

---

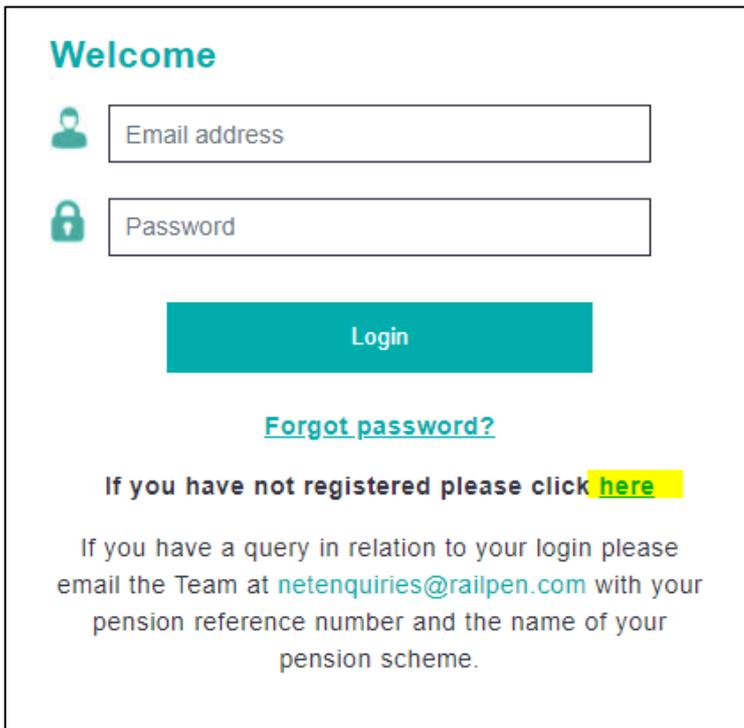
## REGISTERING FOR YOUR ACCOUNT

---

Go to <https://eon.myesps.co.uk>

Once you are on the login screen, click the link to register, which is highlighted below.

**TIP:** Please make a note of your password and memorable passphrase. You will be asked for certain characters when you go to log in.



**Welcome**

 Email address

 Password

Login

[Forgot password?](#)

If you have not registered please click **here**

If you have a query in relation to your login please email the Team at [netenquiries@railpen.com](mailto:netenquiries@railpen.com) with your pension reference number and the name of your pension scheme.

On the next screen, enter your details ensuring there are no spaces in the National Insurance number and date of birth fields (see the example on the next page). You will also need to input your **personal activation code** which is detailed on the first page of this letter. If any of the fields are pre-populated with information, please delete that and retype your own information.

**If your National Insurance number and date of birth don't match what we have on our records, you will not be able to register. If you find this is the case, please contact [netenquiries@railpen.com](mailto:netenquiries@railpen.com) so we can verify your details.**

To complete your registration, please fill in the required fields below.

ABCHDEA3

01/01/1900 

AB00000C

test.test@gmail.com

test.test@gmail.com

I have read and agree to the [terms & conditions](#) and [cookie policy](#)

Password

Confirm password

Memorable passphrase

Confirm memorable passphrase

I'm not a robot  reCAPTCHA  
Privacy - Terms

Register

## Your email address

Please register with a personal email address, i.e., not your work one, so that if you change employer or leave employment you can continue to access your account seamlessly.

## Your password

When you type your password, it must be at least 10 characters long and must contain at least one of each of the following:

- a capital letter (e.g., F)
- a lowercase letter (e.g., h)
- a digit (e.g., 3)
- a non-alpha numeric character (e.g., @)

The password should not contain more than 2 identical or sequential characters in a row (e.g., 111).

**An example: Coventry1/**

This password meets the criteria but is an example only. To keep your password secure, you should not use this as your password.

If you are using a tablet or mobile phone to register please be careful to note if you are using upper case or lowercase letters as it can be harder to tell on these devices.

**Tip:** you will see an icon at the end of the password box (as highlighted below). If you click this icon, it will show the password you have typed. However, if you are using a Mac, iPad or iPhone, this option isn't available.

The image displays two screenshots of a registration form. The top screenshot shows a password field with a yellow eye icon, followed by fields for 'Confirm password', 'Memorable passphrase', and 'Confirm memorable passphrase'. Below these is a reCAPTCHA 'I'm not a robot' checkbox and a teal 'Register' button. The bottom screenshot shows a checkbox for 'I have read and agree to the terms & conditions and cookie policy', a password field containing 'Coventry1/' with a grey eye icon, and the same 'Confirm password', 'Memorable passphrase', and 'Confirm memorable passphrase' fields, along with another reCAPTCHA 'I'm not a robot' checkbox.

### Your memorable passphrase (single word)

The next step is to type your memorable passphrase (single word). The memorable passphrase must be at least 6 characters long and must contain at least one of each of the following:

- a capital letter (e.g., F)
- a lowercase letter (e.g., h)
- a digit (e.g., 3)
- a non-alpha numeric character (e.g., @)

The memorable phrase (single word) should not contain more than 2 identical or sequential characters in a row (e.g., 111).

**An example: Coventry2/**

This memorable phrase meets the criteria but is an example only. To keep your details secure, you should not use this as your memorable phrase.

**Tip:** once you have registered every time you login, you will be prompted to input 3 different characters from your memorable passphrase for security. We therefore recommend your memorable passphrase does not exceed 14 characters. If you put in a space, the space will count as a character. We therefore recommend not using spaces in your memorable word.

When you have entered all your details, please make sure you have ticked the boxes next to: *“I have read and agree to the terms & conditions and cookie policy”* and *“I’m not a robot”*.

The page should look similar to this:

**To complete your registration, please fill in the required fields below.**

  
   
  
  
  
 I have read and agree to the [terms & conditions](#) and [cookie policy](#)  
  
  
  
  

I'm not a robot  [Privacy - Terms](#)

**PLEASE TAKE THIS TIME TO ENSURE ALL YOUR DETAILS ARE CORRECT.**

Please also make an extra note of your memorable passphrase. You will be asked for certain characters when you log in.

### Confirming your registration

Once you're happy your details are correct, select "Register". If you have followed the instructions correctly, you will receive the message below.

## Confirmation

An email has been sent to your email address. Please follow the instructions in the email to complete the registration process.

OK

If this message doesn't appear, you will receive a message in red stating something has gone wrong. The password you typed in the box will be deleted and you will need to type it again. If you continue to experience difficulties please contact [netenquiries@railpen.com](mailto:netenquiries@railpen.com)

If you received the confirmation message above, an email will be sent to the email address you provided. An example is shown below. If the email is not in your inbox, check your spam/junk folder. If the email has appeared in your **spam/junk inbox**, you will need to move it into your inbox as the link may not work otherwise. This email is not branded so please look out for this email.

Dear MR Test

Your account is now ready to use. Please use the following link to complete the registration process.

[Complete the registration process](#) |

Please note this link will expire after 60 minutes. If it does expire you will need to log back in and update your email address again.

If you did not request this change please contact the Pensions Team on 02476 472544 or email [netenquiries@railpen.com](mailto:netenquiries@railpen.com).

Kind regards,  
The Pensions Team

Please follow the **registration link** to complete the registration process. This Registration link is only valid for **60 minutes**, so please complete this process as quickly as possible.

If you do not complete within 60 minutes you will need to re-register via the website login page to receive a new registration link.

When you click the link, it should take you to a webpage, as shown on the next page. Please select the "click here" link. Please contact us if you experience any issues by emailing [netenquiries@railpen.com](mailto:netenquiries@railpen.com)

Email verified

Please [click here](#) to go to Login page

## LOGGING INTO YOUR ACCOUNT

### Your username (email address) and password

You should now see the login screen. Please make sure you delete any pre-populated information. You can then type the email you registered with into the email box and the password you registered with into the password box. Once you are finished, it should look like the screen shown below. Select "Login".

If at any point you have forgotten your password and wish to access the site, you will need to click on the 'Forgotten your password' link on the login page. You will be asked to enter the email address you have used during the registration process. Once the email is verified, a reset password link will be sent to you via email. The link in the email will redirect you to a password reset page on the website which will allow you to reset your password and login immediately.

If you use an incorrect password on multiple occasions, your account will be locked. If you are locked out, you will need to follow the "Forgotten your password" link as outlined above.

**Welcome**

**Login**

[Forgot password?](#)

If you have not registered please click [here](#)

If you have a query in relation to your login please email the Team at [netenquiries@railpen.com](mailto:netenquiries@railpen.com) with your pension reference number and the name of your pension scheme.

### Your memorable passphrase

You will then see a page asking for characters from your memorable passphrase. In the example shown on the following page it asks for the 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> characters.

Enter characters of your memorable passphrase.

Character 8   Character 9   Character 10

I'm not a robot

reCAPTCHA  
Privacy - Terms

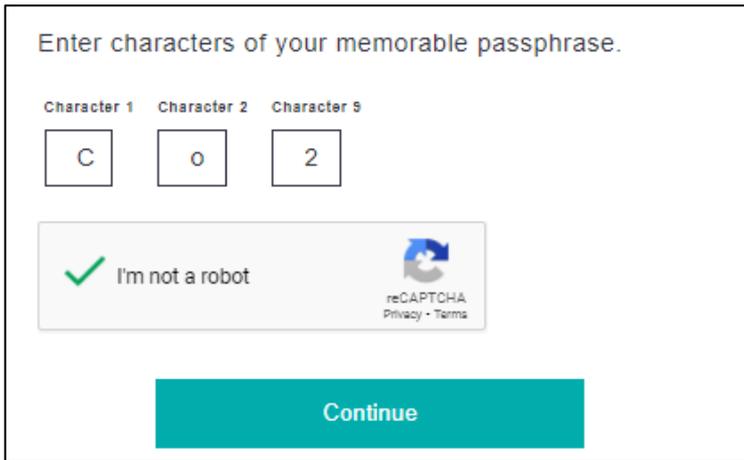
**Continue**

Please enter the relevant characters from your memorable passphrase, and be aware of the following:

- If you have any spaces in your memorable passphrase, these will be counted as characters.
- Characters are case sensitive. If the character in your memorable passphrase is an uppercase letter, please enter it on this page as an uppercase letter.
- When you enter your characters using a Mac, iPad or iPhone, the characters are defaulted as uppercase.

### Confirm you are not a robot

Once you have entered your characters, tick the box next to “I’m not a robot” before you click “Continue”. The page should look like the example below (the passphrase used in this example is Coventry2/).



The screenshot shows a form titled "Enter characters of your memorable passphrase." Below the title are three input fields labeled "Character 1", "Character 2", and "Character 3". The first field contains the letter "C", the second contains the letter "o", and the third contains the number "2". Below these fields is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". At the bottom of the form is a large teal button labeled "Continue".

Check you entered everything correctly and click “Continue”. If you have entered your details correctly, you will be logged in.

**If you enter your details incorrectly three times, your account will be locked and you will have to email [netenquiries@railpen.com](mailto:netenquiries@railpen.com) for support.**