



# Portal Recipient Guide For Virtual Cabinet



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## 1 Introduction

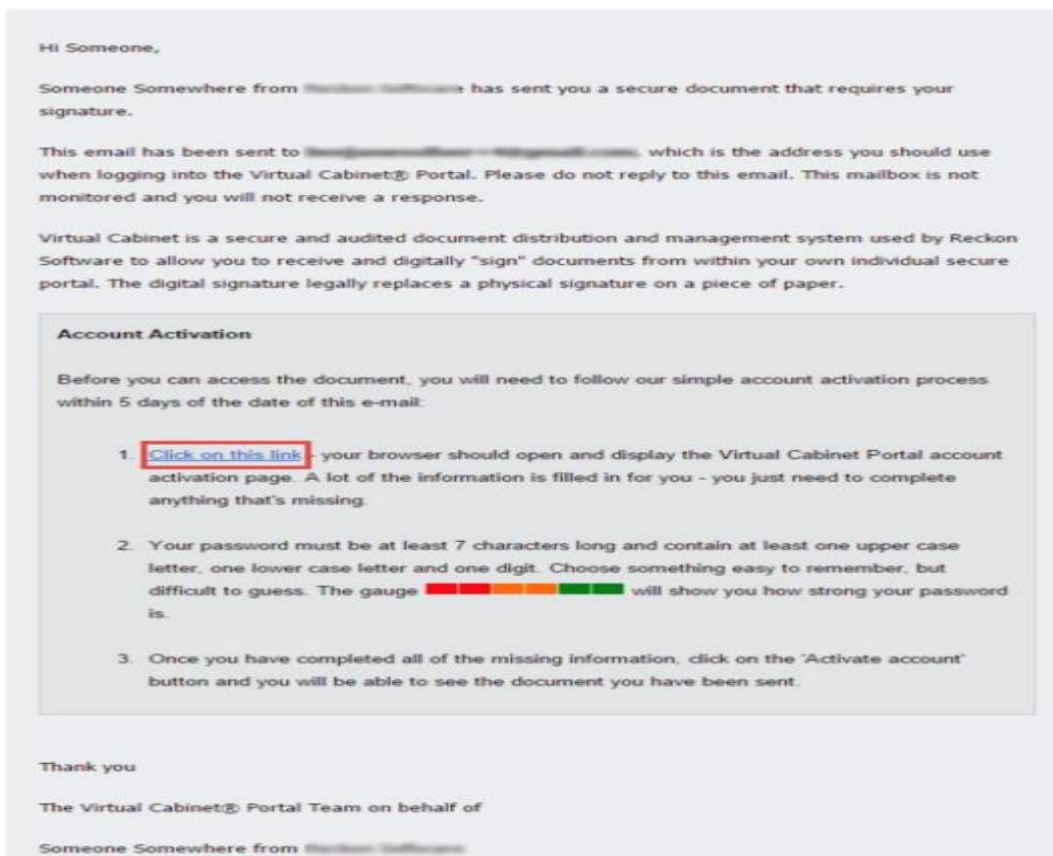
Individuals and Organisations all over the world use the Virtual Cabinet® Portal to exchange documents and information quickly and securely with their customers, suppliers and contacts.

This document is intended to assist those who have been sent documents or information via the Portal, also known as Recipients.

## 2 Account Activation

The first time you are sent a document through the Portal, you will receive an email notification. Before you can access the first document that has been published to you, you must activate your account. The email notification steps you through this process.

Simply read through the instructions in the email, and click the link within the email titled “Click on this link”.



After clicking the link, you will be directed to a secure **Activate your account** page on the [virtualcabinetportal.com](https://virtualcabinetportal.com) website.



## Activate your account: Step 1 of 2

**LOGIN DETAILS** ————— **PERSONAL DETAILS**

Welcome to our secure portal  
Our portal allows us to communicate with you efficiently and securely.  
You need to create your own password and activate your account before you can access the information we have sent you.

Email address

Password

Great

[Portal information](#)

- We use the highest levels of encryption and latest security methodologies
- Protection of your privacy and your data is our top priority
- Access your information and documents any time, anywhere on any device
- Our portal allows us to deliver you the very best service

## Activate your account: Step 2 of 2

Almost done...

**LOGIN DETAILS** ————— **PERSONAL DETAILS**

Title

First name

Last name

Country

Telephone number

Mobile number

I agree to the use of cookies on this device to enhance my experience. [Further information](#)

I agree to the [Terms & Conditions](#)

- We use the highest levels of encryption and latest security methodologies
- Protection of your privacy and your data is our top priority
- Access your information and documents any time, anywhere on any device
- Our portal allows us to deliver you the very best service



Please complete the activation process as instructed.

Once you have completed this, please click **“Activate account”**.

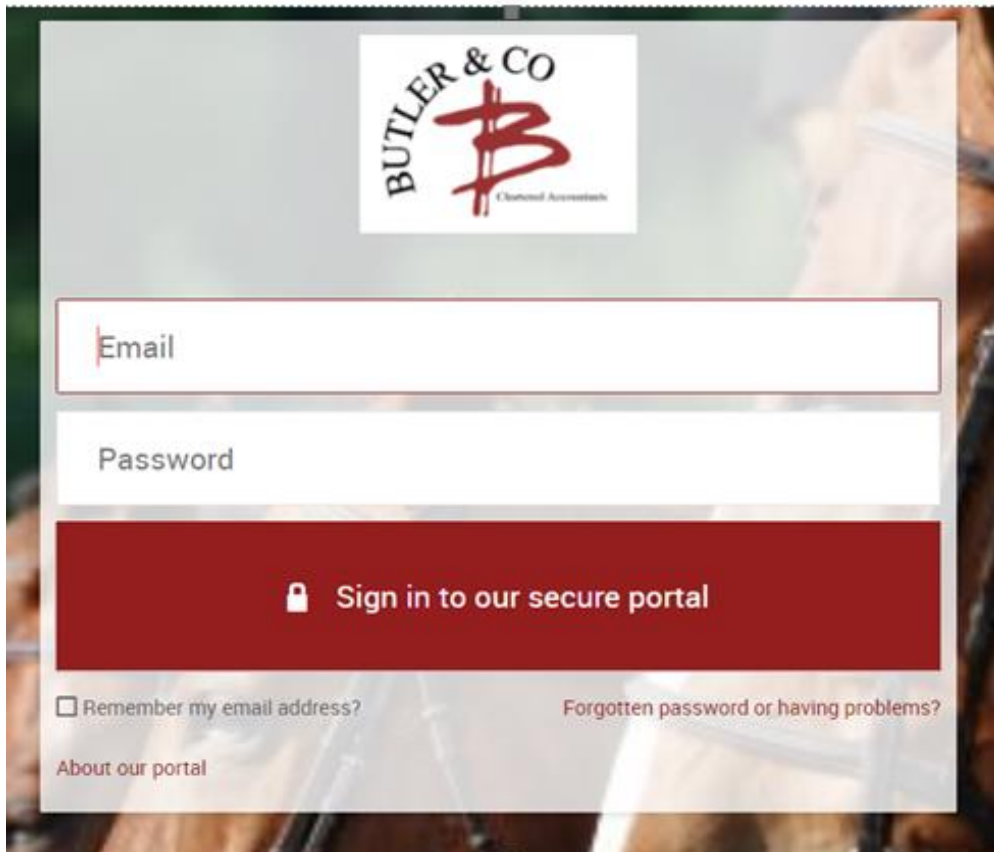
Once you have clicked **“Activate account”**, you will be presented with the document, or pack of documents that was published to you.

You may now access your Portal Account at any time, from any device, using a web browser and navigating to:

<https://www.virtualcabinetportal.com/MyPortal/Login>

Simply type in your Email address and Password that you used to activate your account and click the **“Log In”** button.

You can tick the box to remember your password if you wish.

A screenshot of the Butler & Co login portal. The page features the Butler & Co logo at the top center. Below the logo are two input fields: "Email" and "Password". A prominent red button with a white lock icon and the text "Sign in to our secure portal" is positioned below the input fields. At the bottom of the form, there is a checkbox labeled "Remember my email address?" and a link "Forgotten password or having problems?". A link "About our portal" is also visible at the bottom left of the form area.



### 3 Forgotten Password

If you have forgotten your Password for the Portal, simply navigate to the following page:

<https://www.virtualcabinetportal.com/MyPortal/Login>

And click the “Having problems?” link as seen below.

A screenshot of the Butler & Co login portal. At the top center is the Butler & Co logo. Below it are two input fields: "Email" and "Password". A large red button with a white lock icon and the text "Sign in to our secure portal" is positioned below the fields. At the bottom left, there is a checkbox labeled "Remember my email address?". At the bottom right, there is a link that says "Forgotten password or having problems?". At the bottom left, there is a link that says "About our portal".

Once you have clicked the link, you will be presented with a page asking for your email address so that the [Virtual Cabinet Portal](#) can send a password request link to you.

Simply enter your email address and click the “Continue” button.



**Access Account**

Enter the e-mail address associated with your account. We'll send you a link to reset your password or activate your account if you have not already done so.

E-mail address

**Continue**

Has your e-mail changed? If you no longer use the e-mail associated with your Virtual Cabinet ® Portal account, you may [contact](#) Customer Service for help with restoring access to your account.

We use the highest levels of encryption and latest security methodologies

Protection of your privacy and your data is our top priority

You will then be presented with a page explaining that the password reset request has been entered and that you will receive an email shortly.

**Access Account**

Your request has been received. You will shortly receive an e-mail from Virtual Cabinet ® Portal.

When you receive the e-mail, click on the link and you will be directed to a page where you can create your new password or activate your account.

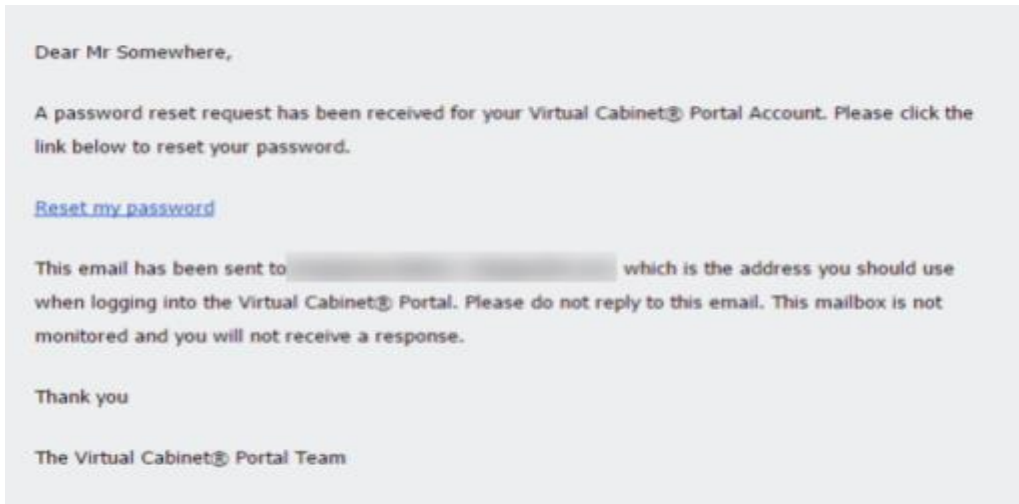
Important: the link will only be valid for a limited time so please make sure that you create your new password as soon as you receive the e-mail.

We use the highest levels of encryption and latest security methodologies

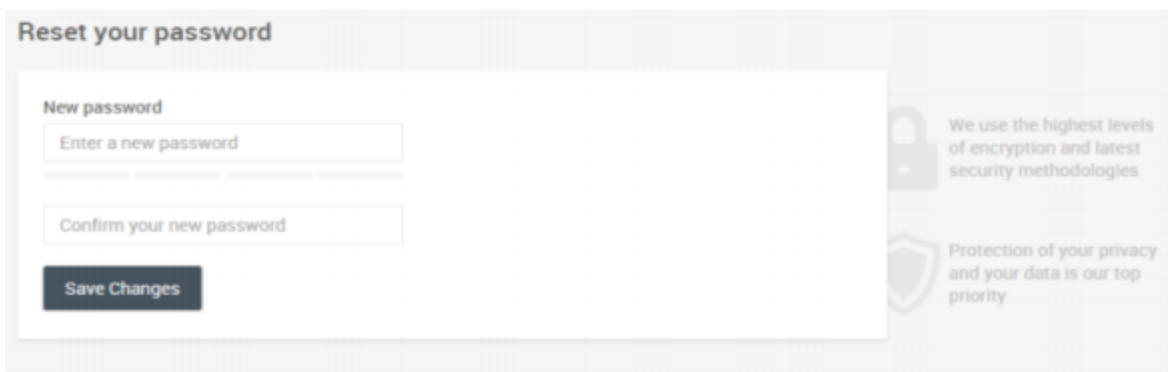
Protection of your privacy and your data is our top priority

Check your email inbox for the email sent by the Portal.

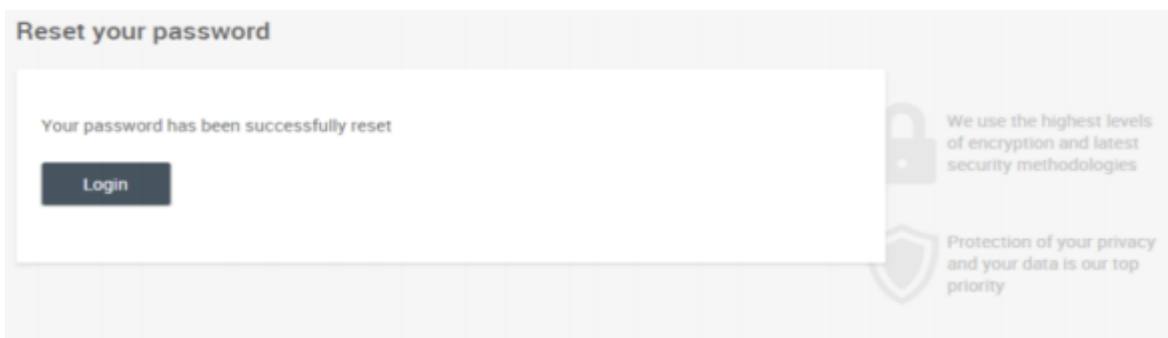
Once you receive the email click the **“Reset my password”** link within it. You will be redirected to a secure web page on the [virtualcabinetportal.com](http://virtualcabinetportal.com) website.



You will now be able to see the password reset page, allowing you to type in your new password for your Virtual Cabinet Portal account. Ensure you follow the instructions, and click the **“Save Changes”** button once you are finished.



Once your password has been reset, please click the link titled **“Login”** button to open up the login page where you can log into Virtual Cabinet Portal with your new credentials.







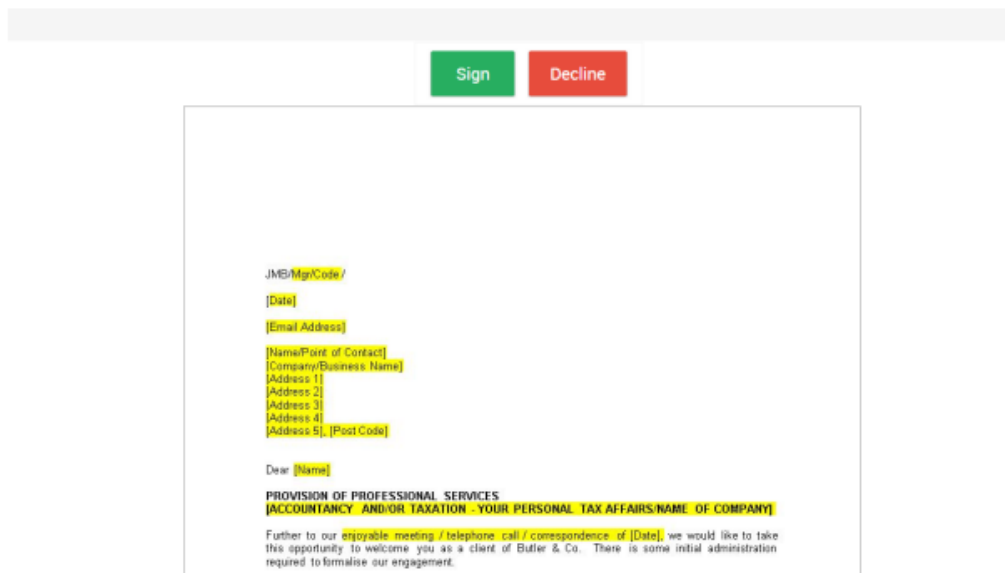
## 4 Authenticating your Device & Browser

This process will only need to be followed if you need to perform a task on a document, such as digitally sign it.

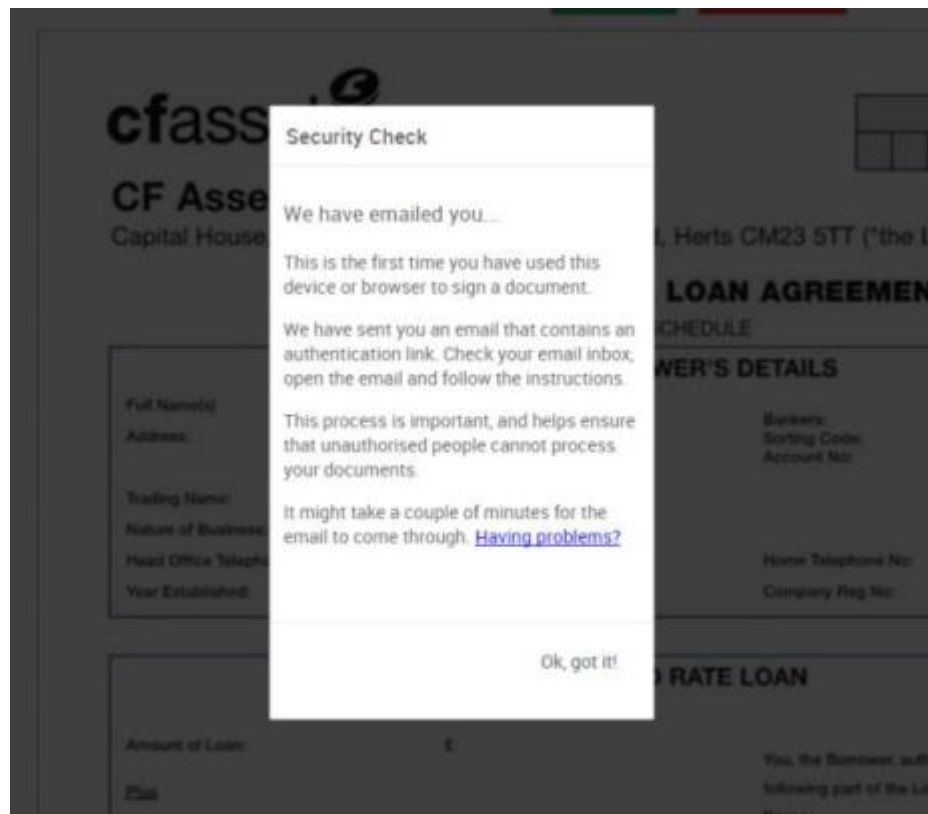
It will only be triggered if you are trying to perform such a task for the **first time** on a **new device** or using a **new internet browser**.

Signing a document needs to be a highly secure process, so we need to be as sure as possible that your Portal Account has not been compromised.

When you are asked to sign a document, the email notification you receive will say so, and the **Sign** and **Decline** buttons will appear when you access the document in the Portal.

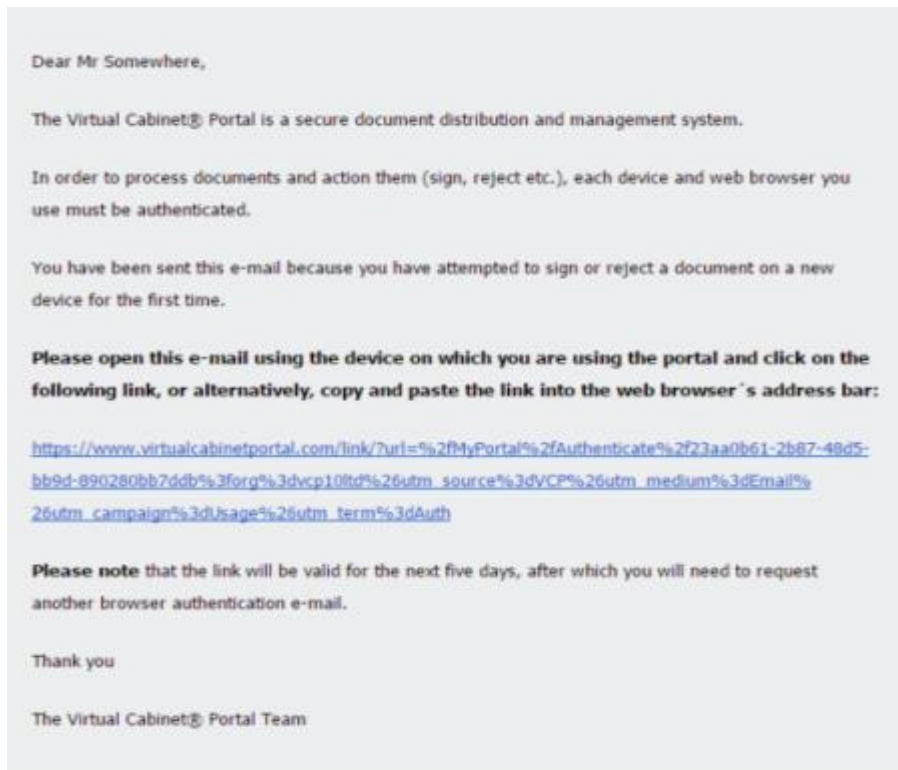


When clicking the **Sign** button, you will be presented with a pop-up notification stating that you need to authenticate your device or browser and that you have **already been sent** and authentication email.

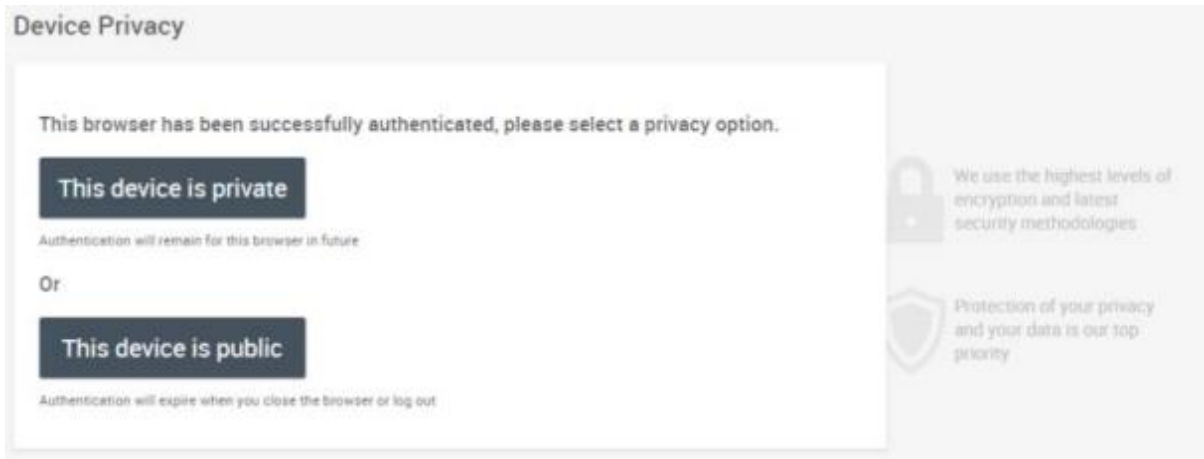


When you open the authentication email, there will be a link that you need to click to enable the current device for signature approval.

Make sure you click or use this link on the same device and browser that you are using to sign the document.



The link will take you to a Virtual Cabinet webpage where you can specify if this device is for private use, or is a shared device. Select the appropriate option.



You will then be allowed to continue with the signing process. A pop-up will be presented asking if you would like to add a message to the document you are signing.



Feel free to create a message, and click the **“Sign”** button to sign and send the document.

A screenshot of a "Signing Statement" dialog box. The title is "Signing Statement". The main text reads: "By electronically signing this document, I acknowledge this is the equivalent of providing a written signature on a hardcopy document." Below this is a section titled "Message" with a text area containing the placeholder text: "Type an optional message that will form part of your electronic signature...". At the bottom of the dialog, there is a list titled "Your Signature" with the text "Your signature will contain:" followed by three items, each with a green checkmark: "information that identifies you", "any message you have entered above", and "your current IP address (81.144.131.99)". At the very bottom, there are two buttons: "Sign" (in a dark blue box) and "Cancel".

Once you have clicked this, you will receive a pop-up message stating that the document has been signed and returned.

A screenshot of a "Thanks!" confirmation dialog box. The title is "Thanks!". The main text reads: "You have successfully signed the document 01. Initial Admin Letter." Below this is a large red circle containing a white checkmark. Underneath the checkmark, it says "We've notified Charlotte". Below this is a section titled "What next?" with two red buttons: "Download a copy" and "Show me everything". At the bottom right, there is a "Close" link.



## 5 Troubleshooting

If you are having any issues with accessing the Virtual Cabinet Portal web-page, or logging into your Portal account, there are a few steps that you can take:

- **Trouble related to accessing the Portal web-page** may be due to networking issues. You may want to check your internet connectivity (either wired or Wi-Fi) and ensure that you do not have the website in your blocked URL settings.
- When logging on to the Portal, please ensure you **use the email address and password that you provided** when activated your Portal account. Double check the email address by checking the notification you received from the Portal.
- If you are using **autofill information** within the Portal when logging in, ensure that there are no blank characters before or after your user credentials as this can cause login issues due to the 50 character limit.
- Ensure you are using the **latest version possible of your web-browser** as this will help with navigating the site, and will allow you the most functionality of the Portal. This also helps to keep your browser safe from vulnerabilities.
- If your browser has **add-ons, extensions, or toolbars** that have been installed then these can interfere with the usability of websites, including the Portal. If you have any issues relating to the Portal that seem unusual, try installing another browser, removing the add-ons/extensions/toolbars, or resetting your current browser back to its default settings. Recommended browsers are Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari (browsers are not limited to those mentioned above).
- Ensure your **cookies and JavaScript settings** are correctly configured in your browser. If these may be causing you a problem, try resetting the browser back to factory defaults as mentioned above.
- **If you have any further issues** with Portal documents, please contact the company that you have received the document from.



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