

## Registration and Login Queries - let's get you online

Are you stuck at one of the steps in the registration or login process? Then please read on to find answers to some frequently asked questions on the processes to help get you logged in to your account.

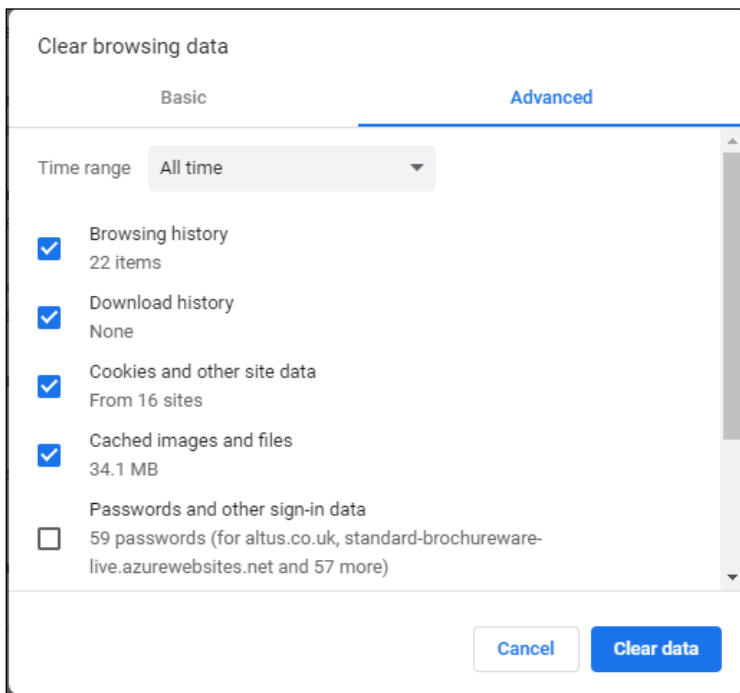
### I can't register and need help

There are just 4 simple steps to complete in the registration process to give you access to view your personal pension information, send requests to the administration team, and make changes to your personal details.

- 1) *When I click on 'Don't have account? Register' on the Welcome screen, the page loads but I am then returned to the Welcome screen.*

This sounds like you may need to clear your internet browsing history as some items from previous website sessions may have been cached (or 'temporarily stored'). Detailed below is the process to clear your browsing data on Google Chrome however the process is similar on other internet browsers such as Microsoft Edge, Safari etc.

- On your website page, click on the 3 dots on the top right-hand side of the page or on your keyboard press Ctrl Shift and Delete at the one time. This should bring up the below screen. You don't need to clear any saved passwords, only your Browsing History, Download History, Cookies and Cached Images:



- Once your browsing data has cleared, please fully close your internet browser then open the website in a new internet browser. This should reset your browser and remove any cached data so you can retry the forgotten password process again.

- 2) *Why do I get an error message after I enter my personal details on the first page of registration and click Submit?*

This could be due to several reasons:

- Please ensure you are trying to access the correct website.

- Please ensure you have entered your surname, date of birth and National Insurance Number correctly:
  - NI Number must be entered with no spaces, 9 characters in length and in upper case.
  - If you have or had a temporary NI Number when you were in the scheme, you will be unable to use this to register. You will need to provide the scheme administrators with evidence of your NI Number.
- Please ensure you have entered your phone number in the correct format. Your phone number should have no spaces and start with a '+' followed by your country dial code and phone number, omitting the first zero e.g., a UK mobile would be in the format +447123456789.
- Please ensure you enter your email address in the correct format. Email addresses must end in .com or .co.uk for example. You cannot use an email address already in use by another member in the scheme.
- Please ensure you have selected your preferred method of contact (by email or by letter).
- If you are sure you have entered all details correctly, please clear your browser history as per query 1 and re-try entering and submitting your details after 30 minutes of your initial attempt.
- If the error persists, please contact the administration team for assistance (you can find their details in the *Contact us* section of the site).

3) *Why do I get an error message when I create a username and password to access my account on the second page of registration?*

- Are you entering your username and password in the required format?
  - For the password to meet security, it must be at least 9 characters, include both upper- and lower-case letters and at least one number and one special character or symbol. The special characters that can be used are ! £ \$ % ^ & \* - \_ = + @ # ~ . ?
  - Please ensure the retyped password matches.
  - For the username to meet security, it must be at least 8 characters and can include upper- and lower-case letters, numbers, or symbols.
  - Please ensure the retyped username matches.
- The phone number you provided in the first page of registration may not be valid and the SMS provider is unable to send the One Time Code.
- If the error persists, please contact the administration team for assistance (you can find their details in the *Contact us* section of the site).

4) *Why have I not received my One Time Code to enter in the third page of registration?*

- If you have not received a text message after a few minutes, please select "No" in the box 'Have you received your One Time Code?' to generate a new one.
- If you are still not receiving the One Time Code, are you checking the mobile/landline phone you used as your contact number to register? If so, then please contact the administration team to find out why the code is not being received.

5) *I have entered my One Time Code but get an error message and unable to proceed*

- Please ensure you enter your One Time Code within 30 minutes of entering this stage in the process
- Please ensure you have entered the One Time Code correctly. If unsure, please try inputting this again. If the error persists, please contact the administration team for assistance.

6) *I have only partially completed the registration process as I closed my internet browser part way through the process and want to resume from where I left off*

Please ensure you complete the registration process within the one web session. If you leave part way through the process you will need to start from the beginning. Also, you should wait 30 minutes after your first attempt before trying again.

## I can't login and need help

There are just 2 simple steps to log you in to your account – 1. enter username and password and 2. enter a One Time Code.

7) *Why do I get an error message when I enter my username and password and click Sign in on the login screen?*

- Please ensure you are trying to access the correct website.
- Please ensure you enter the username and password you created on registration for your account in the exact same format.
- If you are not sure you are entering the correct login details, please go down the *Forgotten Password* route. You will need to know your username to reset your password. If you are unsure of your username, please contact the administration team who can confirm this to you providing you answer security questions correctly.
- If the error persists, please contact the administration team for assistance (you can find their details in the *Contact us* section of the site), it could be you have blocked your access by inputting incorrect login details.

8) *Why have I not received my One Time Code to enter in the second page of login?*

- If you have not received a text message after a few minutes, please select "No" in the box *'Have you received your One Time Code?'* to generate a new one.
- If you are still not receiving the One Time Code, are you checking the mobile/landline phone you used as your contact number to register? If so, then please contact the administration team to find out why the code is not being received.

9) *I have entered my One Time Code but get an error message and unable to proceed*

- Please ensure you enter your One Time Code within 30 minutes. The login process must be completed within the one web session so please do not close your web browser part way through the process. If you do, you will need to wait 30 minutes to try logging in again.
- Please ensure you have entered the One Time Code correctly. If unsure, please try inputting this again. If the error persists, please contact the administration team for assistance (you can find their details in the *Contact us* section of the site).

Thank you for your interest in your account. We hope you find this guide helpful however our administration team are available to assist you with any queries to get you online. They can be contacted Monday to Friday between the hours of 9am and 5pm (see the *Contact us* section of the site).