



MY NILGOSC PENSION *ONLINE*

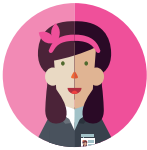


REGISTRATION GUIDE

WHAT CAN I DO?

That depends on whether you are an **active contributing member**, **deferred member (left the Scheme but not yet receiving your pension)** or **pensioner member**.

View and update your personal information and contact details	● ● ●
Make or alter your Expression of Wish – Death Grant nomination, so your family are taken care of should anything happen to you	● ● ●
View reports that show how much your pension is currently worth	● ●
Estimate your pension's value upon retirement	● ●
Check your membership history	● ●
View payslips and most recent P60	●
Check and update your bank details	●



● ACTIVE



● DEFERRED



● PENSIONER

How can I access *My NILGOSC Pension Online*?

Path A

"I have received an Activation Key from NILGOSC. What do I do now?"

"I do not yet have an Activation Key. How can I access my *My NILGOSC Pension Online* record?"

Path B

Complete Your Registration

Path A

"I have received my Activation Key from NILGOSC. What do I do now?"

Start the process by visiting the NILGOSC website and selecting the **My NILGOSC Pension *Online*** link.

Visit
<https://www.nilgosc.org.uk>

You will have received your Activation Key either by post, or by email if you have an email address registered with NILGOSC.

If you have not yet received an Activation Key from NILGOSC see

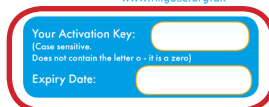
Path B



Pensions Administration
Templeton House
411 Hollywood Road
Belfast BT4 2LP
T: 0345 3197 325
F: 0345 3197 321
E: info@nilgosc.org.uk

www.nilgosc.org.uk

Mr A N Other
411 Other Road
Other Street
Other County
BT40 2LP



Reference: 012345

Date: ..th November 2018

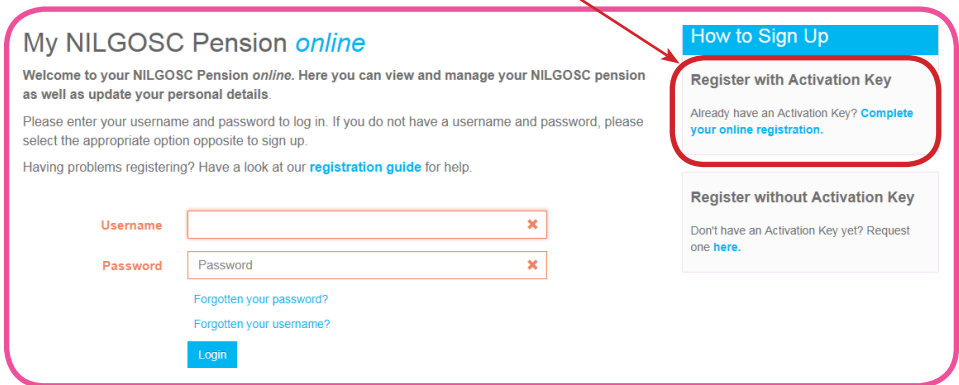
Dear Mr Other,

Keeping up to date with your NILGOSC pension has just become much easier with the launch of our new, secure online portal, **My NILGOSC Pension *Online***. This new portal will allow you to:

- Update contact information and contact details
- See how much your pension is worth
- Check how much your pension could be worth when you retire
- Change your Expression of Wish Death Grant nomination
- Check your membership history and contribution rate
- Access Scheme documentation

Path A - Continued

To proceed click on the 'Complete your online registration' link.



My NILGOSC Pension *online*

Welcome to your NILGOSC Pension *online*. Here you can view and manage your NILGOSC pension as well as update your personal details.

Please enter your username and password to log in. If you do not have a username and password, please select the appropriate option opposite to sign up.

Having problems registering? Have a look at our [registration guide](#) for help.

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

How to Sign Up

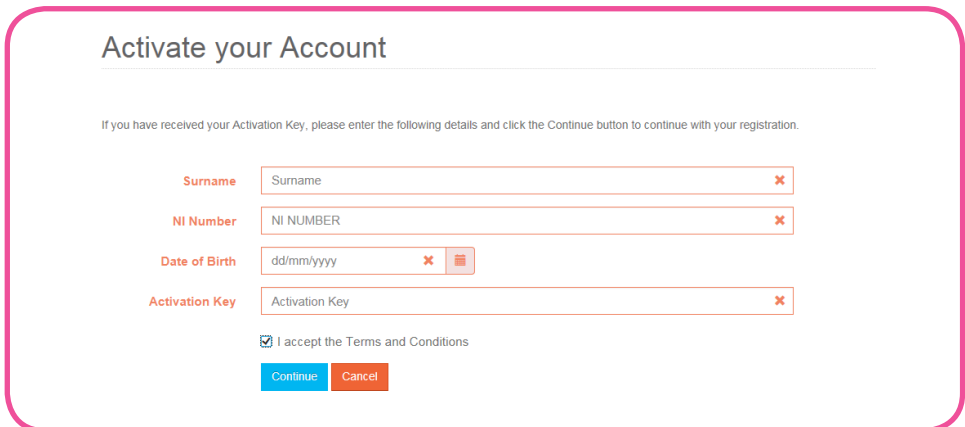
Register with Activation Key

Already have an Activation Key? [Complete your online registration.](#)

Register without Activation Key

Don't have an Activation Key yet? Request one [here.](#)

You will then be prompted to input your Surname, National Insurance Number, Date of Birth and Activation Key in order to activate your account.



Activate your Account

If you have received your Activation Key, please enter the following details and click the Continue button to continue with your registration.

Surname

NI Number

Date of Birth

Activation Key

I accept the Terms and Conditions

NOTE: Activation Codes are case sensitive.

You should read the Terms and Conditions and note that you accept them before selecting **Continue**.

You can now proceed to **Stage 2 - Complete Your Registration**.

Request an Activation Key

Members can initiate the registration process by selecting 'Request one [here](#)'.

My NILGOSC Pension *online*

Welcome to your NILGOSC Pension *online*. Here you can view and manage your NILGOSC pension as well as update your personal details.

Please enter your username and password to log in. If you do not have a username and password, please select the appropriate option opposite to sign up.

Having problems registering? Have a look at our [registration guide](#) for help.

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

How to Sign Up

Register with Activation Key

Already have an Activation Key? [Complete your online registration.](#)

Register without Activation Key

Don't have an Activation Key yet? Request one [here](#).

Complete the sign up screen with:

- Surname
- National Insurance Number
- Date of Birth
- Email Address

When this is complete click

Sign Up

To request an Activation Key, complete the form below and click the Sign Up button

If the email address provided is already held on record, your Activation Key will be issued automatically by email. If not, the Activation Key will be sent to your postal address within 3-5 working days. If you do not receive your Activation Key, please contact the NILGOSC Administration Team on 0345 3197 325.

Surname

NI Number

Date of Birth

Email Address

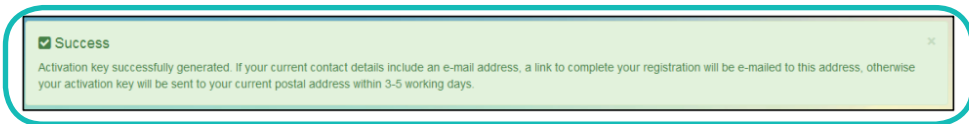
I accept the Terms and Conditions

You should read the Terms and Conditions and note that you accept them before selecting **Continue**

NOTE: You must complete all fields otherwise the field will remain red and will not allow you to proceed with the 'Sign Up' button.

Path B

When you click 'Sign Up' the Surname, National Insurance Number and Date of Birth you provide are checked against the information held in our records. If the information is correct a notification is displayed informing you that the application has been successful.



What happens if NILGOSC has a record of my email address?

If the email address you provided at 'Sign Up' **CAN** be verified with an email address held on records, an email will be sent to this address, containing a link to complete registration as follows:

To: Joe Bloggs <Joe.Bloggs@email.com>
Subject: My NILGOSC Pension online: Sign Up

You have successfully signed up to My NILGOSC Pension online. Please use the following link to complete the registration process:

<http://members.nilgosc.org.uk/mss/service/register/registration?guid=77b35be260af42918acea12c109e0ded>

If you have any queries, please contact NILGOSC on 0345 3197 325.

NOTE: This email may go into your junk or spam folder. The activation link in this email will expire after 30 days.

What happens if NILGOSC do not hold my email address?

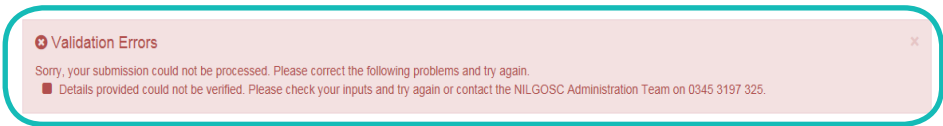
If the email address you have provided at 'Sign Up' **CANNOT** be verified with an email address we hold on your record, a **letter** will be sent to your postal address containing your Activation Key within 3-5 working days.

When you receive your Activation Key please follow the process outlined in

Path
A

What happens if I provide the wrong information?

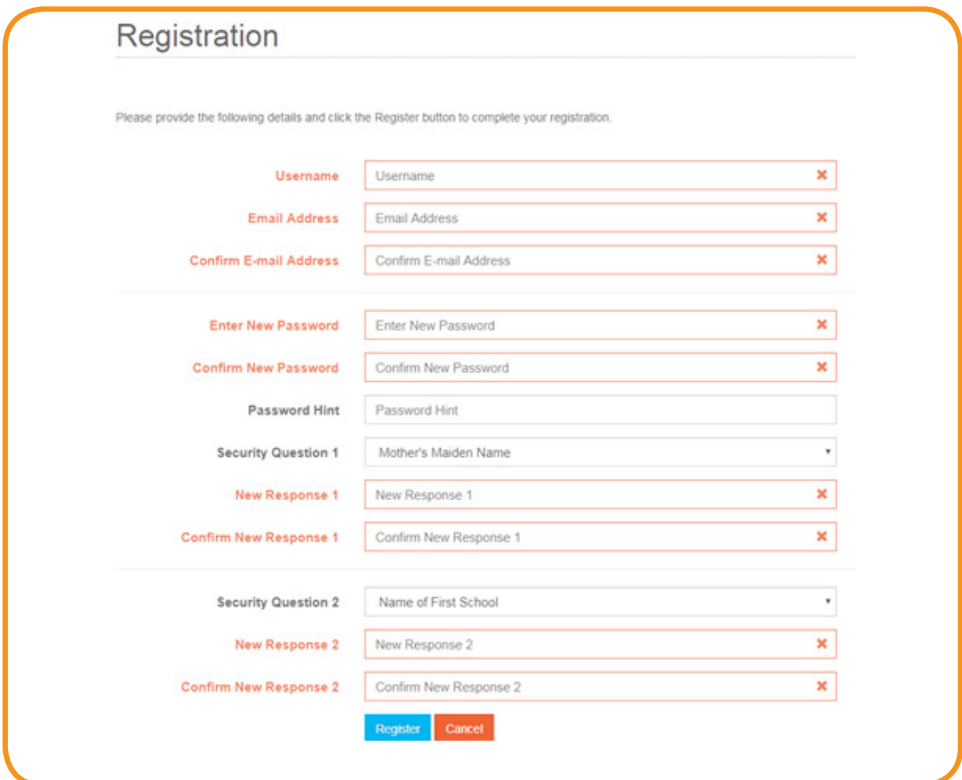
If the **Surname**, **NI Number** and **Date of Birth** information you have entered cannot be validated, the below error notification will appear.



- If this occurs please check that you are inputting these details correctly.
- If you have checked that your inputs are correct and this error notification continues to appear, please contact one of our pension administrators on 0345 3197 325, to ensure we have your correct details.

Complete the Registration Process

Once you have activated your account with the Activation Key or have followed the link sent to you via email you will be prompted to complete the Registration process.



A screenshot of a registration form titled 'Registration'. The form is enclosed in a rounded rectangle with an orange border. At the top, the title 'Registration' is displayed. Below the title, there is a horizontal line and a message: 'Please provide the following details and click the Register button to complete your registration.' The form contains several input fields, each with a label on the left and a text box on the right. The labels and their corresponding text boxes are: 'Username' (Username), 'Email Address' (Email Address), 'Confirm E-mail Address' (Confirm E-mail Address), 'Enter New Password' (Enter New Password), 'Confirm New Password' (Confirm New Password), 'Password Hint' (Password Hint), 'Security Question 1' (Mother's Maiden Name), 'New Response 1' (New Response 1), 'Confirm New Response 1' (Confirm New Response 1), 'Security Question 2' (Name of First School), 'New Response 2' (New Response 2), and 'Confirm New Response 2' (Confirm New Response 2). Each text box has a small red 'x' icon in the top right corner. At the bottom of the form, there are two buttons: 'Register' (blue) and 'Cancel' (red).

Complete the Registration Process

In order to complete the registration process you will be prompted to supply the following:

Username

You must choose a valid username. The default format for a valid username is as follows:

- It must start with a letter or a number. The letter can be upper or lower case.
- Apart from the first character it can contain any letter or number.
- It must not contain any special characters
- It must not contain spaces.
- It must be between 8 and 30 characters in length.

Example: Username1 or JoeBloggs1

Email Address

You must enter a valid email address.

We strongly recommend the use of personal email address and avoid using work email addresses.

This email address will replace any previous email address held on your record.

Password

You must choose a valid password. A valid password must:

- Contain at least one uppercase and one numeric value.
- Not contain spaces.
- Be between 8 and 12 characters in length.

Security Questions and Responses

You can select security questions from the drop-down list. Then you must provide a corresponding response.

Responses to security questions are case sensitive. Therefore case must be consistent for responses provided on this registration screen and those provided when subsequently logging on.

Once you have entered all required information, in line with the validation criteria, and submit the page by clicking the 'Register' button, you will receive a 'Success' confirmation message and you will now be able to login.

Success

Your new Member Self-Service account has been created and you may now log in.