

## THE M&S PENSION SCHEME PORTAL. HOW TO REGISTER.

You're steps away from valuable information about your M&S pension.

Visit [www.hartlinkonline.co.uk/mandspensionscheme](http://www.hartlinkonline.co.uk/mandspensionscheme), and click **Register**.

1. Create your login name (please note it's case sensitive and should not be an email address).
2. Create your password, it'll need to meet **all** of the following criteria:
  - Be 8 or more characters long
  - Contain number(s) AND lower case letter(s)
  - Contain an upper case letter OR a punctuation character e.g. (-, /?\*\$)
  - Not be a password that you've previously used for an account with Hartlink Online
3. Create a security question and answer.
4. Provide your contact details.
5. You'll need a PIN for your first login. Select how you'd like this sent to you.
6. Select an Authentication Method. You can choose to have a text sent to your phone, or a code generated by an App like Google Authenticator, as a security measure when you log in. This will mean you don't have to remember a PIN after your first login, as a new code will be generated and sent to you by text or App each time you log in.
7. Provide some personal details so we can verify your identity and match you to the correct pension account.
8. You'll be asked to enter the security code in the coloured box. If you're struggling to read it just click **Refresh** or press the **play button** to hear it instead.
9. Use your PIN to log in (check your junk email folder if it's not in your inbox). You'll only need this PIN again if you didn't choose an Authentication Method.

Make sure you keep your login details in a safe place. You'll need the email address you used to register and the answer to your security question to reset your login details.

The Portal has been built with the security of your data in mind. It's safe to use and is updated regularly with the latest security features to keep your details secure.

Our Pension Scams page at [www.mandspensionscheme.com/pension-scams](http://www.mandspensionscheme.com/pension-scams) tells you what to expect when we email you and how to protect yourself online.

### FURTHER SUPPORT.

For more help using the Portal, go to [www.mandspensionscheme.com/portal-guides](http://www.mandspensionscheme.com/portal-guides) where you can find a number of other how to guides.

You can also call us on 0333 222 0075 or email [mandspensions@capita.com](mailto:mandspensions@capita.com)