

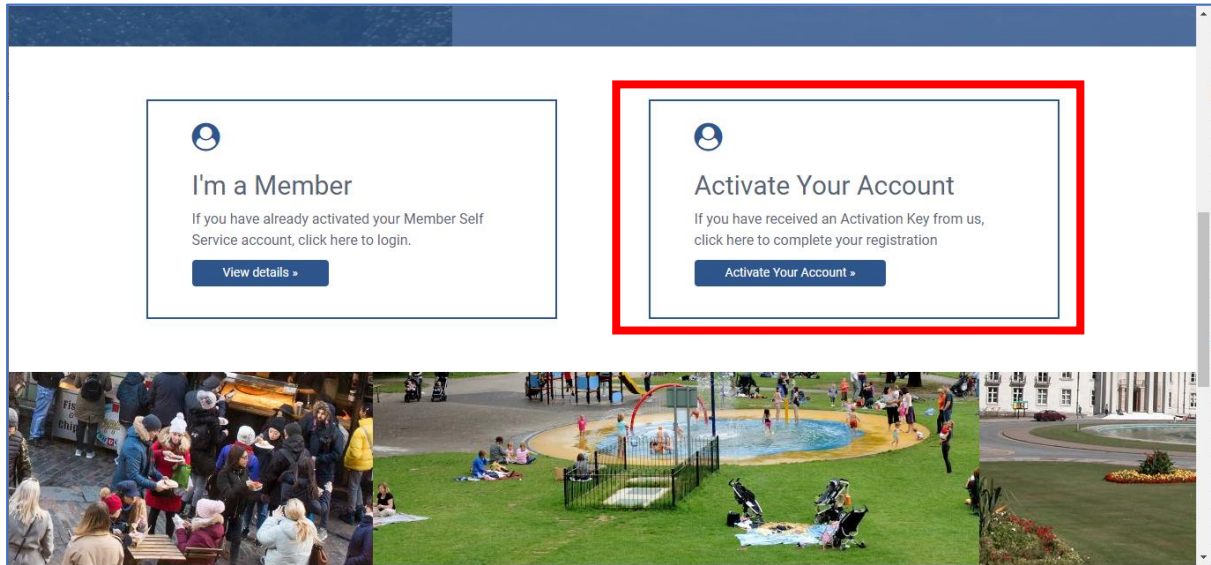
Activating Your Member Self Service Account

You can only activate your member self-service account if you have received an Activation Key.

Please note that your activation key is only valid for 30 days.

If you have received an Activation Key, navigate to the Member Self Service website. (hyperlink <https://mss.pensionssharedservice.org.uk/>)

Scroll down and click on 'Activate Your Account'



When prompted, enter the following information in the appropriate fields, and then click continue:

- Your Surname
- Your National Insurance Number
- Your Date of Birth
- Activation Key

Please take care when entering your activation key as it is case-sensitive. The personal information you enter on this screen must match the data we hold in our system for the activation process to be successful.

A screenshot of the 'Activate your Account' form on the Pensions Shared Service website. The header includes the logo 'Pensions Shared Service' and the text 'Camden • Merton • Richmond Waltham Forest • Wandsworth'. There are three buttons: 'Help', 'Home', and 'Login'. The main heading is 'Activate your Account'. Below it, there is a paragraph: 'If you have received your activation key, please enter the following details and click the Continue button to continue with your registration.' The form contains four input fields: 'Surname' with a placeholder 'Surname', 'NI Number' with a placeholder 'NI NUMBER', 'Date of Birth' with a placeholder 'dd/mm/yyyy' and a calendar icon, and 'Activation Key' with a placeholder 'Activation Key'. Each field has a red 'X' icon on the right. At the bottom, there are two buttons: 'Continue' (green) and 'Cancel' (red).

On the next screen, you will then be prompted to

- Enter your **personal** email address. This will be your username for accessing the Member Self Service website.
- Create a password for your Member Self Service account. This must have a mix of lower- and upper-case letters, numbers and special characters.
- Choose 2 security questions and set answers to these. Take care to remember whether you use upper- or lower-case letters in your answer.

Registration

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

Email Address	<input type="text" value="MyEmail@domain.com"/>
Confirm E-mail Address	<input type="text" value="MyEmail@domain.com"/>
Enter New Password	<input type="password" value="....."/>
Confirm New Password	<input type="password" value="....."/>
Password Hint	<input type="text" value="Clue"/>
Security Question 1	<input style="border-bottom: 1px solid #ccc;" type="text" value="Favourite Colour"/>
New Response 1	<input type="text" value="Blue"/>
Confirm New Response 1	<input type="text" value="Blue"/>
Security Question 2	<input style="border-bottom: 1px solid #ccc;" type="text" value="Mother's Maiden Name"/>
New Response 2	<input type="text" value="Smith"/>
Confirm New Response 2	<input type="text" value="Smith"/>

Register
Cancel

Once you have completed all the field, click register. You will then see a 'success' message displayed and will be able to use the credentials you have just created to log in to your Member Self Service account.

✔ **Success** ✕

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