



My Pension Portal - Guide for LGPS Members

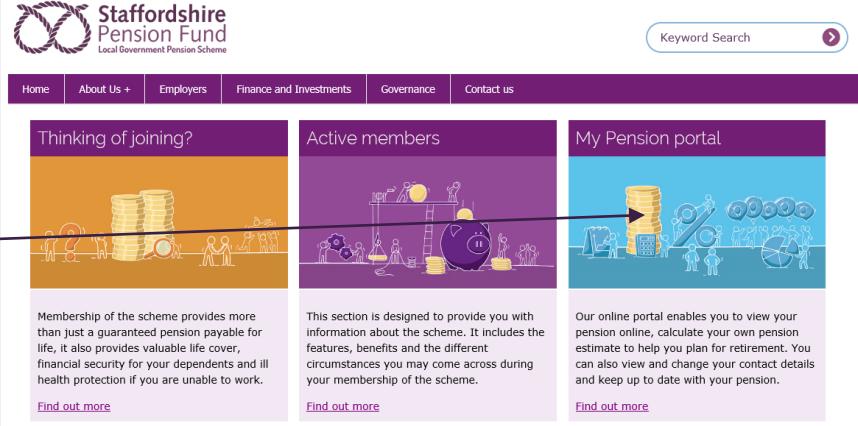
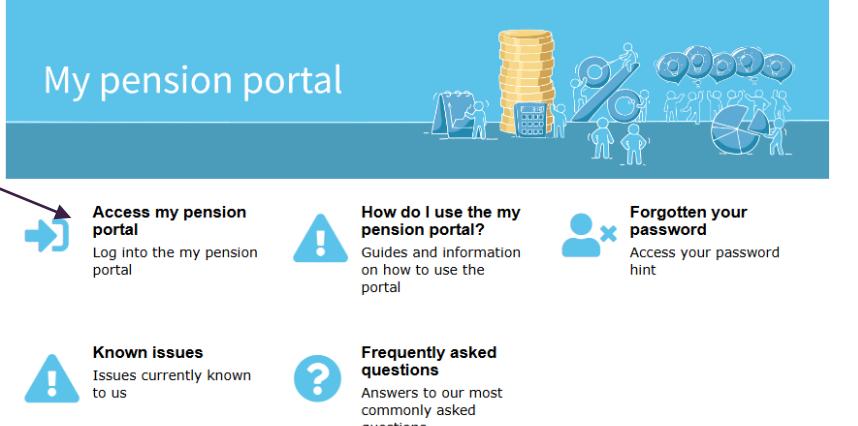
How do I sign up to My Pension Portal?

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>Step 2</p> <p>Click on 'Access my pension portal'.</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

Step 6a

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.

If the email is incorrect, or you no longer have access to it, you can request activation code be sent to your home address.



Confirm your email

Before we send you a secure registration link, please confirm that this is the correct email address for your account.

mar*****@g*****.com

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.

[Send registration link](#)

[Request an activation code](#)

Step 7a

A link to set up your new password and complete your registration will be sent to the email address we hold.

If you don't receive email, you can request code to be re-sent.



Check your email inbox

We've sent an email to the following email address:

mar*****@g*****.com

Click the link in the email to complete your registration.

Can't find the email we've sent?

The email may take a couple of minutes to arrive. Please check the spam and junk folders in your inbox.

Didn't get the email?

[Re-send](#)

Step 8a

Click on the link in the email you receive to continue with the registration process and set up your new password.

From: noreply@mypensiondetails.co.uk

To: tme.developers+testdemo

Subject: Please Verify Your Registration Request

This link is single use, once you have clicked it you will have to finish the sign-up process.

[Click Here to continue with your registration](#)

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

A mouse cursor arrow points to the 'Submit' button.

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!

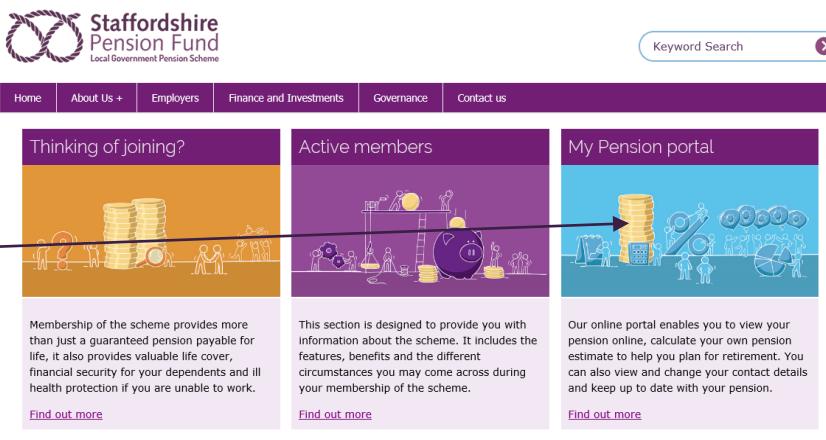
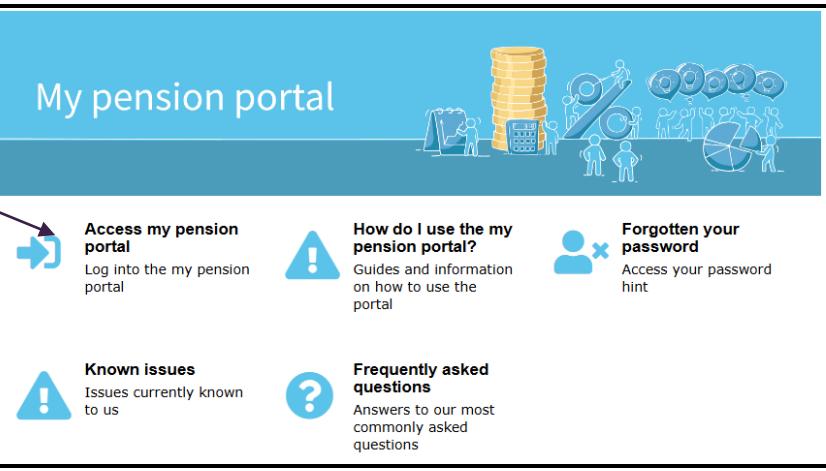
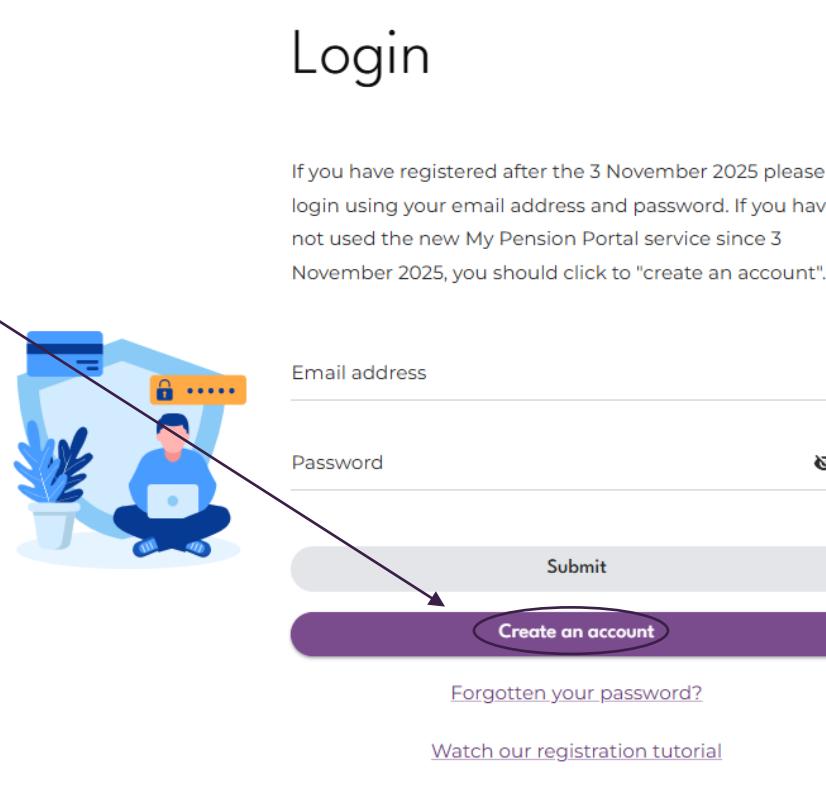
You'll receive your activation code within 5-10 working days in the post.

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>The Staffordshire Pension Fund website homepage features a purple header with the fund's logo and navigation links for Home, About Us +, Employers, Finance and Investments, Governance, and Contact us. Below the header are three main sections: 'Thinking of joining?' (orange background, icon of coins), 'Active members' (purple background, icon of people working), and 'My Pension portal' (blue background, icon of coins and a calculator). A purple arrow points from the 'My Pension portal' section to the 'My Pension portal' link in the 'Step 1' text.</p>
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	 <p>The 'My pension portal' landing page has a blue header with the text 'My pension portal' and a blue background featuring icons of coins, people, and a calculator. Below the header are several links: 'Access my pension portal' (blue arrow icon), 'How do I use the my pension portal?' (blue exclamation mark icon), 'Known issues' (blue exclamation mark icon), 'Frequently asked questions' (blue question mark icon), and 'Forgotten your password?' (blue person icon).</p>
<p>Step 3</p> <p>On the login page, click on the 'Create an account' button.</p>	 <p>The 'Login' page has a white background with a central illustration of a person sitting cross-legged on a mat, working on a laptop. To the right is a form with fields for 'Email address' and 'Password', a 'Submit' button, and a purple 'Create an account' button. Below the form are links for 'Forgotten your password?' and 'Watch our registration tutorial'. A purple arrow points from the 'Create an account' link in 'Step 3' to the 'Create an account' button on the login page.</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
ZviNwSsc

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

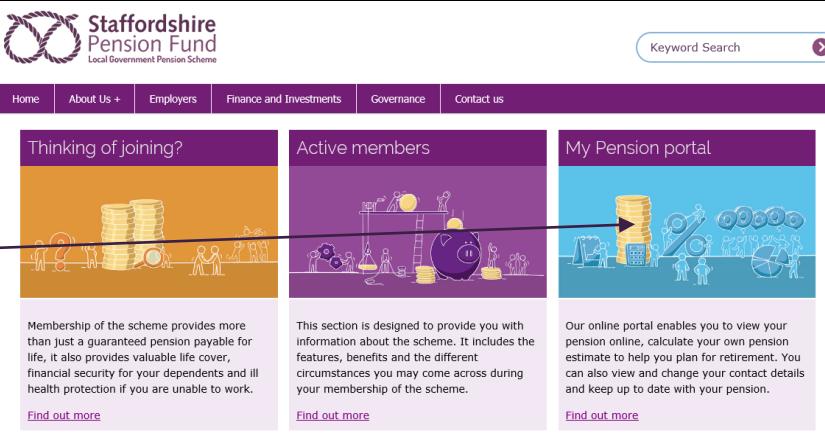
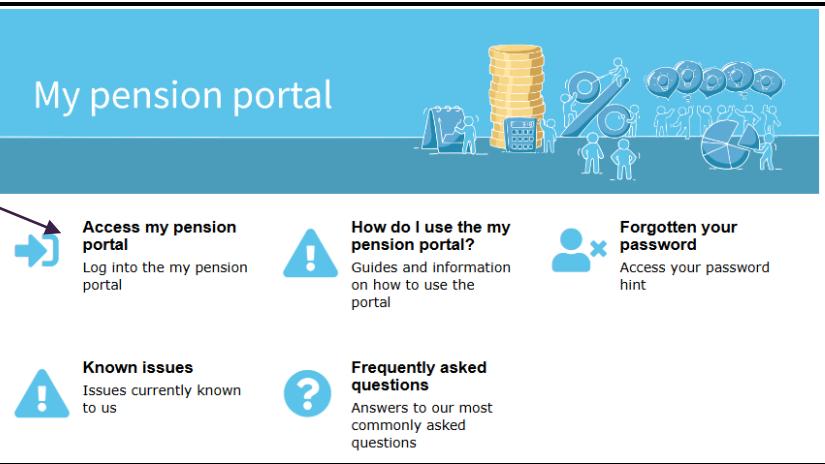
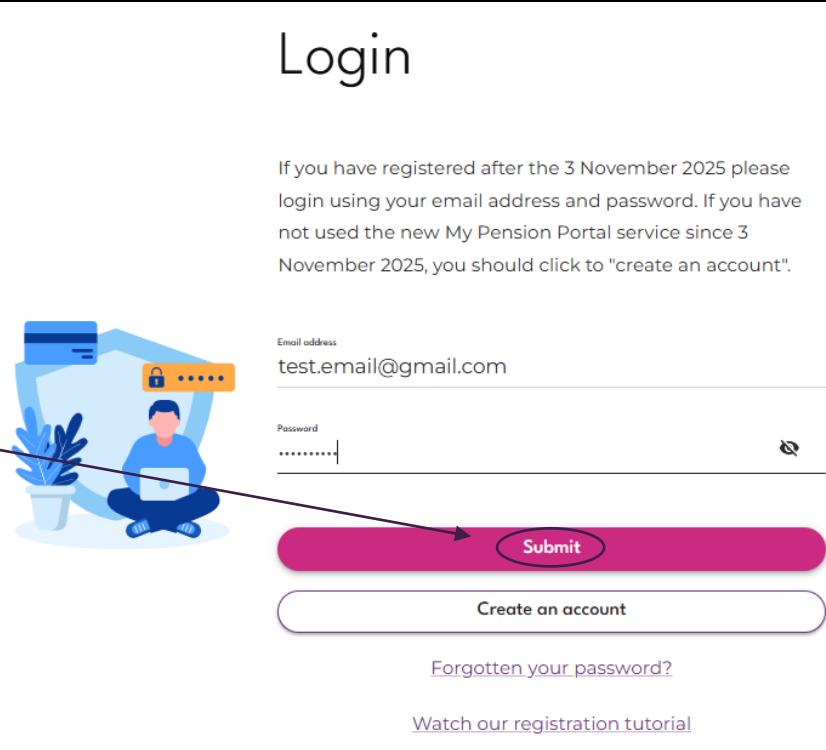
Didn't get the email? [Re-send](#)

Enter the unique 6-digit code you received

Continue

<p>Step 9</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>Step 10</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 123456</p> <p>Continue</p>
<p>Step 11</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>Home Menu Logout</p> <p>Welcome, CARL</p> <hr/> <p>Manage your pension</p> <div data-bbox="466 1311 700 1439">  <p>Documents and uploads</p> <p>An archive for every document you have uploaded or posted to your pension fund.</p> <p>Go to my documents</p> </div> <div data-bbox="720 1311 954 1439">  <p>Annual Benefit Statements</p> <p>View and compare all of your previous Annual Benefit Statements in one location.</p> <p>View my statements</p> </div> <div data-bbox="975 1311 1208 1439">  <p>Manage beneficiaries</p> <p>Manage who should receive your pension benefits if you pass away.</p> <p>Manage my beneficiaries</p> </div>

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>The Staffordshire Pension Fund website homepage features a purple header with navigation links: Home, About Us +, Employers, Finance and Investments, Governance, and Contact us. Below the header are three main sections: 'Thinking of joining?' (orange background, shows stacks of coins), 'Active members' (purple background, shows people working), and 'My Pension portal' (blue background, shows coins and a calculator). A purple arrow points from the 'My Pension portal' text in the Step 1 instructions to the 'My Pension portal' section on the website.</p>
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	 <p>The 'My pension portal' landing page has a blue header with the text 'My pension portal'. Below the header are several links and icons: 'Access my pension portal' (blue arrow icon), 'How do I use the my pension portal?' (blue exclamation mark icon), 'Known issues' (blue exclamation mark icon), 'Frequently asked questions' (blue question mark icon), and 'Forgotten your password?' (blue user icon with an 'X'). A purple arrow points from the 'Access my pension portal' text in the Step 2 instructions to the 'Access my pension portal' link on the website.</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>The 'Login' page features a central illustration of a person sitting cross-legged on a mat, working on a laptop. To the right is a form with fields for 'Email address' (containing 'test.email@gmail.com') and 'Password' (containing '.....'). A large purple arrow points from the 'Submit' button in the Step 3 instructions to the 'Submit' button on the login page. Below the form are links for 'Create an account', 'Forgotten your password?', and 'Watch our registration tutorial'.</p>

<p>Step 4</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>	<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? Re-send</p> <p>One Time Code</p>
<p>Step 5</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>Step 6</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>	<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? Re-send</p> <p>One Time Code</p> <p>123456</p> <p><input checked="" type="checkbox"/> Don't ask again for 7 days</p> <p>Submit</p>

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](#)

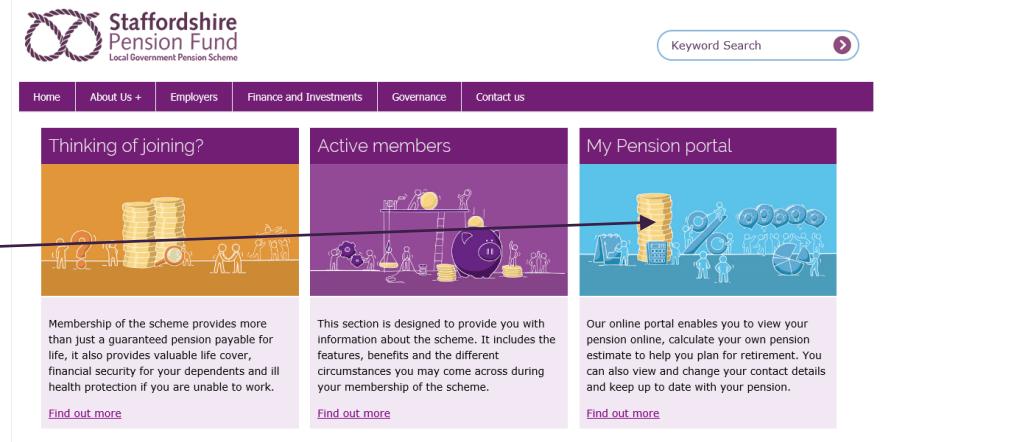
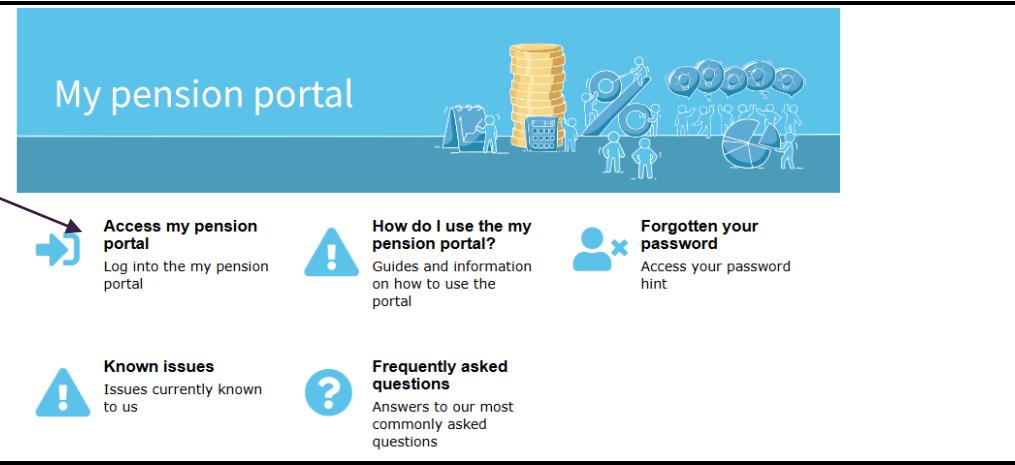
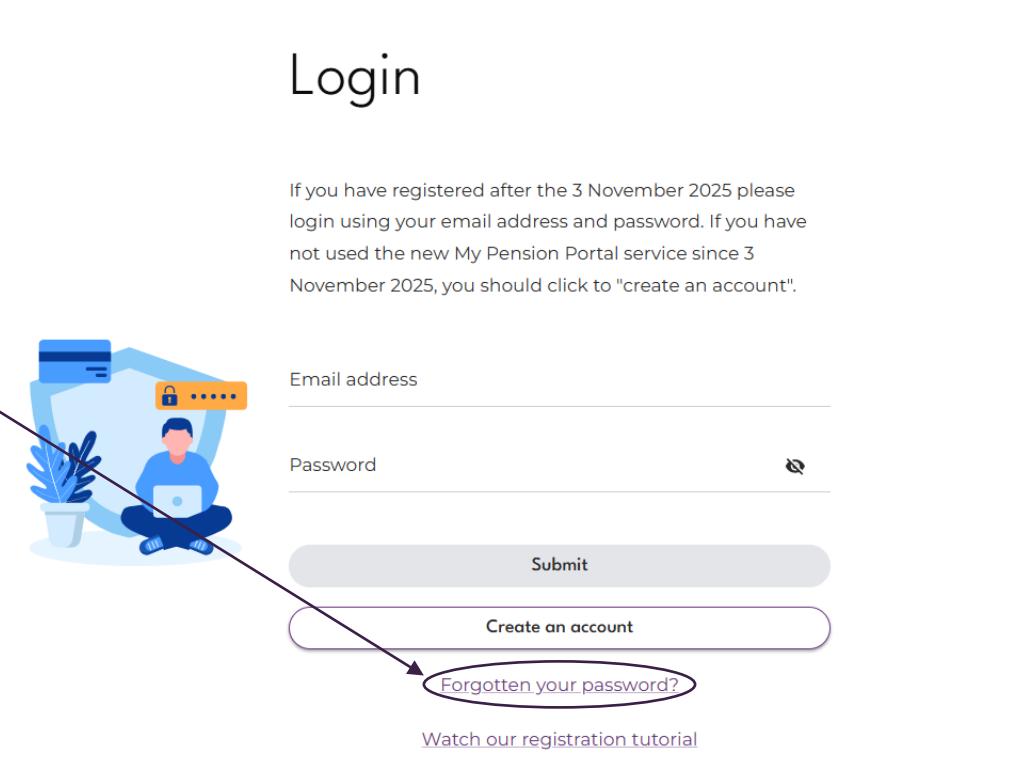


Manage beneficiaries

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>The Staffordshire Pension Fund website homepage features a purple header with navigation links: Home, About Us +, Employers, Finance and Investments, Governance, and Contact us. Below the header are three main sections: 'Thinking of joining?' (orange background, icon of coins), 'Active members' (purple background, icon of people at a table), and 'My Pension portal' (blue background, icon of coins and a calculator). A purple arrow points from the 'My Pension portal' text in Step 1 to the 'My Pension portal' section on the website.</p>
<p>Step 2</p> <p>Click on 'Access my pension portal'.</p>	 <p>The 'My pension portal' landing page has a blue header with the text 'My pension portal'. Below the header are several links with icons: 'Access my pension portal' (blue arrow icon), 'How do I use the my pension portal?' (blue exclamation mark icon), 'Forgotten your password?' (blue person icon with a crossed-out password), 'Known issues' (blue exclamation mark icon), and 'Frequently asked questions' (blue question mark icon). A purple arrow points from the 'Access my pension portal' text in Step 2 to the 'Access my pension portal' link on the website.</p>
<p>Step 3</p> <p>On the login page, select the 'Forgotten your password?' link at bottom of screen.</p>	 <p>The 'Login' page features a large 'Login' heading. Below it is a text block: '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".' Below this are input fields for 'Email address' and 'Password', and a 'Submit' button. At the bottom are links for 'Create an account' and 'Forgot your password?' (which is circled in purple). A purple arrow points from the 'Forgotten your password?' text in Step 3 to the 'Forgot your password?' link on the login page.</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.

Welcome, Sarah

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