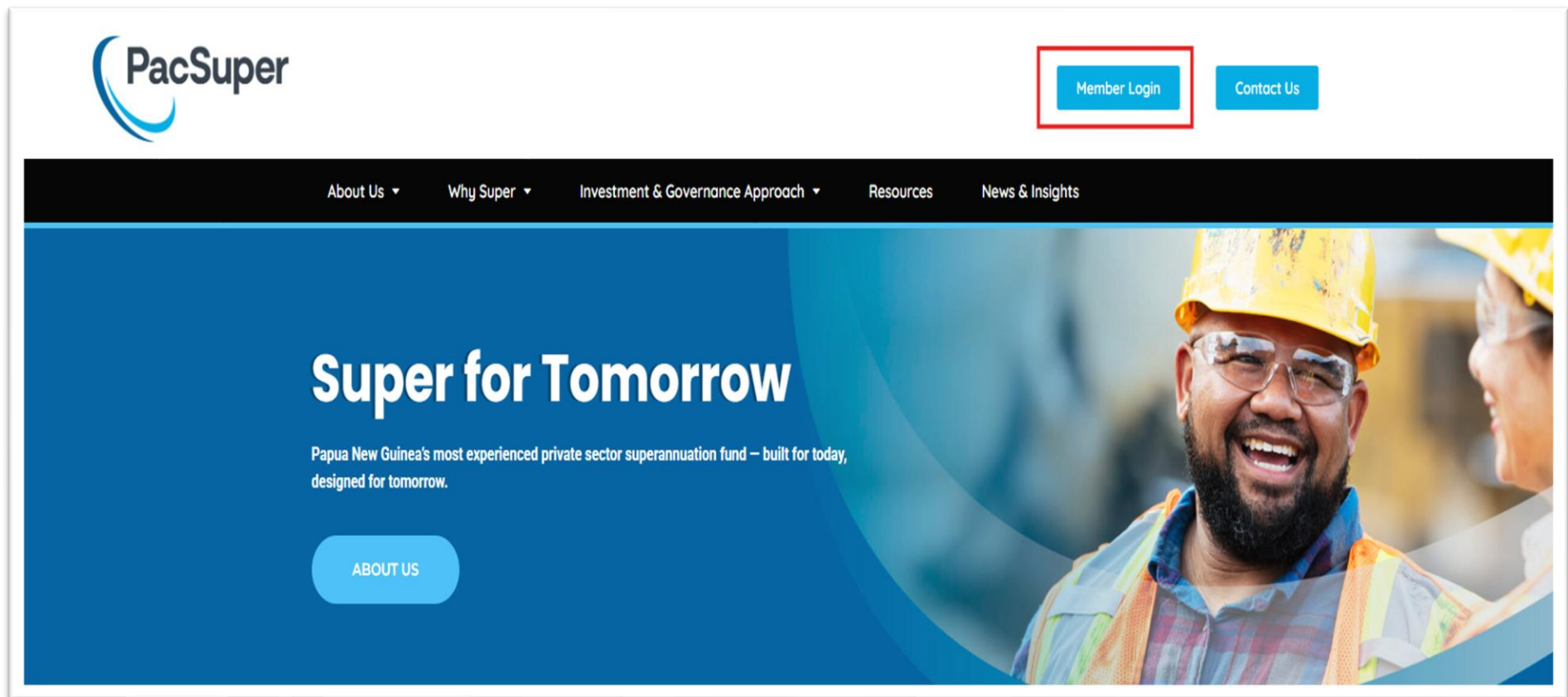


PacSuper member portal quick user guide.

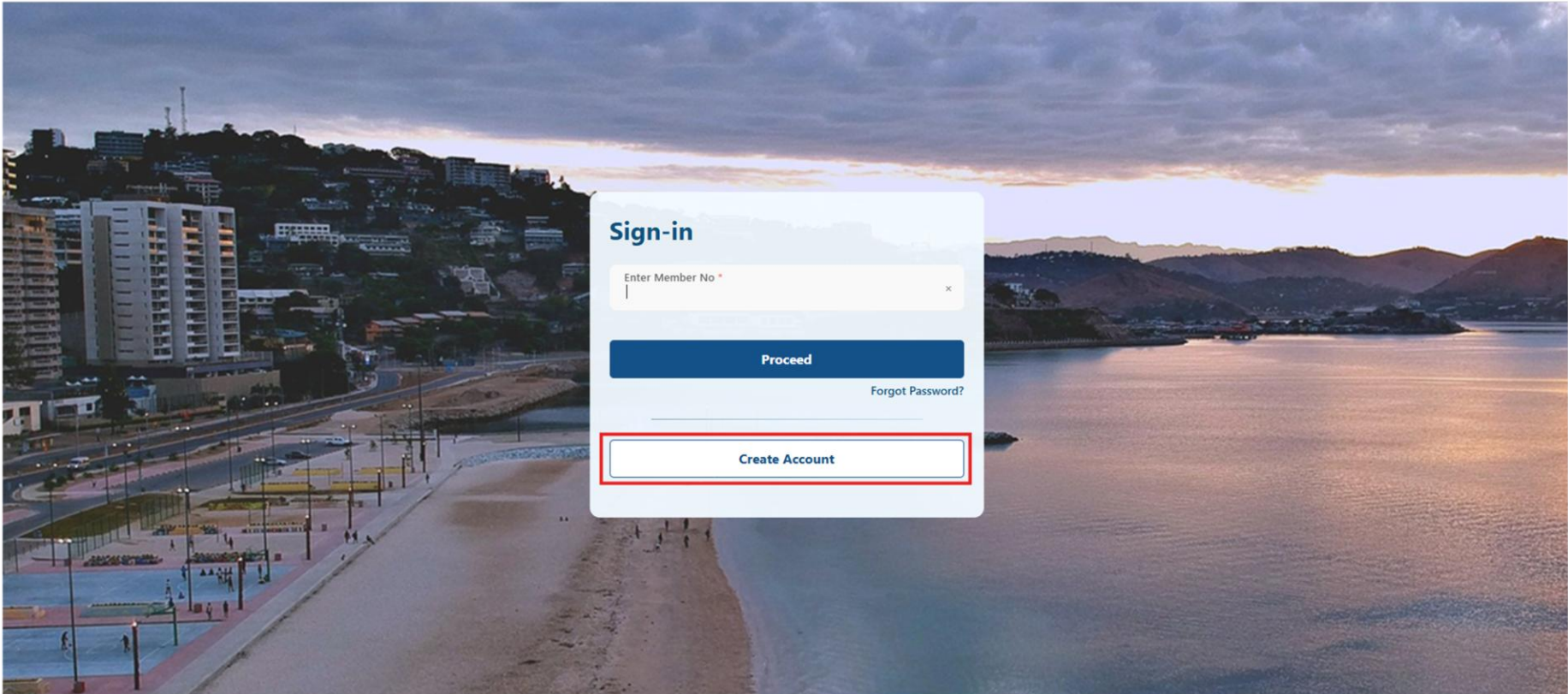
Follow the website link: <https://pacsuper.com>

1. Select the Member Login option and it will take you to Welcome to Member Portal.



2. Click **Create Account** option to self-create your account.

PacSuper | Welcome to Member Portal



Sign-in

Proceed

Forgot Password?

Create Account

3. Create account information to be completed by the member.

- **What is your first name?**
- **What is your last name?**
- **What is your member No?**
- **What is your date of birth?**
- **What is your personal email address? Confirm your personal email address? Click Continue Button.**

The screenshot shows the 'Create Account' process in the PacSuper Member Portal. The page has a header with the PacSuper logo and 'Welcome to Member Portal'. The main content area is titled 'Create Account' and shows a progress bar with four steps: 1. Provide Information (completed), 2. Confirm Identity (current step), 3. Create Password, and 4. Confirmation.

Information

- First time users will need to setup a user account where member number will be used as your user name.
- The setup is in multiple steps which requires validating that you are included in the company data by answering data security questions and receiving an email as part of the authentication process.
- After your account has been created, you will be returned to the log on page.
- You will then enter the user name and password to log on to the Pension Benefits site.

Enter OTP

To confirm your identity an email has been sent to your Portal Registration email address on file. Please enter the security code sent in the email to continue.

The OTP input field is highlighted with a red border. It contains four input boxes. The first box has a vertical line, and the others are empty. Below the first box is a [Resend OTP](#) link.

Having Trouble?

For assistance,
Please contact the
PacSuper at 7999-5100.

Already have an account? [Log in](#)

Navigation buttons at the bottom: < Back, Cancel, and Continue.

4. OTP code will generate or notify you through your personal email address.
Enter OTP 4-digit code and click **Continue button**.

Dear **John Supa Saver**

This is to inform you that your account for Member No **12345** in Member Portal has been created.
Please login to Member Portal and enter the OTP given below along with Member No and Email.

Your OTP: 5598

Do not share this OTP for security Reasons.

The OTP will be valid for 1 hours from the time this email has been sent. You should use the OTP before it expires.

Thanks and have a nice day.

Regards,
Member Portal Team.

Note : This is an auto generated email. Please do not reply.

5. OTP 4-digit code received via your personal email address.
6. Eg: Shown above the OTP 4-digit code entered, and **Click Continue button**

Welcome to Member Portal

Create Account

✓ Provide Information

2 Confirm Identity

3 Create Password

4 Confirmation

Information

- First time users will need to setup a user account where member number will be used as your user name.
- The setup is in multiple steps which requires validating that you are included in the company data by answering data security questions and receiving an email as part of the authentication process.
- After your account has been created, you will be returned to the log on page.
- You will then enter the user name and password to log on to the Pension Benefits site.

Enter OTP

To confirm your identity an email has been sent to your Portal Registration email address on file. Please enter the security code sent in the email to continue.

5

5

9

8

[Resend OTP](#)

 **Having Trouble?**

For assistance,
Please contact the
PacSuper at 7999-5100.

Already have an account? [Log in](#)

< Back

Cancel

Continue

7. Enter your new Password, Confirm your Password again and Click **Continue Button**.

Welcome to Member Portal

Create Account

✓ Provide Information

✓ Confirm Identity

3 Create Password

4 Confirmation

Information

- First time users will need to setup a user account where member number will be used as your user name.
- The setup is in multiple steps which requires validating that you are included in the company data by answering data security questions and receiving an email as part of the authentication process.
- After your account has been created, you will be returned to the log on page.
- You will then enter the user name and password to log on to the Pension Benefits site.

Set Password

Password *

Confirm Password *

Having Trouble?

For assistance,
Please contact the
PacSuper at 7999-5100.

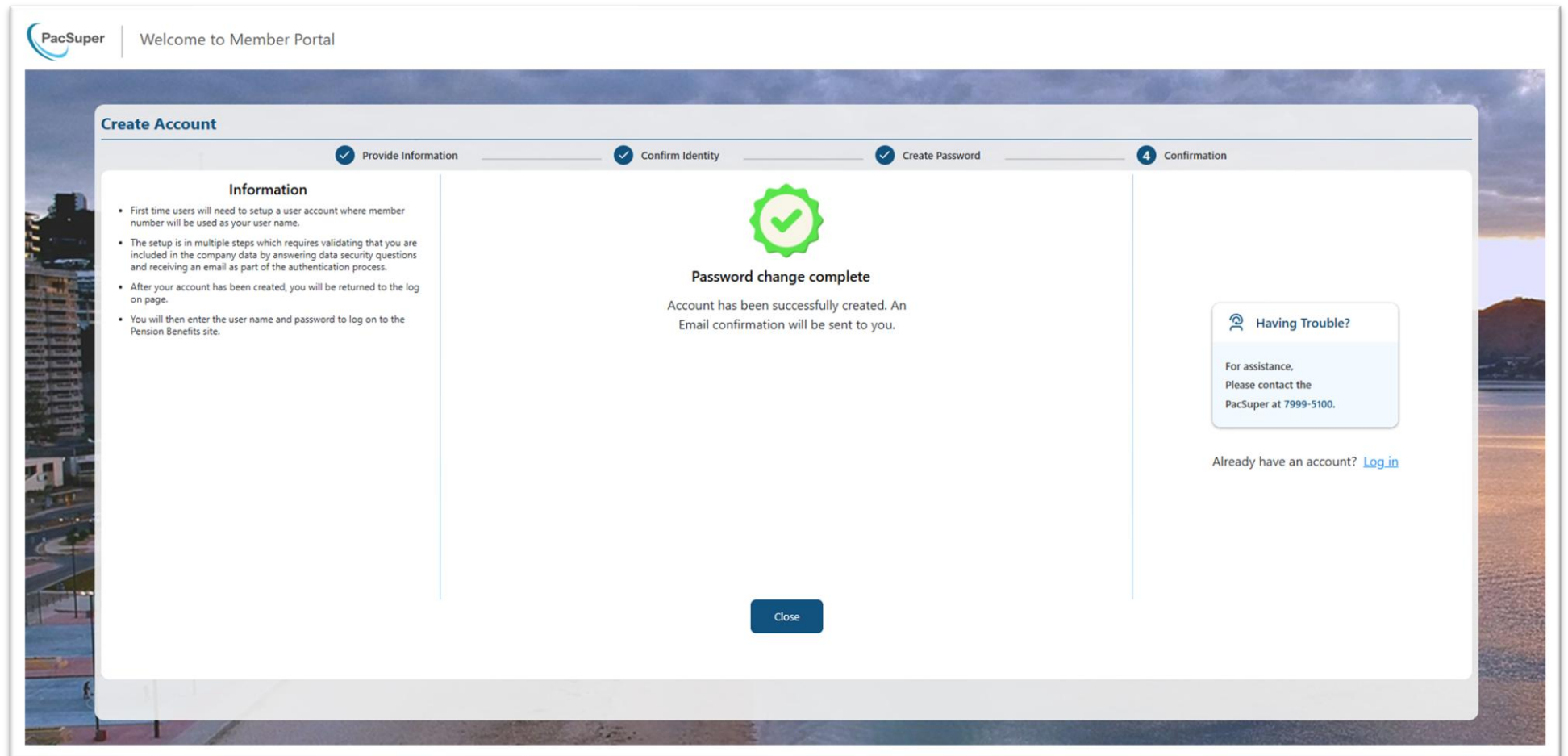
Already have an account? [Log in](#)

< Back

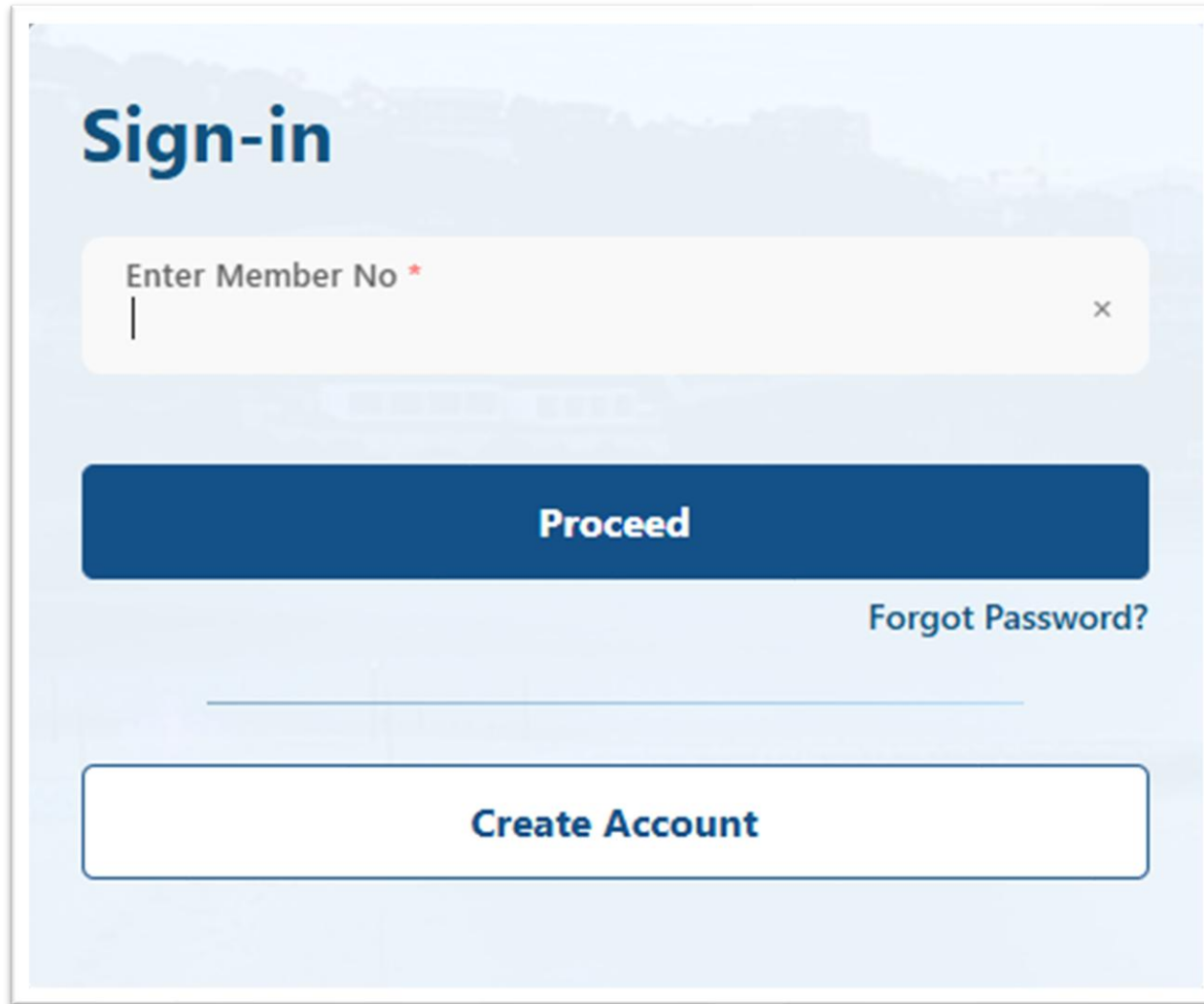
Cancel

Continue

8. Password change completed and Click **Close button**, and it will take you to Sign-in page.



9. On Sign-in option enter your **Member Number** and it will show you the Password option as shown below;



The image shows a sign-in form with a light blue background and a blurred cityscape. At the top left, the text "Sign-in" is displayed in a large, bold, dark blue font. Below this, there is a white input field with the placeholder text "Enter Member No" followed by a red asterisk. A vertical cursor is positioned at the start of the input field, and a small "x" icon is located at the top right corner of the field. Below the input field is a solid dark blue button with the word "Proceed" in white, bold, sans-serif font. To the right of the "Proceed" button, the text "Forgot Password?" is written in a smaller, dark blue font. Below this, there is a thin horizontal line. At the bottom of the form is a white button with a dark blue border and the text "Create Account" in a bold, dark blue font.

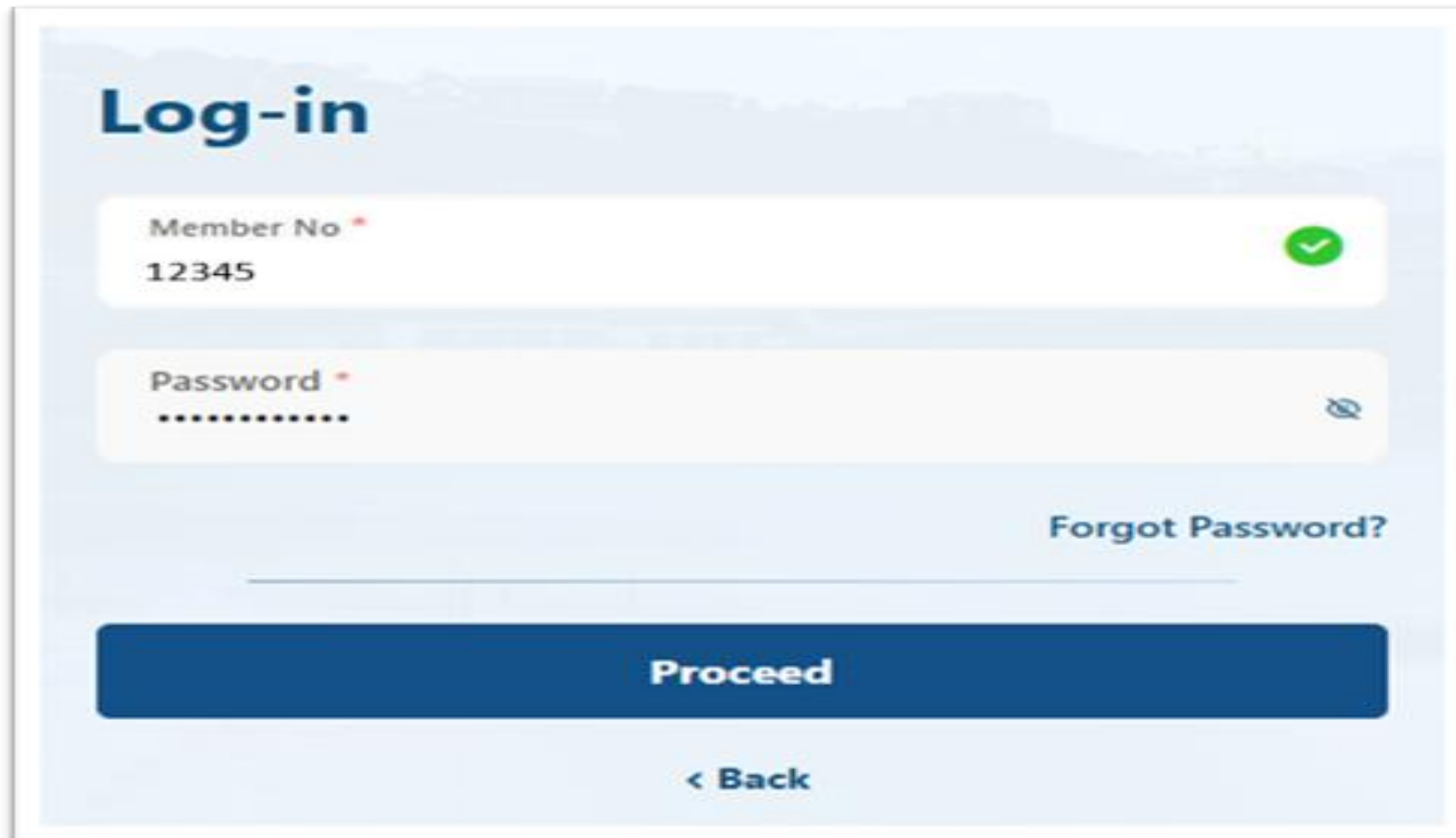
Sign-in

Proceed

Forgot Password?

Create Account

10. Enter your new created password and **Click Proceed button**



Log-in

Member No *
12345

Password *
.....

[Forgot Password?](#)

Proceed

[< Back](#)

11. Welcome to PacSuper Member Portal

Member Portal

Welcome, 

Home

Member Statement

Account Activity

Account Balance

Transaction History

Welcome to
PacSuper Member Portal



Superannuation Balance

View your Total balance



Superannuation Membership

Status	Active
Date Joined Fund	04/04/2006
Benefit Accrual Date	04/04/2006

View Beneficiary



Click here to Navigate
[Beneficiary Summary](#)

[Contact Us](#)

For any forms, you may access here

Member Resources and insights - Access a range of resources and insights below. Your go-to hub for important forms, practical tools, and the latest updates please click on the link below. Ensure you hoover over the link then press Ctrl – Click the link.

<https://pacsuper.com/forms-resources/>

