

Forgotten my Username...

Please click on the '**Forgotten your Username**' option. You will be required to confirm your Surname, NI number and Date of Birth. Confirmation of your Username will then be sent to you via email.

Forgotten my Password...

By choosing the '**Forgotten your Password**' option, you will be required to confirm your Username, Surname, NI number and Date of Birth. An email will then be sent to your email account, providing you with a link so that you are able to create a new password.

Forgotten my Security Responses...

Having already entered your Username and Password, please choose the '**Forgotten your Security Response**' option. You will be required to confirm your Username, Surname, NI number and Date of Birth to generate an email that will be sent to your email account. Within the email there will be a link that will enable you to re-create your security responses.

Updating your Password and Security Response...

Refer to the '**Security Options**' data view within the system and select the appropriate option at any time.

Your email address...

To keep your email address up to date, refer to the '**Personal Details**' data view within the system to make the necessary amendment.

Please note...

- You will disable your account if you enter the incorrect password on **3 consecutive attempts**. If this is the case, please refer to the '**Forgotten my Password**' section above.
- Your password is **CASE SENSITIVE**.
- Whenever prompted, your Surname, NI number and Date of Birth should always be completed in UPPERCASE (CAPITALS).
- You are unable to use any 'spaces' or 'special characters' such as '% or @ symbols' when setting up your new password / security responses.
- Any email that you receive will be sent from an automated mailbox, therefore please **DO NOT** respond to this email address.

For Further Assistance...

Please email pensions@carmarthenshire.gov.uk