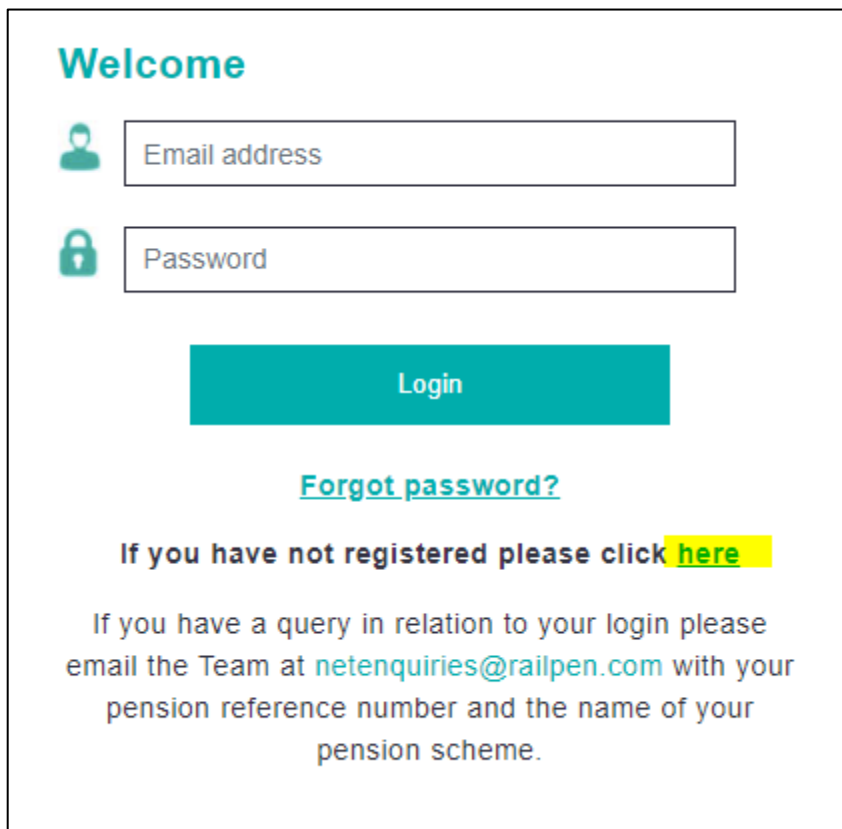# STEP-BY-STEP GUIDE TO REGISTERING AND LOGGING IN TO YOUR ONLINE ACCOUNT

REGISTERING FOR YOUR ACCOUNT

Once you are on the login screen, click the link to register, which is highlighted below.

On the next screen, enter your details ensuring there are <u>no</u> spaces in the National Insurance number and date of birth fields (**see the example below**). If any of the fields are pre-populated with information, please delete that and retype your own information. You will also need to input your **personal activation code** that we previously provided. If you are unable to find your personal activation code please contact NetEnquiries@railpen.com or telephone xxxx.

If your National Insurance number and date of birth don't match the details held in our records, you will not be able to register.

To complete your registration, please fill in the required fields below.

Activation code

Date of birth DD/MM/YYYY 📅

National insurance number

Email address

Confirm email address

☐ I have read and agree to the terms & conditions and cookie policy

Password

Confirm password

Memorable passphrase

Confirm memorable passphrase

☐ I'm not a robot reCAPTCHA Privacy - Terms

Register

Your password

When you type your password, it <u>must</u> be at least 10 characters long and <u>must</u> contain at least one of each of the following:

- a capital letter (e.g. F)
- a lowercase letter (e.g. h)
- a digit (e.g. 3)
- a non-alpha numeric character (e.g. @)

The password should <u>not</u> contain spaces.

The password should <u>not</u> contain more than 2 identical or sequential characters in a row (e.g. 111).
For example: Coventry1/

This password meets the criteria but is an example only. To keep your password secure, you should not use this as your password.

Tip: you will see an icon at the end of the password box (as highlighted below). If you click this icon, it will show the password you have typed. However, if you are using a Mac, iPad or iPhone, this option isn't available.

Your memorable passphrase

The next step is to type your memorable passphrase. The memorable passphrase <u>must</u> be at least 10 characters long and <u>must</u> contain at least one of each of the following:

- a capital letter (e.g. F)
- a lowercase letter (e.g. h)
- a digit (e.g. 3)
- a non-alpha numeric character (e.g. @)

The password should <u>not</u> contain spaces.
The memorable phrase should <u>not</u> contain more than 2 identical or sequential characters in a row (e.g. 111).

> **For example:**   **Coventry2/**

This memorable phrase meets the criteria but is an example only. To keep your details secure, you should not use this as your memorable phrase.

When you have entered all your details, please make sure you have ticked the boxes next to "I have read and agree to the terms & conditions and cookie policy" and "I'm not a robot". The page should look similar to the below.

PLEASE TAKE THIS TIME TO ENSURE ALL YOUR DETAILS ARE CORRECT.

Please also make an extra note of your memorable passphrase. You will be asked for certain characters when you go to log in.

Confirming your registration

Once you're happy your details are correct, select "Register". If you have followed the instructions correctly, you will receive the message below.

Confirmation

An email has been sent to your email address. Please follow the instructions in the email to complete the registration process.

OK

If this message doesn't appear, you will receive a message in red stating something has gone wrong. The password you have typed in the box will be deleted and you will need to type it again.

If you received the confirmation message above, an email will be sent to the email address you provided. An example is shown below. If the email is not in your inbox, please check your spam/junk folder.

Dear MR Test

Your account is now ready to use. Please use the following link to complete the registration process.

Complete the registration process

Please note this link will expire after 60 minutes. If it does expire you will need to log back in and update your email address again.

If you did not request this change please contact the Pensions Team on 02476 472544 or email netenquiries@railpen.com.

Kind regards,
The Pensions Team

If the email has appeared in your spam/junk inbox, you will need to move it into your inbox as the link may not work otherwise.

When you click the link, it should take you to a webpage, as shown below. Please select the "click here" link.
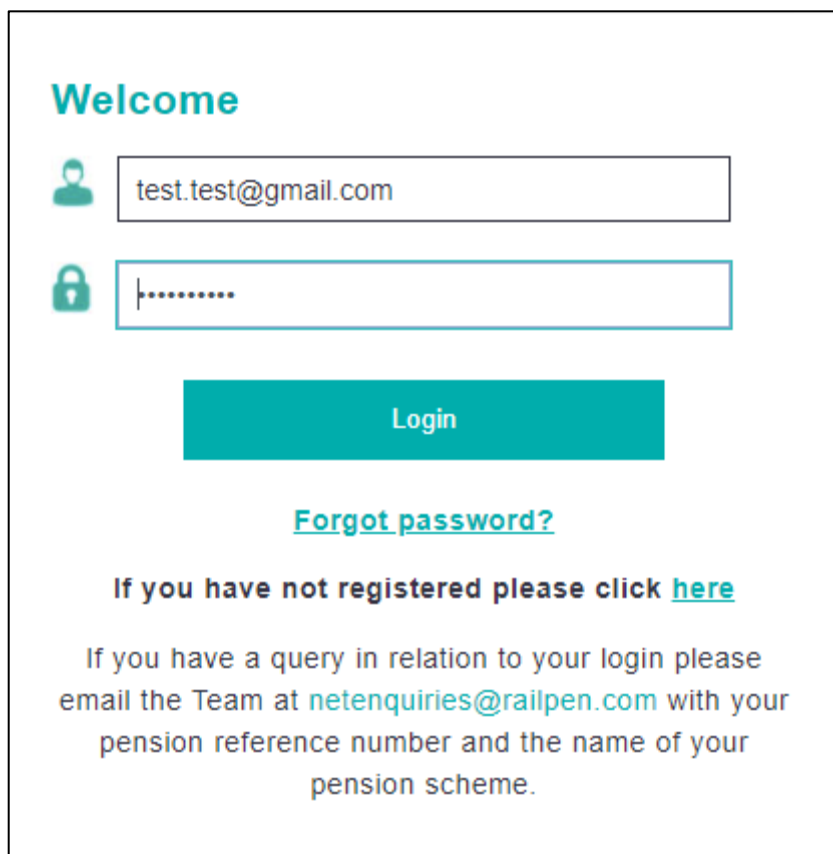
Email verified

Please click here to go to Login page

LOGGING INTO YOUR ACCOUNT

Your username (email address) and password

You should now see the login screen. Please make sure you delete any pre-populated information. You can then type the email you registered with into the email box and the password you registered with into the password box. Once you are finished, it should look like the screen shown below.

Select "Login".

Your memorable passphrase

You will then the see a page asking for characters from your memorable passphrase. In the example shown below it asks for the 8th, 9th and 10th characters.

Please enter the relevant characters from your memorable passphrase. Please be aware of the following:

- o   If the character in your memorable passphrase is an upper case letter, please enter it on this page as an upper case letter.
- o   When you enter your characters using a Mac, Tablet or Phone, the characters are defaulted as upper case so make sure it's changed to lowercase.

Confirm you are not a robot

Once you have entered your characters, tick the box next to "I'm not a robot" before you click "Continue". The page should look like the example below (the passphrase used in this example is Coventry2/).

Check you entered everything correctly and click "Continue". If you have entered your details correctly, you will be logged in.

If you enter your details incorrectly three times, your account will be locked. You should then email NetEnquiries@railpen.com for support.

If you have forgotten your password

If at any point you have forgotten your password and wish to access the site, you will need to click on the 'Forgotten your password' link on the login page. You will be asked to enter the email address you have used during the registration process. Once the email is verified, a reset password link will be sent to you via email. The link in the email will redirect you to a password reset page on the website which will allow you to reset your password and login immediately.

If you use an incorrect password on multiple occasions, your account will be locked. If locked, you will need to follow the 'Forgotten your password' link as outlined above.