

Generating a New Portal URL

Last Modified on 10/31/2025 2:20 pm EDT

Overview

External and occasional stakeholders can access the **Confidential Portal** using the Portal Login URL provided by their Resolver Administrator or organizational partner.

User Account Requirements

The user account you use to log into Resolver must have Administrator permissions.

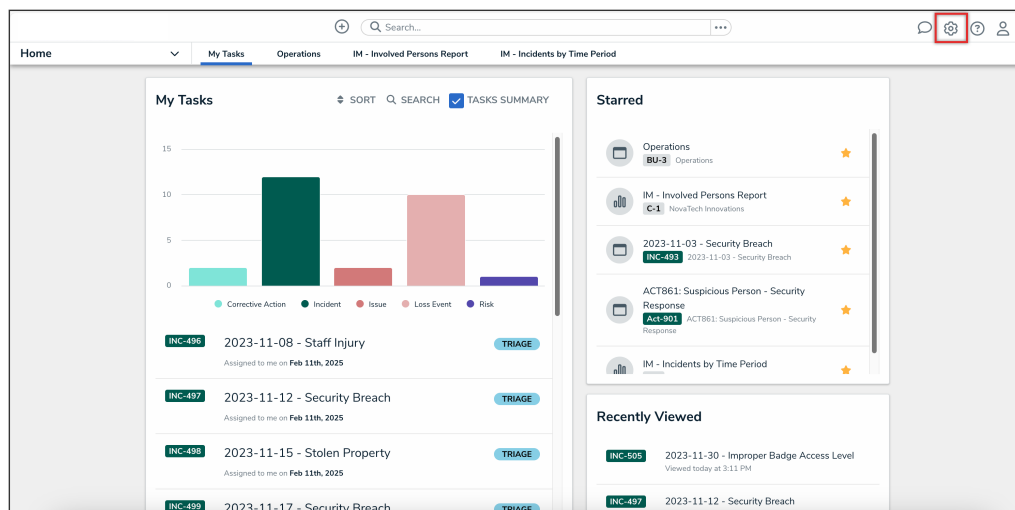
Required Information/Setup

Please refer to the [Portal URL Overview article](#) to learn more about using a Portal URL.

Please refer to the [Create a Portal URL article](#) for more information on creating a new Portal URL.

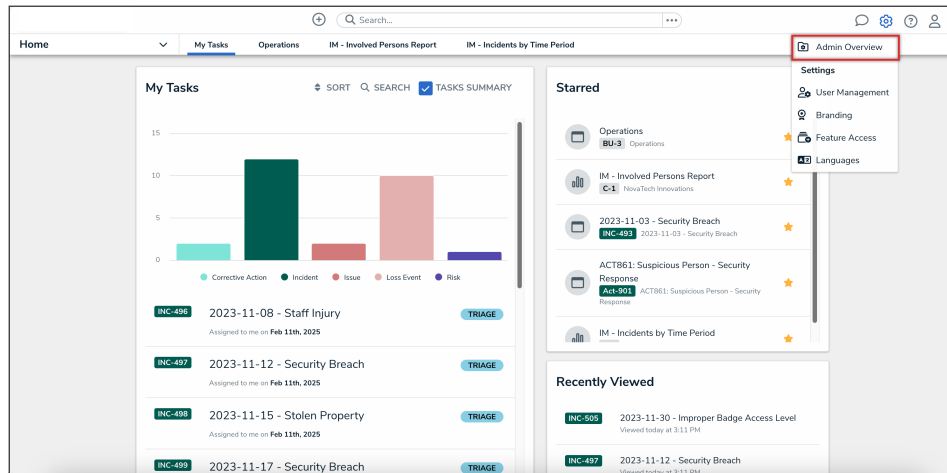
Navigation

1. From the **Home** screen, click the **Administration** icon.



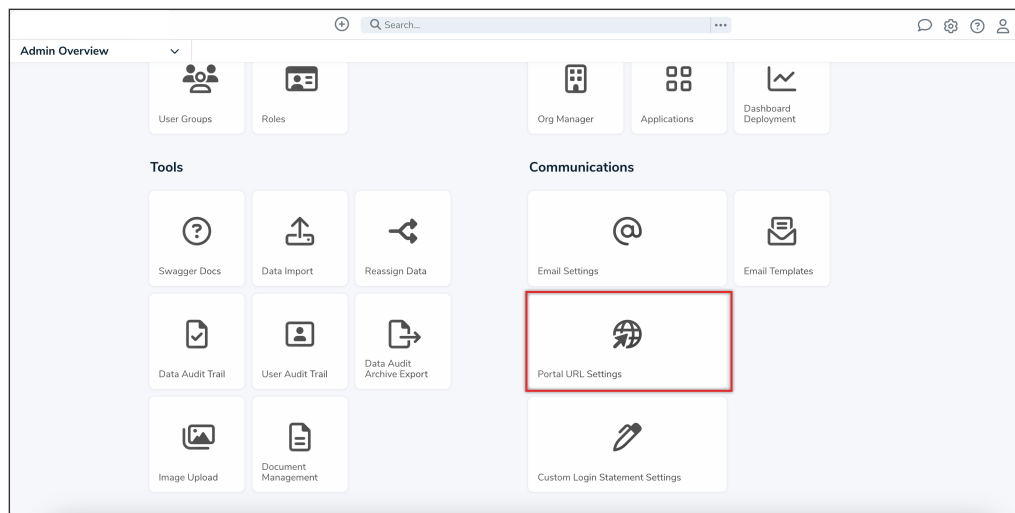
Administration Icon

2. From the Administrator settings menu, click the **Admin Overview** link.



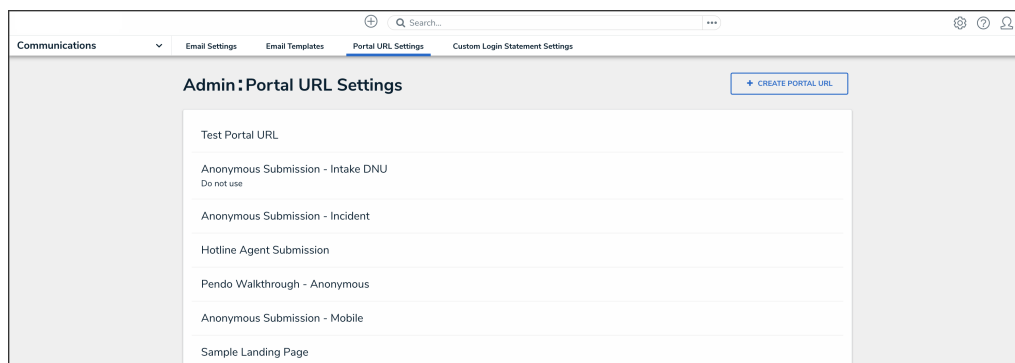
Administrator Settings Menu

- From the **Admin Overview** screen, click the **Portal URL Settings** tile under the **Communications** section.



Portal URL Settings Tile

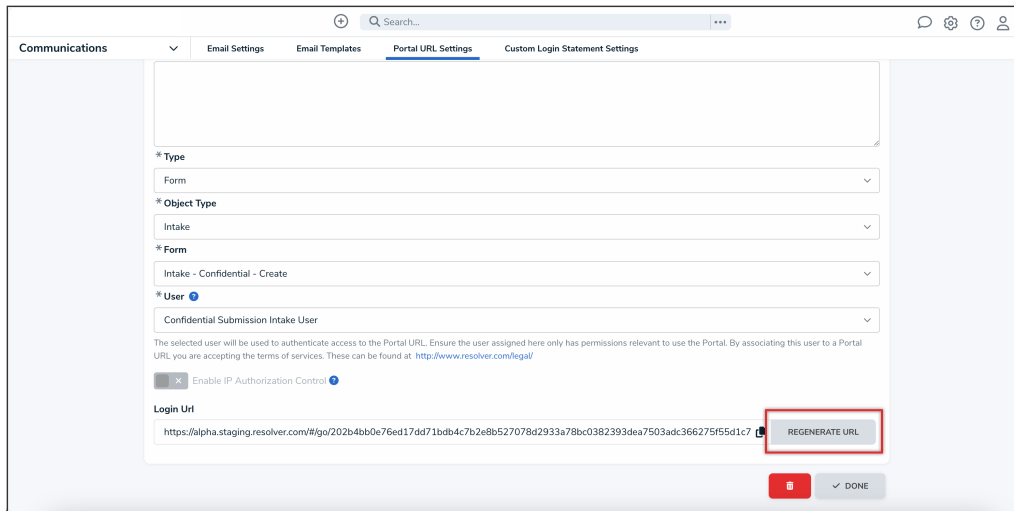
- From the list on the **Portal URL Settings** screen, click the name of the Portal URL that you want regenerate.



Portal URL Name

Generating a New Portal URL

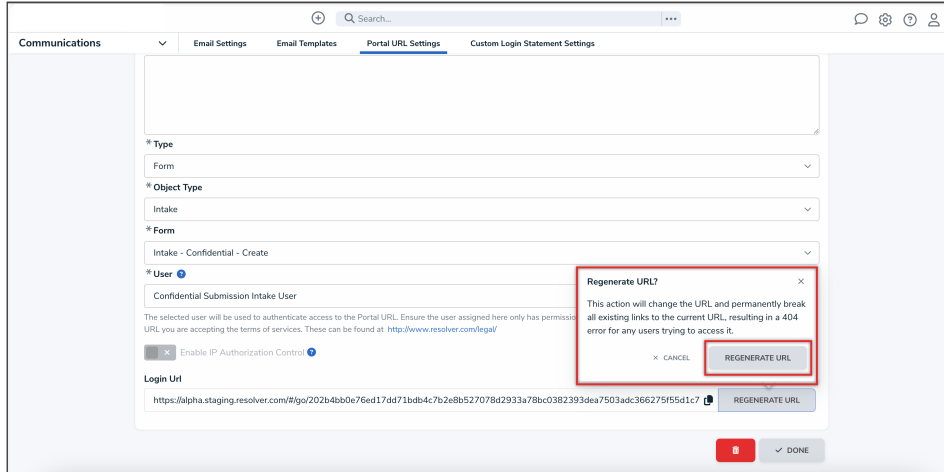
1. From the **Edit Portal URL** screen, click the **Regenerate URL** button from the Login URL field to create a new Login URL.



The screenshot shows the 'Edit Portal URL' screen in the Resolver interface. The 'Portal URL Settings' tab is active. The 'Login Url' field contains a long URL. A red box highlights the 'REGENERATE URL' button next to the URL field.

Regenerate URL Button

2. From the **Regenerate URL?** pop-up, click the **Regenerate URL** button to confirm.



The screenshot shows the 'Regenerate URL?' pop-up dialog. The dialog asks for confirmation to regenerate the URL, warning that existing links will be broken. A red box highlights the 'REGENERATE URL' button.

Regenerate URL? Pop-Up

3. Click the **Copy** icon to copy the Login URL.

Communications

Email Settings Email Templates **Portal URL Settings** Custom Login Statement Settings

* Type
Form

* Object Type
Intake

* Form
Intake - Confidential - Create

* User
Confidential Submission Intake User

The selected user will be used to authenticate access to the Portal URL. Ensure the user assigned here only has permissions relevant to use the Portal. By associating this user to a Portal URL you are accepting the terms of services. These can be found at <http://www.resolver.com/legal/>

☐ Enable IP Authorization Control

Login Url
<https://alpha.staging.resolver.com/#/go/202b4bb0e76ed17dd71bdb4c7b2e8b527078d2933a78bc0382393dea7503adc366275f55d1c7>  REGENERATE URL

 ✓ DONE

Copy Icon

4. Paste the **Login URL** in an email or document to send to a Submitter.



Note:

You must generate a new Login URL if you edit any field on the **Edit Portal URL** screen.