



# My Pension Online

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## Registration guide: steps to creating an account

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## About this guide

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This guide takes you through the step-by-step process to register for our online portal 'My Pension Online'.



## New to 'My Pension Online'? Setting up an account with an already held email address

If we already have your email address on file, you can speed up the process by having your activation code sent to your registered email address. You can do this by following the steps below.

1. Visit our website [www.shropshirecountypensionfund.co.uk](http://www.shropshirecountypensionfund.co.uk) and click on the grey 'My Pension Online' button.



2. On the login screen, select the 'Create an account' button.



### Login

Please login using your username and password



Username

Password

[Forgotten your password?](#)

[Watch our registration tutorial](#)

We recommend watching the short 3-minute registration tutorial video.



3. Read the screen and tick the box to consent to the use of personal data. You will not be able to proceed unless you tick this box. Click the 'Let's begin' button to move to the next step.

## Create a new account



Welcome to your Shropshire 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](#)

4. Fill in each field with your details and click 'Submit'.

## 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

\_\_\_\_\_

Submit



- If you have used an email address we already hold on file for you, then an email will be sent to your inbox. Please make sure you check your junk/spam folder. **If we do not already hold the email address you have used, please go to [page 8](#).**

## Check your email inbox



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

\*\*\*\*\*@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

- Open the email in your inbox, and click on the link provided to continue setting up your account. This link will only be valid for 30 days. A screen like the one below will open, and you will be asked to create a new password. Follow the instructions and **'Submit'**.

## 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



- You will be sent to the SMS verification screen, as shown below. This additional level of security will send a unique one-time passcode to your mobile phone by text message each time you log in. This will replace the one-time passcode traditionally sent to your email address, making logging in to your account faster and more secure. Select the blue 'Continue' button.

**Using your account overseas?** Your SMS code may take a bit longer to arrive than usual, or occasionally not come through at all. If you experience any issues, then please [contact the helpdesk](#).

## 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

- You will now need to enter your mobile phone number. This number will be securely stored and only used to send you one-time passcodes (OTP) going forward.

## Set up SMS verification



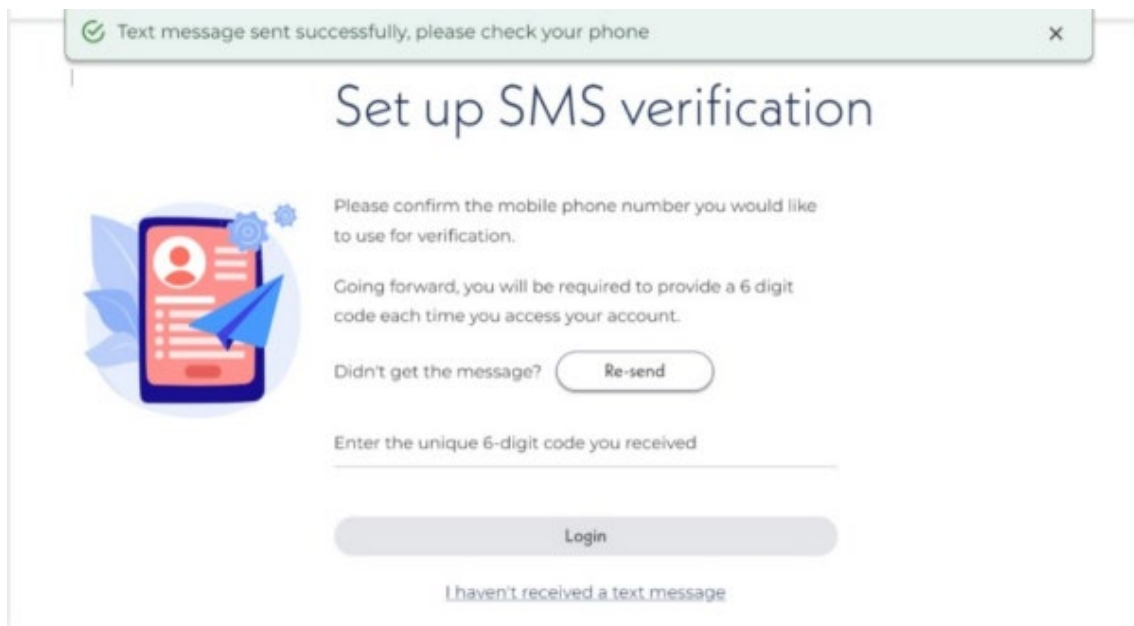
Please confirm the mobile phone number you would like to use for verification.

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

Add your mobile phone number



9. A unique code will be sent to the mobile number you have provided. You will need to enter this code on screen to confirm your number and complete the setup. Now click 'Login'.



10. You have now successfully registered your account. From your dashboard (pictured below) you can access all features of My Pension Online.

Welcome,

### 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](#)



11. If you have used a work email address to register, please find the **'Details and settings'** section on your dashboard homepage, and select the blue **'Update my details'** button. Then click **'Manage my personal details'**. Here, you can change your email address to a personal one.

**We strongly recommend you use your personal email address, so we can stay in touch with you even if your circumstances change.**



### Details and settings

Manage account settings and update contact and bank details, all in one place.

[Update my details](#)



### Your personal details

Manage and change your personal information and contact details here.

[Manage my personal details](#)

 [Change email](#)



## New to 'My Pension Online'? Setting up an account without an already held email address

If we do not already have your email address on file, you will need to request an activation code to your registered postal address. You can do this by following the steps below.

1. Visit our website [www.shropshirecountypensionfund.co.uk](http://www.shropshirecountypensionfund.co.uk) and click on the grey 'My Pension Online' button.



2. On the login screen, select the 'Create an account' button.



### Login

Please login using your username and password



Username

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)

We recommend watching the short 3-minute registration tutorial video.



3. Read the screen and tick the box to consent to the use of personal data. You will not be able to proceed unless you tick this box. Click the 'Let's begin' button to move to the next step.

## Create a new account



Welcome to your Shropshire 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](#)

4. Fill in each field with your details and click 'Submit'.

## 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

\_\_\_\_\_

Submit



- The below screen will be displayed. Make sure that the address displayed is correct, then select the blue 'Send code button'. An activation code will be sent to you in the post, and should arrive within 5-10 days. If the address shown is incorrect, please contact the fund via the details on [page 17](#).

## 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.

**1, The Street, Town, SY**

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

Send code

### Got a problem?

Call 01743 252130 and we'll be happy to help.

## 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



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## I've received my activation code in the post. Now what do I need to do?

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When you have received your activation code, you will need to complete the final steps below to setup your My Pension Online account.

1. Visit our website [www.shropshirecountypensionfund.co.uk](http://www.shropshirecountypensionfund.co.uk) and click on the grey 'My Pension Online' button.

**My Pension Online**



2. On the login screen, select the 'Create an account' button.



## Login

Please login using your username and password



Username

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)



3. Read the screen and tick the box to consent to the use of personal data. You will not be able to proceed unless you tick this box. Click the **'I have an activation code'** button to move to the next step.

## Create a new account



Welcome to your Shropshire 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](#)

4. Confirm your details and enter your activation code, then click **'Submit'**

## 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

\_\_\_\_\_

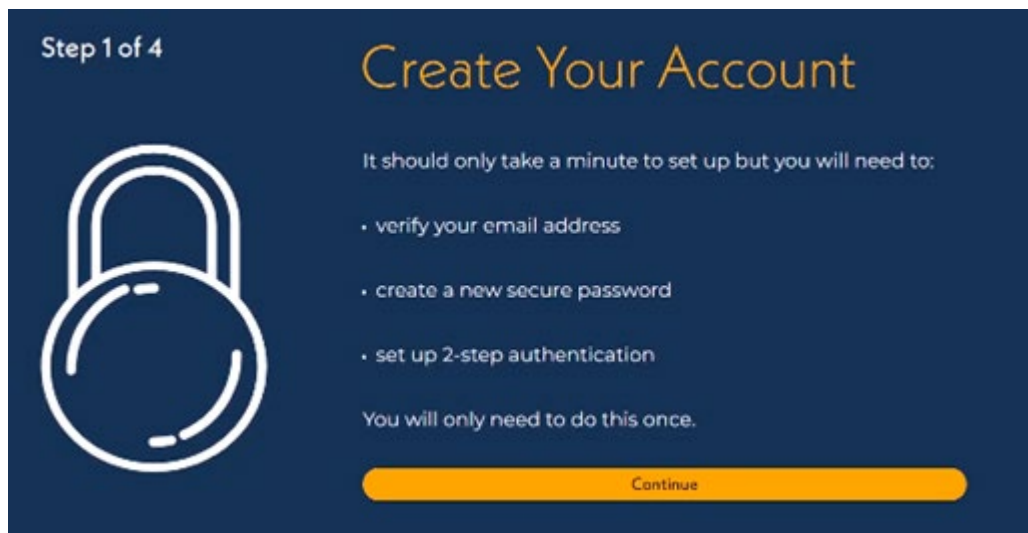
Activation code

\_\_\_\_\_

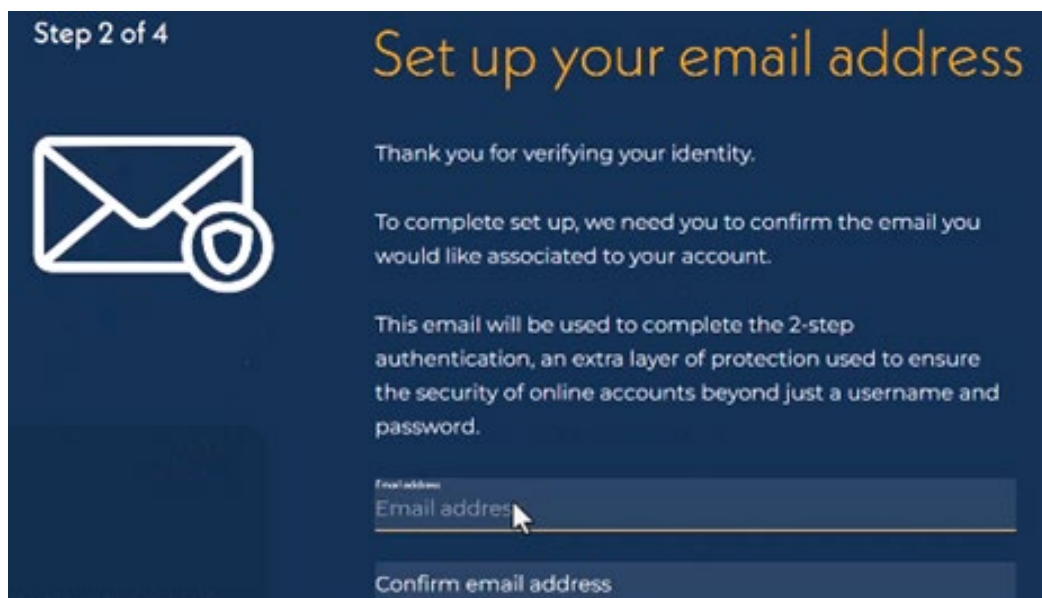
Submit



5. You will now need to provide us with your email address and create a password. Click '**Continue**' to get started.

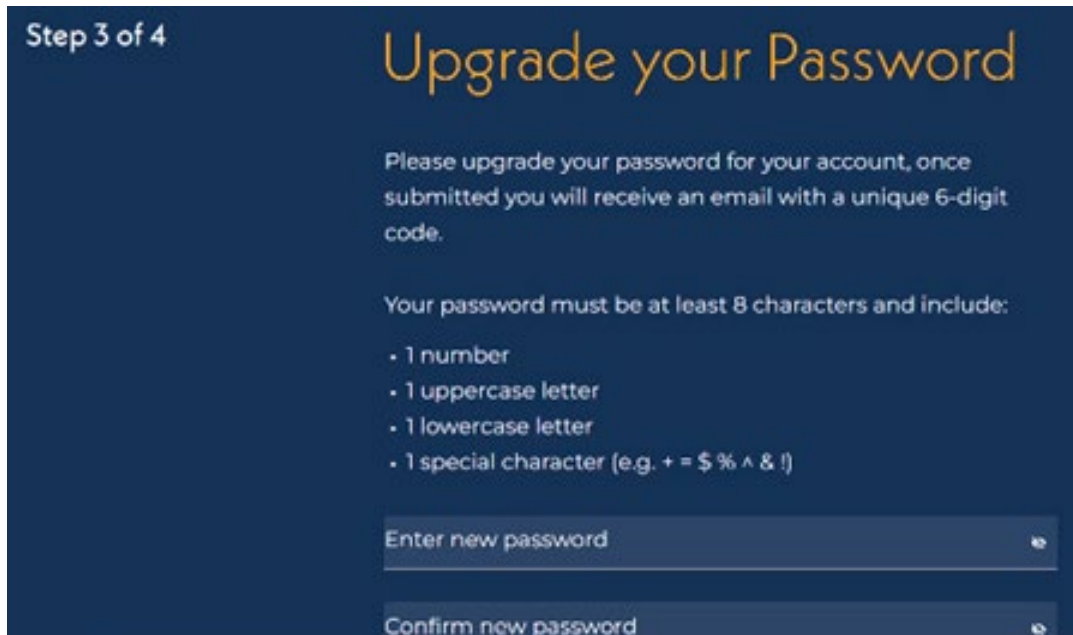


6. Enter your email address and click '**Continue**'. We strongly recommend you use your **personal email address**, so we can stay in touch with you even if your circumstances change.

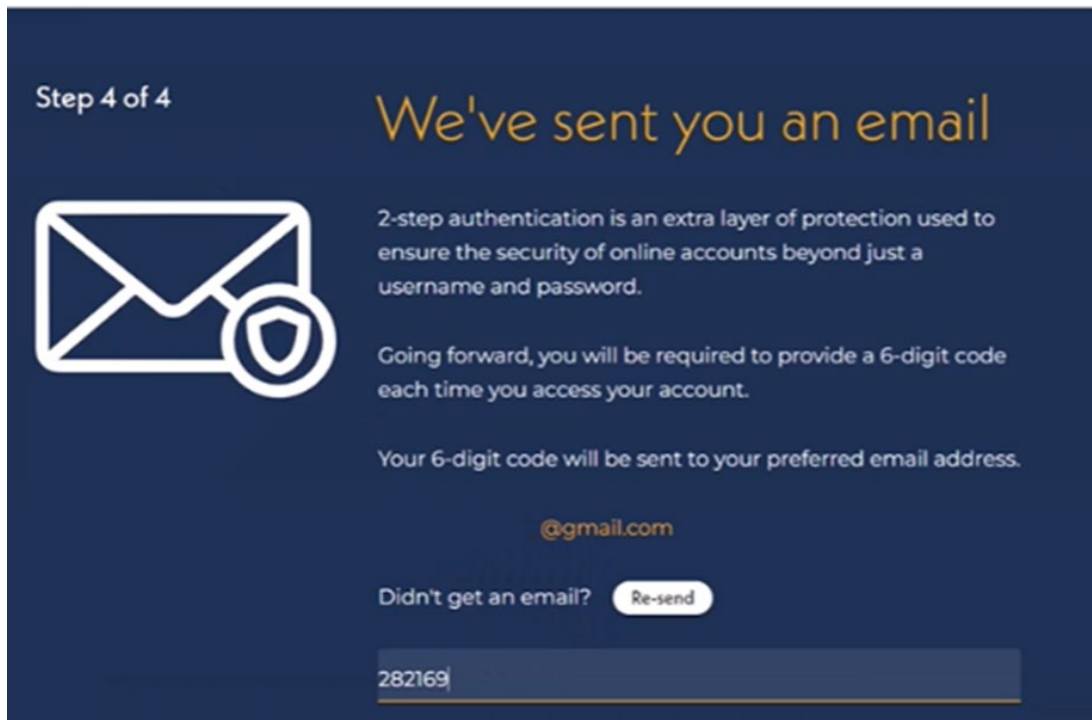




7. Enter a password that meets all the requirements. Then click 'Continue'.



8. An email will have been sent to your inbox. Please make sure you check your junk/spam folder. Open the email in your inbox, and enter the code you have been sent into the necessary field. Then select the 'Login' button.





9. You will be sent to the SMS verification screen, as shown below. This additional level of security will send a unique one-time passcode to your mobile phone by text message each time you log in. This will replace the one-time passcode traditionally sent to your email address, making logging in to your account faster and more secure. Select the blue 'Continue' button.

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## Introducing SMS verification



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This will replace email verification for future logins

Continue

Logout

10. You will now need to enter your mobile phone number. This number will be securely stored and only used to send you one-time passcodes (OTP) going forward.

## 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.

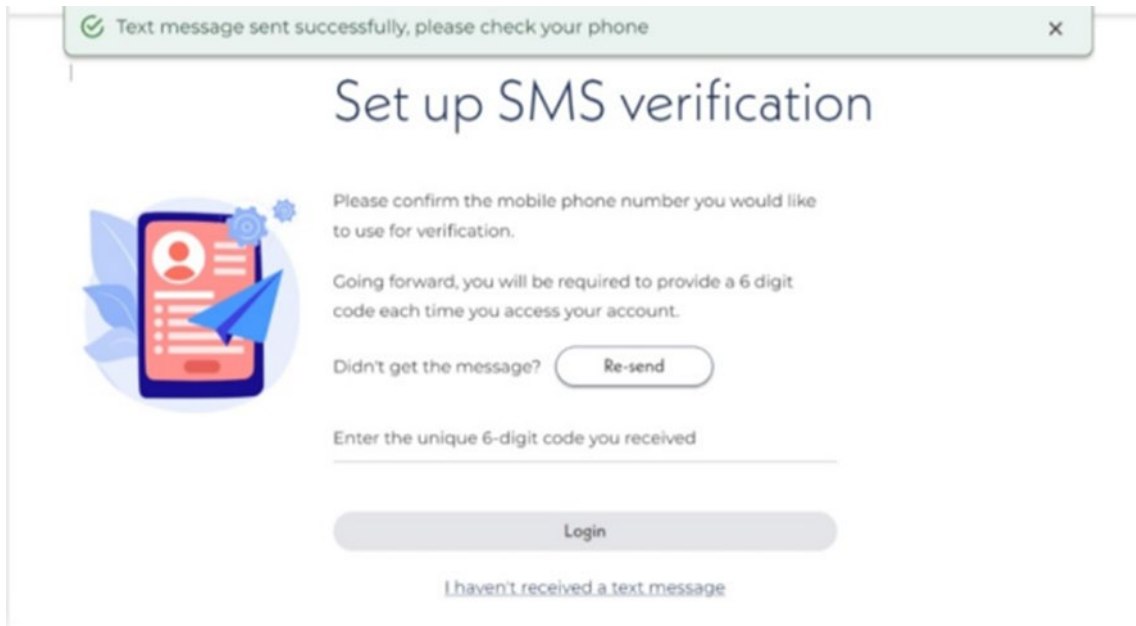
Add your mobile phone number

Send text message

Logout



11. A unique code will be sent to the mobile number you have provided. You will need to enter this code on screen to confirm your number and complete the setup. Now click 'Login'.



12. You have successfully registered your account. From your dashboard (pictured below) you can access all features of My Pension Online.

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[View my statements](#)



#### Manage beneficiaries

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

[Manage my beneficiaries](#)



## Contact us

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The Shropshire County Pension Fund is a data controller under data-protection law. This means we store, hold and manage your personal information in line with statutory requirements to enable us to provide you with pension administration services. To enable us to carry out our statutory duty, we must share your information with certain bodies, but will only do so in limited circumstances. For more information about how we hold your information, who we share it with and what rights you have, you can ask for this information from the fund, please visit [www.shropshirecountypensionfund.co.uk](http://www.shropshirecountypensionfund.co.uk).

If you can read this but know someone who cannot, please contact us on 01743 252130 so we can provide this information in a more suitable format.

## Office hours

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Monday to Thursday	8.45am to 5.00pm
Friday	8.45am to 4.00pm
Helpdesk phonelines are open	Monday, Tuesday, Thursday: 10am to 4pm Wednesday, Friday: 10am to 1pm (excluding bank holidays).

## Contact details

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<b>Contact form:</b>	<a href="#">Contact us   Shropshire County Pension Fund</a>
<b>Website:</b>	<a href="https://www.shropshirecountypensionfund.co.uk/">https://www.shropshirecountypensionfund.co.uk/</a>
<b>Tel:</b>	01743 252130
<b>Write:</b>	Pensions, PO Box 4826, Shrewsbury, SY1 9LJ

### Administered by

