

My NILGOSC Pension Online – Registering without an Activation Key

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This video will show you how to register with our online pension facility, My NILGOSC Pension Online.

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If you have received a letter from NILGOSC with an activation key the process is slightly different,

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and we have a separate video to help you which you can find on our website.

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To begin registration, navigate to our website and click on the register button in the top right-hand corner,

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on mobile devices you may need to expand the menu to find this option.

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From this page click request an activation key

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This will take you to the sign-up page.

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Once on the sign-up page you will be asked to enter: your name, your National Insurance number, your date of birth, and your email address.

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The data you enter will be matched against your pension record.

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If the surname, National Insurance number or date of birth do not exactly match our records, you will receive an error –

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please check the details and if they are correct then please contact our office.

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If the date of birth, National Insurance number and surname do match but the email address does not,

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we will require two working days to validate your details and issue an activation link to the email address that you have provided once we are confident of your identity.

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If all the details match, the activation link will be issued shortly.

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You will receive the activation link, from noreply@nilgosc.org.uk, that will bring you to the registration page.

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This link will expire after 24 hours.

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Enter a username that you will remember, including any capital letters or numbers.

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When entering your email address here we strongly recommend using a personal email address instead of a work email address.

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This email address does not have to be the same one you used on the sign-up page.

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Take extra care when setting your password,

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it must be at least 7 characters in length and include at least one lower case and one upper case character,

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at least one digit and at least one symbol.

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If you click on the eye symbol it will unmask the passwords you have typed making it easier to check you have typed it correctly in both boxes.

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You need to select two security questions from the drop-down lists, making sure to duplicate the answer to each question exactly.

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You can read the Terms and Conditions [here](#), and then tick the box to confirm you accept them.

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Then click register.

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At this point your identity has been verified so any further any errors are likely to be validation errors

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you may wish to try typing your answers again or try a different browser.

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The link will still be valid.

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If you have successfully registered, you will automatically be logged in to your online record.

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If in the future you forget your login details, you will find a 'forgotten your password' and 'forgotten your username' facility on this page.

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Thanks for watching.