



**Scottish  
Water**

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**LP Portal – New User Access**



## Contents

Introduction.....	3
Section 1 – How to create a new user.....	4
Section 2 – User account validation .....	6

## Introduction

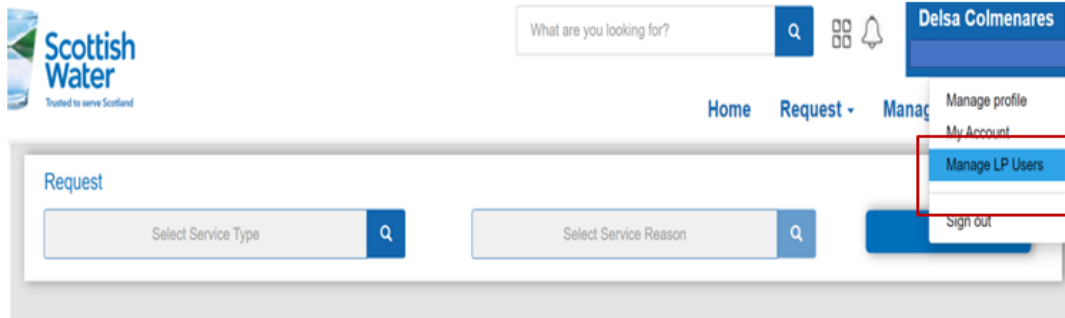
Scottish Water has provided the LP Customer Portal for Licensed Providers to register, gain access, and communicate with Scottish Water with ease. It provides users with access to multiple types of information and applications through a standard interface.

Users of the LP Customer Portal can be divided into two categories: LP User and LP Admin User. LP users can create Requests for Service, Enquiries, Complaints, Escalations and also view Cases and Requests. In addition, LP Admins can, in additionally, create new users, change their role types and activate or deactivate users.

This guide is for LP Admin Users to assist with the above tasks.

## Section 1 – Creating a new user

1. To create a new user an existing LP Admin user can needs to log into the portal and access the Manage LP Users.



- Before creating a new user check if the user doesn't already exist in the system by entering his/her e-mail address in the search area.
- 



- If the e-mail address exists in the system, but the User ID appears blank, there is no need to create a new account, instead the user should access the LP Customer Portal through [this link](#) and follow steps outlined in Section 2 of this guide for Account Validation.

User Name ↑	User ID	Email Address	Main Phone Number	Admin Role
Delsa Colmenares		delsa.madrigal3@scottishwater.co.uk		No



2. To create a new user select Create

The screenshot shows a header bar with 'Active LP Users' on the left, a search box labeled 'Search Contact' with a magnifying glass icon, and a blue 'Create' button with a plus icon, all enclosed in a red rectangular box. Below the header is a table with columns: 'User Name' (with an upward arrow), 'User ID', 'Email Address', 'Main Phone Number', and 'Admin Role'.

3. Complete the **Contact Information** form:

- Fields marked with a red asterisk are mandatory.
- Personal and business e-mail can be the same, if desired.
- The **LP User** role will determine if a user is an LP User or and LP Admin. This can be changed at a later date, if needed.

The screenshot shows a 'Summary' form titled 'CONTACT INFORMATION'. Fields include: Salutation, First Name \*, Middle Name, Last Name \*, Preferred Channel (dropdown set to 'Any'), Personal Email Address \* (with a link 'For password reset'), Business Email Address \* (with a link 'For business communication'), Landline No., Mobile Phone, LP User role (dropdown menu open showing options: LA Manager, TE User, BEC User, LP Administrator, LP User), and Job Title \*. A blue 'Submit' button is at the bottom right, highlighted with a red box. Below the form is a 'Details' section titled 'ADDRESS' with fields for Name, Street 1-3, City, State/Province, ZIP/Postal Code, and Country/Region.

After submission a validation message will indicate that the new user has been created and an invitation with a link to the Portal will be e-mailed to the registered e-mail address.

[Home](#) [Request](#) ▾

**Thank You!**

✓ Requested user has been created successfully.

We'll send a Portal Invitation Link shortly to the newly created user on his/her registered Email address.

[Go to homepage](#)

## Section 2 – User account validation

1. After a new user account has been created in the portal, the new user will receive an e-mail invitation with a link to Portal to complete registration.
  - If the user account had been created in the past and the user no longer has access to the e-mail invitation, he/she can sign up by access the [LP Portal](#)

Customer Portal: Registration Confirmation CRM:001300480755

**DM** **Delsa Colmenares Madrigal**  
 Wed 09/06/2021 9:02 AM  
 To: Delsa Colmenares Madrigal

Dear Delsa Colmenares,

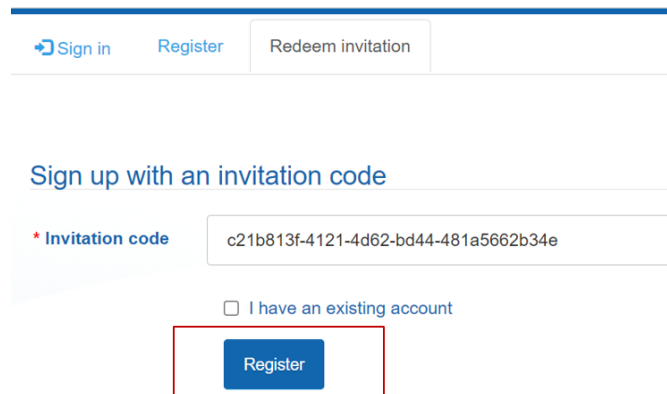
You have been invited to access Scottish Water Customer Portal. To redeem your invitation, please click the link below:  
[Portal Invitation](#)

Or you can copy the following URL and paste it into your web browser:  
<https://swcustomerportal.microsoftportals.com/register/?returnurl=%2f&invitation=c21b813f-4121-4d62-bd44-481a5662b34e>

**Note:** Please use Delsa.Madrigal2@scottishwater.co.uk in order to register on portal.

*This is a system generated email. Please do not reply to this message. This email address is not monitored. Hence, we are unable to respond to any messages sent to this address.*

Thank You,



2. Redeeming the invitation will open the Portal Sign Up page, to continue click **Sign Up Now**

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

**Sign in**

Don't have an account? [Sign up now](#)



- Using the same e-mail entered by the LP Portal Admin at creation stage the new user must request a **Verification Code**.

Email Address  
Email Address  
**Send verification code**

New Password  
New Password

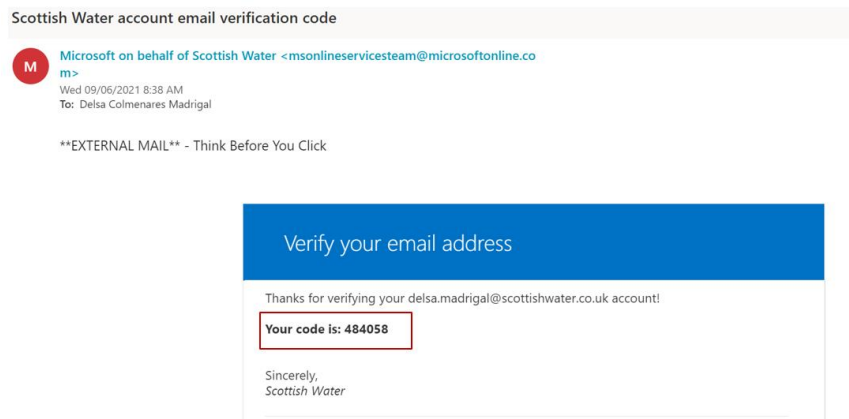
Confirm New Password  
Confirm New Password

Surname  
Surname

Given Name  
Given Name

**Create** **Cancel**

- An e-mail will be generated with a code number that must be entered in the system for the registrations to complete. Once complete the user will be able to sign in.



- The code must be entered and verified to complete the registration, before the user can sign in to the portal for the first time.

Email Address  
delsa.madrigal@scottishwater.co.uk

Verification code  
484058

**Verify code** **Send new code**

For any issues of enquiries regarding the LP Customer Portal please contact your Account Manager.