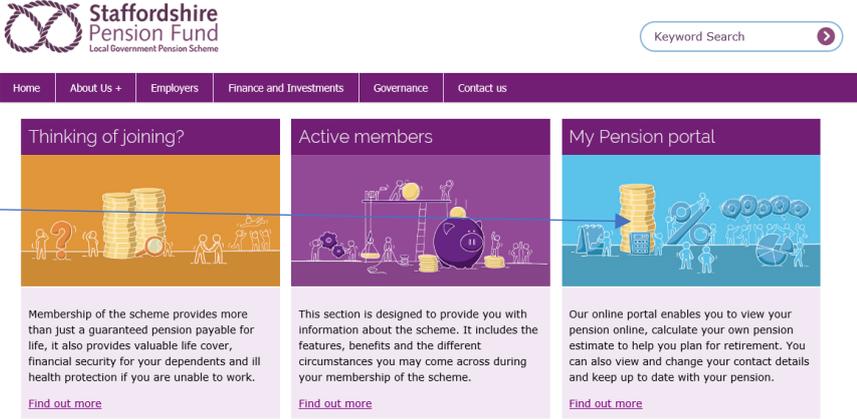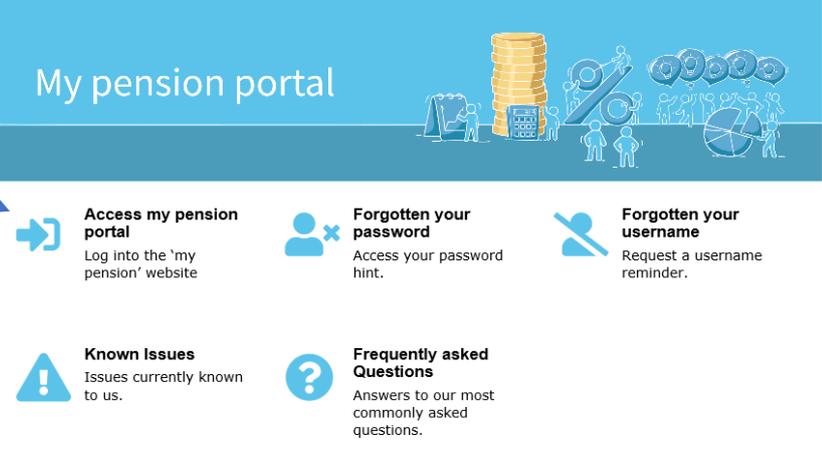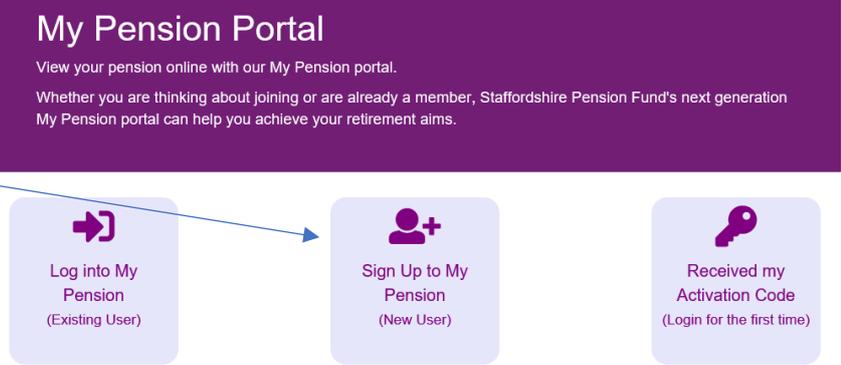# My Pension portal – Guide for LGPS Members

How do I sign up to My Pension portal?

If you've not used My Pension portal before and want to do so, you will first need to apply for an Activation Code.

The instructions below show you how to navigate through the screens in the Staffordshire Pension Fund website that take you to the My Pension portal 'Sign-up' screen, where you can request your Activation Code. **If you have already received an Activation Code in a letter from the Staffordshire Pension Fund, please go directly to Step 5**.

<u>Step 1</u> Go to our website www.staffspf.org.uk Click on 'My Pension portal'	
<u>Step 2</u> Click on 'Access my pension portal'	
<u>Step 3</u> Click on 'Sign Up to My Pension (New User)' **Please note that you may need to scroll down the page to see these buttons**	

Step 4 Follow the instructions on the screen. When you have entered the correct information into all four fields, click the sign-up button.	**Sign Up** To request an activation code, complete the form below and click the sign-up button Once you click sign up you will receive your activation code by post within 10 working days. However, if we already hold an email address on our records your activation code will be sent to that email address. Surname [✖] NI Number [NI NUMBER ✖] Date of Birth [dd/mm/yyyy ✖ 📅] Email Address [Email Address ✖] [Sign Up] [Cancel]

Once you click sign-up you will receive your activation code by post within 10 working days. However, if we already hold your email address on our records, your activation code will be sent to that email address.

I have received my Activation Code, what do I do next?

Step 5 Repeat **Step 1** and **Step 2** as illustrated earlier in these instructions, to reach this screen Click on 'Received my Activation Code (Login for the first time)'	**My Pension Portal** View your pension online with our My Pension portal. Whether you are thinking about joining or are already a member, Staffordshire Pension Fund's next generation My Pension portal can help you achieve your retirement aims. **Log into My Pension** (Existing User) **Sign Up to My Pension** (New User) **Received my Activation Code** (Login for the first time)
Step 6 Fill in all four boxes before clicking the 'Continue' button. **The Activation Code is case sensitive, so please enter it as shown in the notification letter or email.**	**Activate your Account** If you have received your activation code, please enter the following details and click the continue button to proceed with your registration. Surname [✖] NI Number [NI NUMBER ✖] Date of Birth [dd/mm/yyyy ✖ 📅] Activation Code [Activation Code ✖] [Continue] [Cancel]

Step 7

Username
- Must start with a letter, which can be upper or lower case
- Apart from the first character, it can have any alphanumeric characters
- Mustn't have spaces
- Must be between 6 and 30 characters

Password
- Must be at least 8 characters
- Must include at least one number, one lower case, one upper case and one special character
- Is case sensitive
- Must be different from lifestyle/security question responses
- Mustn't have spaces

When all boxes have been filled in, click on the register button.

Staffordshire Pension Fund
Local Government Pension Scheme

Registration

Please provide the following details and click the Register button to complete your registration.

Username	Username ✖
Email Address	Email Address ✖
Confirm E-mail Address	Confirm E-mail Address ✖
Enter New Password	Enter New Password
Confirm New Password	Confirm New Password ✖
Password Hint	Password Hint
Security Question 1	Mothers Maiden Name ✔
New Response 1	New Response 1 ✖
Confirm New Response 1	Confirm New Response 1 ✖
Security Question 2	Favourite Singer ✔
New Response 2	New Response 2 ✖
Confirm New Response 2	Confirm New Response 2 ✖

Register   Cancel

Step 8

After you've have registered successfully, you'll see this message.

Login

✔ **Success**

Your new Member Self-Service account has been created and you may now log in.

Step 9

Having activated your account, the next time you Login, repeat
Step 1 and **Step 2** as illustrated earlier in these instructions.

This will take you to the My Pension portal home screen. Click on 'Log into My Pension (Existing User)', where you will be asked to enter the Username and Password created in **Step 7** above.

From this point onwards continue to use the 'Log into My Pension (Existing User)' button each time you next access the portal.

My Pension Portal

View your pension online with our My Pension portal.

Whether you are thinking about joining or are already a member, Staffordshire Pension Fund's next generation My Pension portal can help you achieve your retirement aims.

Log into My Pension
(Existing User)

Sign Up to My Pension
(New User)

Received my Activation Code
(Login for the first time)