

# MAYOR OF LONDON

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## LONDON AMBITIONS PORTAL: TOP TIPS AND FAQs

### Getting started

- **Top tip!**  
Check your sign-up form carefully before submitting. We can't edit any mistakes once your profile's been created
- **Is the portal appropriate for my organisation?**  
Yes, most likely! Activities and resources on the portal should inspire young people to learn new skills and think about their future careers. We recognise that there are many ways of doing this – talk to us if you're not sure
- **Can I sign up to the portal as a charity?**  
Of course! Just register as a business when you sign-up
- **Can I sign up to the portal as a local council?**  
Please drop us a line and we'll discuss this with you
- **Why do I get an error 404 message when I click the sign up link?**  
You may have already completed part of the sign-up process and created a password. Drop us an email and we'll check.
- **What email address should I use to sign up?**  
You should use your personal school, college or business email account, for example [yourname@business.co.uk](mailto:yourname@business.co.uk). Once you've created your profile, you should add an additional user to your account. This should use a generic email address and password such as [info@business.co.uk](mailto:info@business.co.uk). That means everyone in your organisation will be able to use the account. It also means there won't be any issues if staff members change jobs. See below for how to add another user
- **Can I add another user to my account?**  
Yes! To add a new user, just click the Admin button in the top right corner of the page and then select Manage Users. Click the pink Add User button at the bottom of the page, fill out the details and click Submit. The new user will get an email asking them to create a password. We request all schools, colleges and businesses add a generic user to their account. This should have an email address and password that all staff can access

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- **What password should I choose for my account?**  
Your password must contain at least eight characters, including at least one upper/lower case letter, one number and one symbol. If multiple people will be using your account then please make sure they know the password
- **Why haven't I had an email after signing up?**  
You may have entered your email address incorrectly on the sign-up form. Get in touch and we'll double check
- **Why has my sign up request been rejected?**  
If your sign up request is rejected, you'll get an email explaining why. You may have made a spelling mistake or already requested to join the portal. Alternatively, you may be applying from an organisation outside of London
- **Can I convert my account from a business to a school user?**  
Unfortunately not. We can't change the settings on a profile once it's been created. Please make sure you include the correct details when you sign-up.

## Using the portal

- **Top tip!**  
If you're reporting an error to us, then please include screen shots where possible. This will help us to understand the problem quicker
- **Is the portal compatible with my web browser?**  
The portal tends to work better when using Chrome. Please try changing your web browser if you're having problems
- **How do I connect with a school, college or business?**  
Have a look at our How It Works guide if you're stuck. It's simple to post requests (if you're a school or college) or offers (if you're a business) for others to respond to

## Get in touch

If we haven't answered your question then drop the team a line and we'll get back to you: [londonambitions@london.gov.uk](mailto:londonambitions@london.gov.uk)