

Marlow Client Portal (July 2021)

New Password:

If your personal password has expired or been forgotten:

1. Go to the following web page:
<https://client.marlow.com.cy>

Note: the site is best viewed in either Microsoft Edge or Google Chrome

2. Click on **(+) Generate new Password:**
Enter your Username. Then press SUBMIT

Note: If you cannot remember your Username you can look it up using the last option on this screen. Just enter our First Name and Family Name. Alternatively, please contact the Support Team (feedback.clientportal@marlowgroup.com)

Login to Client Portal

New User: Create Account
Please send the following information to your Crew Superintendent:
First Name
Last Name
Position
Personal email address (for receiving the initial registration email)

(+) Generate new Password: Forgot my password/My password is expired
If you have forgotten your password or you haven't changed your password in the past 6 months:
Click the (+) above. Enter the required details and press Submit. An email will be sent to your personal email address with further instructions.
If you don't receive the email please check your spam or deleted items folders. In case of any problems, please contact your Crew Superintendent.

Username: *

Submit

3. Next please check your email account. You should receive an email from our system.

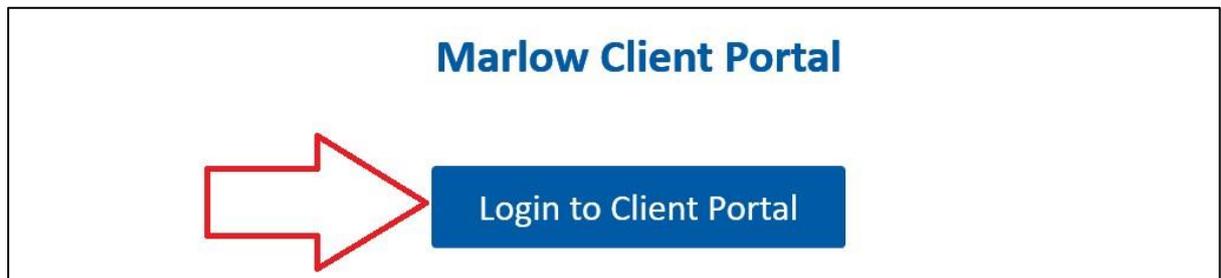
Note: If you did not receive the email please also check Spam and Deleted items folders in case the email was automatically filed in these locations. If you still cannot find the email please contact our Support Team (feedback.clientportal@marlowgroup.com)

4. Follow the instructions as stated in the email. Once logged in, you will be prompted to create a new own Personal password. This is the password you will use from now on to log into the Portal so please make a note of it.

Normal Login (once your new password has been created):

1. Once you have created and registered your new personal password, next time you login to the Client Portal you can click on the '**LOGIN TO CLIENT PORTAL**' button

Then enter your Username and personal password in the pop-up window



Sign in to access this site
Authorisation required by <https://client.marlow.com.cy>

Username

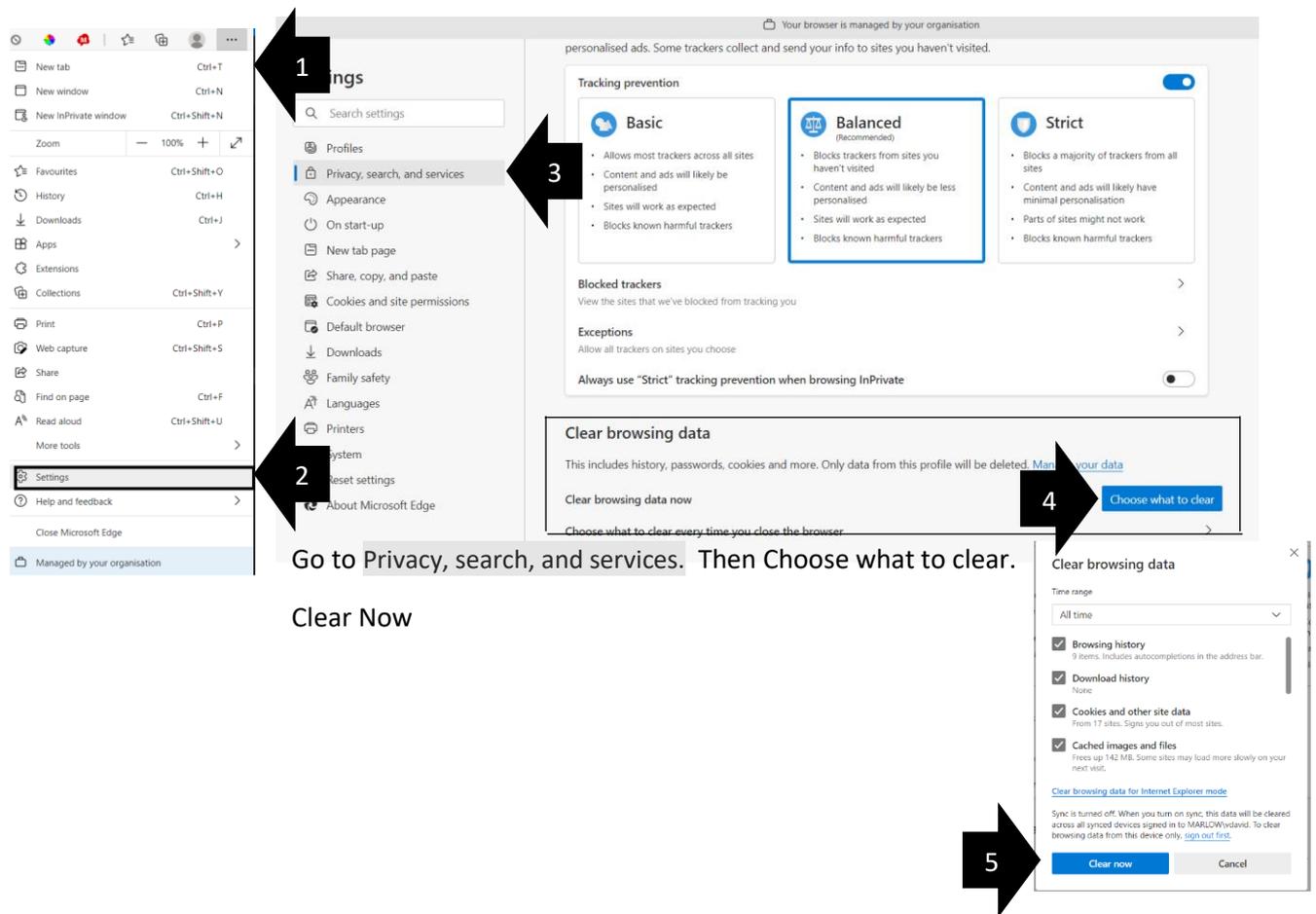
Password

Cannot Login After Changing / Receiving a new Password?

After changing your password, you might not be able to login because the web browser still remembers your old password and is automatically inserting it to the login window. If this is the case, you will need to clear the stored passwords. Please follow the below instructions as appropriate to the browser of choice:

For Edge and Edge Chrome

Three dots  then settings.



The image shows a sequence of five steps to clear browsing data in Microsoft Edge:

- 1** Click the three dots menu icon in the top right corner of the browser.
- 2** Click on the **Settings** option in the menu.
- 3** Click on **Privacy, search, and services** in the left-hand settings sidebar.
- 4** Click on the **Choose what to clear** button in the **Clear browsing data** section.
- 5** Click on the **Clear now** button in the **Clear browsing data** dialog box.

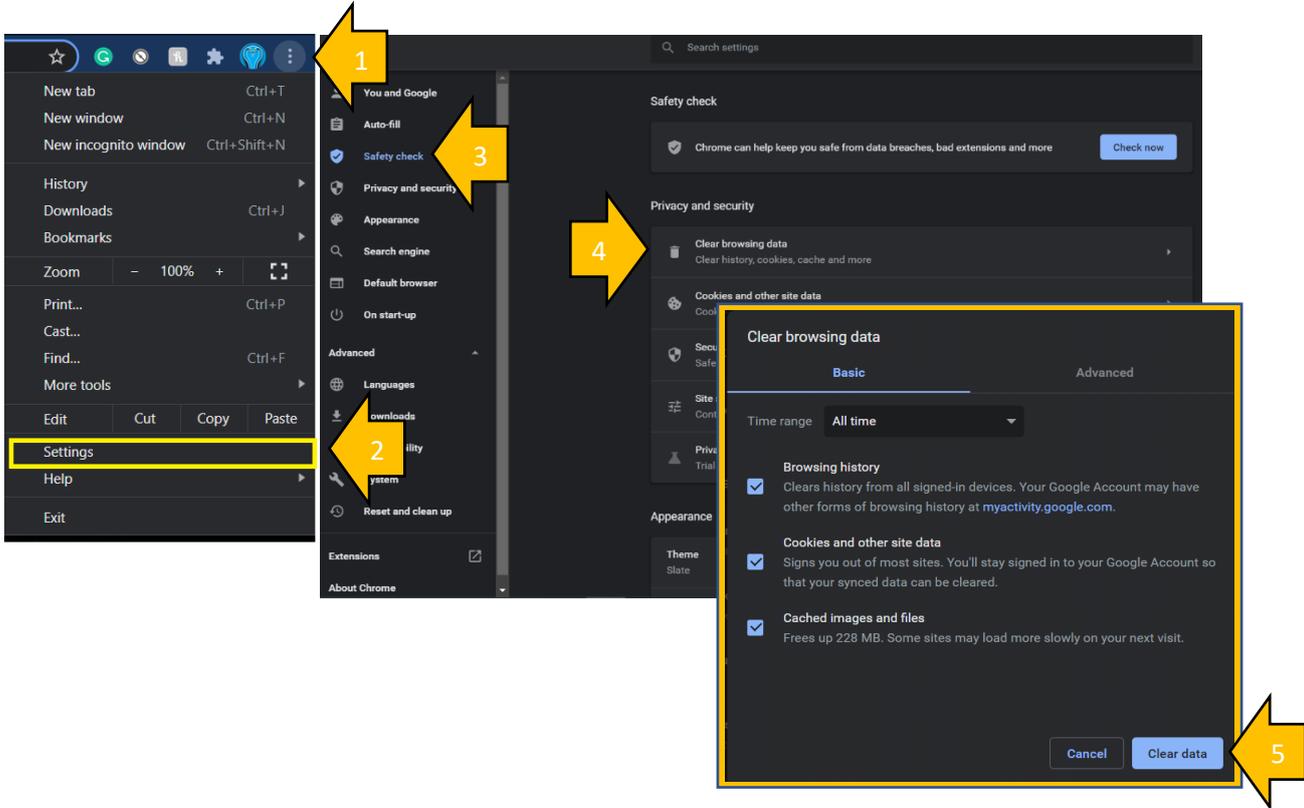
Go to Privacy, search, and services. Then Choose what to clear.

Clear Now

For Chrome

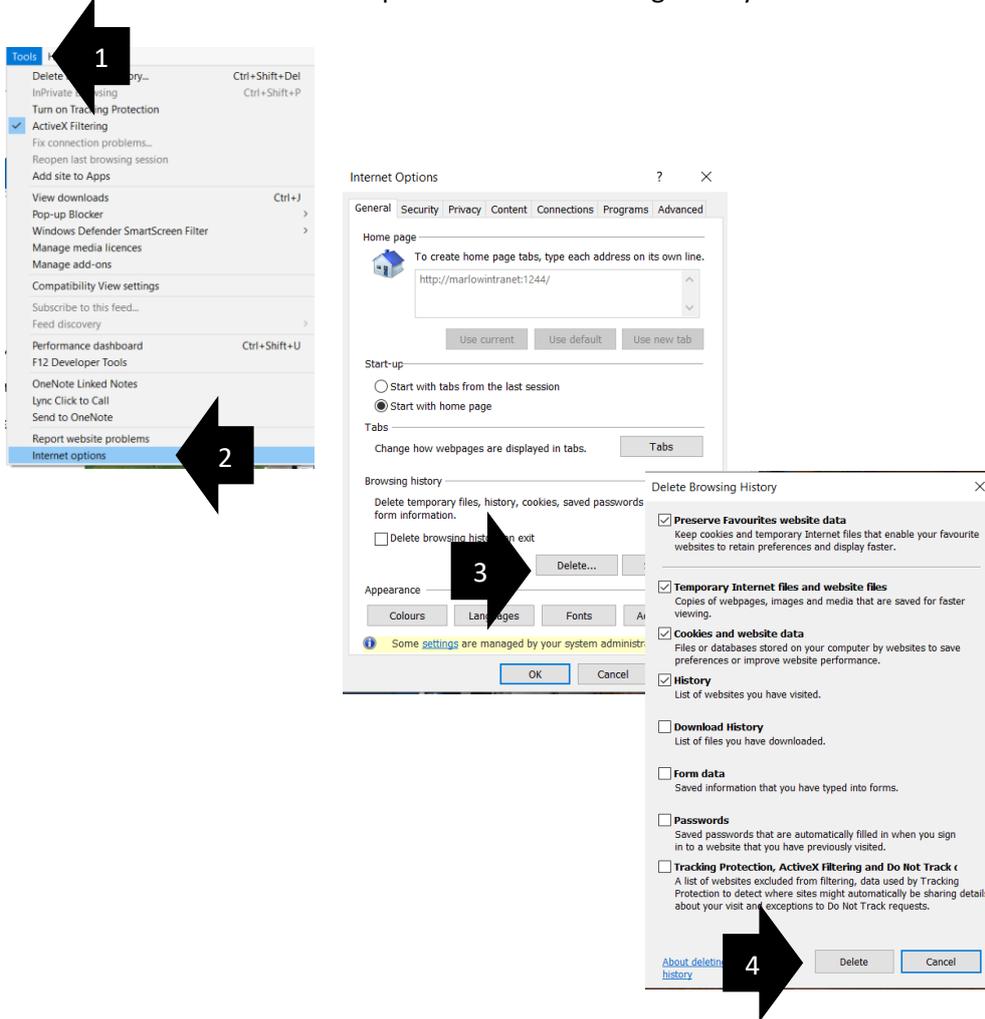
Three dots  then settings.

Go to Safety check. Then Clear browsing data



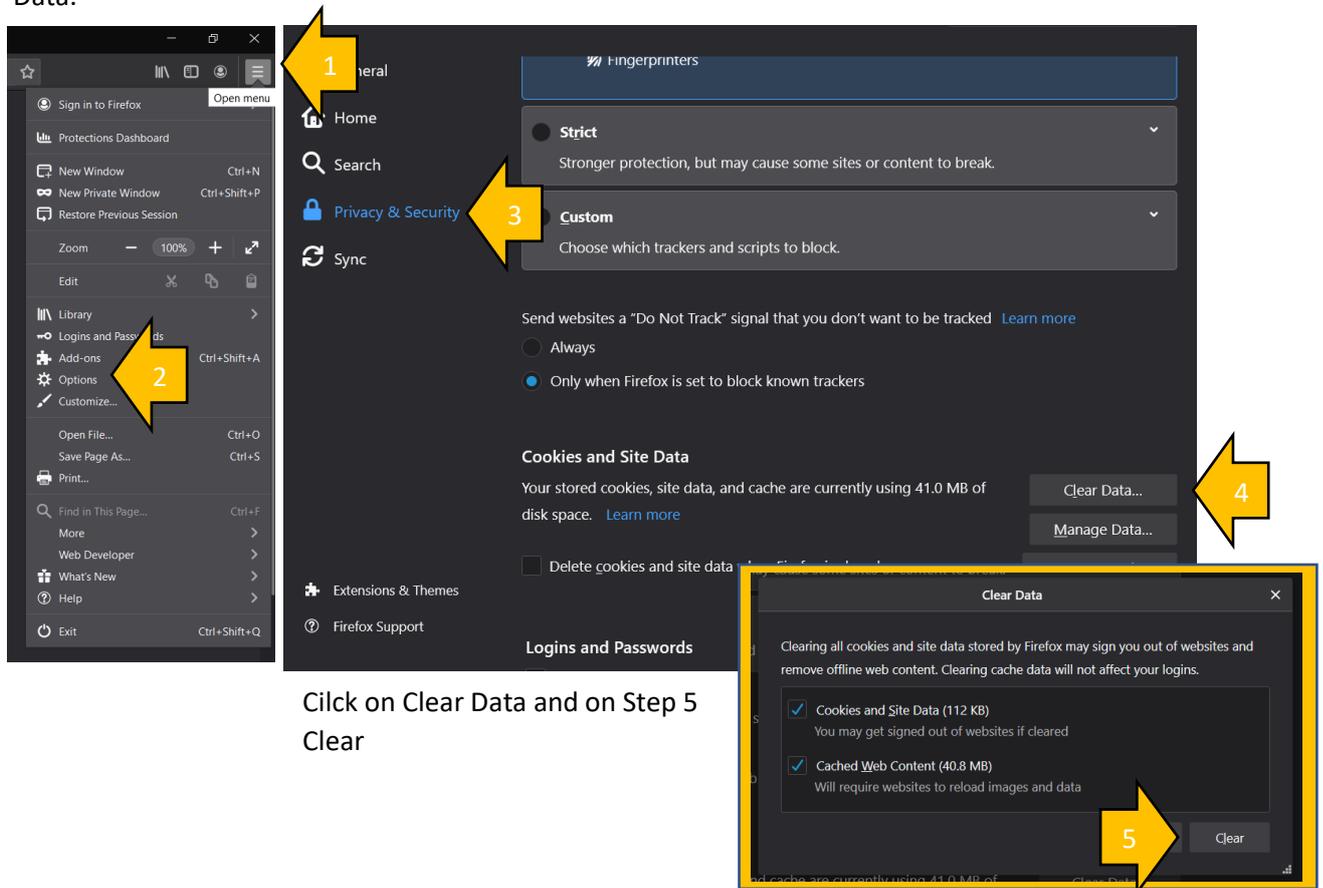
For Internet Explorer

Go to Tools and then internet options. Go To Browsing history Then Delete



For FireFox

Go to  then Options. Click on Privacy & Security and Scroll down until you locate Cookies and Site Data.



Click on Clear Data and on Step 5 Clear