

Some helpful guidance for the Portal

The Registration or Forgotten Password routes can be accessed on the Portal via the following link <https://portal.kingstonpropertyservices.co.uk/RequestPassword.aspx> (screenshot below)

Contact us



Registration & forgotten password

Customer Reference

User Name

Your Email

Register

Forgotten password

Cancel

Registration:

First enter the Customer Reference Number as stated on your documentation. This will typically be 10 characters and will end with a -01 or -02 etc. For example, XXXXX001-01.

Secondly, enter the name exactly as shown on your correspondence into the User Name field e.g. Mr J A & Mrs Smith. Please note this has to be exactly as stated in order for the registration to be successful.

Then please enter your email address.

Lastly, click on where it says Register, and at this point an email will be sent to your nominated email address with your user name and password. **You will note from the email that our system is now telling you that your user name is your Customer Reference Number. It is the details within this email that you will need to use for future logins.**

Forgotten Password:

Within the same screen above, enter your Customer Reference Number, e.g. XXXXX001-01 into **both** the Customer Reference and User Name fields.

Then enter your email address and click on where it says Forgotten Password. A new password should then be sent to your email address.

Change Password:

[Contact us](#)



Change password

User name	<input type="text"/>
Existing password	<input type="password"/>
New password	<input type="password"/>
Confirm password	<input type="password"/>

Save

Cancel

If you have already register enter your Customer Reference Number, e.g. XXXXX001-01

Then enter your existing password

Enter new password (this must be minimum of 8 characters with mixture of letters and numbers).

Then re-enter your new password to confirm changes.

If you have any queries or have not received an email with your details after following the above guidance then please contact us at mail@kingstonpropertyservices.co.uk or on 0330 123 1133 for assistance.