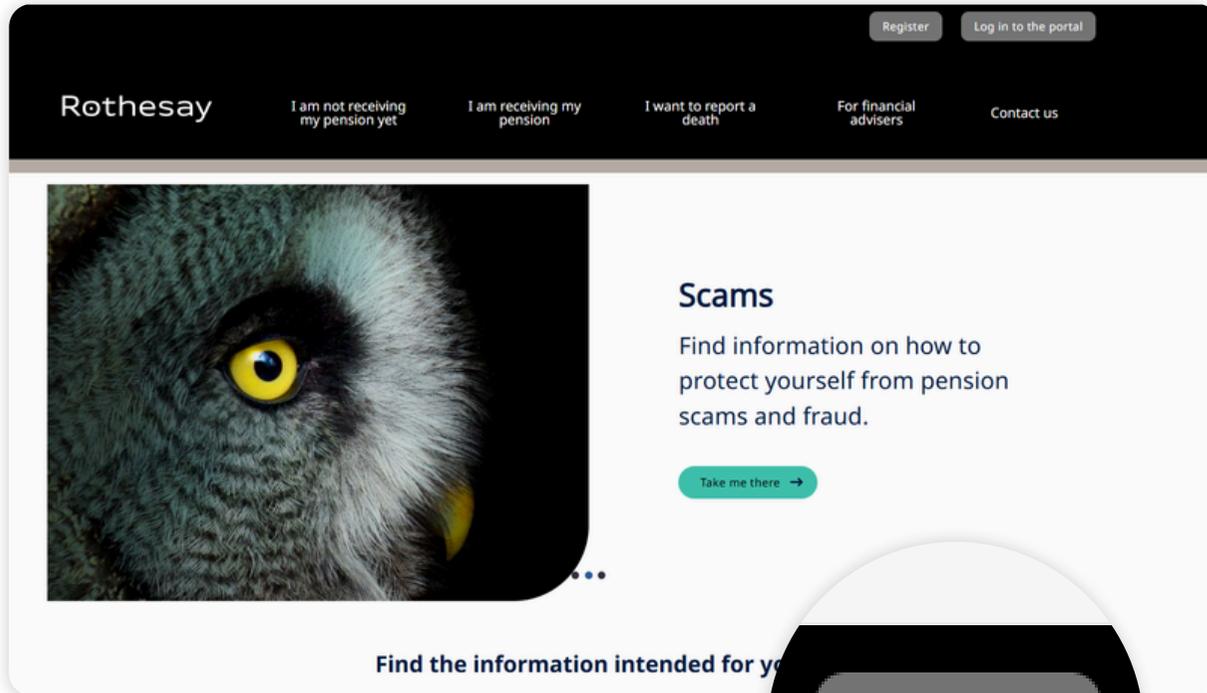
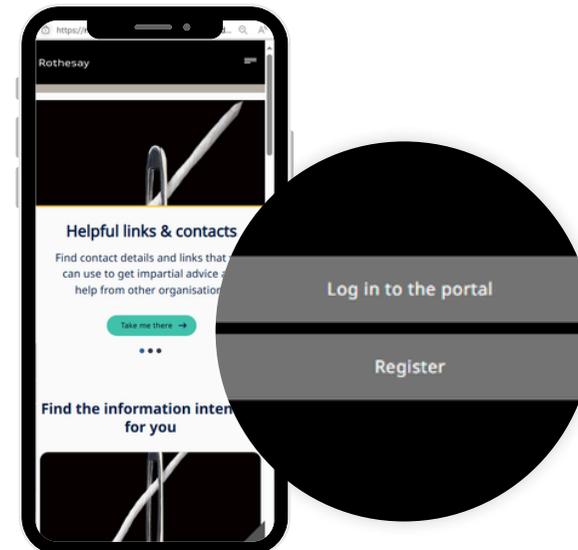


How to register for access to the Rothesay portal

Step 1



- 1 Go to the home page of the Rothesay website at <https://pensions.rothesay.com>
- 2 Press the 'Register' button in the top right corner.
- 3 If you're accessing the home page on a mobile, press the lines in the top right corner.



How to register for access to the Rothesay portal

Step 2

Registration - step 1 of 5

Register to view and manage your policy online

What you'll need

- Your policy number **1**
- NI number to be used for registration **1**
- Your personal details
- Around 2-5 minutes to complete registration
- Read our handy [registration guide](#)

Already got an account?

[Sign in](#)

To get started, let's confirm your details

1 — 2 — 3 — 4 — 5

Surname Date of birth (DD/MM/YYYY)

Policy number

National Insurance number

Personal email address

Confirm your email address

By registering you agree to receive your Rothesay communications to your secure portal account via the 'My documents' page and email. We'll also email you confirmation of changes you make yourself on the portal.

Please be aware, there are some communications we are required to make by law. We may need to phone when looking into something in relation to your policy. If we call, we will always explain who we are and why we are calling.

- 1 Enter your personal details. You'll then need your Policy number, your National Insurance number and a personal email address.

Your email address will become your username when you log in in the future. A red error message will highlight where there are any issues with your details.

- 2 Confirm you've read the terms and conditions by ticking the box and then press 'Continue'.



I've read

Portal w

Step 3

The screenshot illustrates the account verification process in three stages:

- Account verification:** The user is prompted to click to send their code. A progress indicator shows step 2 is active. A button labeled "Get a verification code via email" is highlighted in teal, with a "Cancel" button below it.
- Code entry:** The user enters the verification code. A timer indicates the code will expire in 9 minutes 55 seconds. A "CANCEL" button is visible.
- Error handling:** The user receives an error message: "The code you entered is incorrect." A "CANCEL" button is visible.

- 1 Press 'Get your verification code via email'. It may take one or two minutes to arrive in your inbox. If it doesn't arrive, first check your spam folder before asking the portal to send it again.
- 2 Once you have the 10 digit verification code, enter it into the box and press 'Continue'. You can copy and paste directly from the email. The code will expire in 10 minutes, so you'll need to request a new one if you don't enter it within that time.

Step 4

Set up a security question



We'll ask you this question when you sign in, or if you forget your password.

Your answer must be at least 4 characters long and contain no numbers or symbols. It is not case sensitive.

Add a hint to assist you, should you forget the answer to your security question.

Progress indicator: 1 ✓ 2 ✓ 3 ✓ 4 (active) 5

Select a security question

Select...

Answer

Hint

CANCEL CONTINUE

- 1 Choose a security question, answer and a hint. You'll need this every time you log in. Your question should be something that is easy for you to remember but is not known to anyone else and difficult to guess.
- 2 Press 'Continue'.

Step 5

Secure your account

Please set up a password.
This will be used to sign into your account online.

Set a memorable password for your account

Your password must be at least twelve characters long and contain a mix of upper and lower case characters plus special characters @\$!%*?&#. No spaces. We suggest that you create passwords using three random words. You just put them together, like Blue!Table*Sun.

You can choose memorable words but should avoid those which might be easy to guess, such as 'OneTwoThree,' or are closely related to you personally, such as the names of family members or pets.

Cancel Continue

- Your password must have
- ✓ 12 or more characters
 - ✓ Numbers
 - ✓ Lowercase letters
 - ✓ Uppercase letters
 - ✓ Special characters (@\$!%*?&#.)

- 1 Set a secure password. This must be 12 or more characters and made up of upper and lower case letters, numbers and the special characters shown below. It can't include any spaces.
- 2 Pressing the eye  icon will reveal the password to help you type, though you should only do this if you are not in a public space.

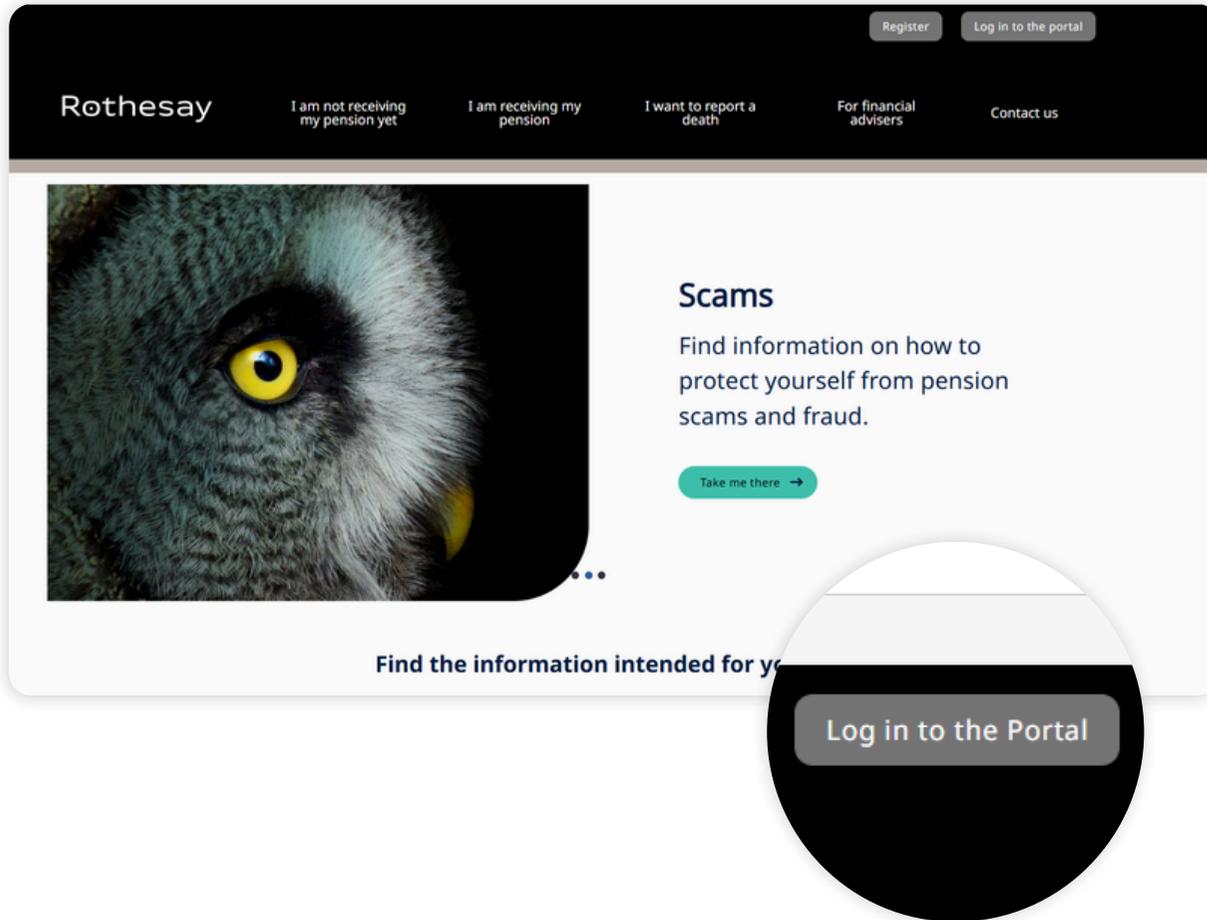
Press 'Continue'.

You'll now be directed to the portal where you can log in using your details.

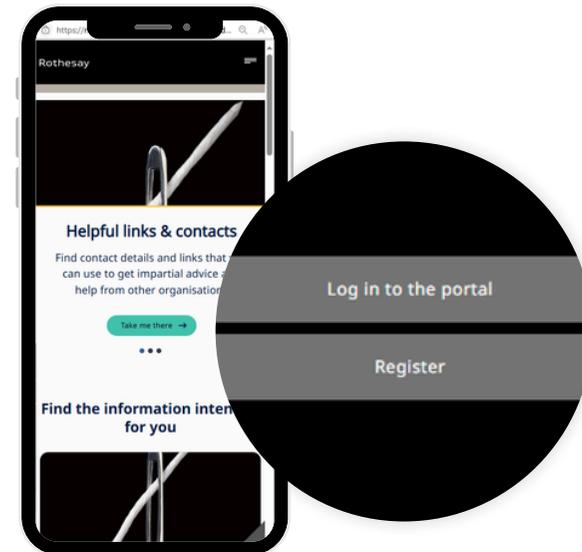
There is further help on how to log in on the following pages.

How to log in to the Rothesay portal

Step 1



- 1 Go to the home page of the Rothesay website at <https://pensions.rothesay.com>
- 2 Press the 'Log in to the portal' button in the top right corner.
- 3 If you're accessing the home page on mobile, press the lines in the top right corner.



Step 2

Log in to your account
Enter your email address and password to manage your Rothesay Policy

Email address

Password 

Please [contact us](#) if you are having problems accessing the portal.

[Forgotten your password?](#)

[Forgotten your username?](#)

Continue

New to this portal?
Please use the 'Register' button to get started

Register

1 Enter your email address, which is the email address that you used when you registered (if you've forgotten your email press 'Forgotten your username')

2 Enter your password

Pressing the eye  icon will reveal the password to help you type, though only do this if you are not in a public space

3 Press 'Continue'

If you have forgotten your username go to page 10 and if you have forgotten your password go to page 12.

If you have incorrectly entered your details three times, your account will be temporarily locked.

You can unlock it yourself by retrieving your username or password.

Step 3

Identify yourself
What is the name of your first pet?
Please enter characters 1, 2 and 5 of the answer to your security question:

1 2 5

Continue

Can't remember your answer? [Email yourself a hint.](#)

Forgotten your details?
Our customer services team will be happy to help.
Call us from within the UK on 0330 053 7544
Call us from overseas on +44 (0)330 053 7544
For our opening hours and other ways to contact us [click here.](#)

- 1 Enter the answer to your security question. You will be asked to enter three random characters.

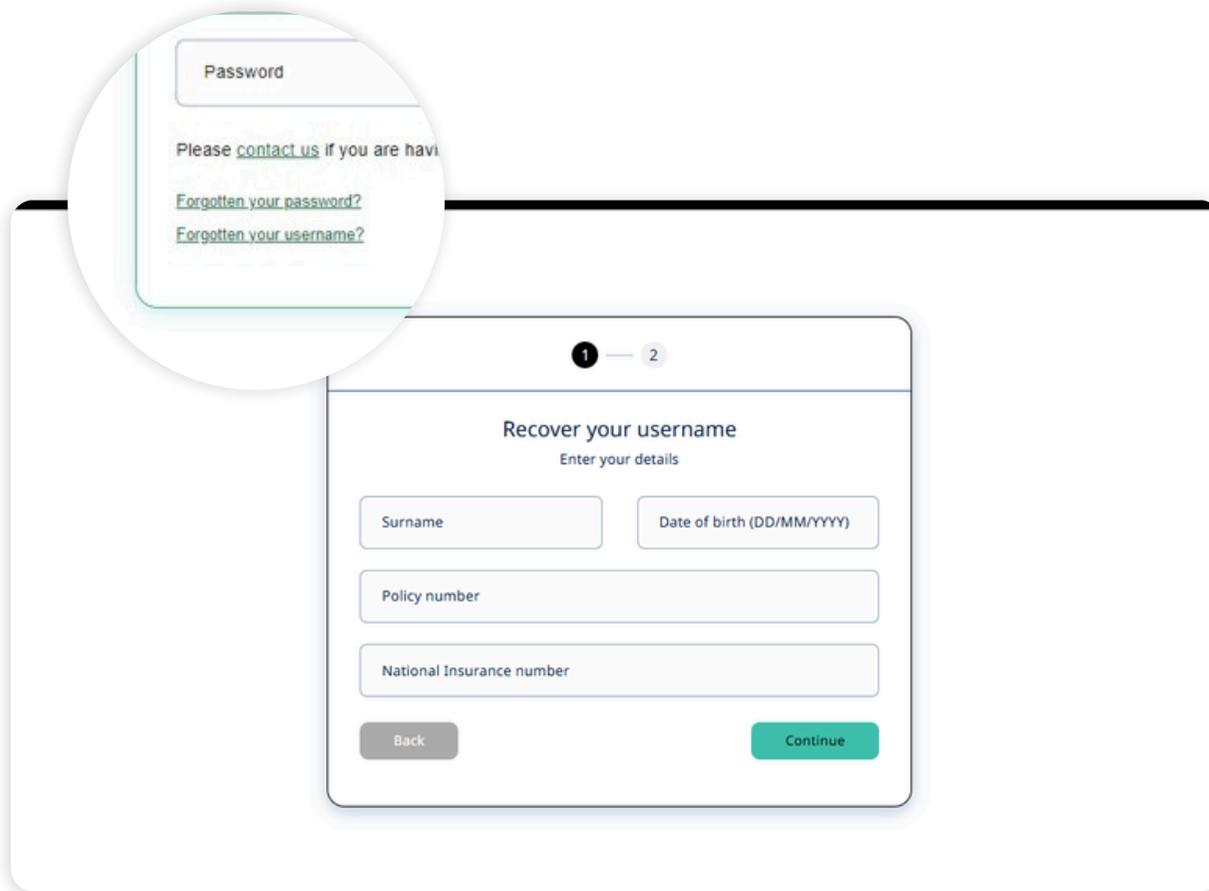
If you have forgotten your answer, the hint that you set when you registered can be emailed to you by pressing the text 'Email yourself a hint'.

- 2 Press 'Continue'.

You'll now be logged in and see your personalised home page.

How to recover your username

Step 1



The image shows a mobile application interface for recovering a username. A callout bubble highlights the 'Forgotten your username?' link on the login screen. The main screen is titled 'Recover your username' and 'Enter your details'. It contains four input fields: 'Surname', 'Date of birth (DD/MM/YYYY)', 'Policy number', and 'National Insurance number'. At the bottom, there are 'Back' and 'Continue' buttons.

- 1 Your username is the email address you used when you registered for the portal.

If you have forgotten it, first press the 'Forgotten your username' text link below the password box on the log in screen and on the next screen do the following:

Enter your surname, your date of birth, your Policy number, and your National Insurance number.

- 2 Press 'Continue'.

Step 2

Rothesay

I am not receiving my pension yet

I am receiving my pension

I want to report a death

For financial advisers

Contact us

Register

Log in to the portal

Recover your username

Answer your security question

What is the name of your first pet?

Please enter characters 1, 2 and 4 of the answer to your security question:

1 2 4

Cancel

Continue

- 1 Enter the answer to your security question. You will be asked to enter three random characters.
- 2 Press 'Continue'.
- 3 Your username, which is your email address, will be displayed on the next screen.
- 4 Press 'Sign In' to now log in.

Recovery Complete!

Your Username is:

john.smith@gmail.com

Sign in

How to reset your password

Step 1

The screenshot shows a web form titled "Reset your password" with the instruction "Enter your username". The form contains an "Email address" input field, a "Forgotten your username?" link, a "Cancel" button, and a "Continue" button. A callout box on the left highlights the "Forgotten your password?" link on the previous screen, which is the first step in the process.

1 — 2 — 3

Reset your password
Enter your username

Email address

[Forgotten your username?](#)

Cancel Continue

[Terms & conditions](#) | [Cookie policy](#) | [Accessibility](#) | [Site map](#) | [Regulatory status](#)

ensions Scheme 2025

- 1 First press the 'Forgotten your password' text link below the password box on the log in screen. You'll need your username to reset your password. On the next screen do the following:

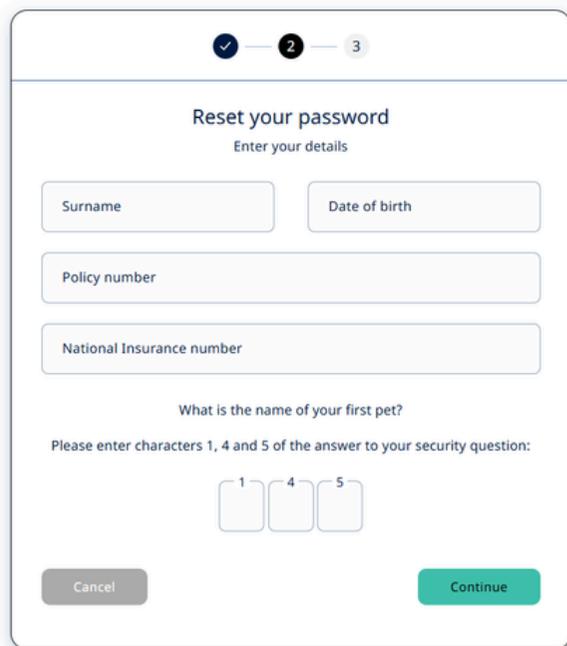
Enter your username, which is your email address.

- 2 Press 'Continue'.

Your username is the email address you used when you first registered. If you have forgotten your username, press the text 'Forgotten your username' below the box and follow the steps on page 10.

How to reset your password

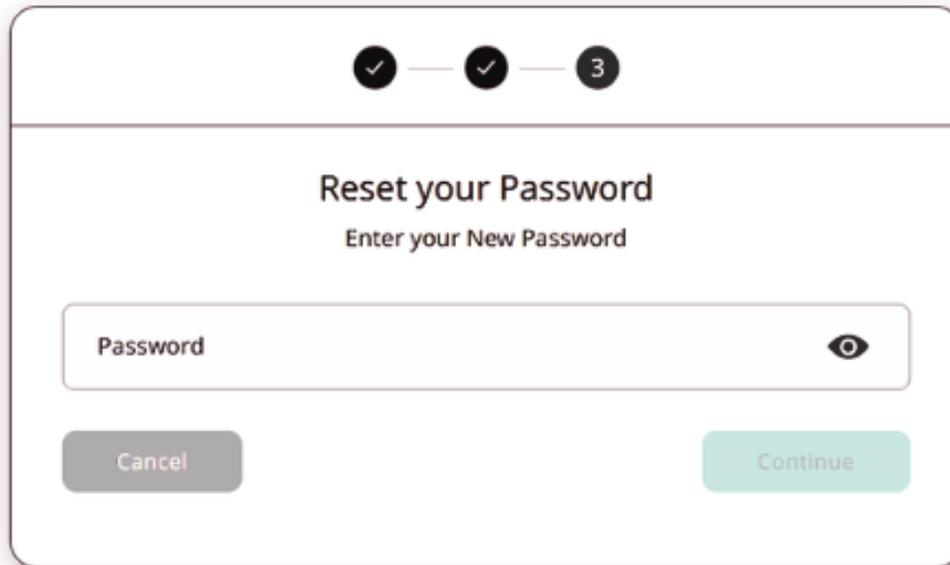
Step 2



The screenshot shows a mobile application interface for resetting a password. At the top, there is a progress indicator with three steps: a checkmark in a circle for step 1, a circle with the number '2' for step 2 (the current step), and a circle with the number '3' for step 3. Below the progress indicator, the title 'Reset your password' is displayed, followed by the subtitle 'Enter your details'. The form contains several input fields: 'Surname' and 'Date of birth' (two separate fields), 'Policy number', and 'National Insurance number'. Below these fields is a security question: 'What is the name of your first pet?'. Underneath the question, it says 'Please enter characters 1, 4 and 5 of the answer to your security question:' followed by three input boxes labeled '1', '4', and '5'. At the bottom of the form, there are two buttons: a grey 'Cancel' button on the left and a green 'Continue' button on the right.

- 1 Enter your surname, date of birth, Policy number, and National Insurance number, including the answer to your security question. You will be asked to enter three random characters.
- 2 Press 'Continue'.

Step 3



The screenshot shows a mobile app interface for resetting a password. At the top, there are three circular progress indicators: the first two contain checkmarks, and the third contains the number '3'. Below this is the title 'Reset your Password' and the subtitle 'Enter your New Password'. A text input field labeled 'Password' is shown with a blue eye icon on the right side, indicating that the password is visible. At the bottom, there are two buttons: a grey 'Cancel' button on the left and a teal 'Continue' button on the right.

- 1 Enter your new password. Press the blue eye icon  to ensure you've typed your password correctly. Do not do this if you are in a public space.
- 2 Press 'continue'.
- 3 Your new password will be displayed.
- 4 Now press 'sign in' to sign in.

Rothestay

Contact us

Online at <https://pensions.rothestay.com>

Call us on **0330 053 7544**

Rothestay Pensions, Sunderland, SR43 4NA