

My NiLGOSC Pension Online Registration Guide



My NILGOSC Pension Online Features

What can I do?

The features of My NILGOSC Pension Online will depend on your membership within the scheme, this may be:

- **active** contributing member.
- **deferred** member (no longer contributing to the Scheme but not yet receiving your pension).
- **pensioner** member.

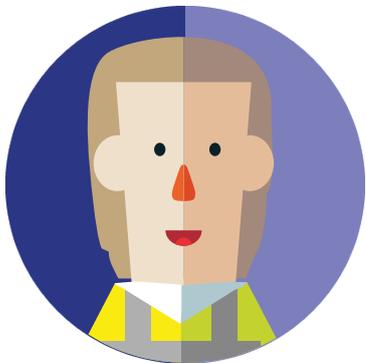
| Feature | Active | Deferred | Pensioner |
|--|--------|----------|-----------|
| View and update your personal information and contact details | ✓ | ✓ | ✓ |
| Make or alter your Expression of Wish – Death Grant nomination, so your family are taken care of should anything happen to you | ✓ | ✓ | ✓ |
| Upload important documents | ✓ | ✓ | ✓ |
| View reports that show how much your pension is currently worth | ✓ | ✓ | n/a |
| Estimate your pension's value upon retirement | ✓ | ✓ | n/a |
| Check your membership history | ✓ | ✓ | n/a |
| View your annual Pension Benefit Statement | ✓ | ✓ | n/a |
| Request payment of your pension benefits if you are over 55 | n/a | ✓ | n/a |
| View payslips and most recent P60 | n/a | n/a | ✓ |
| Check and update your bank details | n/a | n/a | ✓ |

Accessing My NILGOSC Pension Online



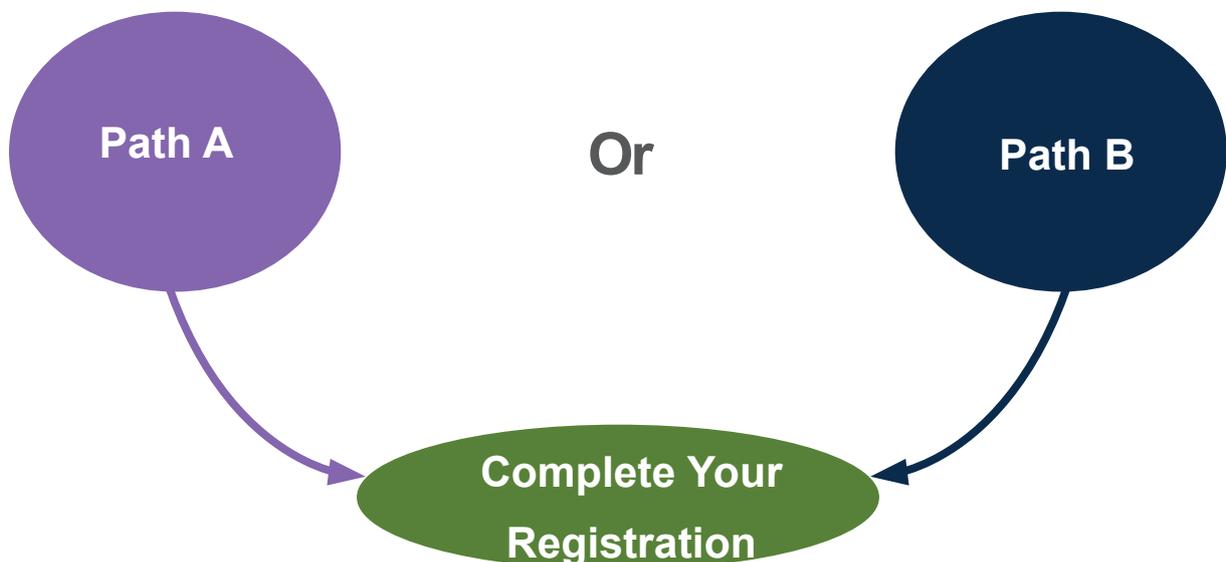
"I have received an Activation Key from NILGOSC. What do I do now?"

A member that **has** received an Activation Key from NILGOSC should follow the instructions for **Path A** on **Pages 4-5** of this guide.



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

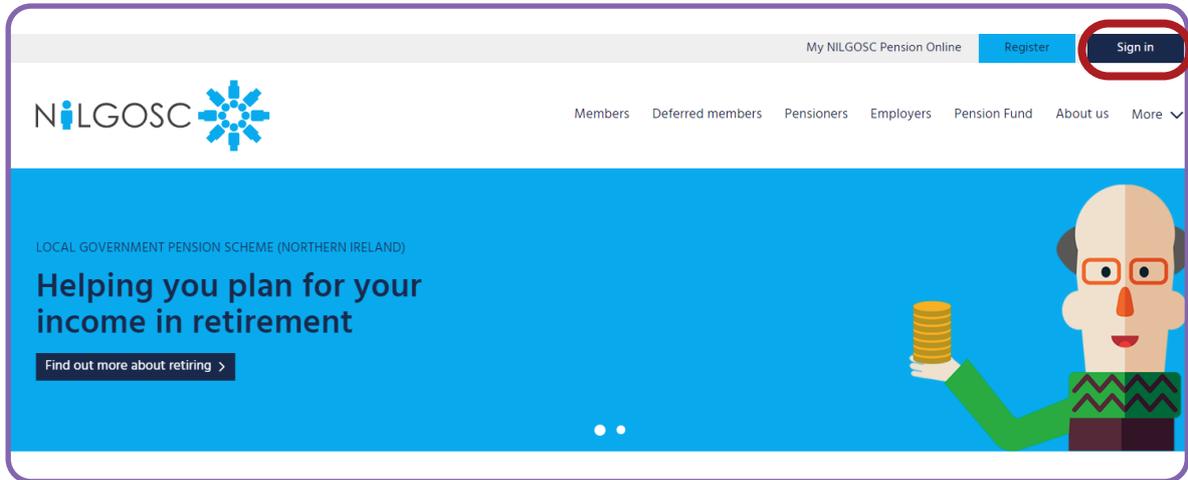
A member that **has not** yet received an Activation Key from NILGOSC should follow the instructions for **Path B** on **Pages 6-8** of this guide.



Path A - I have an Activation Key

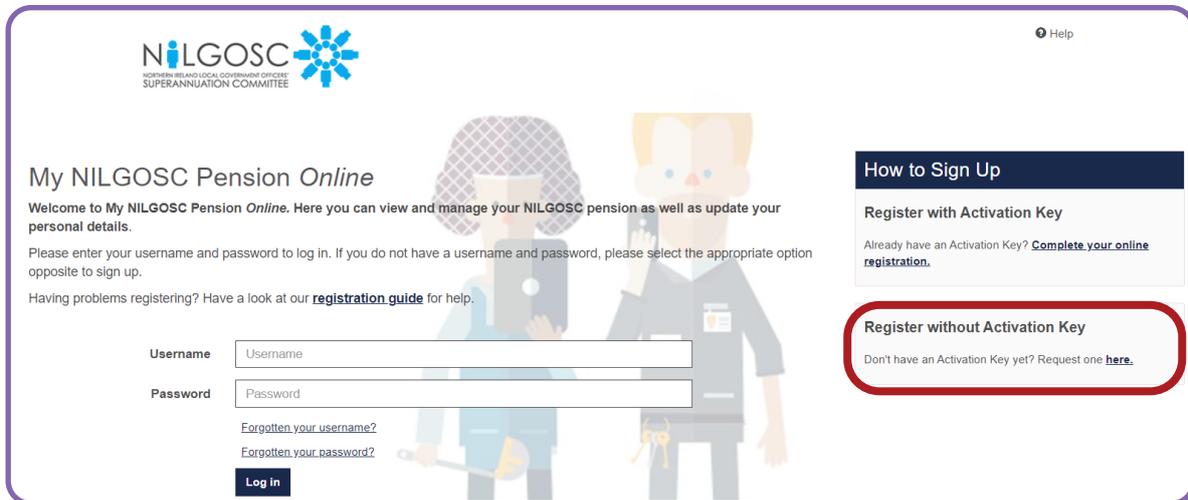
Step one

Visit www.nilgosc.org.uk and click the **My NILGOSC Pension Online - Sign in** link.



Step two

My NILGOSC Pension Online will open in your web browser. From here, click **Complete your online registration**.



Please Note:

You must have your Activation Key and National Insurance Number to hand. You will have received your Activation Key by post or email.

If you cannot locate your Activation Key, please follow the steps in Path B.

Path A - I have an Activation Key

Step three

Complete the form with 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 | <input type="text" value="Surname"/> |
| Nat. Ins. Number | <input type="text" value="NAT. INS. NUMBER"/> |
| Date of Birth | <input type="text" value="dd/mm/yyyy"/>  |
| Activation Key | <input type="text" value="Activation Key"/> |

Please Note:

Activation Keys are case sensitive.

All information must be entered correctly or you will receive an error message.

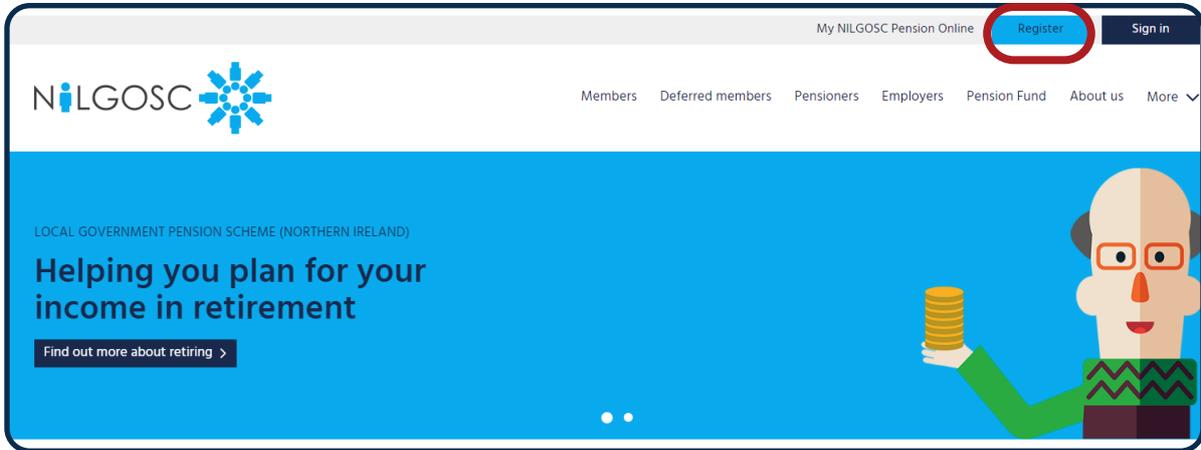
Once you have successfully completed this form, you can proceed to **Complete your Registration** on Pages 8-10.



Path B - Request an Activation Key

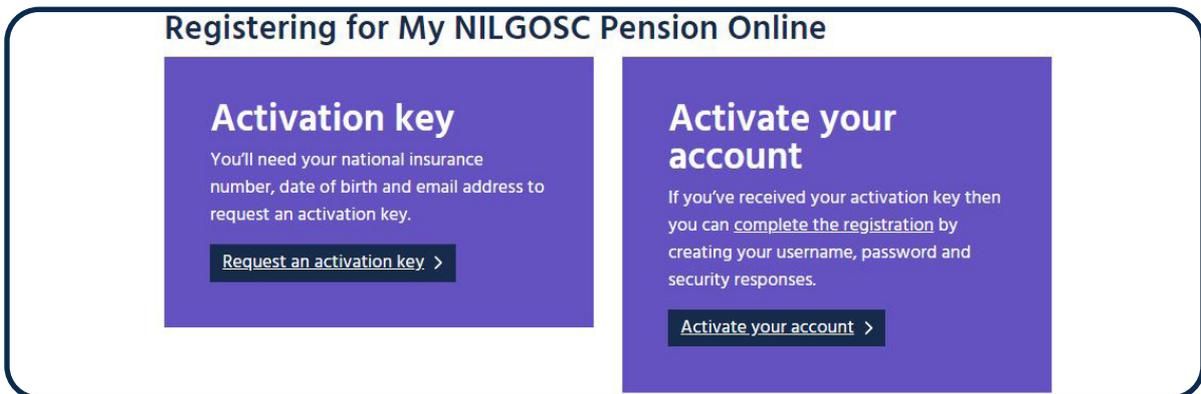
Step one

Visit www.nilgosc.org.uk and click the **My NILGOSC Pension Online - Register** link.



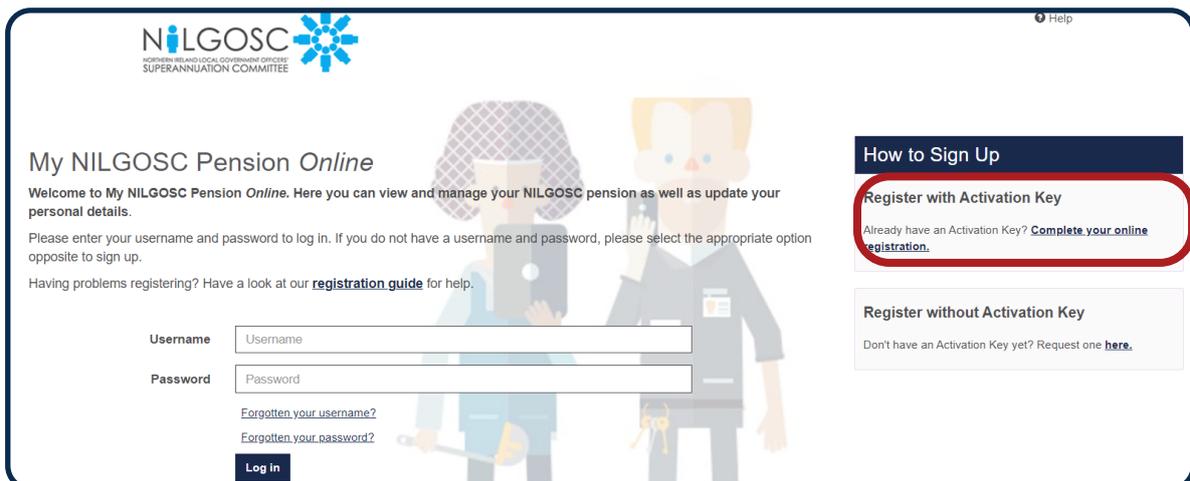
Step two

Click **Request an activation key**.



Step three

My NILGOSC Pension Online will open in your web browser. From here, click **Register without Activation Key**.



Path B - Request an Activation Key

Step four

Complete the form with your Surname, National Insurance Number, Date of Birth and Email address in order to activate your account.

Sign Up

To request an Activation Key, complete the form below and click the Sign Up button. If you already have an activation key, please proceed to [Register with an Activation Key](#).

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 the provided email address within two working days. If you do not receive your Activation Key, please contact the NILGOSC Administration Team on 0345 3197 325.

| | |
|------------------|---|
| Surname | <input type="text" value="Surname"/> |
| Nat. Ins. Number | <input type="text" value="NAT. INS. NUMBER"/> |
| Date of Birth | <input type="text" value="dd/mm/yyyy"/> |
| Email Address | <input type="text" value="Email Address"/> |

Please Note:

All information must be entered correctly or you will receive an error message.

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.

Success

Activation Key successfully generated. A link to complete your registration will be sent to your email address shortly. If you do not receive this email, check your junk/spam folder before contacting the NILGOSC Administration Team on 0345 3197 325.

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

Validation Errors

Sorry, your submission could not be processed. Please correct the following problems and try again.

- Details provided could not be verified. Please check your inputs and try again or contact the NILGOSC Administration Team on 0345 3197 325.

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.

Path B - Request an Activation Key

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 record, an email will be sent to this address, containing a link to complete registration.

Please 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 does 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 record, we will send you an email with your Activation Key within 2 working days.

When you receive your Activation Key, please follow the process outlined in [Path A](#).

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.

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

- Username
- Email Address
- Password
- Security Questions and Responses

Complete the Registration Process

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

We strongly recommend the use of personal email address, you should avoid using your work email address.

Password

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

- contain at least one upper case character and at least one lower case character,
- contain at least one symbol and at least one number,
- not contain spaces, and
- be at least 7 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 be logged in to your account.

Complete the Registration Process

The **Registration Form** is shown below.

Registration

Important – Paper-free communications
By registering, you are agreeing to receive communications from us online – even if you previously opted for post. At first we will provide you with Scheme-wide communications online via My NILGOSC Pension Online but gradually we will deliver more types of information in this way.

If you want to register for My NILGOSC Pension Online but prefer post, you must tell us the first time you login by going to the 'Your Details' tile and selecting the 'Edit' button at the bottom of the page. You need to choose post as your communication preference and then click 'Submit'.

Please provide the following details and click the Register button to complete your registration.

| | |
|------------------------------|---|
| Username | <input type="text" value="Username"/> |
| Email Address | <input type="text" value="Email Address"/> |
| Confirm Email Address | <input type="text" value="Confirm Email Address"/> |
| Enter New Password | <input type="password" value="Enter New Password"/> |
| Confirm New Password | <input type="password" value="Confirm New Password"/> |
| Security Question 1 | <input type="text" value="Mother's Maiden Name"/> |
| Answer 1 | <input type="text" value="Answer 1"/> |
| Confirm Answer 1 | <input type="text" value="Confirm Answer 1"/> |
| Security Question 2 | <input type="text" value="Mother's Maiden Name"/> |
| Answer 2 | <input type="text" value="Answer 2"/> |
| Confirm Answer 2 | <input type="text" value="Confirm Answer 2"/> |

I accept the [Terms and Conditions](#)

Once you click **Register**, you should get a message to say you have successfully logged in to My NILGOSC Pension Online.

Success x

Your My NILGOSC Pension Online account has been created and you are now logged in.