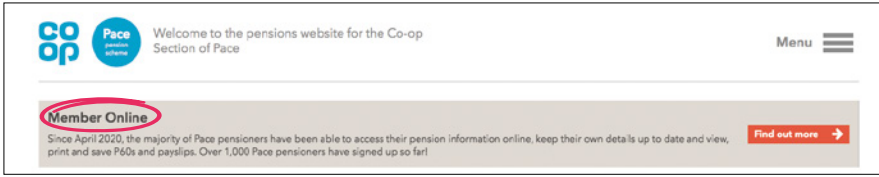


# How to Register for Member Online

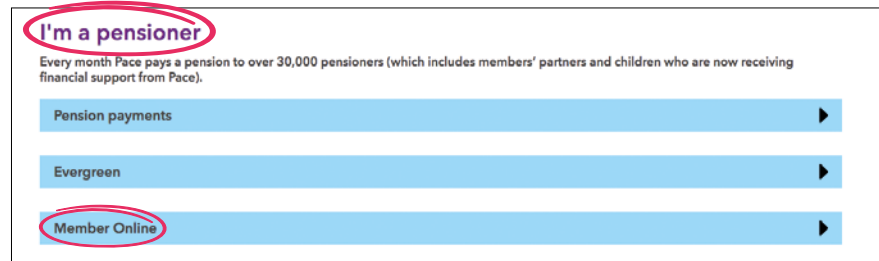


You will only be able to register for Member Online if you have a pension in payment from Pace.

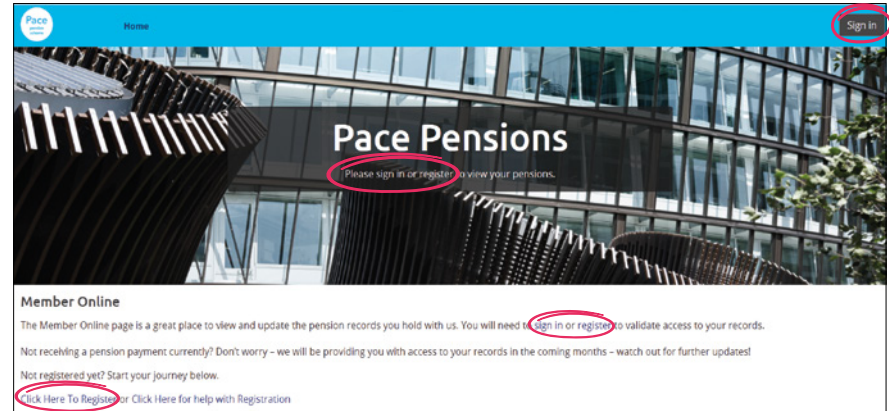
- 1 To register, go to the Pace website at [coop.co.uk/pensions](https://coop.co.uk/pensions) or [www.co-operativebank.co.uk/pensions](https://www.co-operativebank.co.uk/pensions) and click on the banner for Member Online.



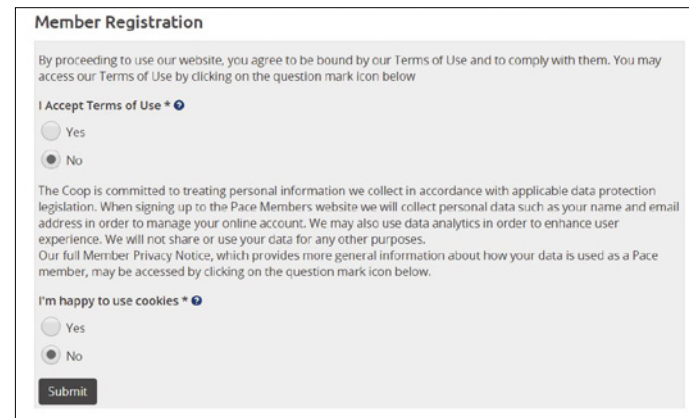
Alternatively, you can also click on 'I'm a pensioner or I've left the Co-op' on the homepage and then click on Member Online in the pensioner section.



- 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 Pace Terms of Use and Cookie Policy. Further information for both of 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. 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.

### Member Registration

Surname \*

Date of birth \* 

Phone Number \* 

Confirm Phone Number \*

Email Address \*

Confirm Email Address \*

National Insurance number \*

**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 \*

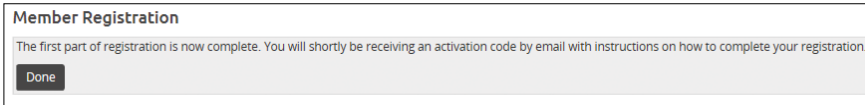
 Username (Upper Case) \*

Retype Username (Upper Case) \*

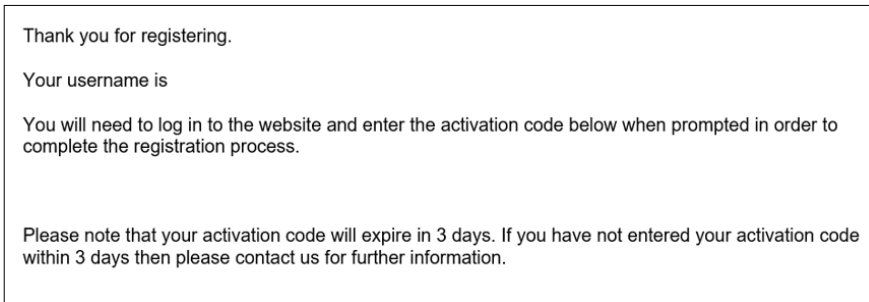
Password \*

Retype Password \*

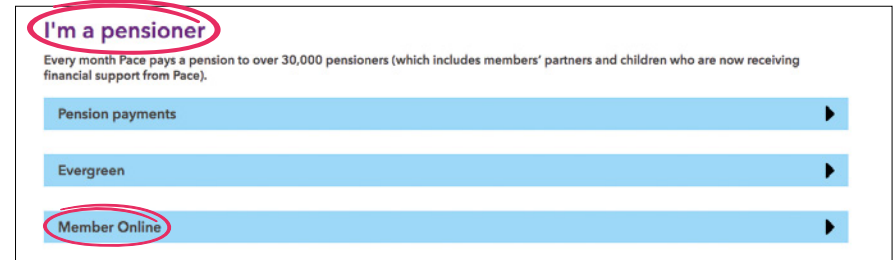
- 5 Once all your details are entered correctly, you will see the below message. Please click 'Done'. Check your email for your activation code. Remember to check your junk/spam folder if you don't receive the email.



- 6 The email should look similar to this.



- 7 To log in, go to the Pace website again and click on the banner for Member Online. Alternatively, you can also click on 'I'm a pensioner or I've left the Co-op' on the homepage and then click on Member Online in the pensioner section.

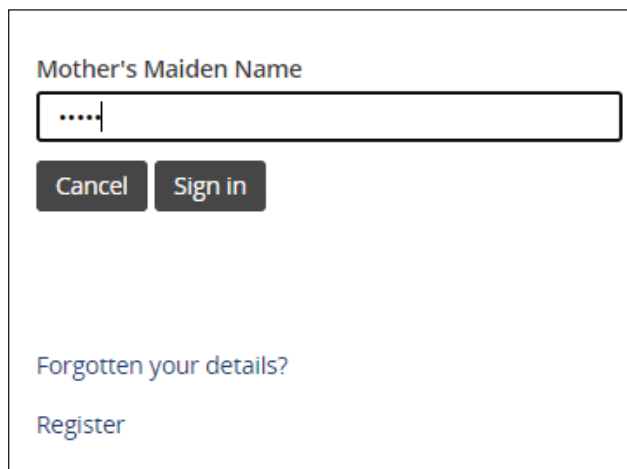


Once you get to the Member Online area, enter your username and password and then click 'Sign in' rather than 'Register'. Always use 'Sign in' for subsequent logins to this area.

- 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'.

A screenshot of the login form on the Pace website. It features two input fields: "Username" and "Password". Below the fields is a dark grey button labeled "Sign in". Underneath the button are two links: "Forgotten your details?" and "Register".

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



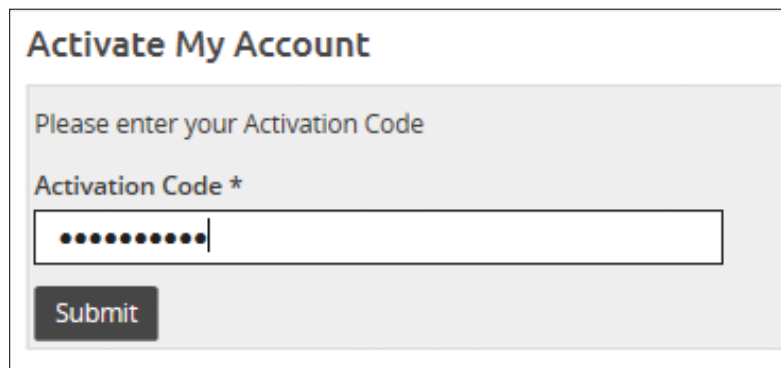
Mother's Maiden Name

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'.



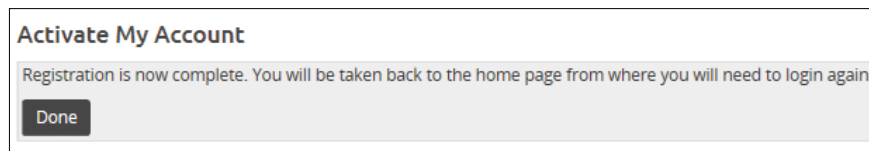
Activate My Account

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

- 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, view your pension memberships, view payslips and P60s, update bank details, update your nominated beneficiary and change your address.



If you have any issues registering for this service, please email [pensionsregistrationqueries@coop.co.uk](mailto:pensionsregistrationqueries@coop.co.uk)

Remember, when you want to log in again, just go to the Pace website at [coop.co.uk/pensions](https://coop.co.uk/pensions) or [www.co-operativebank.co.uk/pensions](https://www.co-operativebank.co.uk/pensions) and click on the banner for Member Online. Alternatively, click on 'I'm a pensioner or I've left the Co-op' on the homepage and then click on 'Member Online' in the pensioner section. Please don't click on the 'Manage your Account' option, as this will take you to Legal and General's page for Pace DC members.