



UK Landlord Tax and Fixed Fee Tax Return are Trading names of Thandi Nicholls Ltd.
Registered in England, Company Number 7319439

Phone: 0800 907 8633 or 01902 202003

Email: admin@uklandlordtax.co.uk

Address: Creative Industries Centre, Glaisher Drive, Wolverhampton, WV10 9TG

uklandlordtax.co.uk

fixedfeetaxreturn.co.uk

Activating your portal

1. Check all of your email folders including your junk/spam/promotion email folders for emails from notifications@accountantspace.co.uk. If you are activating your account for the first time, please locate the first email from accountantspace.co.uk. Please refer to our troubleshooting section if you are unable to locate these emails.
2. Once you have found the email you will need to open the 'this link' contained in the email. You will be taken to a page with your details and sections for you to step up a password. Please make a note of your password somewhere safe.
3. You will be then asked to set up multifactor authentication. **You will not be able to access your account until this has been set up. If you click 'skip this step' your account will not activate.** You can set the authentication up using an app, SMS text message or email. Depending on which option you use, you will either need to download an app, enter your email address or your phone number.

SMS – Enter your country code box in the first box (for your location, e.g. +44 if you have a UK number), followed by your mobile number in the second box. Ensure your phone can receive international texts.

Email - the email address you enter here will be the account that receives the authentication code from noreply@wolterskluwercloud.com for your account. We therefore recommend you save this email address to your 'safe senders' list within your email settings.

Authenticator App - Follow the on-screen instructions to install the app, add the account, and ensure your phone's date/time is set to automatic (incorrect device time can cause invalid codes).

MFA codes are generated automatically and expire quickly (usually within 30–60 seconds), so please enter them promptly.

4. Once you have set up the authentication you will be asked to save some recovery codes. These codes can only be used once per code and are as back up if you are unable to access your authentication code if you cannot access your email, app or phone depending on which method was set up in earlier. **Please therefore save these codes somewhere safe.**
5. Once you have saved the codes you may be asked to sign in to your account using your email address, password and authentication code which will come through to whichever option was used to set it up.
6. Once logged in you should be able to see a messages and documents button which will show the messages we have sent you.

If we send you any messages or documents to approve via our new portal going forward you will receive email notifications from notifications@accountantspace.co.uk and reminders@accountantspace.co.uk. Once your account is activated you can use the following link to log into the portal should you wish to contact us or send us any documents securely. <https://thandinichollsltd.accountantspace.co.uk/>

You can also view a 5-minute video on how to activate your account via the link below:

<https://vimeo.com/465706220>



UK Landlord Tax and Fixed Fee Tax Return are Trading names of Thandi Nicholls Ltd.
Registered in England, Company Number 7319439

Phone: 0800 907 8633 or 01902 202003
Email: admin@uklandlordtax.co.uk
Address: Creative Industries Centre, Glaisher Drive, Wolverhampton, WV10 9TG

uklandlordtax.co.uk
fixedfeetaxreturn.co.uk

Troubleshooting

Question: The portal is different to the one I used last year.

Answer: We have changed portal provider as our previous portal automatically removed documents after 6 months.

Question: The links in this document are not working

Answer: For any links to work on this document, you will need to first download it to your computer and open it from your downloads folder, or right click on the link and copy the hyperlink and paste it into your browser.

Question: I'm not receiving any emails from notifications@accountantspace.co.uk, reminders@accountantspace.co.uk or noreply@wolterskluwercloud.com

Answer: Emails from notifications@accountantspace.co.uk or reminders@accountantspace.co.uk let you know we have sent you a message or document to approve via our new secure portal.

Emails from noreply@wolterskluwercloud.com will let you know your Multifactor authentication code (if you have selected the email option upon signup) and to reset your password should you forget or need to change your password.

Please check all of your email folders including your junk/spam email folders for emails from notifications@accountantspace.co.uk, reminders@accountantspace.co.uk or noreply@wolterskluwercloud.com. We do advise adding these email addresses to your 'safe senders' list within your email settings to ensure emails from these addresses will not be blocked or redirected to your junk, spam or any other email folder rather than your main inbox.

If you are still not receiving any emails from the above email addresses you will need to contact your email provider to find out why the emails are being blocked.

Question: My browser will not load the login pages.

Answer: Please try to use a different web browser such as Chrome, Firefox or Edge. Once activated your account you can also use the following link to log in <https://thandinichollsltd.accountantspace.co.uk/>

Question: I am not authorised to access the portal, and the pages are blocked.

Answer: If you are using a work computer or a device that is not your own, you may need to contact your IT department to unblock the site. Alternatively, please contact us and we can use encrypted emails rather than the portal should we need to send you any documents securely.

Question: Why do I need to use a secure portal?

Answer: Due to GDPR (General Data Protection Regulations) we are obliged to send any personal data either via a secure portal or encrypted email.

Question: I have forgotten my password.

Answer: Please click on the forgotten password button within the following link. <https://thandinichollsltd.accountantspace.co.uk/>. If your account is activated you will receive an email from noreply@wolterskluwercloud.com to reset your password. You will not be able to use the forgotten password function until your account has been activated.

Question: I have changed my email address, how do I change this on the portal?



UK Landlord Tax

We're with you for the journey

UK Landlord Tax and Fixed Fee Tax Return are Trading names of Thandi Nicholls Ltd.
Registered in England, Company Number 7319439

Phone: 0800 907 8633 or 01902 202003

Email: admin@uklandlordtax.co.uk

Address: Creative Industries Centre, Glaisher Drive, Wolverhampton, WV10 9TG

uklandlordtax.co.uk

fixedfeetaxreturn.co.uk

Answer: Please let us know your new email address so we can update your account. You will then be able to use your new email address and existing password to log in.

Question: I am trying to log into my portal, but it keeps revert to my partners details.

Answer: If you are using the same device to login to the portal as someone else you may need to disable autofill or password managers if it not allowing you to enter your own login details. You can also try using Chrome or Edge in private/incognito mode to avoid cached login errors.

Help Guides

For other helps guides including videos on how to use and access our new portal, please visit the link below:

https://userdocs.wolterskluwer.co.uk/Product_Information/Product_Help/CCH_OneClick/Activation_and_on-boarding/Client_activation_and_management/Client_information

Still having Problems?

Please ensure you have gone through all of the above and if you are still having problems, please let us know so we can raise a ticket with our portal provider.