



# Lexham portal guide

## 1. Invitation to the portal

When invited to the portal, as a customer you will receive an email asking you to register with a link to click on. Please **check your spam folder** if you can't find it.

[Contact us](#) | [Request a Callback](#) | [Live Chat](#)

We are pleased to advise that your policy documents are now available on our customer portal, which provides you the facility to:

- Download and print your insurance documents for the duration of your policy.
- Review and go ahead with any renewal invitations.

[Click here to register for the customer portal](#)

Should you have any problems accessing the portal please contact our customer service team on 01379 652 500.

Lexham Insurance Consultants  
Gibby Road  
Dun  
Norfolk  
IP22 4NS  
Tel: 01379 646529

## 2. Registration page

At this point you are taken to the portal registration page.

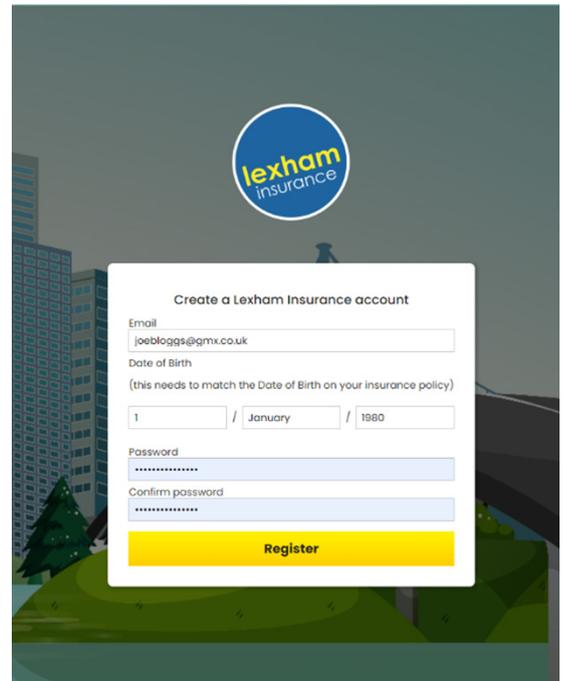
The screenshot shows the Lexham Insurance registration page. At the top center is the Lexham Insurance logo. Below it is a white registration form titled "Create a Lexham Insurance account". The form contains the following fields: "Email" (text input), "Date of Birth" (text input with a note "(this needs to match the Date of Birth on your insurance policy)"), "day" (dropdown), "month" (dropdown), "1991" (text input), "Password" (text input), and "Confirm password" (text input). A yellow "Register" button is at the bottom of the form. The background is a stylized illustration of a city skyline with a bridge and a road.

### 3. Email & Password

To register you must enter the email address and date of birth to exactly match those saved on your policy.

The password you choose must contain a minimum of six characters with at least one:

- Number
- Uppercase letter
- Lowercase letter
- Special character

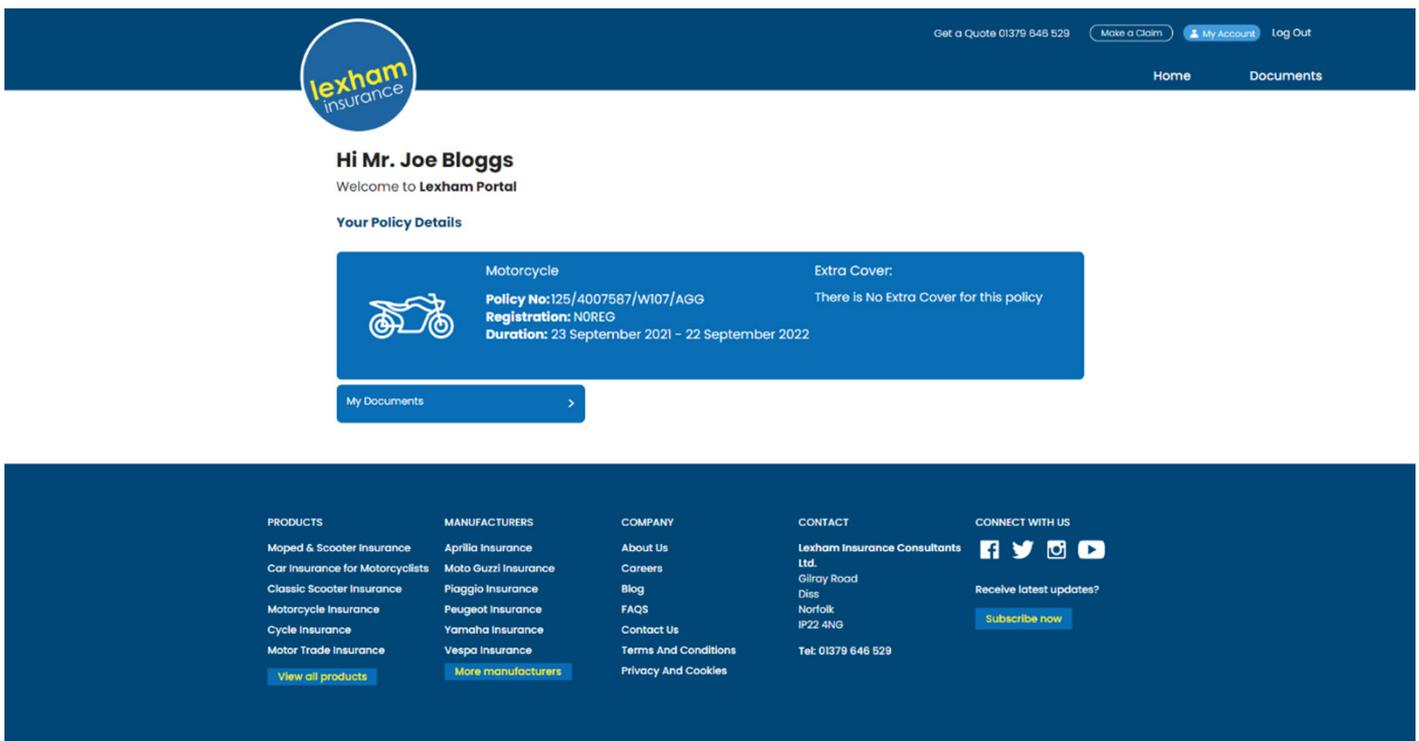


The screenshot shows a registration form titled "Create a Lexham Insurance account" overlaid on a cityscape background. The form includes the following fields:

- Email:** A text input field containing "joebloggs@gmx.co.uk".
- Date of Birth:** A dropdown menu with the instruction "(this needs to match the Date of Birth on your insurance policy)". The selected date is "1 / January / 1980".
- Password:** A text input field with masked characters "\*\*\*\*\*".
- Confirm password:** A text input field with masked characters "\*\*\*\*\*".
- Register:** A prominent yellow button at the bottom of the form.

### 4. Portal home page

If entered correctly you will now arrive at your portal home page.



The screenshot displays the Lexham Insurance portal home page. At the top, there is a dark blue header with the Lexham Insurance logo on the left and navigation links "Get a Quote 01379 646 529", "Make a Claim", "My Account", and "Log Out" on the right. Below the header, the page is personalized for "Mr. Joe Bloggs" with a welcome message and a "Your Policy Details" section. This section contains a motorcycle icon and the following information:

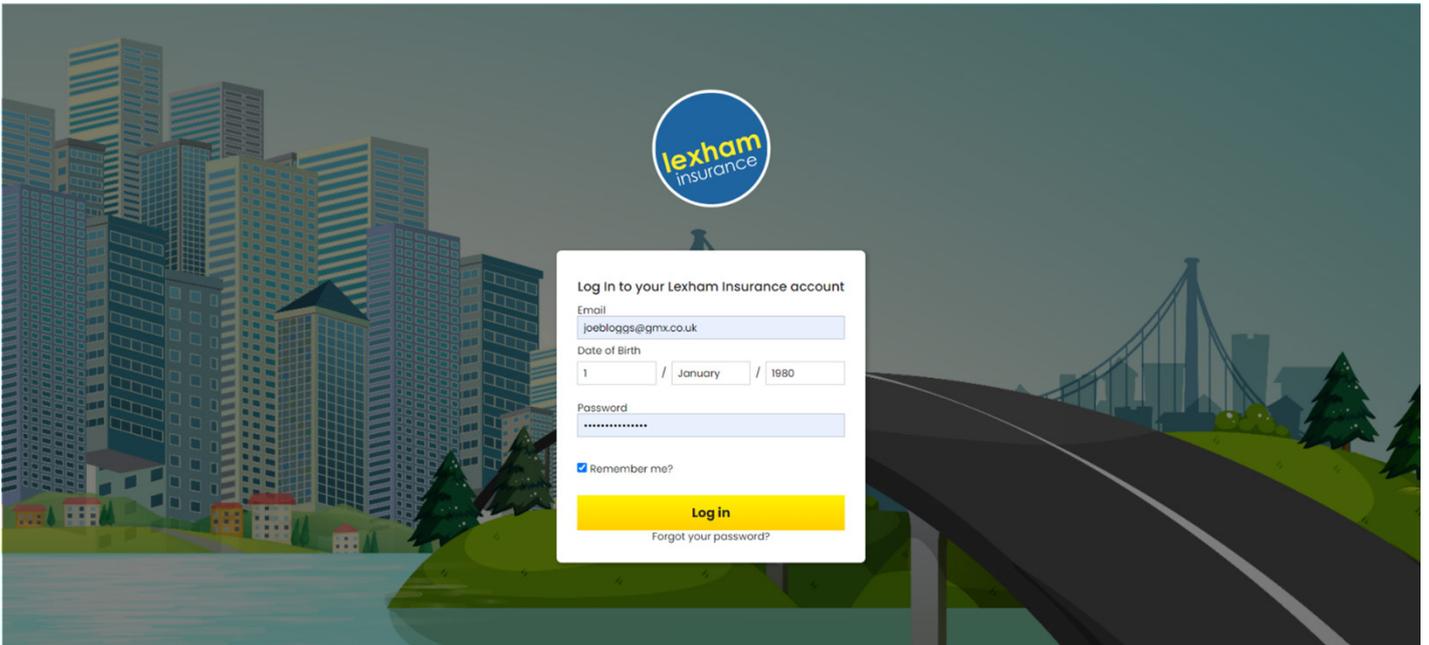
- Motorcycle:** Policy No: 125/4007587/W107/AGG, Registration: NØREG, Duration: 23 September 2021 - 22 September 2022.
- Extra Cover:** There is No Extra Cover for this policy.

A "My Documents" button is located below the policy details. The footer of the page is a dark blue bar with several columns of links:

- PRODUCTS:** Moped & Scooter Insurance, Car Insurance for Motorcyclists, Classic Scooter Insurance, Motorcycle Insurance, Cycle Insurance, Motor Trade Insurance, [View all products](#).
- MANUFACTURERS:** Aprilia Insurance, Moto Guzzi Insurance, Piaggio Insurance, Peugeot Insurance, Yamaha Insurance, Vespa Insurance, [More manufacturers](#).
- COMPANY:** About Us, Careers, Blog, FAQs, Contact Us, Terms And Conditions, Privacy And Cookies.
- CONTACT:** Lexham Insurance Consultants Ltd., Gilroy Road, Diss, Norfolk, IP22 4NG, Tel: 01379 646 529.
- CONNECT WITH US:** Social media icons for Facebook, Twitter, Instagram, and YouTube, a "Receive latest updates?" section with a "Subscribe now" button.

## 5. Log in

When you try to log in another time you will need to enter the same details you registered with on the My Account login page.

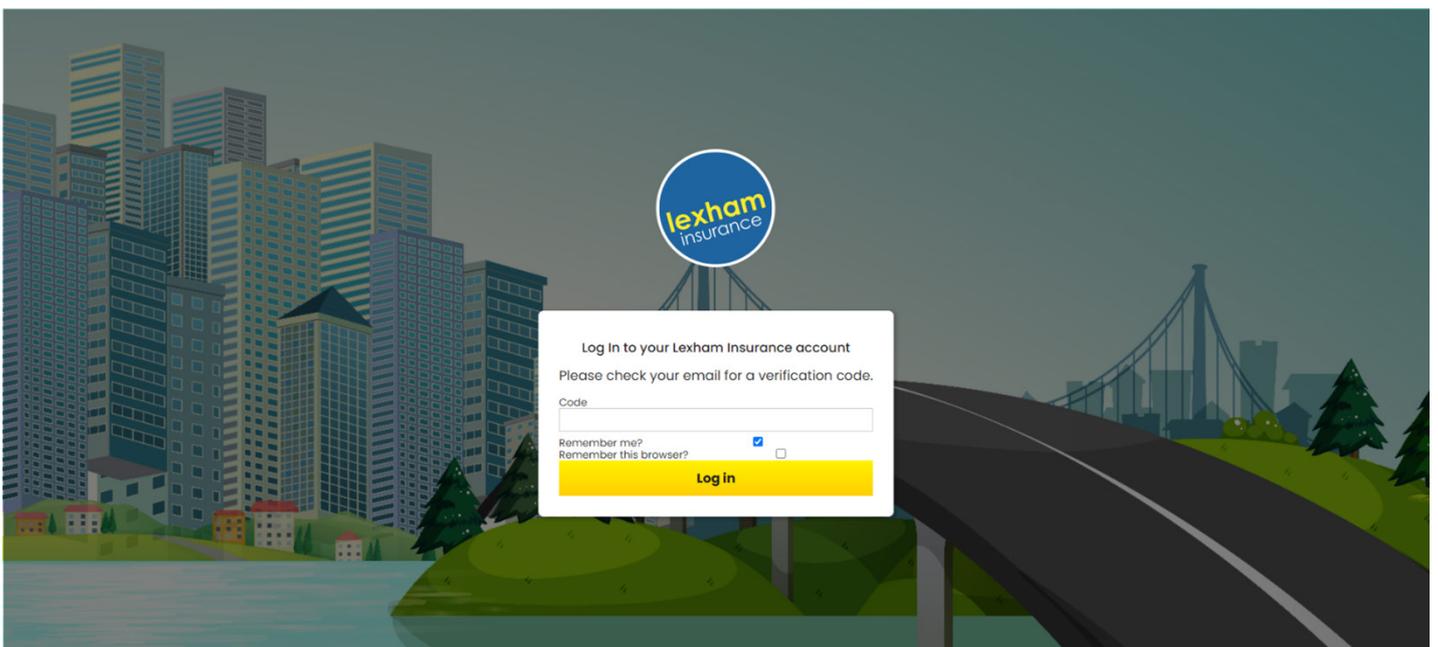


The screenshot shows the Lexham Insurance login page. The background features a stylized cityscape with a bridge and a river. The Lexham Insurance logo is at the top center. The login form is titled "Log In to your Lexham Insurance account" and includes the following fields and options:

- Email:
- Date of Birth:  /  /
- Password:
- Remember me?
- 
- [Forgot your password?](#)

## 6. Verification code request

You will now be greeted with a verification code request, pointing you to check your emails for the code.

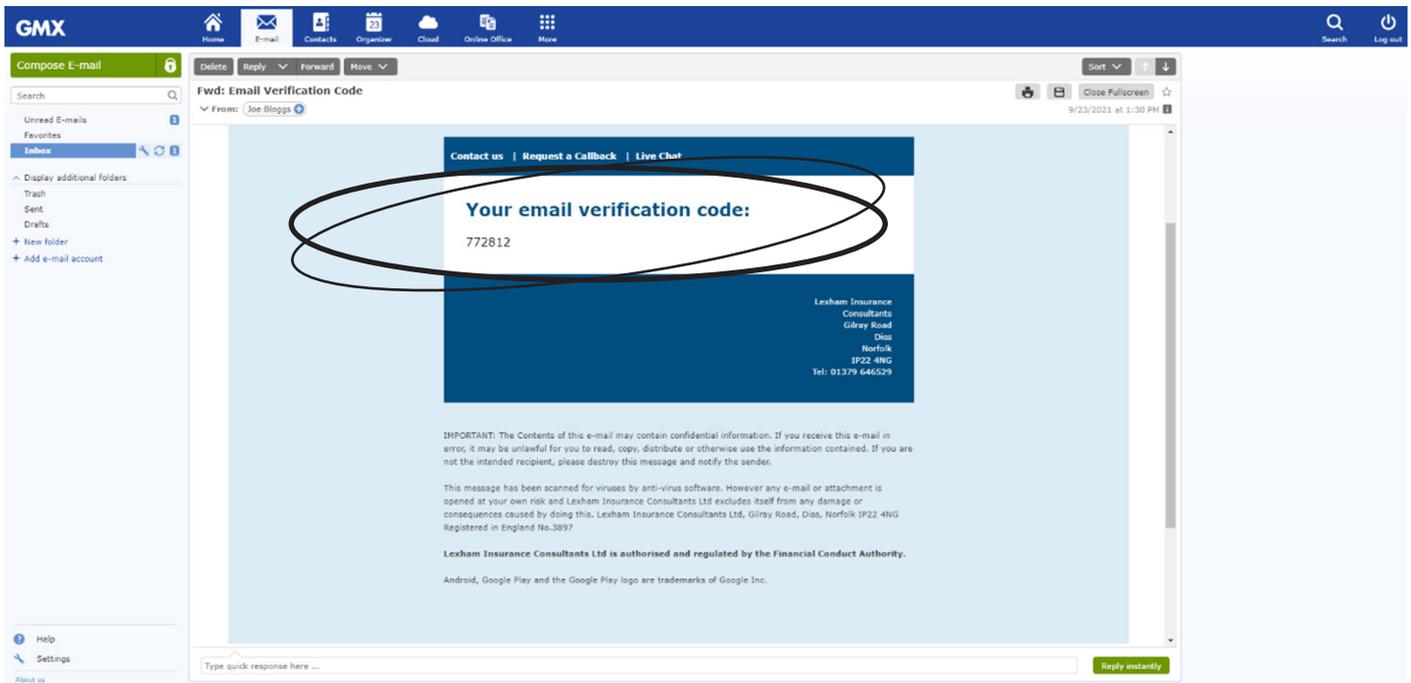


The screenshot shows the Lexham Insurance login page with a verification code request form. The background is the same stylized cityscape. The Lexham Insurance logo is at the top center. The form is titled "Log In to your Lexham Insurance account" and includes the following fields and options:

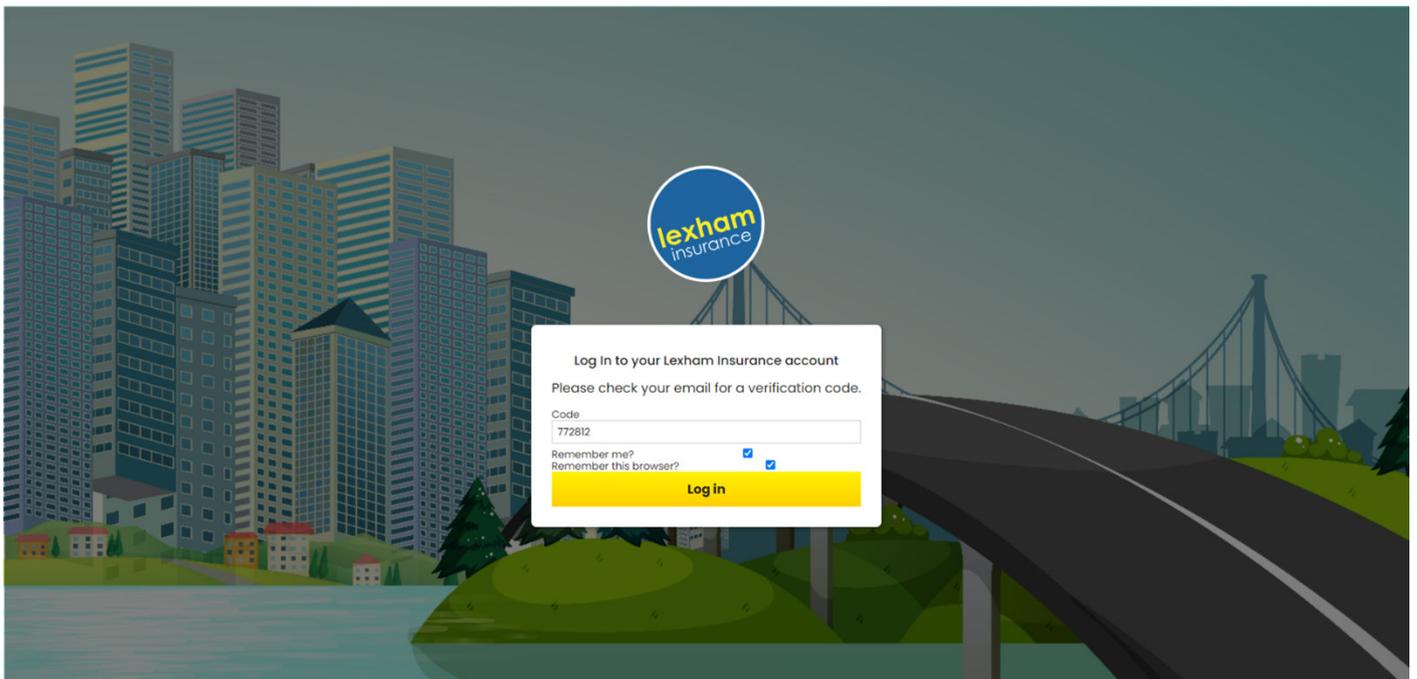
- Please check your email for a verification code.
- Code:
- Remember me?
- Remember this browser?
-

## 7. Verification code email

1. The verification email will look like this. Please **check your spam folder** if you can't find it.



2. Enter this code on the site.



## 8. Portal home page

If entered correctly you will now arrive at your portal home page.

The screenshot shows the Lexham Insurance portal home page. At the top, there is a dark blue header with the Lexham Insurance logo on the left, and navigation links for 'Get a Quote 01379 646 529', 'Make a Claim', 'My Account', and 'Log Out' on the right. Below the header, the user is greeted with 'Hi Mr. Joe Bloggs' and 'Welcome to Lexham Portal'. A section titled 'Your Policy Details' features a motorcycle icon and lists: 'Motorcycle', 'Policy No: 125/4007587/W107/AGG', 'Registration: N0REG', 'Duration: 23 September 2021 - 22 September 2022', and 'Extra Cover: There is No Extra Cover for this policy'. A 'My Documents' button is located below the policy details. The footer contains a grid of links for 'PRODUCTS', 'MANUFACTURERS', 'COMPANY', 'CONTACT', and 'CONNECT WITH US', along with a 'Subscribe now' button.

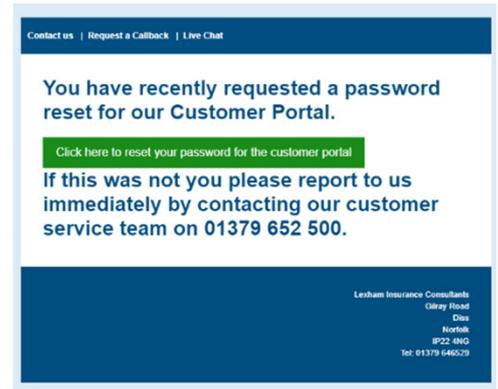
## 9. Forgotten password

Should you forget your password, you can click the forgotten password link on the login page. Exactly enter the email address and date of birth that is saved on the policy.

The screenshot shows the Lexham Insurance login page with two numbered annotations. Annotation 1 points to the 'Forgot your password?' link at the bottom of the login form. Annotation 2 points to the 'Forgot your password?' form, which includes fields for 'Email' (joebloggs@gmx.co.uk) and 'Date Of Birth' (1 / January / 1980), and a yellow 'Submit' button. The background features a stylized cityscape with a bridge and a road.

## 10. Reset password email

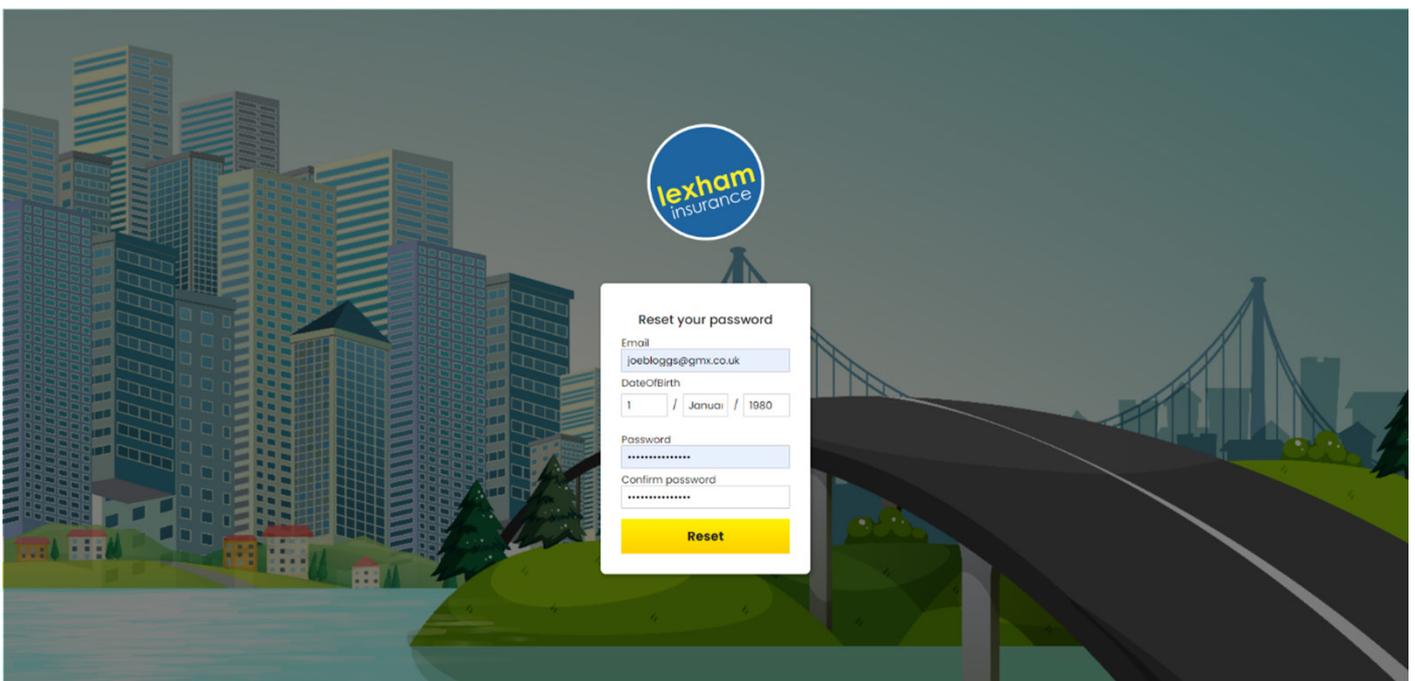
You will receive an email with a link to change your password. Please **check your spam folder** if you can't find it.



## 11. Reset password

The password you choose must contain a minimum of six characters with at least one:

- Number
- Uppercase letter
- Lowercase letter
- Special character



## 12. Reset password confirmation

You will be presented with the confirmation below.

