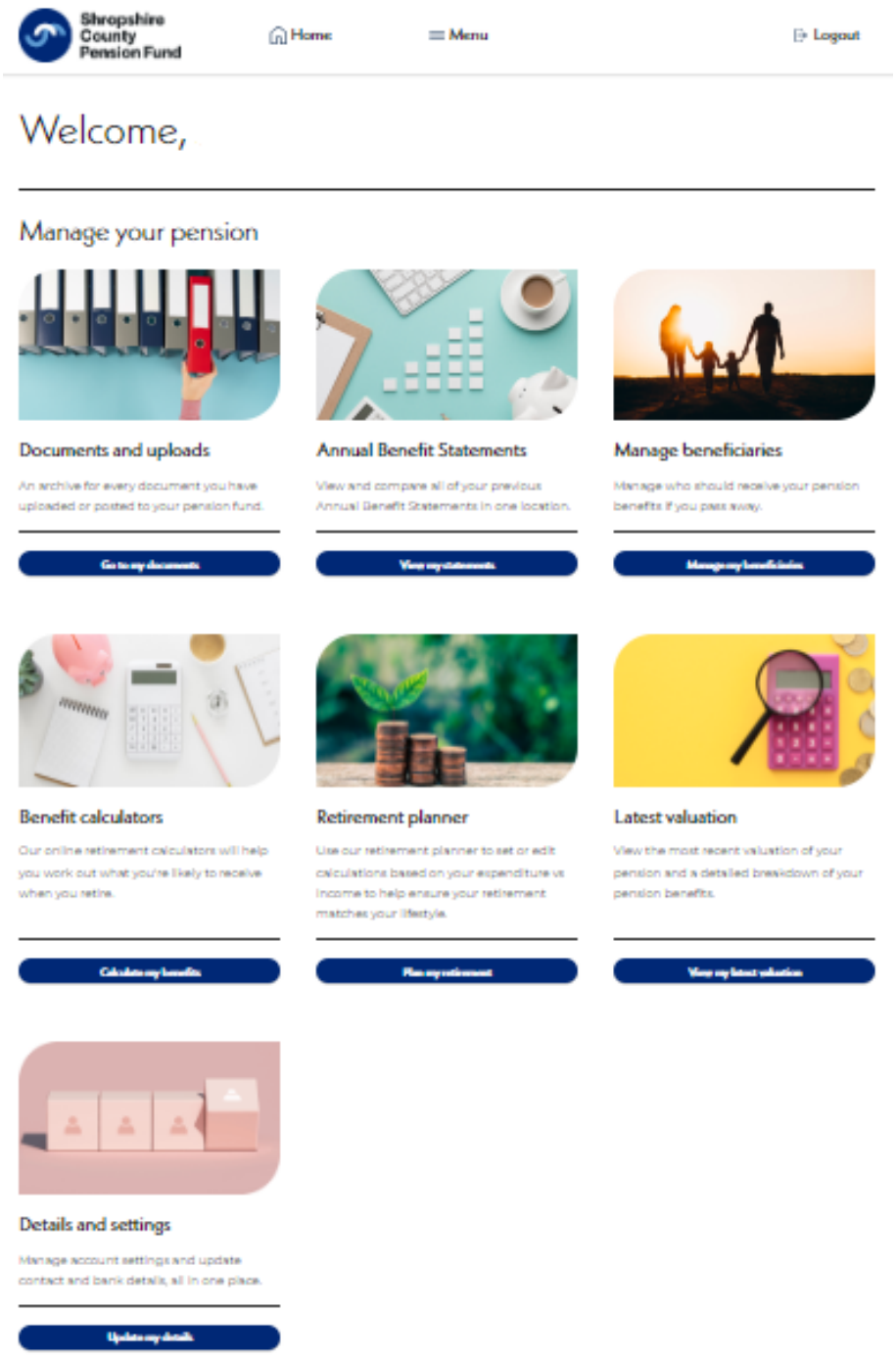
My Pension Online

Steps to creating an account



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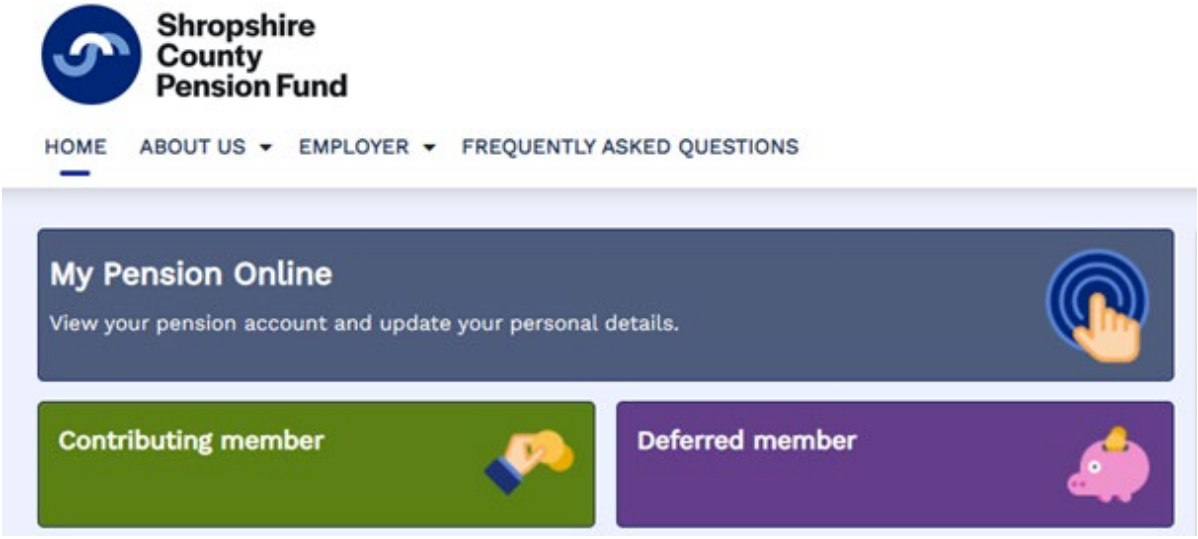
About this guide

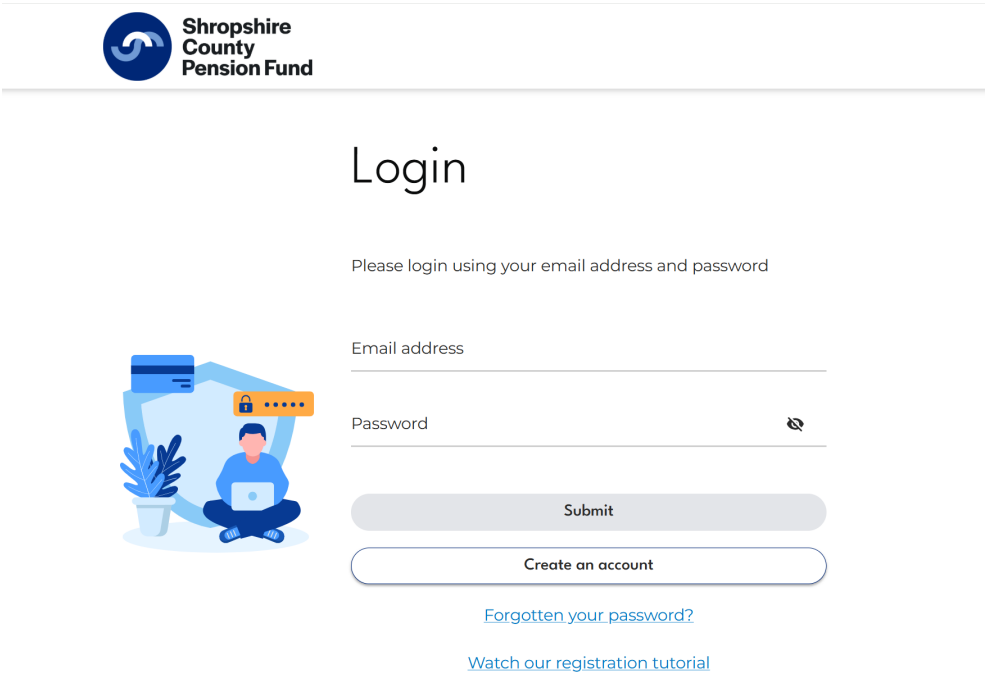
This leaflet shows you how to register to our new ‘My Pension Online’ portal. You will be taken step by step until you have reached your new dashboard.

New to ‘My Pension Online’

1. Visit our website www.shropshirecountypensionfund.co.uk and select My Pension Online.

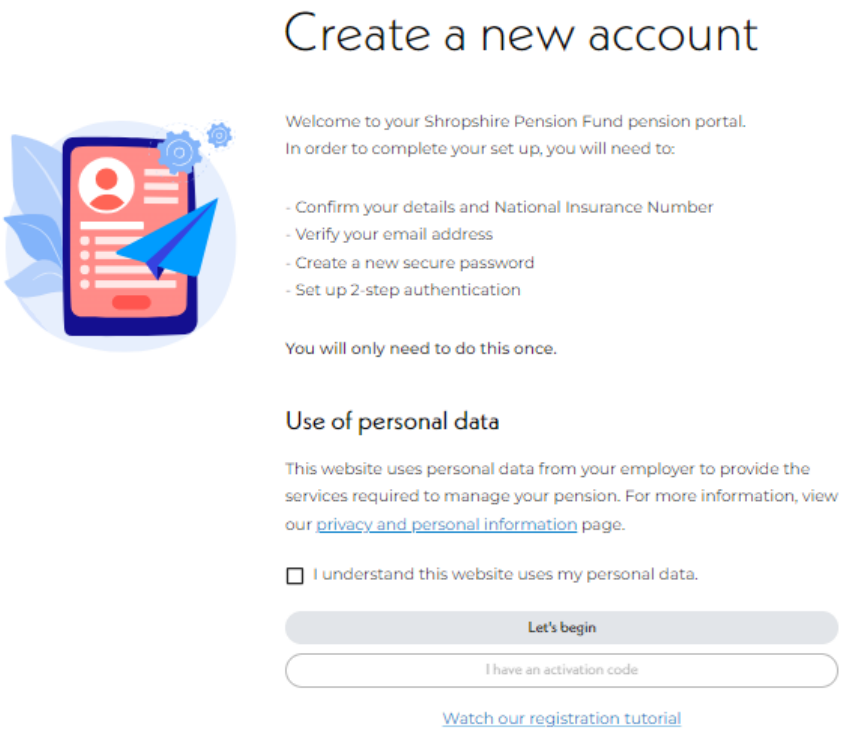


2. Select the ‘**Create an account**’ option.

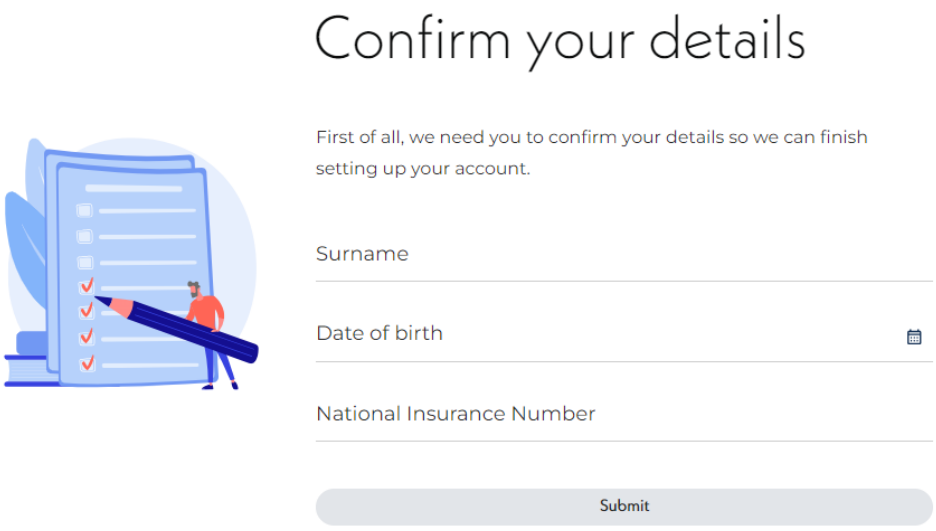


We recommend watching the short 3-minute registration tutorial video. The link can be found at the bottom of the webpage.

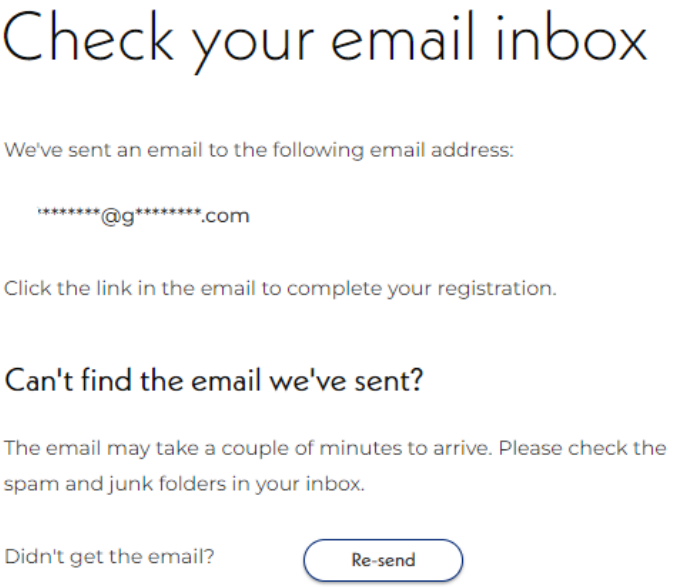
3. Read and confirm you understand about your personal data. Then select ‘Let’s begin.’



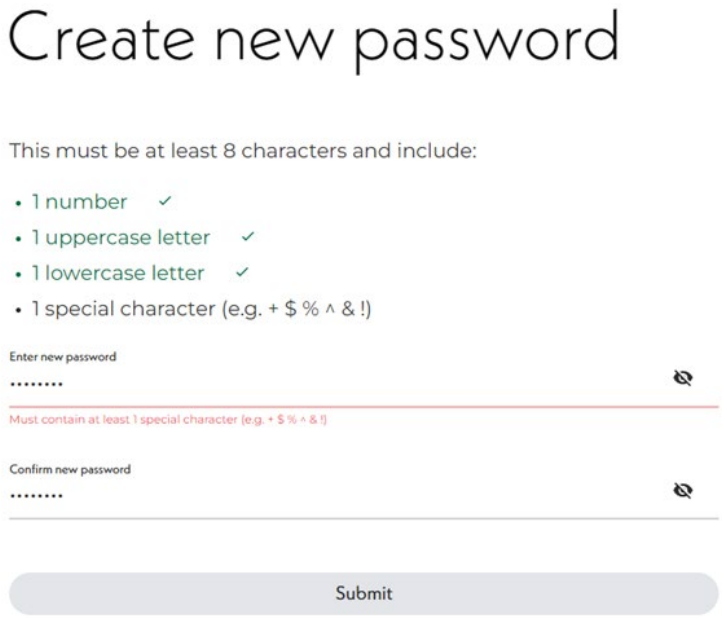
4. Confirm your details. Surname, date of birth and national insurance number and select ‘submit.’



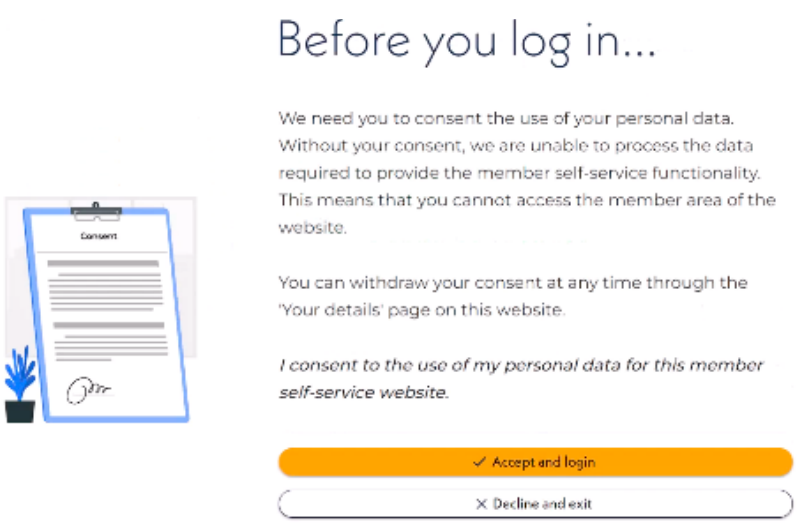
5. If you have used an email address, we hold on record for you, an email will be sent to your inbox (please check your spam/junk folder). **If your account doesn't have an email, please go to page 12**



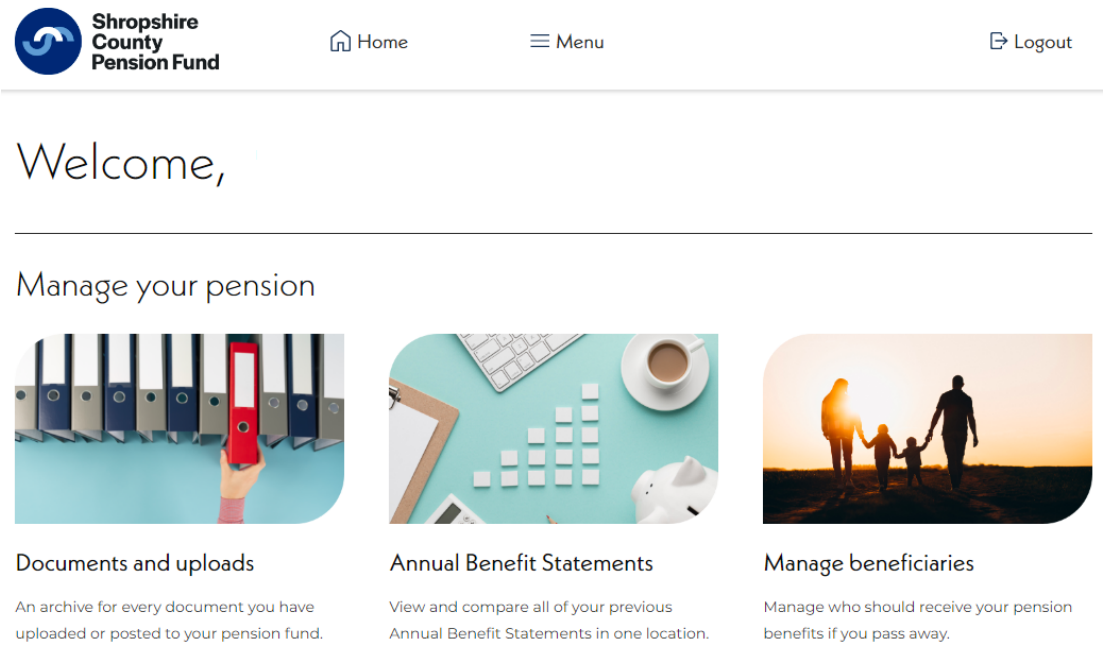
6. After receiving the email, please click on the link to set up your password. Then select submit. The link lasts for 30 days.



7. Read and select ‘accept and login.’



You will now be taken to your dashboard.



We're currently updating our core features. You will occasionally be directed back to the old version of ‘My Pension Online’ to complete certain processes. If this happens, please continue as normal then return to the dashboard when you have finished.

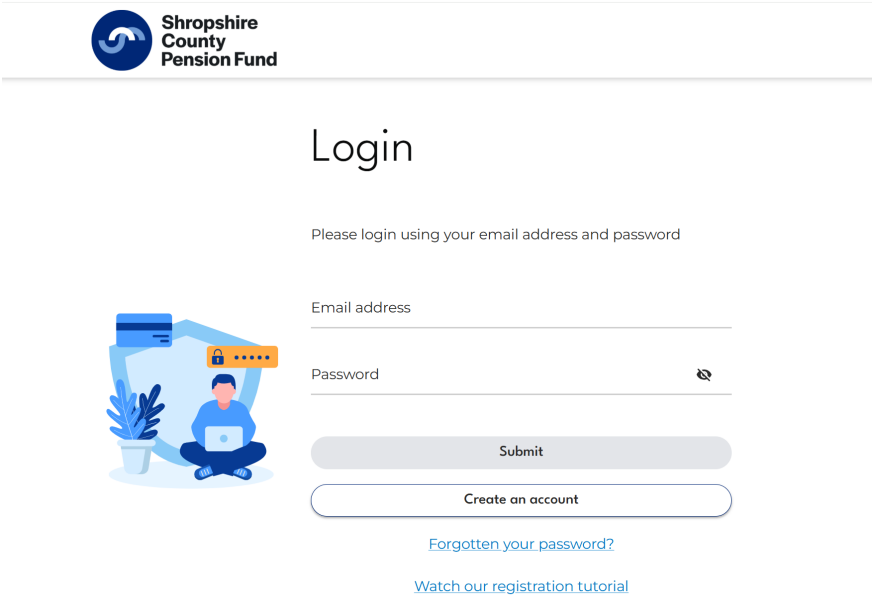
If you have used a work email address to register, please go into ‘details and settings’ on your dashboard homepage and change it to a personal email address.

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

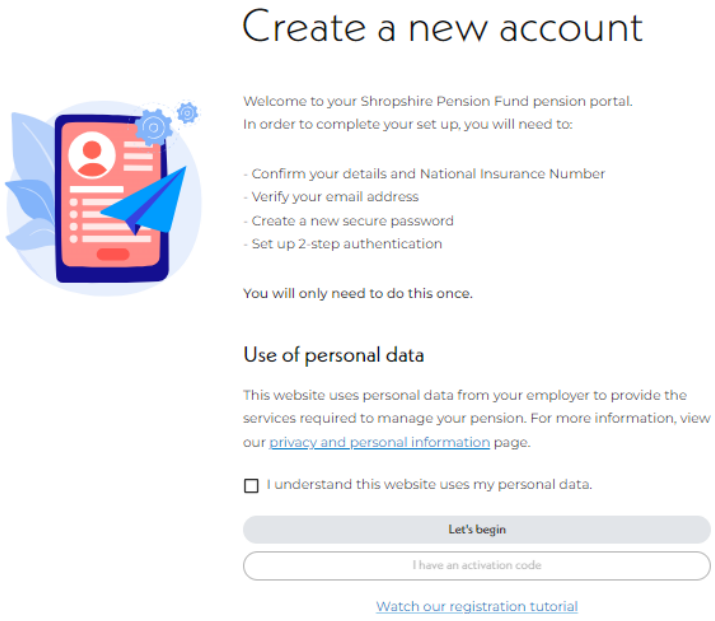
What if I don't have an email address?

If we don't hold an email address for you, you can request an activation code, to use to complete the registration process.

Select 'My Pension Online' and choose the **'Create an account'** option.



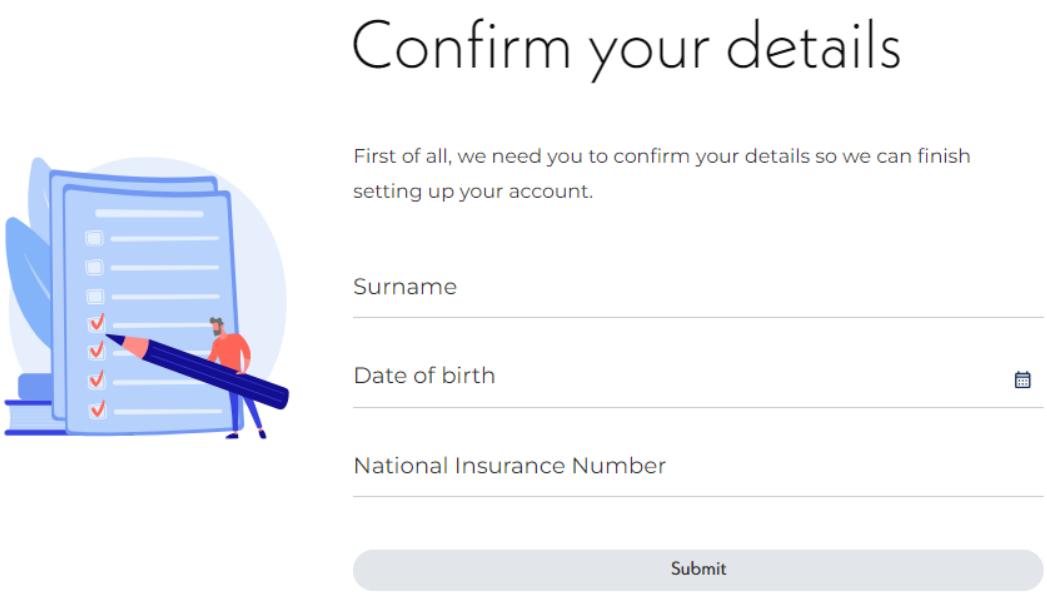
1. Read and confirm you understand about your personal data. Then select 'Let's begin.'



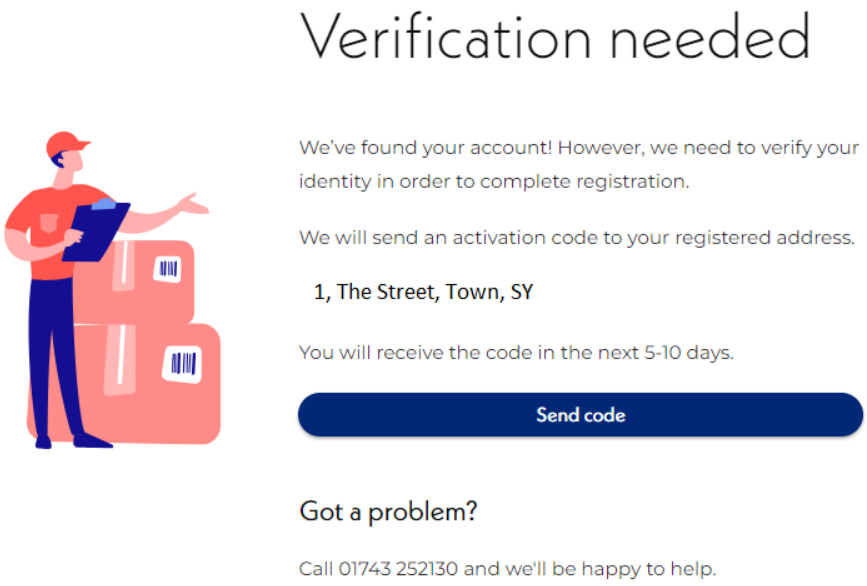
We recommend watching the short 3-minute registration tutorial video. The link can be found at the bottom of the webpage.

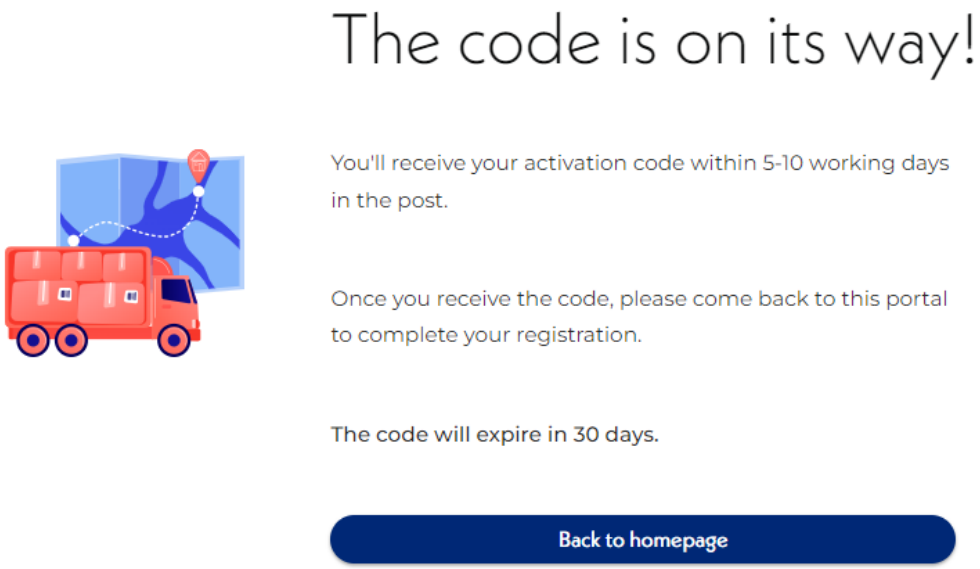
If you already have an activation code – Select the 'I have an activation code' button and go to page 14 to carry on creating your account.

2. Confirm your details. Surname, date of birth and national insurance number and select 'submit.'



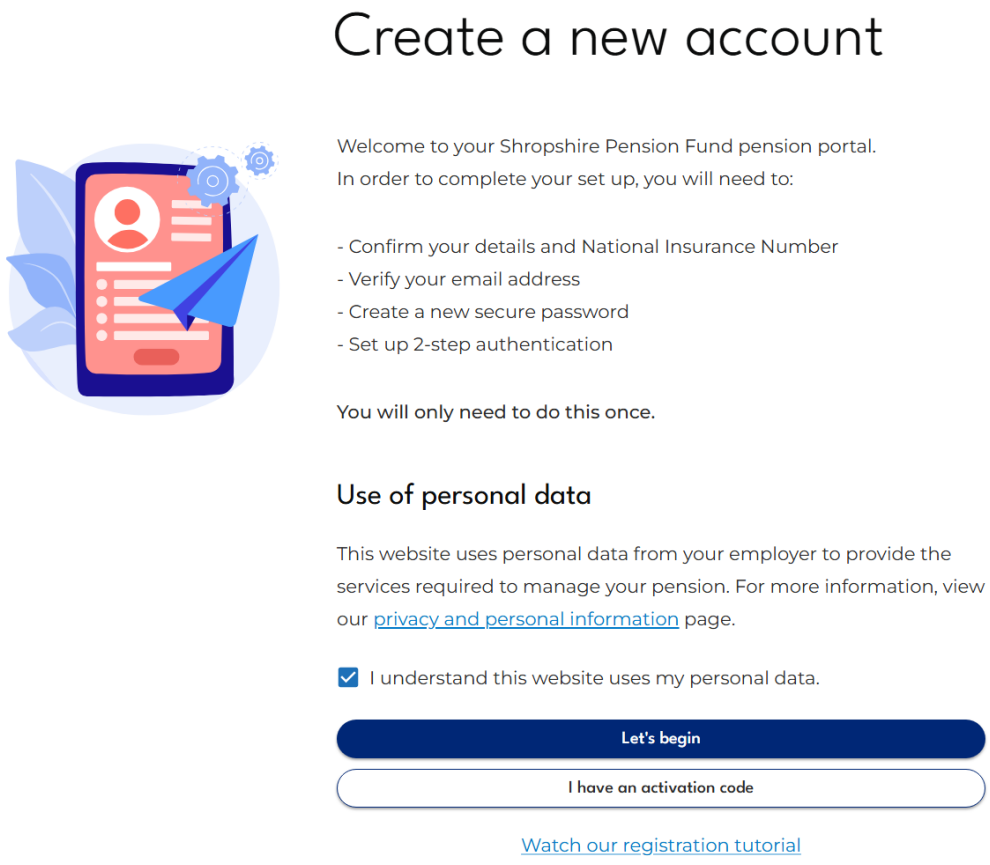
3. Select 'send code' The code will be sent to the postal address we hold for you on file and will take 5-10 days to get to you.



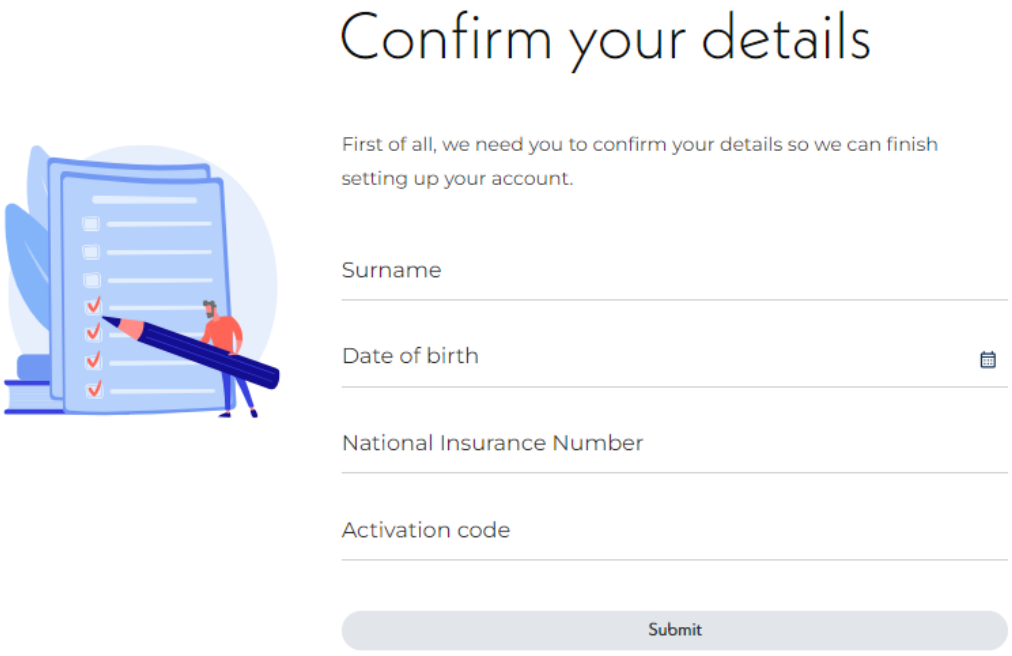


Once you receive the code you can start the registration process again.

4. At this screen select 'I have an activation code.'

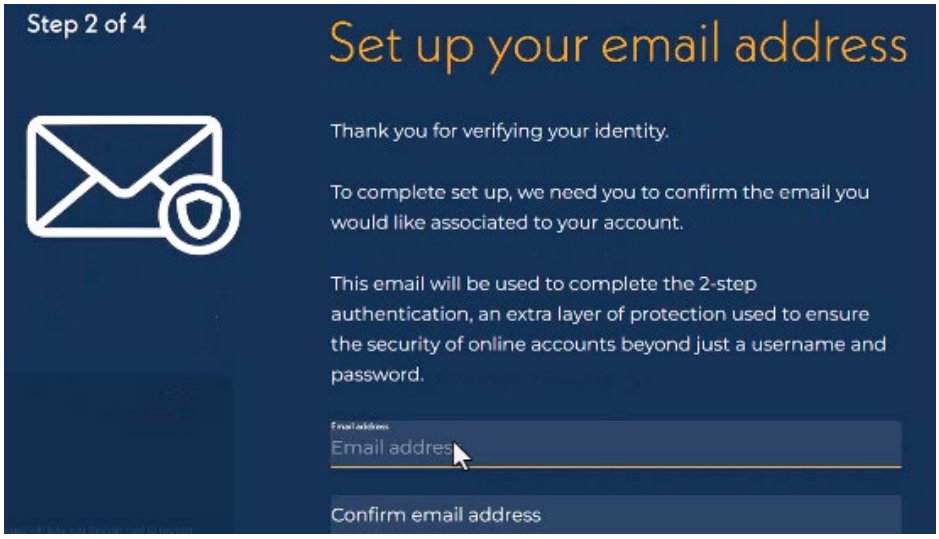


5. Confirm your details, enter your activation code and select ‘submit.’

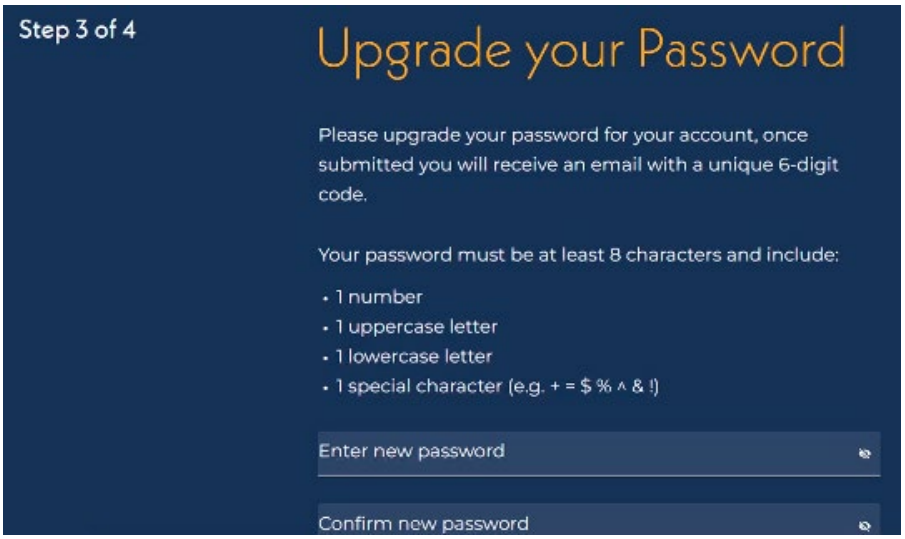


6. Here you will setup your email address, which you will use to login, select ‘continue.’

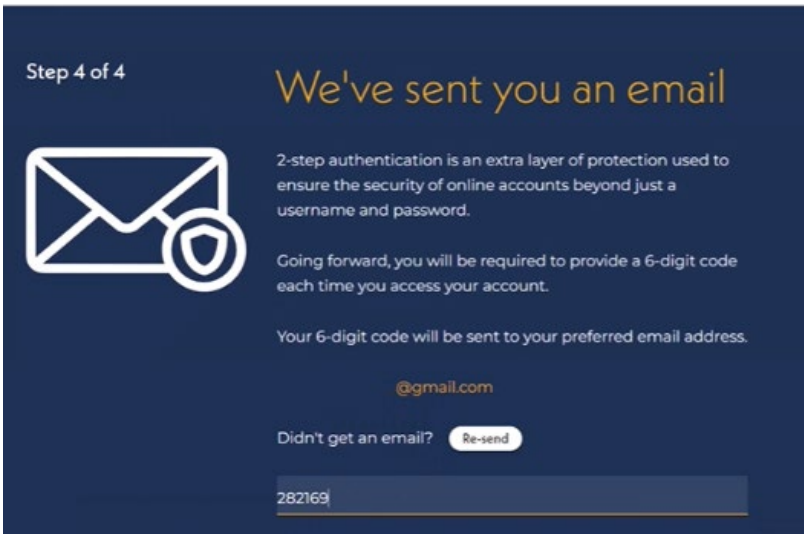
7. Enter your email address and select ‘continue.’



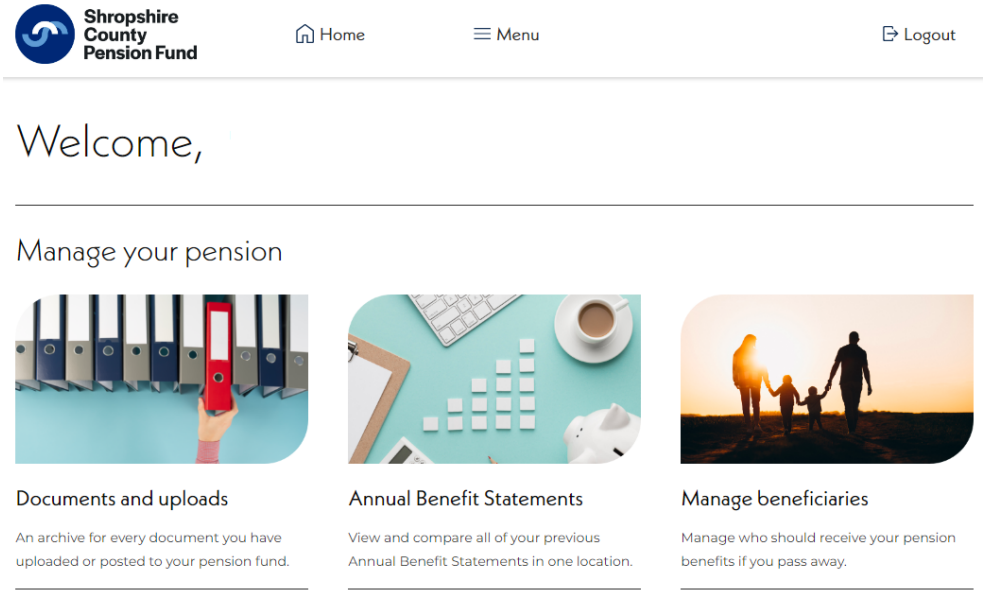
8. Enter your password and select ‘continue.’



9. You will be sent an email with a code. Once received, enter the code and select ‘login.’



You will now be automatically logged in and taken to your dashboard.



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If you have used a work email address to register, may we ask you to go into ‘details and settings’ on your dashboard homepage and change it to a personal email address.

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

Contact details

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*

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

Monday to Thursday	8.45am to 5.00pm
Friday	8.45am to 4.00pm

Helpdesk phonelines are open Monday to Friday: 10am to 4pm (excluding Bank Holidays)

Contact details

Email: pensions@shropshire.gov.uk

Website: *www.shropshirecountypensionfund.co.uk*

Tel: 01743 252130

Write: Pensions, PO Box 4826, Shrewsbury, SY1 9LJ

Administered by

Shropshire Council

June 2025