

User guide

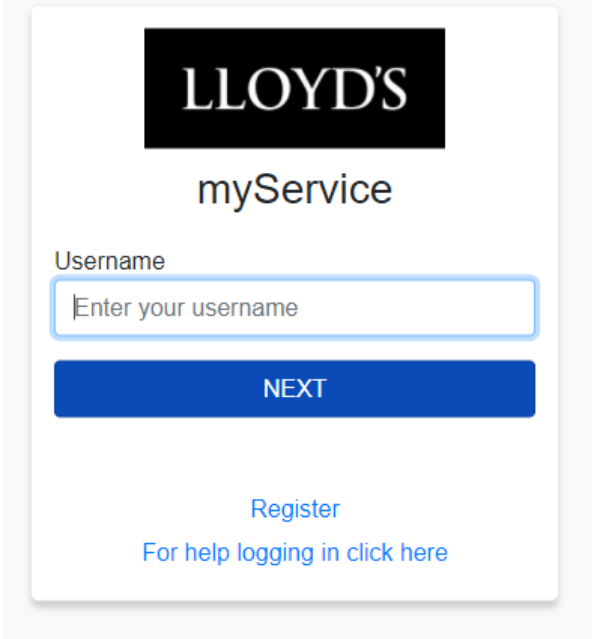
Accessing the Market Support Centre Portal for the first time

Your access to the Market Support Centre Portal will depend on a few factors such as your organisation and whether you have already created an account. Therefore, different users will have slightly different experiences.

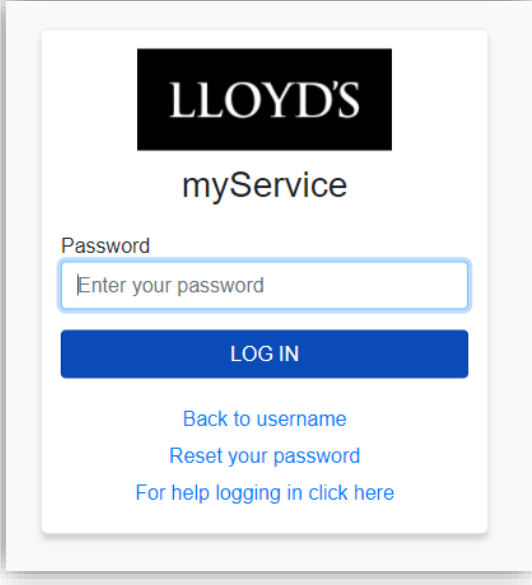
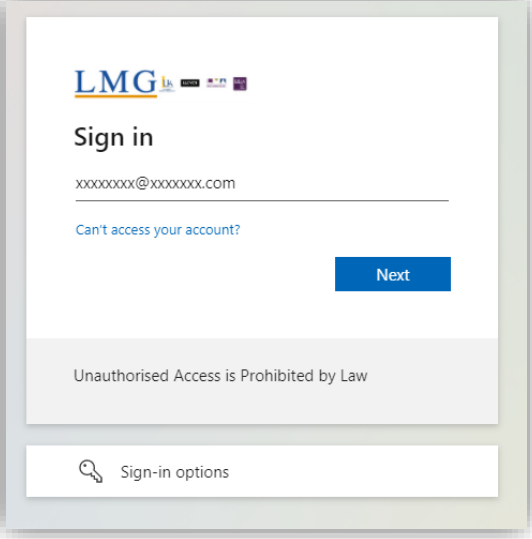
The guide below aims at making it as simple as possible for everyone by providing a step by step guide to accessing the Lloyd's Market Support Centre portal for the first time.

1 Identify yourself

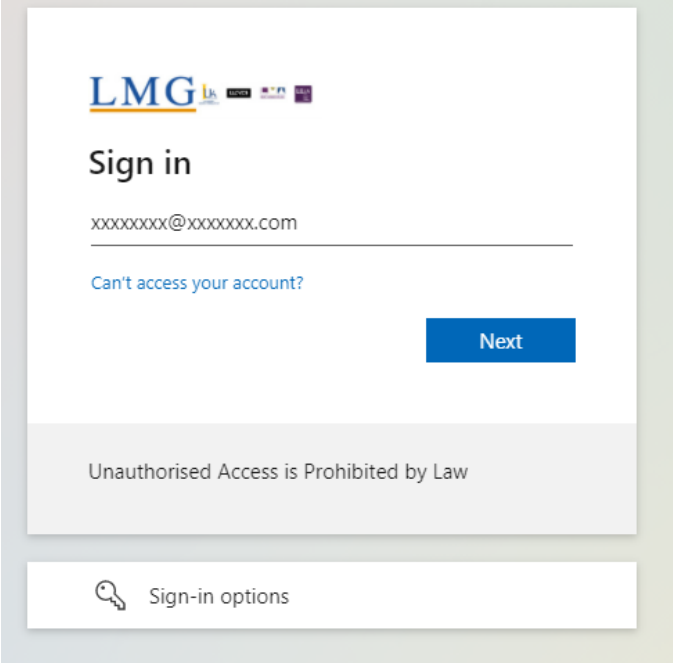
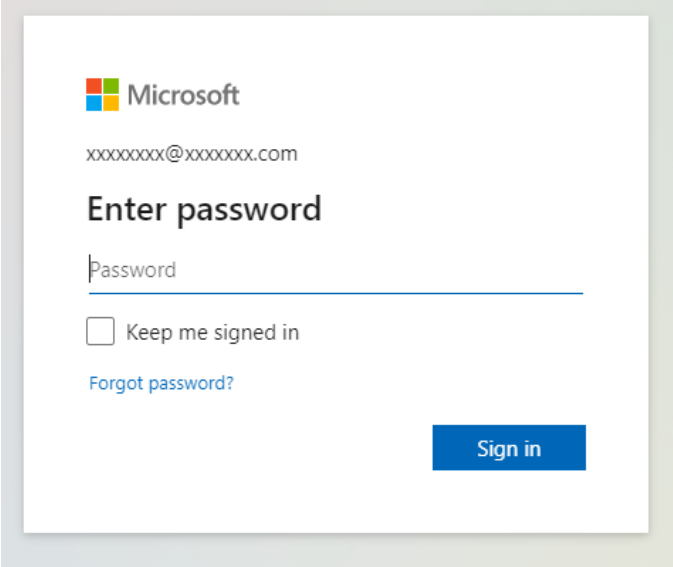
When trying to access the Market Support Centre Portal, the first screen you will encounter will be the following:

	<p>On this screen</p> <ul style="list-style-type: none">• Please enter your email address as Username• Click Next
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You will then be directed to several possible screens.

 <p>The screenshot shows the Lloyd's myService login interface. At the top is the Lloyd's logo in a black box. Below it is the text 'myService'. There is a 'Password' label above a text input field containing the placeholder 'Enter your password'. Below the input field is a blue 'LOG IN' button. At the bottom, there are three links: 'Back to username', 'Reset your password', and 'For help logging in click here'.</p>	<p>If you get this screen, this means that you will need to register for a Lloyd's account (if you haven't got one already to access other Lloyd's applications).</p> <p>In this case please proceed straight to step 3 – Lloyd's account access</p>
 <p>The screenshot shows the LMG Sign in screen. At the top is the LMG logo with flags. Below it is the text 'Sign in'. There is a text input field containing the placeholder 'xxxxxxxx@xxxxxxxx.com'. Below the input field is a blue link 'Can't access your account?'. To the right of the input field is a blue 'Next' button. At the bottom, there is a grey box with the text 'Unauthorised Access is Prohibited by Law' and a white box with a magnifying glass icon and the text 'Sign-in options'.</p>	<p>If you get the screen below or a login screen from your own organisation, this means that you company is registered with LIMOSS Single Sign-On (SSO).</p> <p>In this case please proceed to step 2 – LIMOSS Single Sign-On access</p>

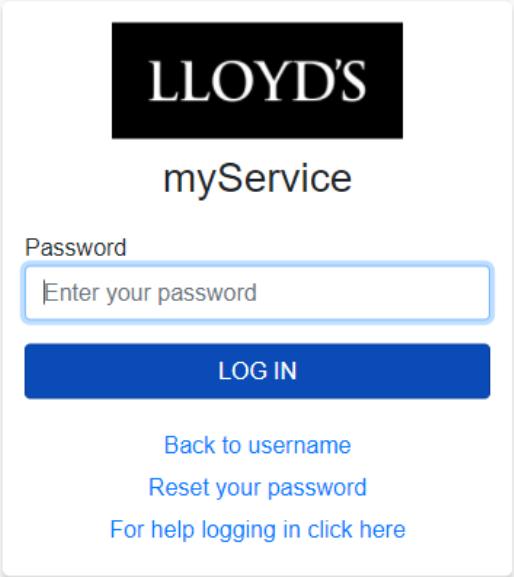
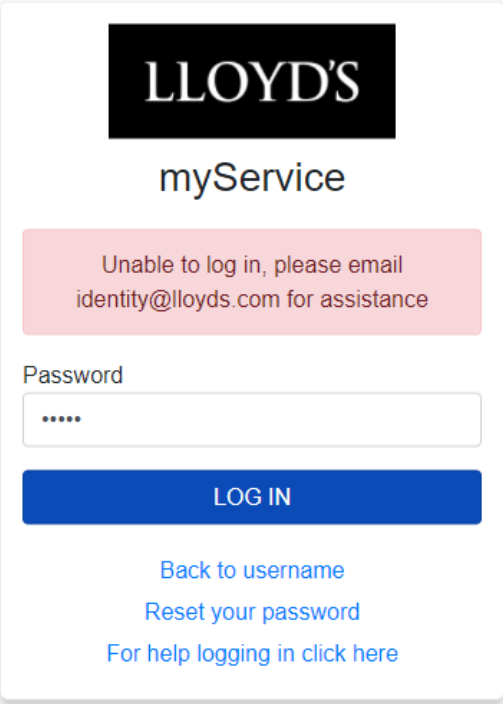
2 LIMOSS Single Sign-On access

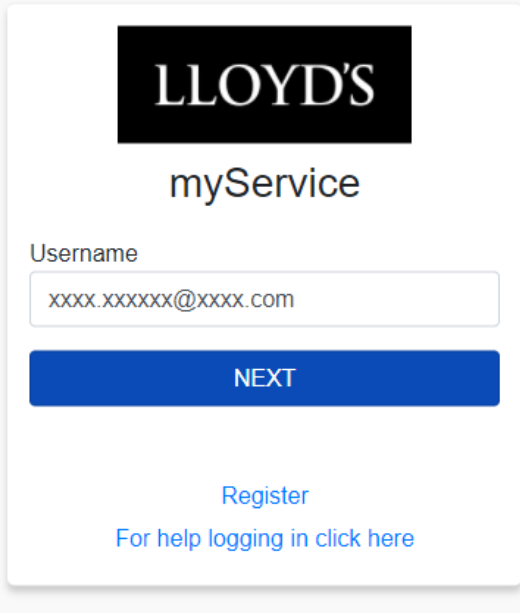
	<p>On this screen, simply click next</p> <p>Please note that your organisation may have a different customised screen. In that case please follow those instructions instead.</p>
	<p>Please enter your password (it should be your organisation's password)</p> <p>Click Sign in</p>

The next screen you see should be the requested page from the Market Support Centre Portal. If this is the case, you have successfully logged in and you can close this guide (**do not execute step 3**)

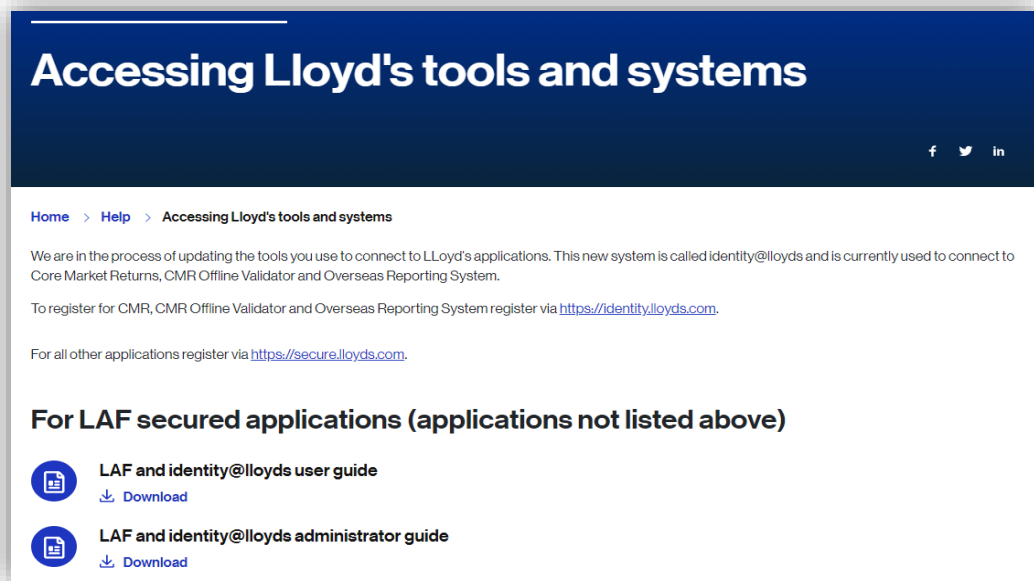
If you are not redirected, your company may not have yet created an account for you, or there may be a problem. In that case, please contact your in-house IT support team or contact servicedesk@LIMOSS.London.

3 Lloyd's account access

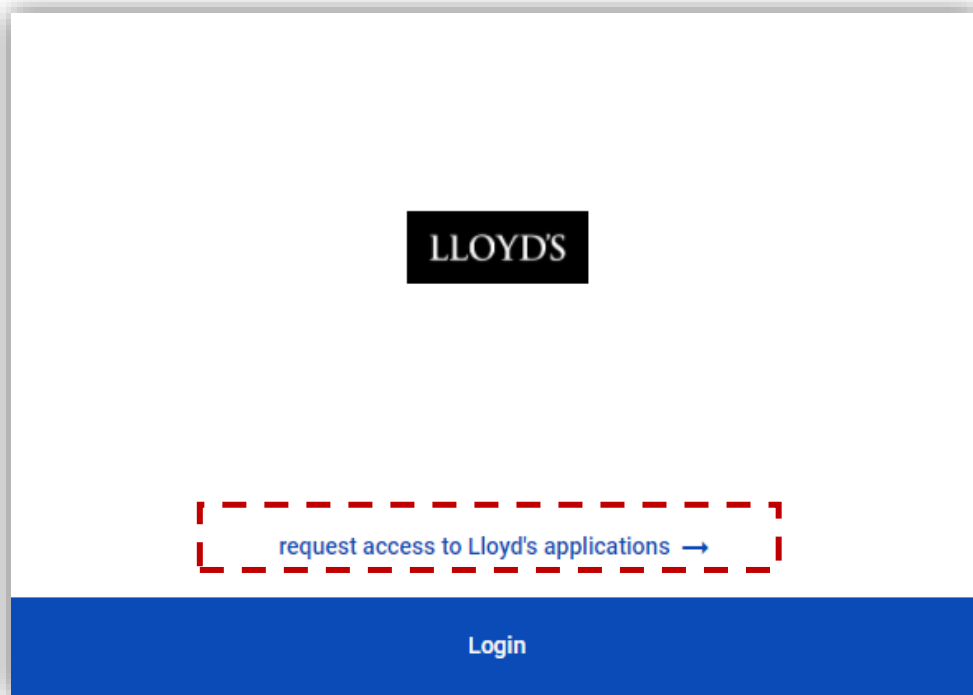
	<p>If you believe you already have a Lloyd's account, please enter your password (it will not necessarily be the same as your organisation's password)</p> <p>Click LOG IN</p> <p>The next screen you should see should be the requested page from the Market Support Centre Portal. If this is the case, you have successfully logged in and you can close this guide.</p> <p>If not please continue with the next steps</p>
	<p>If you get the following screen (and still believe you have an account with Lloyds) please ensure that you are using the right email address (if not, click on Back to username to change it).</p> <p>Alternatively, if you think you may have forgotten your password, please click Reset your password. This will send you an email to the address provided.</p> <p>If you do receive such an email, please follow the instructions.</p> <p>If you don't, then you need to create an account. To do so click Back to username</p>

	<p>When you are back to this screen, please click Register</p>
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On the page below, please click on the link <https://identity.loyds.com>.



On the screen below please click on **request access to Lloyd's applications**



On the following screen, please select **Show more applications**



Choose the applications you need to access.

- Application Onboarding
- CMR Offline Validator
- Core Market Returns
- Insights Hub - New Company Registration
- Insights Hub - New User
- LATCH

[Show more applications](#)

Next

Tick **Market Support Centre Portal** in the list of applications. Please do not tick any service that you do not require.

Click **Next**



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- Application Onboarding
- CMR Offline Validator
- Core Market Returns
- Insights Hub - New Company Registration
- Insights Hub - New User
- LATCH

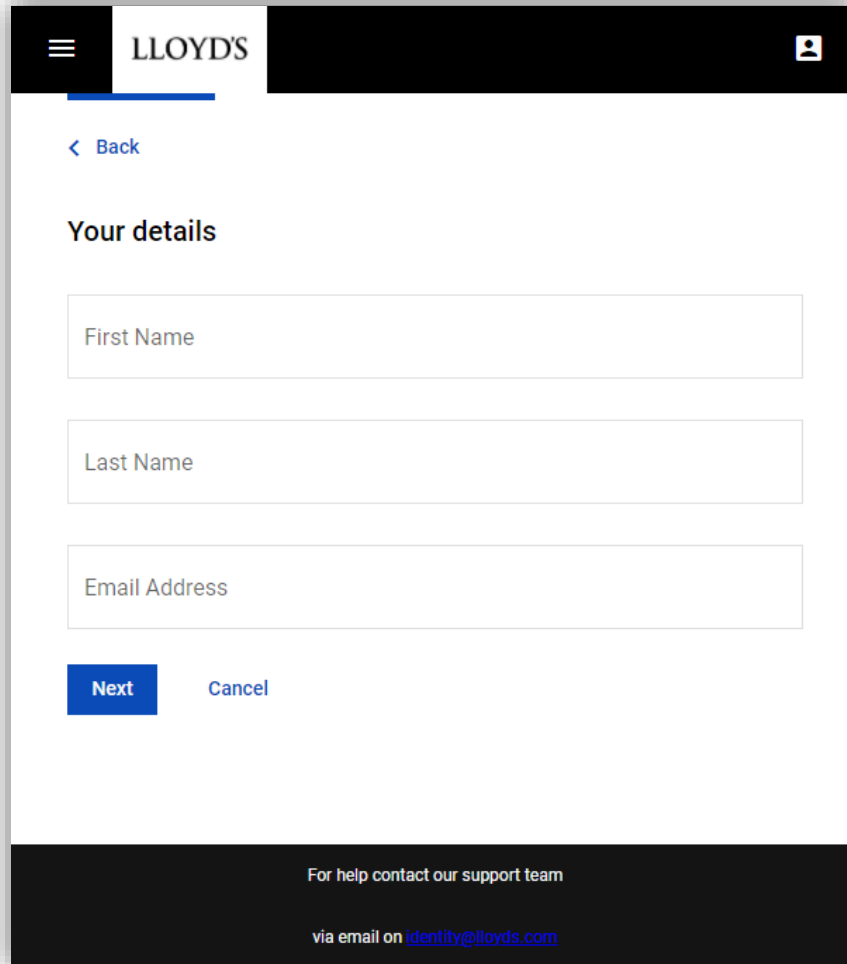
[Show less applications](#)

Market Support Centre Portal

Overseas Reporting System

Next

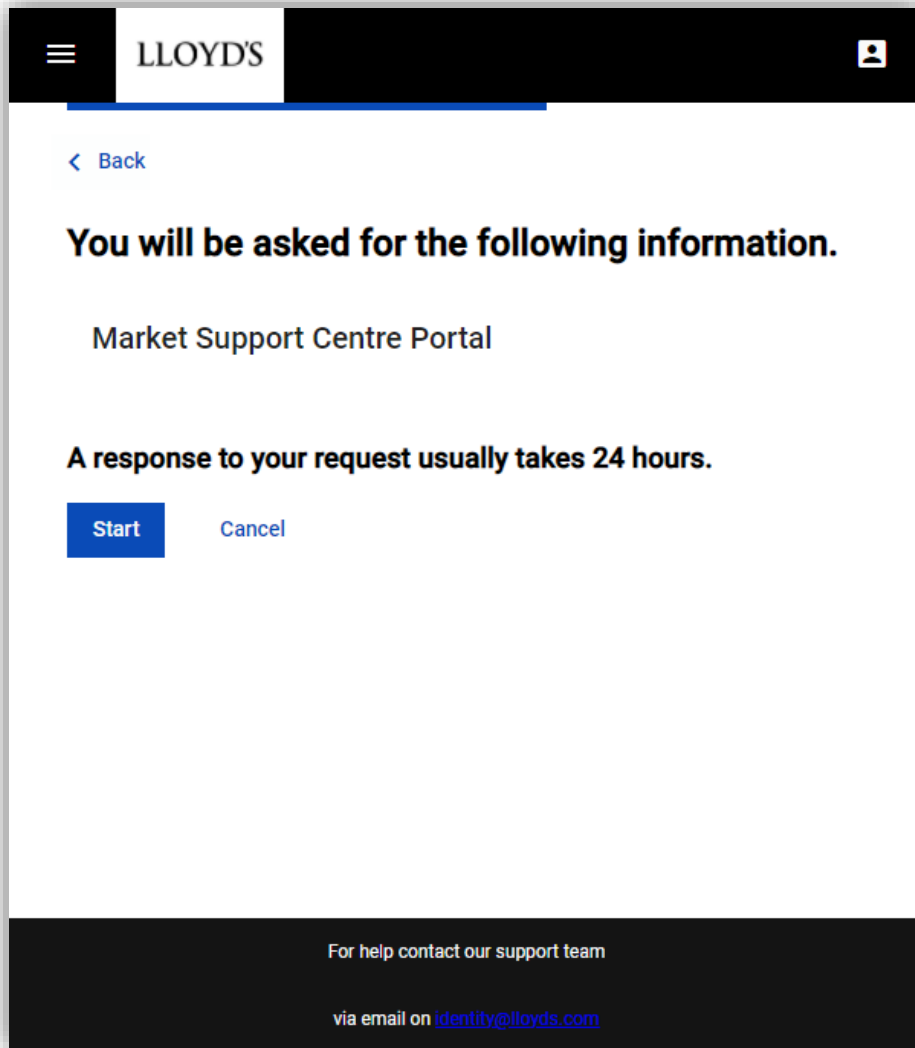
On the following screen, please enter your details and email address (please note that this email address will then be your username) and click **Next**



The screenshot shows a mobile application interface for LLOYD'S. At the top, there is a black header with a white hamburger menu icon on the left, the text "LLOYD'S" in the center, and a white profile icon on the right. Below the header, there is a blue back arrow and the text "< Back". The main content area is titled "Your details" and contains three white input fields with grey placeholder text: "First Name", "Last Name", and "Email Address". Below the input fields, there are two buttons: a blue "Next" button and a grey "Cancel" button. At the bottom of the screen, there is a black footer with white text that reads "For help contact our support team" and "via email on identity@lloyds.com".

The following screen warns you that it usually takes 24 hours to get a response to a registration request, but in the case of the Market Support Centre Portal, this will be near instantaneous.

Click **Start**



Review your details and click **Send Request**



[< Back](#)

Review your information before sending the request.

Your details

Name:

xxxx xxxx

Email:

xxxx.xxxx@xxxx.com

Your organisation

Type:

LloydsCorporation

Name:

Lloyd's Corporation

Country:

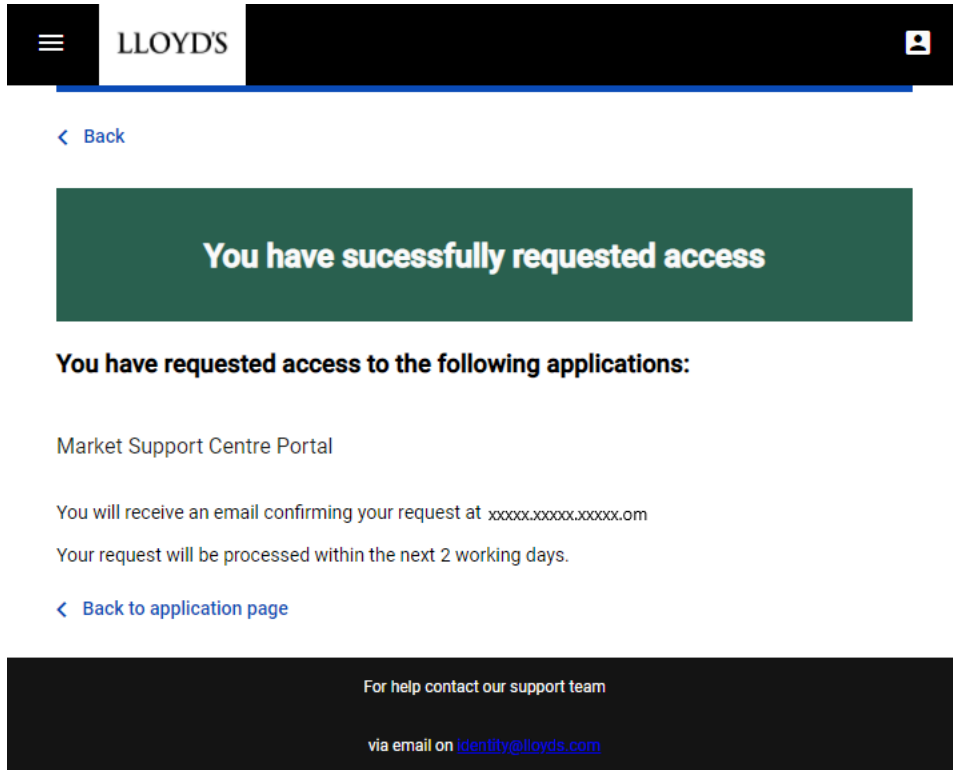
United Kingdom of Great Britain and Northern Ireland

Market Support Centre Portal

Send Request

Cancel

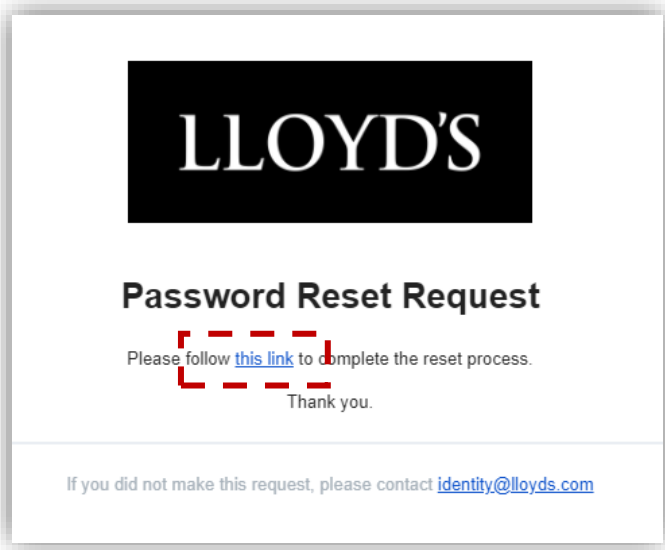
This screen confirms that an email has been sent to the email that you have provided with further instructions. Once again for Market Support Centre Portal registrations, requests will be processed near instantaneously.



The screenshot shows a web interface for Lloyds. At the top, there is a dark blue header with a hamburger menu icon, the word "LLOYD'S" in white, and a user profile icon. Below the header, there is a blue link "< Back". The main content area features a large green box with the text "You have successfully requested access". Below this, a bold heading reads "You have requested access to the following applications:". Underneath, the text "Market Support Centre Portal" is displayed. Further down, two lines of text state: "You will receive an email confirming your request at xxxxx.xxxxx.xxxxxx.om" and "Your request will be processed within the next 2 working days." At the bottom of the main content, there is a blue link "< Back to application page". A dark blue footer contains the text "For help contact our support team" and "via email on identity@lloyds.com".

Now you can check your mailbox. You should receive 3 separate emails from us, the only one you need to action to continue and complete your account setup is the email entitled **Reset your password**

In the email, you will find a link to go to the next step. Click on **this link**.



You will then be asked to create a password for your new Lloyd's account. To do so complete the screen below and click the white circle at the bottom. **Make sure you remember your password as you will need it for future access**



LLOYD'S

Change Password

Enter a new password for

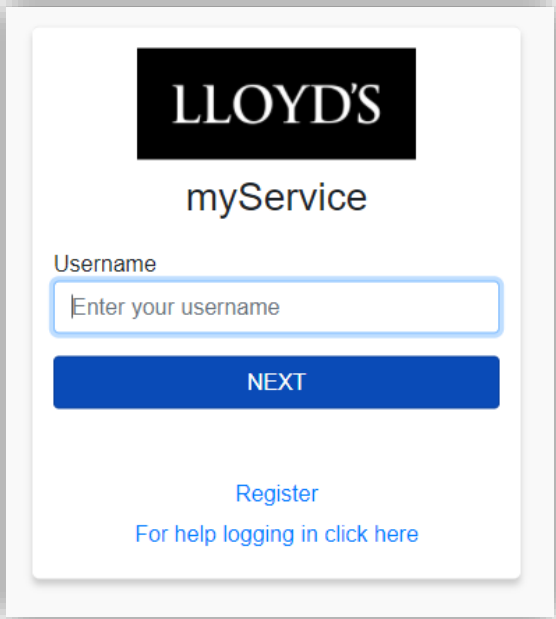
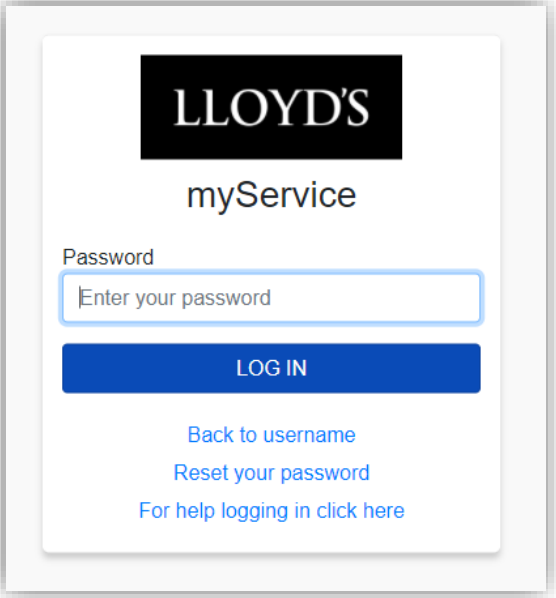


You will get the following confirmation and your Lloyd's account is now created.



Your password has been reset successfully.

Now that your Lloyd's account has been successfully created, please go back to the link you were trying to access at the very beginning of this guide, and you will be able to log in as follows (this will be your normal steps to access going forward):

 <p>The screenshot shows the Lloyd's myService login interface. At the top, there is the Lloyd's logo and the text 'myService'. Below this, there is a 'Username' label and a text input field containing the placeholder text 'Enter your username'. A blue button labeled 'NEXT' is positioned below the input field. At the bottom of the form, there are two links: 'Register' and 'For help logging in click here'.</p>	<p>On this screen</p> <ul style="list-style-type: none"> • • Please enter your email address as Username (as you have just created) • • • Click Next
 <p>The screenshot shows the Lloyd's myService login interface. At the top, there is the Lloyd's logo and the text 'myService'. Below this, there is a 'Password' label and a text input field containing the placeholder text 'Enter your password'. A blue button labeled 'LOG IN' is positioned below the input field. At the bottom of the form, there are three links: 'Back to username', 'Reset your password', and 'For help logging in click here'.</p>	<p>Please enter the password that you have just created</p> <p>Click LOG IN</p> <p>The next screen you should see should be the requested page from the Market Support Centre Portal. If this is the case, you have successfully logged in and you can close this guide.</p>

If you have any issue that you cannot resolve with the help of this guide, please email your query to usersupport@lloyds.com.