

LOCAL GOVERNMENT PENSION SCHEME HARINGEY

MEMBER SELF-SERVICE REGISTRATION USER GUIDE

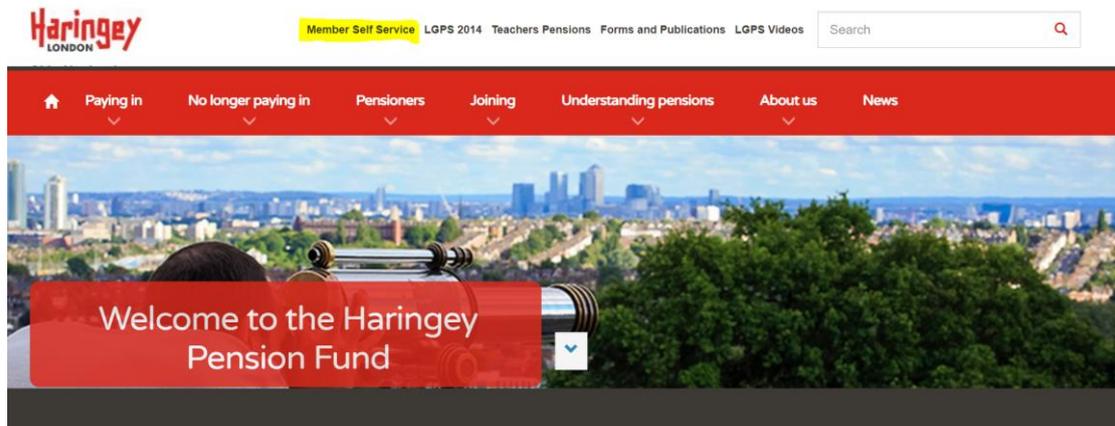
ACTIVE AND DEFERRED MEMBERS

Registering for MSS

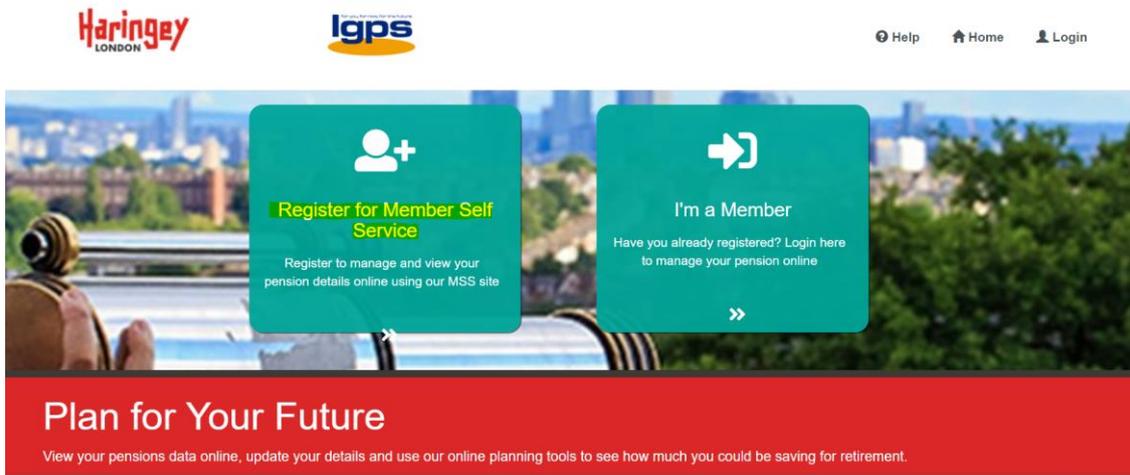
Please note – MSS is for our active and deferred member only.

Website - [Home Page - Haringey Pension Fund](#) (MSS is not compatible with internet explorer. Please use another internet app such as Google Chrome or Microsoft Edge).

Click link for Member Self-Service at the top



Click **'Register for Member Self Service'**



After you have clicked **'Registration for Member Self-Service'** you will be taken to the next page and will need the following information:

- Surname
- National Insurance Number
- Date of Birth
- Email address

Register

To request an activation key complete the form below and click the Register 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="SMITH"/>
NI Number	<input type="text" value="AB123456C"/>
Date of Birth	<input type="text" value="01/01/1970"/>
Email Address	<input type="text" value="JOHN.SMITH@DUMMYRECORD.COM"/>
<input type="button" value="Register"/> <input type="button" value="Cancel"/>	

All fields on the 'Register' page must be completed before submitting. If a field is left blank, an error message will appear.

! Please fill in this field

If an invalid combination of Surname, NI Number and DOB is entered, you will receive a validation error.

Validation Errors

Sorry, your submission could not be processed. Please correct the following problems and try again.

- Details provided could not be verified. Please check your inputs and try again or contact your pensions administrator for support.

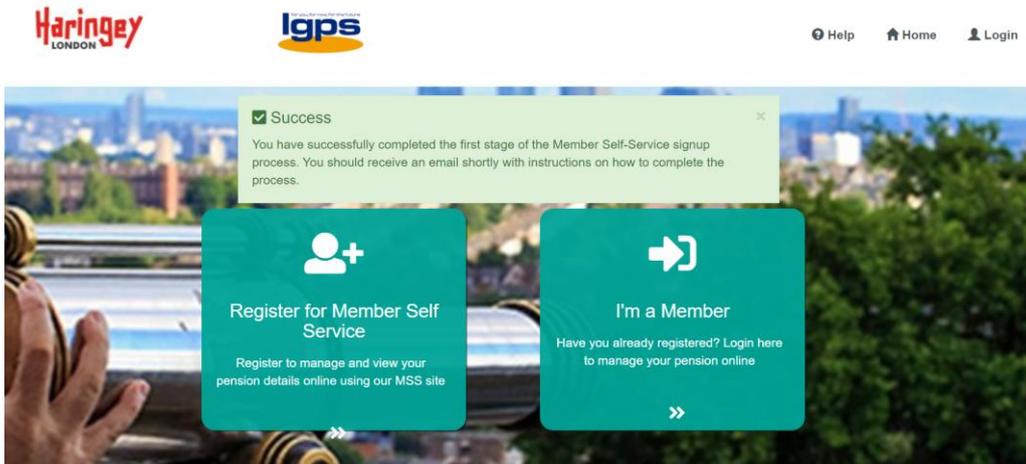
Make sure you entered the information in the correct format, if incorrect you will see the below error message.

Error

Please enter date in dd/mm/yyyy format (e.g. 24/05/1967)

Once you have input your details correctly, click register.

If the details entered match the information held on our database, you will automatically return to the homepage and the below notification will appear to confirm your application has been successful.



If the email address you have used to register matches the one held by us on your record, you will then be automatically issued with an email which contains a single use hyperlink to complete your registration. This secure link will be valid for 24 hours.

Click the link to be taken to the Registration page.

Member Self-Service Sign-up.

 haringey@aquilaheywood.co.uk
To john.smith@dummyrecord.com
Retention Policy: Haringey Global Retention (7 years)

Reply Reply All Forward Wed 03/03/2021 09:39

Expires: 01/03/2028

You have successfully been signed up to Member Self-Service. Please use the following link to complete the registration process: <https://pensions.haringey.gov.uk/mss/service/register/registration?guid=d1f1937c7a4444048037ccb0b4f153c0>

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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Registered Office: 1st Floor Hamilton House, Church Street, Altrincham, England, WA14 4DR

Aquilaheywood is certified to ISO9001:2015 Quality Management, ISO 27001:2013 Information Security and is a Cyber Essentials accredited company.

Please think about your environment before printing

If the email used for registering does not match the email we hold on record, or we do not hold an email for you, you will be forwarded an **activation key** along with a hyperlink (below)

[Activate your Account - altair Member Self-Service \(haringey.gov.uk\)](https://pensions.haringey.gov.uk/mss/service/register/registration?guid=d1f1937c7a4444048037ccb0b4f153c0)



Pensionsmss

To john.smith@dummyrecord.com

Retention Policy Haringey Global Retention (7 years)

Expires 01/03/2028

Please use below link to activate your MSS account.

[Activate your Account - altair Member Self-Service \(haringey.gov.uk\)](#)

Activation code below.

Many Thanks

The Pensions Team

From: haringey@aquilaheywood.co.uk <haringey@aquilaheywood.co.uk>

Sent: 03 March 2021 08:17

To: Pensionsmss <Pensionsmss@haringey.gov.uk>

Subject: Member Self-Service - Activation Key Request

An online activation key request has been received from:

Client Ref: HARING

Member Ref: 0000

Surname: Smith

NI Number: AB123456C

Email Address Entered: John.Smith@dummyrecord.com

Altair Email Address: None

Activation key: CVhgpVKZ

Note: the email address provided by the member does not match the email address held in altair.

Once you have received the activation key, you should click the link provided and complete all fields on the 'Activate your Account' page. After successful validation you will be asked to create a set of Member Self-Service credentials on the following page.

Please note – the activation key expires after 30 days after the date of issue or immediately following successful registration. Activation keys are also case sensitive.



[Help](#) [Home](#) [Login](#)

Activate your Account

If you have received your activation key, please enter the following details and click the Continue button to continue with your registration.

Surname	<input type="text" value="SMITH"/>
NI Number	<input type="text" value="AB123456C"/>
Date of Birth	<input type="text" value="01/01/1970"/> 
Activation Key	<input type="text" value="Activation Key"/>
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>	

Once you click continue you will be taken to the Registration page below.

On this page you will create/complete:

Username – choose a valid username.

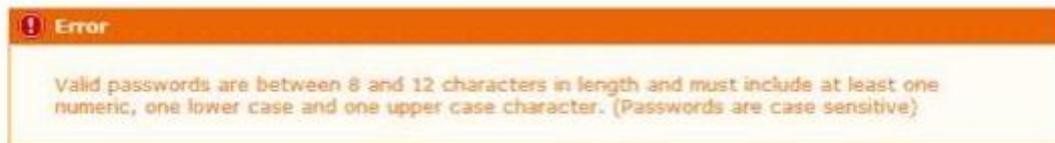
- must be between 6 and 30 characters long and
- only contain alphanumeric characters (i.e., A-Z, a-z, 0-9)
- must start with an alphabetic character.
- Must not contain spaces.

Email address – enter the valid email address you have used for registration.

Password – choose a valid password.

- Must be at least 8 characters in length.
- Must include at least one numeric, one lower case, one uppercase and one special character.
- Must not contain spaces.

If the above criteria are not fulfilled, you will receive the below warning message.



Password hint – create a password hint to jog your memory if you forget your password, but not be so obvious as to enable others to guess your password.

Security Questions & Responses

- Select two security questions from the drop-down list and provide the corresponding responses.
- Responses are case sensitive.

Registration

Please provide the following details and click the Register button to complete your registration.

Username	<input type="text" value="JOHNSMITH1970"/>
Email Address	<input type="text" value="john.smith@dummyrecord.com"/>
Confirm E-mail Address	<input type="text" value="john.smith@dummyrecord.com"/>

Enter New Password	<input type="password" value="....."/>
Confirm New Password	<input type="password" value="....."/>
Password Hint	<input type="text" value="Password Hint"/>
Security Question 1	<input type="text" value="Mother's Maiden Name"/>
New Response 1	<input type="text" value="Brown"/>
Confirm New Response 1	<input type="text" value="Brown"/>

Security Question 2	<input type="text" value="Place of Birth"/>
New Response 2	<input type="text" value="Haringey"/>
Confirm New Response 2	<input type="text" value="Haringey"/>

Register
Cancel

After correctly completing the registration page, click the register button and the login page will appear with the following confirmation message:

Login

Success
×

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

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	<input type="text" value="Username"/>
Password	<input type="password" value="Password"/>

[Forgotten your password?](#)
[Forgotten your username?](#)

Login

Logging in procedure

Enter your chosen username and password in the below boxes.

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	<input type="text" value="JOHNSMITH1970"/>
Password	<input type="password" value="*****"/>
	Forgotten your password?
	Forgotten your username?
	<input type="button" value="Login"/>

You will then be asked to complete your security question.

Login

Mother's Maiden Name	<input type="text" value="Brown"/>
	Forgotten your response?
	<input type="button" value="Continue"/> <input type="button" value="Cancel"/>

On your first log in, you will be asked to submit your consent. This allows us to use your personal data for the member self-service website. Without your consent we are unable to provide the member self-service and therefore not able to let you access the member area of the website.

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

Consent can be withdrawn at any time through this website on the Consent Withdrawal page.

If you agree to consent – tick the box and submit.

You will then enter your member self-service home page. Please refer to the ‘**How to use MSS**’ user guide for more information on how to navigate around the website.



Welcome Mr SMITH

Personal Details >	Employment Details >	Pension Benefits >
View and amend your personal details.	View your current employment details. <ul style="list-style-type: none">Financial Details	View your pension benefits. <ul style="list-style-type: none">Benefit ProjectorsBenefit Statements
Annual Benefit Statements >	Documents >	Nominations >
View and download your Annual Benefit Statements <ul style="list-style-type: none">2020 Annual Benefit Statements	View the documents that relate to you and your pension. <ul style="list-style-type: none">Scheme DocumentsMy Documents	Make sure your loved ones are still cared for should anything happen to you. <ul style="list-style-type: none">Death Grant Nomination Details
Settings / Configuration >	Contact Us >	News >
Update your settings. <ul style="list-style-type: none">Change your PasswordChange Security ResponsesConsent Withdrawal	Comments, questions, complaints? Get in touch.	