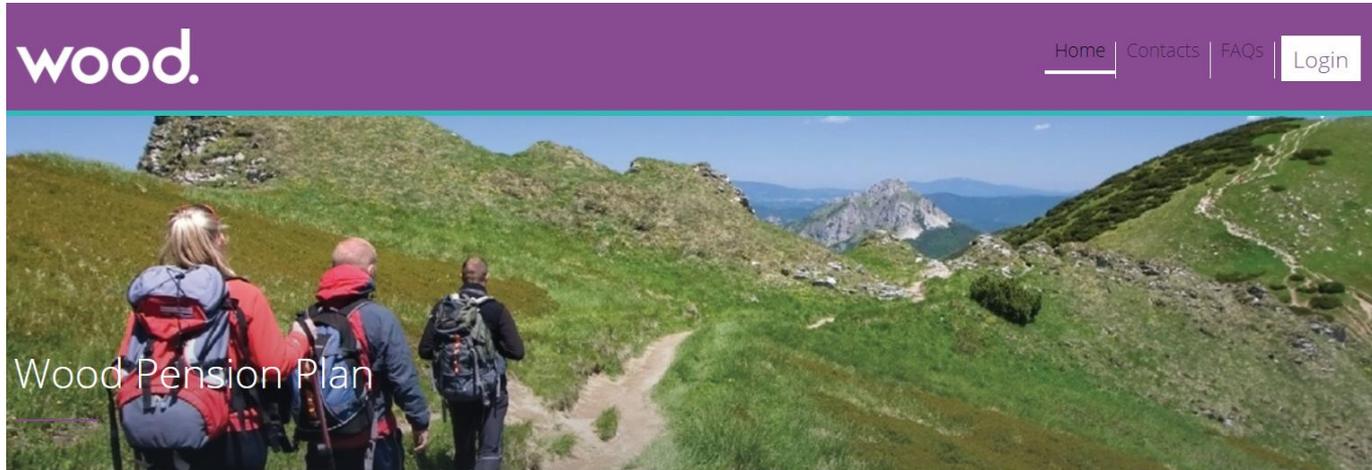


First time registration for the Wood Pension Portal (New Member Registration Processes)



Welcome to the Wood Pension Plan member self service website.

This site is designed to help you understand your pension benefits. It also provides you with the ability to maintain, monitor and model your pension benefits.

To use this website you must be a member of the Wood Pension Plan.

If you've already received a user ID, please log in using your username and password.

If you do not have a user ID please request one from the Wood Pensions team via e-mail: pensions@woodplc.com.

[Home](#) | [Contacts](#) | [FAQs](#) | [Login](#)

Quick Contacts

Wood Pensions Team
+44 01565 683295
pensions@woodplc.com



Step 1 – Letter received (With Codes)

15 April 2021

Private and Confidential

[Redacted]



Booths Park, Chelford Road,
Knutsford, Cheshire WA16 8QZ
United Kingdom
Direct Tel: (01565) 683295
Email: pensions@woodplc.com

Member Number: 132736

Dear [Redacted]

**Wood Pension Plan (DC)
Member Self Service (MSS) Registration for the Wood Pension Plan (DC)**

You have been given access to the self service area of the Wood Pension Plan (DC) Administration System.

The URL for the Member Self Service area is <https://woodplc.compendiahosting.co.uk>

Once you have accessed the website, click login and then register. To begin the registration process you need to enter the following client identification code WOODTSS, along with the following personal identification code q6hx6VWA

You will then be asked for your member number, which is above.

Following these verification steps, you will be asked to create your own Username and Password.

When your registration is complete you should receive a link to verify your e-mail address (this can take up to 24 hours but you can still access the portal during this time).

Should you require any further information or any assistance, please contact us at this office. Please quote your member number on all future correspondence.

Yours sincerely

Wood Pensions Department



• See - member number

• See - registration code

• See – personal identification code

To Note – Registration letter would have been sent via letter to your home address. For new Joiners this is sent one month after you have joined the scheme, due to the ‘Opt Out’ process



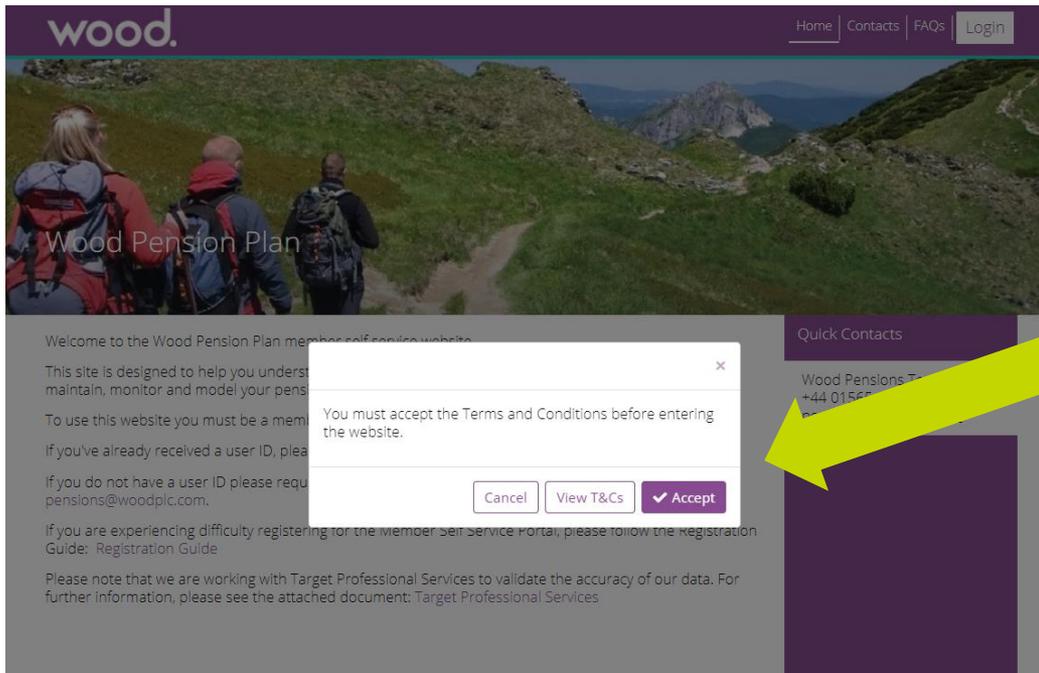
Step 2 - Access to the Portal



- Visit the following URL
- [Wood Pension Plan - Home Page](http://woodplc.compendiahosting.co.uk)
[\(\[woodplc.compendiahosting.co.uk\]\(http://woodplc.compendiahosting.co.uk\)\)](http://woodplc.compendiahosting.co.uk)
- Click Login



Step 3 – Read T&C's



Once you have clicked Login



You will be presented with Terms and Conditions before entering the website

- Please click on View T&C's and read these.

- Then click back on Login and Click on ACCEPT



Step 4 - New Registration Process

New User Registration

If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.

Register



- Once on the login page
- Scroll to the bottom of the page
- Find Section 'New user registration'
- Click Register



Step 5 – Identify your registration (Identify)

- 1. 1 Identify
- 2. 2 Verify
- 3. 3 Create

Step 1 - Identify your registration

Please provide the following identification codes supplied by your Pensions Administration team.

Registration Code

Enter your Registration Code

Personal Identification Code

Enter your Personal Identification Code

[Continue](#) [Exit](#)

- **Start to complete the registration details.**



Enter – registration code



Enter – personal identification code

To Note – information is contained on the registration letter.



Step 6 – Add in Member number (Verify)

- 1. ✓ Identify
- 2. 2 Verify
- 3. 3 Create

Step 2 - Verify your details

Please provide the following personal details.

Member Number

Enter your Member Number



Continue



• Enter – Member Number



• Click Continue



Step 7 – Create your new Account (Create)

1. ✓ Identify
2. ✓ Verify
3. 3 Create

Step 3 - Create your new account

Please create your own username and password.

Username ✕

Enter your new Username

Password

Enter a password for your account

Confirm Password

Confirm the password for your account

Email Address

We need your email address so that you can complete your registration and for account recovery should you need it in the future.

Email Address

Security Questions

Please select three different security questions and provide answers for each

Choose your first question

Choose your second question

Choose your third question

Complete Registration Exit



• Create Username



• Create password



• Confirm password



• Add in personal e-mail address not woodplc.com e-mail



• Complete Security Questions



• Click on complete registration

To Note — Ensure your password meets the prescribed format:

- Minimum 8 characters long
- At least 1 upper case letter (A-Z)
- At least 1 lower case letter (a-z)
- At least 1 number (0-9)
- At least 1 of the following special character !"\$%^&*+=(){}@~#;<>?/

To Note — Ensure you have an active e-mail address you can enter to retrieve correspondence



Step 8 – Registration Completed

1. ✓ Identify
2. ✓ Verify
3. ✓ Create

Registration Complete!

You will receive an activation link to your email address. Please click the link provided in the email to complete the registration process. You will then be able to login to your self-service pension account.

Login



Click Login



Step 9 – Login (With newly created details)

Login

Username
Username

Password
Password

[Forgotten Password?](#) [Continue](#)
[Forgotten Username?](#)



Add in your username created



Add in password created



Click Continue

New User Registration

If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.

[Register](#)

Step 10 – Login (Two Factor set up)

Would you like to setup Two Factor Authentication before continuing?

Two Factor Authentication Setup

Want to add extra security with Two Factor Authentication? If you choose this, you'll be asked additional information each time you log in.

Two Factor Authentication can be set up using an Authenticator App on your smartphone, such as "Google Authenticator"

Please select how you wish to set up Two Factor Authentication:

Authenticator



• Add in authenticator details

To Note – We recommend to keep your account secure to register using the 'Two Factor process'



Step 11 –Two Factor Setup (Continued)

- Install the windows authenticator application
- Select the option to add new account

You have chosen to use an Authenticator App to authenticate your log-in. Please follow the steps below:

1. If the Authenticator App has an option to scan a QR Code, scan the code below:



Open up your camera on your device and scan the code.

**Choose – Authenticator App
The account will be added**

Or manually enter the following code in the app: YLGSUQEYSCFJAGOVFQHBA3NLPN7YJPPF

2. Enter the code from the Authenticator App and click 'Continue'

Six-digit code from the Authenticator App: _____

Continue



Select the newly created account in the authenticator app.

Add in the 6 digit code.



Step 12 –Recovery Codes

Recovery Codes can be used if you lose access to your Two Factor Authentication device. Each code be used once. Please download these codes and store them in a safe place

Two Factor Authentication Recovery Codes

ft4gnkzj2zq2

auqhfobryd2i

g3ge55ex1cm2

f3nbwhadzbru

j35tuj66iyi1

acf6nyxj1gkd

ztwrehsutoza

ym1otmb4cnxb

Download

Continue



You will be presented with a set of recovery codes. These will be required if you do not have access to your mobile device. You can still access your account using these codes

You can download these and save them to your device or write them down.



Step 13 – Set up Authentication PIN

Step-up Authentication PIN

To protect your data, a second level PIN is required for certain personal and/or financial updates that you make.

This PIN must be between 4-6 digits.

PIN

pin

Confirm PIN

confirm pin

Continue



Enter PIN



Confirm PIN



Click Continue



Step 14 – All completed

Congratulations – You should now have access.

If you do have any further issues. Please contact our team for future help and Guidance.

Final Note – If you see this message on the banner on your login screen . Please verify your e-mail

You have not verified your email address.

Resend Email



Go to your e-mails and click on the link. If you did not get the link initially press here to resend.

CRITICAL - performing/clicking on the verification (verify) email.

If this is not fully completed it may impact ;

- Registered details and password resets
- Important future contact information (registered email)
- Important future communications.

