

My Pension Online / Member Self Service (MSS) Sign-up/Registration Guide

MSS is available for all members of the Isle of Wight Pension Fund (IWPF) to enable you to access your pension record securely online.

As a scheme member, you are able to:

- view your pension record
- make changes to your personal information such as your home address, email and phone details, etc. Active members should contact their employer with any change of contact details
- make a death grant nomination
- run calculations including retirement estimates
- view documents such as annual benefit statements
- contact us with any questions

To sign-up and register for MSS, please go to the following section, [click here](#).

If you have previously registered and wish to access the MSS login screen, please go the following section, [click here](#).

If you have any questions then please contact us in one of the following ways, [click here](#).


How to register to use your pension account

1. To sign-up and register for MSS click on the following link;
<https://www.iwcpensions.co.uk/home/registration/sign-up.html>
2. Complete all four boxes and click the **Sign Up** button to continue. We always recommend using a personal email address as you can continue to access the online portal after your employment ceases.

Sign Up


To request an activation key complete the form below and click the Sign Up button


Your activation key will be sent to the email address held on record. If you have not received this within 24 hours please contact your Pensions Administrator.

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

3. You should see a confirmation box at the top of the screen if the sign up has been completed successfully.
4. You will be sent an email from mss@aquilaheywood.co.uk entitled Member Self-Service Sign Up. This email contains a link to complete the registration process. If the sign-up email address is different to the information we already hold for you, then it can take up to the following working day for you to receive the confirmation details.

Member Self-Service Sign-up.

 mss@aquilaheywood.co.uk
To Pensions - General

 If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information can be found [here](#).

You have successfully been signed up to Member Self-Service. Please use the following link to complete the registration process:
<https://www.iwcpensions.co.uk/mss/service/register/registration?guid=fb3013e4987f44a0a5f7ac89ec38a3bb>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this communication in error, please inform the sender by email immediately then delete the original e-mail and any attachments from your system.

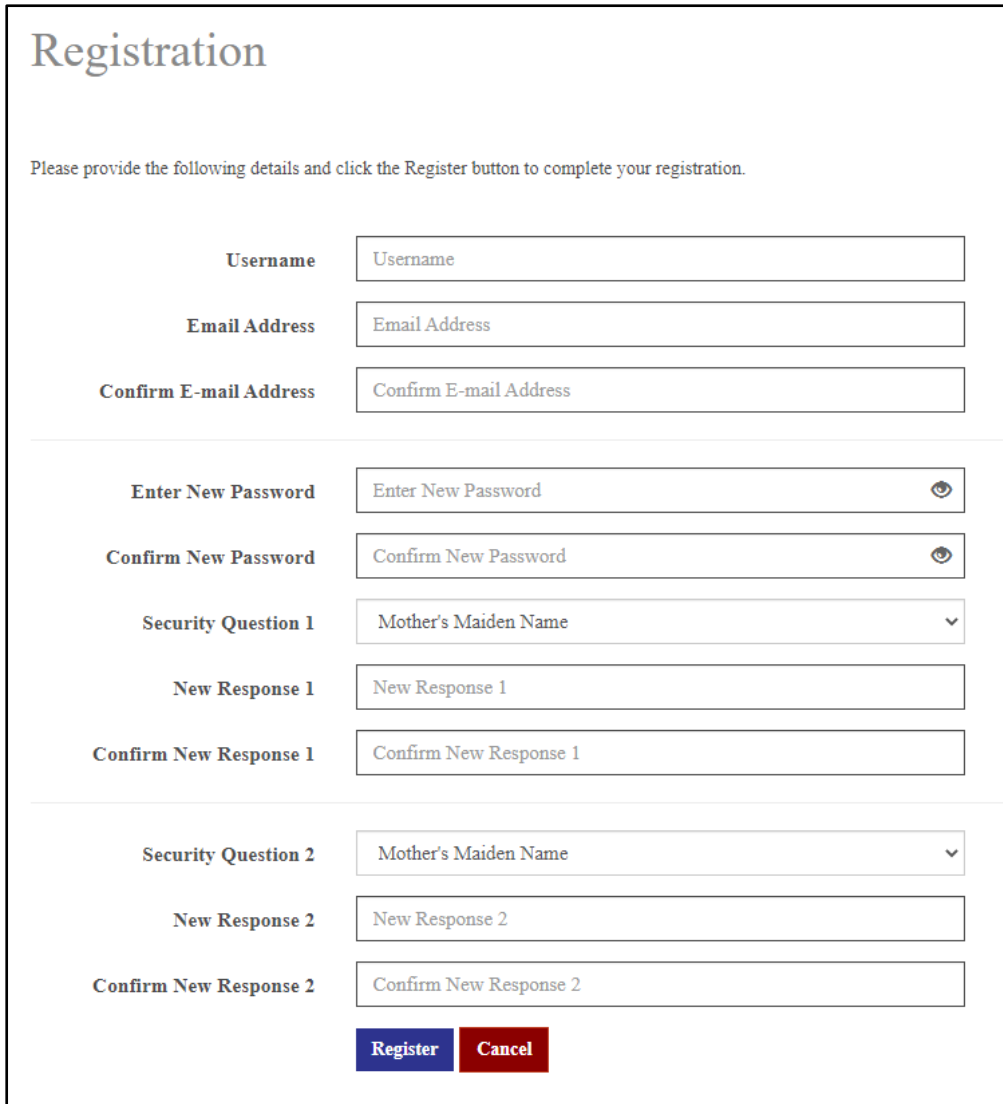
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Being certified with 14001:2015 Aquilaheywood comply with the highest global environmental standards.

Please think about your environment before printing

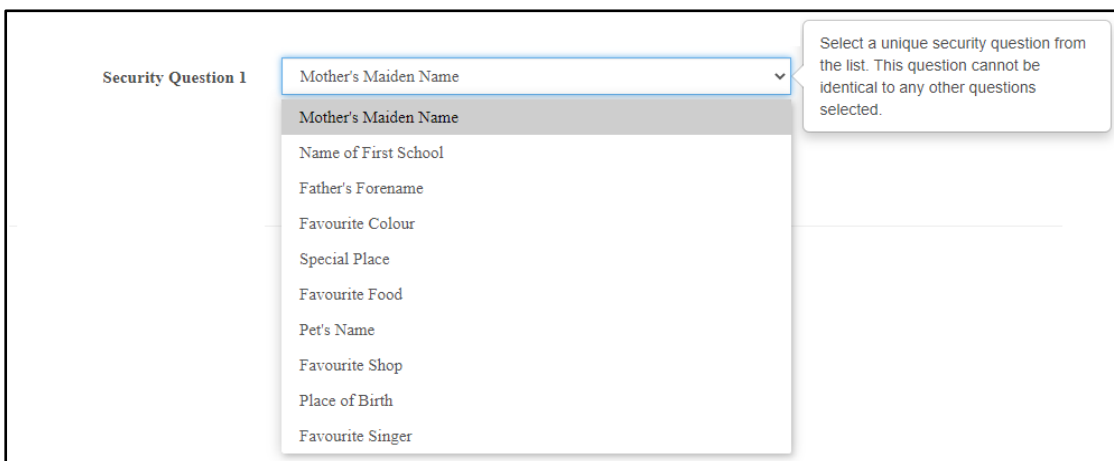
Click on the link provided which will take you to the Registration screen.

5. Complete the Registration screen by entering the following details:



The registration form is titled "Registration" and includes a sub-header: "Please provide the following details and click the Register button to complete your registration." The form is organized into several sections separated by horizontal lines. The first section contains three text input fields: "Username", "Email Address", and "Confirm E-mail Address". The second section contains four fields: "Enter New Password" and "Confirm New Password" (both with eye icons for visibility toggles), "Security Question 1" (a dropdown menu currently showing "Mother's Maiden Name"), and "New Response 1". The third section contains three fields: "Security Question 2" (a dropdown menu currently showing "Mother's Maiden Name"), "New Response 2", and "Confirm New Response 2". At the bottom of the form are two buttons: a blue "Register" button and a red "Cancel" button.

- a) a **username**. Your username must be between 6 and 30 characters long, contain only alphanumeric characters (ie A-Z, a-z, 0-9) and start with an alphabetical character. You are not able to use your email address as your username.
- b) your **email address** (the same as the email address used above)
- c) confirm your email address
- d) a new **password**. Passwords must be at least 8 characters long and must include at least one numeric, one lower case, one upper case and one special character (passwords are case sensitive).
- e) You now need to create two security questions and answers



This image shows a close-up of the "Security Question 1" dropdown menu. The dropdown is open, showing a list of options: "Mother's Maiden Name", "Name of First School", "Father's Forename", "Favourite Colour", "Special Place", "Favourite Food", "Pet's Name", "Favourite Shop", "Place of Birth", and "Favourite Singer". A tooltip message is displayed to the right of the dropdown, stating: "Select a unique security question from the list. This question cannot be identical to any other questions selected."

f) For each **Security Question** click the dropdown arrow and select a security question from the list. Enter your response in the **New Response** box and repeat the same details in the **Confirm New Response** box. Repeat this process for the second security question.

6. Click the **Register** button to finish.

Consent Statement

I consent to the use of my personal data for this member self-service website. Without your consent we are unable to process the data required to provide the member self-services and we are therefore not able to let you access the member area of the website. Your consent can be withdrawn at any time through this website on the Consent Withdrawal page.

Yes - I agree to the above statement

Submit

7. You will be prompted to agree to our Consent Statement. Click the tick box next to **Yes – I agree to the above statement** and click the **Submit** button to continue. If you do not give consent then you will not be able to access the website and your online record.

8. You should see this confirmation box at the top of the screen if the registration has been completed successfully.

Success

Your new Member Self-Service account has been created and you may now log in.

The registration process has been completed and you can now log into your pension account.

How to Login into your pension account

- If you have previously registered and wish to access the MSS login screen, click on the following link;
<https://www.iwcpensions.co.uk/home/login/>
- From the Login screen, enter the **Username** and **Password** that you created in the registration process, as above. Click the **Login** button to continue.

Login

Please enter your username and password below. If you haven't got a username and password, you can [request one](#).

If you have received an activation key, please [complete your registration](#).

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

Login

- Enter the answer to the **Security Question**. The questions will vary depending on which questions you selected in the registration process, as above. Click the **Continue** button to proceed.


Login

Name of First School

[Forgotten your response?](#)

Continue **Cancel**

12. You are now logged into MSS and should be able to view the homepage, as below.

 [Home](#) [Your Account](#)

T REFUND Scheme: Isle of Wight Council Member Ref: IDENT 2 Status: Active

Welcome Mr REFUND

Your Details >

View and amend your personal details.

Employment Details >

View your current employment details.

- [Financial Details](#)

Pension Benefits >

View your pension benefits.

- [Additional Benefits](#)
- [Benefit Projectors](#)
- [Latest Valuation](#)

Documents >

View the documents that relate to you and your pension.

- [My Documents](#)
- [Scheme Documents](#)

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](#)

Contact Us >

Comments, questions, complaints? Get in touch.

News >

13. When you have finished your session and wish to log off, click on the **Your Account** icon in the top right corner and select **Logout** from the dropdown list.

Contact Us

If you would like further information about the LGPS, you can contact us:

**Pension Admin Team, Isle of Wight Council Pension Fund,
County Hall, Newport, Isle of Wight PO30 1UD**

Email: pensions@iow.gov.uk

MSS online portal: <https://www.iwcpensions.co.uk>

Telephone: 01983 823626

Website: IWPf <https://www.isleofwightpensionfund.org>