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

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## REGISTERING FOR YOUR ACCOUNT


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Go to <https://uniper.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





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@broadstone.co.uk](mailto:netenquiries@broadstone.co.uk) 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 below**). If any of the fields are pre-populated with information, please delete that 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@broadstone.co.uk](mailto:netenquiries@broadstone.co.uk) so we can verify your details.**

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

ABCHDEA3

01/01/1900



AB000000C

test.test@gmail.com

test.test@gmail.com

☐ I have read and agree to the [terms & conditions](#) and [cookie policy](#)

Password

Confirm password

Memorable passphrase

Confirm memorable passphrase



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 must be at least 10 characters long and must 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 spaces.

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

**For 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.

**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.

The image shows a registration form with two sections. The top section contains input fields for 'Password' (masked with dots), 'Confirm password', 'Memorable passphrase', and 'Confirm memorable passphrase'. A yellow box highlights a toggle icon (an eye) at the end of the password field. Below these fields is a reCAPTCHA 'I'm not a robot' checkbox and a teal 'Register' button. The bottom section contains a checkbox for agreeing to terms and conditions, followed by the same password and passphrase fields. In this section, the password field shows the example 'Coventry1/' and the toggle icon is disabled (greyed out).

## Your memorable passphrase

The next step is to type your memorable passphrase. The memorable passphrase must be at least 10 characters long and must 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 spaces.

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

**For example:    Coventry2/**

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

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.

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

ABCHDEA3

01/01/1900 

AB000000C

test.test@gmail.com

test.test@gmail.com

☒ I have read and agree to the [terms & conditions](#) and [cookie policy](#).

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Coventry2/

Coventry2/

 I'm not a robot  reCAPTCHA  
Privacy - Terms

Register

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

Please also make an extra note of your memorable passphrase. You will be asked for certain characters when you go to log in.

### 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 have typed in the box will be deleted and you will need to type it again.

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, please check your spam/junk folder.

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.

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.

When you click the link, it should take you to a webpage, as shown below. Please select the "click here" link.

Email verified

Please [click here](#) to go to Login page

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# LOGGING INTO YOUR ACCOUNT

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## 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.

### Welcome



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@broadstone.co.uk](mailto:netenquiries@broadstone.co.uk) with your pension reference number and the name of your pension scheme.


Select "Login".

## Your memorable passphrase

You will then see a page asking for characters from your memorable passphrase. In the example shown below it asks for the 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> characters.

Enter characters of your memorable passphrase.

Character 8   Character 9   Character 10

☐ I'm not a robot  reCAPTCHA  
Privacy - Terms

**Continue**

Please enter the relevant characters from your memorable passphrase. Please be aware of the following:

- If the character in your memorable passphrase is an upper case letter, please enter it on this page as an upper case letter.
- When you enter your characters using a Mac, Tablet or Phone, the characters are defaulted as upper case so make sure it's changed to lowercase.


### Confirm you are not a robot

Once you have entered your characters, tick the box next to “I’m not a robot” before you click “Continue”. The page should look like the example below (the passphrase used in this example is Coventry2/).

Enter characters of your memorable passphrase.

Character 1   Character 2   Character 9

C  o  2

☒ I'm not a robot  reCAPTCHA  
Privacy - Terms

**Continue**

Check you entered everything correctly and click “Continue”. If you have entered your details correctly, you will be logged in.

**If you enter your details incorrectly three times, your account will be locked. You should then email [NetEnquiries@broadstone.co.uk](mailto:NetEnquiries@broadstone.co.uk) for support.**