SouthYorkshirePensionsAuthority

SOUTH YORKSHIRE
PENSIONS AUTHORITY

mypension

Active Members

User Guide

SouthYorkshirePensionsAuthority

Contents

How to register your account 3

How to activate your account 6

How to view your pension details, annual benefits statement and update your nominations 7

How to view/update your personal information and change your login details 11

How to send secure messages from your mypension account 13

How to securely log out of your member portal session 14

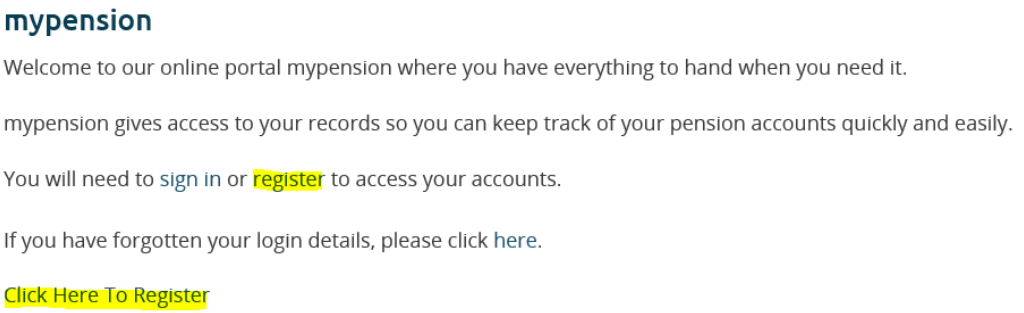
continues on next page >>

SouthYorkshirePensionsAuthority

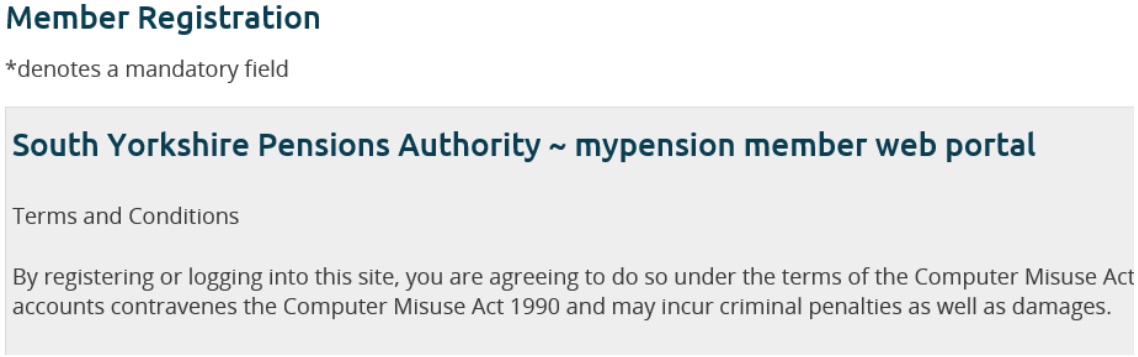
How to register your account

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

2) Select the register option



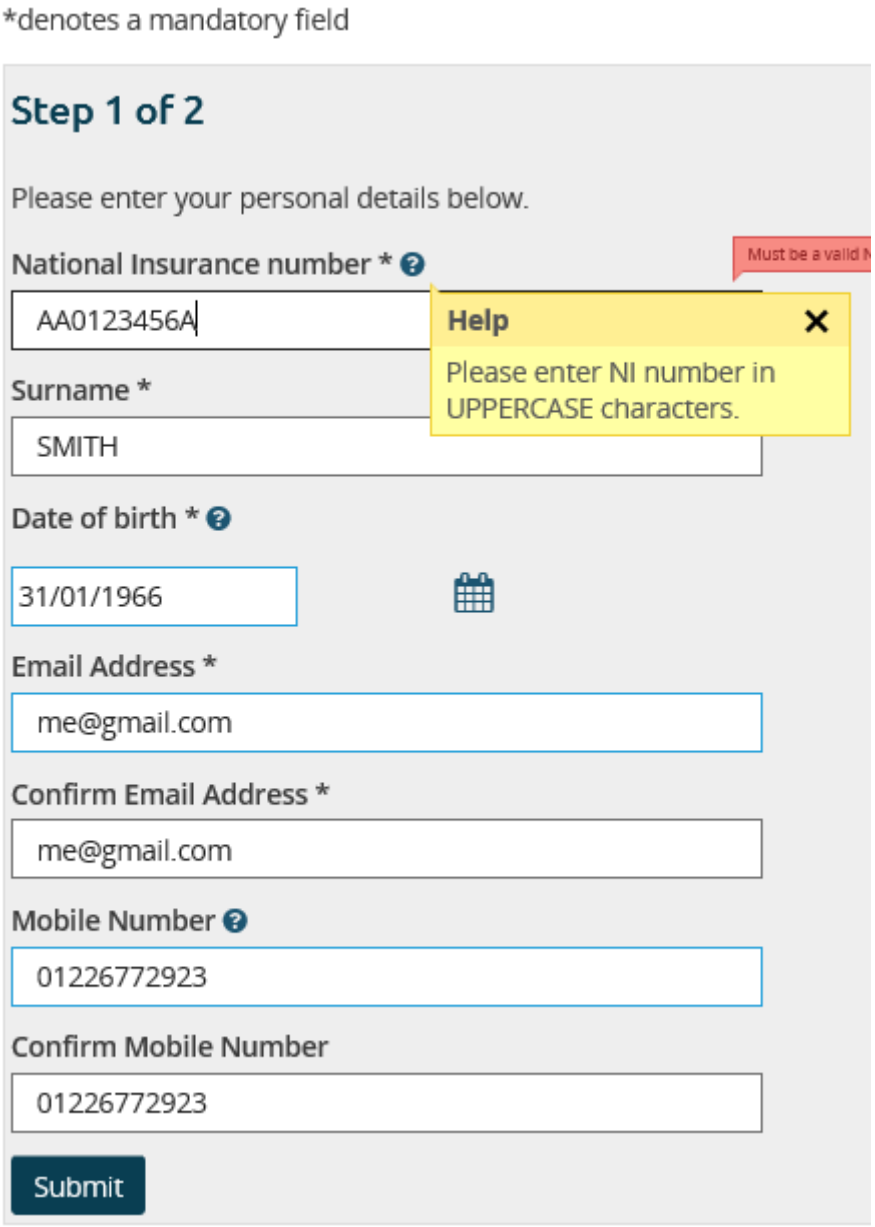
3) You will be taken to the Member Registration Page



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.

continues on next page >>



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

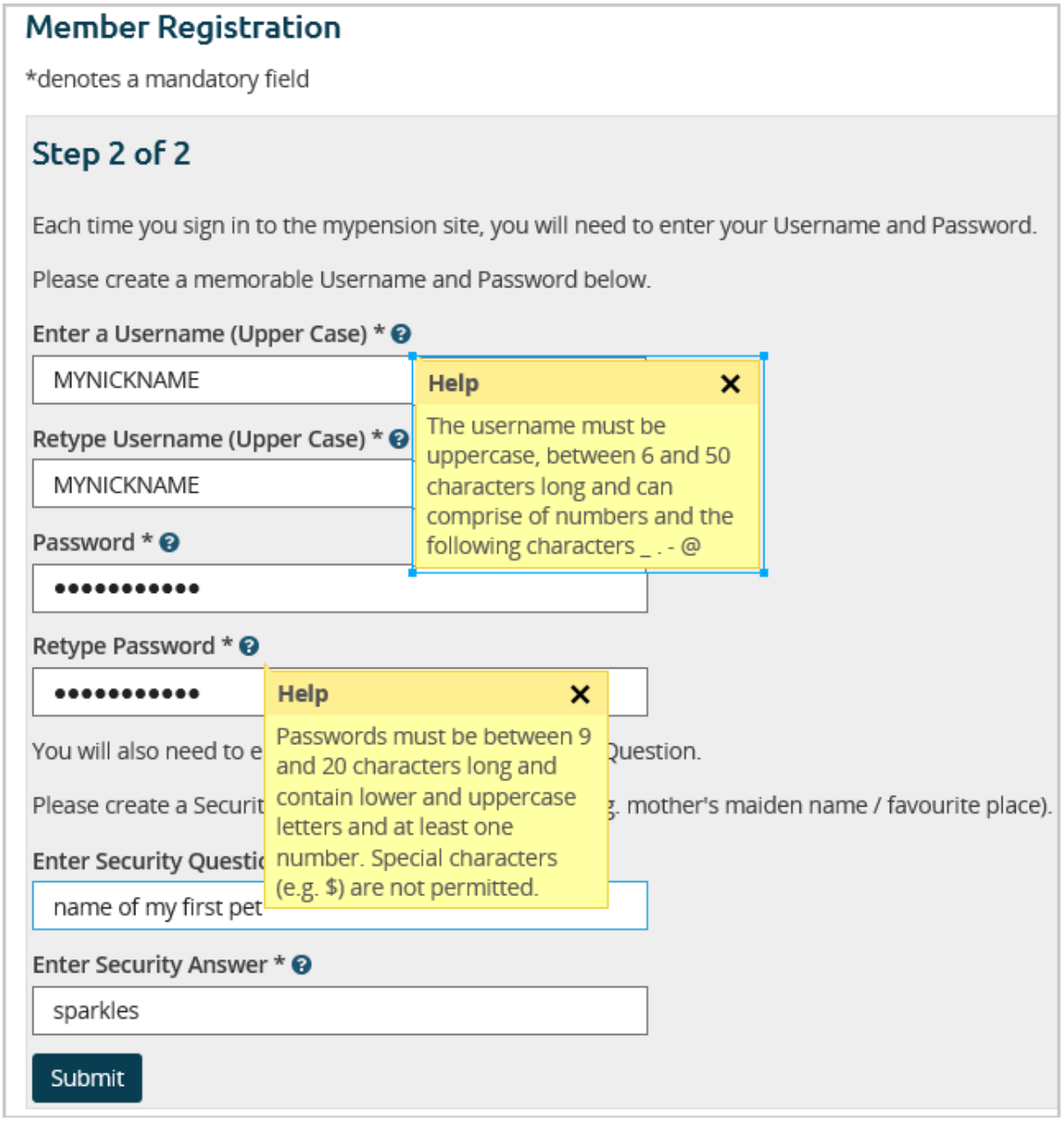
8) **Email Address** – this is where your activation code will be sent (a one-time code required to complete your registration process).

9) **Mobile Number** – can also be a landline number (requires a full 11 digit number if this is completed). This is not mandatory.

continues on next page >>

SouthYorkshirePensionsAuthority

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).



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.

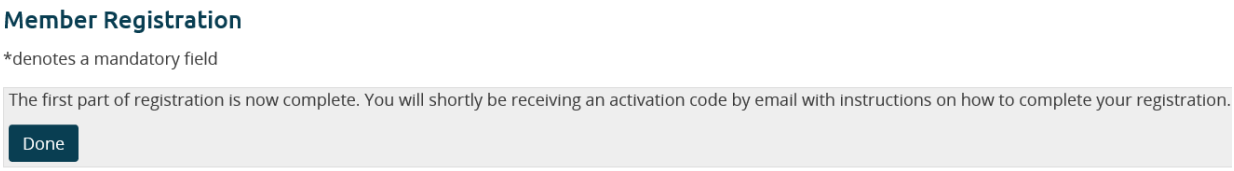
continues on next page >>

SouthYorkshirePensionsAuthority

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.



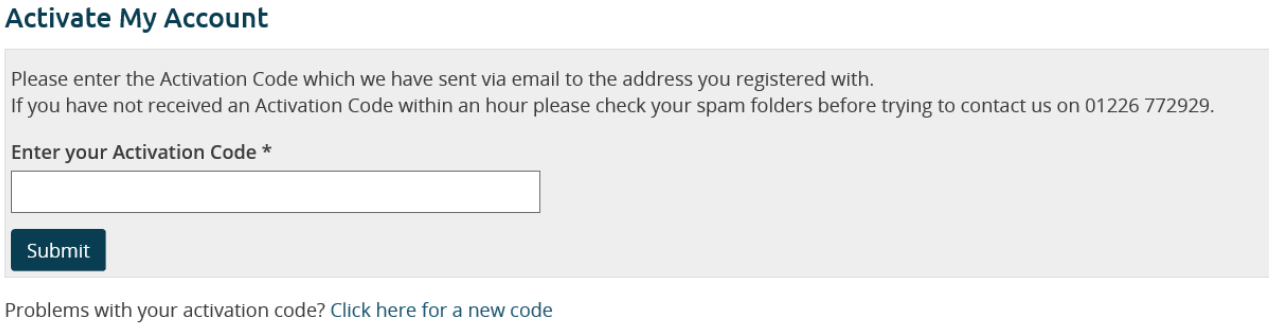
How to activate your account

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'.

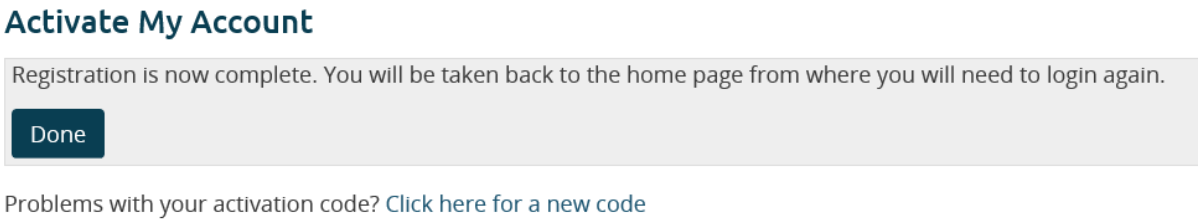
4) You will then be prompted to enter your 'Activation Code'. Enter the code and select 'Submit'. If your activation code has expired or you cannot find it, simply request a new code online (you will see a link for this once logged in).



5) If registered correctly, select 'Done'.

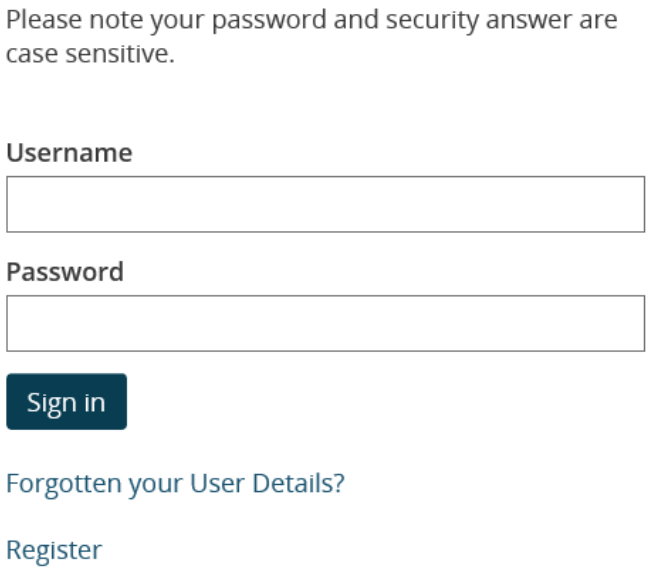
continues on next page >>

SouthYorkshirePensionsAuthority



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.

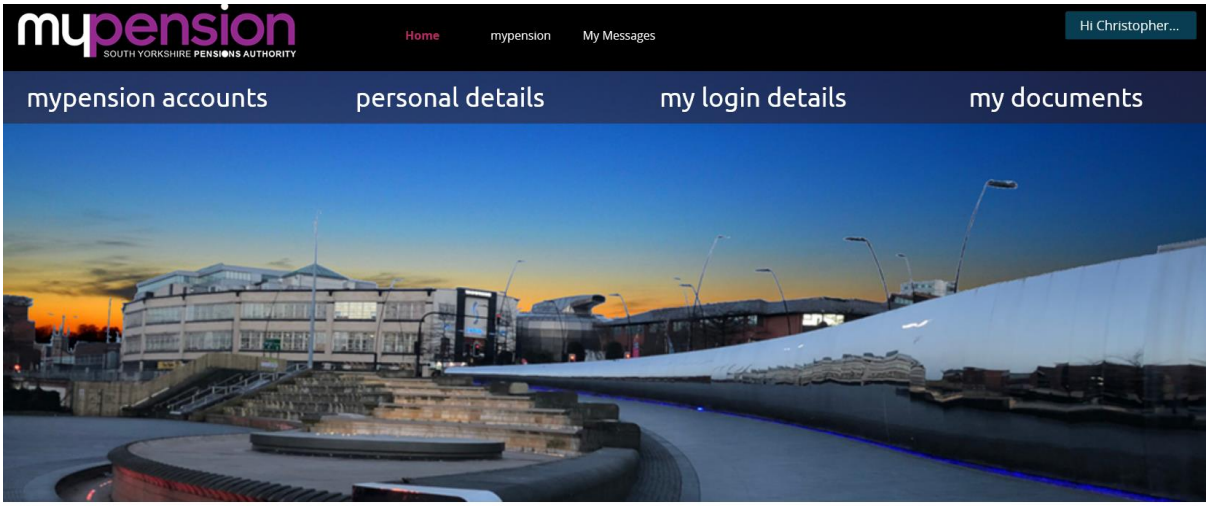


How to view your pension details, annual benefits statement and update your nominations

1) Once you have logged in select 'mypension accounts' at the top left of the screen to view details of your pension

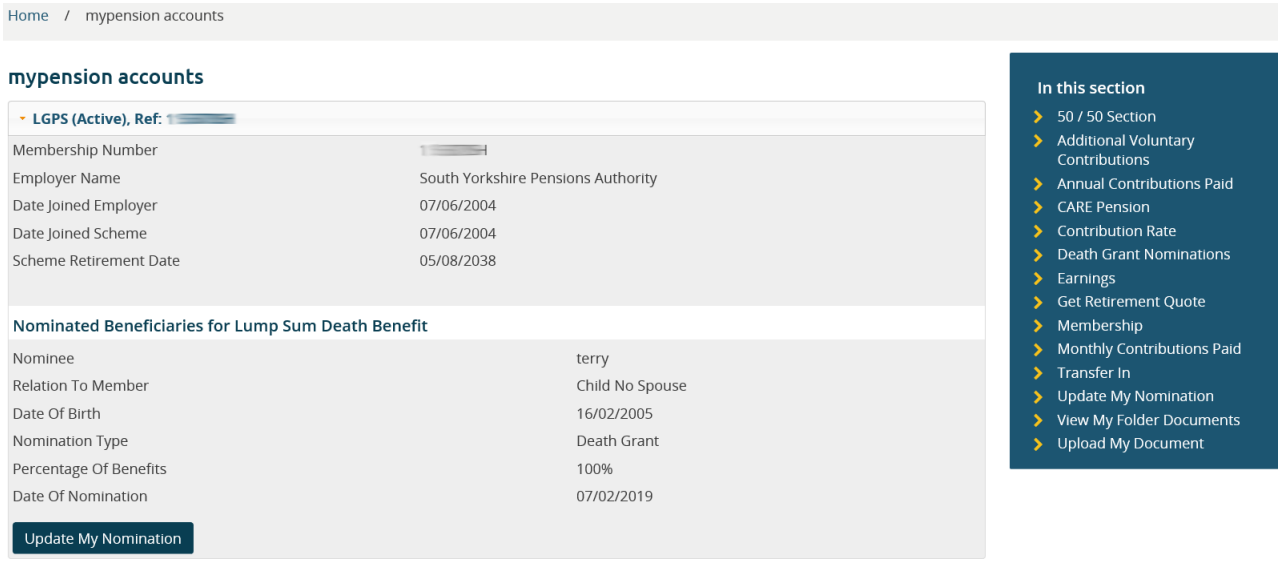
continues on next page >>

SouthYorkshirePensionsAuthority



2) The 'mypension accounts' screen will show :-

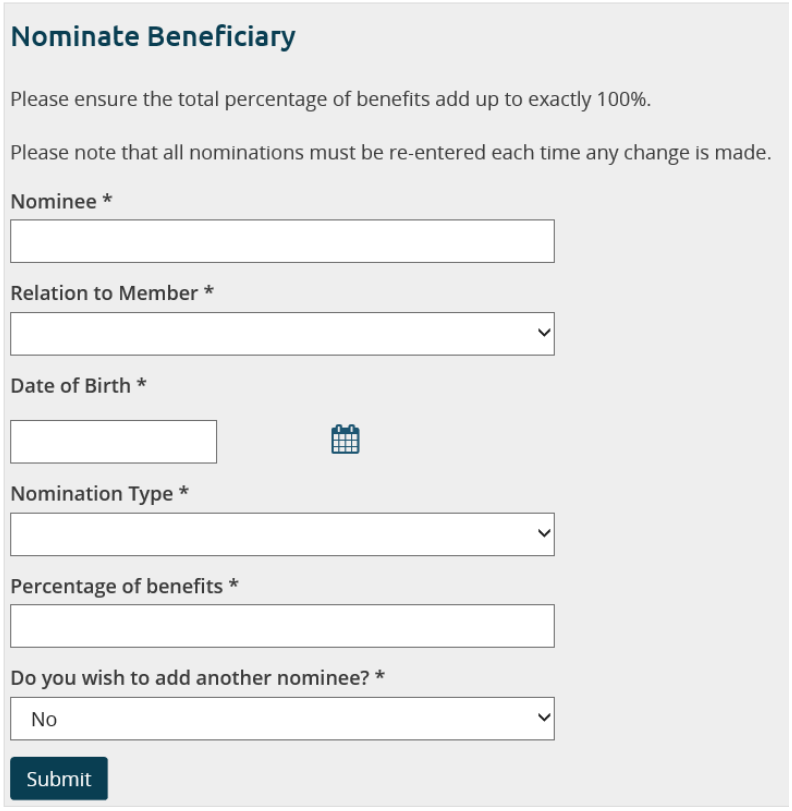
- A summary of your pension record or records if more than one.
- The details of your nominated beneficiaries for lump sum death benefit.
- A list of menu options on the right hand side of the screen.



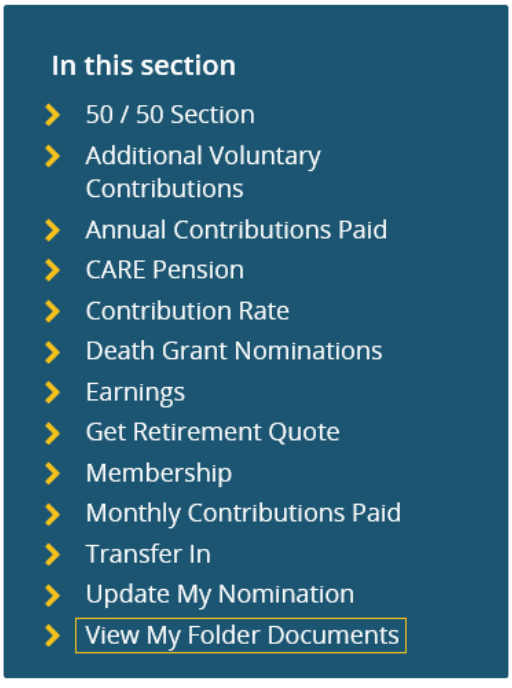
3) Select 'Update My Nomination' to update your nominated beneficiaries for lump sum death benefit.

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%

continues on next page >>

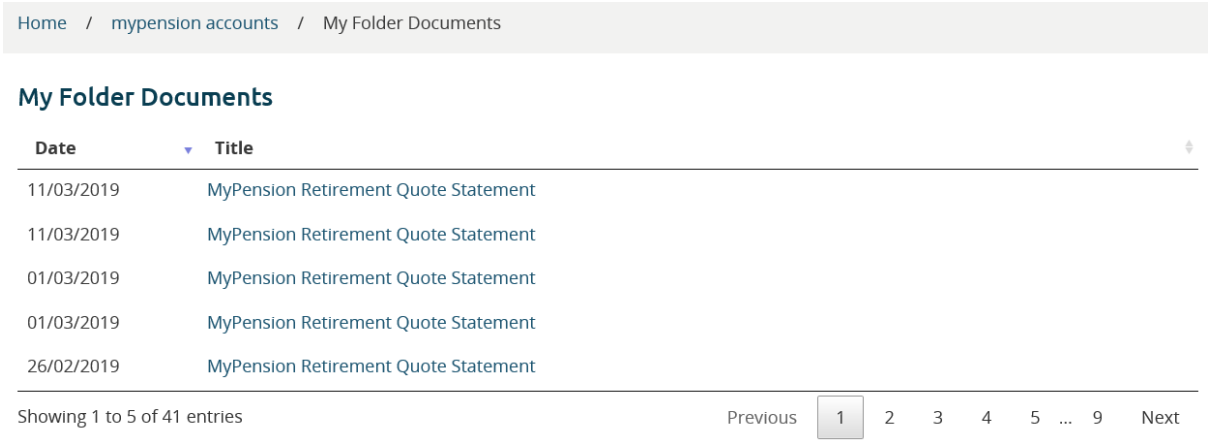


5) To view your annual benefits statement select 'View My Folder Documents' from the below menu. Retirement quotes you produce will also be held here.

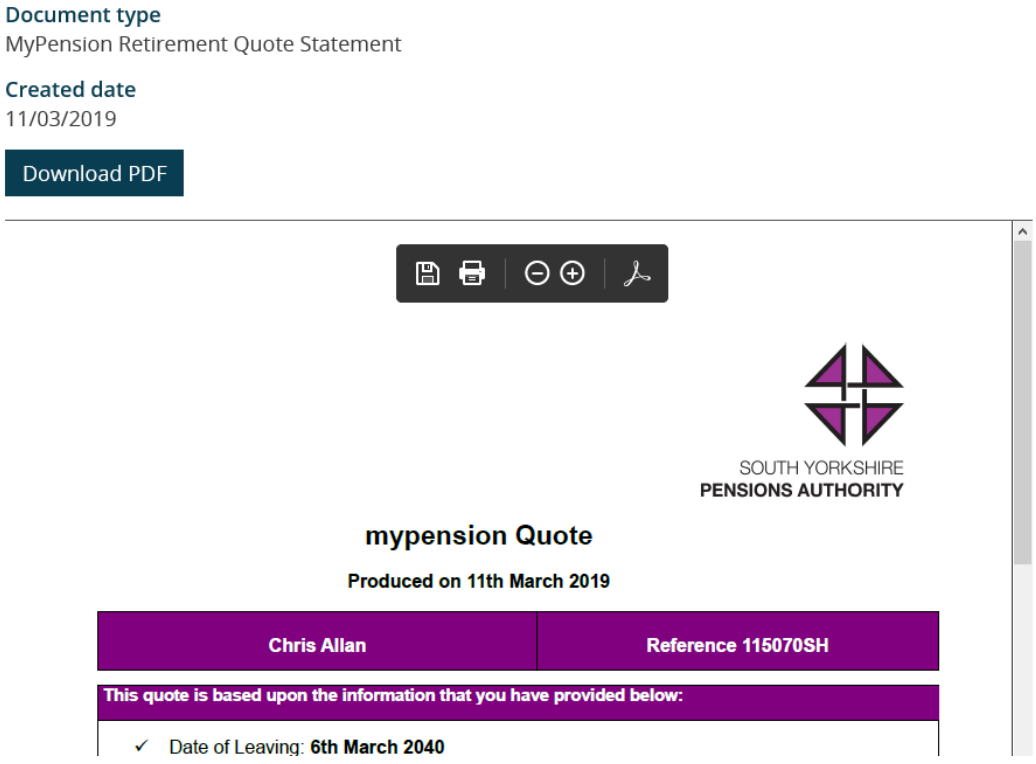


6) Select the document you wish to view from the list.

continues on next page >>



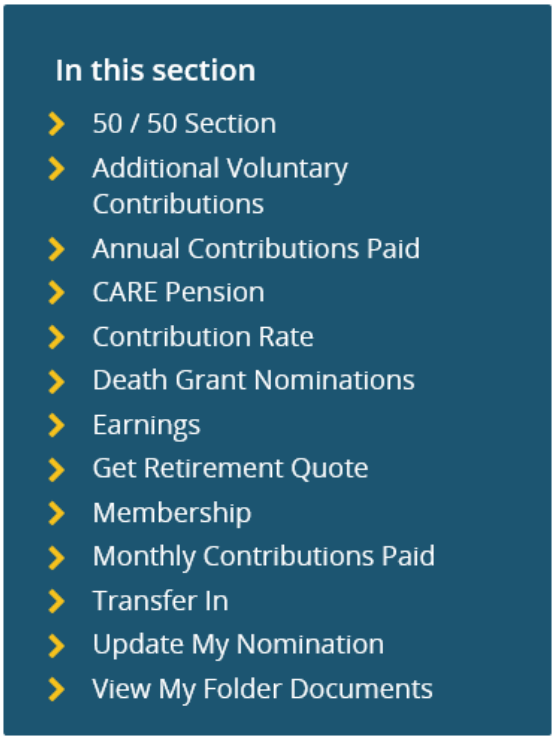
7) The selected document will be displayed on-screen. You have the option to download a PDF version of the document to print or save. Alternatively, you can hover the cursor over the document to reveal a direct print option or to resize the document view.



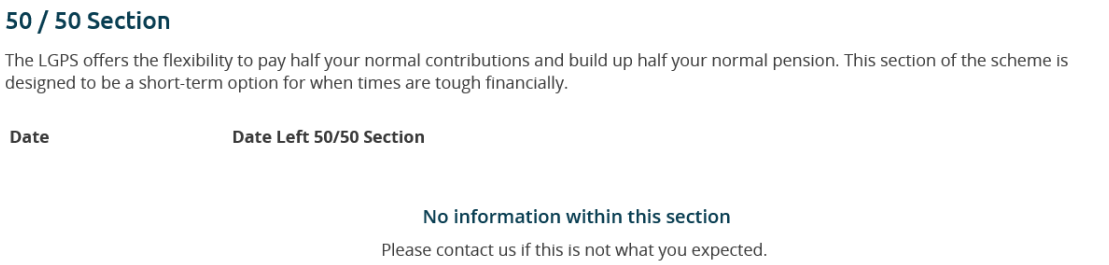
8) From the menu at the 'mypension accounts' screen you may also view additional pension information by selecting the appropriate option.

continues on next page >>

SouthYorkshirePensionsAuthority

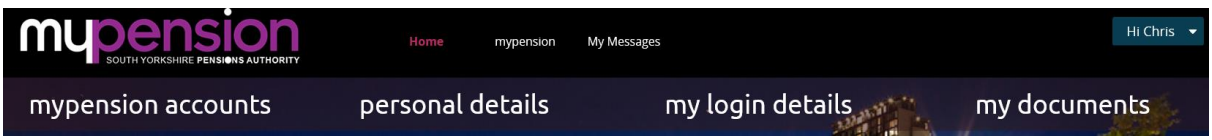


9) These will be blank if you have not subscribed to those specific benefits and a 'No information with this screen' message will be displayed. .



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

1) From the Home screen select 'Personal Details'.

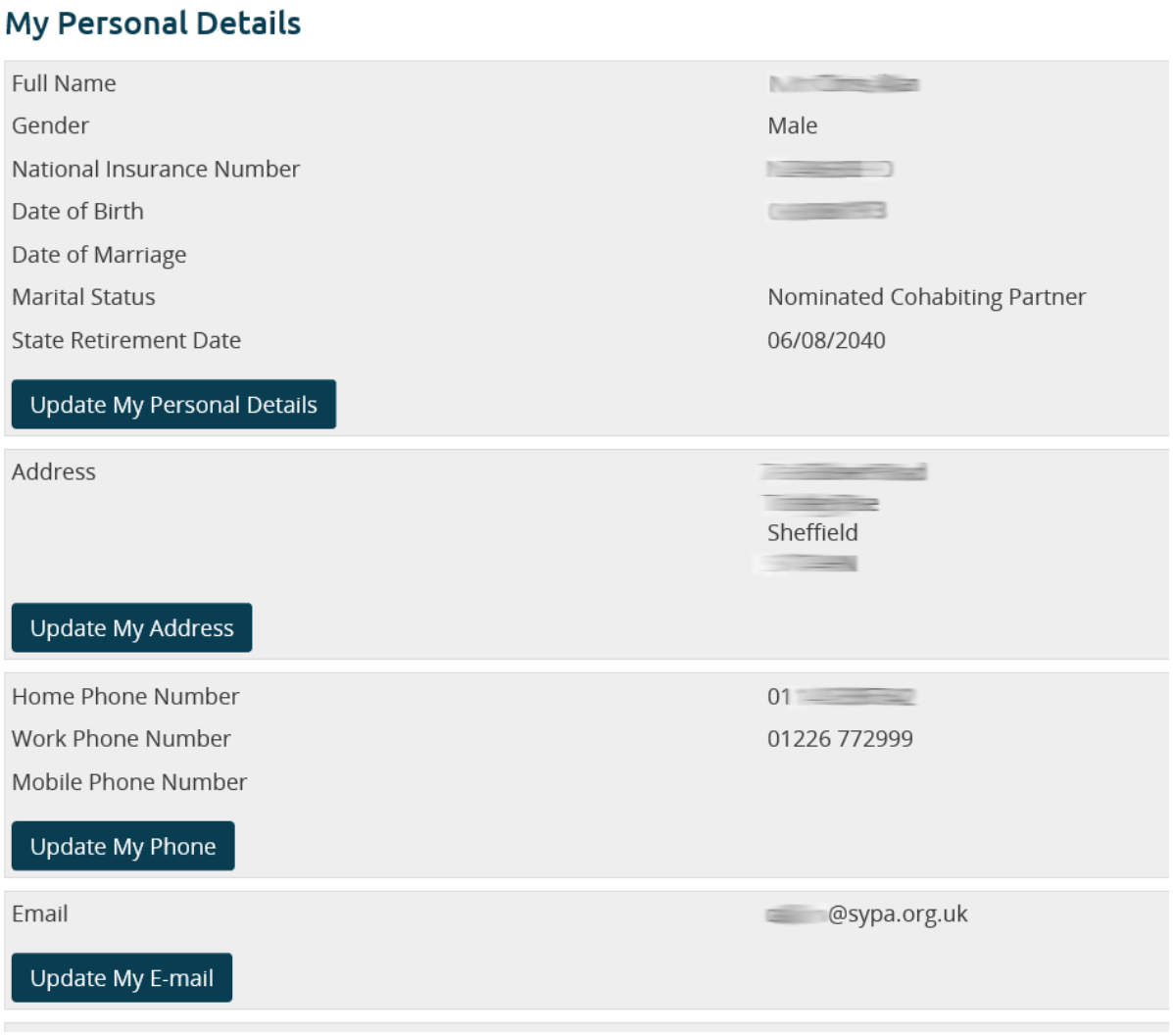


2) Select which section you wish to update and select 'Update'. You can update your personal details, address, phone number and email address. Additionally you can

continues on next page >>

SouthYorkshirePensionsAuthority

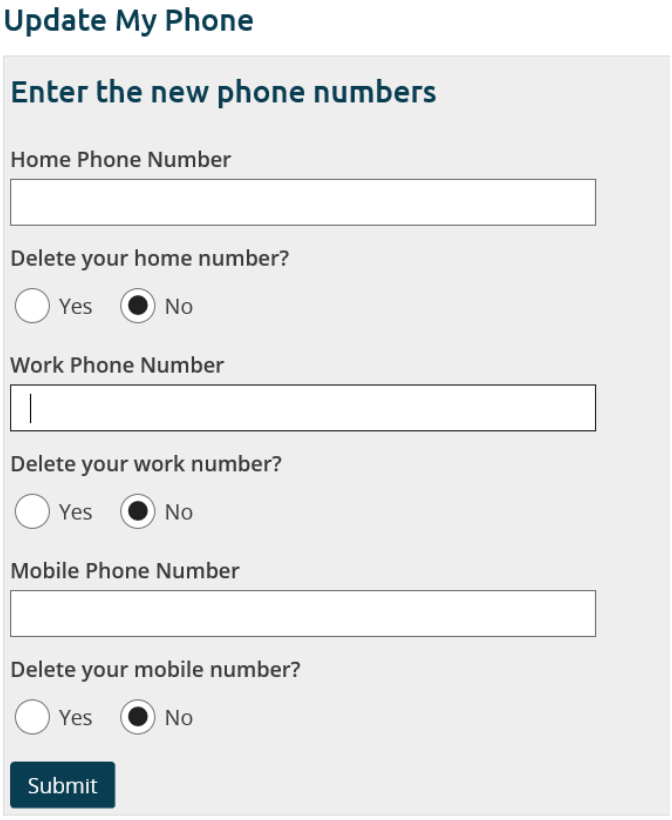
change your login username, login password and login security question/answer from this screen.



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

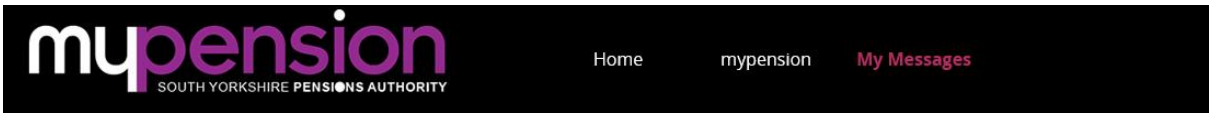
continues on next page >>

SouthYorkshirePensionsAuthority

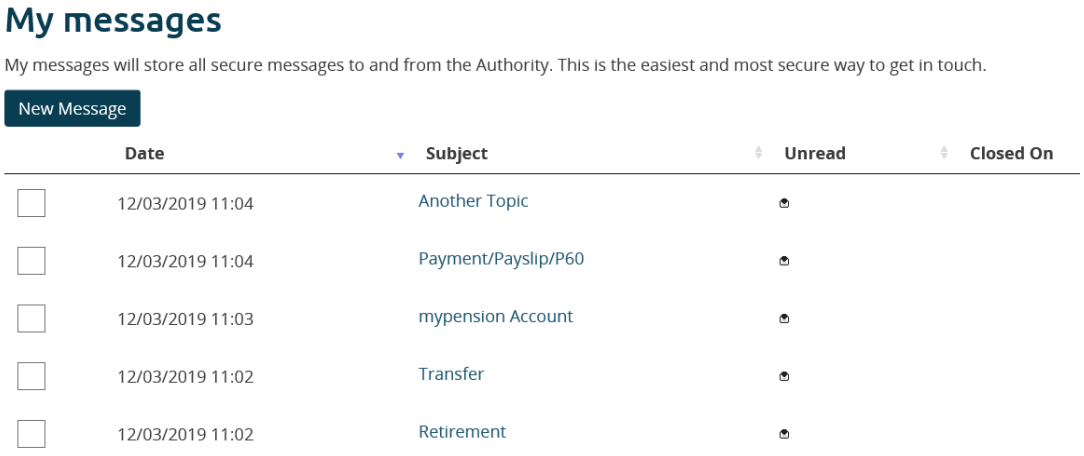


How to send secure messages from your mypension account

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

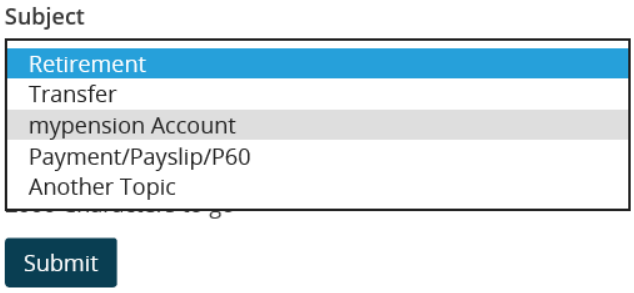


2) The 'My Messages' screen shows a basic mailbox. To send a new message select 'New Message'

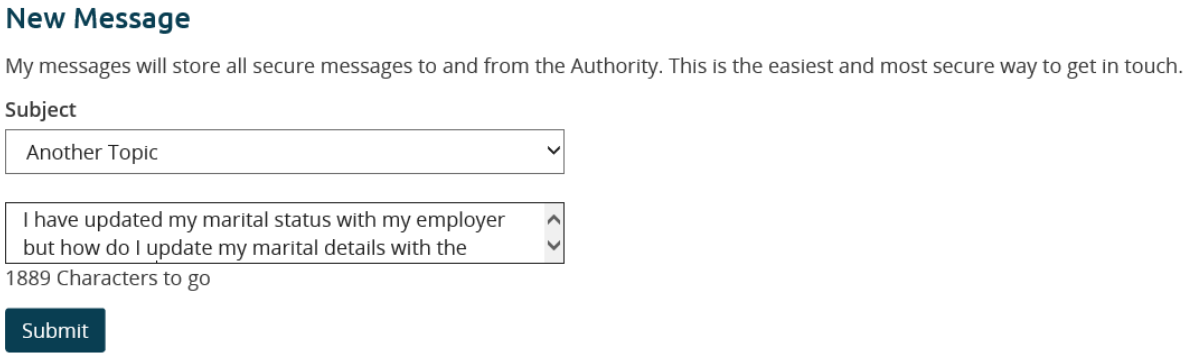


continues on next page >>

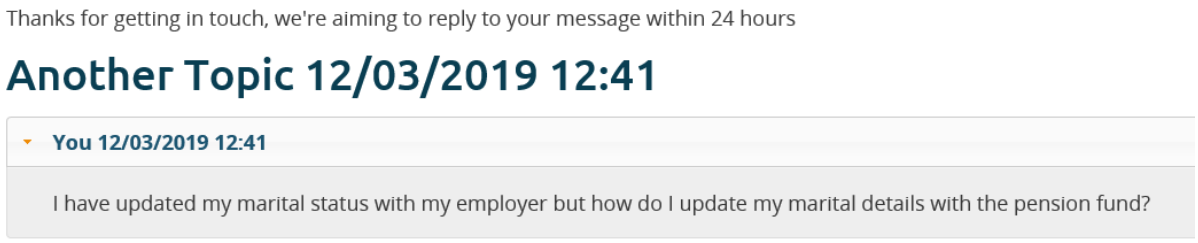
3) From the 'New Message' screen select one of the Subject options.



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



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



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

continues on next page >>

SouthYorkshirePensionsAuthority