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.

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

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.

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.

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.

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.

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.

Step 6 – Creating a password

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

Step 7 – We've sent you an email

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

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

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.

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.

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.

Account Registration Completed

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

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