

Guide on How to register as a new user on the FENSA Installer Portal – v1



So, you want to register yourself to access the FENSA Installer Portal.

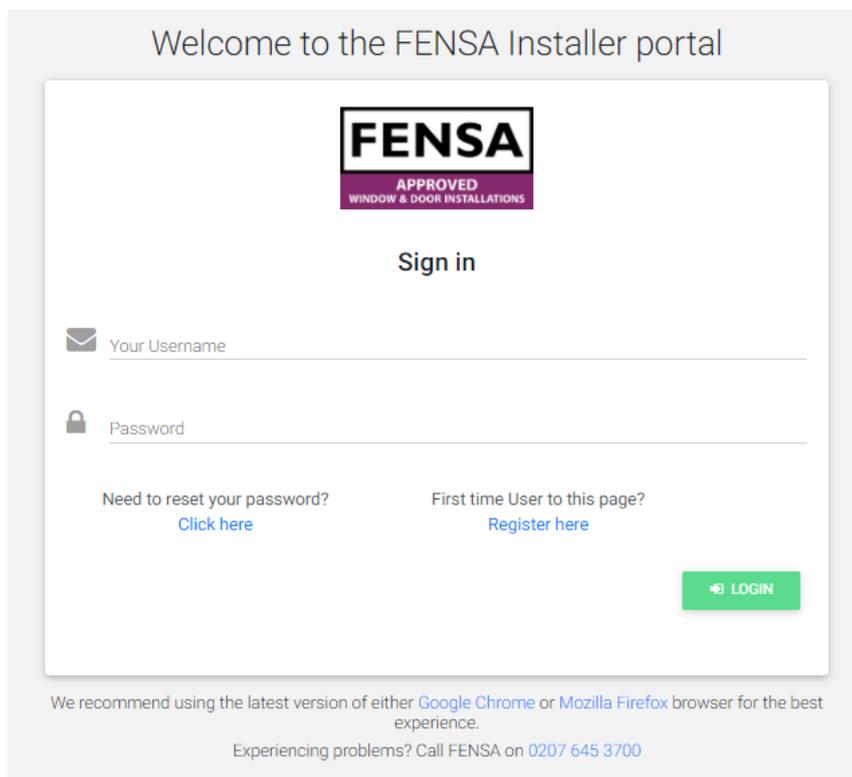
For security we recommend every user of the installer portal has their own log in. This ensures all activity on your account is recorded.

This guide is only if you have never registered yourself as a user in the FENSA Installer Portal.

If you are unsure, ask someone that you know is a user to check the “User Management” > “User List”

It’s Simple!

1. Go to <https://www.fensaonline.com/> which will bring up the Sign In page.



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2. Click “Register Here” to start the registration process

Welcome to the FENSA Installer portal



Sign in

Your Username

Password

Need to reset your password? [Click here](#)

First time User to this page? [Register here](#)

We recommend using the latest version of either [Google Chrome](#) or [Mozilla Firefox](#) browser for the best experience.

Experiencing problems? Call FENSA on 0207 645 3700

3. Add your FENSA ID and the Postcode of your company. Then click “Verify”
The postcode you enter must match the postcode of the company we have on our records.

Welcome to the FENSA Installer portal

Verify Company Information

FENSA Number

FENSA number is required.

Postcode

Postcode is required.

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4. When you clicked “Verify” your company details will show for you to check that you are registering for the correct installer. Click “Continue” when have verified you are in the right company..

If the company name is incorrect, please check the details you added in the previous step. (Company name shown below is FENSA Test Company)

If the address details are incorrect or out of date please email enquiries@fensa.org.uk to advise us and we can change them for you.

Welcome to the FENSA Installer portal

Verify Company Information

FENSA Test Company	
FENSA Number	8000
Address	FENSA Ltd, Newspaper House, 40 Rushworth Street, LONDON
Postcode	SE1 0RB
Registration	Completed

[→ CONTINUE](#)

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Now we have established who you are registering as a user for we need your details.

5. Create your Username then click the “Tick” to continue
Your Username must be an email address that you have access to.

Welcome to the FENSA Installer portal

Register

FENSA Test Company

FENSA Ltd, Newspaper House, 40 Rushworth Street, LONDON

Username MUST BE a VALID email address

Username  

Username is required.

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If you already have a User Account you will be advised at this step.

Welcome to the FENSA Installer portal

Register

FENSA Test PAYG

Glass & Glazing Federation, Unit A-b, Newspaper House, 40 Rushworth Street, LONDON

Username is already in use



Username MUST BE a VALID email address

Username 

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Experiencing problems? Call FENSA on [0207 645 3700](tel:02076453700)

If you do already have a User account, back out till you get to the “Sign In” page and then click “Click here” to reset Password. This is found to the left of where you clicked “Register Here” link.

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6. This step is all about you. See below for a description of each line. Once completed click the green “Register” button.

Welcome to the FENSA Installer portal

Register

FENSA Test Company

FENSA Ltd, Newspaper House, 40 Rushworth Street, LONDON

Username
rculpan123@fensa.org.uk

Copy to Email No **a.**

Email **b.**
Email address is required.

First Name **c.**
First name is required.

Last Name **d.**
Last name is required.

Password **e.**
Password Is Required

Confirm Password **f.**
Password Must Match

Telephone **g.**
Telephone number is required.

MobilePhone **h.**

Job Title **i.**
Not Specified

Role **j.**
Select Role

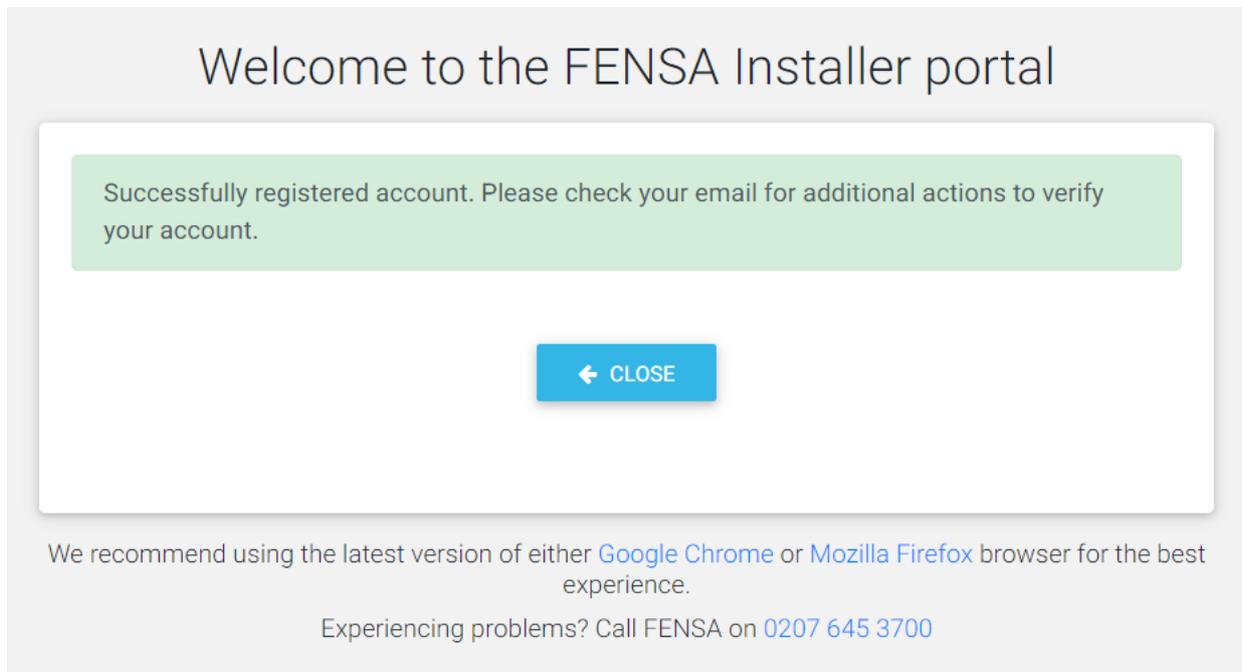
Description of each Line

- Toggle this to automatically fill in your email address (b.) with your Username
- Your email address. This must be accessible by you.
- Your First Name.
- Your Last Name
- Your Password – Your Password must be at least 8 characters long and is unique to you. FENSA Staff do not see your password so if it is forgotten you will need to reset it which is done on the “Sign In” page.
- Confirm your password that you entered in the previous line. This must match the password in the previous line.
- Add your phone number so if we need to contact you, we can. This can be landline or mobile. No spaces just numbers accepted
- Your mobile number. Even if you added your mobile number to the previous line, add it here as well.
- Select your Job Title from the Dropdown list. If yours is not there pick the closest or “Other” “Select Role” refers to your department. This will affect permissions at a later date so please ensure you are represented correctly.

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7. Confirmation will be given immediately after you “Registered” yourself correctly



8. Your Main Authorised User will receive this email which is asking them to approve access for you. The email includes a link which they need to click.

Welcome to the FENSA Installer Portal.

This is your Portal to access Notice, FENSA Benefits, FENSA Leads Generation, Assessments, Installation Registrations, Finance statements and invoices and so much more.

The Portal is always being enhanced however we will let you know as it grows.