

Registering for My Pension Online – Letter received asking me to register

The Pension Fund has launched a more modern and up to date version of My Pension Online.

The new service enables you to access your pension account online in a straightforward and user-friendly manner.

Step 1 – Create a new account

Click on the My Pension Online link on our website home page.

You will be taken to the login page and click on the **create account** button.

The screenshot shows the login page for the Greater Gwent (Torfaen) Pension Fund. It features a 'Login' heading and a welcome message. Below this, there is a text input field for the email address 'gareth.hall@torfaen.gov.uk' and a password field with masked characters. A 'Submit' button is located below the password field. There are also links for 'Create an account', 'Forgotten your password?', and 'Watch our registration tutorial'.

Tick the personal acceptance data box and click the Let's Begin button.

The screenshot shows the 'Create a new account' page. It includes a list of steps: 'Confirm your details and National Insurance Number', 'Verify your email address', 'Create a new secure password', and 'Set up 2-step authentication'. Below this, there is a 'Use of personal data' section with a checkbox that is checked, indicating agreement to the terms. A 'Let's begin' button is at the bottom, along with a link to 'Watch our registration tutorial'.

Step 2 – Confirm your details.

We need to check we hold a pension account for you, by entering your Surname, Date of Birth and national insurance number followed by creating a secure password and setting up 2-step authentication. Click the **submit** button to continue.

The screenshot shows the 'Confirm your details' page. It asks the user to confirm their details to finish setting up their account. The form includes fields for 'Surname', 'Date of birth' (split into Day, Month, and Year), and 'National Insurance Number'. A 'Submit' button is at the bottom.

Step 3 – Confirm your identity

You can verify your identity through the electronic verification system (photo of yourself and an ID) continue with step 3 or an activation code sent in the post continue to step 4.

Electronic Verification

Scan the QR code shown on screen with the camera on your mobile phone or tablet. Follow the on-screen instructions on your phone or tablet, taking a photo of your ID and a live photo of yourself. Once completed return to the confirm your identity page and click the continue verification button. Continue to step 6.

The screenshot shows the 'Confirm your identity' page. It explains that the user needs to verify their identity by taking a photo of their ID and a photo of themselves. It lists requirements: a phone with a camera and a driving licence or passport. Below this, there are expandable sections for 'What happens to my data?' and 'Tips for the right photo'. A QR code is displayed for scanning. A 'Continue verification' button is at the bottom. There is also a section for 'Don't want to use electronic verification?' with a link to 'Request an activation code in the post'.


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Step 4 – Request activation code in post

Click **Request an activation code in the post** button – check the address on screen is correct and click the send code button.

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Verification needed



We've found your account! However, we need to verify your identity in order to complete registration.

We will send an activation code to your registered address.

You will receive the code in the next 5-10 days.

[Send code](#)

Don't want to wait for the post?

If you have your passport or drivers licence handy, you can verify your identity instantly using electronic identification.


[Use electronic verification](#)

Got a problem?

Call 01495 742299 and we'll be happy to help.

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The code is on its way!



You'll receive your activation code within 5-10 working days in the post.

Once you receive the code, please come back to this portal to complete your registration.


The code will expire in 30 days.

[Back to homepage](#)

Once you receive your code in the post, click on the **create an account** button on the login page, tick the personal data acceptance box and choose '**I have an activation code**'. Enter the details along with the code from the letter and continue to step 5.

Confirm your details

First of all, we need you to confirm your details so we can finish setting up your account.



Surname

Date of birth
Day Month Year

National Insurance Number

Activation code


[Submit](#)

Step 5 – Set up your email address

You will be taken to the set up your email address page. This is used to provide 2-step authentication, an extra layer of security to your account. Enter your email address and click the 'confirm email' button.

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Set up your email address



Thank you for verifying your identity.

To complete set up, we need you to confirm the email you would like associated to your account.

This is the email we will use to contact you and to send your annual statements to, so please use an email that you won't lose access to should you change job.

Email address

Confirm email address


[Confirm email](#)

Step 6 – Creating a password

On the create a password page, create a password and click the **Submit** button

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Create new password



This must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character (e.g. + \$ % ^ & !)

Enter new password

Confirm new password

[Submit](#)

Step 7 – We've sent you an email

A 6-digit code will be sent to the email address you have given. Once you

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receive it, enter the code and click the **continue** button

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Cymraeg

We've sent you an email

2-step authentication is an extra layer of protection used to ensure the security of online accounts beyond just a username and password.

A 6-digit code has been sent to your email address below.

Didn't get the email? [Re-send](#)

Enter the unique 6-digit code you received

[Continue](#)

Step 8 – Introducing SMS Verification

The enhanced My Pension Online system now includes text message authentication. After entering the 6-digit code you receive by email, you will need to setup SMS verification. Please click the **continue** button to proceed.

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Cymraeg

Introducing SMS verification

Since your last login, we've added SMS verification to help you log in faster and to make your account more secure.

On the next screen you will be asked to add and verify your mobile phone number.

This will replace email verification for future logins

[Continue](#)

[Logout](#)

Step 8 - Set up SMS Verification

The Setup SMS verification page requires you to enter your mobile number, which will be used to receive access codes for your account. Once the number is entered, select the **send text message** button.

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Cymraeg

Set up SMS verification

Please confirm the mobile phone number you would like to use for verification.

Going forward, you will be required to provide a 6 digit code each time you access your account.

Add your mobile phone number

[Send text message](#)

[Logout](#)

Step 9 – Confirming your one-time passcode

You will need to enter the unique 6-digit code that has been sent to your mobile phone. Click on the **Login** button to continue.

Text message sent successfully, please check your phone

Set up SMS verification

Please confirm the mobile phone number you would like to use for verification.

Going forward, you will be required to provide a 6 digit code each time you access your account.

Didn't get the message? [Re-send](#)

Enter the unique 6-digit code you received

[Login](#)

[Logout](#)

[I haven't received a text message](#)

Account Registration Completed

—You will be automatically logged into your My Pension Online account dashboard.

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Home Menu Logout

Welcome, Gareth

Manage your pension

Documents and uploads

An archive for every document you have uploaded or posted to your pension fund.

[Go to my documents](#)

Annual Benefit Statements

View and compare all of your previous Annual Benefit Statements in one location.

[View my statements](#)

Manage beneficiaries

Manage who should receive your pension benefits if you pass away.

[Manage my beneficiaries](#)

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