

See your pension online anytime, anywhere

<https://www.iwcsss.com/>

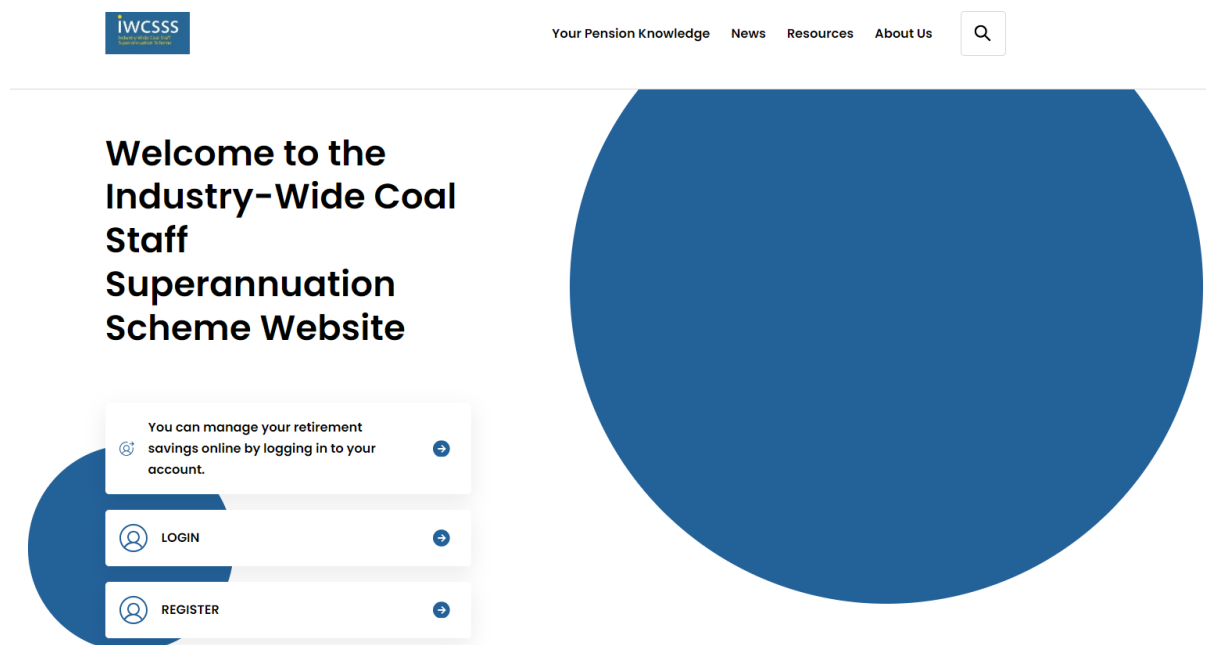
This is the home for all things about your pension in the Industry-Wide Coal Staff Superannuation Scheme.

You'll find useful information in the home page as well as recent announcements and news about the scheme.

To get full value out of everything available to you on the site, you'll need to create a log in by registering your details, setting up your email address and going through a short security process. This is explained over the page. Once you log in to the secure area, you then have full access to your own personal information, so at any time you can:

- ✓ **View & Update** your personal information
- ✓ **Update** your address
- ✓ **View** your current pension in payment
- ✓ **Submit** general enquiry requests online
- ✓ **View** and print your payslips and P60s
- ✓ **Tell us** how you prefer us to contact you

Turn over to see how simple it is to do.....



How to set yourself up

1. Step One

Go to <https://www.iwcsss.com/> and click on **Register**.

2. Step Two

Enter the following personal information:

- Surname
- Date of Birth
- National Insurance Number
- Mobile Telephone number (if you do not have a mobile phone number, you can enter a landline number instead)
- Personal Email address

Register for an account
Enter your details below to register for an account

You must complete your registration within 20 minutes otherwise your session will time out and you will need to start again. If you close this window or navigate away from this page then you will need to start again.

In order for the SMS service provider to successfully send you your One Time Code, please enter your phone number with no spaces. The number you enter should start with a '+' followed by your country dial code and phone number, omitting the first zero e.g. a UK mobile would be in the format: +447123456789

* denotes a mandatory field

Surname *

Date of birth *

Mobile Number *

Confirm Mobile Number *

Email Address *

Confirm Email Address *

National Insurance number *

Preferred method of contact *

3. Step Three

You'll be asked to choose a username and password. Your username must be at least 8 characters, and can include upper- and lower-case letters, numbers, or symbols. Your password must be at least 9 characters, include both upper- and lower-case letters, at least one number and one special character or symbol. Once added, click '**Submit**'.

4. Step Four

A One Time Code will be sent by text message to the mobile phone number you provided in Step 2 or by text to speech to a landline phone number. Please enter the One Time Code within 30 minutes to complete registration and click '**Submit**'. If you don't complete your registration within the time slot, you'll be returned to the start of the process.

What happens next?

Tell us about any changes to your personal details and review the pension information that we hold for you.

Each time you log in a One Time Code will be sent by text message or text to speech as an additional layer of security to protect your information.

If you have any problems with logging into the site you can either:

Tel: 0141 566 7660 ; or

Email: iwcsssadmin@hymans.co.uk