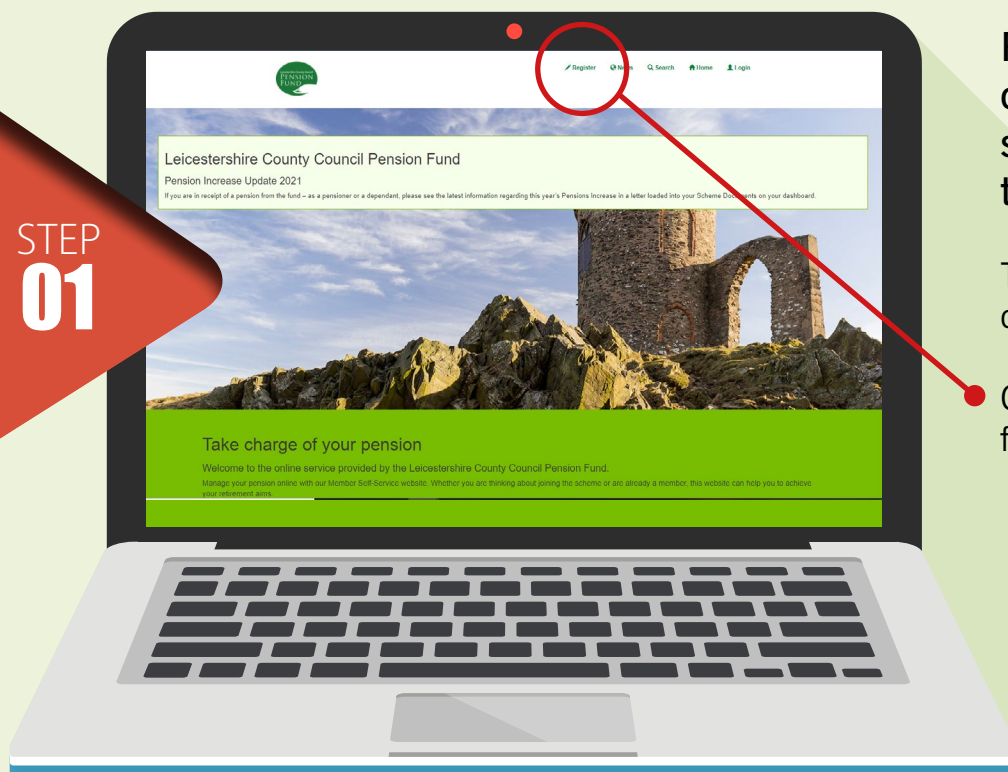


REGISTERING FOR MEMBER SELF SERVICE

STEP 01



Registering for an online account is a straightforward process that doesn't take long.

The homepage of the website can be found [here](#).

Click on **'Register'** – this can be found at the top of the page.



STEP 02


You will then be taken to this screen, where you will need to enter your **surname**, **National Insurance number**, **date of birth** and an **email address**. It is recommended that this is a personal email address, not a works address so that we can continue to keep in touch after you leave your employment.

Sign Up

To register, please sign up for an **activation email**.

Please type your details into the boxes below. When you have finished, please click the 'Sign up' button underneath.

An activation email will be sent to the email address you enter below (we recommend using a personal email address). The activation email will let you proceed to the second part of the registration process.

Surname	<input type="text" value="Surname"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 
E-mail Address	<input type="text" value="E-mail Address"/>

Once you have clicked 'Sign up' you will receive an email, which will contain a link for you to click on and may also include an 'activation code', which will be required to enable you to complete your registration. This could take up to 2-3 days to arrive, particularly if you register at the weekend (also check your 'Spam' mailbox before contacting us). The registration page looks like this.

STEP
03

Registration

Welcome to the Registration page, where you will create your new Member Self-Service (MSS) account. Whilst you are here, please choose a username, a password and two security questions.

Please create a username for your account:

Username

Please add an email address to your account:

Email Address

Confirm E-mail Address

Please create a password for your account:

Please note that your password:

1. Must be between 8 and 12 characters in length.
2. Must have at least one uppercase letter.
3. Must contain at least one number: 0 1 2 3 4 5 6 7 8 9
4. Must contain at least one of the following symbols: ! \$ % ^ & * # @
5. Cannot contain spaces.

Enter New Password

Confirm New Password

Please choose security questions for your account:

Please note that the answers are case sensitive.

Security Question 1

New Answer 1

Confirm New Answer 1

Security Question 2

New Answer 2

Confirm New Answer 2

If you have finished, please click the 'Register' button below to create your Member Self-Service (MSS) account.

[Register](#) [Cancel](#)

Pensions Section
Leicestershire County Council
County Hall
Glenfield
LEICESTER
LE3 8RB

Pensions Helpdesk
[Online Enquiry Form](#)
0116 305 7888
Phone line open 9am - 2pm Monday
to Friday

[Accessibility](#)

Once you have completed your registration you are ready to access all your pension details.

REGISTERING FOR MEMBER SELF SERVICE

After successfully logging in for the first time you will be taken to your 'Dashboard', from where you will be able to access the website facilities.

The screenshot shows a web dashboard for the Leicestershire County Council Pension Fund. At the top left is the logo for the Pension Fund. To the right are navigation links: Register, News, Search, Home, and Your Account. Below this is a header bar with the user's name 'A B Example', Scheme: 'Leicestershire CC', Member Ref: '123456', and Status: 'Active'. The main content area is titled 'Welcome Mrs Example to your Active Record: Leicestershire CC' and contains a grid of ten interactive panels, each with a green header and a right-pointing arrow:

- Your Requests**: 'There are currently no open requests. View all requests'
- Your Details**: 'View and amend your personal details.'
- Employment Details**: 'View your current employment details. • Annual Allowance'
- Pension Benefits**: 'View your pension benefits. • Additional Benefits • Benefit Projectors • Benefit Statements • Latest Valuation'
- Documents**: 'View the documents that relate to you and your pension. • My Documents • Scheme Documents • Document Upload'
- Nominations**: 'Make sure your loved ones are still cared for should anything happen to you. • Death Grant Nomination Details'
- Settings / Configuration**: 'Update your settings. • Change your Password • Change Security Responses • Consent Withdrawal • Pensions - Data Sharing LG'
- News**: 'Click here to find out the recent news for pensions'
- Contact Us**: 'Comments, questions, complaints? Get in touch.'
- Pensions useful links**: 'Click here for more useful links'

STEP
04

PROBLEMS REGISTERING?

Some users overcame their difficulties registering by changing their device or web browser.

If you are able to do so, try using a desktop pc or a laptop. Google Chrome appears to be the best browser to use as well.

In some cases, where scheme members had previously contacted us to advise that they wished to continue to receive paper documents, but now wish to register online, you will need to advise us that you have changed your mind. Once we have amended your record to reflect this, you will be able to register.

After successfully navigating most of the registration process, some users have reported not receiving the notification email to their in-box.

Not all of these emails are generated automatically. Whilst the aim is to release these within 24 hours, if you have registered on a Friday evening, it may not reach you until Monday or Tuesday. Alternatively, it may have been sent to your Spam in-box instead – try checking there.