



PensionsOnline

How to register and sign in

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STEP 1

[CLICK REGISTER HERE](#)

If you are new to PensionsOnline, you'll need to register your account with us.

To start this process, click 'register here'.

STEP 2

[AGREE TO COOKIES AND OUR TERMS OF USE](#)

Next, you'll be taken to a page where you can accept our Terms of Use and our Cookie policy. If you would like to know more about these, click on 'Terms of Use' or 'Privacy and Cookies' at the bottom of the page.

If you are happy to accept these terms, click 'Yes' and then click 'Submit'.



Welcome to PensionsOnline. See your pensions. Update your details.

PensionsOnline is a great place to keep in touch with your pension and plan for your future.

Don't have an account yet? [Register here.](#)

If you're having trouble registering, [our 'how to' guide](#) can help.

Terms of Use
Before registering to use PensionsOnline please read our [Terms of Use](#).

The Terms of Use (together with the documents it refers to) set out your rights and obligations when using this website and its content, including restrictions on how you may use this website.

Please ensure you read and understand the Terms of Use. We recommend you print a copy of these for future reference.

Privacy Notice
When using this website, we will collect certain personal data about you. Our Privacy Notice tells you why we collect your personal data, what we collect, how we use it and who we share it with. You can find our [Privacy Notice here](#).

Cookies
Cookies are small text files containing small amounts of information stored on your browser or the hard drive of your computer. They are used to pass information between you and the computer running the website.

This website uses cookies that are necessary to run the website, for example, cookies to identify you while you are logged in to secure areas. If we cannot identify you then you cannot use the site.

Cookies that are necessary for the operation of the website cannot be turned off (they are known as necessary cookies).

You can find out more about our Privacy Notice and how we use cookies at our [Privacy and Cookies](#) page.

I agree to the Terms of Use and the use of necessary cookies

Yes
 No

STEP 3

ENTER YOUR DETAILS SO WE CAN MATCH YOU

So that we can match you with your pension details, we need to know some information.

First, add in your 'Registration code'. This will be in the letter we sent inviting you to sign up to PensionsOnline. If you can't find this, contact us and we can send it to you again.

Then, add in your personal details. All the information is mandatory, so fill in every box.

Don't worry if you don't have a mobile or you live aboard, you can add in a landline or an overseas phone number. We will only contact you by phone if absolutely necessary. You need to enter your current email address as we will email you a One Time Code every time you sign in. We recommend you use an email address only you have access to.

Once you're happy, click 'Submit'.

Registration code

Surname

Date of birth

National Insurance number

Mobile number

Confirm mobile number

Email address

Confirm email address

Submit

STEP 4

SET YOUR SECURITY DETAILS

For your security question, you pick anything you like. You'll be reminded what this is whenever you are asked for your security answer, so don't worry about forgetting it.

Next, set your security answer. You'll need this when making changes to your account, so make it something only you know, but also something you will not forget.

Then you'll need to choose your unique username. Your username needs to be between 9 and 20 characters long and can include letters and numbers. It's not case sensitive.

Your password needs to be between 9 and 20 characters, and must have upper and lower-case letters, and at least one number. You can't use any special characters such as @ * &.

Set a secure password. Try and create a strong and memorable password. A top tip is to use three random words and include numbers and symbols. Cyber criminals are very smart and know many of the simple substitutions we use such as 'Pa55word!'.

Be creative and use words memorable to you. Never use words such as your partner or child's name, pets name, place of birth or favourite sports team which are easy for people to guess.

Once you're happy, click 'Submit'.

Member Registration

The form is titled "Member Registration" and contains the following fields and buttons:

- Enter Security Question? (text input field)
- Enter Security Answer? (text input field)
- Username? (text input field)
- Retype Username? (text input field)
- Password? (text input field)
- Retype Password (text input field)
- Submit (blue button, circled in red)

STEP 5

GO BACK TO THE HOME PAGE TO SIGN IN

You should be redirected to the home page, where you can now sign in.

You can also click the 'Home' button at the top of the page which will take you back to the home page.

STEP 6

ENTER YOUR USERNAME AND PASSWORD

Enter the username and password you set when you registered. Then click 'Sign in'.

If you forget your username or password, click on 'forgotten your details'.

STEP 7

ENTER YOUR ONE TIME CODE

After clicking 'Sign in' in step 6, we'll email a One Time Code. Look out for an email called 'PensionOnline – One Time Code'. Enter this code in the One Time Code box and click 'sign in'. **Congratulations, you're in!**

Every time you sign into PensionsOnline, we'll email you a one time code. This is for security, to check it is you signing in.

Member Registration

Congratulations, you've registered!

You can now sign in from the home page.

[Click here to sign in](#)

Username

Password

[Sign in](#)

[Forgotten your User Details?](#)

[Register](#)

Enter your One Time Code

[Cancel](#)

[Sign in](#)

[Forgotten your User Details?](#)

[Register](#)