

North Yorkshire Pension Fund



A guide to accessing 'My Pension Online'

July 2020



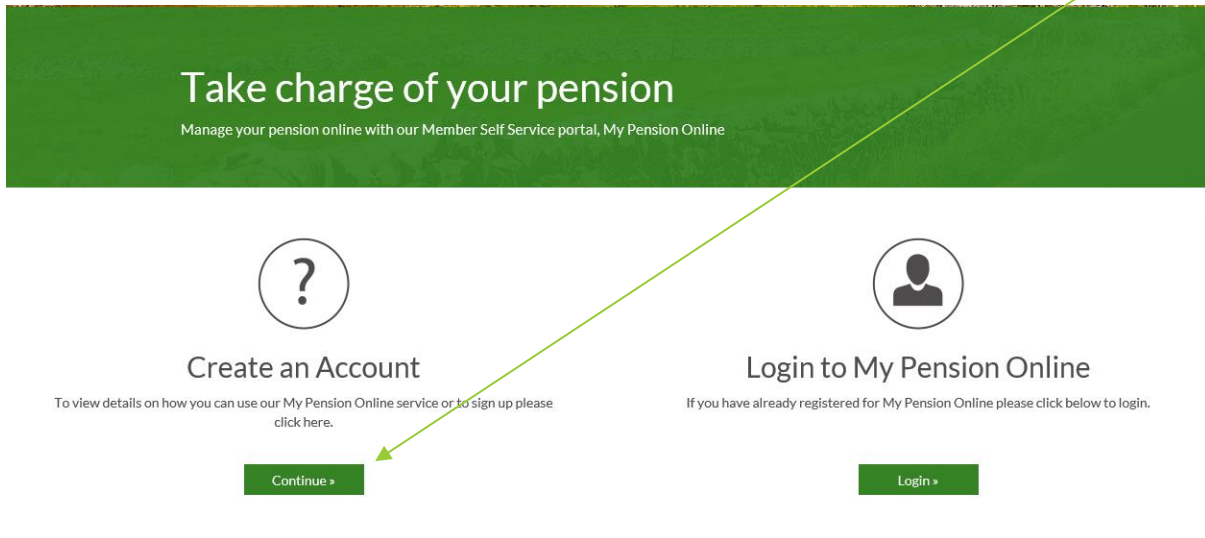
If you require this information in an alternative language or another format such as large type, audio cassette or Braille, please contact the Pensions Help & Information Line on 01609 536335

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1.0 New Users

If you have never accessed My Pension Online go to www.nypf.org.uk – [My Pension Online](#) and select the Create an Account option from the Home page.



Click on the link Request an activation key here to create an account.

Create a My Pension Online account

Request an activation key [here](#) to create an account

You will need these details for this process:

- Surname
- National Insurance Number
- Date of Birth
- Email address

You will be asked to confirm your Surname, National Insurance Number and Date of Birth; you will also need to enter a valid email address.

Sign Up

If you have previously registered do not complete this form as it will revoke your existing credentials. Instead, [click here](#) to login or recover your username and password.

To request an activation key complete the form below and click the Sign Up button.

Your activation key will be sent via email. If you have not received this within 48 hours please contact the Pensions Team on 01609 536335.

Surname	<input type="text"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/>
Email Address	<input type="text" value="Email Address"/>
	<input type="button" value="Sign Up"/> <input type="button" value="Cancel"/>

- **If the email address you provided is already held on your pension record**

An automated email will be sent to you containing a link to complete the registration process. The link is only active for five days, if you do not complete your registration within this time the link will expire and you will need to request another activation key. Click on the link in the email and complete the Registration page.

- **If the email address you provided is not held on your pension record**

The Pensions team will check the personal details that you provided on the 'Sign Up' screen and will email you with an activation key. Please note that your activation key is only valid for 30 days from the date of issue. If the details you provided do not match those held on our records you will be asked to provide further information. Once you have received your activation key, go back to www.nypf.org.uk – [My Pension Online](#), Create an Account and click on "If you have received your activation key click here to complete your registration." Complete the registration page.

**If you have received your activation key
click here to complete your registration**

You will need these details for this process:

- Surname
- National Insurance Number
- Date of Birth
- Activation Key

Completing the Registration page

Fill in the registration screen taking note of the useful help box that appears against each field.

Registration

Please provide the following details and click the Register button to complete your registration.

Username must be between 6 and 30 characters long, contain only alphanumeric characters (i.e. A-Z, a-z, 0-9) and start with an alphabetical character.

Username	<input type="text"/>
Email Address	<input type="text"/>
Confirm E-mail Address	<input type="text"/>
Enter New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Password Hint	<input type="text"/>
Security Question 1	<input type="text" value="Mother's Maiden Name"/>
New Response 1	<input type="text"/>
Confirm New Response 1	<input type="text"/>
Security Question 2	<input type="text" value="Name of First School"/>
New Response 2	<input type="text"/>
Confirm New Response 2	<input type="text"/>
<input type="button" value="Register"/> <input type="button" value="Cancel"/>	

Username – must be between 6 and 30 characters long, contain only alphanumeric characters (i.e. A-Z, a-z or 0-9) and start with an alphabetical character.

Password – New passwords must be at least 8 characters in length and must include at least one numeric, one lower case, one upper case, and one special character (passwords are case sensitive). A special character can be one of the following ! # \$ % & ' () * + , \ - . / : ; = ? @ [] ^ _ ` { | } ~. Valid passwords must also be unique from Lifestyle question responses. You must also provide a password hint to prompt you to what this may be should you forget this.

Security Questions – you must provide responses to two different security questions which you can choose from the list provided. The questions must be different, the responses are cases sensitive and the response cannot be the same as your password above. You will be asked to provide the response to one of these questions each time you log into My Pension online.

When you have successfully completed each field the box will turn from red to green. If any red boxes remain you will not be able to complete the registration until you have amended the information to meet the criteria shown in each help box. When all fields are green tick, click Register.

You will receive the following message after you have successfully registered.



Your activation key will expire following a successful registration; you must therefore login to your online record using the username and password that you created in the Registration screen. Your username and password are both case sensitive so take care!

Username

Password

[Forgotten your password?](#)

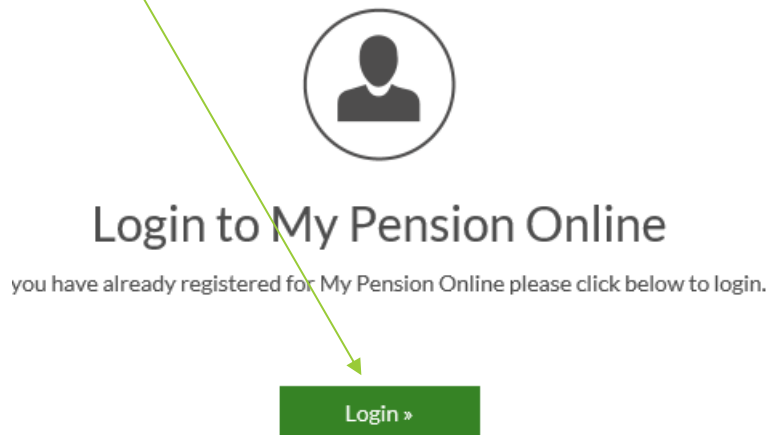
[Forgotten your username?](#)

Following a successful registration, each time that you log on to your online record you will use the username and password that you created in the registration process.

Please note that the information held on your online record has either been supplied by you or by your employer. If you think any of it is wrong or if you have any difficulties in accessing your online pension record, please contact the Pensions Help and Information Line on 01609 536335 or email pensions@northyorks.gov.uk quoting your name, date of birth, National Insurance number and a brief description of the problem.

2.0 Existing Users

If you already have access to [My Pension Online](#) (formerly 'your online record') using a Username and Password there is no need to re-register. Simply select the Login to My Pension Online option from the Home page.



The Login screen below will be presented and you should enter your Username and Password. Your username and password are both case sensitive so take care!

Login

Please enter your username and password below. If you haven't got a username and password, you can register for this service by completing this [online form](#).
If you have forgotten your login details, you can use the "Forgotten your username?" and "Forgotten your password?" links below to recover your account.

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

Login

You will then be asked to respond to one of your previously set security question responses

Mother's Maiden Name

[Forgotten your response?](#)

Continue Cancel

Upon successful login you will be taken your Dashboard page for My Pension Online



Welcome Mr Bloggs

Your Details > View and amend your personal details.	Employment Details > View your current employment details. <ul style="list-style-type: none">Membership DetailsFinancial DetailsPension Account History	Pension Calculators > View pension calculators here. <ul style="list-style-type: none">Deferred BenefitsRedundancy RetirementVoluntary RetirementDeath in Service
Annual Benefit Statements > View your Annual Benefit Statements here <ul style="list-style-type: none">My Documents	Nominations for Death Grants > Make sure your loved ones are still cared for should anything happen to you. <ul style="list-style-type: none">Death Grant Nomination Details	Documents > View the documents that relate to you and your pension. <ul style="list-style-type: none">Scheme DocumentsMy DocumentsDocument Upload
Contact Us > Comments, questions, complaints? Get in touch.	Settings / Configuration > Update your settings. <ul style="list-style-type: none">Change your PasswordChange Security ResponsesConsent Withdrawal	

Here you can easily check the information we hold for you and send us updates via the Contact Us link any time of the day or night, no more waiting for office opening hours.

You can run multiple 'what if' pension calculations (and get the information immediately) relating to leaving the scheme or retiring and check what benefits would be payable to your family in the event of your death. The pensions team can only provide estimates if your retirement date is within the next 12 months and there is a charge payable if you request more than two estimates in any 12 month period. There would be a processing delay too as all our work is processed in date order and checked before being issued.

Your annual benefit statements can be viewed whenever you like. You will only receive a paper statement if you specifically request one from us. No more paper copies having to be stored in your home.

You can also update your address, update your nominees for death benefits and upload documents to save you having to post them. This is particularly useful for providing copies of certificates as you can now either take a picture or scan it and upload it via your online account.

If you have multiple pension records with us, you can toggle between these records using the arrow shown here

J Bloggs **Scheme:** North Yorkshire Pension Fund **Member Ref:** 9900009999 **Status:** Active ▾

You have other employments available, please use the dropdown above to select them

A drop down menu will appear listing all your pension records

Status	Job Title	Pay Reference	Scheme Name
Active	HLTA	9900009999	North Yorkshire Pension Fund
Deferred		9900009999	North Yorkshire Pension Fund Select

3.0 Forgotten passwords and usernames

Once you have registered to use My Pension Online your username, password and responses to security questions are all **case sensitive**.

If you enter your username or password incorrectly, the following warning message is displayed.

✖ Validation Errors ✕

Sorry, your submission could not be processed. Please correct the following problems and try again.

- Authentication failed, please check your username and password are correct and try again. If you have entered incorrect details too many times your account may have been locked.

If you have forgotten your username or password, select the appropriate link from the login screen.

Username

Password

[Forgotten your password?](#)


[Forgotten your username?](#)

Forgotten Password

By selecting the forgotten your password link you will be asked to complete the following details.


Forgotten your Password?

Please enter the following details and click Submit to see your password hint.

Username	<input type="text"/>
Surname	<input type="text" value="Surname"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>


If all details match what we hold for you the password hint that you created during the registration process will be displayed.

Forgotten your Password?

Your Password Hint 

Password Hint Pensions123!

If this hint helps, click Return to return to the Log In page.

Reset Password 

A password reset link will be e-mailed. If you do not receive this email please contact your administering authority. You must complete the reset process before you may log in again.

Hopefully the hint given will be enough for you to remember your password, if that is the case you can select the Return icon and this will take you back to the Login page to allow you to login in again. If you cannot remember your password after the hint has been provided, you will need to select the Reset Password. An email will be issued to the email address we hold on record for you and on selecting the link within this you'll be prompted to create a new password:

New Password

Enter a new password and confirm, and then click the Submit button. You will receive an email reminder of your new password.

Enter New Password	<input type="text"/>
Confirm New Password	<input type="text" value="Confirm New Password"/>
Password Hint	<input type="text" value="Password Hint"/>
	<input type="button" value="Submit"/>

one upper case, and one special character (passwords are case sensitive). A special character can be one of the following ! # \$ % & ' () * + , \ - . / : ; = ? @ [] ^ _ { } ~ Valid passwords must also be unique from Lifestyle question responses.

On entering the new password details click submit and your password will now be changed to that provided and you will be returned to the Login page.


Forgotten Usernames

By selecting the forgotten your password link you will be asked to complete the following details.


Request Username Reminder

If you are unable to remember your username, you can request a username reminder.

Your username will be e-mailed to you. If you do not receive this email please contact your administering authority.

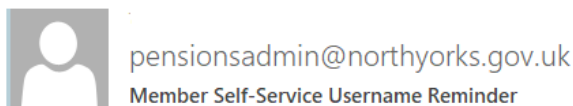
Surname	<input type="text"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

On clicking submit the following message will appear and you will be taken back to the Login page:

 **Success**

Your request for a username reminder was successful. Your username will be e-mailed to you shortly. If you do not receive this email please contact your administering authority.

You will then receive an email to the email address we hold on record for you reminding you of your username and you will be able to attempt logging in again to My Pension Online



Your Member Self-Service username is: jbloggs

4.0 Forgotten response to security questions

If you have forgotten your responses to your security question responses, you can select the following link.


Place of Birth	<input type="text"/>
	Forgotten your response?
	<input type="button" value="Continue"/> <input type="button" value="Cancel"/>

You will then need to complete the following details.

Forgotten your Security Response?

Please enter the following details and click Submit to request a security question response reset.

A security question response reset link will be e-mailed to you. If you do not receive this email please contact your administering authority. You must complete the reset process before you may log in again.

Username	<input type="text"/>
Surname	<input type="text" value="Surname"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Once entered and as long as the information matches what we hold for you the following message will appear.



Success

Your request for a security question response reset was successful. A security question response reset link will be e-mailed to you shortly. If you do not receive this email please contact your administering authority. You must complete the reset process before you may log in again.

You will then receive an email to the email address we hold on record for that will contain a link for you to set your new security question responses and once selected will take you to the screen shown below.

New Security Responses

To reset your security responses, first select a question from the choices available, then provide a response. Confirm this response, then click the Submit button.

Security Question 1	<input type="text" value="Mother's Maiden Name"/> 
New Response 1	<input type="text"/>
Confirm New Response 1	<input type="text" value="Confirm New Response 1"/>
<hr/>	
Security Question 2	<input type="text" value="Name of First School"/> 
New Response 2	<input type="text" value="New Response 2"/>
Confirm New Response 2	<input type="text" value="Confirm New Response 2"/>
	<input type="button" value="Submit"/>

You will be able to attempt logging in again to My Pension Online once this has been complete.

5.0 North Yorkshire Pension Fund contact details

For any issues with My Pensions Online please contact the Pensions Helpline on 01609 536335 or email pensions@northyorks.gov.uk