# LLOYD'S

**Member Services**

# FAL Online – Registration and access to the portal

## Existing Users

1.1 If you are actively using your account, you will automatically be linked to the FAL Online Portal. You can access via www.lloyds.com where you will find the FAL Online option in your available applications. You will receive a screen with the terms and conditions on first use and will need to confirm your acceptance. The terms and conditions will also be available by visiting FAL Online

1.2 If you are registered but have not used your account for 18 months you will need to reset your Lloyds.com password first. Please go to https://secure.lloyds.com/ and choose "I have forgotten my password".



1.3 Enter your email address in the pop-up box and submit. You will receive a notification on the screen that a password email has been sent.

1.4 You will receive an email from usersupport@lloyds.com asking you to click on a link to reset your password. Please do this.

## New Users

2.0 To gain access to the portal you must have first registered at https://secure.lloyds.com and returned a completed application form.

2.1 Open your Web Browser and go to https://secure.lloyds.com and click "Register now"
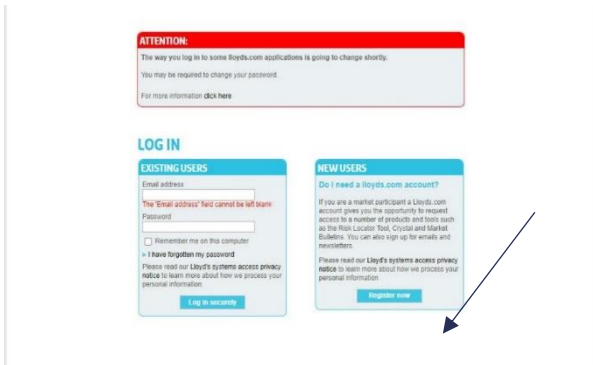
2.0 Complete your details and password for your Lloyds.com account and submit. As a note the email address you use to register must match the email address you quote on the completed application.

2.1 You will receive an email to confirm your registration. Please click on the link to confirm. Your Lloyds.com account will then be activated. Your email address becomes your log in name. You cannot progress any further until you have completed an application form and received confirmation that your account has been approved by Lloyd's.

## Application form for the FAL Online and Members access portal

2.2 An application form can be downloaded by visiting FAL Online

2.3 Once completed an application form can be sent to MemberAdmin@lloyds.com

2.4 Lloyd's will send you an email to confirm when the portals have been linked to your email account.

## Accessing the portal – dual authentication

3.0 Lloyd's use a dual authentication log in process and will ask you to set up a second password for access to the portals (Auth 0). You can access by logging into your Lloyds.com account via www.lloyds.com and choose the log in/register option
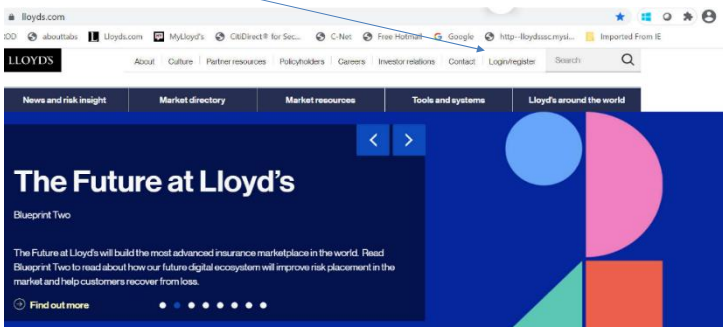


Please enter your registered email account and click next.