

how to

# request a new PAC

merceronelineview.ie

If you wish to request a new Personal Access Code (PAC) you can do so online.

## Accessing the PAC request function

1. Connect to Mercer OneView via merceronelineview.ie.
2. In the Login, Step 1 box, enter your Employer Code and click Next.
3. In the Login, Step 2 box, click Request New PAC.



## Requesting your new PAC

You can now select whether you would like your new PAC to be sent via email or post. The email option is only available if we already hold your email address on our records.

### Note:

The information you enter here must match the data we already hold for you:

1. In the Employee ID box, enter your **Employee ID**.
2. Select either **Email** or **Home address**.
3. Enter your email address or the first line of your home address in the box provided.
4. Click **Next**.
5. If you selected **Home address** a new printed PAC will be posted to you.

If you selected **Email**, assuming the email you entered matches the one we have on file for you, you will receive an email within 30 minutes to update your details. Please note the PAC Reset link in your email will only be active for 30 minutes.

If you do not receive an email within 30 minutes it may be because the email you entered does not match the one we have on file or we do not have an email on file for you. In this case you can select the **Home address** option to request a new PAC or contact JustASK for assistance.

6. Click **Exit** to return to the Mercer OneView login screen.

## Need help?

Mercer's JustASK member helpline is on hand to answer your questions and provide technical support.

**Phone: +353 (0)1 411 8505**  
(Press 3 for Pension Plans)

**Online: [JustASKmercer.com](https://www.justaskmercer.com)**

The JustASK phonenumber is available weekdays, 9:00-17:00, excluding public holidays.

