

Customer Portal guide



This Academy Customer Portal guide helps you navigate your online insurance portal. You'll find step-by-step instructions for registering on the portal, changing your password, viewing your documents, uploading documents, and renewing and paying for your policy online.

Simply click on the page number from the contents list below to take you straight to the relevant section.

This help guide is also available online on the Academy website at:

<https://www.academyinsurance.co.uk/customer-portal>

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How to login to your Academy customer portal

If you have previously registered and this isn't the first time you are visiting the Academy customer portal, you can simply login.

1. Click the link in your email or from the Academy website to open the Academy customer portal in your web browser.
2. If you have registered previously, login using your existing email address and password and click the **Login** button.

https://academyinsurance.opencustomerportal.co.uk/view/account.jsp

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Online Customer Portal

To login please enter your access details below.

Email Address

Forgotten Email address?

Password

Forgotten Password?

Login

Not registered? Please click here to register.

Useful Information

Contact Us:
To speak to an advisor, call
0333 016 5000

Opening hours:
Monday to Friday 9am - 5:30pm
Saturday 9am - 1pm
Sunday Closed
Bank Holidays Closed

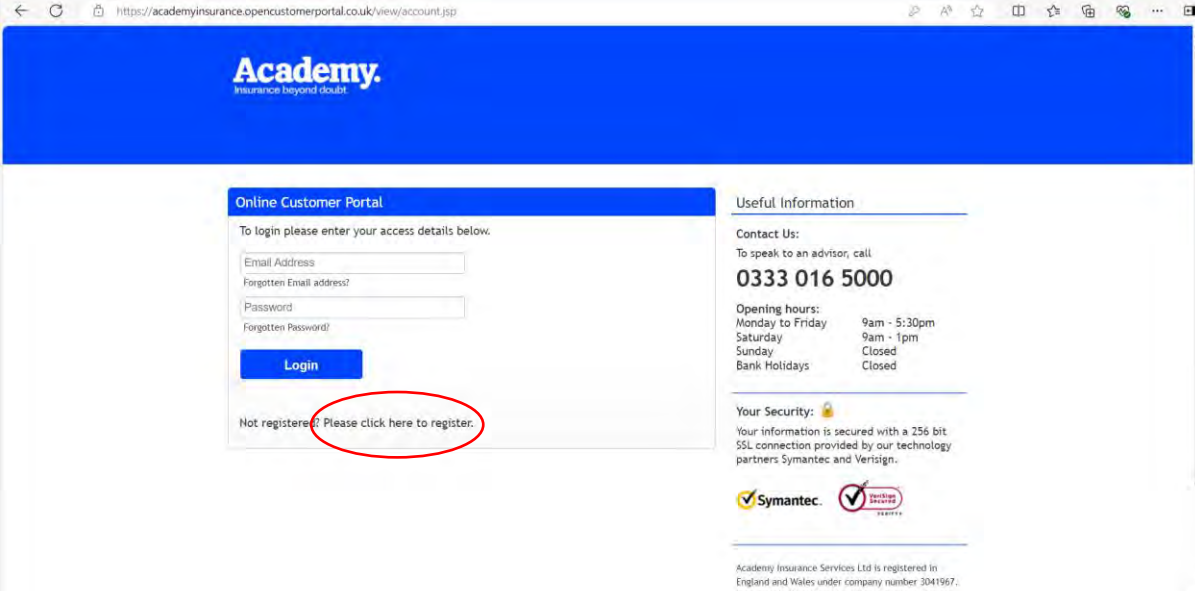
Your Security:
Your information is secured with a 256 bit SSL connection provided by our technology partners Symantec and Verisign.

Academy Insurance Services Ltd is registered in England and Wales under company number 3041967. Registered office: Davidson House, Forbury Square,

How to register and activate your account

If this is the first time you are accessing your documents online, you will need to register and activate your account.

1. Click the link in your email or from the Academy website to open the Academy customer portal in your web browser.
2. Under the Login button, click the link 'Please click here to register'.



Online Customer Portal

To login please enter your access details below.

Email Address
Forgotten Email address?

Password
Forgotten Password?

Login

Not registered? [Please click here to register.](#)

Useful Information

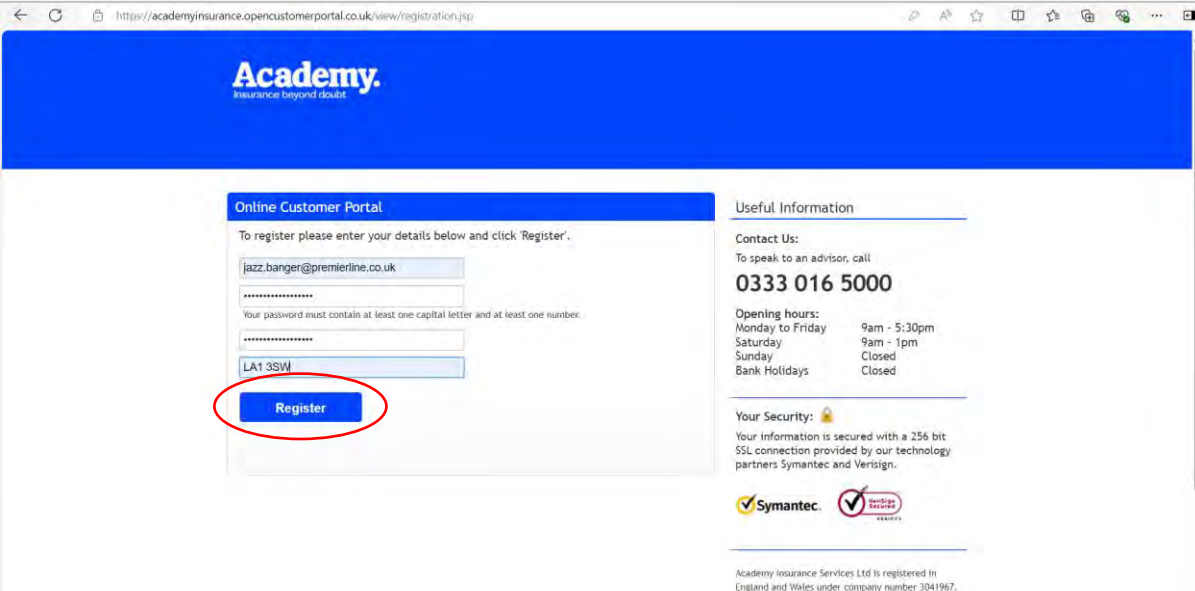
Contact Us:
To speak to an advisor, call
0333 016 5000

Opening hours:
Monday to Friday 9am - 5:30pm
Saturday 9am - 1pm
Sunday Closed
Bank Holidays Closed

Your Security:
Your information is secured with a 256 bit SSL connection provided by our technology partners Symantec and Verisign.

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3. Next enter the email address we hold for you and create a secure password. Confirm the password again and then enter your postcode. Please note your 'postcode' for this portal is referred to as your secret keyword. Click the **Register** button.



Online Customer Portal

To register please enter your details below and click 'Register'.

jazz.banger@premierline.co.uk

.....

Your password must contain at least one capital letter and at least one number.

.....

LA1 3SW

Register

Useful Information

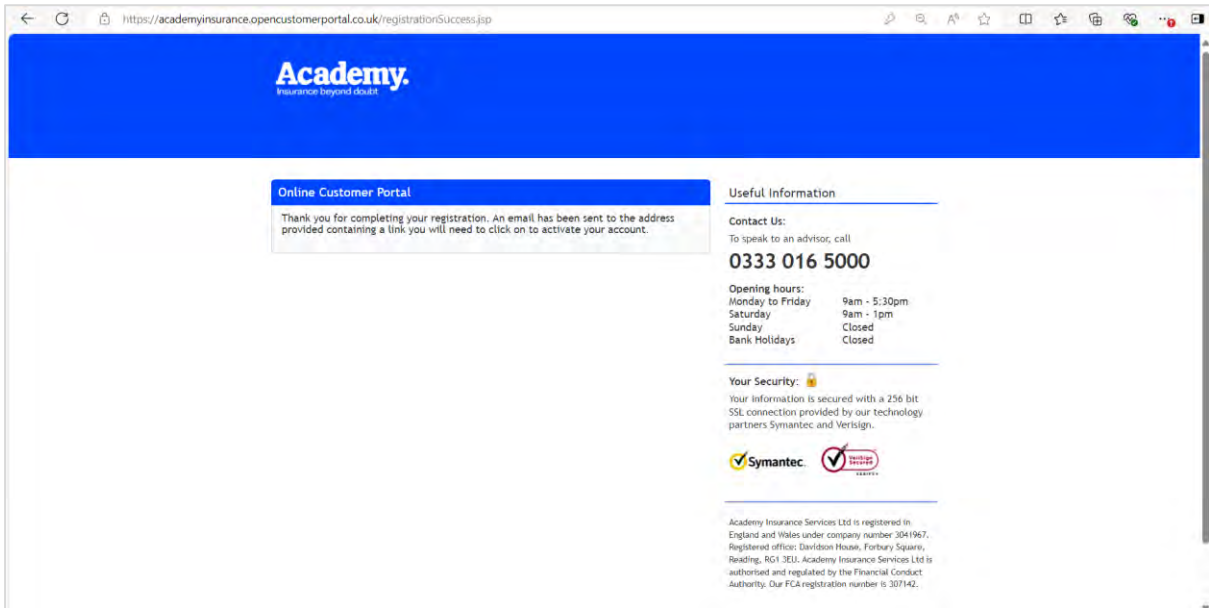
Contact Us:
To speak to an advisor, call
0333 016 5000

Opening hours:
Monday to Friday 9am - 5:30pm
Saturday 9am - 1pm
Sunday Closed
Bank Holidays Closed

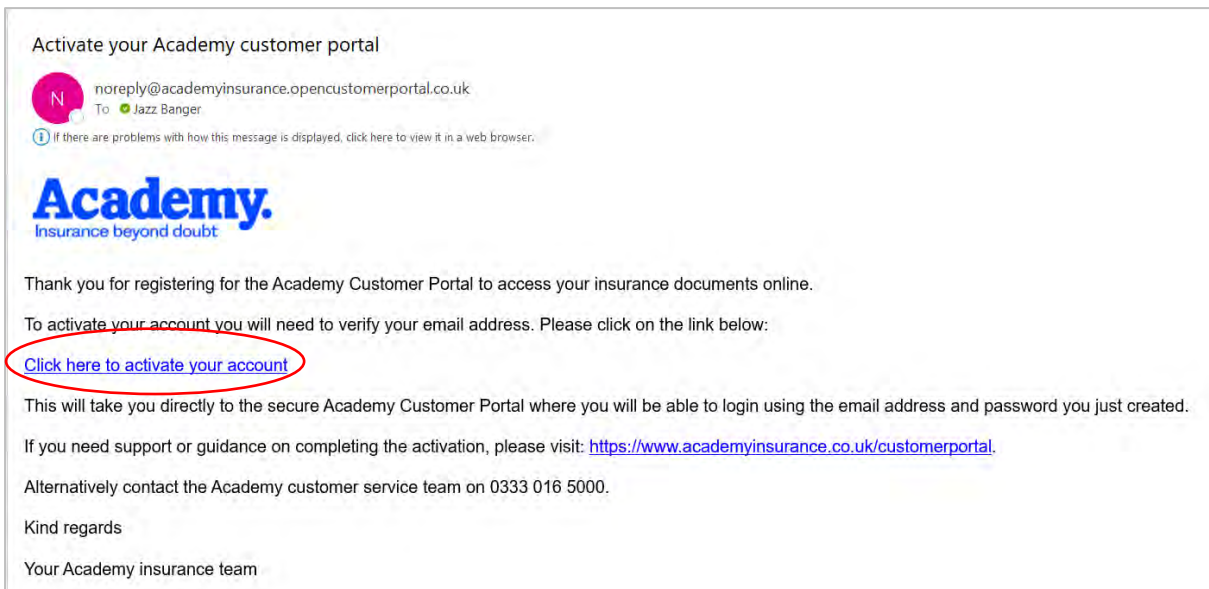
Your Security:
Your information is secured with a 256 bit SSL connection provided by our technology partners Symantec and Verisign.

Academy Insurance Services Ltd is registered in England and Wales under company number 3041967. Registered office: Davidson House, Forbury Square.

The below thank you screen will appear.

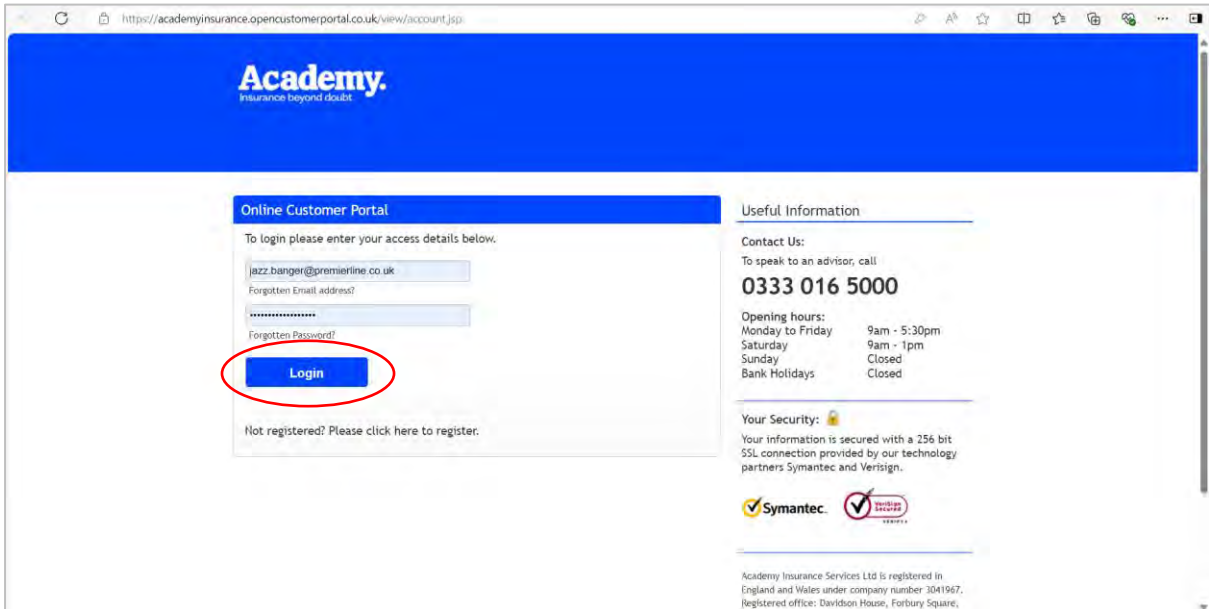


4. Check in your email inbox for an email from noreply@academyinsurance.opencustomerportal.co.uk, entitled 'Activate your Academy customer portal'. It should appear within a few minutes. Don't forget to check it hasn't gone into your Junk emails. If you haven't received it in 10 minutes, please get in touch with the Academy customer service team.



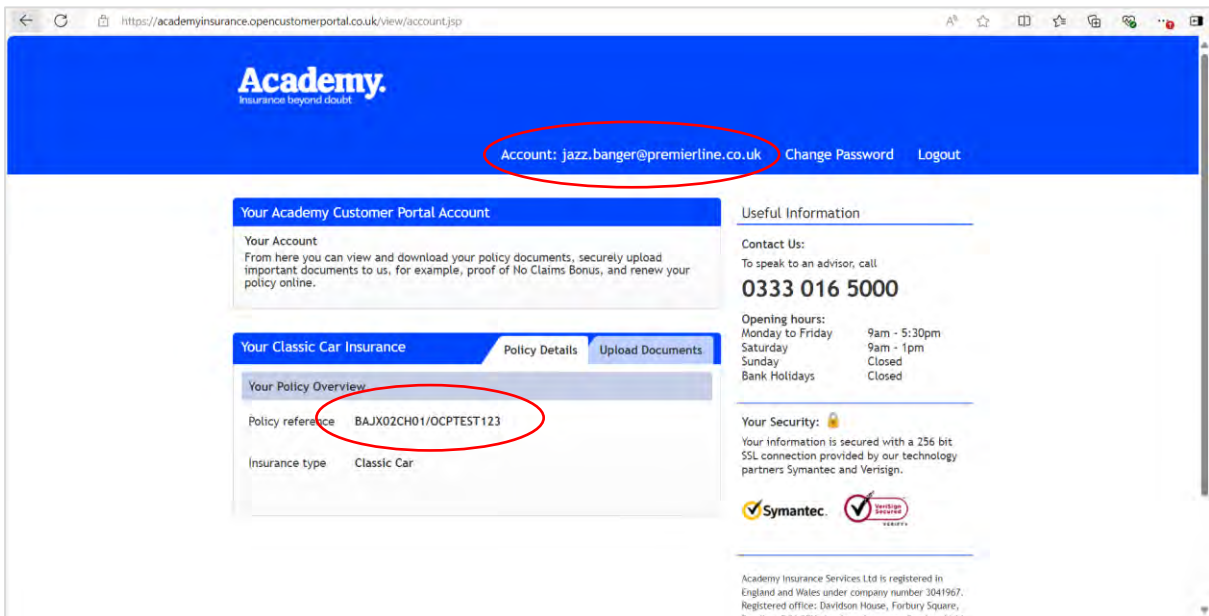
5. Click the link in the email to activate your account.
If the link doesn't open, right click on it and select 'Copy Hyperlink'. Then simply open a new web browser, paste the link in and press enter to load the page.

Enter your login details that you set a few minutes ago and click the **Login** button.



6. You are now logged into the Academy customer portal, where you can view and download your insurance documentation, upload information to us and renew your policy online.

Check your email address and policy number appear correctly.



Or, if you have multiple policies, the policies numbers will appear as below.

The screenshot shows the Academy Insurance Customer Portal account page. The browser address bar displays <https://academyinsurance.opencustomerportal.co.uk/view/account.jsp>. The page header features the Academy logo with the tagline "Insurance beyond doubt" and the account email jazz.banger@premierline.co.uk, along with links for "Change Password" and "Logout".

The main content area is divided into several sections:

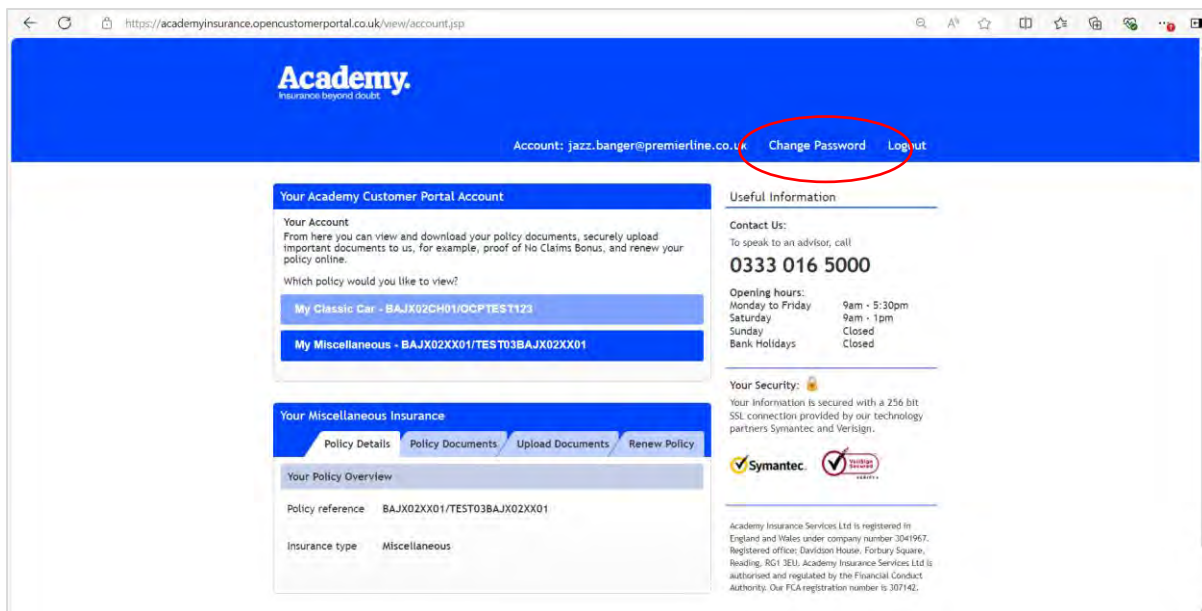
- Your Academy Customer Portal Account:** This section includes a "Your Account" overview and a question "Which policy would you like to view?". Below this, two policy options are listed: "My Classic Car - BAJX02CH01/OCP TEST123" and "My Miscellaneous - BAJX02XX01/TEST03BAJX02XX01". Both options are highlighted with a red oval.
- Useful Information:** This section provides contact details, including the phone number "0333 016 5000", and opening hours: Monday to Friday (9am - 5:30pm), Saturday (9am - 1pm), Sunday (Closed), and Bank Holidays (Closed).
- Your Security:** This section states that information is secured with a 256-bit SSL connection and features logos for Symantec and Verisign.
- Your Miscellaneous Insurance:** This section has tabs for "Policy Details", "Policy Documents", "Upload Documents", and "Renew Policy". Under "Your Policy Overview", it lists:
 - Policy reference: BAJX02XX01/TEST03BAJX02XX01
 - Insurance type: Miscellaneous

At the bottom right, there is a registration notice: "Academy Insurance Services Ltd is registered in England and Wales under company number 3041967. Registered office: Davidson House, Forbury Square, Reading, RG1 3EJ. Academy Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority. Our FCA registration number is 307142."

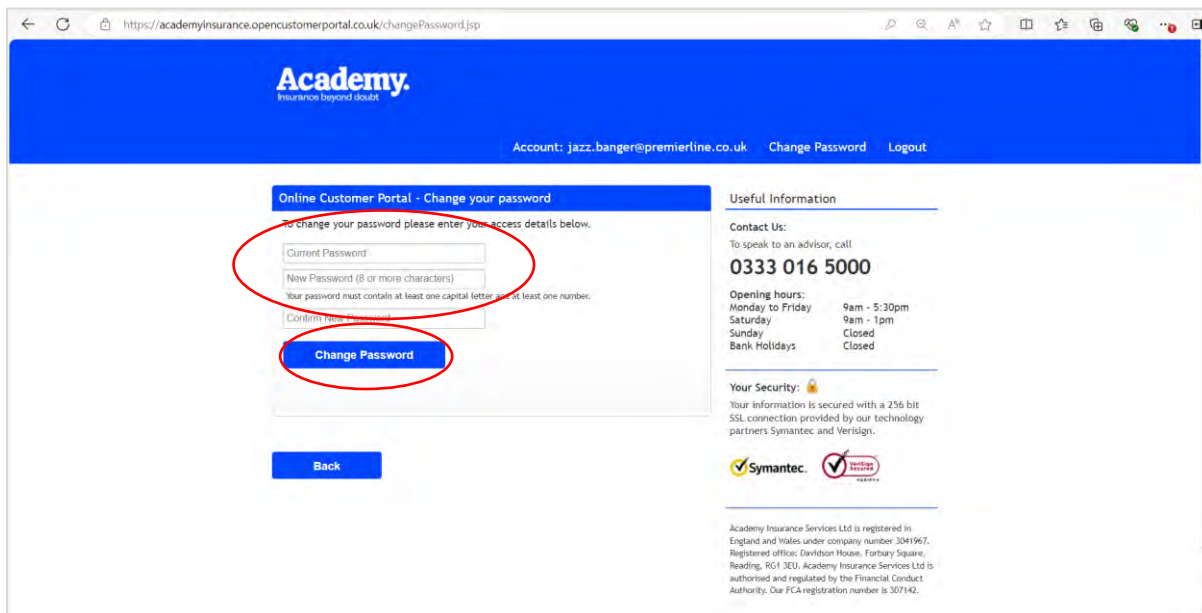
How to change your password

To change your password if you're already logged into the Academy customer portal:

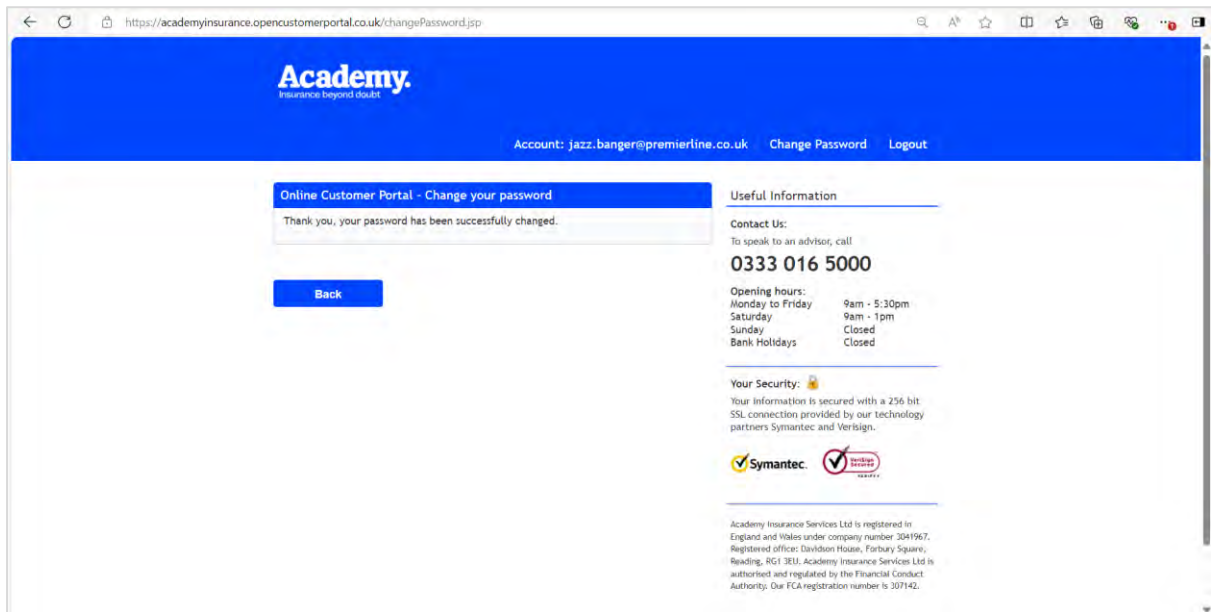
1. Click on the **Change Password** link from the navigation.



2. Enter your Current Password and then your New Password. Then click the **Change Password** button.



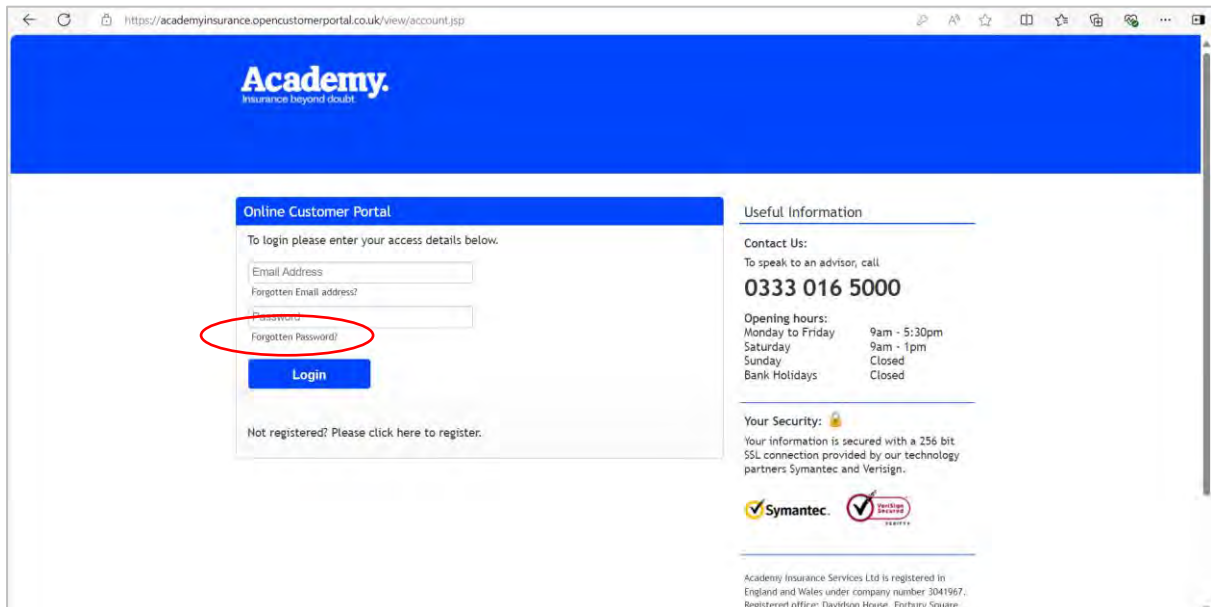
The below confirmation screen will appear for your password change.



Forgotten password

If you can't remember your password, you can reset it from the Academy customer portal login page.

1. Click on the **Forgotten Password?** link above the Login button.



2. You will need to re-register.

Enter the email address we hold for you and create a secure password.

Confirm the password again and then enter your postcode.

Please note your 'postcode' for this portal is referred to as your secret keyword.

Click the **Register** button.

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Please re-register to reset your password.
To register please enter your details below and click 'Register'.

Email Address

Password (8 or more characters)

Your password must contain at least one capital letter and at least one number.

Confirm Password

Register

Useful Information

Contact Us:
To speak to an advisor, call
0333 016 5000

Opening hours:
Monday to Friday 9am - 5:30pm
Saturday 9am - 1pm
Sunday Closed
Bank Holidays Closed

Your Security:
Your information is secured with a 256 bit SSL connection provided by our technology partners Symantec and Verisign.

Academy Insurance Services Ltd is registered in England and Wales under company number 3041967.
Registered office: Davidson House, Forbury Square,

The below thank you screen will appear.

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Insurance beyond doubt

Online Customer Portal

Thank you for completing your registration. An email has been sent to the address provided containing a link you will need to click on to activate your account.

Useful Information

Contact Us:
To speak to an advisor, call
0333 016 5000

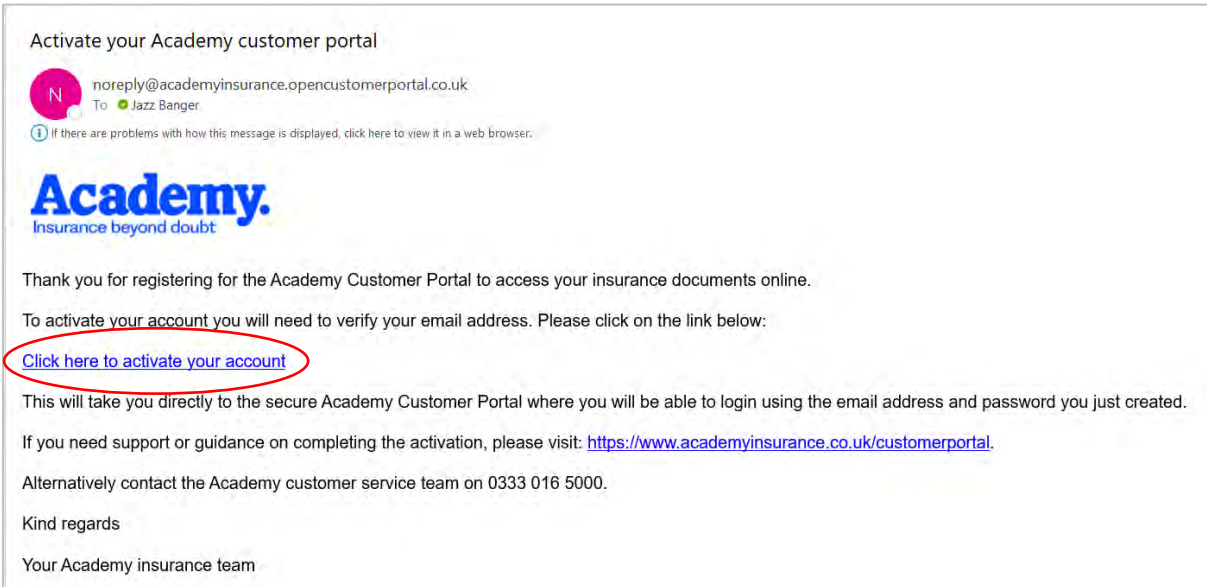
Opening hours:
Monday to Friday 9am - 5:30pm
Saturday 9am - 1pm
Sunday Closed
Bank Holidays Closed

Your Security:
Your information is secured with a 256 bit SSL connection provided by our technology partners Symantec and Verisign.

Academy Insurance Services Ltd is registered in England and Wales under company number 3041967.
Registered office: Davidson House, Forbury Square,

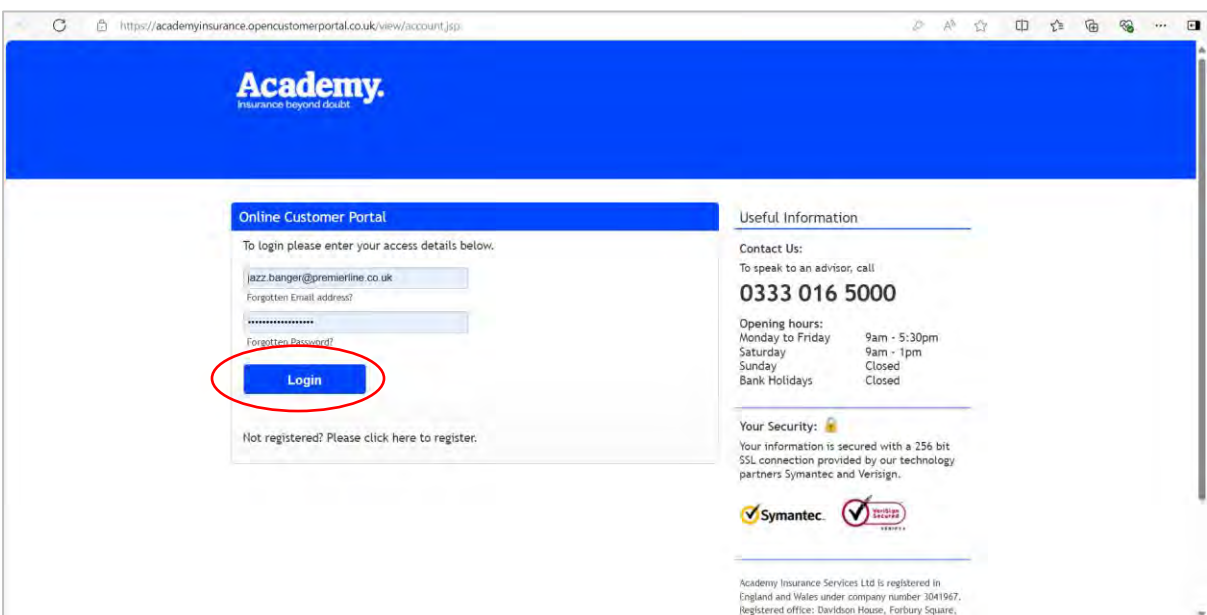
3. Check in your email inbox for an email from noreply@academyinsurance.opencustomerportal.co.uk, entitled 'Activate your Academy Customer Portal'.

It should appear within a few minutes. Don't forget to check it hasn't gone into your Junk emails. If you haven't received it in 10 minutes, please get in touch with the Academy customer service team.

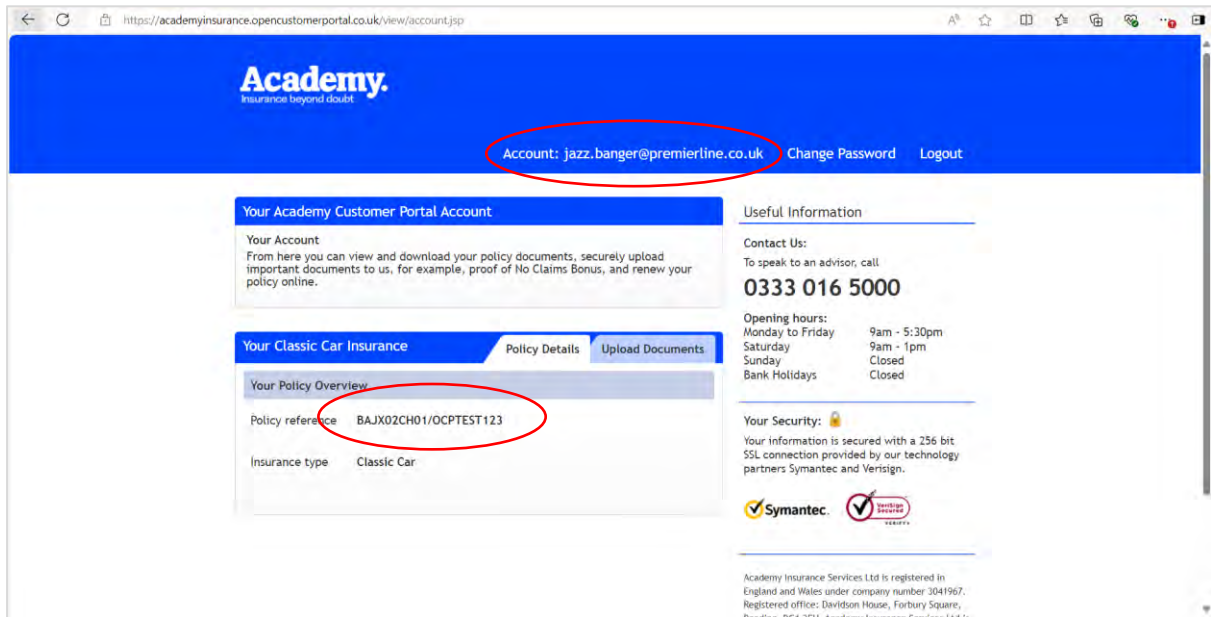


4. Click the link in the email to activate your account. If the link doesn't open, right click on it and select 'Copy Hyperlink'. Then simply open a new web browser, paste the link in and press enter to load the page.

Enter your login details that you set a few minutes ago and click the **Login** button.



5. You are now logged into the Academy customer portal again.
Check your email address and policy number appear correctly.



How to view your policy and insurance documents

The Academy customer portal allows you to view and download your insurance documentation.

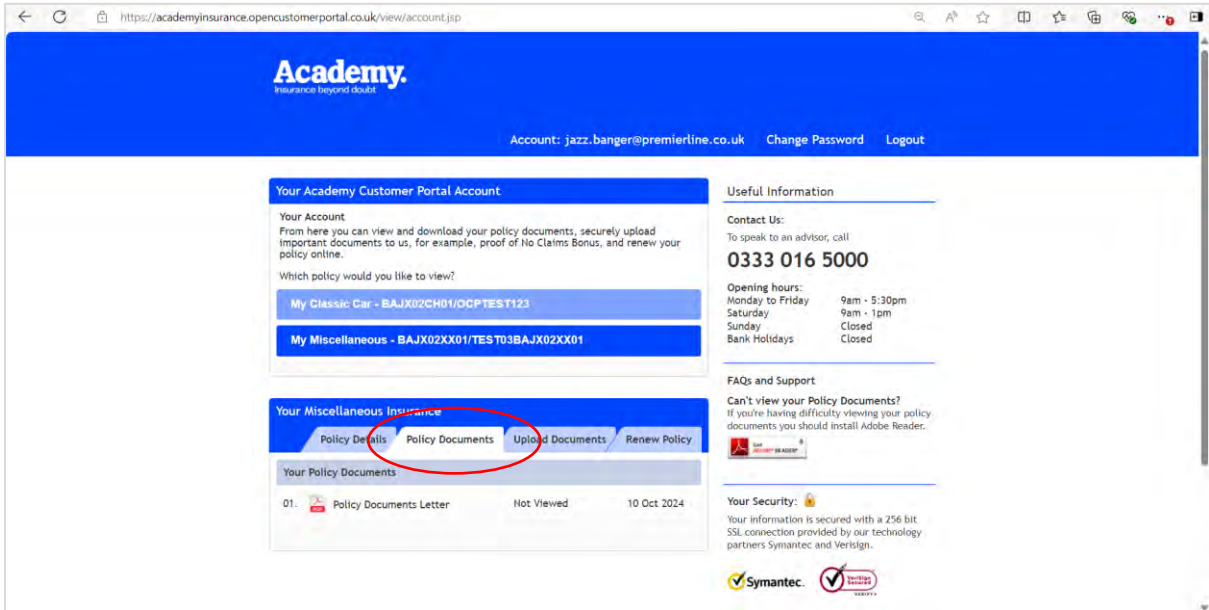
1. Click the link in your email or from the Academy website to open the Academy customer portal in your web browser.
Login if you have previously registered. If you haven't, please follow the **How to register and activate your account** instructions above.
2. Select the policy (if you have more than one), otherwise the policy will be selected for you. Click on the **Policy Details** tab.
From here you will see the Policy Overview which includes your policy reference number and the type of policy you have.

The screenshot displays the Academy customer portal interface. At the top, the Academy logo is visible, along with the account email 'jazz.banger@premierline.co.uk' and links for 'Change Password' and 'Logout'. The main content area is divided into several sections:

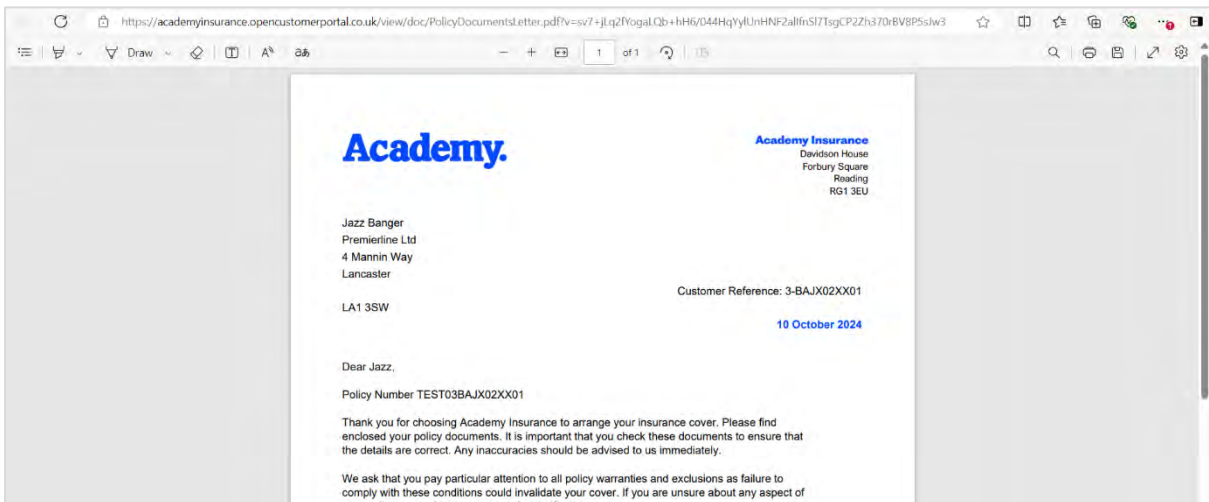
- Your Academy Customer Portal Account:** This section provides instructions on how to view and download policy documents. It asks 'Which policy would you like to view?' and lists two options: 'My Classic Car - BAJX02XX01/TEST03BAJX02XX01' and 'My Miscellaneous - BAJX02XX01/TEST03BAJX02XX01'. The latter is circled in red.
- Your Miscellaneous Insurance:** This section shows the selected policy details. It includes tabs for 'Policy Details', 'Policy Documents', 'Upload Documents', and 'Renew Policy'. The 'Policy Details' tab is active and circled in red. Below the tabs, the policy reference 'BAJX02XX01/TEST03BAJX02XX01' and insurance type 'Miscellaneous' are displayed.
- Useful Information:** This section contains contact information, including the phone number '0333 016 5000', opening hours (Monday to Friday 9am - 5.30pm, Saturday 9am - 1pm, Sunday and Bank Holidays Closed), and a security notice.

- Under the Policy Documents tab, you will see your policy documents with the dates they were uploaded. The documents are listed with the most recent at the top. There is also an indicator next to each document that tells you if you have viewed it previously or whether it is new and needs your attention.

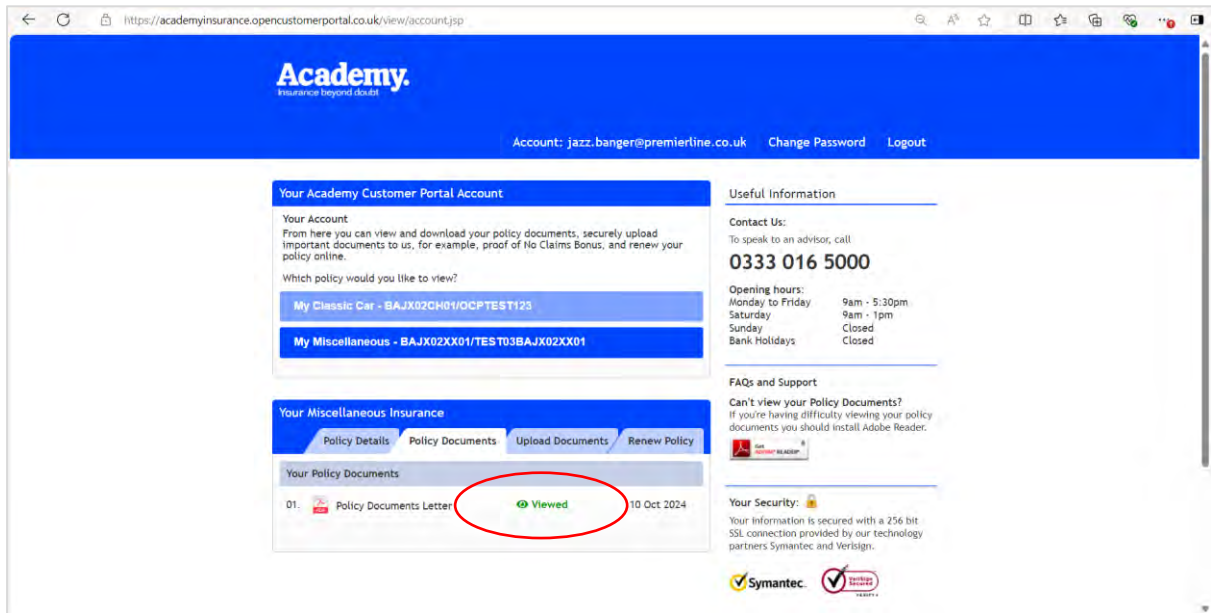
Note – if there are no documents, please get in touch with the customer service team immediately.



- To view the document, simply click the file icon or document name and it should open in a web browser or relevant application. If it doesn't, for PDF documents, you might need to install Adobe Reader.



5. When you close the document and go back to the portal, you will notice that the indicator next to the document turns green and lets you know you have viewed it.



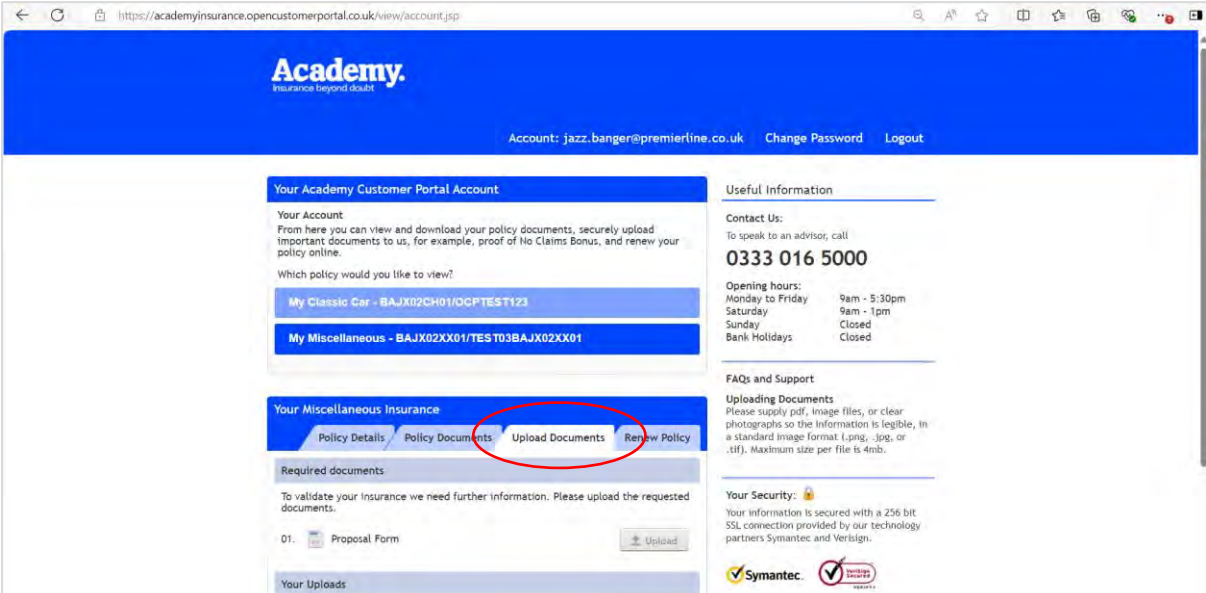
How to upload documents

The Academy customer portal allows you to securely upload documents that we have requested or that you wish to share with us. For example, this could be a copy of your driving licence or proof of no claims bonus.

You can upload documents as pdf or image files, or clear photographs in standard image formats (png, jpg, or tif), up to a maximum of 4mb per file. Just make sure the information in the file is legible.

Responding to a document request

1. Click the link in your email or from the Academy website to open the Academy customer portal in your web browser.
Login if you have previously registered. If you haven't, please follow the **How to register and activate your account** instructions above.
2. Select the policy (if you have more than one) and click on the **Upload Documents** tab.

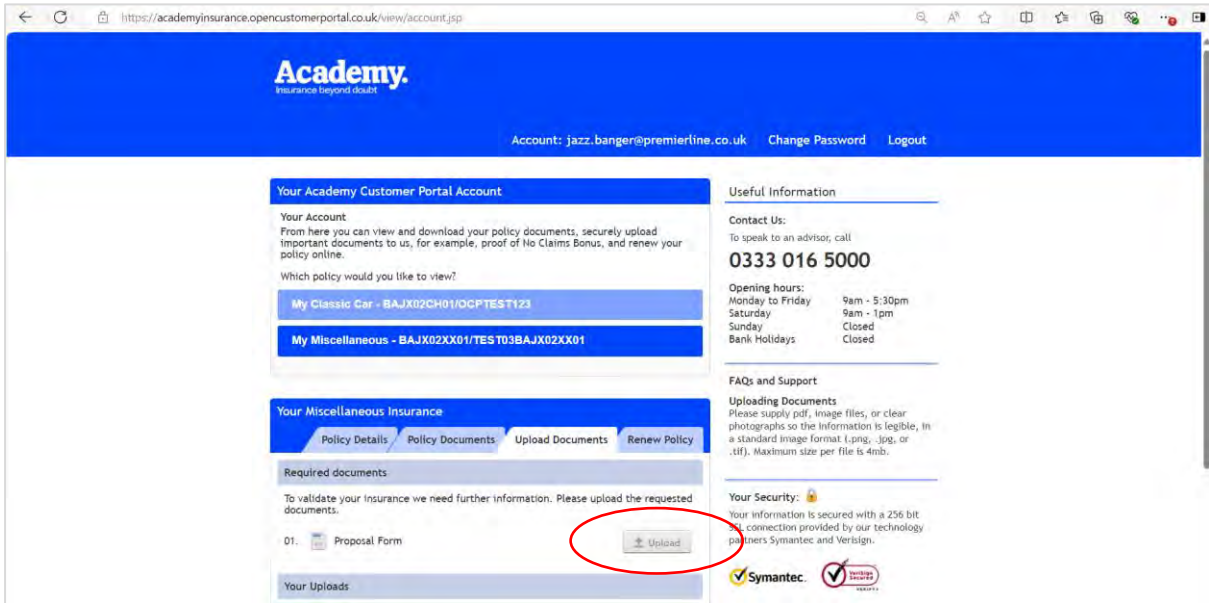


The screenshot shows the Academy customer portal account page. The browser address bar displays the URL: <https://academyinsurance.opencustomerportal.co.uk/view/account.jsp>. The page header features the Academy logo and the tagline "Insurance beyond doubt". Below the header, the account information is displayed: "Account: jazz.banger@premierline.co.uk", "Change Password", and "Logout".

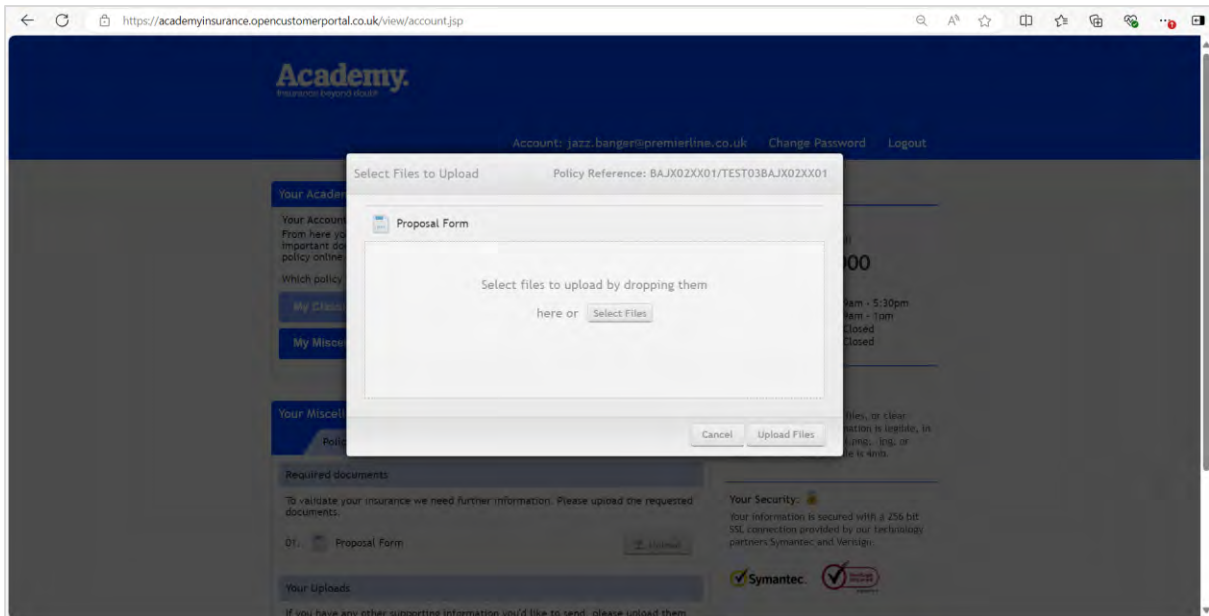
The main content area is divided into several sections:

- Your Academy Customer Portal Account**: This section includes a "Your Account" sub-section with instructions on how to view and download policy documents, securely upload important documents, and renew the policy online. It also asks "Which policy would you like to view?" and lists two policies: "My Classic Car - BAJX02CH01/DCPTST123" and "My Miscellaneous - BAJX02XX01/TEST03BAJX02XX01".
- Your Miscellaneous Insurance**: This section has a navigation menu with four tabs: "Policy Details", "Policy Documents", "Upload Documents" (highlighted with a red circle), and "Renew Policy". Below the tabs, there is a "Required documents" section with the instruction: "To validate your insurance we need further information. Please upload the requested documents." It lists one document: "01. Proposal Form" with an "Upload" button.
- Useful Information**: This section includes "Contact Us" information (phone number: 0333 016 5000), "Opening hours" (Monday to Friday: 9am - 5:30pm, Saturday: 9am - 1pm, Sunday and Bank Holidays: Closed), and "FAQs and Support" information.
- Your Security**: This section states that the information is secured with a 256 bit SSL connection provided by Symantec and Verisign. Logos for Symantec and Verisign are displayed at the bottom.

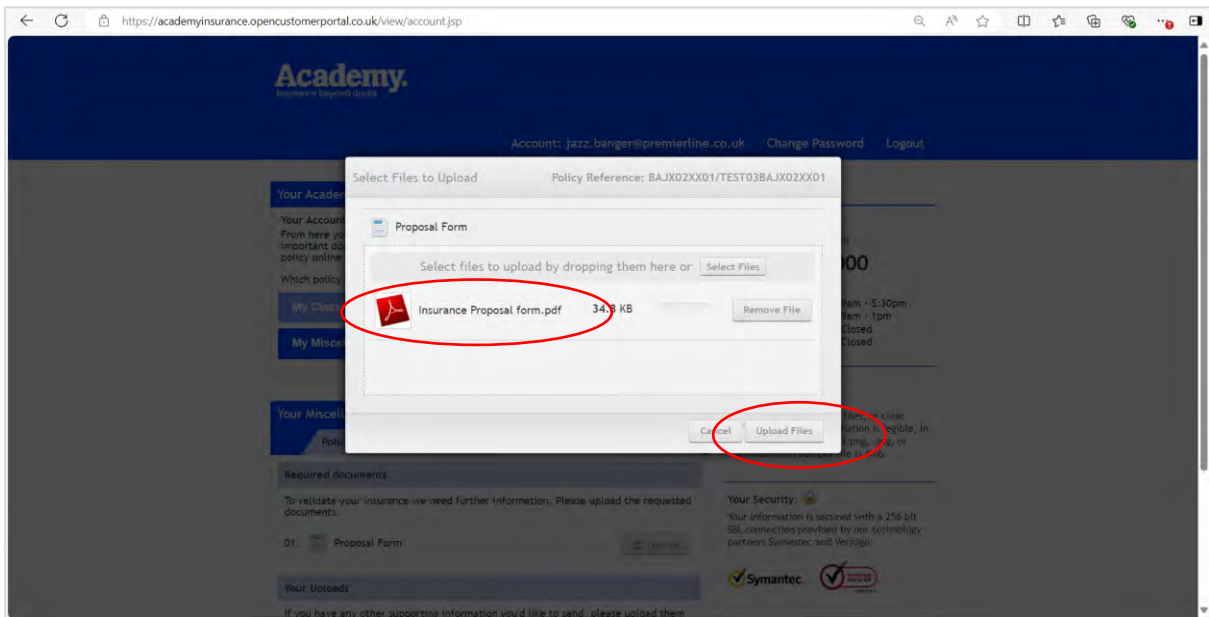
3. In the 'Required Documents' area, you will see if we have requested any documents. In this example a completed proposal form is required. Click on the **Upload** button next to the document type requested.



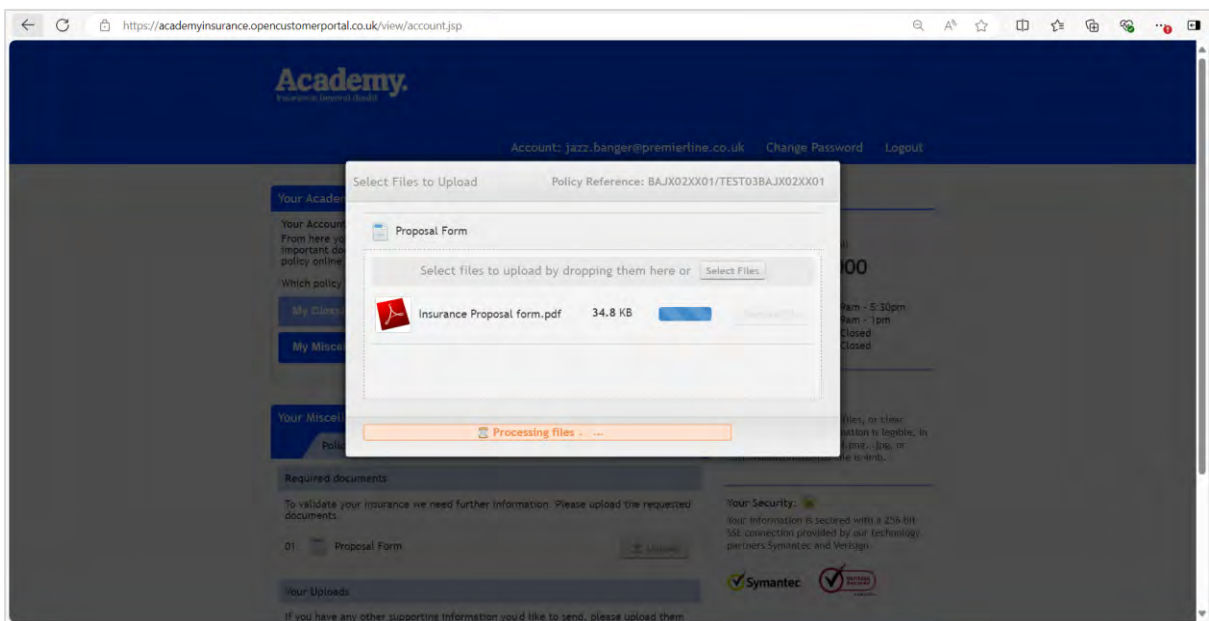
4. When the 'Select Files to Upload' window opens, you can either drop a file in the window, or click in the window to locate the file you'd like to upload.



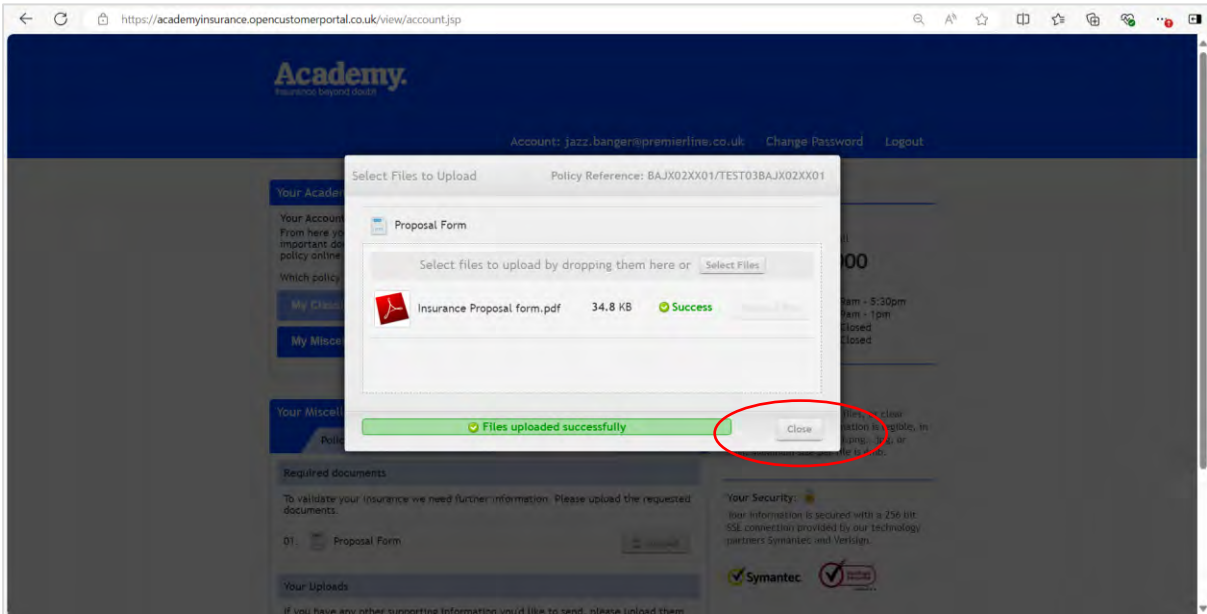
If you click in the window, a File Explorer window will open. Select the file and click the **Open** button for the file to appear. Then click the **Upload Files** button.



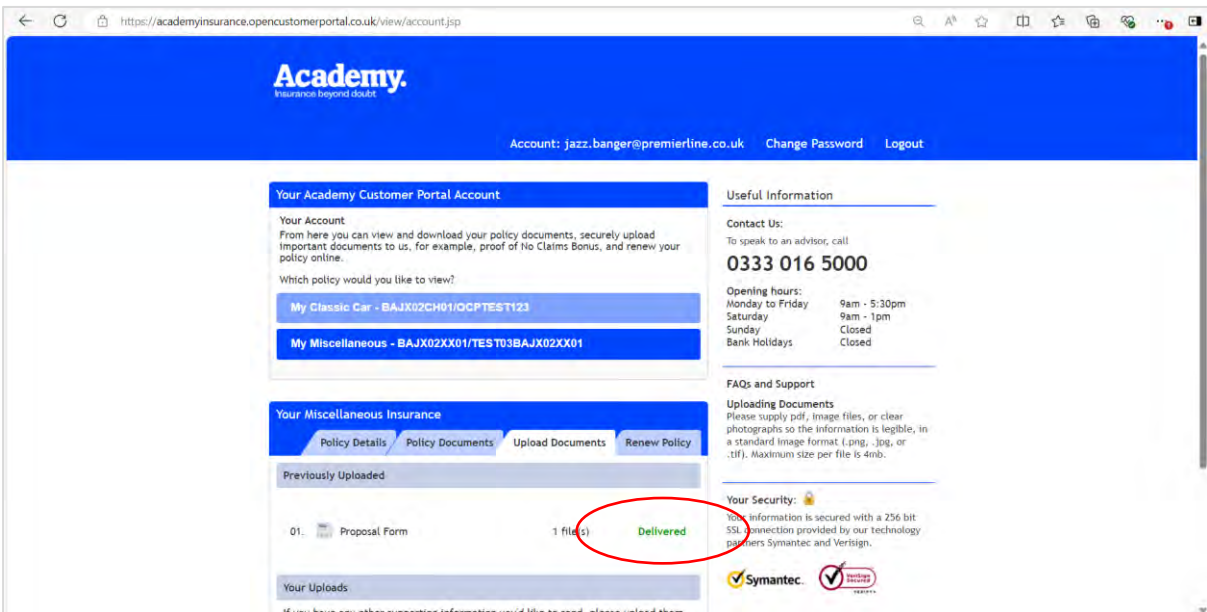
The file will upload to the portal as below.



5. When the file has successfully uploaded to the portal, there will be 2 green indicators as below.
You can now click the **Close** button.

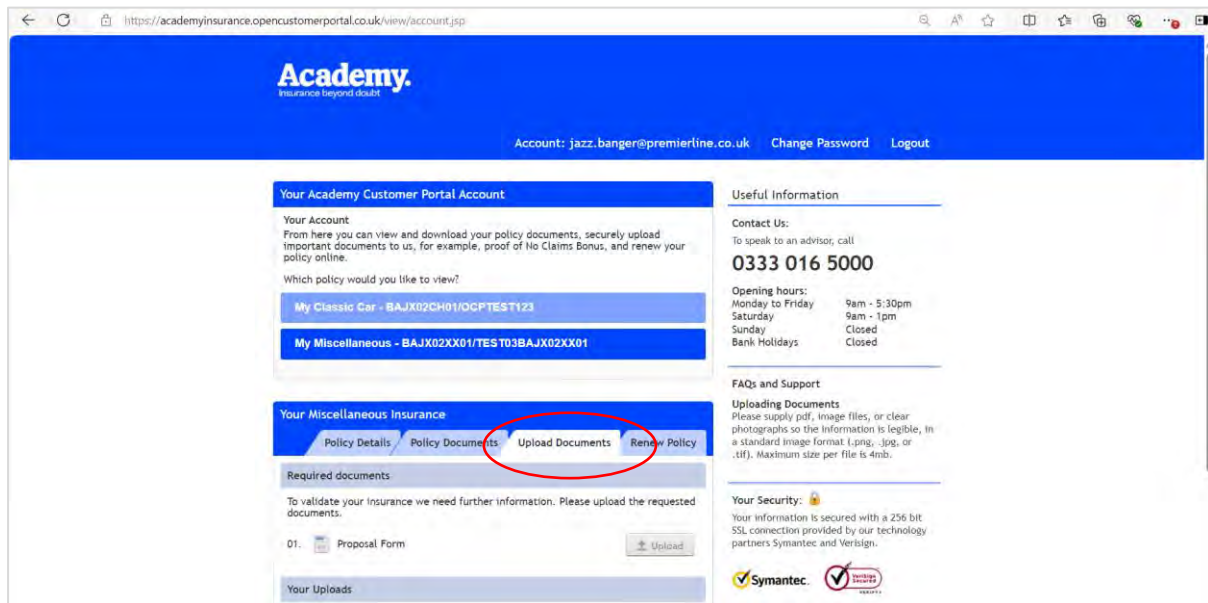


When you return to the portal, you will notice that a green indicator 'Delivered' appears next to the requested document in the 'Previously Uploaded' area.

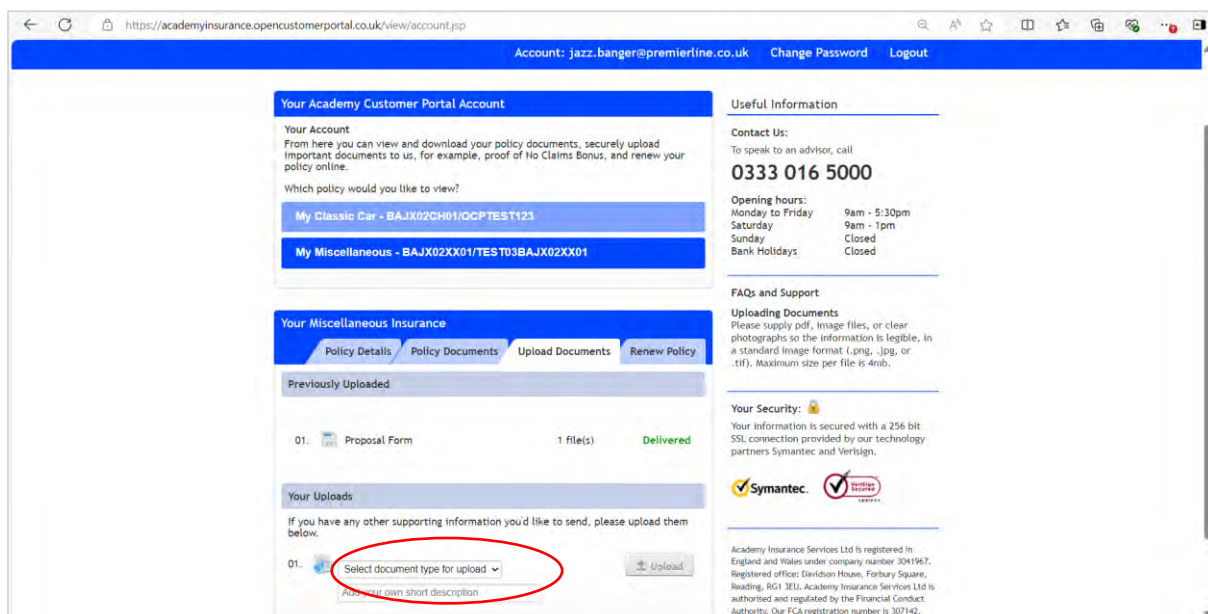


Uploading a document

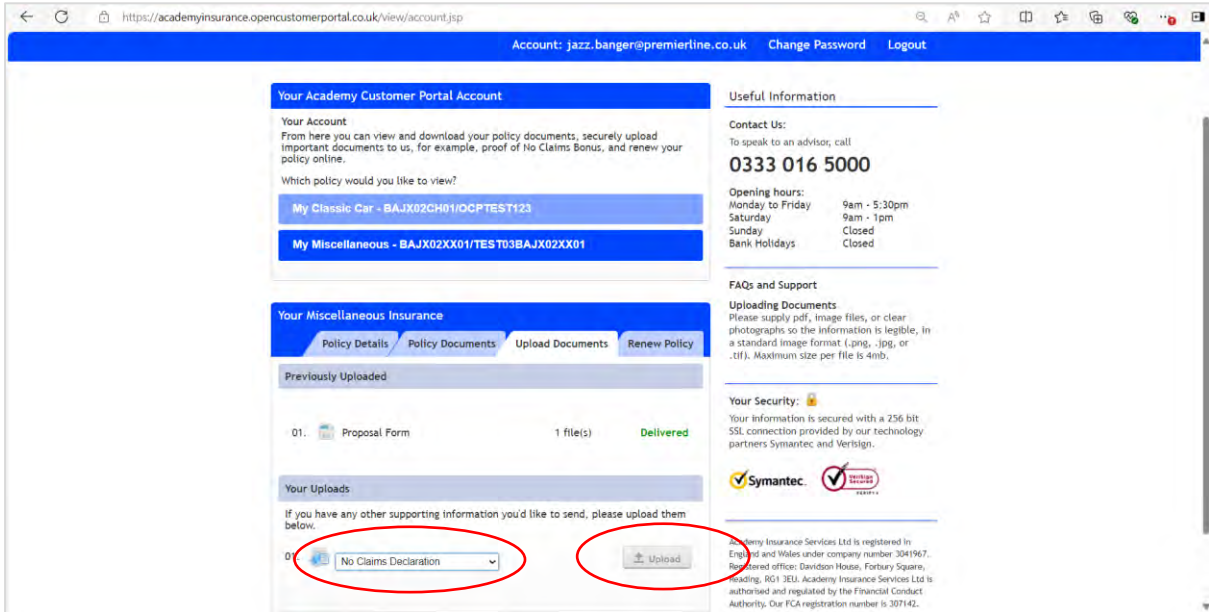
1. Click the link in your email or from the Academy website to open the Academy customer portal in your web browser.
Login if you have previously registered. If you haven't, please follow the **How to register and activate your account** instructions above.
2. Select the policy (if you have more than one) and click on the **Upload Documents** tab.



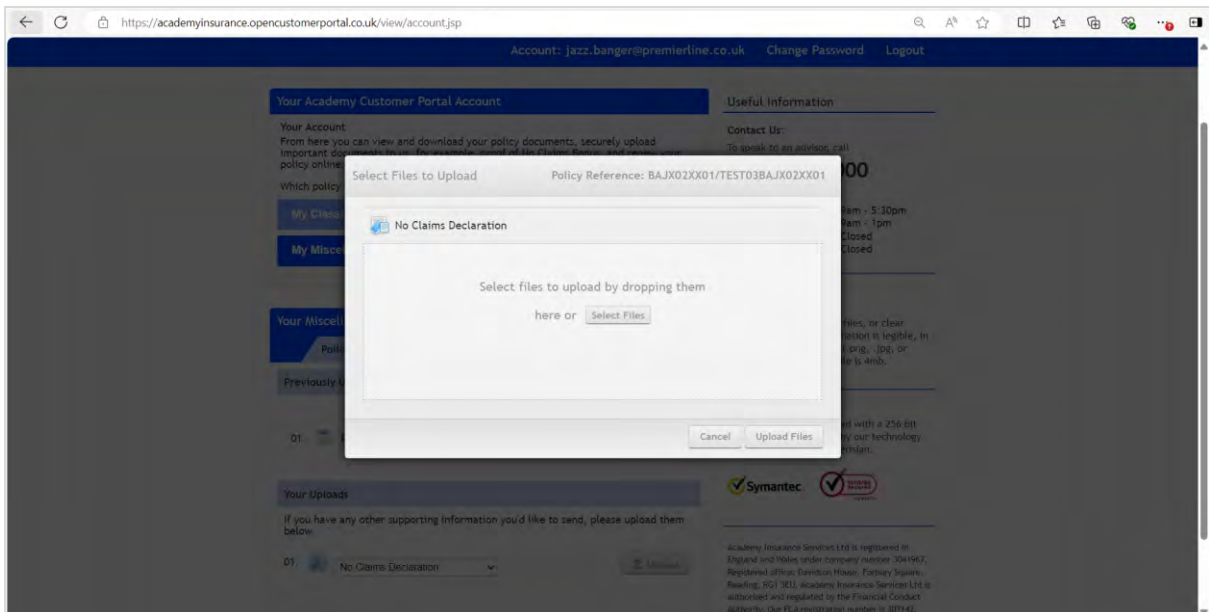
3. In the 'Your Uploads' area, click on the down arrow to select the type of document you wish to upload. In this example a proof of NCD is used.



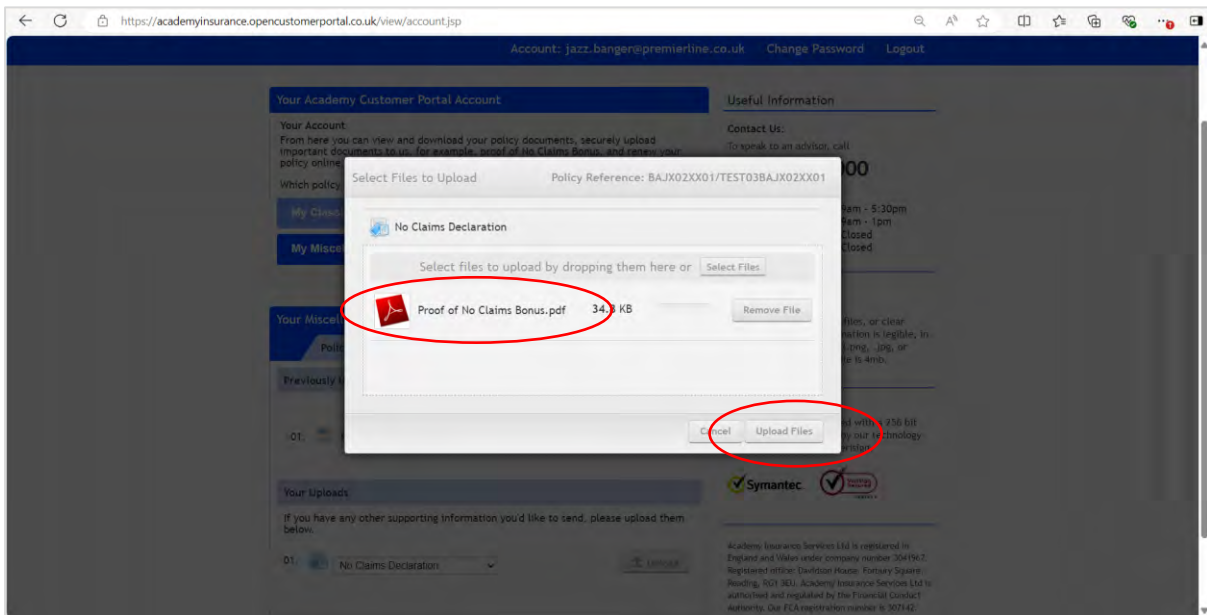
The document type you selected will appear in the field. Now click on the **Upload** button to select your file.



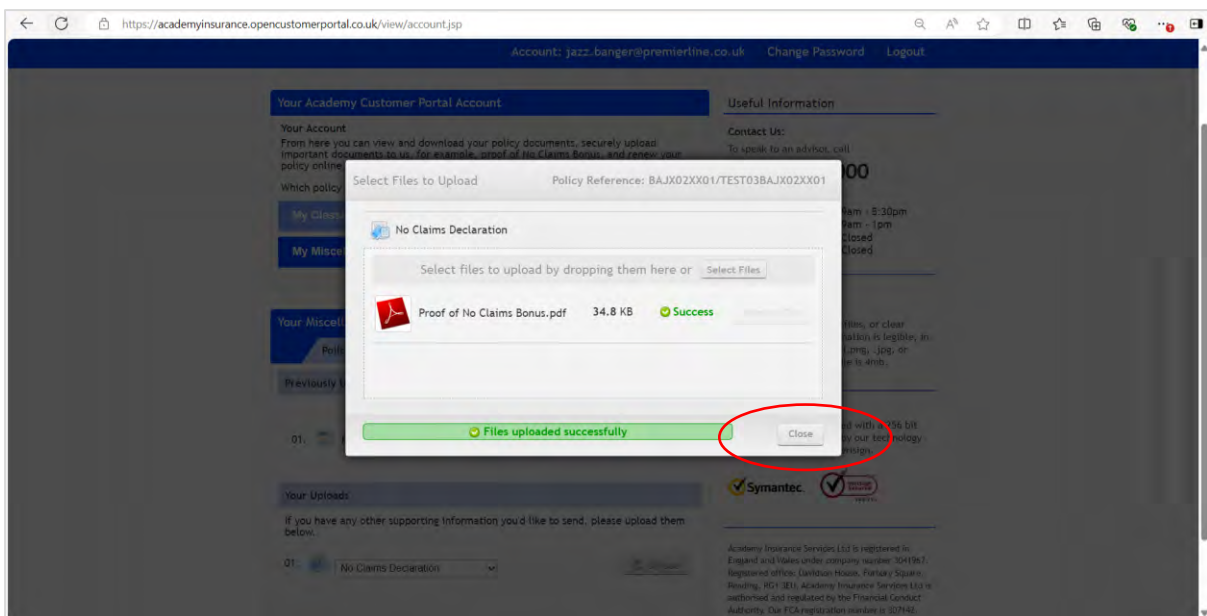
4. When the 'Select Files to Upload' window opens, you can either drop a file in the window, or click in the window to locate the file you'd like to upload.



If you click in the window, a File Explorer window will open. Select the file and click the **Open** button for the file to appear. Then click the **Upload Files** button for the file to start uploading.



5. When the file has successfully uploaded to the portal, there will be 2 green indicators as below. You can now click the **Close** button.



When you return to the portal, you will notice that a green indicator 'Delivered' appears next to the document type you have just uploaded in the 'Previously Uploaded' area.

The screenshot shows the Academy Insurance Customer Portal. The main navigation bar is blue with the Academy logo and the tagline "Insurance beyond doubt". Below the navigation bar, there are several sections:

- Your Academy Customer Portal Account:** Includes a "Your Account" section with instructions on how to view and download policy documents, and a "Which policy would you like to view?" section with two options: "My Classic Car - BAJX02CH01/OCPTST123" and "My Miscellaneous - BAJX02XX01/TEST03BAJX02XX01".
- Your Miscellaneous Insurance:** A section with tabs for "Policy Details", "Policy Documents", "Upload Documents", and "Renew Policy". Below the tabs is a "Previously Uploaded" table.
- Useful Information:** Includes contact information (0333 016 5000), opening hours, and FAQs and support.
- Your Security:** A section with a lock icon and text stating that information is secured with a 256 bit SSL connection.

The "Previously Uploaded" table contains the following data:

Item	File(s)	Status
01. Proposal Form	1 file(s)	Delivered
02. No Claims Declaration	1 file(s)	Delivered

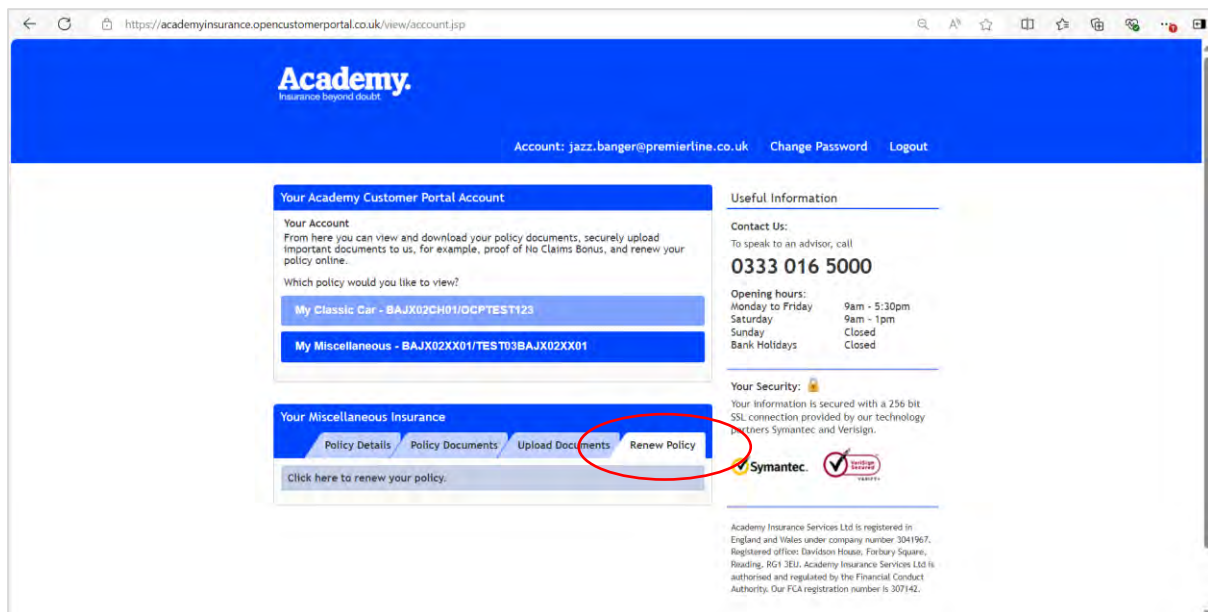
A red circle highlights the "02. No Claims Declaration" entry in the table. The "Delivered" status is shown in green text next to each entry.

How to renew and pay for your policy (single payment)

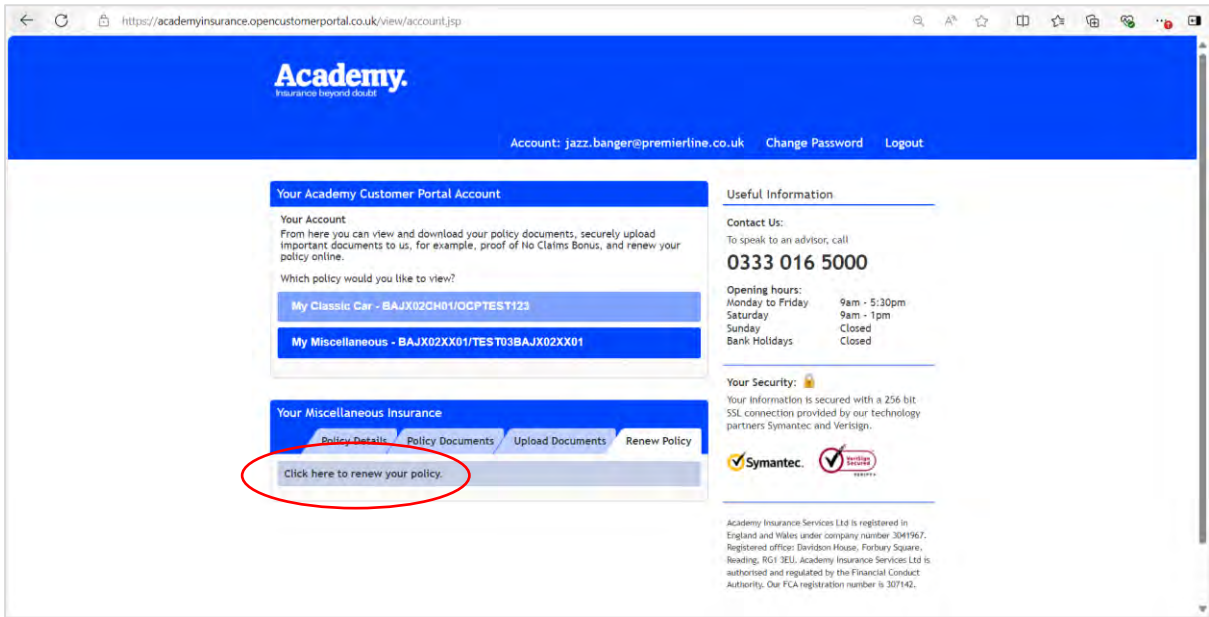
The Academy customer portal may allow you to renew your policy online using the same payment method you used last year. You can pay for your insurance in full with a credit/debit card, or continue to pay instalments using a finance repayment plan.

Before you continue, please read all the renewal documentation provided. If any changes are required, please contact the Academy customer service team immediately. If everything is correct and meets your needs, you can continue to renew online.

1. Click the link in your email or from the Academy website to open the Academy customer portal in your web browser.
Login if you have previously registered. If you haven't, please follow the **How to register and activate your account** instructions above.
2. Select the policy (if you have more than one), otherwise the policy will be selected for you. Click on the **Renew Policy** tab.
If the 'Renew Policy' option is not visible you may not be able to renew online. Instead, please contact the customer service team who will be able to help you.

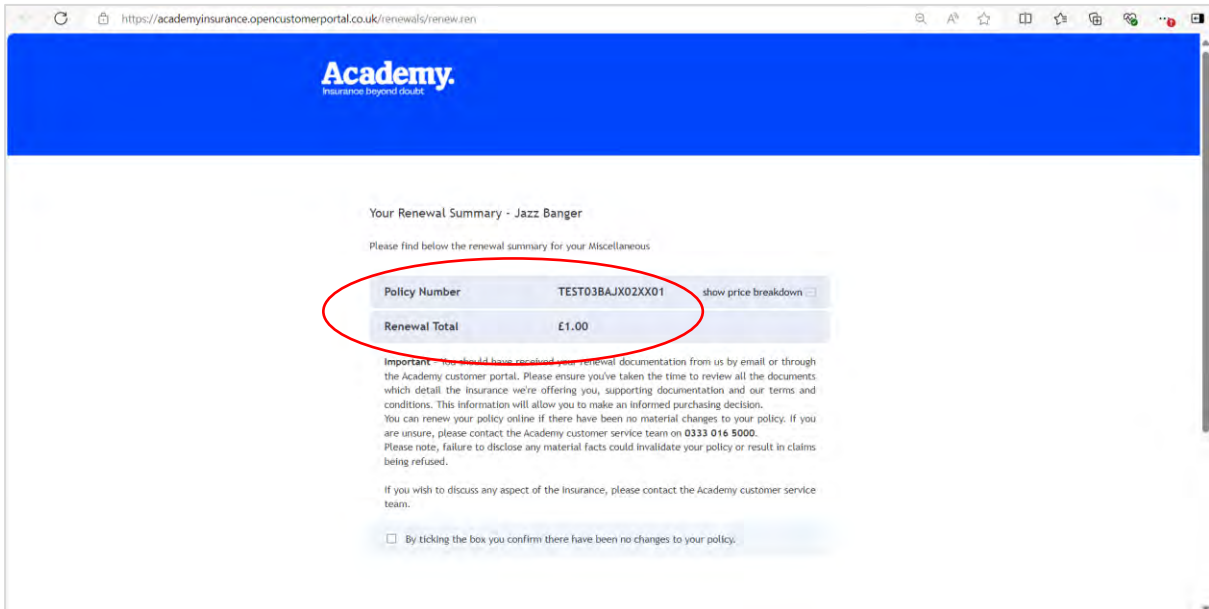


3. Next, select the **Click here to renew your policy** link.

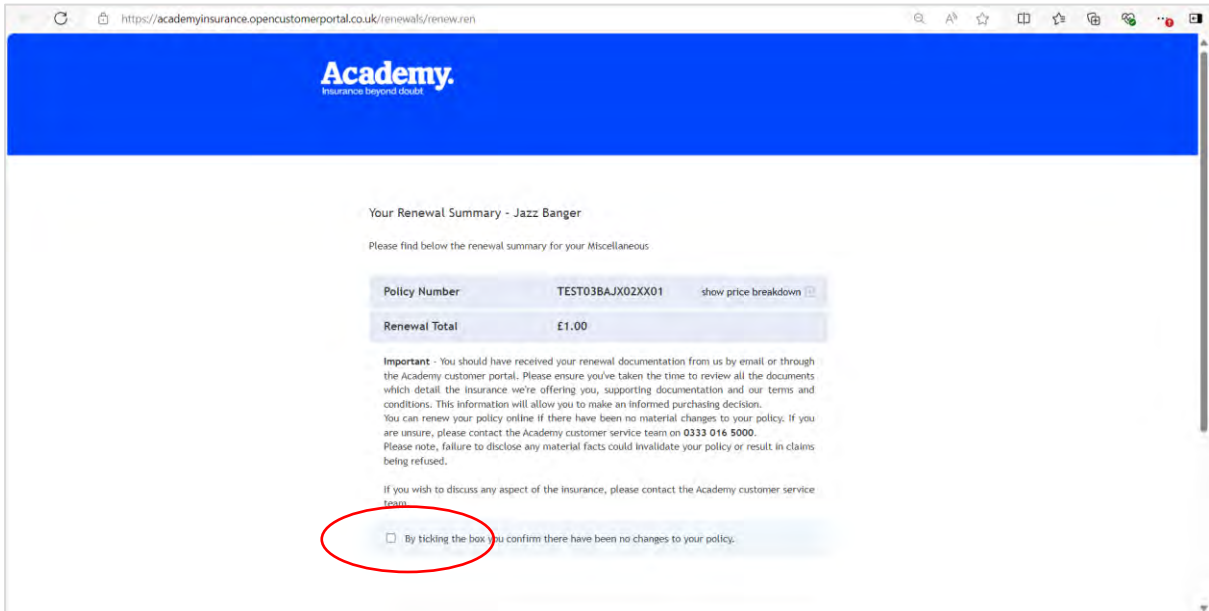


4. You will see a Renewal Summary for your policy open in a separate browser window.

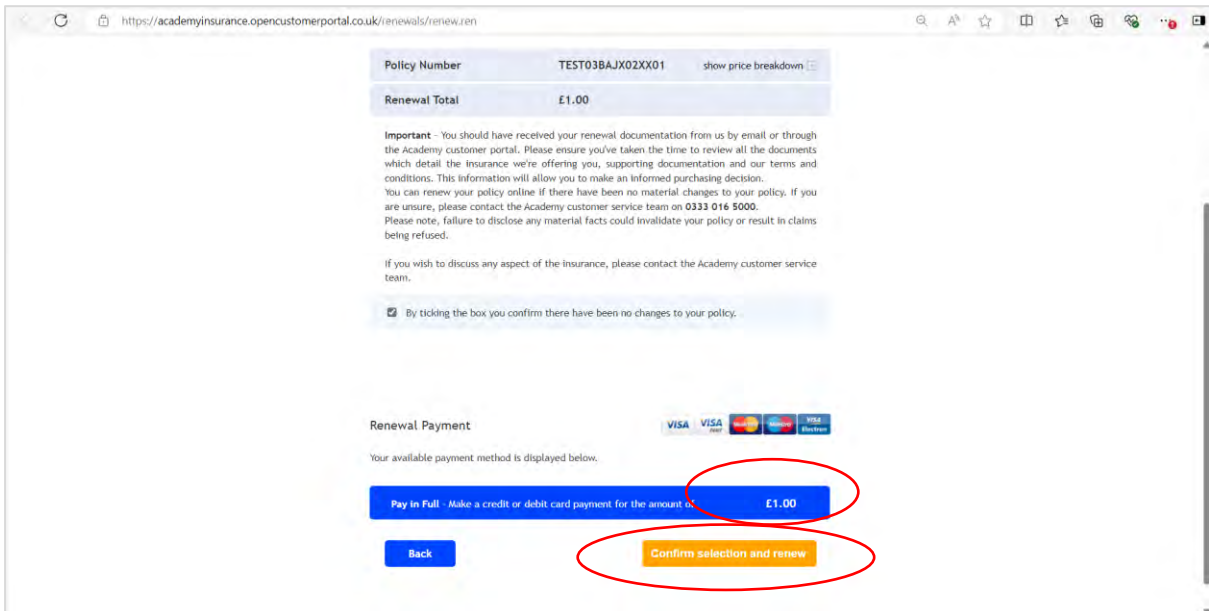
Please check the policy number and renewal total. You can click the cross on the right-hand side to see the price breakdown if you wish.



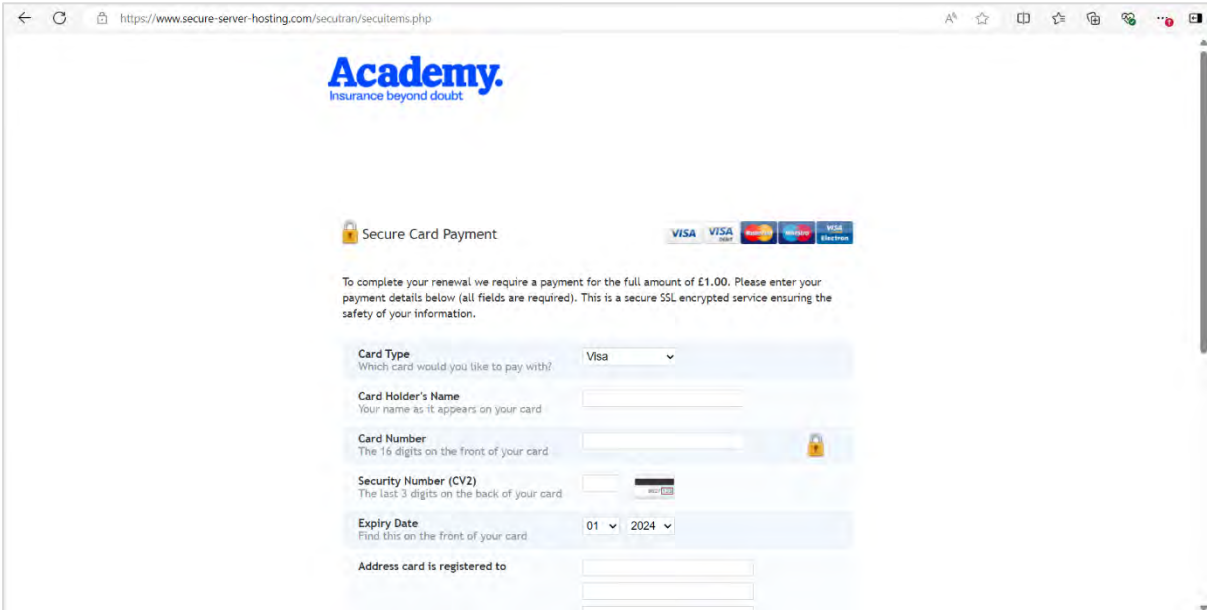
5. Read the declaration and confirm your acceptance by checking the box.
If anything needs changing, please contact the customer service team on 0333 016 5000.
If you haven't read your renewal documentation, please click back onto the portal and view your documents in the **Policy Documents** area. Then return to the check box.



6. You are now ready to pay for your policy using a credit/debit card.
Check the amount is correct and click the **Confirm selection and renew** button.

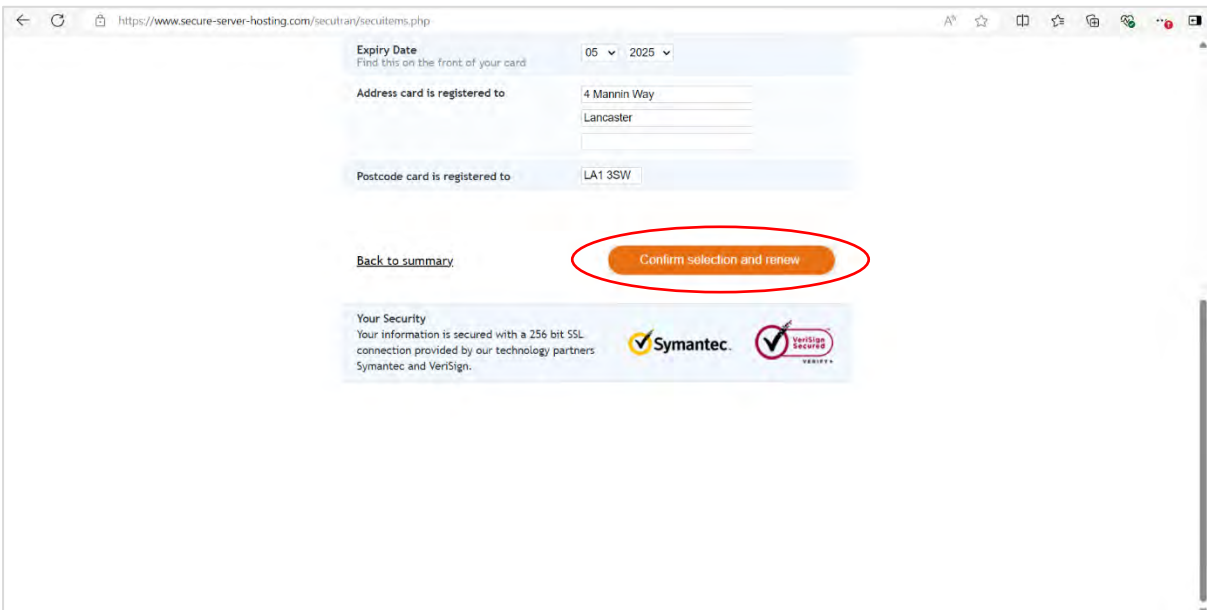


7. You will be redirected to a secure payment provider page to enter your card details. Please check the amount and enter your card details.



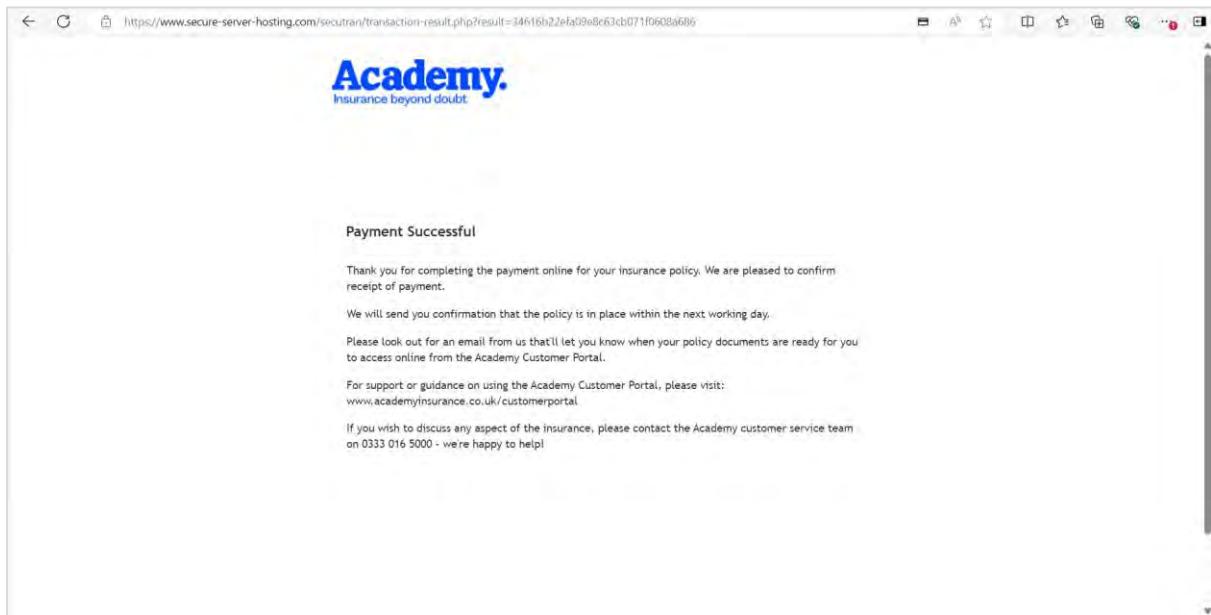
The screenshot shows a web browser window with the URL <https://www.secure-server-hosting.com/securan/secuitems.php>. The page header features the Academy logo with the tagline "Insurance beyond doubt". Below the logo is a "Secure Card Payment" section with logos for VISA, VISA Debit, Mastercard, American Express, and VISA Electron. A message states: "To complete your renewal we require a payment for the full amount of £1.00. Please enter your payment details below (all fields are required). This is a secure SSL encrypted service ensuring the safety of your information." The form includes the following fields: "Card Type" (set to Visa), "Card Holder's Name", "Card Number" (with a lock icon), "Security Number (CV2)", "Expiry Date" (set to 01/2024), and "Address card is registered to".

8. Next click the **Confirm selection and renew** button.

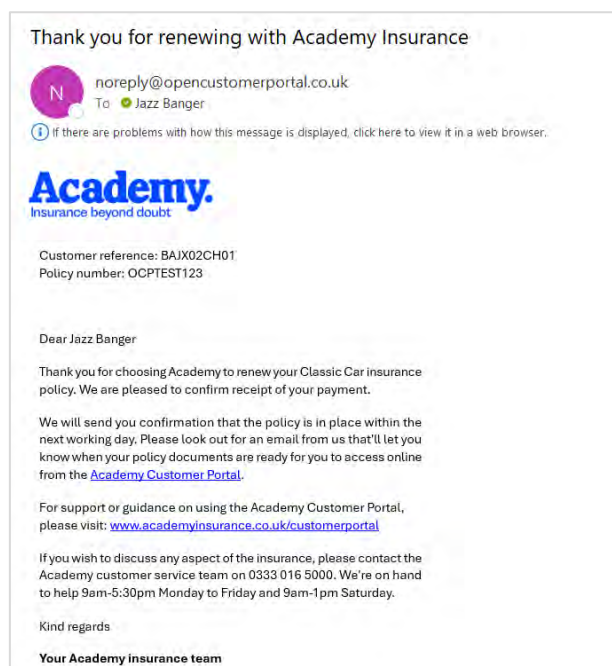


The screenshot shows the same web browser window, but the form is partially filled. The "Expiry Date" is set to 05/2025. The "Address card is registered to" field contains "4 Mannin Way" and "Lancaster". The "Postcode card is registered to" field contains "LA1 3SW". A "Back to summary" link is visible on the left. The "Confirm selection and renew" button is highlighted with a red oval. Below the form, there is a "Your Security" section with the text: "Your information is secured with a 256 bit SSL connection provided by our technology partners Symantec and VeriSign." Logos for Symantec and VeriSign are also present.

9. Please wait for the payment to process for a few minutes. Try not to refresh the page. When the payment has been accepted, you'll receive confirmation on-screen. You can close this.



You'll also receive an email to confirm the payment was successful. Check your email inbox for an email from noreply@opencustomerportal.co.uk, entitled 'Thank you for renewing with Academy Insurance'. It should appear within a few minutes. Don't forget to check it hasn't gone into your Junk emails. If you haven't received it in 15 minutes, please get in touch with the Academy customer service team.



10. If you click back onto the customer portal and notice the Renew Policy link is still there, please do not reattempt to renew again. Simply 'Logout' and login again. You should find the 'Renew Policy' tab has disappeared which indicates that your policy has successfully renewed.

FAQ/troubleshooting

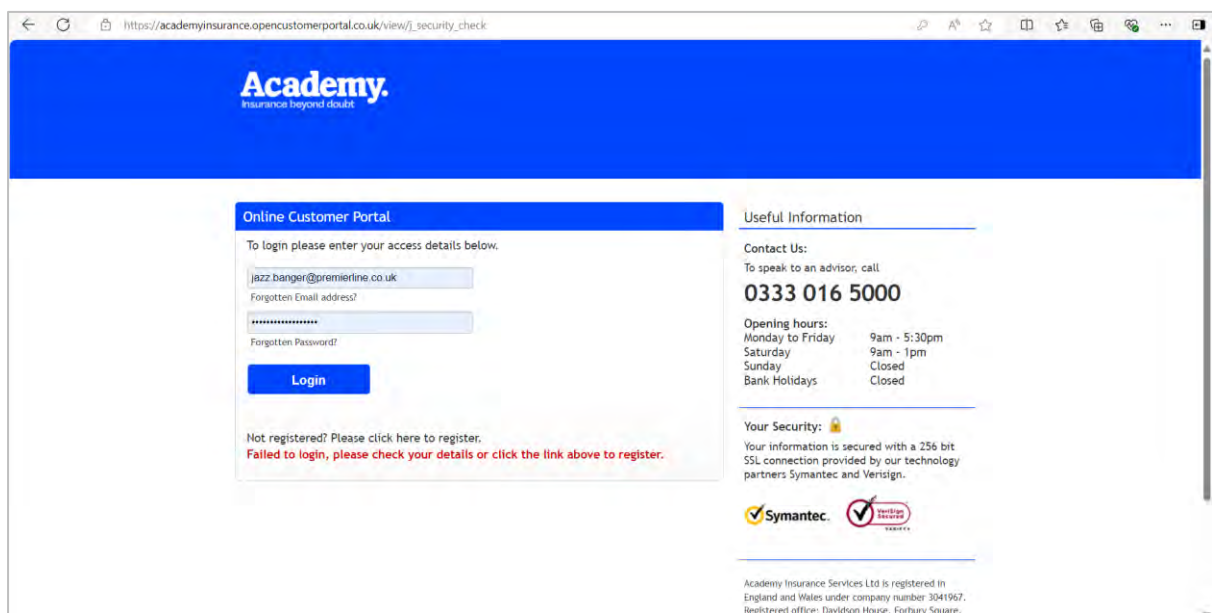
I can't login.

If you have already registered and can't login you might have entered the wrong email address or password.

Please try again later using the steps in the guide at:

<https://www.academyinsurance.co.uk/customer-portal>

If you still can't login and need further assistance, please contact the Academy customer service team.



How do I register for an account?

If we have communicated with you that you need to register, please follow the steps in the guide at: <https://www.academyinsurance.co.uk/customer-portal>

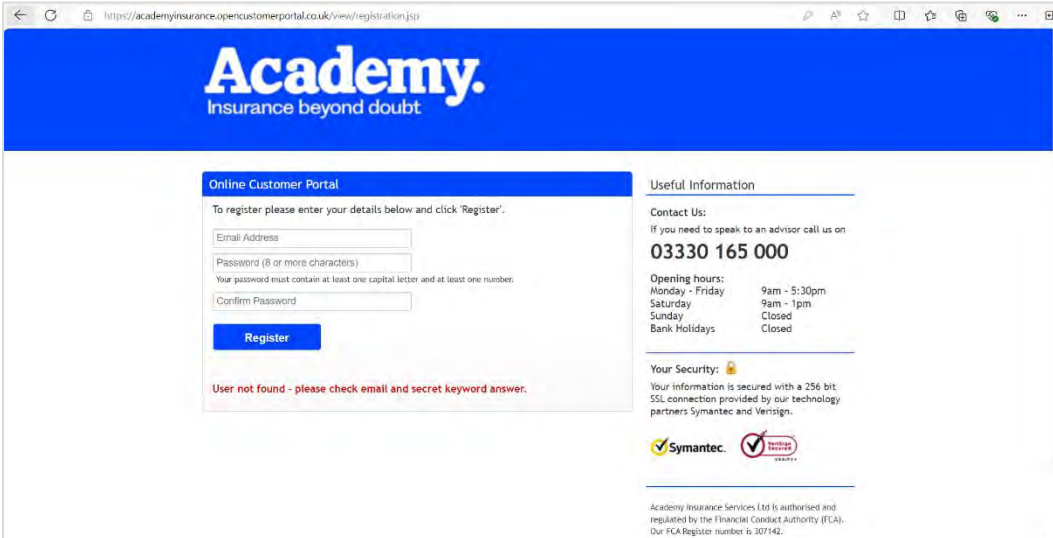
If you need further support, please contact the Academy customer service team.

ERROR when registering – user not found

If we have communicated with you that you need to register, please follow the steps in the guide at: <https://www.academyinsurance.co.uk/customer-portal>

Please also check you are using the email address that we hold for you on our systems to register or login.

If you need further support, please contact the Academy customer service team.



The screenshot shows a web browser window displaying the Academy Insurance registration page. The page has a blue header with the Academy logo and the tagline "Insurance beyond doubt". Below the header, there is a section titled "Online Customer Portal" with a registration form. The form includes fields for "Email Address", "Password (8 or more characters)", and "Confirm Password". A blue "Register" button is located below the form. A red error message is displayed below the form: "User not found - please check email and secret keyword answer." To the right of the form, there is a "Useful Information" section containing contact details, opening hours, and security information. The contact number is 03330 165 000. The opening hours are: Monday - Friday (9am - 5:30pm), Saturday (9am - 1pm), Sunday (Closed), and Bank Holidays (Closed). The security section mentions a 256-bit SSL connection and logos for Symantec and Verisign. At the bottom, there is a small text block stating: "Academy Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Register number is 307142."

I haven't received my activation email yet, so can't access the customer portal.

It can take up to 10 minutes for the email to come through to you depending on your email provider. Please also check in your email inbox junk items or in case it might have been blocked by your email provider.

Please check you have followed all the steps in the guide at:

<https://www.academyinsurance.co.uk/customer-portal>

If you need further support, please contact the Academy customer service team.

How do I change my password?

Please follow the steps in the guide at:

<https://www.academyinsurance.co.uk/customer-portal>

If you need further support, please contact the Academy customer service team.

I've forgotten my password – how do I reset it?

Please follow the steps in the guide at:

<https://www.academyinsurance.co.uk/customer-portal>

If you need further support, please contact the Academy customer service team.

ERROR when setting up my password – password invalid

The password you have selected may not meet the minimum security standards. Therefore, please ensure your new password contains at least one capital letter and at least one number and try again.

If you need further support, please contact the Academy customer service team.

The screenshot shows the 'Change Password' page on the Academy website. The user's account is 'jazz.banger@premierline.co.uk'. The form requires the current password, a new password (8+ characters), and a confirmation of the new password. A red error message states: 'Your new password does not meet the required complexity level. Please ensure that your password contains at least one number, at least one capital letter and is at least 8 characters long.' The 'Change Password' button is disabled. The page also includes 'Useful Information' such as contact details (0333 016 5000), opening hours, and security information.

ERROR when setting up my password – password not the same

The password in the confirmation box doesn't match the new password you just entered. Please carefully check these as you try again.

If you click on the symbol on the right-hand side of the box once you have entered the password in each box, the characters will appear, so you can check they match before you click the **Register** button.

If you need further support, please contact the Academy customer service team.

The screenshot shows the 'Register' page on the Academy website. The user's email is 'jazz.banger@premierline.co.uk'. The form requires a password, a confirmation password, and a postcode. A red error message states: 'Your new password and confirmation password are not the same.' A red circle highlights the confirmation password field. The 'Register' button is disabled. The page also includes 'Useful Information' such as contact details (0333 016 5000), opening hours, and security information.

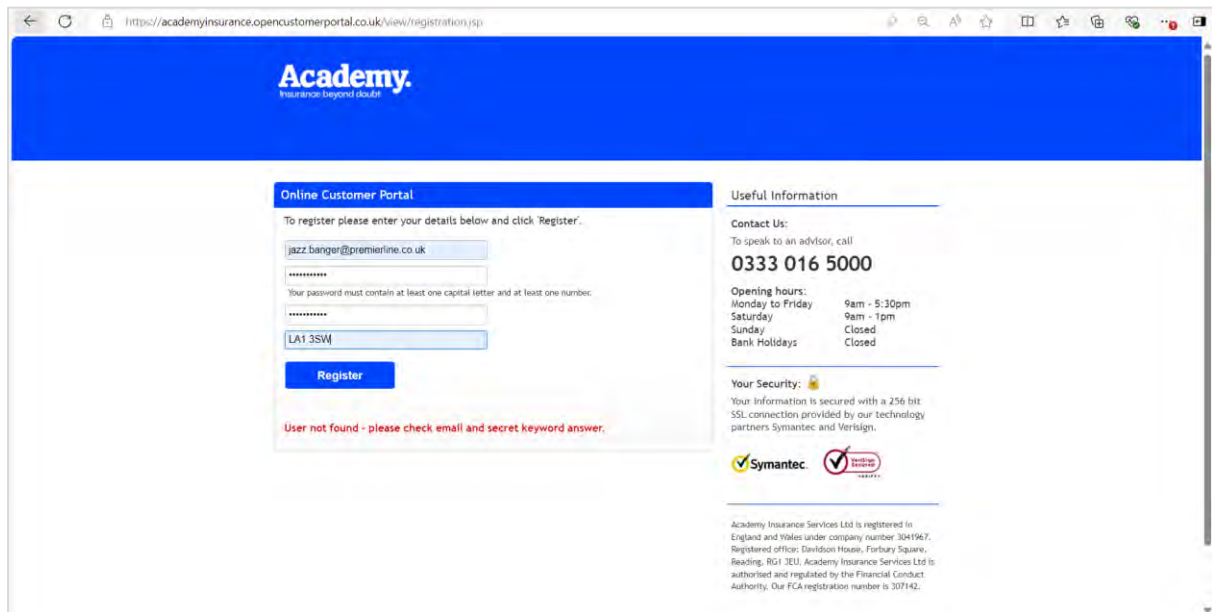
ERROR when setting up my password – user not found

The email address or secret keyword are incorrect. Please check the spellings and try again.

Please note, the email address is the one associated with your insurance, and will be the one you receive any of our correspondence to.

Your secret word will be the postcode.

If you need further support, please contact the Academy customer service team.



How do I view my policy and insurance documents?

Please follow the steps in the guide at:

<https://www.academyinsurance.co.uk/customer-portal>

If you need further support, please contact the Academy customer service team.

How do I send you documents securely through the customer portal?

Please follow the steps in the guide at:

<https://www.academyinsurance.co.uk/customer-portal>

If you need further support, please contact the Academy customer service team.

You've asked me to send you some information. How do I send this through the customer portal?

Please follow the steps in the guide at:

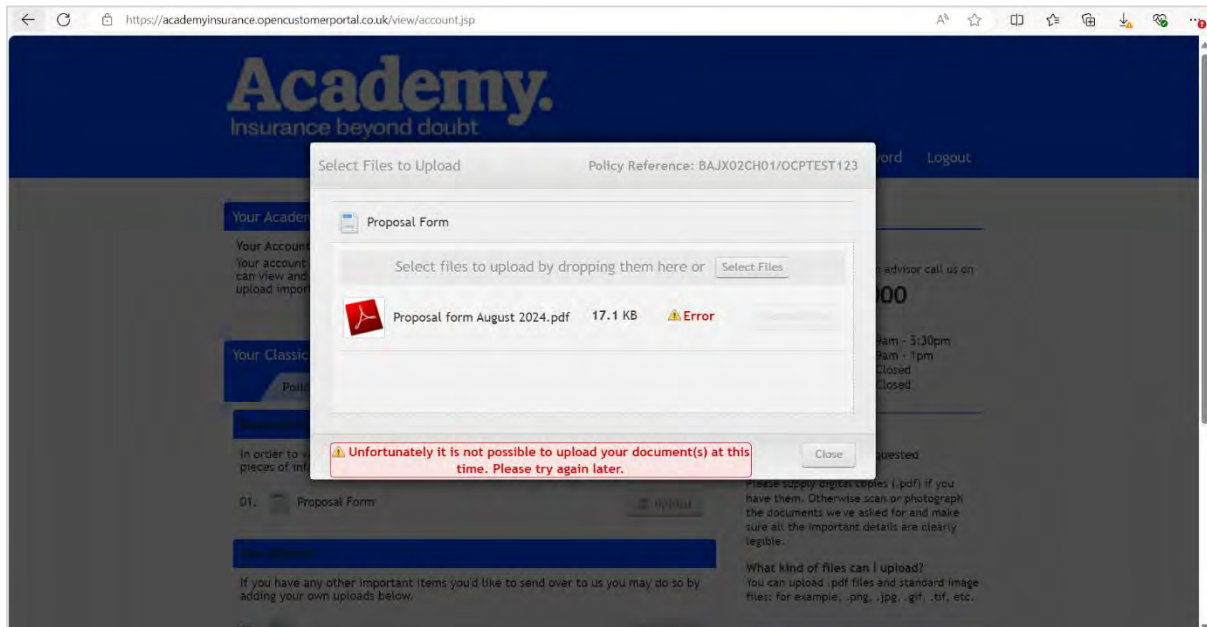
<https://www.academyinsurance.co.uk/customer-portal>

If you need further support, please contact the Academy customer service team.

Error when trying to upload a document.

Please try again later if this is between the hours of 12am-2am as the system might be updating and backing up.

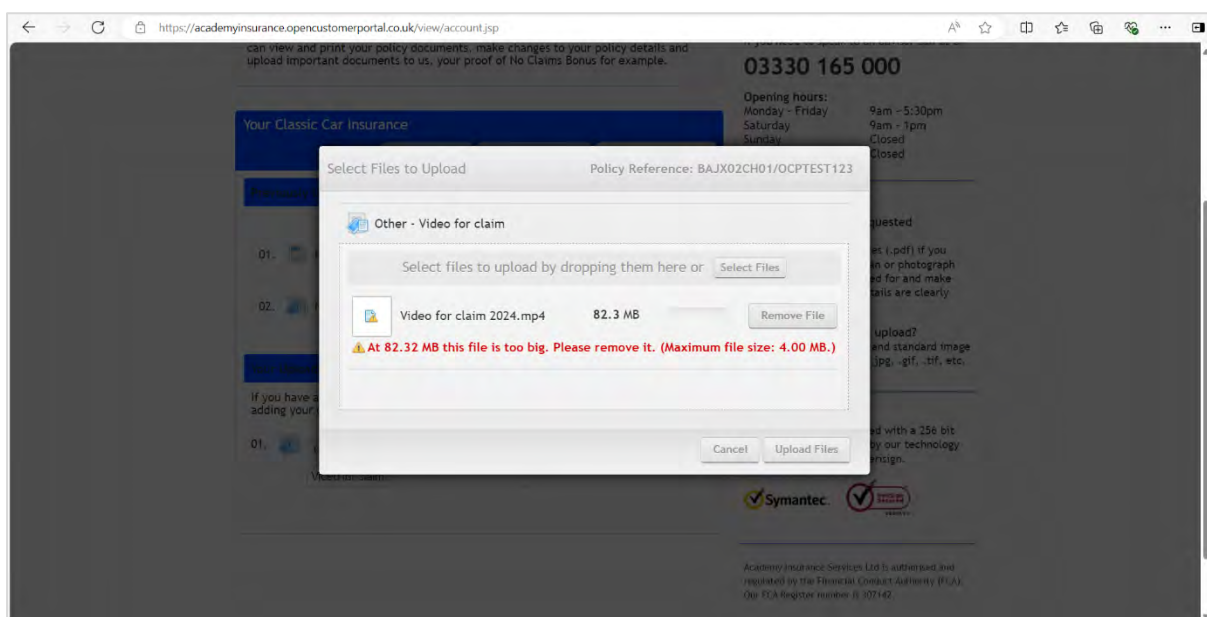
If you are struggling outside of these hours, please contact the Academy customer service team.



Error when trying to upload document – file size too large.

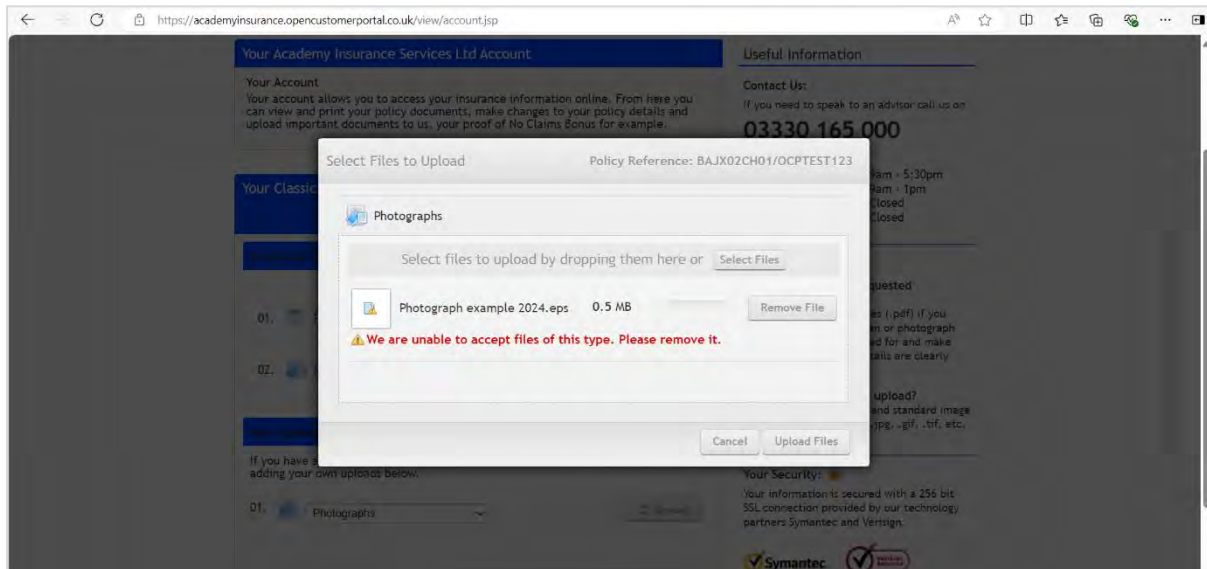
Please reduce the size of the file as the maximum file size you can upload is 4mb.

If you need further assistance, please contact the Academy customer service team.



Error trying to upload document – file type not recognised.

It's possible we do not accept the file type you are trying to upload. Please try another file type. We accept a number of file formats including pdf, jpg, png and tif files. If you need further assistance, please contact the Academy customer service team.

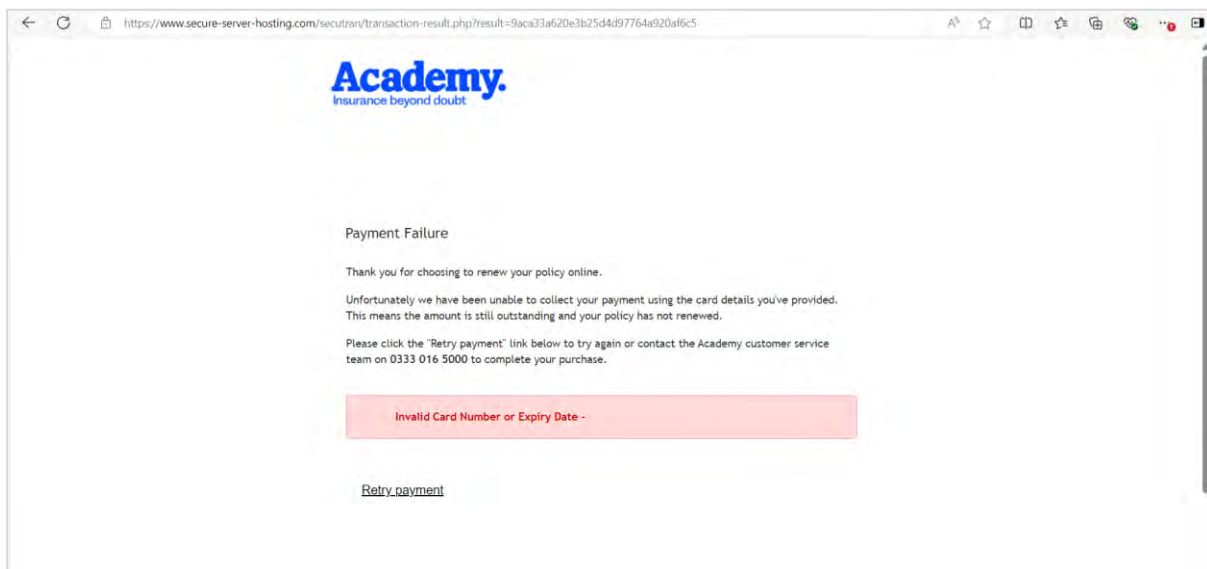


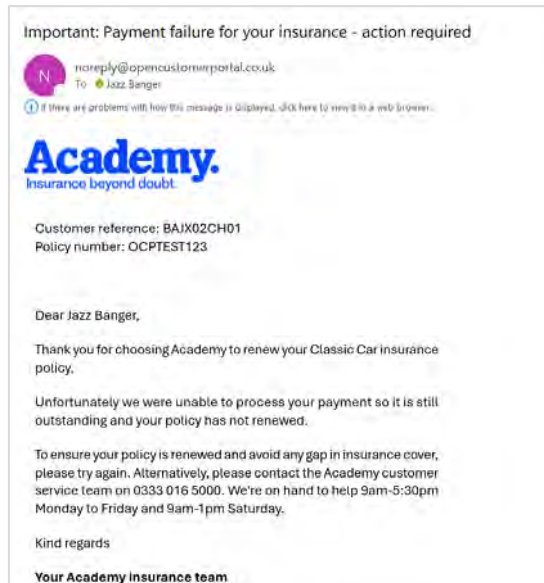
How do I renew and pay for my policy online?

If you wish to pay for your renewal, you can now do this securely online using a credit/debit card. Please follow the steps in the guide at: <https://www.academyinsurance.co.uk/customer-portal> If you need further support, please contact the Academy customer service team.

I tried to pay using a credit card, but the payment failed.

The following screen is displayed and I've received a 'Payment failure' email notification.





It's likely the information you entered into the card payment screen was incorrect. Simply close this page and try again. You'll need to follow the 'How to renew and pay for your policy' steps in the guide at: <https://www.academyinsurance.co.uk/customer-portal> If you need further support, please contact the Academy customer service team.