

Capital MemberWEB Troubleshooting Tips

I receive an error when I try to register, what can I do?

If your initial validation is unsuccessful, you will receive the "Error" screen. You can click the "Back" button at the top of your browser to return to the "Registration page" Please verify that:

- your Member ID is entered correctly;
- your Last Name and First Name are entered as they appear on your Welcome letter or Member Statement (e.g. if your first name is Robert on your letter or statement, you must enter "Robert". You will receive an error if you enter your first name as "Rob", "Bob" or "Bert");
- your birth date is entered correctly and in the proper format. (Hint: click on the calendar icon next to the birth date field: select your birth month, then your birth year, then finally your birth day. If you are still unable to complete your registration, please contact the Plan directly at (306) 787-5918 or by email at info@capitalpension.com.

I've registered for the Capital MemberWEB, but I'm having trouble logging into my account.

Once you have registered, you are required to enter your User ID and your password to log into your account. Your User ID is the same as your Capital Pension Plan Member ID number.

Please remember that passwords are case sensitive. Ensure you have used the correct combination of upper and lower case letters in your password (you may wish to check that your "Caps Lock" is off);

For security reasons, once an incorrect password has been entered three (3) times, access to the account is locked. You must go through the "Forgot Your Password" process to receive a new password. If you are still unable to log in, please contact the Plan directly at (306) 787-5918 or by email at info@capitalpension.com.

I've forgotten my password, what can I do?

If you forget your password, you can receive a new password through the "Forgot Your Password" process from the "Login" screen (link below the "Register" link in the lower right corner). You must re-authenticate your identity with the Plan by providing information that is similar to the registration process. Once your identity is re-authenticated, a new password will be sent to the **email address on file with the Plan**. If you believe that we do not have a current, valid email address for you, please contact us at (306) 787-5918 or by email at info@capitalpension.com.

How do I change my password?

You can change your password at any time by logging in to your Capital MemberWEB account and clicking on the "Change Password" link located in the upper right corner of all screens. When prompted, enter your current password, then enter your new password twice, as required. You will receive a message stating "Thank You. Your Password has been changed" Click "OK" to return to your account information.



Guide to Capital Member WEB Registration

What you need.....

To register for Capital MemberWEB, you need your Capital Pension Plan **Member ID** number, from your Welcome letter or your Member Statement) and a **valid email address**.

Step 1 -- Visit www.capitalpension.com

Click on the **Capital MemberWEB** link and review the User Agreement.

If you agree with the terms and conditions, click **"I Accept and Choose to Register/ Login Now"**. You are now on the Login screen.

Click **"Register"**

Step 4 -- Completing Your Registration

Once you receive your email, return to www.capitalpension.com and browse to the **Login screen** (see Step 1 for instructions to the Login screen).

Enter your **User ID** and **password** from the email. Please enter the password **EXACTLY** as it appears, including upper and lower case letters.

Click **"Login"**.

You will receive a message stating "Registration Complete" and requesting that you change your password. Enter a **new password** of your choice. To confirm, re-enter your new password.

Click **"Change"**

Registration Complete! Capital Pension Plan MemberWEB

Step 2 -- Participant Registration

Enter the requested information as shown. To enter your birth date, click on the calendar icon to browse to your birth date to ensure the proper format. Choose your birth month, then your birth year, finally your birth day, then click **OK**.

Click **"Submit"**

Step 3 -- Provide your Email Address

Once your information is authenticated, you will be asked to provide your **email address**.

Click **"Submit"**.

Login information will be emailed within 24 to 48 hours (usually sooner). If you haven't received the email within this timeframe, check your spam or junk folders. Some email service providers categorize all system-generated emails as spam.

Congratulations!

You are now registered and logged in to your Capital MemberWEB account.

Recommended Password Guidelines

Your password, along with your User ID are essential elements to your web security.

Do not share your User ID or your password with anyone.

- Select a password that is at least 7 characters in length using a combination of letters and numbers. You may also include a semi-colon (;), colon (:), period (.) or comma(,) in your password
- choose a password that you can easily remember, but difficult for others to guess. We **DO NOT** recommend using birth dates, addresses, or names of your spouse, children or pets.
- passwords do not expire, but it is recommended that you change your password from time to time.

Having problems? see back page for troubleshooting tips