

Crown Agents
Bank

EMpower Pensions

portal registration user guide



Logging in for the first time

At Crown Agents Bank we value your security and personal information, therefore, when you log in to the EMpower Pensions Platform for the first time you will need to complete some simple verification steps to protect your data.

Step 1 – log in to the portal using the link below
<https://pensionsportal.crownagentsbank.com/Register.aspx>

Step 2 – the below details are required to register. Insert into the appropriate fields in the registration screen. After this is complete, please press the 'Confirm' button.

- CAB Reference Number (which is provided in the covering letter)
- last Name
- date of birth (the system will default to today's date, please overtype this with your date of birth)
- email address.

Register

To register with the EMpower Pensions Portal please enter your details below.

Member Number

CAB Reference Number

Last Name

Last Name

Date of Birth

03/01/2023

Please check your email addresses match. It is important that the correct email address is provided as you will not be able to access the EMpower Pensions Portal without your registration email.

If you do not receive your registration email please contact Crown Agents Bank - Pensions Services on +44 (0) 203 903 2990 or at pensionservices@crowngagentsbank.com.

Email

Email Address

Confirm Email

Confirm Email Address.

Confirm

If you have already received your registration code via email, [please click here](#).

Step 3 – this screen will appear to confirm that an email has been sent.

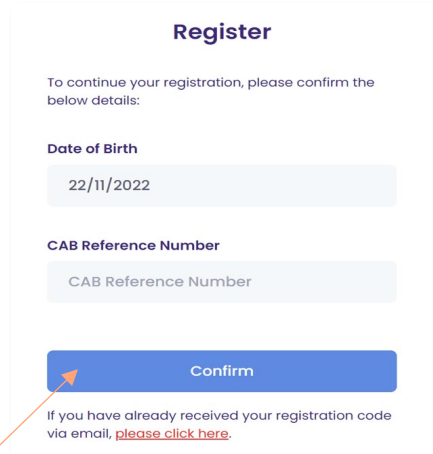
Register

An email has now been sent to you with instructions on how to complete your registration.

If you have already received your registration code via email, [please click here](#).

Step 4 – once you have received the registration email, please press on first blue link to complete your registration.

If for any reason this does not work, please follow the instructions in the email.



The 'Register' form contains the following elements:

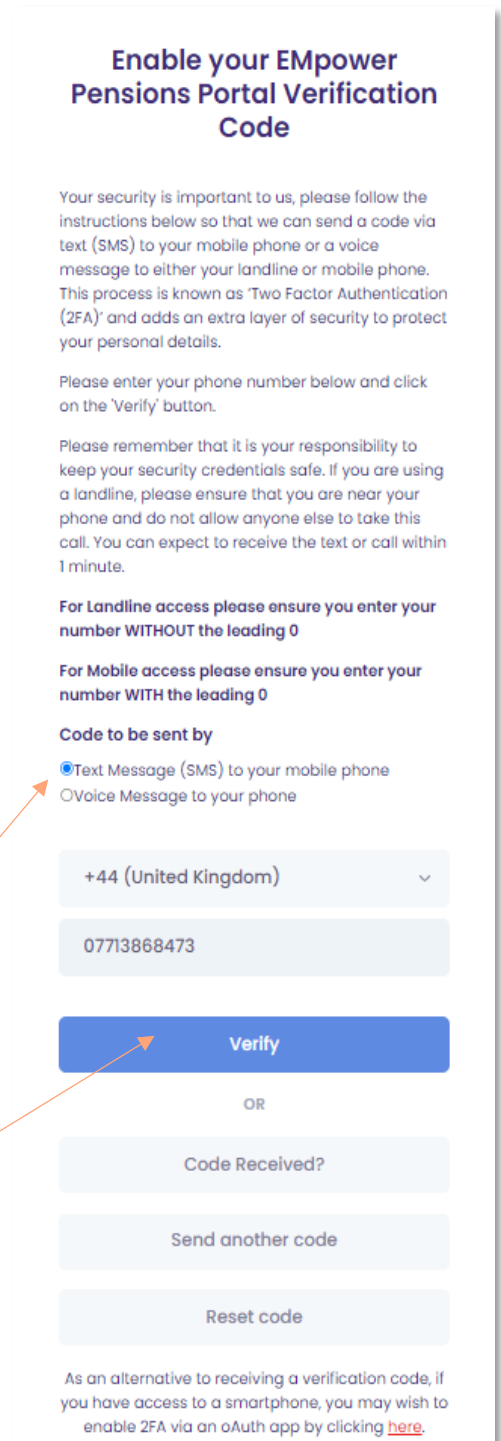
- Title:** Register
- Text:** To continue your registration, please confirm the below details:
- Date of Birth:** A text input field containing '22/11/2022'.
- CAB Reference Number:** A text input field containing 'CAB Reference Number'.
- Confirm Button:** A blue button labeled 'Confirm'.
- Footnote:** If you have already received your registration code via email, [please click here](#).

Step 5 - complete the requested information, then press 'Confirm'.

Step 6 – for enhanced security, we provide access via two-factor authentication.

Please select if you would like to receive a text message to your mobile phone, or a voice message to your landline by choosing the appropriate option.

Step 7 – select your country code from the dropdown list using the arrow, and enter the number you wish to use, then press 'Verify'.



The 'Enable your EPower Pensions Portal Verification Code' form contains the following elements:

- Title:** Enable your EPower Pensions Portal Verification Code
- Text:** Your security is important to us, please follow the instructions below so that we can send a code via text (SMS) to your mobile phone or a voice message to either your landline or mobile phone. This process is known as 'Two Factor Authentication (2FA)' and adds an extra layer of security to protect your personal details.
- Text:** Please enter your phone number below and click on the 'Verify' button.
- Text:** Please remember that it is your responsibility to keep your security credentials safe. If you are using a landline, please ensure that you are near your phone and do not allow anyone else to take this call. You can expect to receive the text or call within 1 minute.
- Text:** For Landline access please ensure you enter your number WITHOUT the leading 0
- Text:** For Mobile access please ensure you enter your number WITH the leading 0
- Section Header:** Code to be sent by
- Radio Buttons:** Text Message (SMS) to your mobile phone, Voice Message to your phone
- Country Code:** A dropdown menu showing '+44 (United Kingdom)'.
- Phone Number:** A text input field containing '07713868473'.
- Verify Button:** A blue button labeled 'Verify'.
- Text:** OR
- Buttons:** Code Received?, Send another code, Reset code
- Footnote:** As an alternative to receiving a verification code, if you have access to a smartphone, you may wish to enable 2FA via an oAuth app by clicking [here](#).

Step 8 – you will receive a unique verification code (by text if a mobile number was used or by voice message if a landline number was used).

Please enter the number provided into the required box, then press 'Submit'.

Enable your EMpower Pensions Portal Verification Code

Please enter the verification code you have received into the box below.

Verification Code

Submit

Back to Logon

Didn't receive a Verification Code?

Please ensure the telephone number you have provided is correct by [re-entering](#), if required. If you still haven't received your verification code after 1 minute, please [request another verification code](#) or use an [authenticator](#)

Step 9 – please read and agree to the *Terms and Conditions* and *Privacy Notice* and then select both boxes.

Press 'Agree'.

Terms & Conditions Español Cymraeg

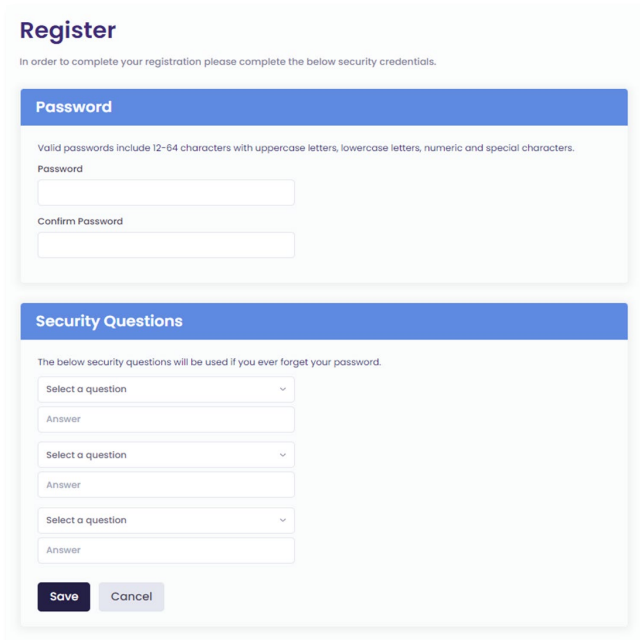
Agreement Review Privacy Notice Agree

I agree to the terms and conditions.

I have reviewed and accept the privacy notice.

Step 10 – you will now be asked to create a password and set up your memorable security information.

Press 'Save'.



The screenshot shows a registration form titled "Register". Below the title, it says "In order to complete your registration please complete the below security credentials." The form is divided into two main sections: "Password" and "Security Questions".

Password Section:

- Header: Password
- Text: Valid passwords include 12-64 characters with uppercase letters, lowercase letters, numeric and special characters.
- Field: Password (text input)
- Field: Confirm Password (text input)

Security Questions Section:

- Header: Security Questions
- Text: The below security questions will be used if you ever forget your password.
- Field: Select a question (dropdown menu)
- Field: Answer (text input)
- Field: Select a question (dropdown menu)
- Field: Answer (text input)
- Field: Select a question (dropdown menu)
- Field: Answer (text input)

At the bottom of the form, there are two buttons: "Save" (highlighted in dark blue) and "Cancel" (grey).

When this step has been completed you can now access the EMpower Pensions portal

You will also receive confirmation via email from pensionsportal@crowngentsbank.com

If you encounter any issues, please contact us on: +44 (0) 203 903 2990 or
PensionsServices@crowngentsbank.com

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