

My Pension Portal - Guide for LGPS Members

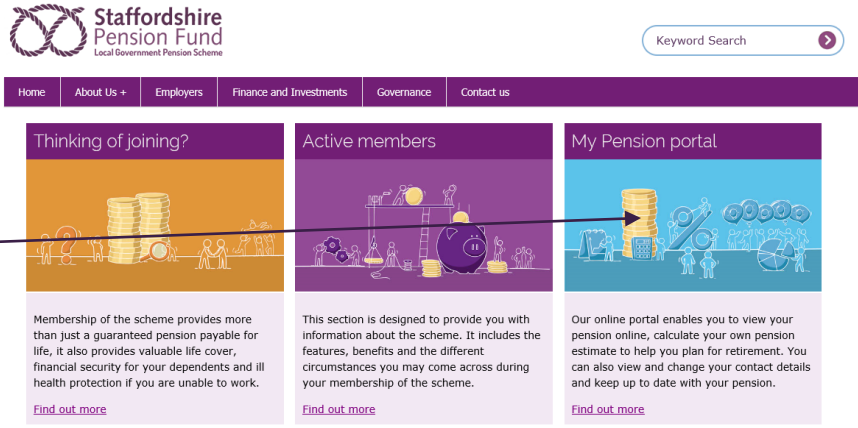
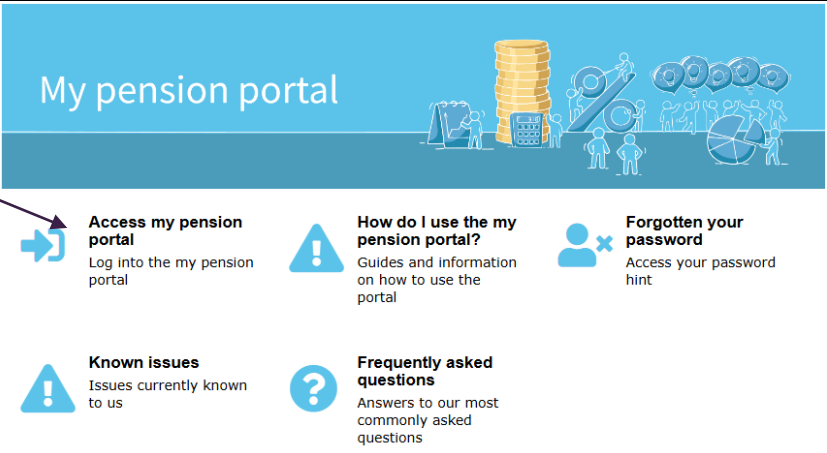
How do I sign up to My Pension Portal?

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 the section '[I have received an activation code](#)'.

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Instructions for new My Pension Portal users

<p>Step 1</p> <p>Go to our website www.staffspf.org.uk</p> <p>Click on 'My Pension Portal'.</p>	 <p>The screenshot shows the Staffordshire Pension Fund website. At the top is the logo and navigation menu. Below the menu are three main sections: 'Thinking of joining?', 'Active members', and 'My Pension portal'. The 'My Pension portal' section is highlighted with a red arrow pointing to it from the text in Step 1.</p>
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	 <p>The screenshot shows the 'My pension portal' page. It has a blue header with the title 'My pension portal'. Below the header are five links with icons: 'Access my pension portal' (highlighted with a red arrow), 'How do I use the my pension portal?', 'Forgotten your password', 'Known issues', and 'Frequently asked questions'.</p>

Step 3

On the login page, click on the 'Create an account' button.

Login

If you have registered after the 3 November 2025 please login using your email address and password. If you have not used the new My Pension Portal service since 3 November 2025, you should click to "create an account".



Email address

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)

Step 4

Accept the privacy notice (check box) and select the 'Let's begin' button to proceed.

Create a new account



Welcome to your Staffordshire Pension Fund pension portal.

In order to complete your set up, you will need to:

- Confirm your details and National Insurance Number
- Verify your email address
- Create a new secure password
- Set up 2-step authentication

You will only need to do this once.

Use of personal data

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.



I understand this website uses my personal data.

Let's begin

I have an activation code

[Watch our registration tutorial](#)

Step 5

'Confirm your details' to finish setting up your account. You will need to enter your

- **Surname**
- **Date of Birth**
- **NI Number**

Select the 'Submit' button to proceed.



Confirm your details

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

Surname

Smith

Date of birth

Day

01

Month

01

Year

1970

National Insurance Number



AB123456C

Submit

How you activate your account will depend on whether or not we already hold an email address for you.

- [If we hold an email address for you](#)
- [If we don't hold an email for you](#)

If we hold an email address for you

<p>Step 6a</p> <p>Before we send the registration link, please confirm that the email address we hold for you on our records is correct. If so, click 'Send registration link' button.</p> <p>If the email is incorrect, or you no longer have access to it, you can request activation code be sent to your home address.</p>	<h3>Confirm your email</h3>  <p>Before we send you a secure registration link, please confirm that this is the correct email address for your account.</p> <p>mar*****@g*****.com</p> <p>If the email is incorrect or you no longer have access to it, you can request an activation code to be sent to your address, or contact us to update your email.</p> <p>Send registration link</p> <p>Request an activation code</p>
<p>Step 7a</p> <p>A link to set up your new password and complete your registration will be sent to the email address we hold.</p> <p>If you don't receive email, you can request code to be re-sent.</p>	<h3>Check your email inbox</h3>  <p>We've sent an email to the following email address:</p> <p>mar*****@g*****.com</p> <p>Click the link in the email to complete your registration.</p> <p>Can't find the email we've sent?</p> <p>The email may take a couple of minutes to arrive. Please check the spam and junk folders in your inbox.</p> <p>Didn't get the email? Re-send</p>
<p>Step 8a</p> <p>Click on the link in the email you receive to continue with the registration process and set up your new password.</p>	<p>From: noreply@mypensiondetails.co.uk To: tme.developers+testdemo Subject: Please Verify Your Registration Request</p> <p>This link is single use, once you have clicked it you will have to finish the sign-up process.</p> <p>Click Here to continue with your registration</p>

Step 9a

Create your new password. This must be at least 8 characters and include:

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

Select the 'Submit' button to continue.

Step 3 of 3

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 10a

When you have completed the registration process, you will be logged in to your account automatically.

Note: when accessing the My Pension Portal going forward, you will need to login with your registered email address and the password created.



Home

Menu

Logout

Welcome, Sarah

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

If we don't hold an email for you

Step 6b

If we don't hold an email address for you, you will receive your activation code in the post within 5-10 working days.

Please check the last 3 digits of the postcode we hold for you are correct and then click 'Send Code' button to request activation key.



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.

**** 2LP

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

Send code

Got a problem?

Call 01785 278222 and we'll be happy to help.

Step 7b

The activation code will be sent to the postal address we hold on our records.

Please note that the code will expire in 30 days.



The code is on its way!

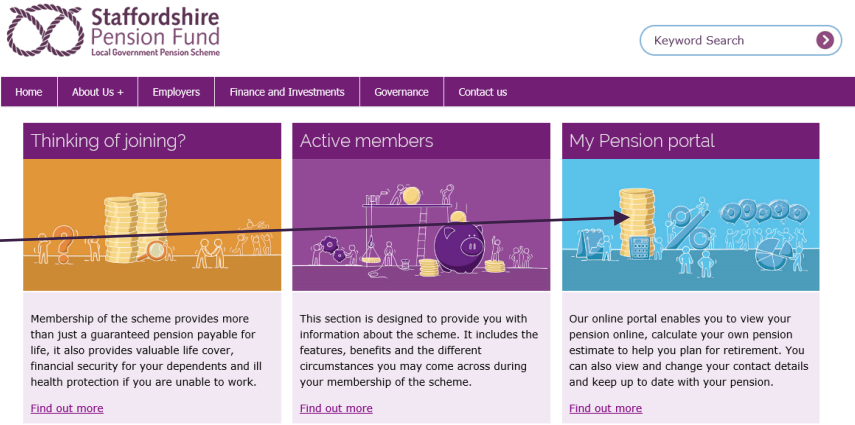
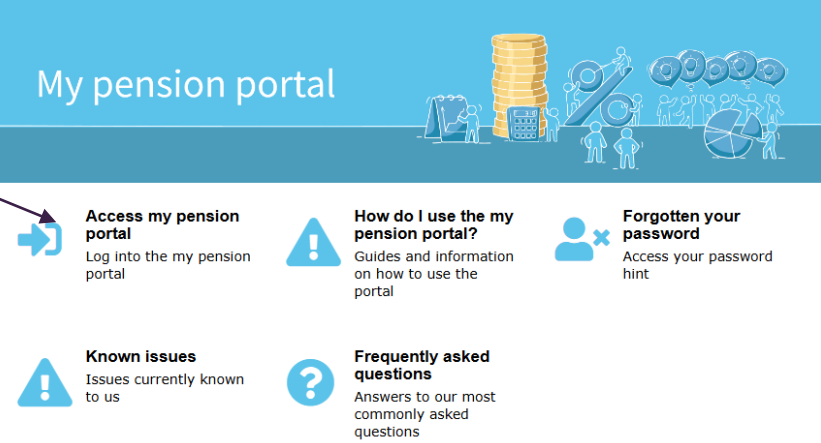
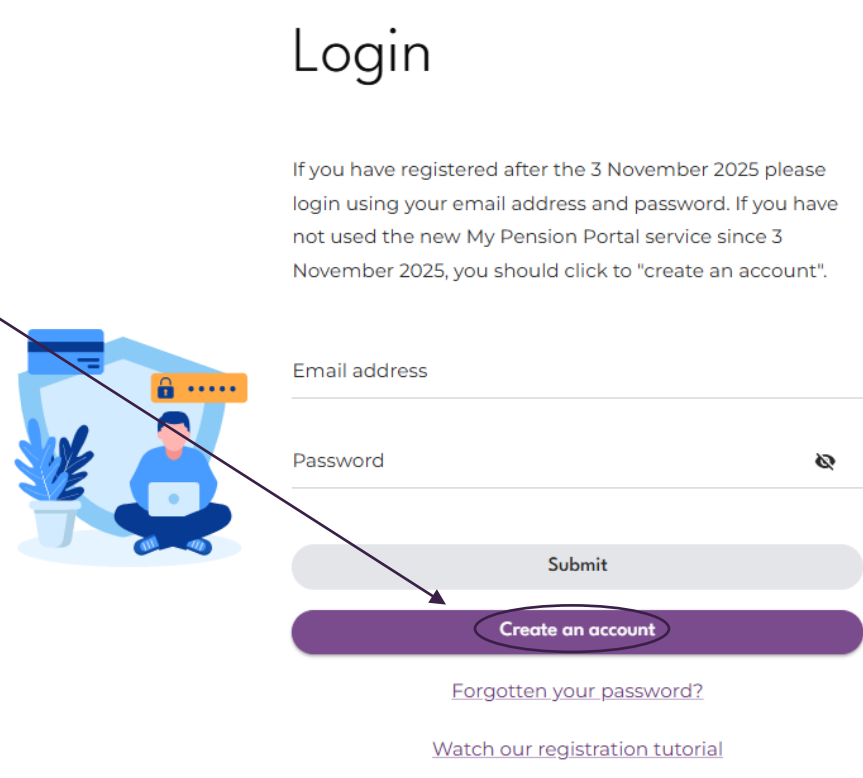
You'll receive your activation code within 5-10 working days in the post.

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

I have received an activation code

<p>Step 1</p> <p>Go to our website www.staffspf.org.uk</p> <p>Click on 'My Pension Portal'.</p>	
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	
<p>Step 3</p> <p>On the login page, click on the 'Create an account' button.</p>	

Step 4

Accept the privacy notice (check box) and select 'I have an activation code' button to proceed.



Create a new account

Welcome to your Staffordshire Pension Fund pension portal.

In order to complete your set up, you will need to:

- Confirm your details and National Insurance Number
- Verify your email address
- Create a new secure password
- Set up 2-step authentication

You will only need to do this once.

Use of personal data

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.



I understand this website uses my personal data.

Let's begin

I have an activation code

[Watch our registration tutorial](#)

Step 5

Complete form with your details to finish setting up your account.

The Activation Code is case sensitive, so please enter it as shown in the notification letter.

When all information has been filled in, click on the 'Submit' button to continue.



Confirm your details

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

Surname

SMITH

Date of birth

Day

01

Month

01

Year

1970

National Insurance Number

AB123456C

Activation code

ZvjNwSsc

Submit

Step 6

To complete the setup, please enter a contact email address.

We recommend using a personal email so that you won't lose access to your account should you change job/leave employment.

Click on the 'Confirm email' button to continue.



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
test.email@gmail.com

Confirm email address
test.email@gmail.com

Confirm email

Step 7

Create a new password. This:

- 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
- Mustn't have spaces

Click on the 'Submit' button to continue.



Create a new password

Your password must be at least 8 characters and include:

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

New password

.....



Confirm new password

.....



Submit

Step 8

2-step authentication is used to ensure the security of your account.

A 'One Time Code' will be sent to your email address.



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:


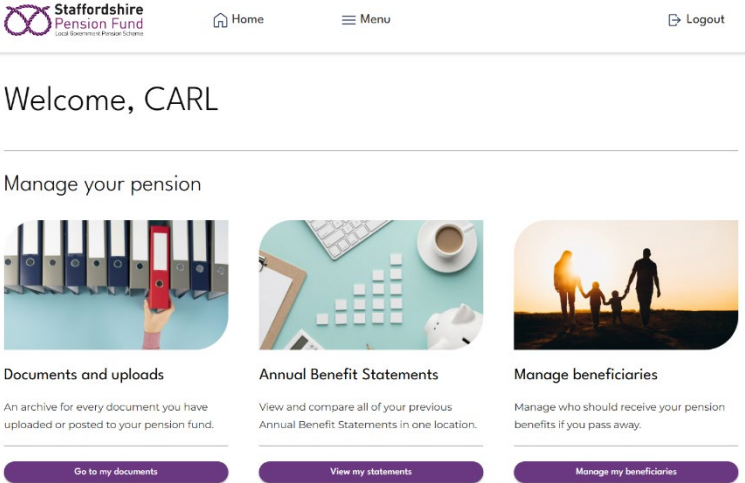
test.email@gmail.com

Didn't get the email?

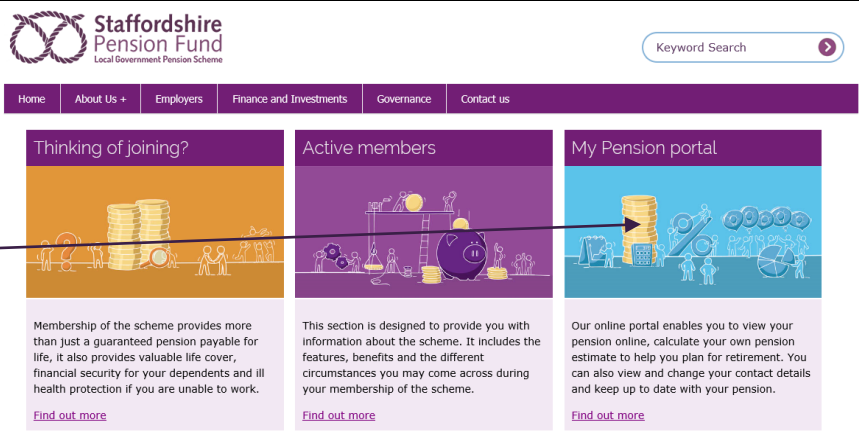
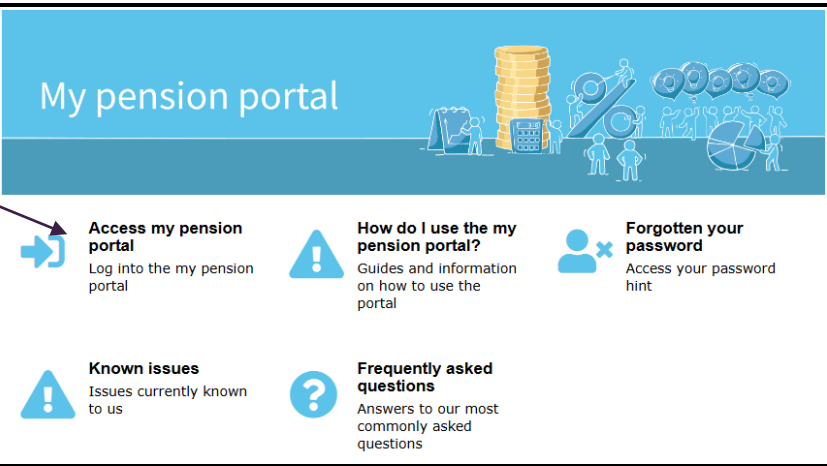
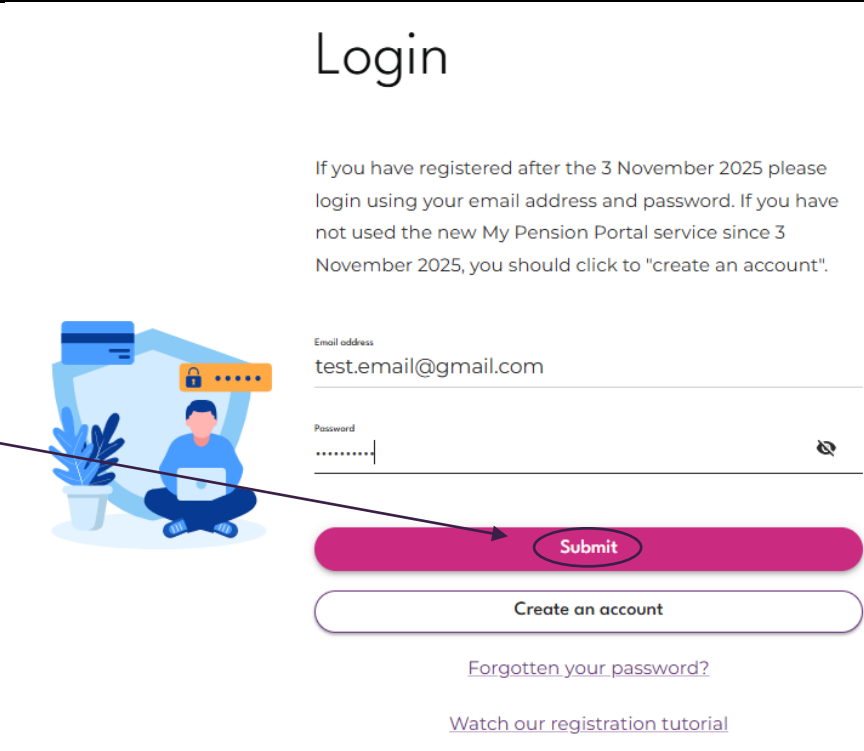
Re-send



Enter the unique 6-digit code you received

Continue

<p><u>Step 9</u></p> <p>Check your registered email address for the unique 6-digit code.</p>	<p>From: noreply@mypensiondetails.co.uk To: tme.developers+testdemo Subject: Your one-time passcode 24 hours only</p> <p>Hi there,</p> <p>Your one-time passcode is:</p> <p>123456</p> <p>This code is valid for the next 24 hours.</p> <p>If you didn't request this, please ignore this email.</p>
<p><u>Step 10</u></p> <p>Enter the 6-digit code and click the 'Continue' button to proceed.</p>	<p>We've sent you an email</p>  <p>2-step authentication is an extra layer of protection used to ensure the security of online accounts beyond just a username and password.</p> <p>A 6-digit code has been sent to your email address below:</p> <p>test.email@gmail.com</p> <p>Didn't get the email? Re-send</p> <p>Enter the unique 6-digit code you received</p> <p>123456</p> <p>Continue</p>
<p><u>Step 11</u></p> <p>When you have completed the registration process, you will be logged in to your account automatically.</p> <p>Note: when accessing the My Pension Portal going forward, you will need to login with your registered email address and the password created.</p>	 <p>The screenshot shows the Staffordshire Pension Fund website. The header includes the logo, 'Home', 'Menu', and 'Logout' links. The main content area is titled 'Welcome, CARL' and 'Manage your pension'. It features three main sections: 'Documents and uploads' (with a 'Go to my documents' button), 'Annual Benefit Statements' (with a 'View my statements' button), and 'Manage beneficiaries' (with a 'Manage my beneficiaries' button). Each section includes a brief description of the functionality.</p>

Logging in to an existing account (already registered)

<p>Step 1</p> <p>Go to our website www.staffspf.org.uk</p> <p>Click on 'My Pension Portal'.</p>	
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	
<p>Step 3</p> <p>On the login page, enter your email address you registered with and password.</p> <p>Select the 'Submit' button to continue.</p>	

<p><u>Step 4</u></p> <p>2-step authentication is used to ensure the security of your account.</p> <p>A 'One Time Code' will be sent to your email address.</p>	<div data-bbox="470 197 1409 607"> <h2>One Time Code</h2>  <p>Please enter the One Time Code we've sent to your email inbox</p> <p>Didn't get the email? <button>Re-send</button></p> <p>One Time Code</p> <hr/> </div>
<p><u>Step 5</u></p> <p>Check your registered email address for the unique 6-digit code.</p>	<p>From: noreply@mypensiondetails.co.uk To: tme.developers+testdemo Subject: Your one-time passcode 24 hours only</p> <p>Hi there,</p> <p>Your one-time passcode is:</p> <p>123456</p> <p>This code is valid for the next 24 hours.</p> <p>If you didn't request this, please ignore this email.</p>
<p><u>Step 6</u></p> <p>Enter the 6-digit code and click the 'Submit' button to continue.</p> <p>Note: Going forward, you will be required to enter a verification code each time you access your account. However, you can tick the check box not to be asked for a code when logging in during the next 7 days.</p>	<div data-bbox="470 1344 1409 1955"> <h2>One Time Code</h2>  <p>Please enter the One Time Code we've sent to your email inbox</p> <p>Didn't get the email? <button>Re-send</button></p> <p>One Time Code</p> <p>123456</p> <hr/> <p><input checked="" type="checkbox"/> Don't ask again for 7 days</p> <p><button>Submit</button></p> </div>

Step 7

You should now be logged in to your personal account.

Welcome, Sarah

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](#)

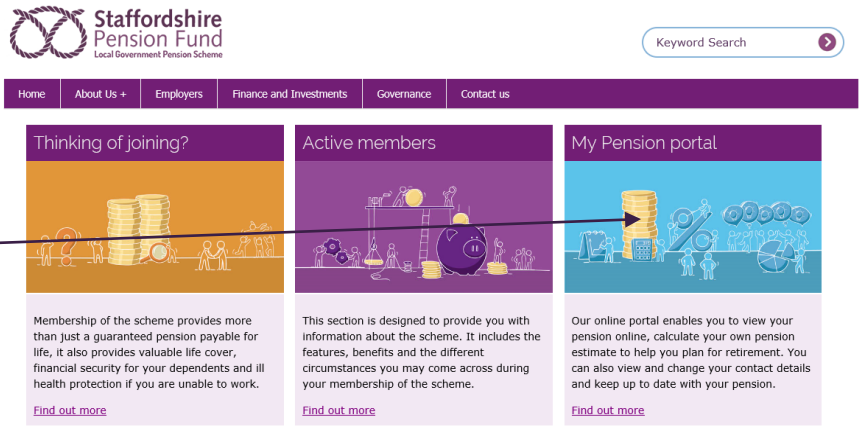
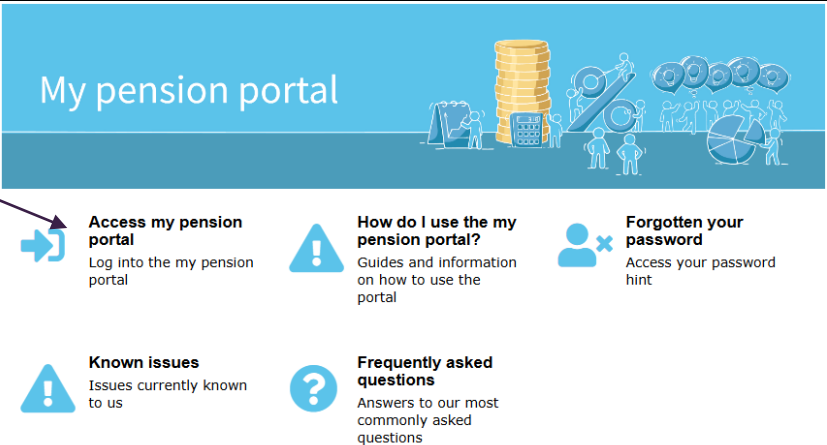
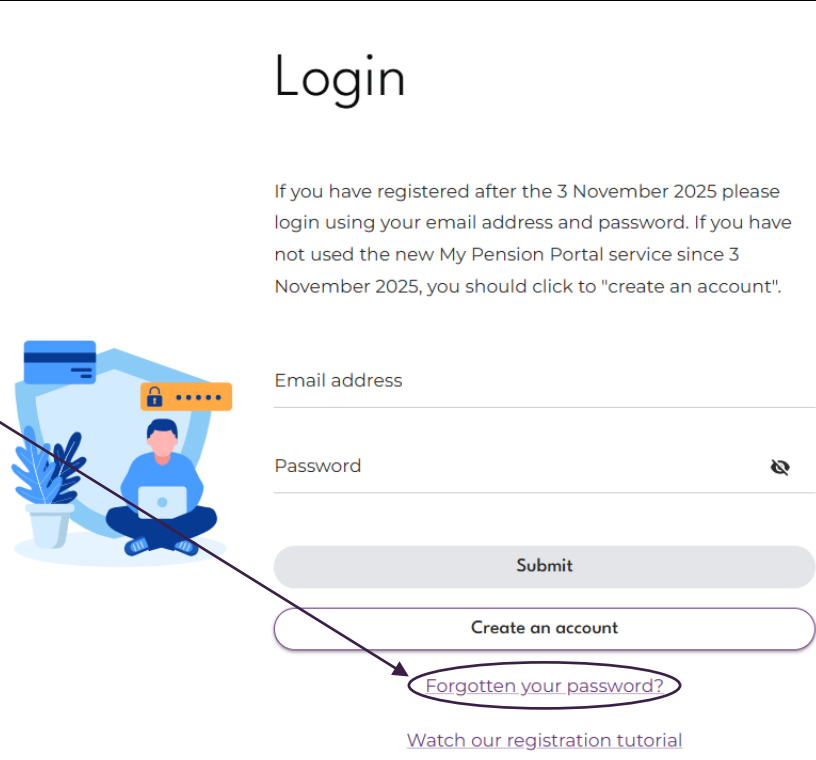




Manage beneficiaries

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

[Manage my beneficiaries](#)

Forgotten Password/Password reset

<p>Step 1</p> <p>Go to our website www.staffspf.org.uk</p> <p>Click on 'My Pension Portal'.</p>	
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	
<p>Step 3</p> <p>On the login page, select the 'Forgotten your password?' link at bottom of screen.</p>	

<p>Step 4</p> <p>Enter the email address which you registered with and click the 'Send' button.</p>	<h2>Reset password</h2> <p>Enter the email associated with your account and we will send an email with instructions to reset your password.</p> <p>Email address test.email@gmail.com</p>  <p>Send</p>
<p>Step 5</p> <p>Instructions on how to reset your password will be sent to your email address.</p>	<h2>Check your email inbox</h2> <p>We've sent a password reset code to: test.email@gmail.com</p>  <p>Can't find the email we've sent?</p> <p>Please check the spam or junk folders in your inbox or check you've entered the correct email address on the previous screen.</p> <p>Otherwise, please click the "Re-send email" button to try again.</p> <p>Continue</p> <p>Re-send email</p> <p>Back</p>
<p>Step 6</p> <p>Check your registered email address for the 6-digit reset code.</p>	<p>From: noreply@mypensiondetails.co.uk To: tme.developers+testdemo Subject: Your one-time passcode 24 hours only</p> <p>Hi there,</p> <p>Your one-time passcode is:</p> <p>123456</p> <p>This code is valid for the next 24 hours.</p> <p>If you didn't request this, please ignore this email.</p>

Step 8

Once you have received the 6-digit code click the 'Continue' button.



Check your email inbox

We've sent a password reset code to:
test.email@gmail.com

Can't find the email we've sent?

Please check the spam or junk folders in your inbox or check you've entered the correct email address on the previous screen.

Otherwise, please click the "Re-send email" button to try again.

Continue

Re-send email

Back

Step 9

Enter your new password and the reset code.

The 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
- Mustn't have spaces

Click on the 'Submit' button to continue.



Reset 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

.....



Enter reset code


123456

Submit

Step 10


You should now be logged into your personal account.

Note: when accessing the My Pension Portal going forward, you will need to login with your registered email address and the new password created.

Staffordshire
Pension Fund
Local Government Pension SchemeHomeMenuLogout

Welcome, Sarah


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](#)