



A low-angle, upward-looking photograph of a modern glass skyscraper. The building's facade is composed of a grid of dark metal frames and large glass panels. The sky is a clear, bright blue. The perspective creates a sense of height and architectural scale.

# LOG INTO YOUR ACCOUNT

Welcome to the LSF Pensions Portal.  
Use the following steps to register and log into your account.

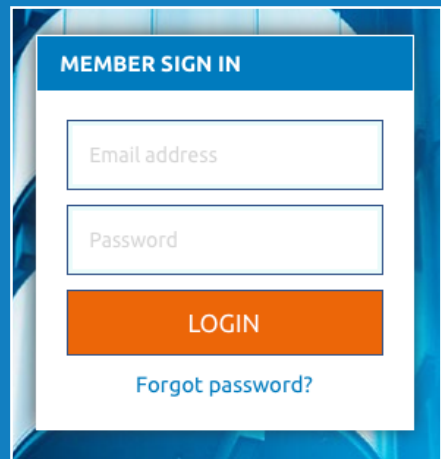
# REGISTER & ACTIVATE YOUR ACCOUNT

1. If you haven't registered yet, you need to do this first by clicking on the **REGISTER** button. 
2. Complete all the fields on the registration page and choose a secure password.
3. Your password needs to be a minimum of eight characters. Remember to include symbols (such as !@£\$%^&\*), as well as upper and lower-case letters and numbers. The system will not allow you to continue if your password does not meet these requirements.
4. Click **VERIFY YOUR DETAILS**. 
5. You will then see the **NEARLY THERE – ONE MORE STEP** box.
6. Go to your email inbox and find the activation email that will have been sent to you.
7. Click on the link within this email to activate your registration.
8. Now your registration is complete.

## LOGGING IN

1. Go to the Member Sign In box
2. Enter your email address and password
3. Click on the **LOGIN** button.

If you are still having problems logging into your account, check the Frequently Asked Questions on the next page.



The image shows a screenshot of a web form titled "MEMBER SIGN IN". It features two input fields: "Email address" and "Password". Below these fields is an orange "LOGIN" button. At the bottom of the form, there is a link that says "Forgot password?". The form is set against a blue background with a subtle pattern.

# FAQs

## 1. The **LOGIN** button doesn't work.

Have you registered? If not, click the **REGISTER** button and follow the instructions.

## 2. I've registered but can't sign in.

Have you completed the registration process by activating your account? If not, please check your email inbox and follow the activation link in the email to complete your registration.

## 3. I haven't received my activation email, what should I do?

Check in your spam or junk email folder in case the activation email is there. If the activation email doesn't come through, email **lsfsupport@wordshop.co.uk** or call the helpline on 0800 319 6057.

## 4. I've forgotten my password

You will need to reset your password. Click on 'Forgotten your password?' and follow the instructions to choose a new password and reset. You will need to verify your details again.

*Please note: you will not be able to log in until you have activated your account by following the instructions on the activation email.*

## 5. How do I reset my password?

Follow the 'Forgotten your password?' link and follow the instructions to choose a new password and reset. You will need to verify your details again.

*Please note: you will not be able to log in until you have activated your account by following the instructions on the activation email.*

## 6. The activation link in the email doesn't work.

Copy and paste the link into your web browser.

## 7. Is there a helpline I can call?

Yes – if you have not been able to solve the problem, please call the helpline to speak to an adviser on 0800 319 6057 or email **lsfsupport@wordshop.co.uk**.

*Please note: this helpline is for registration and login issues only. For information about your pension contact LSF Pensions Administration on 0207 648 8970 or email [admin@lsf.org.uk](mailto:admin@lsf.org.uk).*