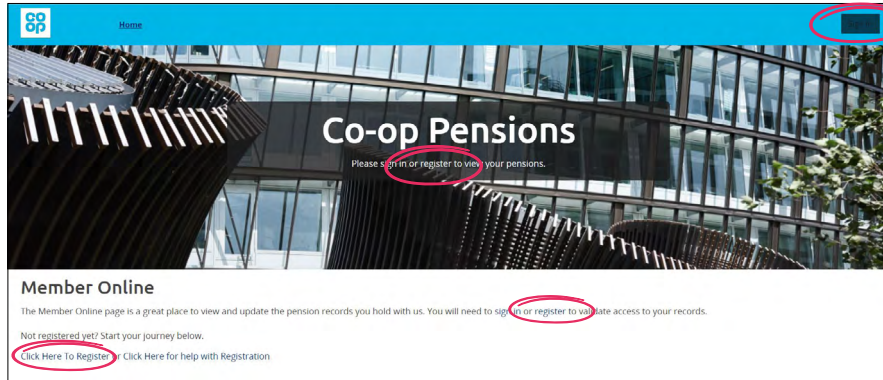# How to Register for Member Online

1 Go to **memberonline.pacepensions.co.uk** Once you get to the Member Online area, there are four places you can register.

2 Once you have clicked to register, you will be taken to a page to accept the respective Pace and Somerfield Terms of Use and Cookie Policy. Further information for these can be found by clicking on the question mark beside each phrase.

You need to click 'Yes' to both policies to gain access to the website.

3 We then require some information to be able to match you up with your pension benefits.

All details will need to be populated. To type in your date of birth you need to click into the Date of birth field twice, otherwise you'll have to use the in-built calendar. Don't worry if you don't have a mobile number, the registration process works with a landline as well. We will only use this number to contact you if absolutely necessary. You will need to use an active email address as we will email an activation code to this email address.

4 You will then be asked to enter some security details.

Try and use something you will remember as your username, password and security answer. We suggest you use one word for your security answer and remember any uppercase and lowercase letters used in it.

Your password must be between 9 and 20 characters long and contain at least 1 number and both upper and lower case letters. No special characters can be used.

Member Registration

Enter Security Question *

Enter Security Answer *

❷ Username (Upper Case) *

Retype Username (Upper Case) *

Password *

Retype Password *

5 Once all your details are entered correctly, you will see the below message. Please click 'Done'. Check your email for your activation code. Remember to check your junk/ spam folder if you don't receive the email.

Member Registration

The first part of registration is now complete. You will shortly be receiving an activation code by email with instructions on how to complete your registration.

Done

6 The email should look similar to this.

Thank you for registering.
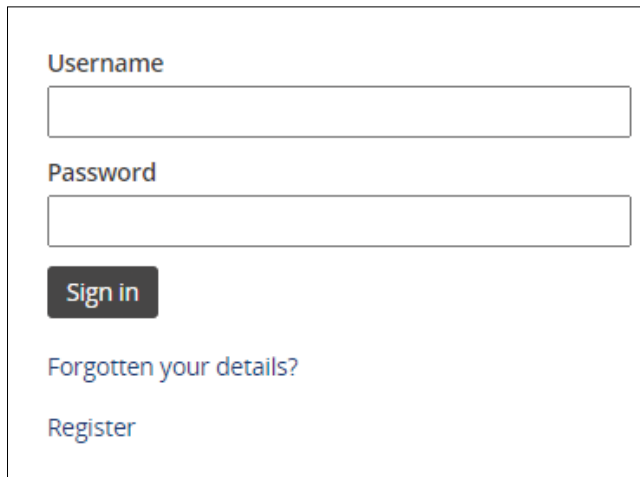
Your username is

You will need to log in to the website and enter the activation code below when prompted in order to complete the registration process.

Please note that your activation code will expire in 3 days. If you have not entered your activation code within 3 days then please contact us for further information.

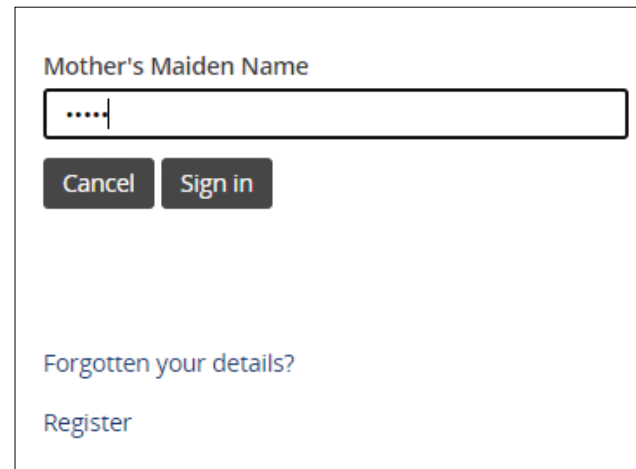**7** To log into Member Online, go to **memberonline.pacepensions.co.uk**

Once you get to the Member Online area, enter your username and password and then click 'Sign in' rather than 'Register'. Always use 'Sign in' for subsequent logins to this area.

8 Enter the username and password you set when you registered (username doesn't have a full stop as the last character). Then click 'Sign in'.
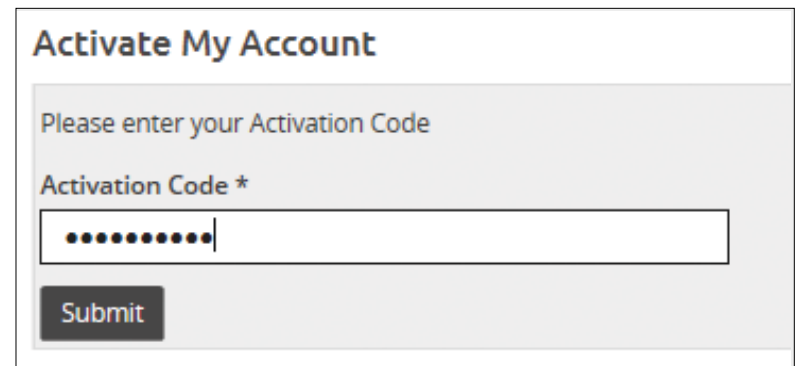
Username

Password

Sign in

Forgotten your details?

Register

9 You will then need to answer your security question (the site will remind you what the question was) and click 'Sign in'.

Mother's Maiden Name

•••••

Cancel   Sign in

Forgotten your details?

Register

10 Finally, **copy your 10-digit activation code from the email we sent and paste it in below**, then click 'Submit'.

Activate My Account

Please enter your Activation Code

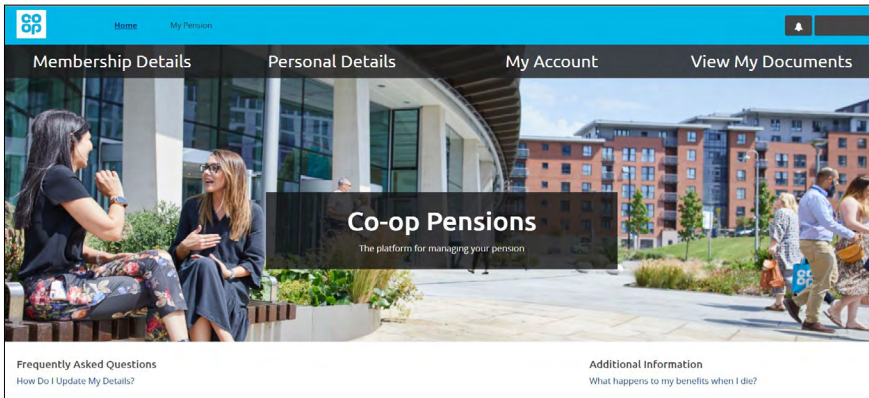Activation Code *

••••••••••

Submit

11 You are now registered! Now click 'Done'.

Activate My Account

Registration is now complete. You will be taken back to the home page from where you will need to login again.

Done

Remember, when you want to log in again, just go to memberonline.pacepensions.co.uk and click on 'sign in'.

12 You will need to sign in again using your username, password and security question. Once you are on the website you will be able to view the personal details we hold for you and view your pension memberships. You can keep your details up to date and view enhancements to functionality as we continue to develop the system.

Membership Details   Personal Details   My Account   View My Documents

Co-op Pensions
The platform for managing your pension

Frequently Asked Questions
How Do I Update My Details?

Additional Information
What happens to my benefits when I die?