

MY POWYS PENSION (MPP)

Welcome to the My Powys Pension portal - a secure, convenient online platform designed to help you manage your pension savings with ease. Here, you will find everything you need to stay informed and in control of your pension. With 24/7 access, the portal allows you to review your pension details and estimate future benefits, whenever it suits you.

Explore key features to make managing your pension simple and accessible:

- **Quick & Easy Retirement Planner:** Estimate your future retirement income effortlessly with the Retirement Planner, designed to help you navigate your pension figures with minimal jargon.
- **Online Annual Benefit Statements (ABS):** View and compare current and previous years' ABS, all stored in one convenient location for easy access. View your personalised video ABS.
- **Instant Profile Updates:** Update your beneficiaries and personal information immediately, ensuring your records are always current.
- **Enhanced Security:** Enjoy peace of mind with two-factor authentication and secure document upload capabilities, keeping your information safe and protected.

ONLINE PORTAL LOG-IN GUIDANCE

1. Access log-in page

Either click on the link below to take you to the log-in page, or copy and paste it into your browser:

<https://www.mypowyspension.co.uk/login>

If this is your first time using MPP or you do not know your MPP username, select '**Create an account**' and follow the on-screen instructions to register.

Login



Please login using your email address and password. Please note, if you are currently using a work email to log in we strongly advise you to update this to a personal email as the security settings are not compatible with My Powys Pension. Also, if you leave your employment, you will lose access to your account.

Email address

Password

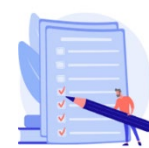
[Forgotten your password?](#)

[Watch our registration tutorial](#)

2. Confirm your details

You must first confirm your personal details and click submit. If we already hold a valid email for you, a link will be sent direct to that email address so that you can complete your registration and set up 2-step verification.

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
Day Month Year

National Insurance Number

3. Confirm your email

If we hold an email address for you, it will be displayed in a redacted format. If it is correct, select '**Send registration link**' and follow the instructions in the email to verify your address. You will then proceed to **Step 7: Create a password**.

If the email address is incorrect, select '**Verify my identity**' to go to the '**Confirm your identity**' screen.

4. Confirm your Identity

If we do not hold your email address, after entering your personal details you will be prompted to confirm your identity using Electronic Identification Verification (EIDV). You will be required to use the camera on your device and will need to have your driver's licence or valid passport ready. There are instructions on the screen on what to do next.

If you cannot use the EIDV then you can request an activation code by scrolling to the bottom of the page and clicking on '**Request an activation Code in the post**'. The Code will be sent to you in the post within 2-3 weeks and will be active for up to 30 days from the date it was sent.

5. Set up email address

You will be asked to enter the email address that you want to be associated with your account twice. This email address will be used for your login and for any future communications. The email address must not be associated with an existing member and should be a personal email not a work email.

6. Enter the verification code

A 6-digit verification code will be sent to the email address you provided. If you did not receive a code, check in your junk/graymail folder, if still not received you should select the Re-send button.

Confirm your email



Before we send you a secure registration link, please confirm that this is the correct email address for your account.

cha*****@h*****.com

If the email is incorrect or you no longer have access to it, you can verify your identity on your phone or [contact us](#) to update your email.

Send registration link

Verify my identity

Confirm your identity



We need you to verify your identity. The process requires taking a picture of your photo ID and a photo of yourself for ID verification.

To continue, you will need:

- a phone with a camera
- driving licence or passport

By scanning this QR code, you are agreeing to your data being processed.

What happens to my data?

Tips for the right photo

Scan the QR code with your phone camera to begin.

The QR code expires after 10 minutes and should only be scanned once.

When you've finished, use the button below to continue.

Next steps

After the verification is finished, move to the next step to find out if your identity has been successfully verified.

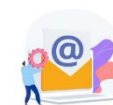
Continue verification

Don't want to use electronic verification?

If you prefer not to use electronic verification, you can request an activation code in the post instead.

Request an activation code in the post

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
test@test.com

Confirm email address

Confirm email

Check your email inbox



We've sent an email to the following email address:

cha*****@h*****.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

Back to login

7. Create a password

Once you have verified your email address the next stage is to set up your password.

You must create a new password, the £ sign cannot be used as a special character.

The MPP password must include:

- 8 characters
- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character

Create a new password



Your password must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character such as + = \$ % ^ & !

New password

Confirm new password

Submit

To ensure your password is as strong as possible, we encourage you to set a password that contains at least 12 characters and incorporates a passphrase

8. SMS verification

Enter the mobile phone number you would like to have attached to your MPP account. A 6-digit verification code will be sent to the mobile number you provide. If you do not receive a code, you should select the Re-send button.

Set up SMS verification



Please confirm the mobile phone number you would like to use for verification.

Going forward, you will be required to provide a 6 digit code each time you access your account.

Didn't get the message? [Re-send](#)

Enter the unique 6-digit code you received

Please enter your 6-digit code

[Login](#)

[Logout](#)

[I haven't received a text message](#)

Once you have entered the 6-digit verification code correctly, you will be taken to the Member homepage. There you can explore the available tools and features.

David's pension dashboard

Manage your pension



Documents and uploads

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

[View](#)



Annual Benefit Statements

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

[View](#)



Manage beneficiaries

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

[View](#)

You are now registered for MPP. The next time you access the login page, enter your email address and password. A 6-digit verification code will then be sent to your registered mobile phone number. Enter this code to complete the sign-in process and access your MPP account.

FAQ

I cannot sign in / sign up

- If it is your first time signing in you will need to click the “create account” button.
- If you have recently joined the pension scheme, then we may not have received your starter information from your employer - please try again in a few weeks.
- Click on ‘Watch our registration tutorial’
- If you have recently left employment, we may still be updating your record. While this is being processed, you may be unable to register for the portal. This process may take some time to complete. If you would like to check the status of your record, please contact the Fund on our dedicated **MPP helpline: 01597 826128**.

I have been sent the registration email, but I cannot find it

- The portal will tell you which email address it is sending the email too. Make sure you are checking the correct address.
- Have you checked your junk/graymail folder?
- Have you accessed your emails on a laptop or desktop? (As mobile phones may hide this information.)
- Click ‘Watch our registration tutorial’ at the bottom of the sign in page.

I have been sent an activation code but cannot see where to enter it

- You will need to click ‘create and account’ and ensure you have ticked the ‘use of personal data’ box – this will then allow you to click on ‘I have an activation code’. You will then be asked to confirm your personal details on the next screen.

My pension figures seem lower than I was expecting

- If you have more than one pension record (job roles) these will be shown and calculated separately, therefore, you will have to select which record you wish to see manually in the drop-down list under:
- Employment (in the ABS tab)
- Pension to calculate (in the benefits calculator tab)
- Employment (in the latest valuation tab)
- Transfer-ins may not be included in the dates shown for your employments, but they will be included in the pension totals.

Can I see my total expected pension figures for all my employments?

- The Retirement Planner will calculate pension benefits (inclusive of reductions) at your chosen retirement age across all pension records you haven’t taken benefits on.

I get an alert saying ‘Oops Sorry’ or ‘Sorry we are experiencing a high number of visitors, please try again later’

- Our pension system may be receiving updates, running calculations or be closed for maintenance, please bear with us and try again later. If you are still getting this message after a few days please contact us.

I have two jobs and I cannot see my additional record

- If you have two or more pension records these will be shown separately, and you will have to select which record you wish to see manually in the drop-down menus under the separate sections of the portal.
- If that does not help, it may be that we are processing something on your record, and you will not be able to access it at this time. Try again later but if the problem persists then please contact us.

I cannot see my service details

- This functionality is coming very soon.