

INSTANT ACCESS AT YOUR FINGERTIPS

HOW TO ACCESS THE MEMBER SELF-SERVICE PORTAL (MSS)

We have provided you with 24-hour access to the Member Self-Service Portal so that you can become familiar with your member account at your convenience and keep your information up to date in a secure environment.

The purpose is to provide efficient and streamlined servicing for all.

HOW TO ACTIVATE YOUR MEMBER ACCESS FOR THE FIRST TIME

There are six easy steps:

1. We will issue you with a Welcome email which will provide a link to the portal together with the steps you need to follow to activate your account.
2. Log on to our website, using the link from the email and request a username and password by pressing "request one".
3. Complete all of the fields. They will turn green with a tick to the side when complete. Please note that the client reference number and business group can be found on your initial Welcome email. Press submit. There will be a message on the screen to confirm that the activation code has successfully been generated and sent to your email address within 24 hours.
4. Now that you have received your activation email, log on to the website and select "complete your registration".
5. Complete the activation screen. The information is **case sensitive** so make sure you remember what and how you've entered the information. The boxes will go green with a tick at the side. Be careful when you copy across your activation code that you do not include any additional spaces. Press Submit.
6. You will now need to select a username and password as well as set up your security questions and responses. Work through the Registration screen and once all is complete to your satisfaction press Register. You will receive an onscreen confirmation that your Member Self-Service account has now been created and you can log in.

QUESTIONS AND ANSWERS

Q: What happens if I entered the activation code incorrectly?

A: The code can be used for one successful activation. Therefore if you have input the code incorrectly, don't worry, you can re-input the correct activation code and try again.

Q: What happens if I've forgotten my username?

A: Simply press the "Forgotten your username" link and follow the process. You will need to enter your Surname, Date of Birth and Client Reference Number. Press Submit and you will receive an email with confirmation of your username.

Q: What if I've forgotten my password?

A: Simply press the "Forgotten your password" link and follow the process. You will receive the password hint that you selected at activation. If this helps then return to the log-in page. If not, click on "Request Password". You will need to know your Username, Surname, Date of Birth and Client Reference Number. We will email you a temporary password. Go back to the log-in screen and log-in. You will automatically be taken to the "Change your password" screen to reset your password.

Q: What is my "Client Reference Number"?

A: This is a system-generated number and will be listed in your Welcome email.