THE M&S PENSION SCHEME PORTAL.
HOW TO RESET YOUR LOGIN DETAILS.

Don't worry if you forget your login details, you can reset them in just a few clicks. Visit **www.hartlinkonline.co.uk/mandspensionscheme** and click on **Login**. At the bottom of the screen there are links for:

- **Forgotten your username?**
- **Forgotten your password?**
- **Forgotten your PIN?**

1. You'll be asked to enter the security code in the coloured box and enter the email address you used to register your account. If you're struggling to read it just click **Refresh** or press the play button to hear it instead. Click **Next**.

2. You'll then be asked to enter the answer to your security question. Click **Submit**.

3. If you've entered the correct information, your login name/a new password/a new PIN will be emailed to you and you'll be able to log in. If you haven't received it, check your junk mail in case it has landed there instead.

   You'll need to repeat these steps for each login detail you've forgotten by clicking on the links provided on the login page or by opening the menu and clicking on the links under REMINDERS.

4. If you've reset your password or PIN, when you log in you'll be asked to enter the old password/PIN, (which is the one provided by email) and provide a new password/PIN. New passwords and PINs need to meet the criteria stated.

FURTHER SUPPORT.

For more help using the Portal, go to **www.mandspensionscheme.com/portal-guides** where you can find a number of other how to guides.

You can also call us on **0333 003 7080**.