

Bath and North East Somerset Council

Adults Portal User Guide

Creating Your Portal Account

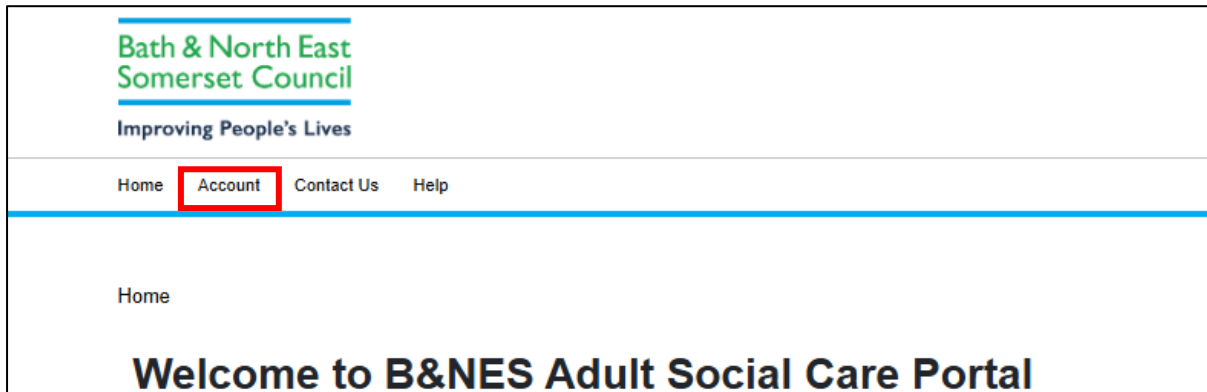
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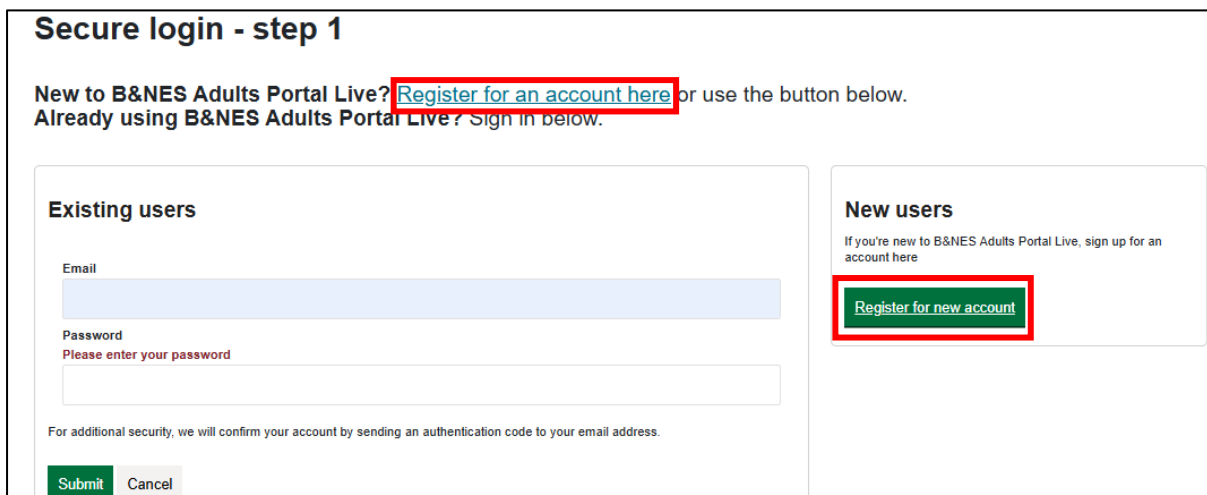
Portal User Guide: Creating Your Portal Account

From the BANES portal landing page, you can create your account by selecting **account** in the top menu.

The portal link can be found via our BANES website or by selecting this link:
<https://adults.bathnes.gov.uk/web/portal/pages/home>.



You will be taken to the secure Login – Step 1. Select the option to **register for a new account**.



Complete the registration for a new account set up. If you are a professional select the option **'is this account being used in a professional capacity'**. If you are a BANES resident, **do not select this option**.

Register a new account - step 1

Forename *

Surname *

☐ Is this account being used in a professional capacity?

Property name

House number or name

Street *

Area

Town/City *

County

Postcode *

Next Cancel

Select **next** at the bottom of the page for step 2.

Enter your **email address** and **create a new password**.

Your password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.

Register a new account - step 2

Email address *

Password *

Confirm password *

Password policy

Your password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.


[View the list of special characters:](#)

Select **next** at the bottom of the screen to take you to step 3.

A code will be emailed to your email address you have provided, **enter the code below**. The code can take up to **5 minutes** to arrive in your inbox. If you do not receive the code, **check your junk/spam folder**. You can request a new code via the portal by selecting '**please send me a new code.**'

For professionals, check with your IT department to ensure they are not blocking emails from this website.

Please verify your email address



BANES Adults Portal Live <donotreply@bathnes.gov.uk>
To

Dear

Thank you for using B&NES Adults Portal Live. Please enter the following code on the email verification page:

8278 6914

Kind regards

B&NES Adults Social Care Support Team

Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the back button below if you would like to change your email address and try again or [Please send me a new code](#) if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

[Please send me a new code](#)

Select **next** at the bottom of the screen to complete your registration. When prompted, click **continue**.

This will take you to your account page, at this time, you will not have any active linked accounts. Click '**return to home page**' to take you to the portal home page.