

MyWBR - Help For Users

How do I register to access my SSAS information online?

First you will need to access MyWBR. Go to the home page on our website – <https://wbrgroup.co.uk> – and click on the link to MyWBR in the top right hand corner of the page. On the next page, follow the link to MyWBR. If this is your first visit you will need to register as a user by completing the following information when prompted.

1. To register to view your SSAS information online you will need your scheme reference, date of birth and the email address we have on our records where the initial My WBR communication was sent to.
2. You will also be asked to supply a web username (minimum of eight characters long) and a security question and answer that only you will know e.g. (Name of your favourite teacher at primary school).
3. When you have this information, you can complete the Member Registration page. Once this has been successfully completed you will be emailed a link to set your password.
4. You will need to choose a password using the password rules described below. Please follow the instruction in the email.

If you are unsure of any of the above or have problems registering, please contact your scheme administrator.

What are the rules for choosing a password?

MyWBR requires a strong password. Your password must be a minimum of ten characters long with a minimum of one non-alphanumeric special character (!@#\$%^&* /). Your password is case sensitive i.e. you will have to enter it in exactly the same combination of upper and lower case characters you used when set up your password.

How do I view my scheme details on MyWBR?

To access MyWBR:

1. Go to the home page on our website – <https://wbrgroup.co.uk> – and click on the link to MyWBR in the top right hand corner of the page.
2. This will take you to the dedicated page which provides one click access to the secure MyWBR site at <https://wbronline.co.uk> . Enter your username and password as above.
3. You will then receive an e mail with a code that you will need to enter in the box provided in MyWBR, to gain access.

Once into MyWBR, you have the facility to view and print information regarding your SSAS including:

- Cash transactions up to close of business on the previous working day for clients who bank through WBRs preferential accounts at Metro Bank, Barclays or RBS. Other external accounts will only show historic data that we have been advised of.
- Scheme valuation.
- Contribution and transfer history.
- Benefit history, including crystallisation events.

When you have finished your session do not forget to logout.

Can my adviser use MyWBR?

Unfortunately, not at the moment. MyWBR is for clients who are SSAS members only.

What do I do if I forget my password?

If you forget your password, you can request a password reset from the Member and Adviser Logon page. You will need your web username and security answer. Once these have been entered and checked you will be sent an e mail with a link to reset your password.

What do I do if I forget my web name or security answer?

Please contact your usual WBR scheme administrator. Remember, we will never ask you for your password.

What do I do if my web user account is locked?

If you or someone else attempts to login to your website account and fails to provide the correct password more than five times your account will be locked and access to your account will be denied.

If this happens, use the password reset request link on the Member and Adviser Login page to reset your password. You will be asked to enter your web username and security answer. Once these have been entered correctly you will be emailed a link to reset your password. Please follow the instructions in the email.

I have a question about the information shown in MyWBR?

Please contact your usual WBR scheme administrator in the normal way.

They will be able to assist you with any questions relating to the content on MyWBR and features such as downloading information.

Please remember that banking information is updated at the end of the working day and therefore what you see on MyWBR is that day's balances and transactions. Other valuation information is historic and updated periodically on receipt of information from third parties.

Is my information secure?

The web site uses secure (https) pages, and all personal and financial data is encrypted between the web server and your browser. Look for the secure padlock icon in your browser window. All personal and financial data is encrypted when data is uploaded from our internal systems to the web server.

Your web session will be automatically ended after 20 minutes if you do not make any new page request.

Safe online use of MyWBR relies on you making good choices and decisions, for example by having strong passwords and maintaining a good anti-virus system on your devices. Protect

yourself from scams and fraudsters – read our article [Important Warning Scams and Fraudsters - WBR \(wbrgroup.co.uk\)](#) here.

How Are Cookies used by the website?

An encrypted cookie is used to store a session identifier when a member or adviser logs in to the website. This cookie contains no personal data. The cookie is destroyed when a member logs out of the website or there is no use by the logged in user of the website for more than 20 minutes. No information apart from the date/time a user last accessed the site is stored by the website.

By registering to use this website a member or adviser consents to allow a session cookie to be stored on their computer.

Contact WBR Group

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www.wbrgroup.co.uk

WBR SSAS is a trading name of companies within the WBR Group Limited, company registration number 12944003; registered office 5A Dominus Way, Meridian Business Park, Leicester, LE19 1RP