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# Valuation Services Client Portal

## Logging in and Managing Your Profile

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## Logging Into the Portal

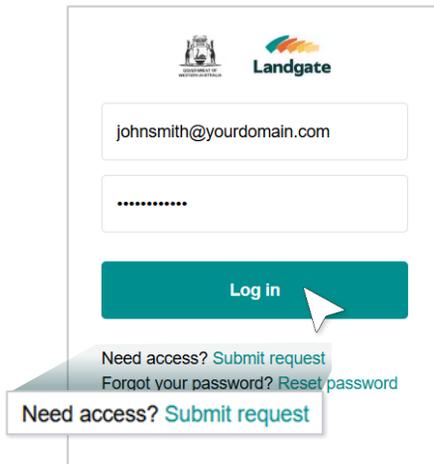
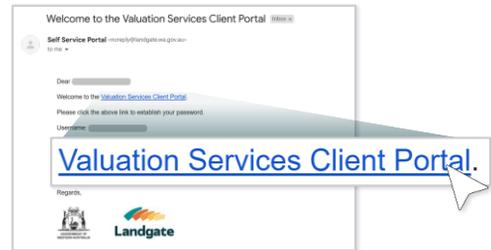
**Note:** If this is your first time logging in, an **email** will be sent to you with a link to create a password. Contact your **portal administrator** for any assistance.

1 If you already have your password, navigate to the following URL:  
**https://landgate.val.clientportal.com**

2 Enter your **Username** and **Password**.

3 Click **Log in**.

**Note:** If your **administrators** are **unavailable** to create an account, you can request access by clicking on **Submit request** and filling out the **Access Request** form.



## Managing Your Profile

1 At the top right corner of the screen, click your **profile icon** and select **Settings**.

2 You will be able to view all your personal information here. If you want to make any updates to this information, click **Edit Details**.

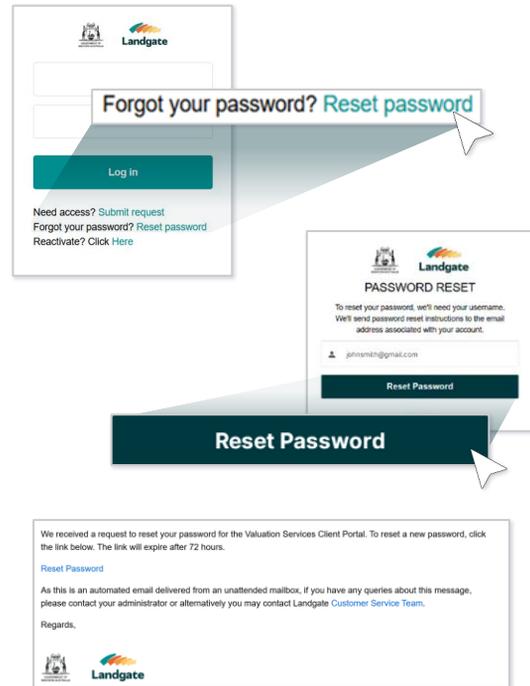
3 Make the necessary **updates**, then click **Submit** to save your changes.

**Note:** Check the **Receive New Deliverable Email** checkbox if you would like to receive **email notifications** when **Valuation Schedules, Rolls or other deliverables** from Landgate are ready for you to view.



## Resetting Your Password

- 1 To reset your password, click **Reset password** from the login screen.
  - 2 Enter your **email**, then click **Reset Password**.
  - 3 **Password reset instructions** will be sent to your email address. If there are any issues, please contact your **portal administrator**.
- Note:** You can also contact your **portal administrator** to request a password reset of your account.



## Reactivating Your Account

- 1 After **90 days** of inactivity, your account will automatically be deactivated.
  - Note:** After **75 days** of inactivity, you will receive an email asking you to login to prevent deactivation.
  - 2 Click on the **'Here'** link next to the **'Reactivate?'** option on the login screen.
  - 3 Enter your email and click **Send Email**. Instructions to reactivate your account will be sent to your email.
- Note:** You can also contact your **portal administrator** to reactivate your account for you.

