STEP-BY-STEP GUIDE TO REGISTERING AND LOGGING IN TO YOUR ONLINE ACCOUNT

REGISTERING FOR YOUR ACCOUNT

Go to https://enw.myesps.co.uk

Once you are on the login screen, click the link to register, which is highlighted below.

TIP: Please make a note of your password. You will be asked for this when you go to log in.

Welcome

Email address
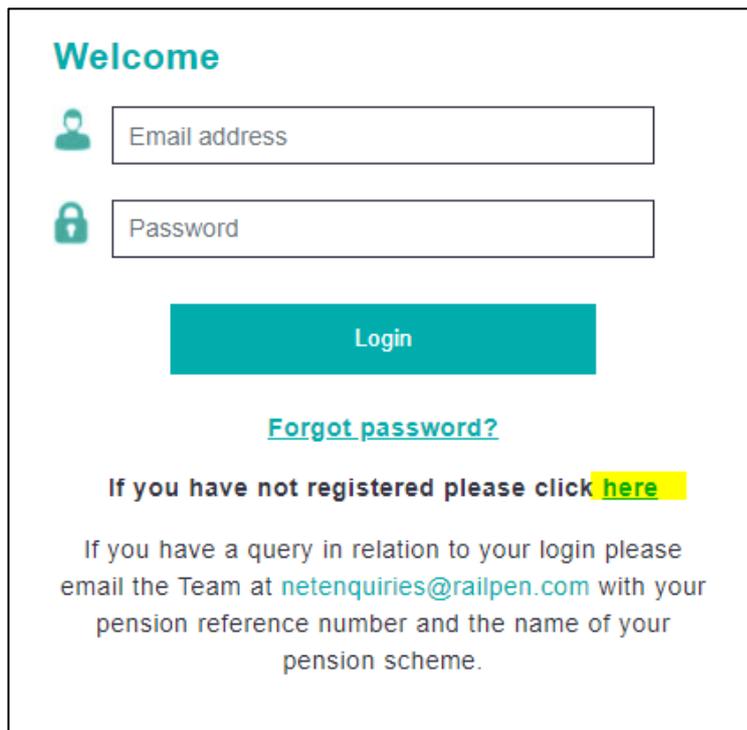
Password

Login

Forgot password?

If you have not registered please click here

If you have a query in relation to your login please email the Team at netenquiries@railpen.com with your pension reference number and the name of your pension scheme.

On the next screen, enter your details ensuring there are no spaces in the National Insurance number and date of birth fields (see the example on the next page). You will also need to input your **personal activation code** which is detailed on the first page of this letter. If any of the fields are pre-populated with information, please delete and retype your own information.

If your National Insurance number and date of birth don't match what we have on our records, you will not be able to register. Please contact netenquiries@railpen.com so we can verify your details.

To complete your registration, please fill in the required fields below.

Activation code

Date of birth DD/MM/YYYY 📅

National insurance number

Email address

Confirm email address

☐ I have read and agree to the terms & conditions and cookie policy

Password

Confirm password

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Register

Your email address

Please register with a personal email address, i.e. not your work one, so that if you change employer or leave employment you can continue to access your account seamlessly.

Your password

When you type your password, it <u>must</u> be at least 10 characters long and <u>must</u> contain at least one of each of the following:

- a capital letter (e.g. F)
- a lowercase letter (e.g. h)
- a digit (e.g. 3)
- a non-alpha numeric character (e.g. @)

The password should not contain more than 2 identical or sequential characters in a row (e.g. 111).

An example: Coventry1/

This password meets the criteria but is an example only. To keep your password secure, you should not use this as your password.

If you are using a tablet or mobile phone to register please be careful to note if you are using upper case or lower case letters as it can be harder to tell on these devices.

Tip: you will see an icon at the end of the password box (as highlighted below). If you click this icon, it will show the password you have typed. However, if you are using a Mac, iPad or iPhone, this option isn't available.

When you have entered all your details, please make sure you have ticked the boxes next to *"I have read and agree to the terms & conditions and cookie policy "* and *"I'm not a robot".* The page should look similar to the screen shot below.

Tip: You can read the **'terms & conditions'** and **'cookie policy'** by clicking on the links.

PLEASE TAKE THIS TIME TO ENSURE ALL YOUR DETAILS ARE CORRECT.

Confirming your registration

Once you're happy your details are correct, select "**Register**". If you have followed the instructions correctly, you will receive the message below.

Confirmation

An email has been sent to your email address. Please follow the instructions in the email to complete the registration process.

OK
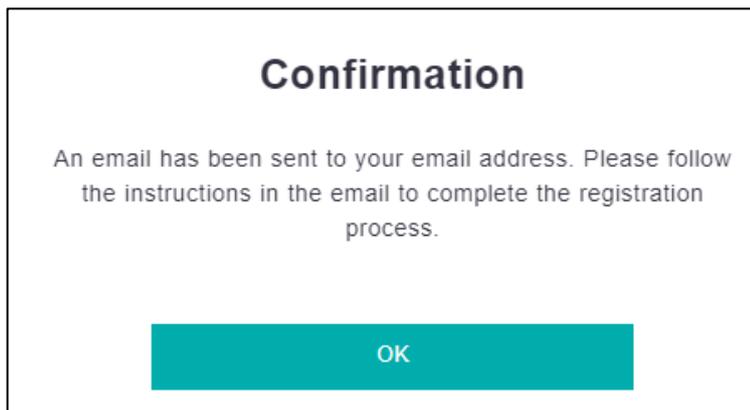
If this message doesn't appear, you will receive a message in red stating something has gone wrong. The password you typed in the box will be deleted and you will need to type it again. Please check all the information you have input is correct before clicking 'Register'

If you received the confirmation message above, an email will be sent to the email address you provided. An example is shown below. If the email is not in your inbox, check your spam/junk folder. If the email has appeared in your spam/junk inbox, you will need to move it into your inbox as the link may not work otherwise. This email is not branded so please look out for this email.

Dear MR Test

Your account is now ready to use. Please use the following link to complete the registration process.

Complete the registration process

Please note this link will expire after 60 minutes. If it does expire you will need to log back in and update your email address again.
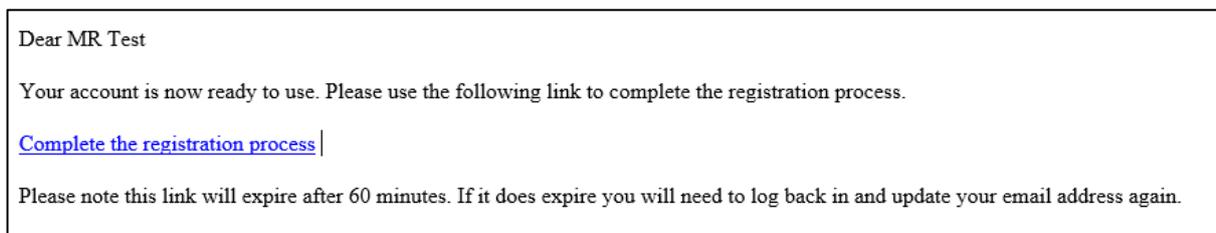
Please follow the **registration link** to complete the registration process. This Registration link is only valid for **60 minutes**, so please complete this process as quickly as possible.

If you do not complete within 60 minutes you will need to re-register via the website login page to receive a new registration link.

When you click the link, it should take you to a webpage, as shown below. Please select the "**click here**" link to go to the Login page. Please contact us if you experience any issues by emailing netenquiries@railpen.com.

Email verified

Please click here to go to Login page
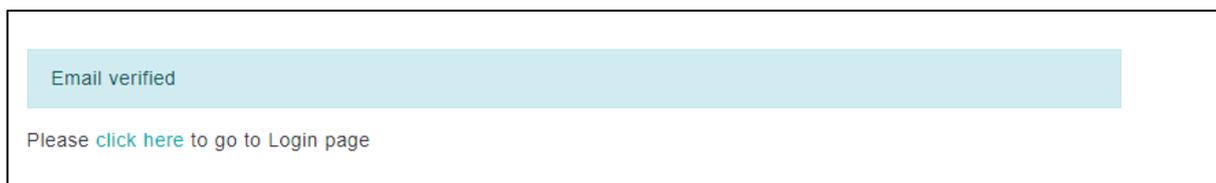
LOGGING INTO YOUR ACCOUNT

Your username (email address) and password

You should now see the login screen. Please make sure you delete any pre-populated information. You can then type the email you registered with into the email box and the password you registered with into the password box. Once you are finished, it should look like the screen shown below. Select "Login".

If at any point you have forgotten your password and wish to access the site, you will need to click on the 'Forgotten your password' link on the login page. You will be asked to enter the email address you have used during the registration process. Once the email is verified, a reset password link will be sent to you via email. The link in the email will redirect you to a password reset page on the website which will allow you to reset your password and login immediately.

If you use an incorrect password on multiple occasions, your account will be locked. If locked, you will need to follow the 'Forgotten your password' link as outlined above.
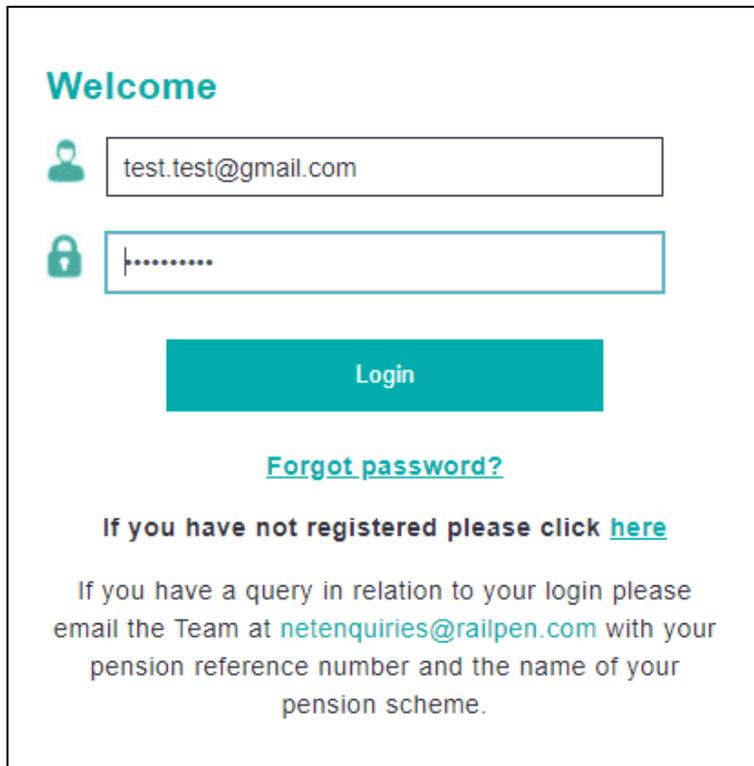
Setting up your mobile phone number

When you log in for the first time you will be presented with the below screen. You will need to enter a mobile phone number which the website will send a verification code to, to allow you to log into the website. You will not be able to log into your account until this step is completed.

If you enter an invalid mobile phone number you will be presented with the following error and prompted to enter a new number.

- Failed to send SMS code. Please check your mobile number or try again after some time.

A text message will be sent to your mobile phone with a 6 digit verification code. An example is shown below.

Pensions

Text Message
Today 12:56 PM

960561 is your verification code for Pensions online.
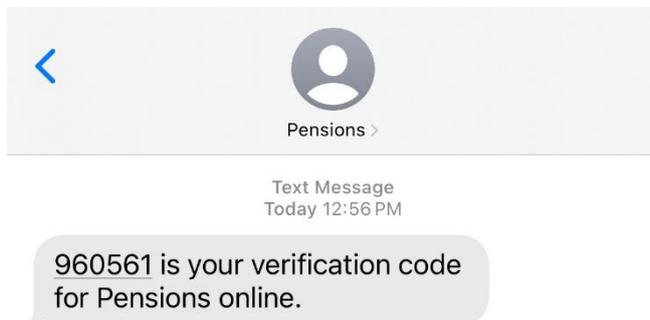
On the next screen you will need to enter the verification code and click '**Verify'**. The code will be valid for 5 minutes. If the code is not entered within 5 minutes you will need to request a new code to be sent. . You can also request the verification code to be resent to you mobile after 2 minutes.
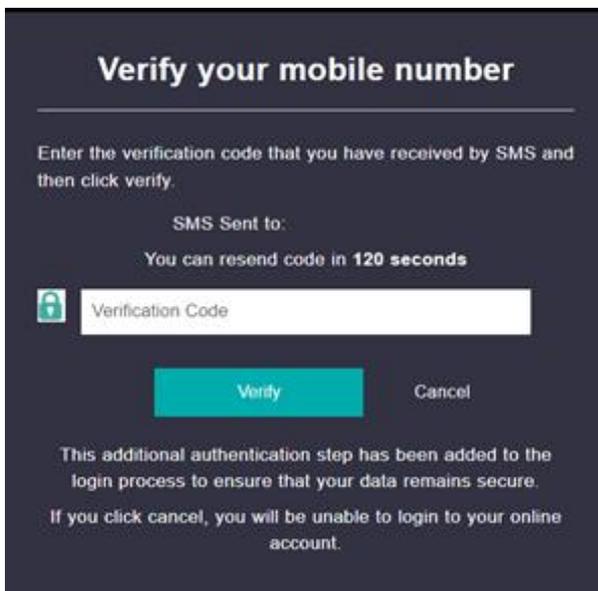
Once you have verified the code sent to your mobile you will then have access to your account. **You do not have to set up your mobile number again once you have completed this.**

After you have set up your mobile number

After you have completed the above process, when you come to log into your account again your mobile number will be saved to your account and you will be prompted to send a verification code to the number you have set up.

As previously stated, please enter the code sent to your phone.