


The user clicks the link in the one-time passcode email and enters their details on this screen

 Child Maintenance Service

Sign into the Child Maintenance service

Email address

One-time passcode

Sign in


Problems signing in

[Request a new passcode](#)

GOV.UK Prototype Kit v12.3.0

[Clear data](#)

The user inputs the passcode incorrectly. The error messages are not specific to the incorrect data entry

 Child Maintenance Service

There is a problem

Your email address or passcode is not recognised

Sign into the Child Maintenance service

Email address

Your email address or passcode is not recognised

One-time passcode

Your email address or passcode is not recognised

Sign in


Problems signing in

[Request a new passcode](#)

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[Clear data](#)

The user inputs the passcode incorrectly for a defined number of times and receives a different validation error message. They click the link to request a new passcode.

 Child Maintenance Service

There is a problem

Your one-time passcode has expired. Request a new passcode

Sign into the Child Maintenance service

Email address

One-time passcode

Your one-time passcode has expired. Request a new passcode

Sign in


Problems signing in

[Request a new passcode](#)

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[Clear data](#)

The user enters their email to receive a new one-time passcode.

 Child Maintenance Service

[Back](#)

Enter your email address


We'll send you a new one-time passcode.

Email address

Continue

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[Clear data](#)

 Child Maintenance Service

One-time passcode requested

You'll receive an email containing a new one-time passcode.

This passcode will be valid for 15 minutes.

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[Clear data](#)