



## Pensioner Members

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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](#)

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.

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

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

- 9) 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) \* ?

Retype Username (Upper Case) \* ?

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

Enter Security Answer \* ?

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.

- 10) **Username** – can be anything (e.g. a nickname or an email address).
- 11) **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.
- 12) **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.
- 13) Select 'Submit' once all fields on this screen are complete.



- 14) 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 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

The screenshot shows the mypension website interface. At the top, there is a navigation bar with the mypension logo and the text 'SOUTH YORKSHIRE PENSIONS AUTHORITY'. To the right of the logo are links for 'Home', 'mypension', and 'My Messages'. A user profile dropdown menu is visible with the text 'Hi Christopher...'. Below the navigation bar is a dark blue menu with four options: 'mypension accounts', 'personal details', 'my login details', and 'my documents'. The main content area features a large image of a modern building at dusk. Below the image, there are three columns of content:

- 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.
- Bank Details
- The details of your nominated beneficiaries for lump sum death benefit.
- A list of menu options on the right hand side of the screen.

Home / mypension accounts

### mypension accounts

LGPS (Pensioner), Ref: [REDACTED]

Membership Number [REDACTED]

Employer Name South Yorkshire Pensions Authority

Date Joined Employer 01/04/1988

Date Joined Scheme 24/01/1978

Retirement Date 01/04/2001

[View My Payslips and P60s](#)

#### Bank Details

	FUTURE	CURRENT
Effective Date	14/03/2019	07/03/2019
Account Number	****	****
Sort Code	01-01-01	01-01-01

[Update My Bank Details](#)

#### Nominated Beneficiaries for Lump Sum Death Benefit

Nominee [REDACTED]

Relation To Member Spouse

Date Of Birth 26/08/2001

**In this section**

- [Bank Details](#)
- [Death Grant Nominations](#)
- [Pension History](#)
- [Tax Codes](#)
- [Update My Nomination](#)
- [Update My Bank Details](#)
- [View My Folder Documents](#)

3) To View your payslips and P60's select 'View My Payslip and P60's'

4) Select the individual payslip or P60 you wish to view from those listed:

### My Payslips and P60s

Show  entries Search:

Date	Description	
31/10/2018	Payslip	<a href="#">View Payslip</a>
28/09/2018	Payslip	<a href="#">View Payslip</a>
31/08/2018	Payslip	<a href="#">View Payslip</a>
31/07/2018	Payslip	<a href="#">View Payslip</a>
29/06/2018	Payslip	<a href="#">View Payslip</a>

**In this section**

- [My Documents](#)
- [My Payslips and P60s](#)



- 5) The selected document will be displayed on-screen, underneath the above table. 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.

**Pension Payslip - 31/10/2018**

Mr Dougie Edwards  
Address 1  
Address 2  
Address 3  
Barnsley  
SXX 1XX

<b>Name</b>	Mr Dougie Edwards
<b>Pension Number</b>	10000AA
<b>NI Number</b>	AA123456A
<b>Tax Code</b>	1185L

Payments	Deductions	Totals to Date
South Yorkshire Pensions Authority 10000AA	PAYE 213.00	Taxable Pay to date 13832.87

- 6) To display your documents, select 'My Documents' from here:

**In this section**

- > My Documents
- > My Payslips and P60s

- 7) Select the required document you wish to view

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

- 8) Select the required document you wish to view. 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

Dougie Edwards	Reference 115070SH
----------------	--------------------

This quote is based upon the information that you have provided below:

- ✓ Date of Leaving: 6th March 2040

- 9) From the menu at the 'mypension accounts' screen you may also view additional pension information. Such as Pension History and Tax Codes
- 10) These will be blank if you have not subscribed to those specific benefits and a 'No information with this screen' message will be displayed.
- 11) To view your current Nominations, please select the menu option 'Death Grant Nominations'. This will display, the name of previous expressions you may have made.
- 12) Select 'Update My Nomination' to update your nominated beneficiaries for lump sum death benefit.
- 13) 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 \***

**Relationship to You \***

**Nomination Type \***

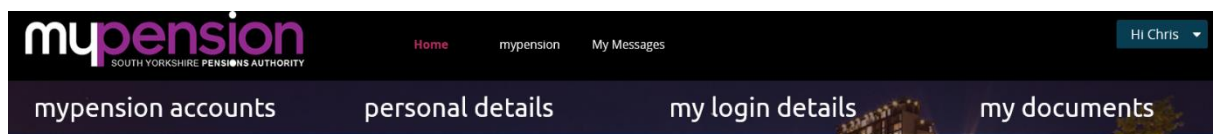
**Percentage of benefits \***

**Do you wish to add another nominee? \***

**Submit**

## 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
<a href="#">Update My Personal Details</a>	
Address	[Redacted] Sheffield
<a href="#">Update My Address</a>	
Home Phone Number	01 [Redacted]
Work Phone Number	01226 772999
Mobile Phone Number	
<a href="#">Update My Phone</a>	
Email	[Redacted]@sypa.org.uk
<a href="#">Update My E-mail</a>	

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 view and update your banking details

- 1) From the 'mypension accounts' screen you can view your banking details under, Bank Details. Select 'Update My Bank Details'.

### mypension accounts

▼ **LGPS (Pensioner), Ref: 111111XX**

Membership Number	111111XX	
Employer Name	South Yorkshire Pensions Authority	
Date Joined Employer	02/03/1987	
Date Joined Scheme	16/07/1977	
Retirement Date	02/07/2018	

[View My Payslips and P60s](#)

#### Bank Details

	FUTURE	CURRENT
Effective Date	14/03/2019	07/03/2019
Account Number	****1234	****4321
Sort Code	01-01-01	01-01-01

[Update My Bank Details](#)

- 2) Select the appropriate answer to the location question, enter a date for the bank change to take effect and select 'Submit'

#### UK or Overseas Bank

Is the new bank account Based in the UK?

Yes


No

#### Effective Date for Change

Please note that if the date entered below is close to or after the cut-off date for this month (the xth of each month) then this change may not take effect until the next month.

The effective date must be in the future and proceeding with this form will overwrite any existing future record.

Enter effective date for change. \*



[Submit](#)



- 3) Enter the 6 digit Sort Code with no spaces and select 'Search'.

### Update My Bank Details

#### Search for Bank/Building Society

By Sort Code

(Searching by Sort Code will return banks only)

Or

By Name

And Branch

If you are unable to find your payment institution. please contact us on 01226 772845

- 4) Your chosen bank details should be displayed. Confirm the bank and select 'Next'. You have the option to go back to the Sort Code search if an incorrect bank is displayed.

### Update My Bank Details

#### Search Results

Select

YORKSHIRE BANK (A TRADING NAME OF CLYDESDALE BANK PLC) (MORTGAGE CENTRE GLASGOW),  
Yorkshire Bank Mortgage Centre,  
6th Floor,  
Guild Hall,  
57 Queen St,  
Glasgow,  
G1 3ER

- 5) Complete the account details and select 'Next'.



## Update My Bank Details

### Your Account Details

YORKSHIRE BANK (A TRADING NAME OF CLYDESDALE BANK PLC) (MORTGAGE CENTRE GLASGOW),  
Yorkshire Bank Mortgage Centre,  
6th Floor,  
Guild Hall,  
57 Queen St,  
Glasgow,  
G1 3ER

Name on Account

Account Number

Payment Reference

- 6) Check that the summary details are correct and select 'Confirm'. If any of the details are incorrect you can select 'Back' to re-enter details.

## Update My Bank Details

### Confirm Your Account Details

YORKSHIRE BANK (A TRADING NAME OF CLYDESDALE BANK PLC) (MORTGAGE CENTRE GLASGOW),  
Yorkshire Bank Mortgage Centre,  
6th Floor,  
Guild Hall,  
57 Queen St,  
Glasgow,  
G1 3ER

Account Name

D Edwards

Account Number

12345678

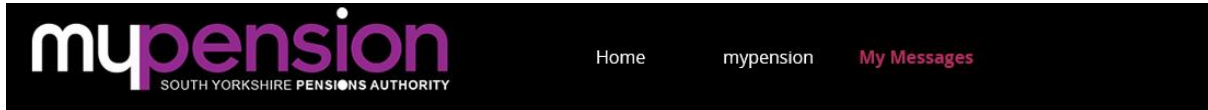
Payment Reference

Pension Payment



## 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.

[New Message](#)

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



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?

1889 Characters to go

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

