

## Guide to registering for Member Self Service

There are 2 different methods for registering and which one you should follow depends on if you have received a letter with an activation code. For both methods you will need your National Insurance number which should be input with no spaces. If you have received a letter with an activation code please register following the instructions in Section 1. If you are registering without an activation code, please follow the instructions in [Section 2](#). You can also read the [troubleshooting section](#) for further assistance.

### Section 1 – Registering with an activation code

#### Step 1

Begin by visiting our website at [www.fifepensionfund.org](http://www.fifepensionfund.org)

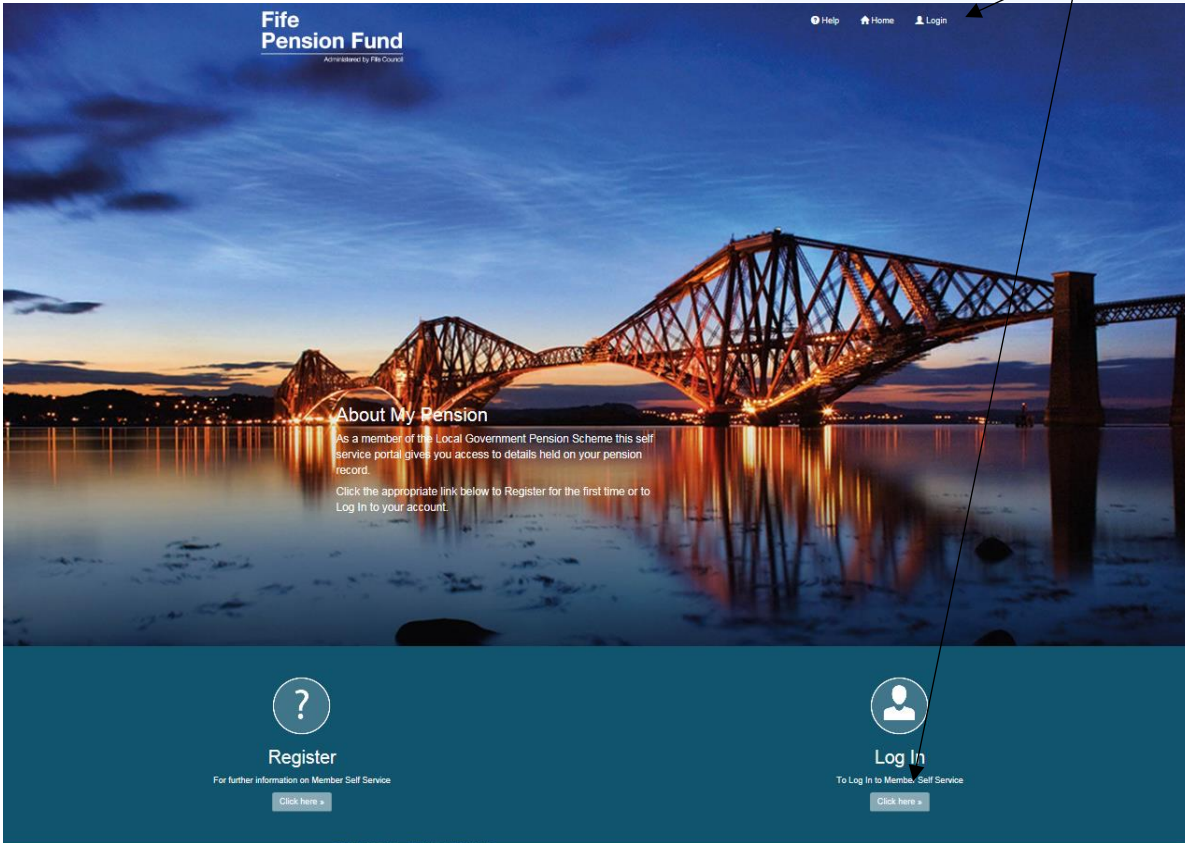
#### Step 2

Click here to go to the Member Self Service website

The screenshot shows the Fife Pension Fund website homepage. At the top left is the logo "Fife Pension Fund" with "Administered by Fife Council" below it. To the right of the logo are navigation links: "Member Self Service", "Forms and Publications", and "LGPS Scotland". A search bar is located to the right of these links. Below the navigation is a dark teal header with a home icon and menu items: "Paying in", "No longer paying in", "Pensioners", "Joining", "Understanding pensions", "About us", and "News". The main banner features a photograph of a bridge at dusk with the text "Welcome to the Fife Pension Fund" and a dropdown arrow. Below the banner is the heading "Find out more about your pension options" and the subtext "Choose an option that is right for you...". At the bottom, there are four image tiles: a church, colorful irises, a stone building with a sign, and a fountain.

### Step 3

Click on either of the Login buttons



### Step 4

Click on the word 'here'



## Login

Please enter your username and password below. If you haven't got a username and password, [click here](#).  
If you have received an activation key, complete your registration by [clicking here](#).

**Username**  ✖


**Password**  ✖

[Forgotten your password?](#)

[Forgotten your username?](#)

## 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**  ✕  
**NI Number**  ✕  
**Date of Birth**  ✕   
**Activation Key**  ✕

### Step 5

Enter your personal details and the Activation Key from the letter we sent you

### Step 6

Complete the Registration page

## Registration

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

**Username**  ✕  
**Email Address**  ✕  
**Confirm E-mail Address**  ✕  


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**Enter New Password**   
**Confirm New Password**  ✕  
**Password Hint**   
**Security Question 1**  ▼  
**New Response 1**  ✕  
**Confirm New Response 1**  ✕  


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**Security Question 2**  ▼  
**New Response 2**  ✕  
**Confirm New Response 2**  ✕

Choose a Username. It must be between 6 and 30 characters long, made up of only alphanumeric characters (i.e. A-Z, a-z and 0-9) and must start with an alphabetical character. Your Username must be unique which the system will check after you have completed all the fields and clicked on Register

Choose a Password of at least 8 characters which must include one number, one lower case letter, one upper case letter and a special character (e.g. an asterisk \* or a question mark?). Your Password must be unique from your Security Responses. Also enter a Password Hint which will prompt you if you forget your password.

You must choose two different security questions from the drop-down list and enter the answers to your chosen questions. Your answers must be less than 30 characters

Once you have completed the registration process above, you can login to your account and access your pension record

## Section 2 – Registering without an activation code

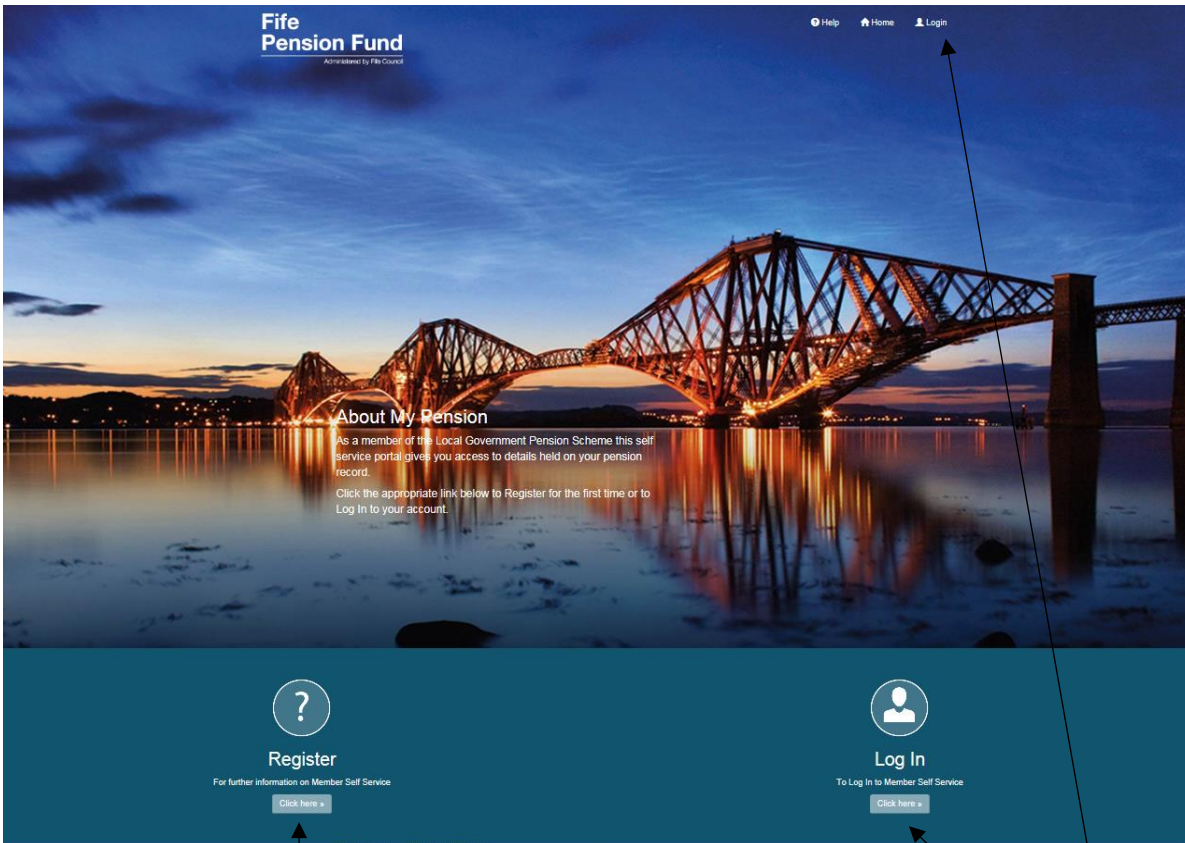
### Step 1

Begin by visiting our website at [www.fifepensionfund.org](http://www.fifepensionfund.org)

### Step 2

Click here to go to the Member Self Service website

The screenshot shows the Fife Pension Fund website homepage. At the top left is the logo for Fife Pension Fund, with the text "Administered by Fife Council" below it. To the right of the logo are navigation links: "Member Self Service", "Forms and Publications", and "LGPS Scotland". Further right is a search bar with the word "Search" and a magnifying glass icon. Below the navigation is a dark teal header with a home icon and menu items: "Paying in", "No longer paying in", "Pensioners", "Joining", "Understanding pensions", "About us", and "News". The main content area features a large banner image of a bridge at dusk. Overlaid on the banner is a dark teal box with the text "Welcome to the Fife Pension Fund" and a small white dropdown arrow. Below the banner, the text "Find out more about your pension options" is displayed in a large, dark teal font, followed by the subtext "Choose an option that is right for you...". At the bottom, there are four square images: a church, a field of colorful flowers, a stone building with a sign, and a fountain.



**Step 3**

**Click here**

**On return visits to the website click on either login button to get to the login screen**

## Thinking of Joining?

### Active Members

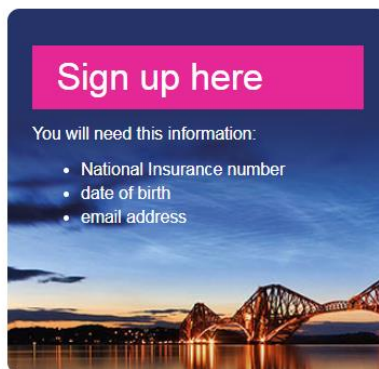
As an active member, you can perform your own benefit calculations from the data held on your pension record, so that you can actively plan for your retirement. You are able to perform as many calculations as you wish and in future not have to wait for your annual benefit statement to arrive before finding out what you can expect to receive when you retire. You are also able to view and update your personal details, which includes changing your death grant expression of wish, if needed.

In Summary:

- View / update your personal details;
- View financial details;
- Perform benefit calculations;
- Access all relevant forms;
- Access all publications, such as your Annual Benefit Statements, Scheme Guides, Newsletters and Factsheets.

### Deferred Members

As a deferred member, as well as updating your death grant expression of wish, you will also be able to amend your home address, which is essential if you wish to be notified of future pension benefits.



**Step 4**

**Click here to continue to the sign up page**

# Sign Up

To register complete the details below and click the Sign Up button.

An activation email will be sent to the email address below provided this matches to your pension record within 24 hours. If it does not match an Activation Key Letter will be sent to home address within 7 days.

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

## Step 5

Complete your details in the Sign Up page and await an email. If we hold a matching email address, you should receive an email with an activation key (valid for 24 hours) within a couple of minutes but it may be directed to your SPAM folder. If we do not hold a matching email address, you should receive an email the next working day (may take longer during busy periods) asking security questions to confirm your identity

## Step 6

Complete the Registration page

# Registration

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

Username	<input type="text" value="Username"/>	x
Email Address	<input type="text" value="Email Address"/>	x
Confirm E-mail Address	<input type="text" value="Confirm E-mail Address"/>	x
Enter New Password	<input type="text" value="Enter New Password"/>	
Confirm New Password	<input type="text" value="Confirm New Password"/>	x
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="New Response 1"/>	x
Confirm New Response 1	<input type="text" value="Confirm New Response 1"/>	x
Security Question 2	<input type="text" value="Name of First School"/>	
New Response 2	<input type="text" value="New Response 2"/>	x
Confirm New Response 2	<input type="text" value="Confirm New Response 2"/>	x

Choose a Username. It must be between 6 and 30 characters long, made up of only alphanumeric characters (i.e. A-Z, a-z and 0-9) and must start with an alphabetical character. Your Username must be unique which the system will check after you have completed all the fields and clicked on Register

Choose a Password of at least 8 characters which must include one number, one lower case letter, one upper case letter and a special character (e.g. an asterisk \* or a question mark?). Your Password must be unique from your Security Responses. Also enter a Password Hint which will prompt you if you forget your password.

You must choose two different security questions from the drop down list and enter the answers to your chosen questions. Your answers must be less than 30 characters

Once you have completed the registration process above, you can login to your account and access your pension record

## Troubleshooting

When registering, if the first Password box is red, your password does not meet the criteria. Choose a Password of at least 8 characters which must include one number, one lower case letter, one upper case letter and a special character (e.g. an asterisk \* or a question mark?).

Enter New Password

 ✘

Confirm New Password

 ✔

If you forget either your username or password, click here for a reminder

**Fife Pension Fund**  
Administered by Fife Council

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

## Login

Please enter your username and password below. If you haven't got a username and password, click here.  
If you have received an activation key, complete your registration by clicking here.

**Username**  ✘

**Password**  ✘

[FORGOTTEN YOUR PASSWORD?](#)

[FORGOTTEN YOUR USERNAME?](#)

[Login](#)

