

HOW TO FIND YOUR USERNAME

GETTING STARTED

HELP GUIDE

Use this step by step guide
designed to help you get
Started.



Fidelity
INTERNATIONAL

CONTENTS

- Page 3 – **Before you begin**
 - Things you may need

- Page 4 – **Getting started**
 - Go to PlanViewer
 - Go to the forgotten details page

- Page 5 – **Checking it's you**
 - Enter your details
 - Choose security questions or ask for a one-time passcode

- Page 6 – **Your username reminder**
 - Answer your security questions
 - Receive your one-time passcode
 - Your username appears

BEFORE YOU BEGIN

THINGS YOU WILL NEED

- Access to your personal email

GETTING STARTED

Go to planviewer.fidelity.co.uk



Log in

Username

Remember me

Next

[Forgotten username?](#)

[Register for PlanViewer](#)

Select Forgotten username

Log in

Username

Remember me

Next

[Forgotten username?](#)

[Register for PlanViewer](#)

CHECKING IT'S YOU

Enter your details

Verify your identity
Please enter your registered details

Email address

Last name

Date of birth
DD - MM - YYYY

You need to complete every field and click Submit



Enter **the six digit security code**

Enter security code
We have sent a six-digit security code by SMS to *****18

Request a new code in 59 seconds
[Get code another way](#)



Your user name will now appear here

Log in

Username

Remember me

[Forgotten username?](#)
[Register for PlanViewer](#)

THANK YOU

We hope you found this guide useful.

If you need help with another journey, you can find our other guides on our website.

