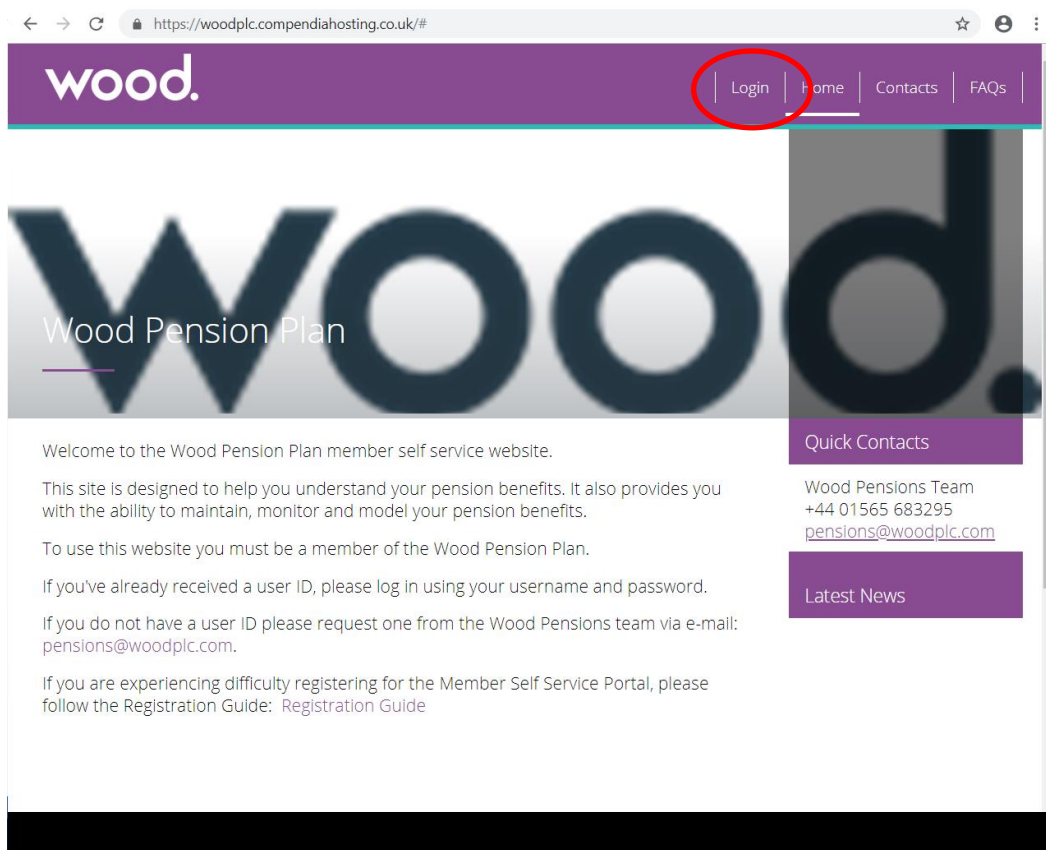


First time registration for the MSS portal - Member User Processes

Member Users – Self Registration

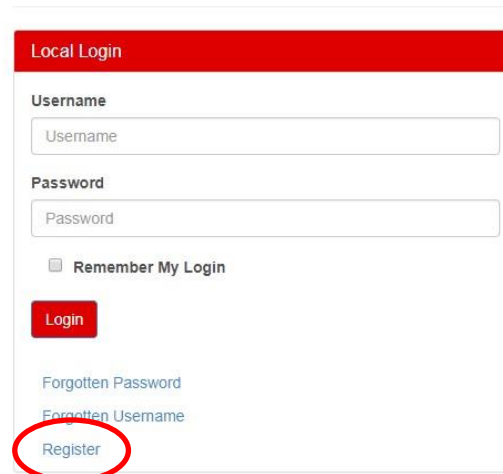
URL for the portal - <https://woodplc.compendiahosting.co.uk>

On entering the site, you should see the following screen:



From the Wood banner on the top right select **LOGIN** then select **Register** from the Login page.

Login



Local Login

Username
Username

Password
Password

Remember My Login

Login

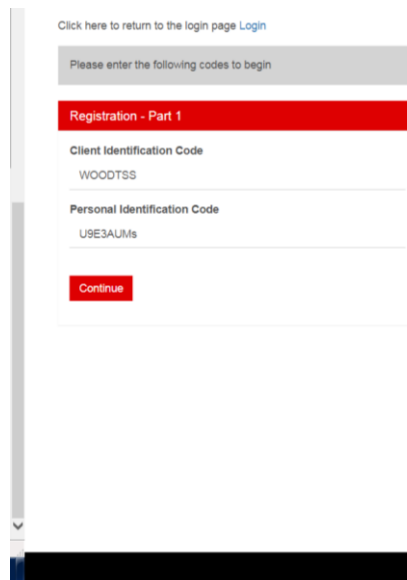
[Forgotten Password](#)

[Forgotten Username](#)

[Register](#)

Using the information contained in the registration letter follow the registration process:

1. The first *Registration* page displays the *Scheme Validation* details.
Enter the Client **Identification Code** and Personal Identification Code/**Unique Customer Reference**, from the letter and click **Continue**.



[Click here to return to the login page Login](#)

Please enter the following codes to begin

Registration - Part 1

Client Identification Code
WOODTSS

Personal Identification Code
USE3AUMs

Continue

Failure to enter the correct code will result in a warning message and then, after three failed attempts, re-direction back to the login page.

2. At the second *Registration* page, *Confirm your identity*, enter the member number from the top right of the letter and click **continue**.

Booths Park, Chelford Road,
Knutsford, Cheshire WA16 8QZ
United Kingdom
Direct Tel: (01565) 662295
Email: pensions@woodplc.com

Member Number: 12345
Case Number: 81526

Registration

[Click here to return to the login page Login](#)

Enter the following codes to begin

Registration - Part 2

Please provide the following information to continue:

Member Number

[Continue](#)

Failure to enter valid number will result in a non-specific error message as below:

Registration

[Click here to return to the login page Login](#)

Error: One or more of the supplied data validation answers are invalid

Enter the following codes to begin

Registration - Part 2

Please provide the following information to continue:

Member Number

[Continue](#)

- The final stage of member self-registration is for the user to choose a username with which to log on in future, select a password, enter an email address, and choose three questions and answers which will be used as further authentication.

Registration

[Click here to return to the login page Login](#)

Enter the following codes to begin

Registration - Part 3

Please provide the following information to complete your registration:

Username ✓
32984

Password
.....

Confirm Password
.....

Your new password must meet the following requirements: **Your password must be at least 8 characters long and contain at least one upper case letter, one lower case letter, one number and one of the following special characters !"\$%^&*+={}()@~#.;<>?/**

Email Address ✓
32984@32984.com

Please select three different security questions and provide answers for each

In what city or town was your first job? ▾
job

What is the name of your favourite childhood teacher? ▾
teacher

What was your dream job as a child? ▾
child

Complete Registration

USERNAME - The Username should be more than five characters and should be unique to the user. A Green tick will appear if the username meets the criteria, if not a red cross will appear and you will need to change your username.

PASSWORD - The password must meet the scheme criteria for minimum length and complexity as shown to the user on screen.

Finally, three different questions should be selected together with suitable answers which only the user knows. The answers are not case sensitive.

Once registration is complete, the *Registration Successful* page is displayed; click **Login**.

Registration

Registration - Complete

Registration is complete.

You should receive an activation link in order to confirm your email address.

[Click here to return to the login page Login](#)

The Registration email can take up to 24 hours to arrive. You can still login to the portal during this time.

Login page:

Login

Local Login

Username

Password

Remember My Login

[Forgotten Password](#)

[Forgotten Username](#)

[Register](#)

Following your first login you will then be asked to create a PIN: The PIN must be between 4-6 digits.

Login (continued)

We require you to setup a PIN before continuing

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

Confirm PIN

Continue



Member Users – Forgotten Password

Using the Forgotten Password link on the Login page, the user may enter some of the registration details and reset the password. Enter the **username** created at self-registration and click **Next step**.

Login (continued)

[Click here to return to the login page Login](#)

Please enter your username to begin the password reset process

Reset Password - Part 1

Username

Continue

The *next* page prompts for a Reset Password Code which will have been sent to your registered email address. Enter the code and select **Continue**.

Login (continued)

Click here to return to the login page [Login](#)

A code has been sent to your registered email address. Please enter it below to continue the password reset process

Reset Password - Part 2

Reset Password Code

Continue

At the *Security Question* page, enter the requested data items and click **Continue**.

Login (continued)

Click here to return to the login page [Login](#)

You are required to provide the answer to a security question before continuing

Reset Password - Part 3

Please supply the answer to your following security question

What is your oldest sibling's middle name?

Continue

Successful authentication allows the user to enter a new password. Again this should match the minimum length and complexity criteria set down by the scheme.

Login (continued)

Click here to return to the login page [Login](#)

Please provide (and confirm) your new password

Reset Password - Part 4

New Password

Confirm New Password

Your new password must meet the following requirements: **Upper case, lower case and numbers with at least 3 characters**

[Update](#)

Once the password has been changed a message is displayed to confirm the password has been reset successfully; to access the MSS portal click **Login**.

Login (continued)

Click here to return to the login page [Login](#)

You have successfully reset your password.

Member Users – Forgotten Username

Using the Forgotten Password link on the Login page, enter your email address:

Username Reminder

Click here to return to the login page [Login](#)

Forgotten Username

Email Address

Send Username

The following message is displayed directing the user to check their email for a reminder that has been mailed across:

Username Reminder

Click here to return to the login page [Login](#)

Please check your email for a username reminder.

Check email username reminder:

```
You (or someone else) requested a reminder for your username from Compendia ID.  
Username: 17780  
Thanks!  
The Compendia ID Team
```

Member can log back in with the Username reminder:

Login

Local Login

Username

Password

Login

[Forgotten Password](#)

[Forgotten Username](#)

[Register](#)