

MY POWYS PENSION (MPP)

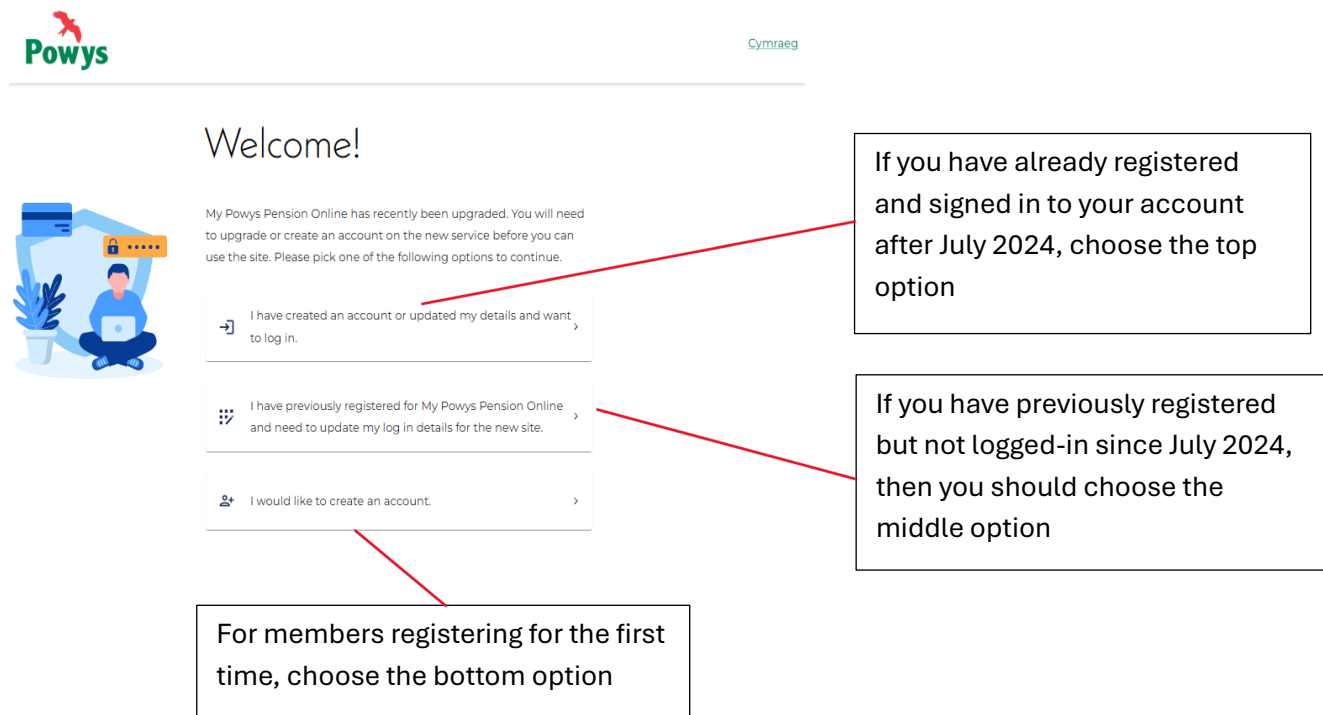
Welcome to the My Powys Pension portal - a secure, convenient online platform designed to help you manage your pension savings with ease. Here, you will find everything you need to stay informed and in control of your pension. With 24/7 access, the portal allows you to review your pension details and 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.
- **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. 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/welcome>
2. You will be taken to the home page where you will have 3 options to choose from:



The screenshot shows the 'Welcome!' page of the My Powys Pension Online portal. At the top left is the Powys logo, and at the top right is the word 'Cymraeg'. Below the header, there is a message: 'My Powys Pension Online has recently been upgraded. You will need to upgrade or create an account on the new service before you can use the site. Please pick one of the following options to continue.' There are three options listed in a list box:

- Option 1: 'I have created an account or updated my details and want to log in.' (indicated by a red arrow pointing to a callout box stating: 'If you have already registered and signed in to your account after July 2024, choose the top option')
- Option 2: 'I have previously registered for My Powys Pension Online and need to update my log in details for the new site.' (indicated by a red arrow pointing to a callout box stating: 'If you have previously registered but not logged-in since July 2024, then you should choose the middle option')
- Option 3: 'I would like to create an account.' (indicated by a red arrow pointing to a callout box stating: 'For members registering for the first time, choose the bottom option')



3. Members choosing the middle option will be asked to login by entering their username and password and clicking 'Submit'. If you have forgotten either or both then choose 'Forgotten Password' this will send a reset link to your email address. Please be patient as these emails can take a few minutes to arrive and always check your junk mail before requesting a reset again. If you are no longer using the same email address, then you will need to contact the pensions section to update your details.

Login

Please login using your username and password



Username

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)

4. If you are signing up for the first time, then you should go direct to the bottom option and follow the instructions to sign-up. 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

Submit

5. 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 phone and will need to have your driver's licence or valid passport ready. There are instructions on the screen on what to do next.

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](#)

If you cannot use the EIDV then you can request an activation code by scrolling to the bottom of the page and clicking on the Request an Activation Code. 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.

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](#)

6. Once you have successfully signed-up, you will only ever need to use the top option, 'I have created an account.....', to sign-in the next time.

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’
- The only statuses that can sign up are Active, Deferred and Pensioners. If you have recently left, or we have been notified late by your employer of your leaving information, we may still be processing your record, and you will not be able to access your figures at this stage

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 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 of 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 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 2 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.