mypension

Active Members

User Guide

Contents

How to register your account

1) Go to https://mypension.sypensions.org.uk/

2) Select the register option

mypension

Welcome to our online portal mypension where you have everything to hand when you need it.

mypension gives access to your records so you can keep track of your pension accounts quickly and easily.

You will need to sign in or register to access your accounts.

If you have forgotten your login details, please click here.

Click Here To Register

3) You will be taken to the Member Registration Page

Member Registration

*denotes a mandatory field

South Yorkshire Pensions Authority ~ mypension member web portal

Terms and Conditions

By registering or logging into this site, you are agreeing to do so under the terms of the Computer Misuse Act accounts contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages.

4) Scroll down the page and select 'Yes' to accept the Terms and Conditions (T&Cs) and 'Yes' to accept cookies, then select 'Submit'.

5) Complete the mandatory fields on the registration form (indicated with an asterisk *) and select 'Submit'.

Please enter your personal details below.

❓ National Insurance number *

Surname *

❓ Date of birth *

dd/mm/yyyy

Email Address *

Confirm Email Address *

❓ Mobile Number

Confirm Mobile Number

6) Enter a Username of your choice. This needs to be in uppercase. A username can comprise of uppercase characters, numbers and the following characters (_ . - @) and then confirm this username by entering it, again.

7) Enter a password, this must be between 9 and 20 characters long and contain 1 number, lower and uppercase letters, but not contain special characters (e.g. $), then retype this password to confirm.

8) Select 'Submit' once all fields on this screen are complete.

❓ Enter a Username (Upper Case) *

❓ Retype Username (Upper Case) *

❓ Password *

❓ Retype Password *

9) If registered successfully, the following message will be displayed.

Registration is now complete. You will be taken back to the home page where you will need to login again. You will then be sent a One-Time Code (OTC) to your registered email address.

Done

How to Log in to Your Account

1) Go to https://mypension.sypensions.org.uk and select 'sign in'.

2) Enter your Username and Password and select 'Sign in'.

3) Enter your OTC (one-Time-Code) that will be sent via email. This will remain active for 20 minutes and can only be used once.

4) Click 'Sign in'

Please enter your One Time Code

••••••

Sign in   Cancel

How to view your pension details, annual benefits statement and update your nominations

1) Once you have logged in select 'mypension accounts' at the top left of the screen to view details of your pension
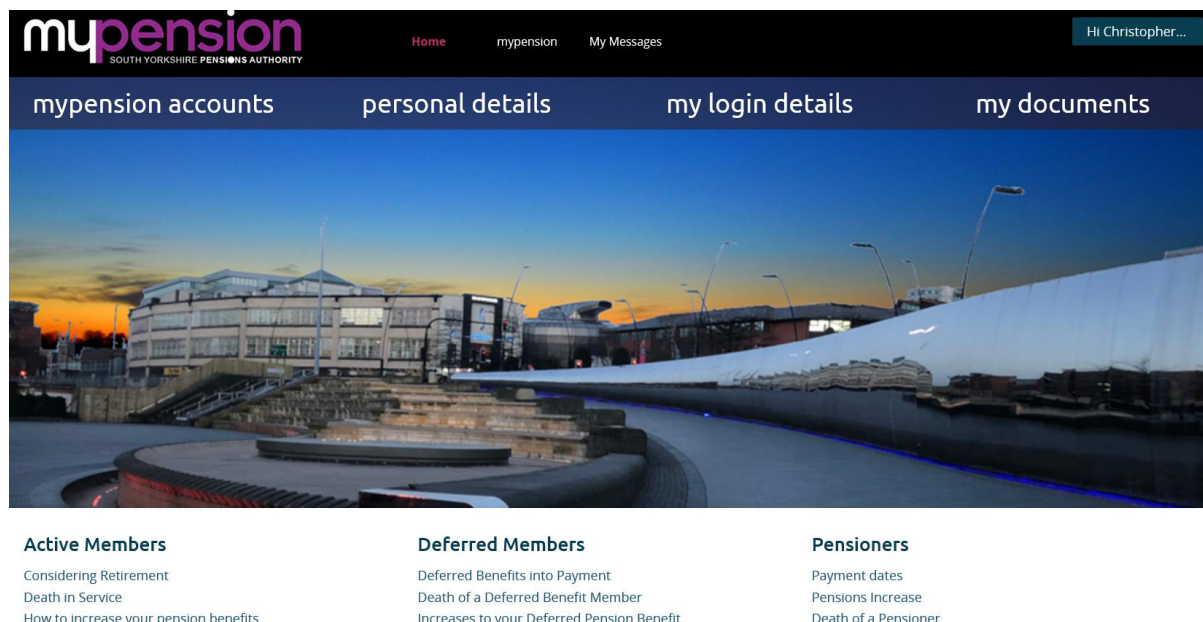
2) The 'mypension accounts' screen will show :-

• A summary of your pension record or records if more than one.

• The details of your nominated beneficiaries for lump sum death benefit.

• A list of menu options on the right hand side of the screen.

3) Select 'Update My Nomination' to update your nominated beneficiaries for lump sum death benefit.

4) On the 'Update My Nomination' screen enter your nomination(s) into the appropriate fields, and select 'Submit'. If entering more than one nomination, please ensure they equal to 100%

Nominate Beneficiary

Please ensure the total percentage of benefits add up to exactly 100%.

Please note that all nominations must be re-entered each time any change is made.

Nominee *

Relation to Member *

Date of Birth *

Nomination Type *

Percentage of benefits *

Do you wish to add another nominee? *

No

Submit

5) To view your annual benefits statement select 'View My Folder Documents' from the below menu. Retirement quotes you produce will also be held here.

In this section

> 50 / 50 Section
> Additional Voluntary Contributions
> Annual Contributions Paid
> CARE Pension
> Contribution Rate
> Death Grant Nominations
> Earnings
> Get Retirement Quote
> Membership
> Monthly Contributions Paid
> Transfer In
> Update My Nomination
> View My Folder Documents

6) Select the document you wish to view from the list.

Home / mypension accounts / My Folder Documents

My Folder Documents

Date	Title	
11/03/2019	MyPension Retirement Quote Statement	
11/03/2019	MyPension Retirement Quote Statement	
01/03/2019	MyPension Retirement Quote Statement	
01/03/2019	MyPension Retirement Quote Statement	
26/02/2019	MyPension Retirement Quote Statement	

Showing 1 to 5 of 41 entries   Previous 1 2 3 4 5 … 9 Next

7) The selected document will be displayed on-screen. You have the option to download a PDF version of the document to print or save. Alternatively, you can hover the cursor over the document to reveal a direct print option or to resize the document view.

Document type
MyPension Retirement Quote Statement

Created date
11/03/2019

Download PDF

8) From the menu at the 'mypension accounts' screen you may also view additional pension information by selecting the appropriate option.

In this section
> 50 / 50 Section
> Additional Voluntary Contributions
> Annual Contributions Paid
> CARE Pension
> Contribution Rate
> Death Grant Nominations
> Earnings
> Get Retirement Quote
> Membership
> Monthly Contributions Paid
> Transfer In
> Update My Nomination
> View My Folder Documents

9) These will be blank if you have not subscribed to those specific benefits and a 'No information with this screen' message will be displayed. .

50 / 50 Section

The LGPS offers the flexibility to pay half your normal contributions and build up half your normal pension. This section of the scheme is designed to be a short-term option for when times are tough financially.

Date   **Date Left 50/50 Section**

No information within this section
Please contact us if this is not what you expected.

How to view/update your personal information and change your login details

1) From the Home screen select 'Personal Details'.
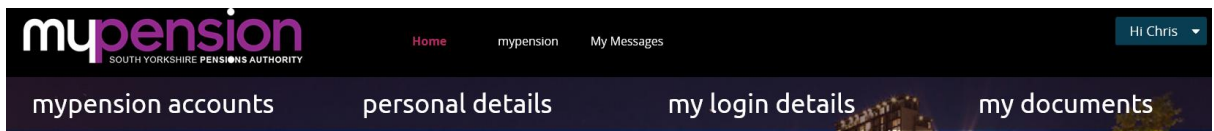
2) Select which section you wish to update and select 'Update'. You can update your personal details, address, phone number and email address. Additionally you can change your login username, login password and login security question/answer from this screen.

My Personal Details

Full Name	
Gender	Male
National Insurance Number	
Date of Birth	
Date of Marriage	
Marital Status	Nominated Cohabiting Partner
State Retirement Date	06/08/2040

Update My Personal Details

Address	Sheffield

Update My Address

Home Phone Number	01
Work Phone Number	01226 772999
Mobile Phone Number	

Update My Phone

Email	@sypa.org.uk

Update My E-mail

3) Once you have made your changes select 'Submit'.

Update My Phone

Enter the new phone numbers

Home Phone Number

[   ]

Delete your home number?

◯ Yes   ⦿ No

Work Phone Number

[|]

Delete your work number?

◯ Yes   ⦿ No

Mobile Phone Number

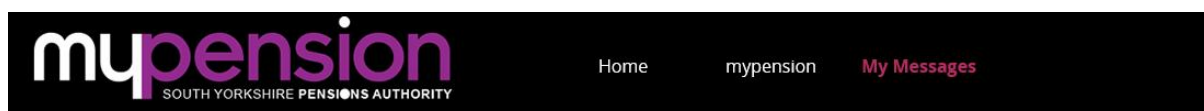[   ]

Delete your mobile number?

◯ Yes   ⦿ No

[Submit]

How to send secure messages from your mypension account

1) From the banner across the top of the screen select 'My Messages'.

mypension
SOUTH YORKSHIRE PENSIONS AUTHORITY   Home   mypension   **My Messages**

2) The 'My Messages' screen shows a basic mailbox. To send a new message select 'New Message'

My messages

My messages will store all secure messages to and from the Authority. This is the easiest and most secure way to get in touch.

[New Message]

	Date ▼	Subject ⇕	Unread ⇕	Closed On
☐	12/03/2019 11:04	Another Topic	🖹	
☐	12/03/2019 11:04	Payment/Payslip/P60	🖹	
☐	12/03/2019 11:03	mypension Account	🖹	
☐	12/03/2019 11:02	Transfer	🖹	
☐	12/03/2019 11:02	Retirement	🖹	

3) From the 'New Message' screen select one of the Subject options.

Subject

| Retirement |
| Transfer |
| mypension Account |
| Payment/Payslip/P60 |
| Another Topic |

Submit

4) Type your question into the blank field and when finished select 'submit'.

New Message

My messages will store all secure messages to and from the Authority. This is the easiest and most secure way to get in touch.

Subject

Another Topic

I have updated my marital status with my employer but how do I update my marital details with the

1889 Characters to go

Submit

5) If successful, an acknowledgement screen will be shown including your message content

Thanks for getting in touch, we're aiming to reply to your message within 24 hours

Another Topic 12/03/2019 12:41

▾ **You 12/03/2019 12:41**

I have updated my marital status with my employer but how do I update my marital details with the pension fund?

6) Select 'My Messages' to return to the 'My Messages' mailbox where you will see your message listed. Replies will be displayed in this area.

How to securely log out of your member portal session

1) Select the dropdown menu that contains your name in the top right hand corner of the screen and select 'Log off'. Your session will be ended and you will be returned to the login screen

My Messages

Hi Chris ▼

My Details

Log off