



USER GUIDE - WEB PORTAL

<https://www.oe955.com/pension>

Summary

This guide provides the necessary information to access your secured pension plan web portal. It indicates how to log in, how to create your user account, how to establish your first connection and how to recover your forgotten username and password.

The Web portal and this user guide are the property of PBI Actuarial Consultants Ltd.

June 2022

TABLE OF CONTENTS

WEB PORTAL ADDRESS	3
CREATE YOUR USER ACCOUNT	4
<i>Step 1: Necessary information</i>	<i>4</i>
<i>Step 2: Access the portal.....</i>	<i>4</i>
<i>Step 3: Confirm your identity.....</i>	<i>6</i>
<i>Step 4: User account emails.....</i>	<i>7</i>
<i>Step 5: Confirmation</i>	<i>8</i>
FIRST-TIME CONNECTION TO THE PENSION PLAN PORTAL	9
<i>Step 1: Log in to the portal</i>	<i>9</i>
<i>Step 2: Authentication</i>	<i>9</i>
<i>Step 3: Modify your password.....</i>	<i>10</i>
FORGOT YOUR USERNAME?	11
FORGOT YOUR PASSWORD?	12
YOUR ACCOUNT IS DEACTIVATED?.....	13
HAVE A QUESTION? NEED HELP?	13

**Warning**

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

WEB PORTAL ADDRESS

Access the portal by visiting the following address:

<https://www.oe955.com/pension>

In rare cases, some web browsers do not recognize the alias indicated above, you can use the complete address indicated below:

https://secure2k8.acba.qc.ca/portail/oe955/public/login_username.aspx

Web portal – Welcome Page

AUTHENTICATION

Username

VALIDATE

First-time user?

Register here.

Forgot username?

Click here.

 **User Guide**





Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

CREATE YOUR USER ACCOUNT

Step 1: Necessary information

Administrator

For security reasons and confidentiality of the information, it is not possible to create an *administrator* user account directly on the portal. Please communicate with the [Pension Trust Fund Office](#) and it will grant you the authorization to create such an account

Members of the Plan

You have the opportunity to create your user account directly on the pension plan portal. Before creating your account, you need the following information:

- ✓ Date of birth;
- ✓ Social Insurance Number (last 3 digits);
- ✓ Email address (your personal email address is ideal since it will maintain a communication in the event that your employment situation changes, or you become inactive in the Plan);
- ✓ Registration Number.

Step 2: Access the portal

When you have all the necessary information on hand, please access the web portal welcome page like mentioned in the section [WEB PORTAL ADDRESS](#).



Please note

Upon creation of your user account, you thereby accept to respect the security and confidentiality policies of the pension plan portal. You can consult those terms at any time using the link at the bottom of the web portal or by clicking the link [terms of use](#).

Once you have accessed the main page of the portal, proceed to the next page.



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

You should now see this page displayed on your screen.

AUTHENTICATION



Username

VALIDATE



First-time user?
Register here.

Forgot username?
Click here.

 User Guide



-
- A Username**
Your username is not known yet. You will obtain your username after creating your account.
-
- B First-time user?**
Click on "**Register here!**" besides "**Are you a member?**" to create your user account.
-
- C Terms of use**
Upon creation of your user account, you thereby accept to respect the terms of use.
-

Click on "Register here!" and follow the next steps.



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

Step 3: Confirm your identity

CREATE A MEMBER ACCOUNT

To log into the website of your pension plan, you must create your account. In order to receive your username and password please complete the following fields:

D

PIN

(#####)

E

Date of Birth

(yyyy-mm-dd)

Submit

F



Members, your Personal Identification Number (PIN) is an 10-digit number representing your registration number followed by the last 3 digits of your SIN (#####).

Administrators, your PIN was sent by email when you received access to the portal.

Having problems authenticating?

 [User Guide](#)

- D** **Personal identification number (PIN)**
This number is composed of your seven (7) digit registration number followed by the last three (3) digits of your social insurance number (SIN). For example, if your registration number is 1234567 and your SIN is 989 656 454, your PIN is 1234567454. This number is always composed of 10 digits.

- E** **Date of Birth**
Your date of birth in the format year-month-day (yyyy-mm-dd).

- F** **More information**
More details are given about the required fields.

Please indicate your PIN and your date of entry to the plan or your retirement date.

Click on "SUBMIT" and follow the next steps.



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

Step 4: User account emails

You now need to indicate your email address. Through this email address, you will automatically receive your username. A temporary password will also be sent via this email address so you can establish your first connection to the portal.

CREATE USER ACCOUNT

G

Welcome, **[Your Name]**! (Not you? [Click here](#))

We will relay your username and temporary password via email so you can log in to the portal. Please indicate your email address below to receive your credentials.

H

REGISTER

Email: By default, you will see the email address that we have on file, if any. Please provide another email address if this one is not accurate.

H

Name

Your name should appear. If it is not the case, please click on the **"Not you? Click here"** link.

I

Email address

It is suggested that you enter your personal email address so that a communication is maintained even if your employment situation changes or if you become inactive in the Plan. All communication will be sent to this email address.

Please indicate the email address.

Click on "REGISTER" and wait for the confirmation page.

**Warning**

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

Step 5: Confirmation**CREATE A MEMBER ACCOUNT****SUCCESS !**

Your account has been created successfully. Have a look at your mailbox you should have received your username and temporary password in two distinct emails.

**Home page**

You should receive **TWO EMAILS** from oe955@pbiactuarial.ca at the email address you indicated. Use the username and temporary password provided in the emails to connect to the portal. In summary:

1. Click on the button "**Back to home page**"
2. Consult your email inbox, you should have received two (2) emails.
3. Take note of your username (email #1).
4. Take note of your temporary password (email #2).
5. Consult the next section of this guide to connect to the portal for the first time.

ENJOY YOUR NAVIGATION ON THE PORTAL!



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

FIRST-TIME CONNECTION TO THE PENSION PLAN PORTAL

Step 1: Log in to the portal

Please visit the address of the Web portal mentioned in the section [WEB PORTAL ADDRESS](#).

Step 2: Authentication

On the welcome page of the portal, please indicate your username you received via your email address and click on "**Validate**".

AUTHENTICATION

Username

VALIDATE

For security reasons, the next page prompts you to indicate the temporary password you received in the second email and click on "**Validate**".

PASSWORD

password



VALIDATE



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

Step 3: Modify your password

Complete the following fields (image of the page below) to set your temporary password to a permanent password.

CHANGE PASSWORD

PIN (#####):

Temporary password:

New password:

Confirm password:

CHANGE PASSWORD CANCEL

PIN 10-digit number representing your registration number followed by the last 3 digits of your SIN (#####).

The personal identification number (PIN) is composed of 10 or 9 digits depending on the following two scenarios:

- ✓ If you are a **member**: This number is composed of your seven (7)-digit registration number followed by the last three (3) digits of your social insurance number (SIN). For example, if your registration number is 1234567 and your SIN is 989 656 454, your PIN is 1234567454. This number is always composed of 10 digits.
- ✓ If you have an **administrator** account: The personal identification number (PIN) required is the personal identification number composed of 9 digits provided in your user account email (in the same email containing your username).

Your new password needs to be composed of a minimum of seven (7) characters (letters, digits or special characters).

When you successfully set your permanent password, a confirmation page will be displayed. Click on "**continue**" to access the welcome page of the user account portal. Please save your password somewhere safe. You will be required to enter it each time you want to log in.



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

FORGOT YOUR USERNAME?

In the event that you do not remember your username, use the link "**Forgot username?**". In order to recover your username please visit the welcome page of the portal and click on the appropriate link "**Click here**".

AUTHENTICATION

Username

VALIDATE

First-time user?

[Register here.](#)

Forgot username?

[Click here.](#)

For security reasons, you need to indicate your personal identification number (PIN) and click on "**SUBMIT**".

RECOVER USERNAME

Enter your PIN (#####)

#####

SUBMIT

PIN 10-digit number consisting of your registration number followed by the last 3 digits of your Social Insurance Number.

Your username will be sent via the email address associated with your user account.



Warning

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

FORGOT YOUR PASSWORD?

In order to reset your password, you first need to access the welcome page of the portal and click on the link "Click here".

PASSWORD

password



VALIDATE

Forgot password?

[Click here.](#)

 [User Guide](#)

For security reasons, you need to indicate your personal identification number (PIN) and click on "**RESET YOUR PASSWORD**".

PASSWORD RESET

Enter your PIN (#####)

#####

RESET YOUR PASSWORD

PIN 10-digit number consisting of your registration number followed by the last 3 digits of your Social Insurance Number.

A temporary password will be sent to the email address associated with your user account. You will be required to complete again the steps to set your permanent password as explained in step 3 of the previous section: [FIRST-TIME CONNECTION TO THE PENSION PLAN PORTAL](#).

**Warning**

Your pension plan web portal contains confidential information. Therefore it is important that you keep your password and personal identification number (PIN) private. It is your responsibility to use the portal safely and responsibly.

YOUR ACCOUNT IS DEACTIVATED?

In the event that you enter an invalid password more than three (3) consecutive times, your user account will be deactivated for security reasons. Please follow the steps in the section [FORGOT YOUR PASSWORD?](#) to reactivate your user account.

HAVE A QUESTION? NEED HELP?

It is always possible to reach one of our representatives (during office hours) to ask for support.

Below is the contact information to reach the Pension Trust Fund office or the IT representatives if you need technical assistance or have a question:

Plan Administrator

Email: pension@oe955.com

Do not forget to include your contact information you wish to be reached at (phone number or email address).

Telephone:

Toll-free in Alberta: 1-800-222-6410

Phone: (780) 483-9550

Technical support

Email: oe955@pbiactuarial.ca

Telephone:

Toll free: 1-877-748-4826

**Enjoy the navigation on the portal!
Thank you for your precious collaboration!**