

Wood - New Member Registration Journey - User Guide



Wood Pension Plan Self Service Registration Guide:

Url: <https://wood.compendiahosting.co.uk/>

Landing page:

Wood Group Pension Plan [Collapse](#)

Welcome to the Wood Pension Plan online portal.

Important information regarding the Plan and pension benefits will be posted here!

Quick Contacts

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

NEWS

Latest news from Wood Pensions:

Assistance and Guidance:

If you encounter any issues during the registration process, please contact our team for further assistance and guidance at:



Telephone: 01565 683295



Email: pensions@woodgroup.com

For security reasons, when you contact the team, we will ask you to provide at least three of the following data items;

Pension member number, the last four digits of your National Insurance number, the day and month of your birth, and the first line of your address.

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Step 1 – Letter received (With PIC Code)

Self-Registration letter issued to member via post:

A registration letter will be sent to your home address. For new joiners, this letter is dispatched one month after joining the scheme, due to the 'Opt Out' process. If you have not received or retained a copy of this letter, please contact the Wood Pensions Team.

Below is a screenshot of the registration letter. The Personal Identification Code (PIC) required for registration is highlighted.

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

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

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

Once you have accessed the website, click log in and then register. To begin the registration process you will need to enter the following personal identification code **MMXMNQYUW**

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

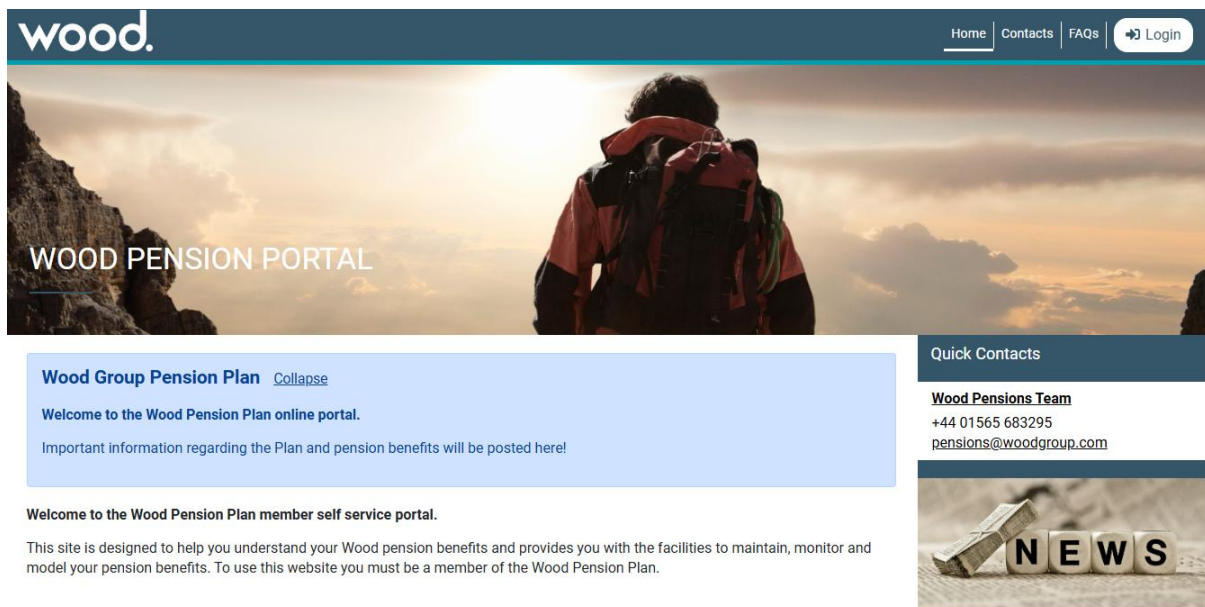
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Step 2 - Access to the Portal.

Visit the following website: <https://wood.compendiahosting.co.uk/>

Click on a white “Login” button in upper right corner.



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Step 3 - New Registration Process.

wood.

Login

Username

Password

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

[Forgotten Username?](#)

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](#)

On the login page scroll down to **New User Registration** section and click on **Register** button.

Step 4 – Things you will need.



Things you will need

○ Things you will need

Before you start creating your account it's important to make sure you have everything you need. You will need:

- Mobile phone and mobile phone number.
- Registration letter (previously issued to you from the Wood Pension Plan);
- National Insurance number (hint: see payslip)
- Email address (for continuity purposes, we recommend using a personal email address and not a company one).

○ Verify it's You

○ Create your account

To enhance the protection of your data we will also be asking you to set up an additional security step. You will have the choice to receive a one-time code via SMS (text message) or by using an authenticator app.

○ Verify your email

We understand that for some of our members, use of a mobile phone may not be possible. If this is the case, please use the "I need some help" button.

○ Securing your account

If you've got everything you need, please click or tap the "I'm ready" button to start the process!

○ Sign in

→ I'm ready

Identity Verification and Security Setup:

During the registration process, you will be asked to verify your identity and set up security measures. Please prepare the following items:

- Mobile phone and mobile phone number
- Registration letter (Personal Identification Code)
- National Insurance number (found on a payslip)
- Email address (for continuity purposes, we recommend using a personal email rather than a company email)

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Step 5 – Verification.

Enter the **Personal Identification Code** provided in the Letter (see Step 1 above).



Verify it's You

- ✓ Things you will need
- **Verify it's You**
- Create your account
- Verify your email
- Securing your account
- Sign in

Please input the 9-digit Personal Identification code detailed on your registration letter issued to you by the Pensions team. If you have not received or retained this letter, please contact the Wood Pension team at pensions@woodplc.com

Personal Identification Code

 P F F E K W Y W B

[→ Next](#)

Click on the **Next** button.

Enter your **Member Number** (this is provided on the letter) and Click on the **Next** button.



Verify it's You

- ✓ Things you will need
- **Verify it's You**
- Create your account
- Verify your email
- Securing your account
- Sign in

Please provide the following personal details.

Member Number

[→ Next](#)

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Step 6 - Create your account.

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Member Self Service

Create an account

Create your account

- ✓ Things you will need
- ✓ Verify it's You
- Create your account
- Verify your email
- Securing your account

Sign in

Create a username

Create a password

Minimum password requirements:

- ! At least 8 Characters
- ! At least 1 Uppercase Character (A-Z)
- ! At least 1 Lowercase Character (a-z)
- ! At least 1 Number (0-9)
- ! At least 1 Special Character (. * [@ # \$ % ^ & + =] ())

Next

Create a **username** that will be your login for this website.

Create a strong **password** adhering to the rules stated below.

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Member Self Service

Create an account

Create your account

- ✓ Things you will need
- ✓ Verify it's You
- Create your account
- Verify your email
- Securing your account

Sign in

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- ! At least 1 Number (0-9)
- ! At least 1 Special Character (. * [@ # \$ % ^ & + =] ())

Next

Please Note:

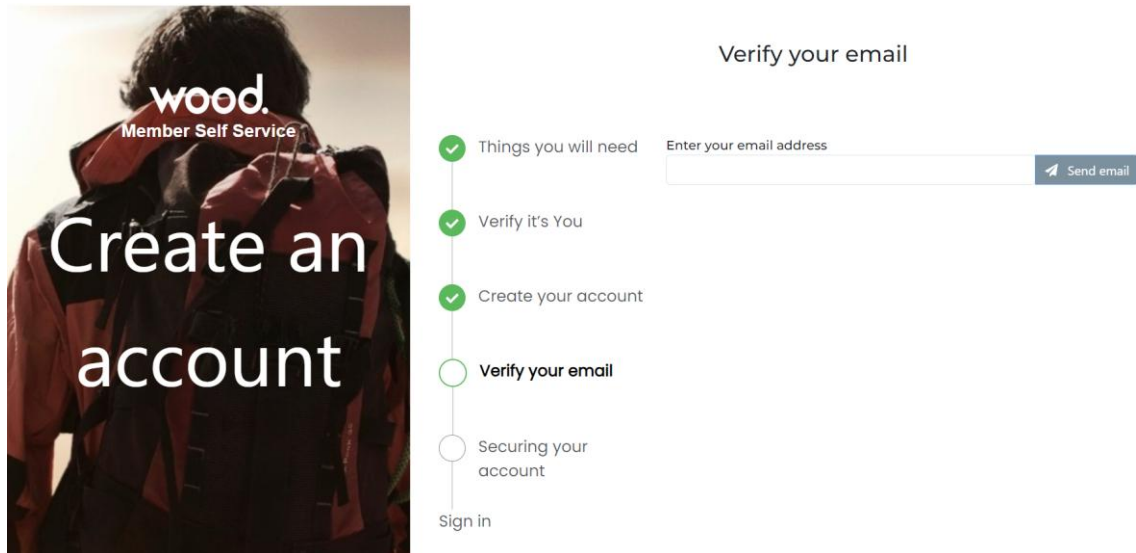
To create a secure password, ensure all conditions are met. When a condition is satisfied, the exclamation mark will turn green. In the example above, the password lacks a special character.

Once you have memorised/noted your username and password, click the **Next** button.

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Step 7 – Verify your email.



Type in your personal email and click on **Send email** button. You will then receive an email with a verification code.

Example email:

We need to send you confirmation messages for things like password changes, and need your email verified to do this.

Please enter the following code in the window where you started creating your account:

475301

Thank you,

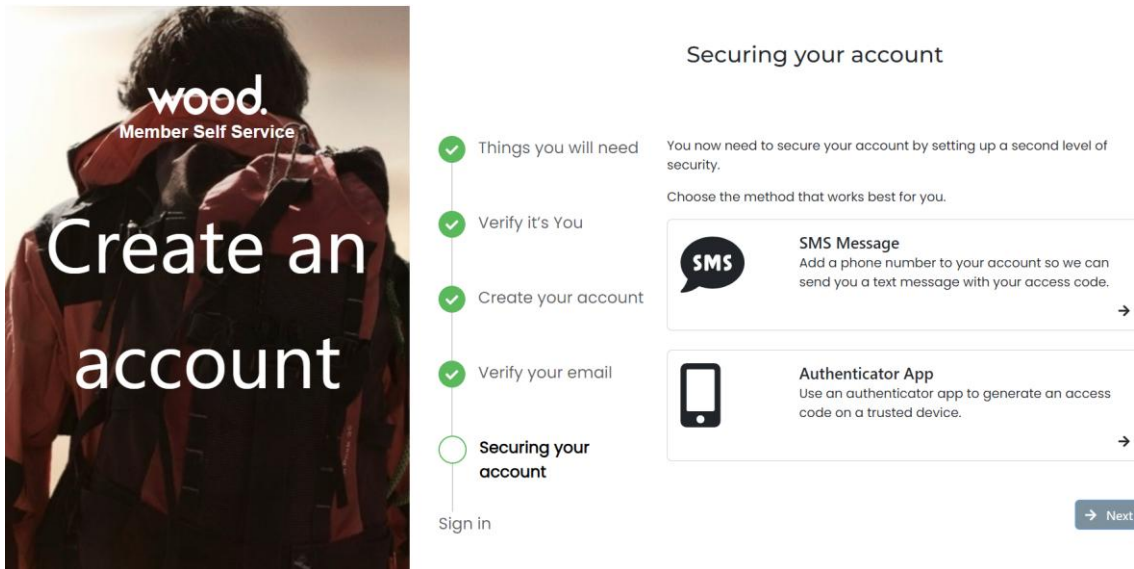
Wood Pensions Team

This email was generated automatically. Please do not reply to this email as this email box is not monitored.

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Step 8 – Securing your account.

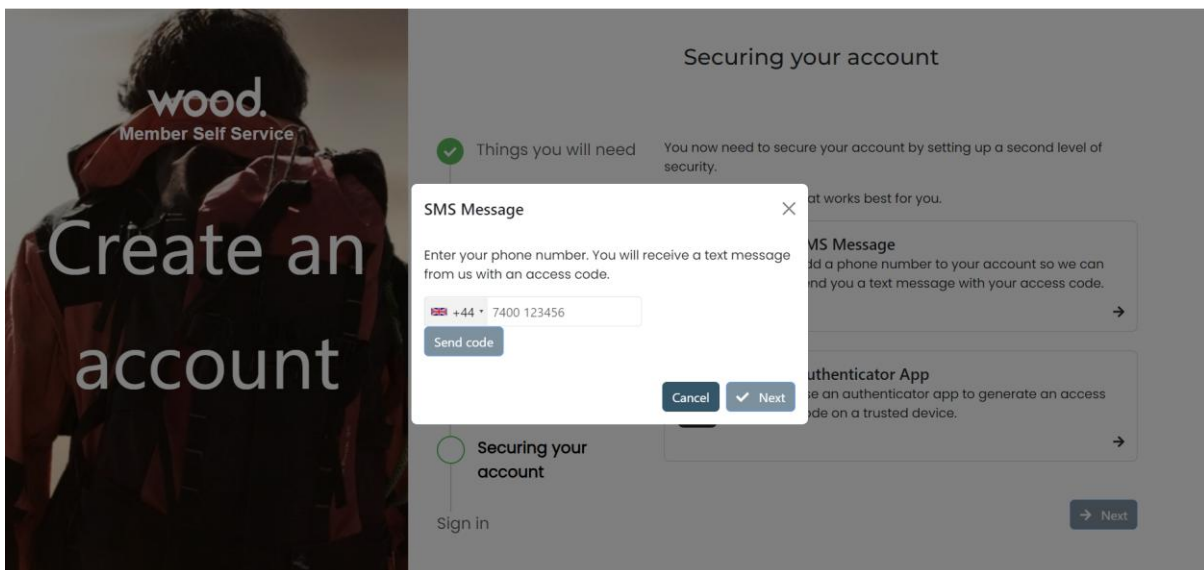


Account Security Options:

There are two methods to secure your account. However, using the **SMS message** option is recommended, as it ensures continued access even if you change your mobile device in the future.

1) SMS Message:

For the **SMS Message** you will be asked to enter your phone number. You will then receive a text message with a code each time you want to log in.



Please Note:

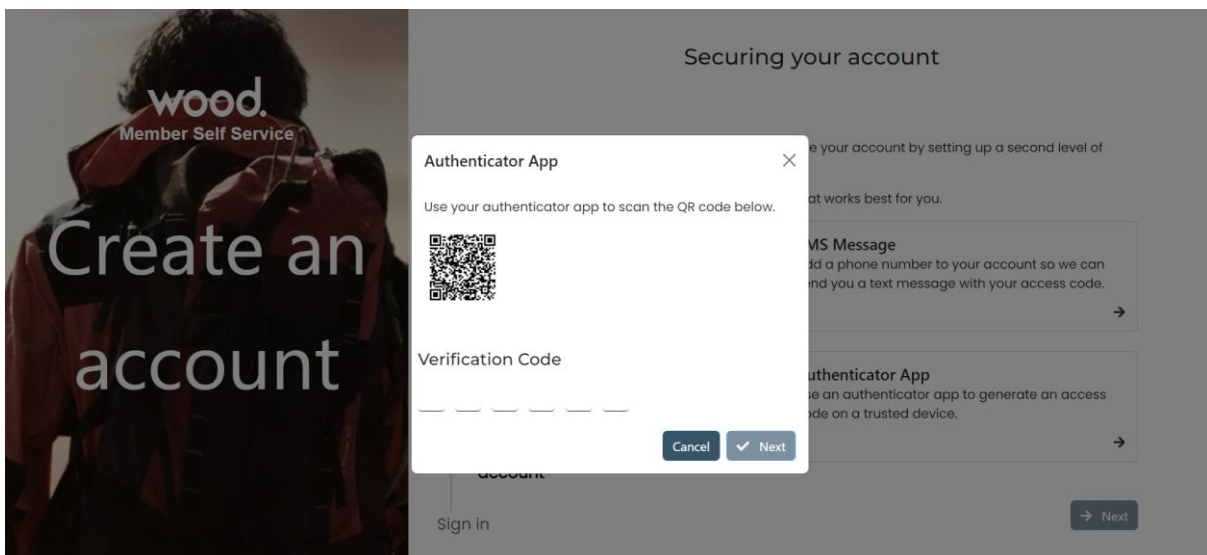
Enter your personal mobile number in the designated box, ensuring the correct country code is included and the leading zero is removed.

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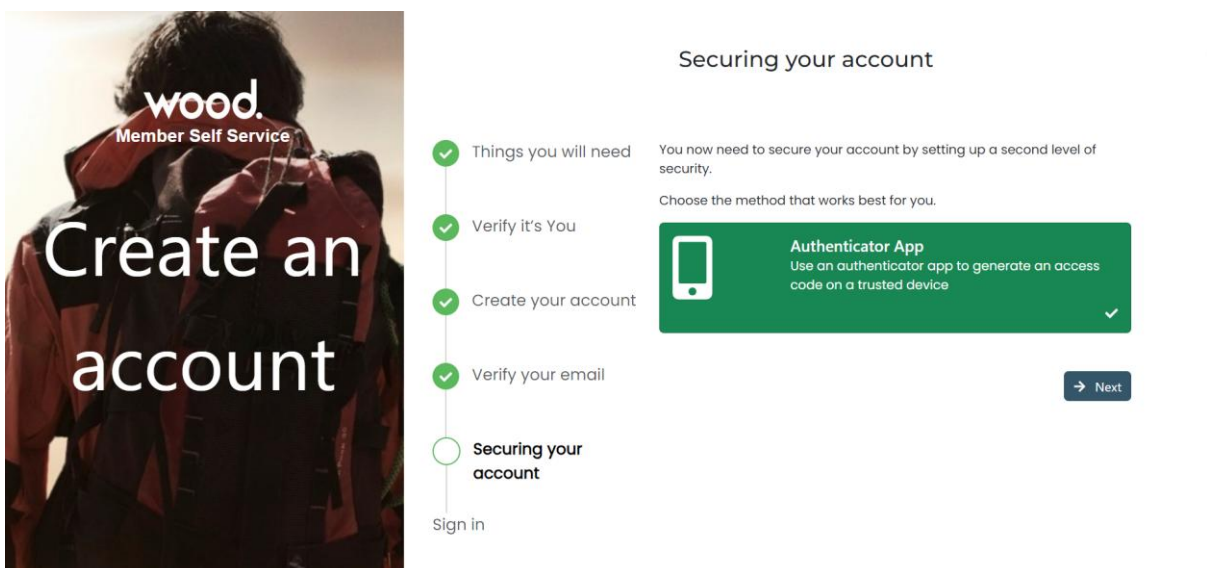
2) Authenticator App:

Download either the **Microsoft Authenticator** or **Google Authenticator** app from your mobile device's app store. Once installed, you will be able to scan the QR code.



Once you have **scanned the QR code** the Authenticator app will display a 6-digit code that you need to enter.

Once you have selected your authentication method you can proceed by clicking the **Next** button.



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Securing your account

- Things you will need
- Verify it's You
- Create your account
- Verify your email
- Securing your account

Sign in

You now need to secure your account by setting up a second level of security.
Choose the method that works best for you.

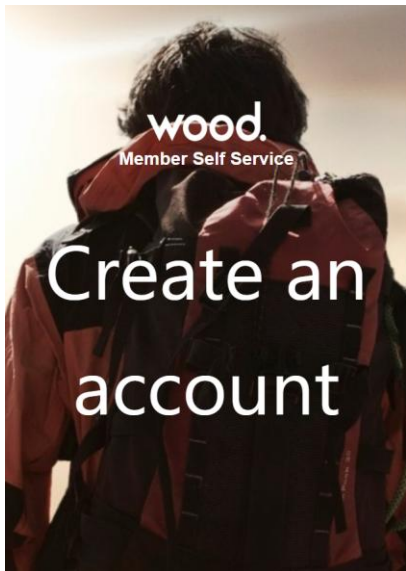
Recovery Codes	
5oj4venito4d	kyll44zjq24k
ndf5ytps5twl	goxubglllh2r
juve3dmvmgb	wio2w2nsrc1l
bl36wfhaw2mn	zloxkt2q6spw

These codes are single use.
You will only be able to use each one once.

[Copy codes](#) [Print codes](#) [Download codes](#)

Recovery Codes:

You will be provided with a set of **recovery codes**. These codes are essential if you lose access to your mobile device, allowing you to still access your account. **Please retain a copy of these codes.**



Sign in

- Things you will need
- Verify it's You
- Create your account
- Verify your email
- Securing your account

Sign in

Welcome,
Your account has been created!
You can now sign in by following the sign in button to the log in page.

[Take me to sign in](#)

Congratulations!

You can now log in by clicking the **Take me to sign in** button to proceed to the login page.

Authentication PIN Setup:

After successfully registering and logging in, you will have the opportunity to create an **Authentication PIN**. This PIN may be required to approve certain actions on the portal.