

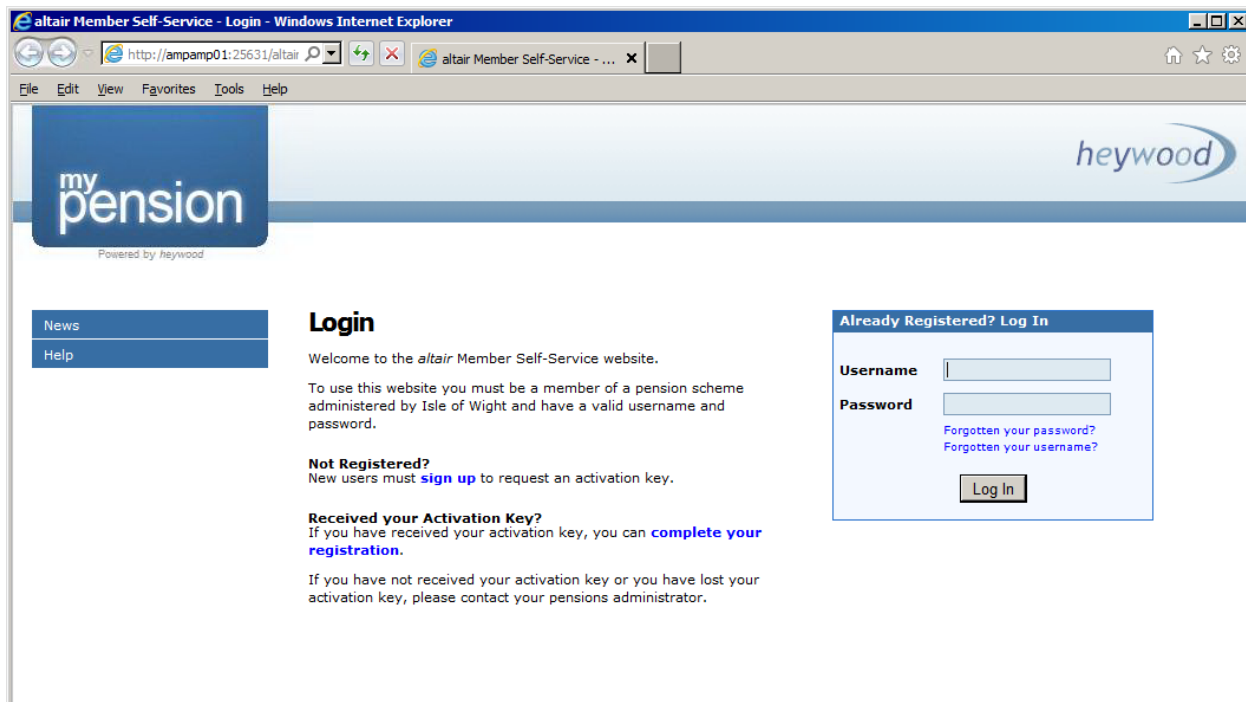
How to register for Member Self Service (MSS)

MSS is available for all members of the Isle of Wight Pension Fund to access their pension record online. As a scheme member, you are able to:

- view your personal information and service history
- make changes to your personal information such as your address, email and phone details, or marital status
- run calculations including retirement estimates
- view documents such as nomination forms and annual benefit statements
- ask us questions related to your pension benefits

Please follow these easy steps to register and activate your personal account.

Log on to: www.iwcpensions.co.uk



The screenshot shows a web browser window titled "altair Member Self-Service - Login - Windows Internet Explorer". The address bar shows "http://ampamp01:25631/altair". The page content includes a "my pension" logo (Powered by heywood) and a "heywood" logo. A navigation menu on the left contains "News" and "Help". The main content area is titled "Login" and contains the following text:

Welcome to the altair Member Self-Service website.

To use this website you must be a member of a pension scheme administered by Isle of Wight and have a valid username and password.

Not Registered?
New users must [sign up](#) to request an activation key.

Received your Activation Key?
If you have received your activation key, you can [complete your registration](#).

If you have not received your activation key or you have lost your activation key, please contact your pensions administrator.

On the right, there is a box titled "Already Registered? Log In" containing a "Username" field, a "Password" field, and a "Log In" button. Below the password field are links for "Forgotten your password?" and "Forgotten your username?".

How to register to use your pension account

Login

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Already Registered? Log In

Username

Password

[Forgotten your password?](#)
[Forgotten your username?](#)

1. If you are not registered, then click [sign up](#) to start the process


Sign Up

Please provide the following information then click Submit to request your activation key.

If your current contact details include an e-mail address, a link to complete your registration will be e-mailed to this address, otherwise your activation key will be sent to your current postal address within 3-5 working days.

Surname*

NI Number*

Date of Birth* 

E-mail Address*

*Required

2. Complete all four boxes and click the [Submit](#) button to continue. You will see the following confirmation box if the sign up has been completed successfully.

Information

Activation key successfully generated. If your current contact details include an e-mail address, a link to complete your registration will be e-mailed to this address, otherwise your activation key will be sent to your current postal address within 3-5 working days.

3. The next stage is to activate your new account. We will send you an email entitled Member Self-Service - Activation Key Request.

Received your Activation Key?
If you have received your activation key, you can [complete your registration](#).


4. Click [complete your registration](#) to proceed. Complete all four boxes as appropriate, using the Activation Key from the email you received from us in the previous step.

Activate your Account

If you have received your activation key, please enter the following details and click the button to continue with your registration.

Surname*

NI Number*

Date of Birth* 

Activation Key*

*Required

5. Click the **Continue** button to continue

Registration

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

Enter a Username* ✘ Username must be between 6 and 30 characters long and start with an alphabetical character.

E-mail Address*

Confirm E-mail Address* ✘

Enter New Password* ✘

Confirm New Password* ✘

Password Hint

Security Question 1* ✔

New Response 1* ✘

Confirm New Response 1* ✘

Security Question 2* ✔

New Response 2* ✘

Confirm New Response 2* ✘

*Required

6. Please enter a **username**, your **email address** (same email address as Step 1) and a **password**. Please note valid passwords are between 8 and 12 characters long and must include at least one numeric, one lower case and one upper case character (passwords are case sensitive).

Security Question 1*

✔

✔

✘

✘

✘

✘

✘

✘

✘

✘

Select a security question from the list.

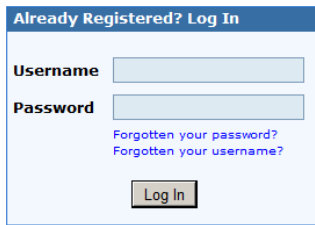
7. You now need to create 2 security questions and answers. For each **Security Question** click the dropdown arrow and select a security question from the list. Now enter your personal response in the **New Response** box and repeat the same details in the **Confirm New Response** box. Repeat this process for the second security question.
8. Click the **Register** button to continue.

Information

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

9. The registration process has been completed and you can now log into your pension account.

How to Login into your pension account



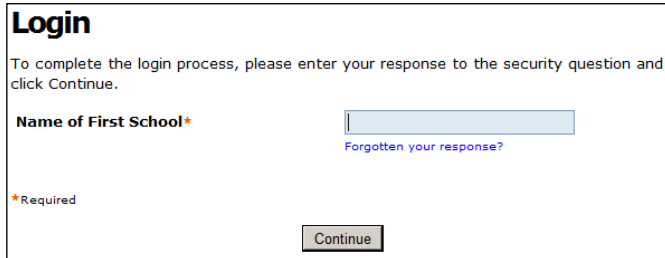
Already Registered? Log In

Username

Password

[Forgotten your password?](#)
[Forgotten your username?](#)

1. From the Login screen, enter the **Username** and **Password** that you created in the registration process.



Login

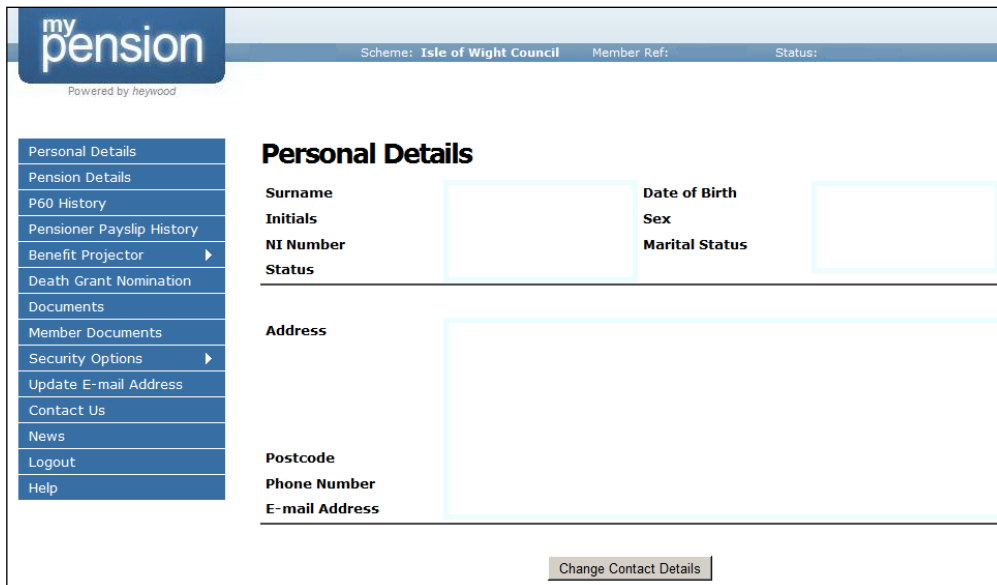
To complete the login process, please enter your response to the security question and click Continue.

Name of First School*

[Forgotten your response?](#)

*Required

2. Enter the answer to the security question.



my pension

Scheme: Isle of Wight Council Member Ref: Status:

Powered by heywood

Personal Details

Pension Details

P60 History

Pensioner Payslip History

Benefit Projector

Death Grant Nomination

Documents

Member Documents

Security Options

Update E-mail Address

Contact Us

News

Logout

Help

Personal Details

Surname

Initials

NI Number

Status

Date of Birth

Sex

Marital Status

Address

Postcode

Phone Number

E-mail Address

3. You can now see the Personal Details page of your pension account. Click on any of the selections listed in the navigation pane on the left hand side to take you to the different sections in your account.