



My Pension Online

Steps to creating and transferring an account



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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](#)



Benefit calculators

Our online retirement calculators will help you work out what you're likely to receive when you retire.

[Calculate my benefits](#)



Retirement planner

Use our retirement planner to set or edit calculations based on your expenditure vs income to help ensure your retirement matches your lifestyle.

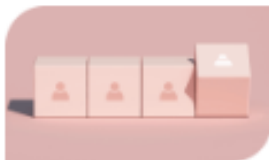
[Plan my retirement](#)



Latest valuation

View the most recent valuation of your pension and a detailed breakdown of your pension benefits.

[View my latest valuation](#)



Details and settings

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

[Update my details](#)



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About this guide

This leaflet shows you how to register to our new 'My Pension Online' portal or transfer an existing account.

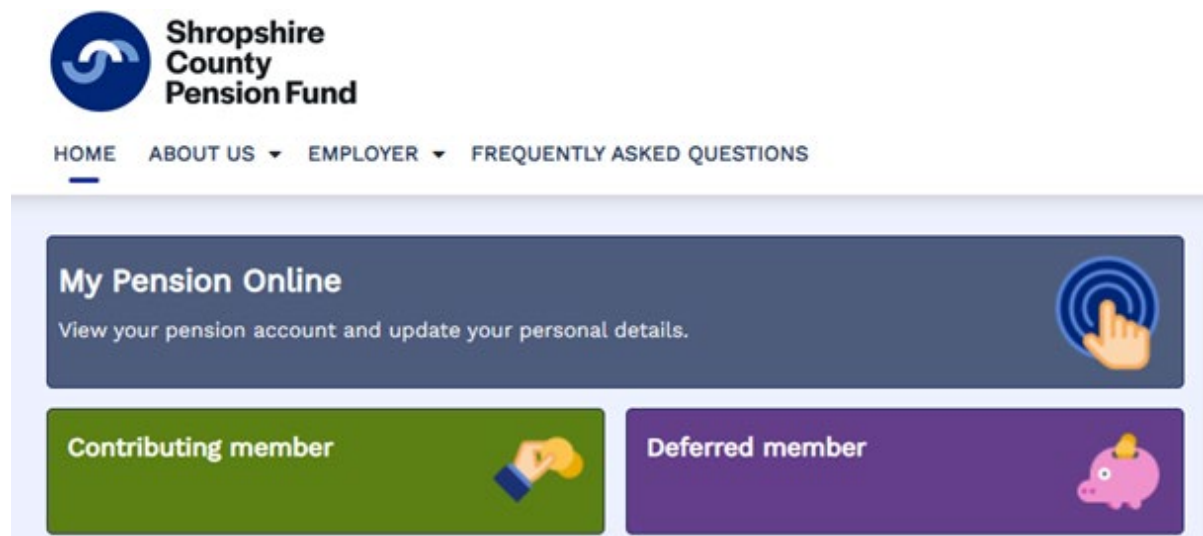
You will be taken step by step until you have reached your new dashboard.



Transferring my account to the new portal

If you are already registered to 'My Pension Online' you will need to transfer your account. When logging in for the first time.

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





2. Select the 'I currently have an old login and need to transfer my account' option.







Welcome!



We upgraded our My Pension Online facility on 18/10/2024. You will need to transfer or create an account on the new service before you can use the site. Please pick one of the following options to continue.

 I have created a new account or transferred an old account and want to login. 

 I currently have an old login and need to transfer my account. 

 I have not previously registered and would like to create a new account. 



3. Enter your existing username and password and select 'submit'.

Login

Please login using your username and password



Username

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)

4. If your account is valid, you will be asked to answer your security questions, once completed select 'submit'.

Security Questions



Mother's Maiden Name

Answer

Name of First School

Answer

Submit



5. You will go to a one-time security update page. Here it explains we need you to verify your email address, set up a new password and authenticate yourself. Choose the 'I understand button and select 'continue'.

One time security update



We have updated our security since your last login.

It should only take a minute to set up but you will need to:

- 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.

6. You will now be asked to confirm your email address.
If this is a work email address, we strongly recommend you change it to your personal one. This allows us to stay in touch if your circumstances change. Once completed select 'confirm email'.

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

Confirm email address

Confirm email



7. You will be asked to setup a new password, once completed, select '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

.....



Must contain at least 1 special character (e.g. + \$ % ^ & !)

Confirm new password

.....



Submit

An email has now been sent to you with a 2-step authentication code which helps to keep your account secure. Remember to check your spam/junk folder.

8. Once received, input the 6-digit code and select 'continue'.

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:

@gmail.com

Didn't get the email?

Re-send

Enter the unique 6-digit code you received

Continue



You are now transferred and will be taken to your new dashboard.



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An archive for every document you have uploaded or posted to your pension fund.



Annual Benefit Statements

View and compare all of your previous Annual Benefit Statements in one location.



Manage beneficiaries

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

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.

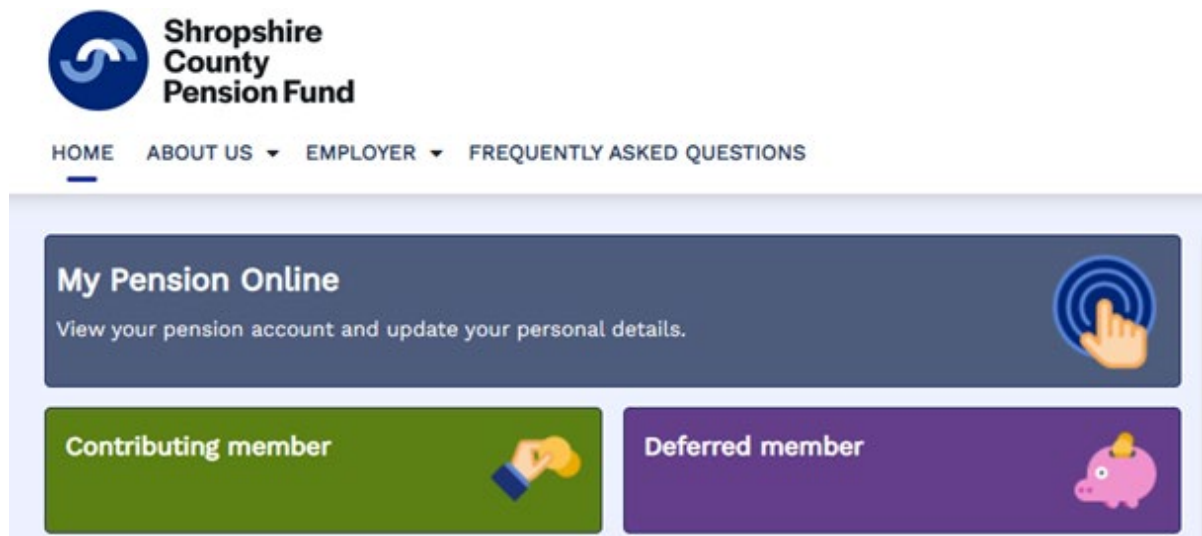
If you have used a work email address to register, may we ask you to go into 'details and settings' on your dashboard homepage and change it to a personal email address.

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



New to 'My Pension Online'

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



2. If you are new to My Pension Online, select the '**I have not previously registered and would like to create a new account**' option.



Welcome!



We upgraded our My Pension Online facility on 18/10/2024. You will need to transfer or create an account on the new service before you can use the site. Please pick one of the following options to continue.



I have created a new account or transferred an old account and want to login.



I currently have an old login and need to transfer my account.



I have not previously registered and would like to create a new account.





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.'

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. Surname, date of birth and national insurance number and select '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



National Insurance Number

Submit



- 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.**

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

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

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



Must contain at least 1 special character (e.g. + \$ % ^ & !)

Confirm new password



Submit



7. Read and select 'accept and login.'

Before you log in...



We need you to consent the use of your personal data. Without your consent, we are unable to process the data required to provide the member self-service functionality. This means that you cannot access the member area of the website.

You can withdraw your consent at any time through the 'Your details' page on this website.

I consent to the use of my personal data for this member self-service website.

You will now be taken to your dashboard.



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An archive for every document you have uploaded or posted to your pension fund.



Annual Benefit Statements

View and compare all of your previous Annual Benefit Statements in one location.



Manage beneficiaries

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

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, may we ask you to go into 'details and settings' on your dashboard homepage and change it to a personal email address.

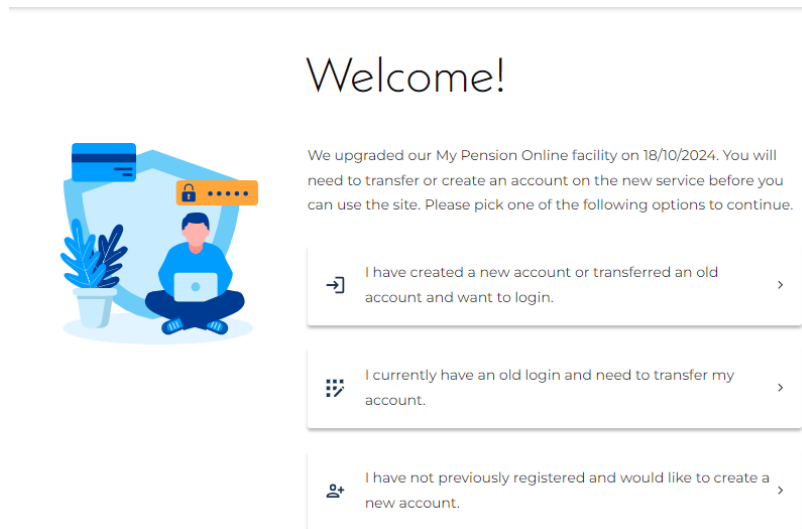
We strongly recommend you use your personal email address, so we can stay in touch with you if your circumstances change.



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 '**I have not previously registered and would like to create a new account**' option.



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

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](#)

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.’

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



National Insurance Number

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.

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](#)

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

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

Create a new account



Welcome to your Heywood Pensions Tech pension portal. In order to complete your setup, you will need:

- Your surname
- Date of birth
- National Insurance Number

[Let's begin](#)

[I have an activation code](#)



5. Confirm your details, enter your activation code and select '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



National Insurance Number

Activation code

Submit

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

Step 1 of 4

Create Your Account

It should only take a minute to set up but you will need to:

- verify your email address
- create a new secure password
- set up 2-step authentication

You will only need to do this once.


Continue



7. Enter your email address and select 'continue.'

Step 2 of 4

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 email will be used to complete the 2-step authentication, an extra layer of protection used to ensure the security of online accounts beyond just a username and password.

Free address
Email address

Confirm email address

8. Enter your password and select 'continue.'

Step 3 of 4

Upgrade your Password

Please upgrade your password for your account, once submitted you will receive an email with a unique 6-digit code.

Your password must be at least 8 characters and include:

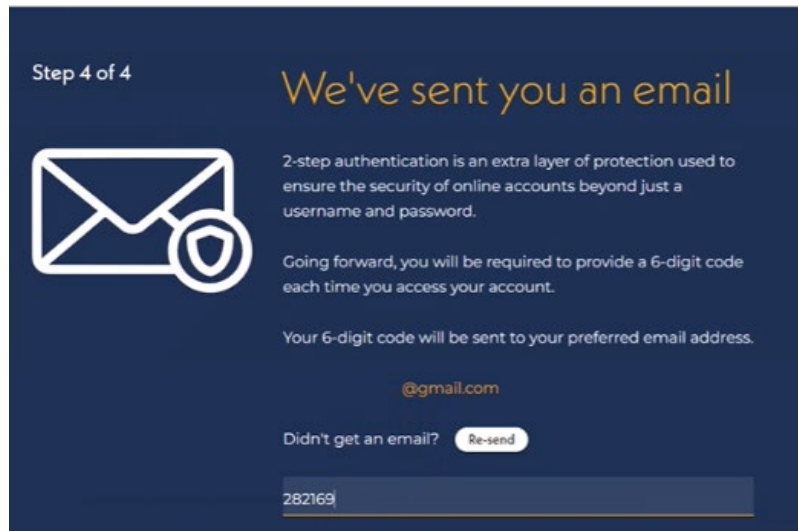
- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character (e.g. + = \$ % ^ & !)

Enter new password

Confirm new password



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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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



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