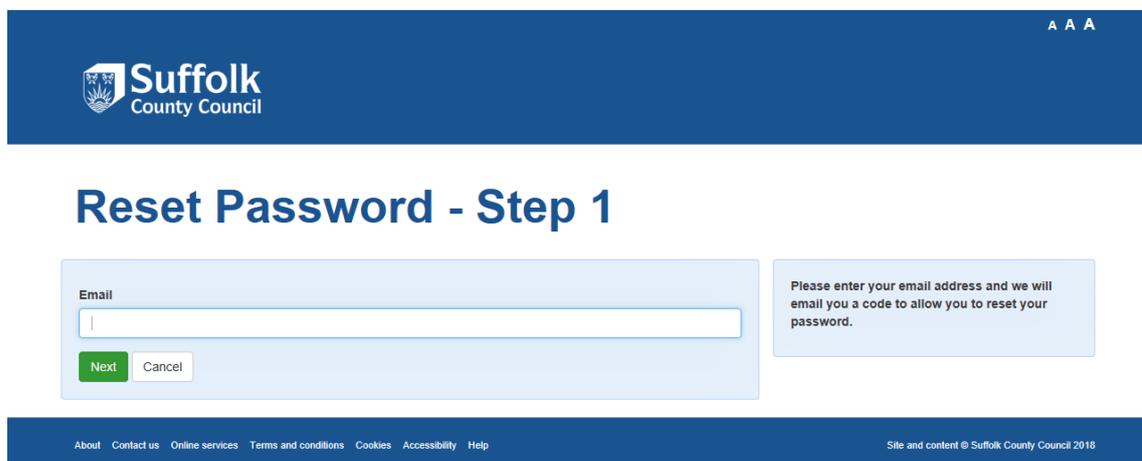
New to Suffolk Portals? Register for an account on the right.  
Already using Suffolk Portals? Sign in below.

**New Users**  
If you're new to Suffolk Portals, sign up for an account here  
[Register for new account](#)

**Existing Users**  
Email  
  
Password  
  
For additional security, we will confirm your account by sending an authentication code to your email address.  
[Sign in](#) [Cancel](#) [Forgotten Password?](#)

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Type in your email address



**Suffolk**  
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## Reset Password - Step 1

Email  
  
[Next](#) [Cancel](#)

Please enter your email address and we will email you a code to allow you to reset your password.

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You will be sent an email with a code

**From:**  
**Date:**  
**To:**  
**Subject:** Your code for Suffolk Professional Portal login

Dear

Thank you for using Suffolk Professional Portal! Please enter the following code on the login verification page:

**3578 5693**

Kind regards

Suffolk Professional Portal Support Team

Put this code in the box provided and select **“Next”**

## Reset Password - Step 2

We have just sent you an email to confirm your email address. Please enter the code this contains below.  
If you can't find this email, it may be in your Spam/Junk Email Folder.

Code

Next

Cancel

Please enter the verification code that we emailed to you

You will now be able to type a new password. Select **“Finish”** when your happy with your new password

## Reset Password - Step 3

Please enter your new password

Your new password

Confirm password

Finish

Cancel

### Password Policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and the following special characters: !@#\$%&\*
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one of the following special characters: !@#\$%&\*