What to do if you are unable to log in to the Portal?
What to do if you are unable to log in to the Portal

How to reset your login credentials

How to recover your member account
What to do if you are unable to log in to the Portal?

**Note:** When entering your details into the “Log in” page, please remember

Username – **not case sensitive**

Password – **case sensitive**

Memorable Word – **case sensitive**

If you enter any information incorrectly, you will receive the message below:

**Note:** After your first incorrect attempt, you will be **temporarily** blocked for **30 minutes**.

Further incorrect attempts will **temporarily** block as follows: 2 hours, then 6 hours, 12 hours and 24 hours.

On the 6th incorrect attempt your account will display the message **“Your account is permanently blocked”**. If you receive this message, contact BT Pension Scheme Member Support on **0800 731 1919** who will arrange for your account to be unblocked.

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What to do if you are unable to log in to the Portal?

If your account is **not** permanently blocked and you cannot remember your login credentials, you can reset them by following the steps below.

01 Click on the “Need help logging in?” link

02 Click on the relevant option (see example below)

03 Click “Next”
Resetting your login credentials by email

01 Select your preferred method for resetting your credentials by clicking the option (example below)

02 Click “Next”

03 Enter your email address into the box provided

04 Click on the “I'm not a robot” box

If you have chosen “By email” as your preferred method to reset your credentials, please follow the steps below.

If you would prefer to reset your login credentials by answering my security questions go to page 6.
What to do if you are unable to log in to the Portal?

1. Click on the relevant boxes as requested.
2. Once you have successfully completed "I'm not a robot", you will see a green tick in the box.
3. Click "Next".

Resetting your login credentials by email:

1. Click on the relevant boxes as requested.
2. Once you have successfully completed "I'm not a robot", you will see a green tick in the box.
3. Click "Next".

Select all squares with traffic lights.
Resetting your login credentials by email

You will receive the following confirmation.

Reset your login credentials

If the email address you have provided is associated with an account, you will receive an email account recovery link. If you cannot see the email in your inbox, please check your spam filter or junk email folder. If you do not receive the email, please use the Need help logging in? link on the Log in page.
If you have chosen “By answering my Security Questions” as your preferred method to reset your credentials, please follow the stages below.

01 Click the radio button to the left of “By answering my Security Questions”

02 Click “Next”
Resetting your login credentials by answering my security questions

03 Enter your member reference number

04 Enter your personal details into the boxes provided

05 Click “Next”
06 Enter the appropriate answer to the Security Question asked

07 Click “Next”

08 Select which of your credentials you would like to reset by clicking the button next to the relevant option

09 Click “Next”
Resetting your login credentials by answering my security questions

When creating your password:
- It must be between 8 and 256 characters in length
- It must include at least one upper case character
- It must include at least one lower case character
- It must include at least one number
- It must include at least one symbol `;:&£!@#$%*+-=?/~`
- It must not contain any spaces at the end
- It must not contain any spaces at the beginning
- It must not contain more than one space between words
- It must not be the same as your memorable word
- It must not include your
  - First name
  - Last name
  - Date of birth
  - Email address
  - Username
What to do if you are unable to log in to the Portal?

1. Click on “Back to Login page” to enter your details and access the Portal.

You have now successfully reset your credentials and can proceed to log on to the Portal.

When creating your memorable word

- It must be between 8 and 20 characters in length
- It must include at least one lower case character
- It must not contain any spaces
- It must not be the same as your password
- It must not include your
  - First name
  - Last name
  - Date of birth
  - Email address
  - Username