

I am trying to access the UCP, my Valida is not working.

Who can help me ?



UCP: We're here to help!

Please use the guide below to direct you to the exact steps you need to take.



For your information

This guide is here to support you if you encounter any problems when accessing the UCP from the Valida client.

Seeing an error message?

There are 5 common error messages you may see on your Valida client. These are shown to the right with the steps to resolve.

Still need help?

You can view our full troubleshooting guide [here](#) or contact the UCP Helpdesk Team [here](#).



If you are seeing...



Please contact...

For further support...

"Smart card not registered. Please contact your practice manager."

→ [UCP Team](#)

"Unable to Access Clinical Software"

→ Follow the guide: [UCP.onelondon.online/resources](https://ucp.onelondon.online/resources)

"Activate New Partner Product"

→ Follow the guide: [UCP.onelondon.online/resources](https://ucp.onelondon.online/resources)

"Could not start Http server on port 8086 Error"

→ Continue as normal, this should not impact Valida performance.

Stuck on "Retrieving data from clinical software"

→ [UCP Team](#)

Call the UCP Team

9am - 5pm
[020 3880 0285](tel:02038800285)