

HOW TO RESET YOUR PASSWORD

GETTING STARTED

HELP GUIDE

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

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BEFORE YOU BEGIN

THINGS YOU WILL NEED

- Your username
- Your Fidelity reference number (This is seven characters long and starts with a C, M or 5. You can find it on any letter or statement you've received from us.)
- Your National Insurance number or staff number (You can find these on your payslip. Your National Insurance number will also appear on a P60 or tax letter.)
- Access to your personal email

GETTING STARTED



Go to planviewer.fidelity.co.uk



Select **Can't log in to your account?**

Can't log in to your account? →

Enter your username and click **Confirm**



You then need to confirm your details by completing one or more of the security checks on the next page.

CONFIRM YOUR DETAILS



Enter your details and select **Confirm**

Answer two security questions and click **Confirm**

Enter your one-time passcode and select **Submit**

You need to complete every field. If you don't have a National Insurance number, tick the box for **I do not have a National Insurance number** and you will be prompted to enter your staff number.

If you have logged into your account before, you will have security questions set up.

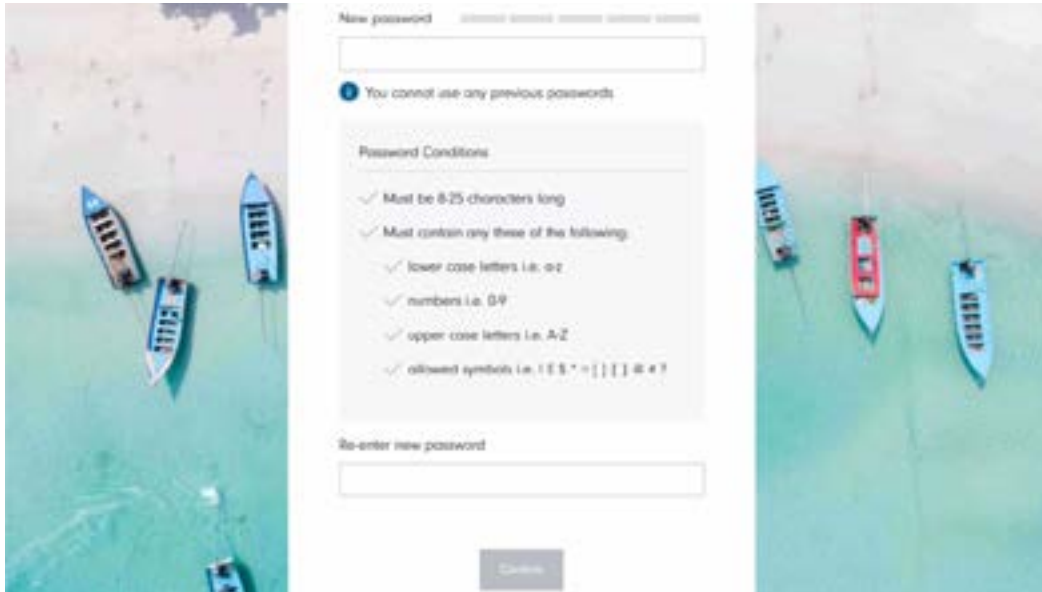
If you have asked for a one-time passcode, check your email or phone.

Our email will come from **Fidelitysecurity@fidelity.co.uk**. If it isn't in your inbox, you may need to check your junk or spam folders.

YOUR NEW PASSWORD



Create a new password and select **Confirm**

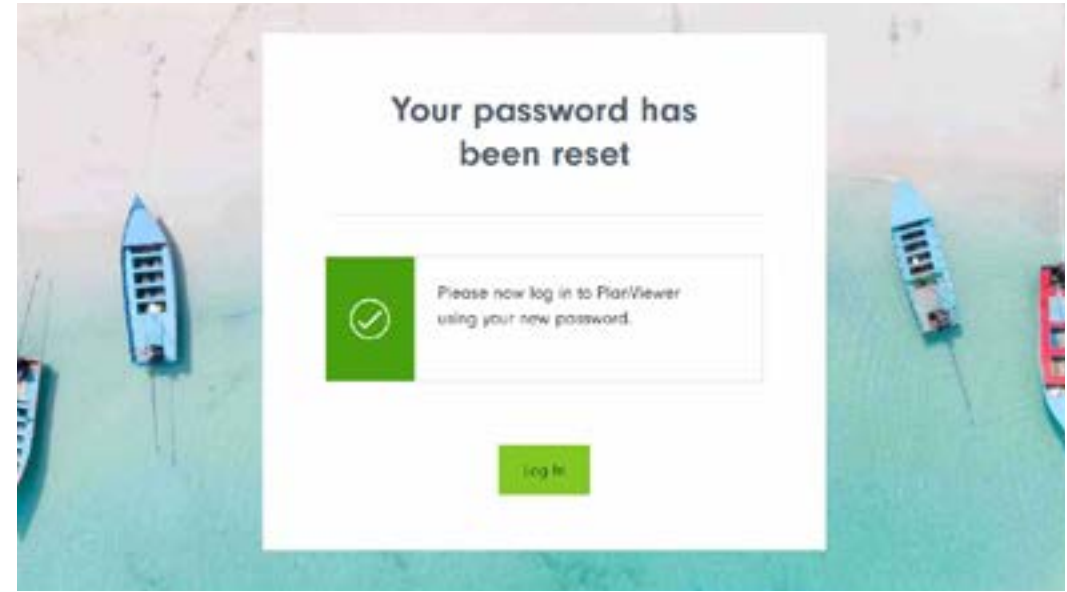


The password must be at least eight characters and include three of the following: lowercase letters, uppercase letters, numbers or any of these symbols:

! £ \$ * = [] { } @ # ?

Keep your password safe as you will need it to log into your account.

Confirmation and next steps



Your password has been reset.
To go to your account, select **Log in**.

How to reset your password

THANK YOU

We hope you found it useful.

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

