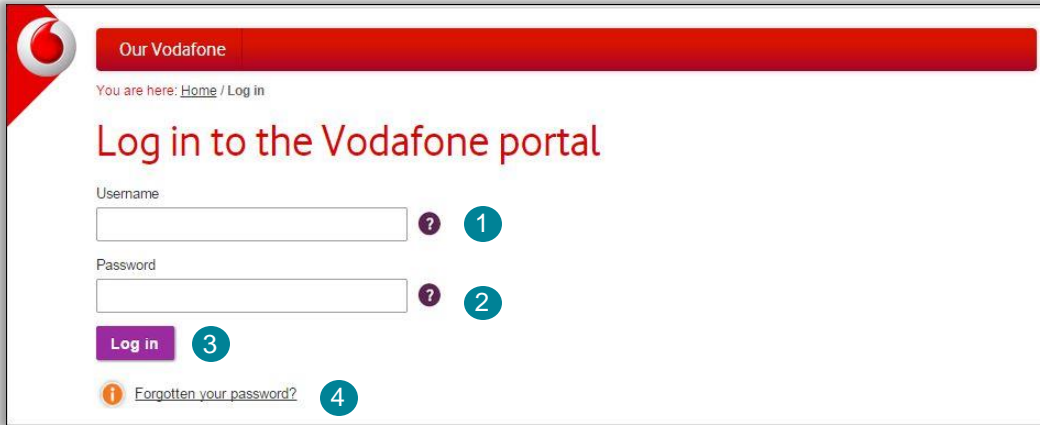


**Login journey**



# How to log in to the OnePortal



The screenshot shows the Vodafone OnePortal login interface. At the top left is the Vodafone logo. Below it is a red header bar with the text "Our Vodafone". Underneath the header, there is a breadcrumb trail: "You are here: [Home](#) / [Log in](#)". The main heading is "Log in to the Vodafone portal". Below this, there are two input fields: "Username" and "Password". Each field has a question mark icon to its right. A purple "Log in" button is positioned below the password field. At the bottom left, there is a link "Forgotten your password?" with an information icon to its left. Four numbered callouts (1-4) are overlaid on the page: 1 points to the Username field, 2 points to the Password field, 3 points to the "Log in" button, and 4 points to the "Forgotten your password?" link.

- 1 Enter your username as provided by Vodafone.
- 2 Please enter your password as provided by Vodafone.
- 3 Click the 'Log in' button to authenticate yourself on Vodafone OnePortal.
- 4 If you are not able to recall your password, then click this link and perform actions as requested.



# Forgotten your password?

Our Vodafone

You are here: [Home](#) / [Log in](#)

## Log in to the Vodafone portal

Username

Password

[Log in](#)

[Forgotten your password?](#) 1

Our Vodafone

You are here: [Home](#) / [Reset password](#)

## Reset password

Please enter your username and questions to reset the password

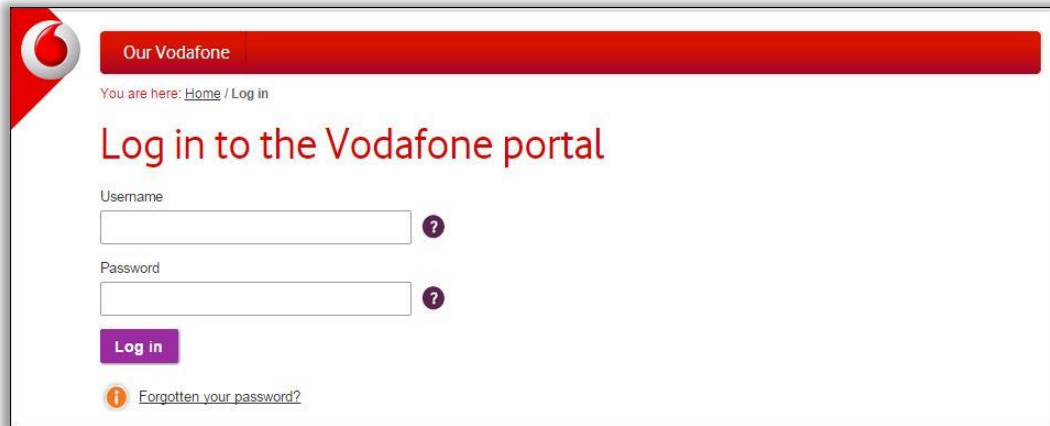
Username

[Back](#) [Submit](#)

- 1 If you have forgotten your password then click the link 'Forgotten your password?'
- 2 Provide a valid username in the box so that OnePortal can assist you to retrieve your password.
- 3 Click the 'Submit' button and follow the next steps.
- 4 Click the 'Back' button to navigate back to the login page.




# Reset password – Call the helpdesk




Our Vodafone


You are here: [Home](#) / [Log in](#)

## Log in to the Vodafone portal

Username 

Password 

[Log in](#)

 [Forgotten your password?](#)

You can also get your password reset by calling the service help desk team.

### Internal user:

1. Internal users can directly raise a ticket in the JCI for a password reset.

### External user:

1. External users can request a password reset by calling the service helpdesk team on **0800 158 4443** from the UK.
2. International customers should call **(+91) 08071113639** to reach the service helpdesk team.



# Functionality changes per release

Date	Release	Description
10 <sup>th</sup> Oct 2015	3.1.2	Below are the changes that will be reflected as a part of this release. <ul style="list-style-type: none"><li>• The user guide is updated with information that will help user to access OnePortal more efficiently.</li></ul>
6 <sup>th</sup> Feb 2015	R1602	Changed the contact numbers as per latest information.

