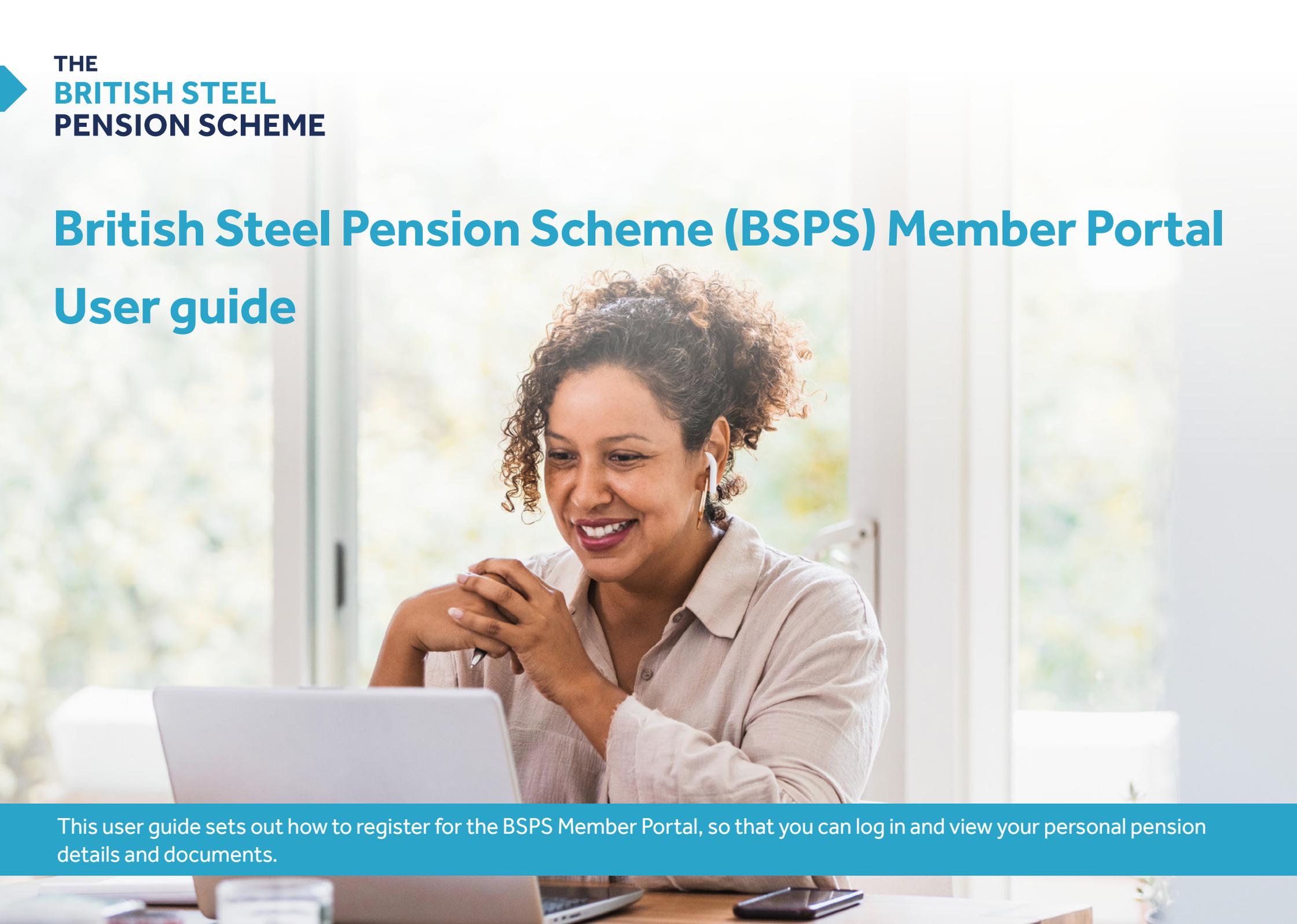


British Steel Pension Scheme (BSPS) Member Portal

User guide



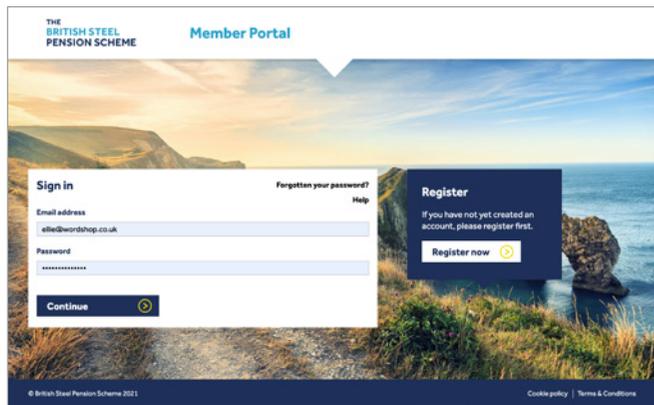
This user guide sets out how to register for the BSPS Member Portal, so that you can log in and view your personal pension details and documents.

On your first visit

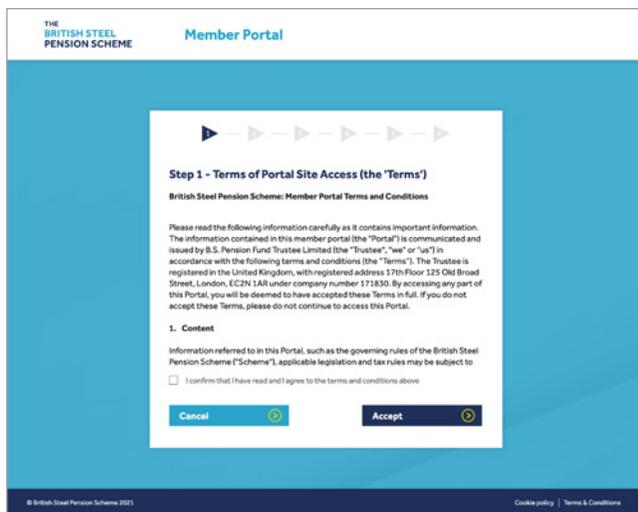
Here is how to register.

Step 1

Click on the 'Register now' button.



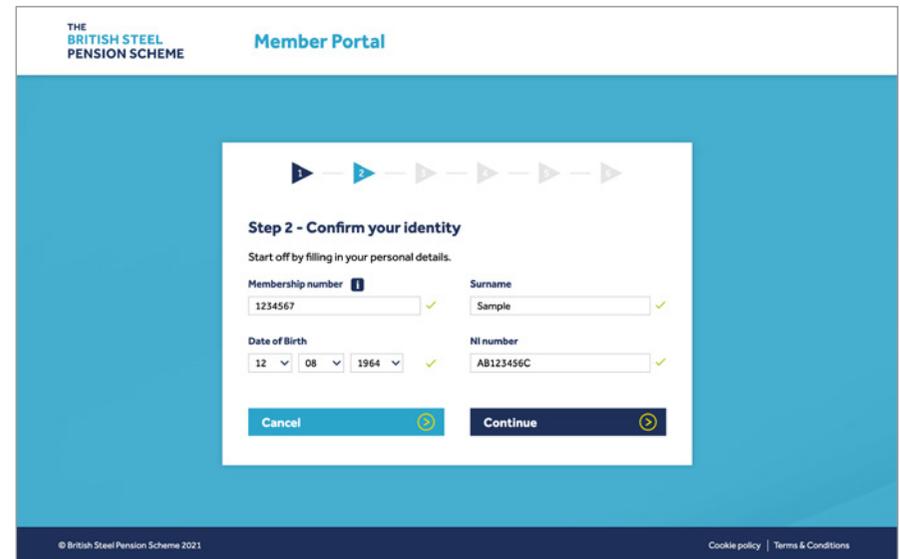
Tick the box to accept the T&Cs and click on 'Accept' to continue.



Step 2

Type in your Surname, Membership number, Date of Birth and National Insurance (NI) number. You'll find your Membership number printed at the top of your pension increase letter and your NI number is on your P60 document.

Click on the 'Continue' button.



Step 3

Check your details and, if they are correct, click on 'These are my details'.

THE BRITISH STEEL PENSION SCHEME Member Portal

Step 3 - Check your details

Please check the details shown below to ensure that they are correct. If they are correct then please click 'These are my details' below.

If the details are incorrect, but you recognise them, please continue with the registration process and contact the Pensions Office to update your details once you have logged in to the website.

If the details are incorrect, and you do not recognise them, please ensure the details entered in Step 2 are correct. If they are correct, please contact the Pensions Office.

Mr Andrew Sample
Address line 1
Address line 2
Address line 3
Address line 4
Postcode

Cancel These are my details

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Step 4

Type in your email address and choose a secure password.

Your password should be a minimum of eight characters and include upper and lowercase letters, numbers and symbols (for example: !@£\$%^&*). The system won't allow you to continue if your password doesn't meet these requirements.

Click on 'Continue'.

THE BRITISH STEEL PENSION SCHEME Member Portal

Step 4 - Your email address and password

Enter your personal email address and choose a password. For security reasons please use your own personal email address.

Email address
andrew@test.wordshop.co.uk

Confirm email address
andrew@test.wordshop.co.uk

Password
(Your password needs to be a minimum of eight characters. Remember to include a symbol, a number, and upper and lower case letters.)
***** Show password

Confirm password
***** Show password

Cancel Continue

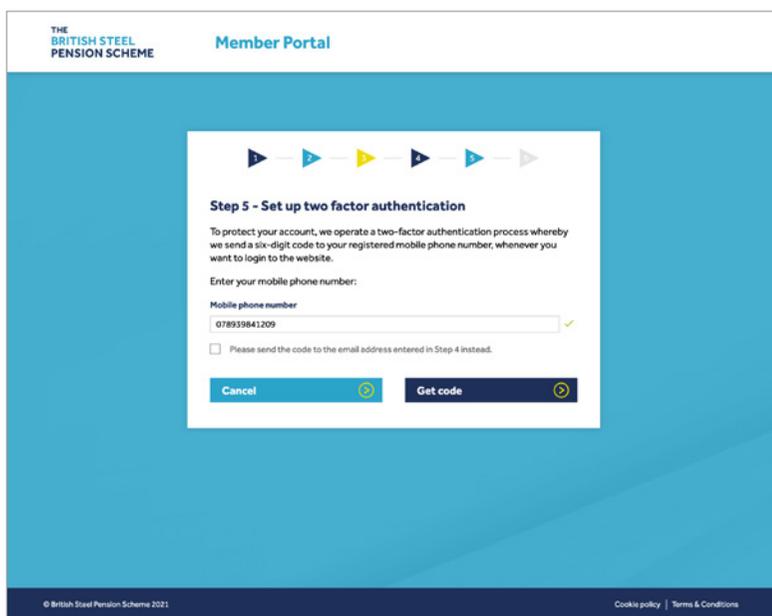
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Step 5

Set up two-factor authentication by providing your mobile phone number and click on the 'Get code' button. In future, whenever you want to access the site (or make changes to your details), we'll send a six-digit code to your phone, to help protect your personal information. You can also choose to send the code to the email address you entered in the previous step.

If you don't receive the code at first, you can ask for it to be resent to either your registered email address or mobile phone number. Your code is valid for 10 minutes. After 10 minutes, it will expire and you will need to request a new code.

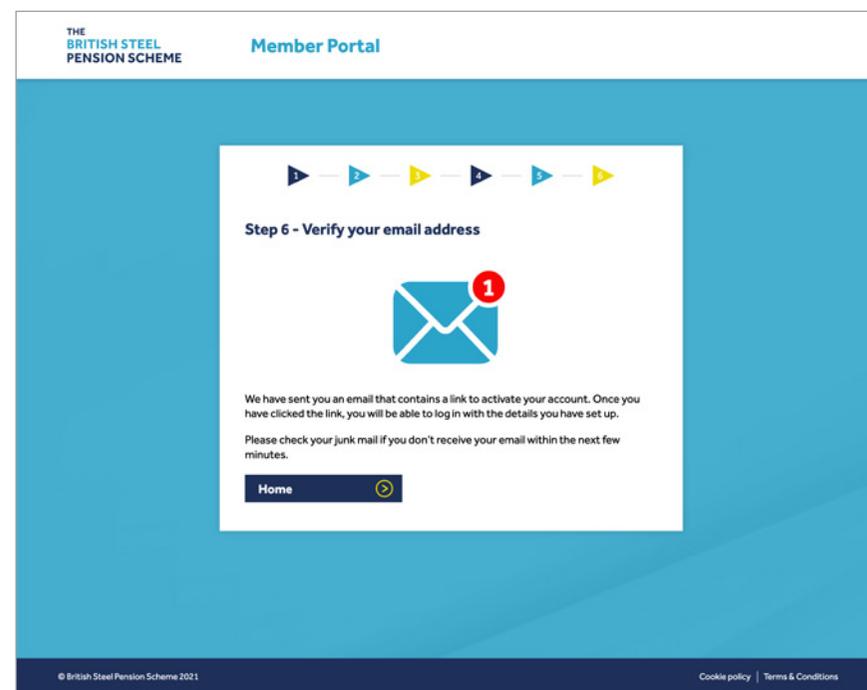
Enter the code and click on 'Continue'.



The screenshot shows the 'Member Portal' interface for 'THE BRITISH STEEL PENSION SCHEME'. The page title is 'Member Portal'. A progress bar at the top indicates the current step. The main heading is 'Step 5 - Set up two factor authentication'. Below this, there is explanatory text: 'To protect your account, we operate a two-factor authentication process whereby we send a six-digit code to your registered mobile phone number, whenever you want to login to the website.' A form field labeled 'Enter your mobile phone number:' contains the number '078939841209' with a green checkmark to its right. Below the form field is a checkbox with the text 'Please send the code to the email address entered in Step 4 instead.' At the bottom of the form are two buttons: 'Cancel' and 'Get code'. The footer contains '© British Steel Pension Scheme 2021' and 'Cookie policy | Terms & Conditions'.

Step 6

Verify your email address. Check your email inbox (or spam/junk folder) and click on the link from us to activate your account.



The screenshot shows the 'Member Portal' interface for 'THE BRITISH STEEL PENSION SCHEME'. The page title is 'Member Portal'. A progress bar at the top indicates the current step. The main heading is 'Step 6 - Verify your email address'. Below this is an icon of an envelope with a red '1' in a circle. The text reads: 'We have sent you an email that contains a link to activate your account. Once you have clicked the link, you will be able to log in with the details you have set up. Please check your junk mail if you don't receive your email within the next few minutes.' At the bottom of the form is a 'Home' button with a right-pointing arrow. The footer contains '© British Steel Pension Scheme 2021' and 'Cookie policy | Terms & Conditions'.

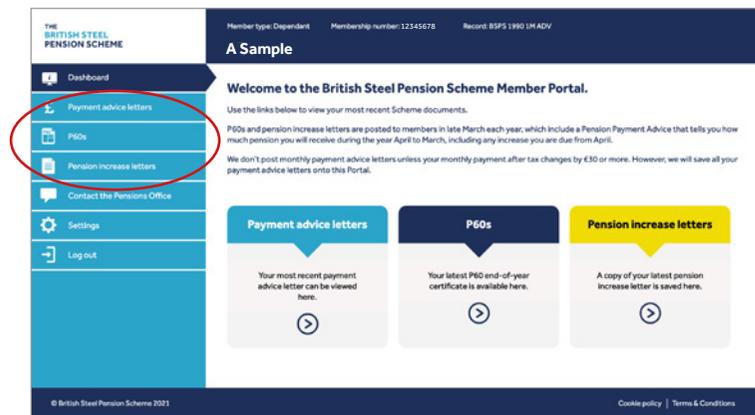
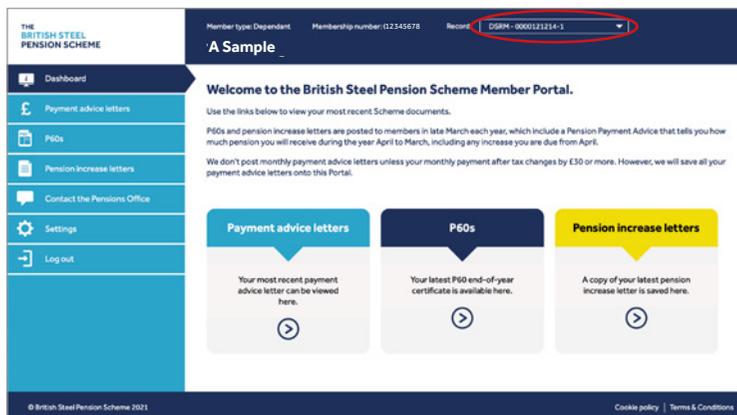
That's it – you're all set! Next time, all you'll need to log in is your email address and password. You will need to complete the two-factor authentication process each time you log into the portal – this helps keep your personal information secure.

The Member Portal – tips & tricks

The Member Portal gives you direct access at any time to your P60s, pension increase letters and monthly payment advice letters.

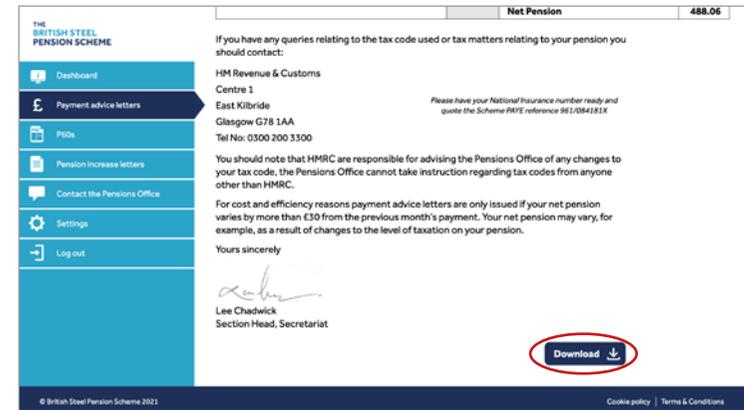
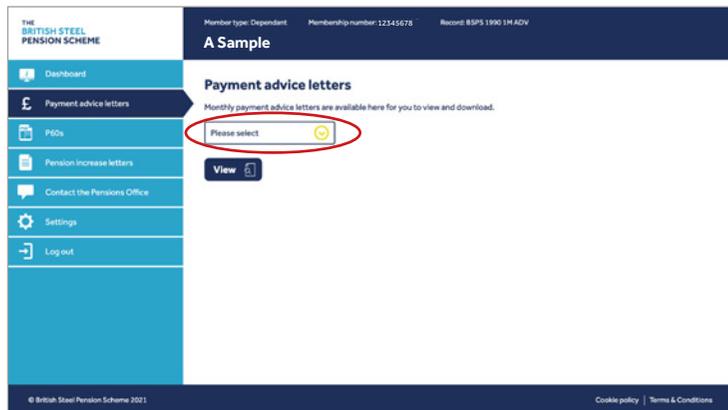
If you have more than one pension record, you can switch from one to the other using the drop-down list at the top of the screen.

The menu on the left-hand side of the Member Portal is where you can view your documents, but you can also use the links on the main dashboard.



You can select the document you're after from the drop-down menu in each section.

Then, if you want to save a copy, you can download it.



By clicking on 'Settings', you can update your personal details and security settings. This includes your password, your registered email address and the mobile phone number used for two-factor authentication.

If you want to update your phone number, you'll be asked to enter your current number and new number, and then enter your password to confirm the change. Changes to your password require you to go through the two-factor authentication process.

If you want to update your email address, the system will ask you to enter your password and also check your old inbox for a confirmation link from us. If you don't have access to your old email address, please contact the user helpline and ask them to delete your account so that you can register again from fresh.

THE BRITISH STEEL PENSION SCHEME

Member type: Dependant Membership number: WA785986C Record: BSFS 1990 1MADV

A Sample

Settings

This is where you can change your password, email address and mobile telephone number.

Password

Email address
xxxx@xxxx.xx.xx

Mobile telephone number
07590684372

This is the telephone number we will use to send a six-digit authentication code whenever you change your details online.

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Forgotten your password?

Use the 'Forgotten your password' link on the main log-in page to request a reset email. Remember to use the email address you registered with, so that the system can find you.

Common problems

1. I can't sign in

Make sure you have completed all the steps in the registration process, including clicking on the link in the activation email. This email will be sent to the inbox of the email address you used to set up the account. If you don't see the email in your inbox, check your junk folder.

2. I've registered but can't sign in

Check that you're using the same email address you used to register for the website. Then, check your password. If you've forgotten your password, click on the 'Forgotten your password' link and follow the instructions to reset your password. If you're still having problems, contact the helpline.

3. I've forgotten my password

Click on the 'Forgotten your password' link and follow the instructions to reset your password. You'll need to enter the email address you used to register for the Portal.

If an account exists in our database, a temporary login link will be generated for your account and emailed to your registered email address.

4. How do I reset my password?

If you want to change your password, you can do this once you have logged into the Portal. Click on 'Settings' on the left-hand menu and then the 'Update' button under Password. You will be asked to enter your current password and type in your new password twice. You will be sent a six-digit authentication code to either your registered email address or mobile phone number, which you will be asked to enter to make the change take effect.

5. I haven't received my activation email, what should I do?

First of all, check your junk/spam folder to make sure it isn't in there. If, after two hours, it still hasn't arrived in your inbox, please contact the helpline. They can resend your activation email or, if necessary, reset your details (in which case you will need to complete the registration process again).

6. The activation link in the email doesn't work

Copy and paste the link into your web browser. If that doesn't work, contact the helpline (detailed at the end of this document).

7. My two-factor authentication code did not work

The code expires after 10 minutes, at which point it will no longer work and you will need to request another one. If you have requested more than one code, only the most recent one selected will work. You may need to close and reopen your browser and try again if the problem persists.

8. I did not receive my two-factor authentication code

If you have requested a code via your mobile phone, make sure you have mobile reception. If you are still having trouble, try receiving the code via email. If you are having trouble getting the code via email, try checking your junk/spam folder.

9. An error message says I have locked my account

If you make multiple incorrect attempts to access your account or register, you will be temporarily locked out of the process. Try closing and reopening your browser.



If you need help

If you've read this guide and you're still having problems, you can contact our user helpline:

Telephone:

UK 0330 440 0850

Overseas +44 141 274 2250

Email: memberportal@bspensions.com