



MEMBER HUB ACCOUNT USER GUIDE

**FOR
DEFERRED MEMBERS**

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Section 1 Sign Up

1.1 How do I sign up to my Pension Account?

In order to sign up to your Pension Account, either ctrl and click on the link below or copy and paste it into your internet browser:

<https://lgssmember.pensiondetails.co.uk/home/registration/>

You will then arrive at the LGSS Member Hub home page where you can select the 'Login/Register' button.



Click on the 'request an activation code' link

A screenshot of the registration form. At the top, it says "Please enter your username and password below. If you haven't got a username and password, you can [request an activation code](#)". Below that, it says "If you have received an activation key, please [complete your registration](#)". There are two input fields: "Username" and "Password", both with red 'X' icons indicating they are empty. Below the password field are links for "Forgotten your password?" and "Forgotten your username?". A red box highlights the "request an activation code" link.

You will then arrive at the 'Sign Up' page. You will need to provide the following information in order to request a Pension Account activation code: Surname, National Insurance reference, Date of birth and E-mail address.

A screenshot of the "Sign Up" page. The title "Sign Up" is at the top. Below it, there is a paragraph: "To request an activation key complete the form below and click the Sign Up button". Another paragraph follows: "Your activation key will be issued to your personal email address if this matches the email address we hold on record or if you have provided an active work email address. If you have not received this within 72 hours, please contact your Pensions Administrator". There are four input fields: "Surname", "NI Number", "Date of Birth" (with a calendar icon), and "Email Address". Each field has a red 'X' icon. At the bottom, there are two buttons: "Sign Up" (blue) and "Cancel" (white).

All fields on the 'Sign Up' page must be completed before clicking the 'Sign Up' button. The field will turn green once data is entered correctly. Where details cannot be verified or an invalid entry is made e.g. wrong NI, invalid date format, the field will be displayed with an 'X'. The error message also indicates what information is still required. Please re-check your data entered is correct and re-input the information. If you are still unsuccessful, please email mss@northamptonshire.gov.uk providing details of the data you are inputting. It may be that the data you are entering does not match the data we hold on our record for you.

The screenshot shows a 'Sign Up' form with four input fields. The 'Surname' field contains 'Smith' and has a green checkmark. The 'NI Number' field contains 'NZ1316XX' and has a red 'X' with an error message below it: 'You have entered an invalid NI Number. Please try again.' The 'Date of Birth' field contains '25/12/1972' and has a green checkmark and a calendar icon. The 'Email Address' field contains 'JSmith@northamptonshire.gov.uk' and has a green checkmark. At the bottom of the form are two buttons: 'Sign Up' (blue) and 'Cancel' (white with blue border).

If the detail entered by you matches the information held on our database, a notification will be displayed to inform you that your application has been successful.

A green notification box with a white checkmark icon and the text: 'Success You have successfully completed the first stage of the Member Self-Service signup process. You should receive an email shortly with instructions on how to complete the process.'

If the email address you submitted on 'sign up' **MATCHES** with the email address on our database, you will automatically receive a system generated email containing a registration link via return email. If we do not currently hold an email address for you on our database, you will receive a registration link within 24 hours Monday to Friday (excluding bank holiday's).

If you click on the registration link you will be taken directly to the Pension Account registration page. NO activation code will be required during the registration process. This link is valid for 24 hours. If it is not convenient for you to complete the registration process during this time then please contact the Pension Account administrators on mss@northamptonshire.gov.uk who can provide you with another link at a more convenient time.

Please see below an 'example' of the registration e-mail described:

An example of a registration email notification: 'You have successfully been signed up to Member Self Service. Please use the following link to complete the registration process: <https://lgssmember.pensiondetails.co.uk/altairMSSWeb/registration?guid=d4df2ee14a31430dbdd5ac824c688d04>

If the email address you submitted on 'sign up' **DIFFERS** to the email address held on our database, no registration link will be sent and we will email your initial address (held on database) advising you to contact us directly by phone to update your details.

If you prefer not to receive a registration link via email but would instead like us to post you an activation code to your home address then please email mss@northamptonshire.gov.uk. Please note a posted activation code is valid for 30days

1.2 Does the emailed registration link have an expiry time?

A registration link that is emailed to your verified e-mail address expires after **24 hours**

Does the activation key have an expiry time?

The posted activation key expires **30 days** after the date of issue or immediately following successful registration.

1.3 What do I do if the emailed registration link issued to me has expired?

You must request a new fresh link as per section 1.1 or by emailing mss@northamptonshire.gov.uk

What do I do if the posted activation key issued to me has expired?

You must request a new activation key as per section 1.1 or by emailing mss@northamptonshire.gov.uk

Section 2 Registration

2.1 I have received a posted activation key, how do I complete my registration?

You activation code will be contained in a posted letter or it will be emailed to you as per the example below.

An online activation key request has been received from:

Client Ref: LGSS
Member Ref: 15xx657
Surname: Pignone
NI Number: NZxxxxx6C
Email Address: null

Activation key: CzM6hw79

Once you have received your activation code, either ctrl and click on the link below or copy and paste it into your internet browser. This will take you to the LGSS Pensions Hub Website where you can start your registration.

<https://lgssmember.pensiondetails.co.uk/home/registration/activate-your-account.html>

Click on the 'Login/Register' icon at the top of the screen.



You will then need to click on the 'complete your registration' link.


Login

Please enter your username and password below. If you haven't got a username and password, you can [request an activation code](#).
If you have received an activation key, please [complete your registration](#).

You will then arrive on the 'Activate your Account' page.

Activate your Account



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

Surname	<input type="text"/>	X
NI Number	<input type="text" value="NI NUMBER"/>	X
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 	X
Activation Key	<input type="text" value="Activation Key"/>	X

All fields on the 'Activate your Account' page must be completed before clicking the 'Continue' button. If a field is left blank an error message will be displayed, which indicates what information is still required or it may be that you have entered the data in an incorrect format. Please note that the activation key is case sensitive and must therefore be entered exactly as advised. **The activation key provided will expire after 30 days.**

These details are then validated against the information held on our database and an error message will be displayed if there are discrepancies. After successful validation you will be asked to create a set of Pension Account credentials on the following page:

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

Username	<input type="text" value="Username"/>	X
Email Address	<input type="text" value="Email Address"/>	X
Confirm E-mail Address	<input type="text" value="Confirm E-mail Address"/>	X
Enter New Password	<input type="text" value="Enter New Password"/>	
Confirm New Password	<input type="text" value="Confirm New Password"/>	X
Password Hint	<input type="text" value="Password Hint"/>	
Security Question 1	<input type="text" value="Mother's Maiden Name"/> 	
New Response 1	<input type="text" value="New Response 1"/>	X
Confirm New Response 1	<input type="text" value="Confirm New Response 1"/>	X
Security Question 2	<input type="text" value="Name of First School"/> 	
New Response 2	<input type="text" value="New Response 2"/>	X
Confirm New Response 2	<input type="text" value="Confirm New Response 2"/>	X

The following information must be entered:

Username

You must choose a valid username and the criteria for a valid username are as follows:

- It must start with an alphabetic character, which can be upper or lower case.
- Apart from the first character it can contain any alphanumeric characters.
- It must not contain spaces.
- It must be between 6 and 30 characters in length.

If the user name you created is accepted the field will show a green tick symbol.

Username	Ps2512	✓
----------	--------	---

If the user name you created is not accepted the field will remain with a red cross symbol.

Username	s2512	✗
----------	-------	---

Email Address

You must enter a valid email address. If the email address is different to the address stored on our database or if there is no email address stored on our database, your 'Address' data view will be updated on successful registration.

Password

You must choose a valid password. The correct format (complexity) for a valid password is as follows:

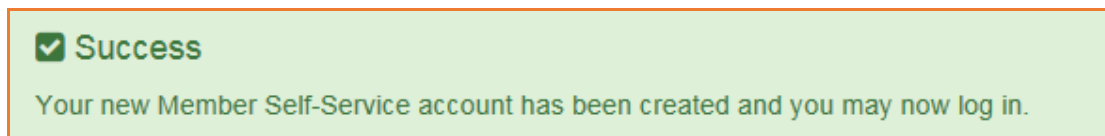
- It must contain at least one uppercase and one numeric value.
- It must not contain spaces.
- It must be between 8 and 12 characters in length

It is recommended that you provide a password hint to jog your memory.

Security Questions and Responses

You must select two security questions from the drop-down lists and provide the corresponding responses. Please be aware that responses to security questions are case sensitive and must be re-entered 'exactly the same' during log in. Once all fields are populated, please click on the 'Register' button.

Please note, registration must be completed **within 30 minutes or the session will timeout** and you will have to start again. After a successful registration, the message below will be displayed on the screen:



2.2 I have received a registration link via e-mail, how do I complete my registration?

This link is valid for 24 hours. Please click on the link in the email and you will be taken directly to the registration page. The details of how to complete your registration are above. Please note, no activation code is required!

You have successfully been signed up to Member Self Service. Please use the following link to complete the registration process: <https://lgssmember.pensiondetails.co.uk/altairMSSWeb/registration?guid=5c6bf989222643d995908b5ae169175b>

Section 3 Login Procedure

3.1 Consent

In order to administer your pension, we are required by law to collect and process certain information from you. During the 'initial' login process, you will be asked if you consent to us doing this. You will need to tick the consent box and click 'submit'.

Consent Statement

To administer your pension, we are required by law to collect and process certain information from you. To find out how we process and handle your information please read our Privacy Statement. Northamptonshire Pension Fund - <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/transparency/information-policies/Pages/privacy-notice.aspx> Cambridgeshire Pension Fund - <http://www5.cambridgeshire.gov.uk/terms>

Yes - I agree to the above statement*

*Required

Submit

To find out how we process and handle your personal information, please refer to our Privacy Statement. The URL detail is shown above.

3.2 I have registered, how do I login?

Login to your Pension Account using the link below:

<https://lgssmember.pensiondetails.co.uk/home/login/index2.html>

At the home page, click on the following 'Login/Register' button at the top of the screen.



You will then arrive at the Login screen. Enter the username and password that you created during the registration process.

Login

Please enter your username and password below. If you haven't got a username and password, you can [request an activation code](#).
If you have received an activation key, please [complete your registration](#).

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

The Security Question page is then displayed. One security question, chosen during the registration process, is randomly selected and displayed. You will be asked to provide the correct response to the selected question. If you have forgotten your security question response, click on the 'forgotten your security response' link. You will then be provided with the details of your security question response 'hint'

Forgotten your Security Response?

Please enter the following details and click Submit to request a security question response reset.
A security question response reset link will be e-mailed to you. If you do not receive this email please contact your administering authority. You must complete the reset process before you may log in again.

Username

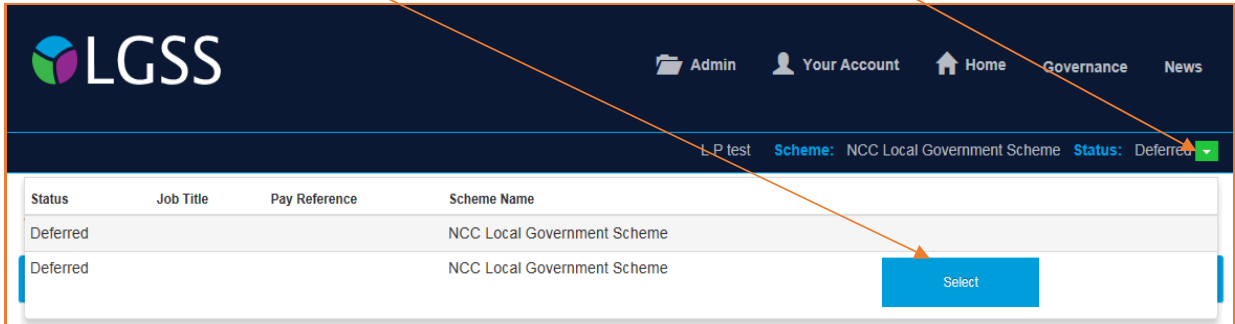
Surname

NI Number

Date of Birth

3.3 I have multiple employments, how do I view each separate employment?

If you have multiple employments you can click on the drop down and see the list of all of your employments. If you click on the 'Select' button you can toggle in and out of your employment records.



The employment list includes the employment status, job title, pay reference and scheme name to assist you in selecting the correct employment. You can move between employments without having to logout and then login again.

Section 4 Your Dashboard

Once you have logged in to your account, you will have visibility of your Pension Account 'Dashboard'. By clicking on any of the blue boxes, you will be taken to the relevant information.

Your Details >

View and amend your personal details.

Pension Benefits >

View the benefits you will receive when you retire.

- Additional Benefits
- Pension Details
- Benefit Projectors
- Pension Account History

Employment Details >

View your current employment details.

- Membership Details
- Financial Details

Nominations >

Make sure your loved ones are still cared for should anything happen to you.

- Death Grant Nomination Details

Documents >

View the documents that relate to you and your pension.

- My Documents
- Scheme Documents

Contact Us >

Comments, questions, complaints? Get in touch.

News >

Settings / Configuration >

Update your security settings.

- Change your Password
- Change Security Responses
- Delete online account

4.1 Your Details

Your Details >

You are able to view the personal information that we currently hold on record for you.

Personal Details			
Title	Ms	Initials	M
Forenames	Minnie	Surname	Mouse
Date of Birth	20/01/1955	Gender	Female
NI Number	TN200155F	Marital Status	
Status	Active		

Contact Details	
Address	1 Angel Square Northampton
Postcode	NN1 1ED
Phone Number	
Email Address	kescudier@northamptonshire.gov.uk

You can edit your address, postcode, phone number, e-mail address and privacy preference by clicking the **EDIT** button.

You can also let us know if you live outside the UK by ticking the overseas member' box. Please take care to enter your postcode in a valid national standard format as this will ensure that we can contact you by post if necessary.

Once you have made your changes, select 'SUBMIT' and the changes will be made in both your Pension Account view and our main central database.

If you would like to update any additional information then please complete the Update form that is available on the LGSS website.

Scheme	UPDATE1 web address
Cambridgeshire & Northamptonshire	https://lgssmember.pensiondetails.co.uk/home/my-account/pension-information/UpdateForm2.pdf

Pension Benefits

4.2 Pension Benefits

Within this section, you can view your **additional benefits** such as AVC's and any transfers in of previous pension rights from a previous pension provider. You can view your deferred **pension details**, run certain benefit calculations using the **benefit projector** and view your **pension account history**. Please note the figures in all benefit calculation are for illustration purpose only. Do not make any financial decisions without receiving a formal quotation from us.

4.3 Additional Benefits

The AVCs and Added Years Details drop down displays the following information:

- The type of contract.
- The percentage rate of the additional contribution.
- The date on which the contract commenced.
- The date on which the contract finished or is due to finish.
- The amount of service purchased in years and days, if applicable.

If you would like more information on increasing your benefits, please find the information on our website using the link below:

<https://lgssmember.pensiondetails.co.uk/home/members/lgps/active-members/managing-my-pension/i-would-like-to-increase-my-benefits>

The Transfer Details drop down displays details of up to three transfer values and includes the:

- Name of the transferring scheme.
- Date on which the transfer was received.
- Amount of transfer value.
- Service purchased from the transfer. Please note, service years/days details will only appear if member joined the pension fund prior to April 2014 before new scheme rules.

If you would like more information on transfers please find the information on our website using the link below:

<https://lgssmember.pensiondetails.co.uk/home/members/lgps/active-members/managing-my-pension/i-would-like-to-transfer-a-previous-pension>

Please note, the transfer of your pension rights from other pension providers will not be displayed in your Pension Account until the process has been finalised.

Additional Benefits				
AVCs and Added Years Details				
Contract Type	Percentage	Contract Start Date	Completion Date	Service Purchase (years/days)
AVC - Service Credit	N/A	01/04/2017	31/03/2019	N/A
Transfer Details				
Transferring Scheme	Date	Amount	Service (years/days)	
OXFORDSHIRE COUNTY COUNCIL	10/07/2006	£19,488.00	00/000	

4.4 Pension Benefits – Pension Details

This screen shows your 'Deferred Pension Details'. The date of leaving is the date you left this employment. The pensionable remuneration is your leaving salary details used for the calculation.

You will see both your deferred pension and any lump sum figures at the date of leaving and current date. You will also find the details of the date your benefits are due to become payable and your spouse's pension which is payable on death before your actual retirement.

Deferred Pension Details		
	Date of Leaving	20/06/2014
	Pensionable Remuneration used in Calculation	£39,351.00
	At Date of Leaving	Current
Deferred Pension	£8,937.97	£9,391.13
Lump Sum	£6,763.79	£7,106.73

Your benefits become payable from 24/02/2043


Spouse's pension payable on death before retirement £1,258.66 Per Annum

4.5 Pension Benefits - Benefit Projectors


By using the benefit projector, you can calculate the value of your pension considering the following scenarios:

- Death in Deferment
- Deferred Pension Payment

Benefit Projectors

[Death in Deferment](#) 

Calculate how much your pension would be worth if you were to die whilst having deferred your pension.

[Deferred Pension Payment](#) 

Calculate how much your pension would be worth if you were to take your deferred benefits into payment.

Death in Deferment

This calculation shows how much your pension would be worth if you were to die whilst in receipt of your deferred pension. You can view your death grant figure plus any spouse or children's pension. Using the drop down you can amend the number of children, press the 'calculate' button to see the revised figures (per child).

Death in Deferment

Death Grant	£46,956.76
Spouse's Long Term Pension	£0.00
Children's Pension	£2,540.60 per child
Number of Children	1 <input type="button" value="v"/>

Deferred Pension Payment

You can calculate here how much your pension would be worth if you were to take your deferred benefits into payment. Amend the date you wish to take your pension and click the 'calculate' button to see the revised deferred pension and lump sum figures. You can also view any reductions/additions associated with date.

Deferred Pension Payment

	Deferred Pension	Lump Sum
Estimated value at retirement date	£7,928.03	£7,106.73
Includes reduction/addition	-£844.47	£0.00

Leaving Date 24/02/2036

Pension Sharing Orders

If you have a pension sharing order, as a result of a divorce settlement, the following warning message is displayed with the results of all benefit calculations. The benefit calculator does not consider pension sharing orders and you will need to contact the pension's team directly for this calculation/estimate. The email address is pensions@northamptonshire.gov.uk

You can also see more details about your pension and divorce on our website link below:

<https://lgssmember.pensiondetails.co.uk/home/members/lgps/deferred-members/managing-my-pension/divorce.html>

Please note that a pension sharing order exists, which has not been taken into account during the calculation. Please contact the Pensions Section for further details.

4.6 Pension Benefits - Pension Account History

As of April 2014 your pension builds up in a new way. For each year you get a pension that is equal to a 49th of your pay added into your pension account plus any inflation increases. Your pension is worked out every year and added to your Pension Account. Each year 1/49th of your pensionable pay is put into your pension account; at the end of the year the total amount of pension in your account is adjusted to take into account the cost of living.

This screen shows CARE benefits at your leaving date. Click on the select button to show the detail behind the Care Pension Value.

Pension Account History

CARE Pension Value £96.47

Current Salary £4,726.85

Date Updated 05/02/2015

Your pension builds up in a new way from April 2014. For each year you get a pension that's equal to a 49th of your pay (or half that rate if you are in the 50/50 section of the scheme) added into your pension account PLUS inflation increases, so your pension keeps up with the cost of living.

Year	Main	50/50
01/04/2014 - 20/06/2014	£96.47	<input type="button" value="Select"/>

4.7 Employment Details – Membership Details

Employment Details



The 'Membership Details' screen is split in to two sections. The top section shows your **Last** employment details and the bottom section shows any **previous** employment or employment changes for this membership.

Membership Details

Service Details				
Employer	Start Date	End Date	Service (years/days)	Full/Part Time/Transfer
NORTHAMPTONSHIRE C.C	25/09/2017	31/10/2017	00/037	Full

Current Employer	Northamptonshire C C	Date Joined Employer	25/09/2017
Full/Part Time	Part	Hours/Full Time %	03.00/37.00
Start Date	01/11/2017	Date Joined Scheme	
Date Left Scheme	01/01/2018		

4.8 Employment Details – Financial Details

The Financial Details page displays the following financial information:

- Your last Employer.
- The Start Date – the date you joined the pension fund
- Your Contribution Rate – as a percentage of your salary
- Pensionable Pay as at – This is your full time salary as at the date shown as advised by your employer.
- Amount – Pensionable Pay.

Financial Details	
Current Employer	Disney Primary School
Start Date	01/04/2016
Basic Contribution Rate	5.80%
Pensionable Pay as at	31/03/2018
Amount	£23,339.97

Annual Allowance

Also in the 'employment details//financial details' section, you will find your Annual Allowance information. The Annual Allowance, introduced in 2006, limits the total amount of savings growth of an individual's pension benefits within a financial year. The government sets the annual allowance limit each year. The three year carry forward rule allows you to carry forward unused Annual Allowance from the previous three years.

Annual Allowance										
Tax Year Start	Annual Allowance	Opening Pension	Closing Pension	Opening Lump Sum	Closing Lump Sum	DC Contributions	Pension Input	Unused Annual Allowance	Adjusted Unused Annual Allowance	Taxable Pension Input
06/04/2016	£40,000.00	£44.30	£79.96	£0.00	£0.00	£0.00	£570.56	£39,429.44	£39,429.44	£0.00
06/04/2015	£80,000.00	£12.30	£44.30	£0.00	£0.00	£0.00	£512.00	£39,624.63	£39,624.63	£0.00
06/04/2014	£40,000.00	£0.00	£12.00	£0.00	£0.00	£0.00	£192.00	£39,808.00	£39,808.00	£0.00

4.9 Death Grant Nomination Details

Nominations

You can view and amend your death grant nomination details held on our database. You can select to update spouse, child and/or dependant beneficiaries. Once you have made your amendments click on the submit button.

Spouse Beneficiary:

Amend your nomination details and click the Submit button. The new details will supersede the current nomination.

Spouse Beneficiary

Spouse Name ✓

Date of Birth ✓

Proportion %

Date of Marriage ✓

Contact Details

Child Beneficiaries:

Child Beneficiaries

Name ✓

Date of Birth ✗

Proportion ✗ %

Contact Details

Dependant Beneficiaries:

Dependant Beneficiaries

Name ✓

Date of Birth ✗

Proportion ✓ %

Contact Details

4.10 Documents

Documents



You can view the following document types:

- Scheme documents – These are general documents relating to the pension scheme.
- My documents – These are personal documents in relation to your own pension record.
 - **Annual Benefit Statements for deferred members** – Will also be found under the ‘my documents section’. Double click on the document name to see the Annual Benefit Statement or the covering letter. You can then choose to view or save a copy of the document.
 - You will find Annual Benefit Statement guidance notes in the ‘scheme documents’ section or refer to the website using the link below:
<https://lgssmember.pensiondetails.co.uk/home/members/lgps/deferred-members/managing-my-pension/index.html>

My Documents

Please select the document you wish to view from the list below.

Document	Date	Type
2017 ABS Covering Letter	02/06/2017	
2017 Annual Benefit Statement	02/06/2017	

4.11 Contact Us

If you would like to contact us with Pension Account query, question or complaint, please select the ‘contact us’ option from your dashboard.

Contact Us

Email Address

Category

Comments

We endeavour to respond to all emails within 24 to 48 hours Monday to Friday (excluding bank holidays) but at busy times this may increase. If your email is regarding other pension matters, we will forward your email to the relevant pension’s team who will respond to you directly.

4.12 News

News



You will find here the latest News items from the LGSS Pensions team

Latest news

Welcome to your new-look member hub.

12 April, 2018

You will have noticed that things have changed around here...

We have completely redesigned our website and made a number of improvements that will hopefully make your experience and interaction with the website even better.

Here are some of the key improvements we have made:

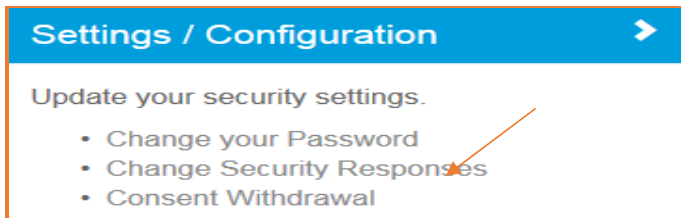
- **More integrated experience** – your new member hub is now a one stop shop for your Local government pension needs. We have embedded the previous Member Self Service portal into the member hub so you will now be able to find general information about the scheme, look up the value of your pension and even run "what if?" estimates, all in one place. You will no longer have to complete and post us a form or visit a different website to find out how much your pension is worth.
- **Better navigation** – we have made it even easier for you to find the information relevant to you, whether you are an active, former, or pensioner member. This information is now grouped into dedicated, easy to find areas for each type of member.
- **Secure, quick and easy** – if you request information from us, we will now be able to upload that information to your secure pension account. We will notify you when the information is ready and you will simply need to log in and retrieve it whenever you're ready. No more waiting until you get home to pick up the post and it is more secure with no risk of your documents being lost in the post.
- **New look and feel** – we have provided a whole new online experience for you with a new fresh design. We have increased our use of imagery and broken down large chunks of text to make the website easier to read and we have improved signposting too. You will now be able to focus on the information you want while hiding the rest, using our new 'accordion' feature.



4.13 Settings & Configurations - Password Maintenance and Security Options

How do I change my password?

You can change your own password by logging into your Pension Account and selecting the 'Settings / Configuration' option on your dashboard.



Select to 'Change Your Password' and you will then be asked to enter your current password and a new password. Please then re-enter the new password.

New passwords should be between 8 – 12 characters in length and must include at least one numeric, one lower case and one upper case. Passwords are case sensitive.

Providing a password hint is optional. Finally click on the 'Submit' button.

Change your Password

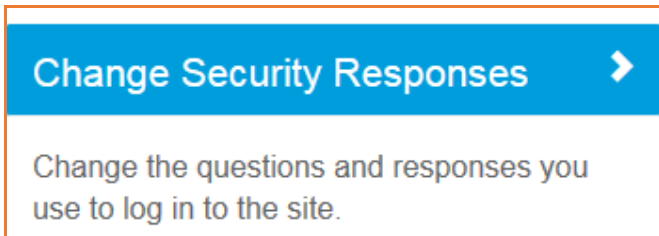
To change your password complete the form below and click Submit.
Note that passwords are case-sensitive: you can use upper, lower or mixed case passwords.

Enter Current Password	<input type="password"/>
Enter New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Password Hint	<input type="text"/>

Error messages are displayed if any of the required fields are not completed. Similarly, inconsistency entries will create an error message e.g. the new password and the confirmation of the new password do not match. Once you have successfully changed your password, you will receive a confirmation that 'Your password has successfully been changed'.

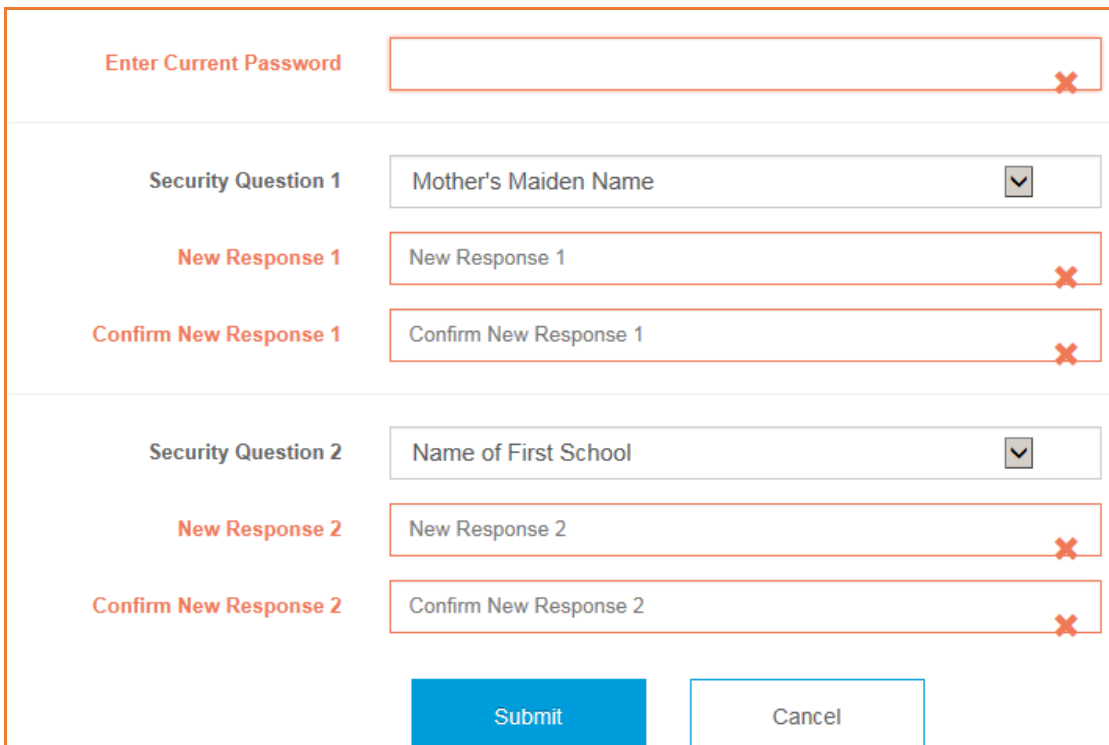
4.15 How do I change my security responses?

You can change your own security response by logging into your Pension Account and selecting 'Settings/Configuration' option on your dashboard and then select 'Change Security Responses'.



Enter your Current Password. If you enter an incorrect password an error message will appear. If you enter an incorrect password more than 3 times your Pension Account may become disabled and you will need to contact the system administrator using e-mail address mss@northamptonshire.gov.uk. The system administrator will reset this for you and supply you with a password reset link.

Please be aware that the entries in the 'New Response' and 'Confirm Response' fields must match exactly. If they do not an error message will appear once you submit the changes.

A screenshot of a web form for changing security responses. The form is enclosed in an orange border. It contains the following fields:

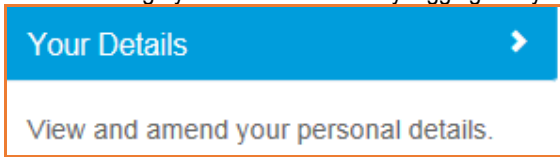
- Enter Current Password:** A text input field with a red 'X' error icon on the right.
- Security Question 1:** A dropdown menu with "Mother's Maiden Name" selected.
- New Response 1:** A text input field with "New Response 1" and a red 'X' error icon.
- Confirm New Response 1:** A text input field with "Confirm New Response 1" and a red 'X' error icon.
- Security Question 2:** A dropdown menu with "Name of First School" selected.
- New Response 2:** A text input field with "New Response 2" and a red 'X' error icon.
- Confirm New Response 2:** A text input field with "Confirm New Response 2" and a red 'X' error icon.

At the bottom, there are two buttons: a blue "Submit" button and a white "Cancel" button with a blue border.

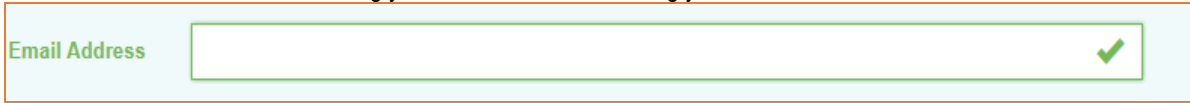
Once you have successfully changed your security responses, you will receive a confirmation message on the screen that 'Your security questions and responses have been successfully changed'.

4.16 How do I update my email address?

You can change your e-mail address by logging into your Pension Account and selecting 'Your Details' from the dashboard.



You will be taken to a screen showing your contact details including your email address.



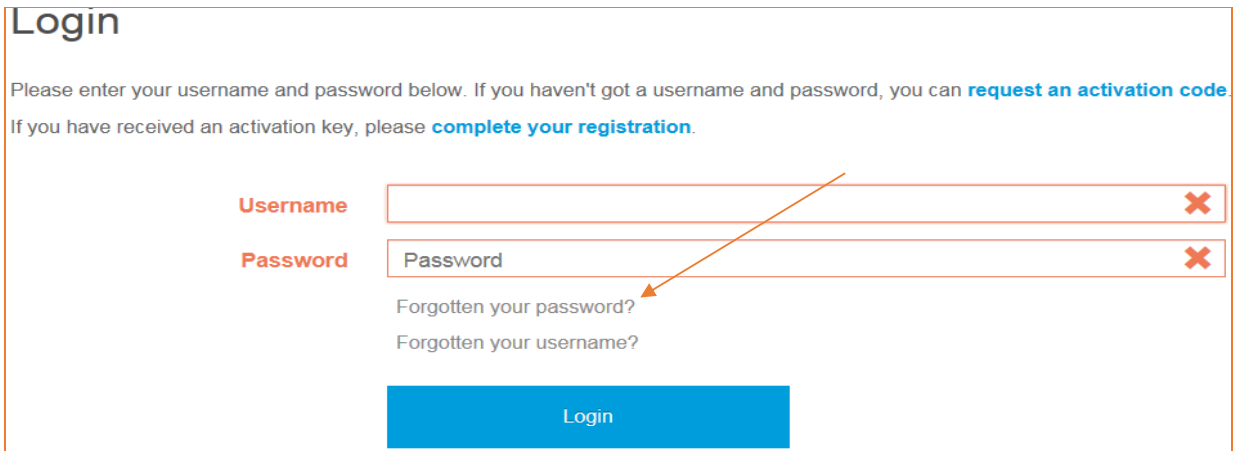
Amend your email address and click on the submit button.



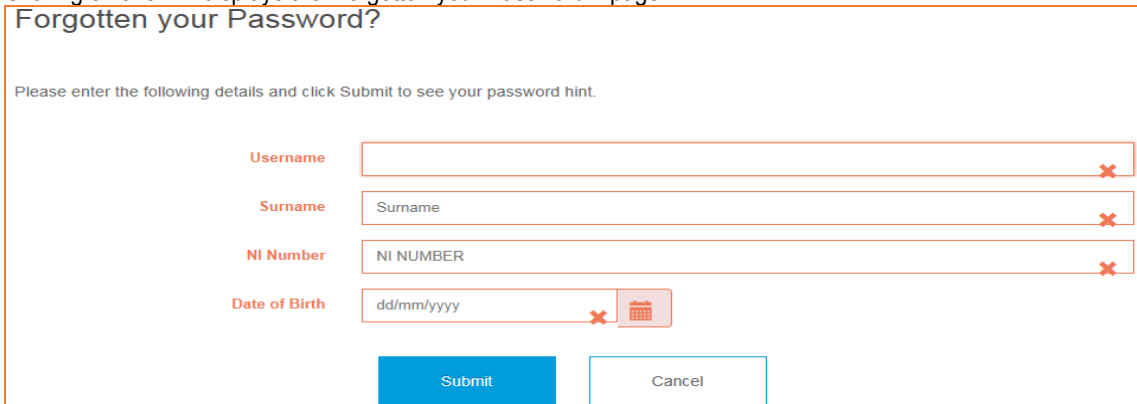
On submission of this page you will receive a confirmation message on the screen that 'Your E-Mail address has been updated successfully'.

4.17 What should I do if I forget my password?

If you forget your password, you can use the 'Forgotten your password?' link.



Clicking on this link displays the 'Forgotten your Password?' page.



You will be prompted to provide your username, surname, NI number and date of birth

If a password hint was provided by you when you first registered, this screen prompts you to recall your password.

If the password hint does not help, you can click the 'Request Password Reset' button, from the login page. You will receive confirmation that your request for a password reset has been successful. If your current contact details include an e-mail address, the password reset link will be email to this address, otherwise you will need to contact the system administrator (mss@northamptonshire.gov.uk) to provide an e-mail address.

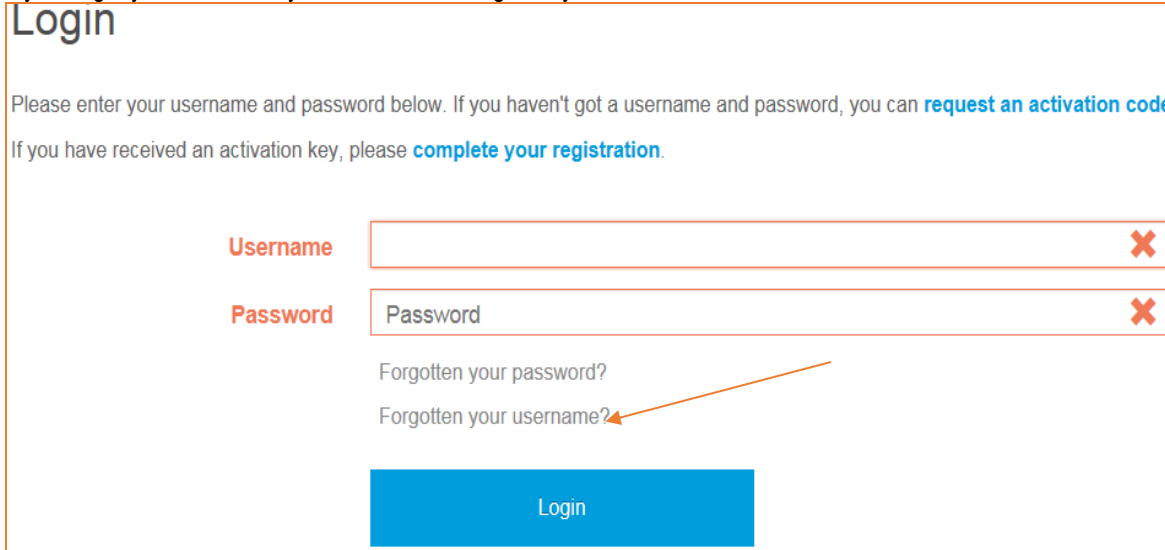
A secure password reset hyperlink will be sent to the email address recorded on our database. This link is only valid for 24 hours and it is for a single use only. By clicking on the secure link you will be taken to a webpage on which you can reset your password.

Please remember the new password must contain between 8 and 12 characters in length and must include at least one numeric, one lower case and one upper case character. Passwords are case sensitive.

You will receive confirmation that you password has been successfully updated.

4.18 What should I do if I forget my username?

If you forget your username you can use the 'Forgotten your username?' link.



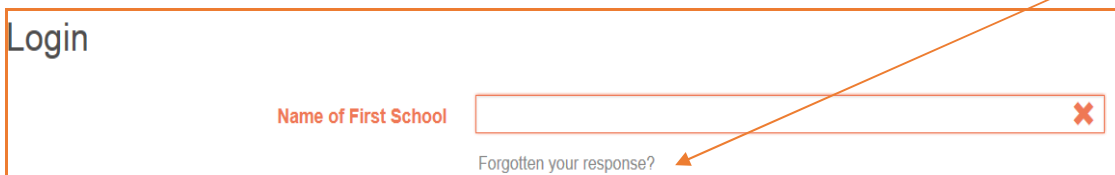
The screenshot shows a login form titled "Login". Below the title, there is a message: "Please enter your username and password below. If you haven't got a username and password, you can [request an activation code](#). If you have received an activation key, please [complete your registration](#)." There are two input fields: "Username" and "Password", both with red "X" icons in the top right corner. Below the "Password" field, there are two links: "Forgotten your password?" and "Forgotten your username?". An orange arrow points from the "Forgotten your username?" link to the right. At the bottom of the form is a blue "Login" button.

You will then be prompted to input your surname, NI number and date of birth. If the information entered is validated, an email will be sent to the email address as recorded on our database. The email will contain no personal information other than the username.

4.19 What should I do if I forget my security responses?

If you forget your response to one of your security questions, you can click on the 'Forgotten your response?' link.

This option will appear after you have entered your user name and password as per example below:



The screenshot shows a login form titled "Login". Below the title, there is a field labeled "Name of First School" with a red "X" icon in the top right corner. Below the field, there is a link: "Forgotten your response?". An orange arrow points from the "Forgotten your response?" link to the right.

This displays the 'Forgotten your Security Response?' page. If the information entered by you is validated, you will be emailed a secure hyperlink with which you can reset your security questions and responses.

4.20 What should I do if my login is disabled?

If you enter an invalid password or security response on three consecutive occasions, your account will be disabled and you will see a message advising you that '**Access has been disabled**'.

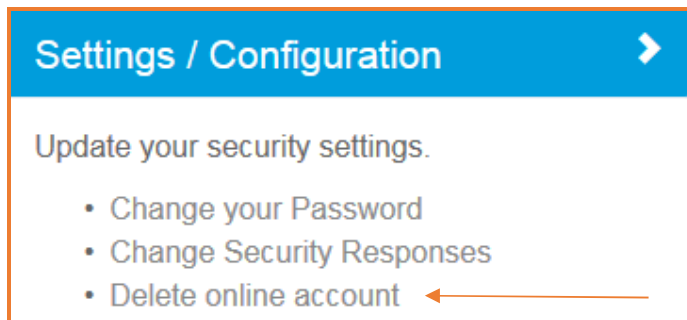
In order to re-enable your account for use, you must enter your details on the screen displayed immediately after locking the account. You will need to enter the following information:

- Username
- Surname
- NI Reference
- Date of Birth

Inputting this data, generates a secure password reset link which is sent to the email address recorded on our database. Alternatively you can contact the system administrators for assistance using e-mail address mss@northamptonshire.gov.uk

4.21 Delete Online Pension Account

If you would like to delete the access to your online pension account select 'Settings/Configurations' from your dashboard



By ticking the 'Delete online account' box, you will no longer have access to your pension record online and you will no longer be able to access your Annual Benefit Statements (ABS) and other pension documentation using on-line Pension service. You will need to contact the Pensions team separately to advise that you no longer want to view your ABS electronically via the on-line service and that you require future documentation to be posted to the address held on record. The email address to send this request to is pensions@northamptonshire.gov.uk or if you prefer, you can post this request to the address below:

One Angel Square
Angel Street
Northampton
NN1 1ED

Delete online account

I would like to delete online access to my pension account. I accept that by deleting my account I will be logged out immediately and will no longer be able to view my pension record online or use the self-service tools on this website. Please note that deleting your online account does not opt you out of receiving electronic communications. You will need to send us a separate notification to ensure that you receive communications from us, by post, including your annual benefit statement. If you do not send us a separate communication to opt out of electronic communications, you will not be able to view your annual benefit statement. Please send an email to pensions@northamptonshire.gov.uk or write to us using the address at the bottom of this page.

Delete online account

Submit