# North Online
**Fact Sheet**

North Online is the North of England's website which enables you to view details relating to your entry with the Club and is updated every day with the information as at the close of business of the previous day.

## Applying for Access

To apply for access to North Online, you should send an email request to northonline.access@nepia.com.  Upon receiving a request, we will send you a confirmation document for you to complete and return to the club. Completed confirmation documents are normally processed the same day and you will be informed of your UserID and account password. Your access to North Online will be active the following day.

## Reactivating your account

Unless you change your password every 6 months, your access to North Online will be automatically deactivated. To reactivate your access to North Online, you should send an email request which includes your UserID to reactivate.north@nepia.com.  Upon receiving a request, we will reactivate your account.

## Forgotten your password

If you have forgotten your password for North Online, you should send an email request for a new password which includes your UserID to password.north@nepia.com.  Upon receiving a request, we will change the password for your account.

Email requests  are normally processed the same day and you will be informed of your reactivation or new password. Your access to North Online or new password will be active at the time you receive your email.

If you have any questions or queries regarding North Online, please do not hesitate to contact the Underwriting department at the North of England.