



mypension
Active Members
User Guide

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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 *). Click on the question mark icons for help with the formatting of each box/field.

*denotes a mandatory field

Step 1 of 2

Please enter your personal details below.

National Insurance number * ? Must be a valid NI number

Help ✕
 Please enter NI number in UPPERCASE characters.

Surname *

Date of birth * ?

Email Address *

Confirm Email Address *

Mobile Number ?

Confirm Mobile Number

[Submit](#)

- 6) **National Insurance number** – please enter in UPPERCASE on the registration page
- 7) **Date of Birth** – format required is DD/MM/YYYY e.g. 31/01/1966
- 8) **Email Address** – this is where your activation code will be sent (a one-time code required to complete your registration process).
- 9) **Mobile Number** – can also be a landline number (requires a full 11 digit number if this is completed). This is not mandatory.

10) Within step 2 of the registration form you will create your username, password and security question. Please be guided by the on-screen messages when completing the form and take care with the formatting required (as detailed in the help pop-up boxes).

Member Registration

*denotes a mandatory field

Step 2 of 2

Each time you sign in to the mypension site, you will need to enter your Username and Password. Please create a memorable Username and Password below.

Enter a Username (Upper Case) * ?

MYNICKNAME

Retype Username (Upper Case) * ?

MYNICKNAME

Password * ?

.....

Retype Password * ?

.....

You will also need to enter a Security Question. Please create a Security Question (e.g. mother's maiden name / favourite place).

Enter Security Question

name of my first pet

Enter Security Answer * ?

sparkles

Submit

Help X

The username must be uppercase, between 6 and 50 characters long and can comprise of numbers and the following characters _ . - @

Help X

Passwords must be between 9 and 20 characters long and contain lower and uppercase letters and at least one number. Special characters (e.g. \$) are not permitted.

11) **Username** – can be anything (e.g. a nickname or an email address).

12) **Password** – Take extra care with the password field. It requires specific criteria. It must be between 9 and 20 characters long and contain at least 1 number, lower and uppercase letters, but not contain special characters (e.g. !*\$), then retype this password to confirm.

- 13) **Security Question & Answer** – Please set your own question (e.g. mother’s maiden name or favourite holiday etc). This is case sensitive so please take care with the formatting especially if using spaces in your answer.
- 14) Select ‘Submit’ once all fields on this screen are complete.
- 15) If registered successfully, the following message will be displayed and an ‘Activation Code’ will be sent to the email address used to register.

Member Registration

*denotes a mandatory field

The first part of registration is now complete. You will shortly be receiving an activation code by email with instructions on how to complete your registration.

Done

How to activate your account

- 1) Once you have received your ‘Activation Code’ (via email), return to the mypension site (<https://mypension.sypensions.org.uk>) and select ‘sign in’. If you haven’t received your activation code, please check your spam folders.
- 2) Enter your Username and Password and select ‘Sign in’.
- 3) Enter your security answer and select ‘Sign in’.
- 4) You will then be prompted to enter your ‘Activation Code’. Enter the code and select ‘Submit’. If your activation code has expired or you cannot find it, simply request a new code online (you will see a link for this once logged in).

Activate My Account

Please enter the Activation Code which we have sent via email to the address you registered with. If you have not received an Activation Code within an hour please check your spam folders before trying to contact us on 01226 772929.

Enter your Activation Code *

Submit

Problems with your activation code? [Click here for a new code](#)

- 5) If registered correctly, select ‘Done’.

Activate My Account

Registration is now complete. You will be taken back to the home page from where you will need to login again.

Done

Problems with your activation code? [Click here for a new code](#)

Please note: if you have forgotten any of your user-details, the **'Forgotten User Details'** facility will not work until you have activated your account. Therefore, please telephone 01226 772923 for assistance. Once you have activated your account, members will be able to request a reminder online for all their security details.

- 6) You will then need to re-enter your username and password and answer your security question to access your pension records online.

Please note your password and security answer are case sensitive.

Username

Password

Sign in

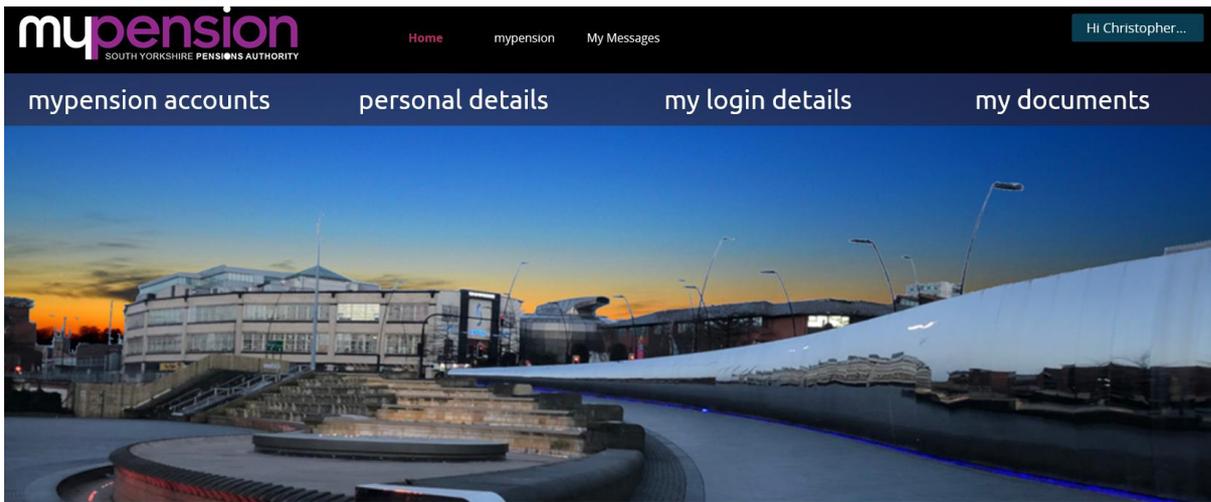
[Forgotten your User Details?](#)

[Register](#)

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

[continues on next page >>](#)



Active Members

Considering Retirement
 Death in Service
 How to increase your pension benefits

Deferred Members

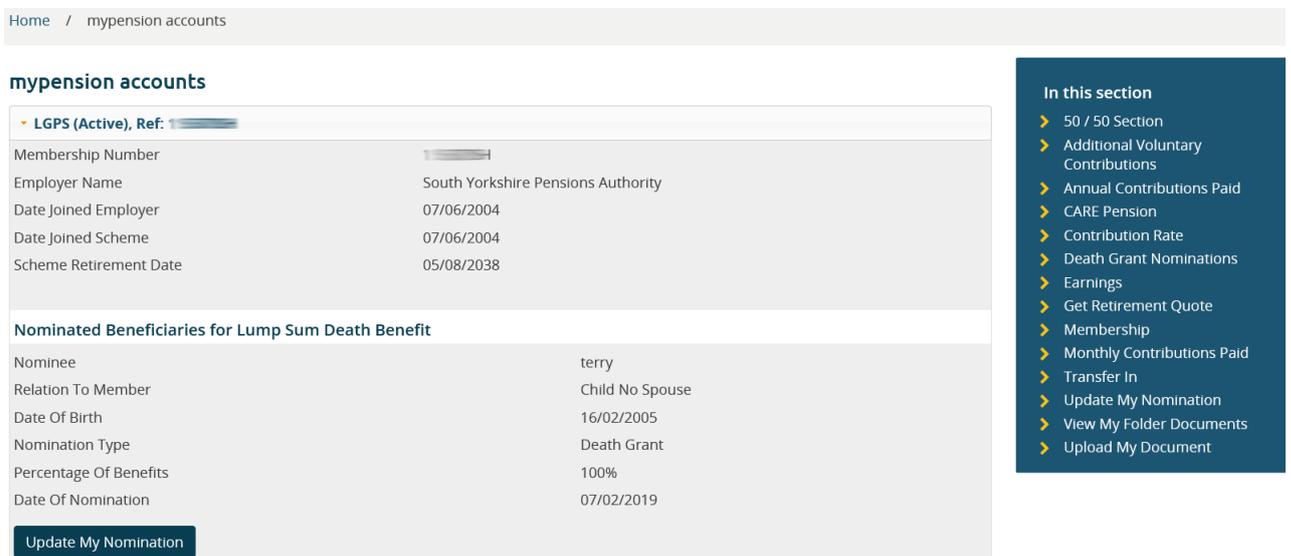
Deferred Benefits into Payment
 Death of a Deferred Benefit Member
 Increases to your Deferred Pension Benefit

Pensioners

Payment dates
 Pensions Increase
 Death of a Pensioner

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? *

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.

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](#)





mypension Quote

Produced on 11th March 2019

Chris Allan	Reference 115070SH
<p>This quote is based upon the information that you have provided below:</p>	
<p>✓ Date of Leaving: 6th March 2040</p>	

- 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

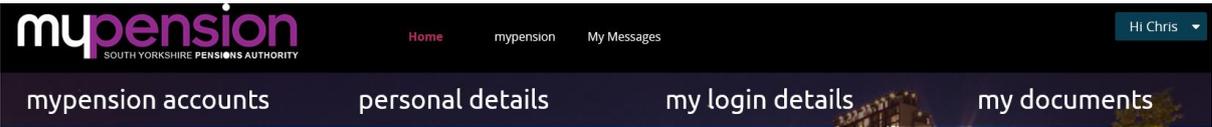
The LGPS offers the flexibility to pay half your normal contributions and build up half your normal pension. This section of the scheme is designed to be a short-term option for when times are tough financially.

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	[Redacted]
Gender	Male
National Insurance Number	[Redacted]
Date of Birth	[Redacted]
Date of Marriage	
Marital Status	Nominated Cohabiting Partner
State Retirement Date	06/08/2040
Update My Personal Details	
Address	[Redacted] Sheffield
Update My Address	
Home Phone Number	01 [Redacted]
Work Phone Number	01226 772999
Mobile Phone Number	
Update My Phone	
Email	[Redacted]@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

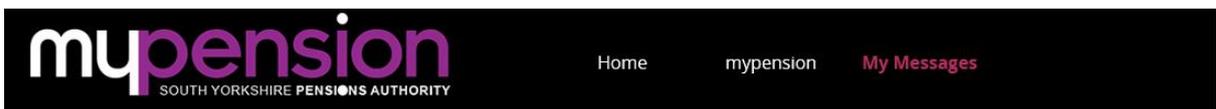
Delete your work number?
 Yes No

Mobile Phone Number

Delete your mobile number?
 Yes No

How to send secure messages from your mypension account

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

	Date	Subject	Unread	Closed On
<input type="checkbox"/>	12/03/2019 11:04	Another Topic	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	12/03/2019 11:04	Payment/Payslip/P60	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	12/03/2019 11:03	mypension Account	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	12/03/2019 11:02	Transfer	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	12/03/2019 11:02	Retirement	<input checked="" type="checkbox"/>	

continues on next page >>

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