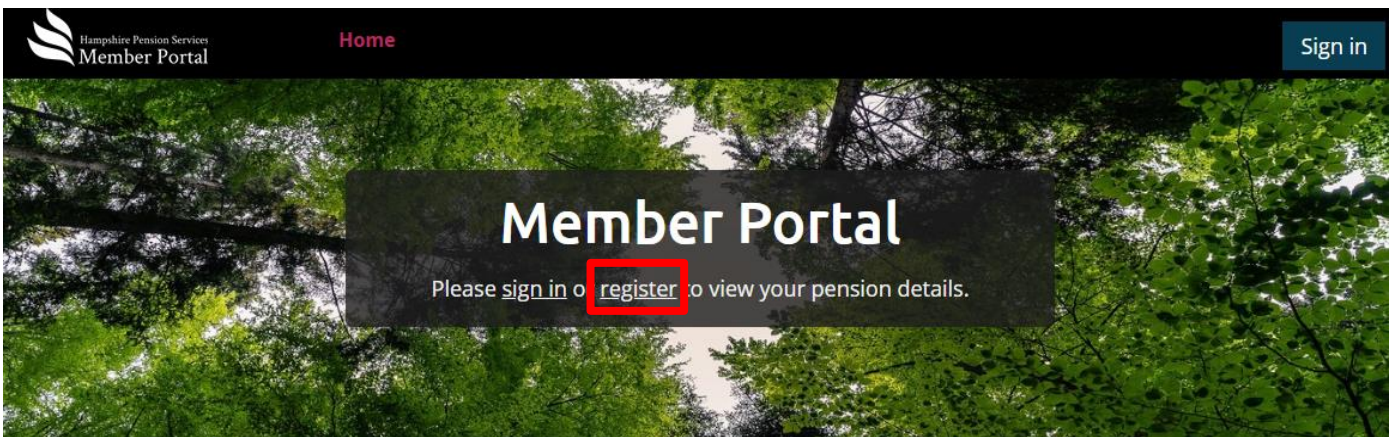


| Police Active Members | Page |
|---|--------|
| • How to register your account | 1 - 4 |
| • How to activate your account | 5 - 6 |
| • How to view your pension details; annual benefits statement and update your nominations | 6 - 10 |
| • How to view/update your personal information and change your login details | 10- 11 |
| • How to send messages to Hampshire Pension Services from your Member Portal Account | 12- 13 |
| • How to securely log out of your member portal session | 14 |

How to register your account

- 1) Go to <https://upmliveportal.hants.gov.uk>
- 2) Select the 'register' option within the main banner.
- 3)



Hampshire Pension Services

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 FAQs

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How to register
 FAQs

4) You will be taken to the 'Member Registration' page.

Member Registration

Terms of use

By registering or logging into this site, you are agreeing to do so under the terms of the Computer Misuse Act 1990 and prevailing Data Protection legislation.

Unauthorised access to online accounts contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages.

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

I Accept T&Cs *

Yes

No

Privacy notice

The Hampshire Pension Fund is a Data Controller under General Data Protection Regulation (GDPR). In order to process your personal data in line with statutory requirements to enable us to carry out our statutory duty, we are required to share your information with certain third parties in certain circumstances. For more information about how we hold your data and what we do with it, please see our full privacy notice.

Cookies

Like most websites, this one uses cookies.

Cookies are small text files stored on your computer by your browser. You can usually choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually change your preferences. This may prevent you from taking full advantage of the website's features and functionality. If you do not accept cookies, you may not be able to use all the features of the website.

I'm happy to use cookies *

Yes

No

6) Complete the mandatory fields (indicated with an asterisk *) and select 'Submit'.

Member Registration

Pension Fund *
Hampshire Police

Surname * This field is mandatory.

Date of birth * This field is mandatory.

Mobile Number

Confirm Mobile Number

Email Address * This field is mandatory.

Confirm Email Address * This field is mandatory.

National Insurance number * This field is mandatory.

Submit

7) Select a security question from the drop down menu, then enter your answer. This answer is case sensitive so make a mental note of which characters are upper case and which are lower case.

Member Registration

Enter Security Question *

Enter Security Answer *

Username * ?

Retype Username *

Password *

Retype Password *


Submit

- 8) Select a Username of your choice. This is not case sensitive. Pick something that you can easily remember such as an email address.
- 9) Select a Password. This must be between 9 and 20 characters long, contain at least 1 number, lower and upper case letters but NOT special characters (e.g. £)
- 10) Select 'Submit' once all fields on this screen are complete.

Member Registration

Enter Security Question *

Enter Security Answer *

Username * 

Retype Username *

Password *

Retype Password *

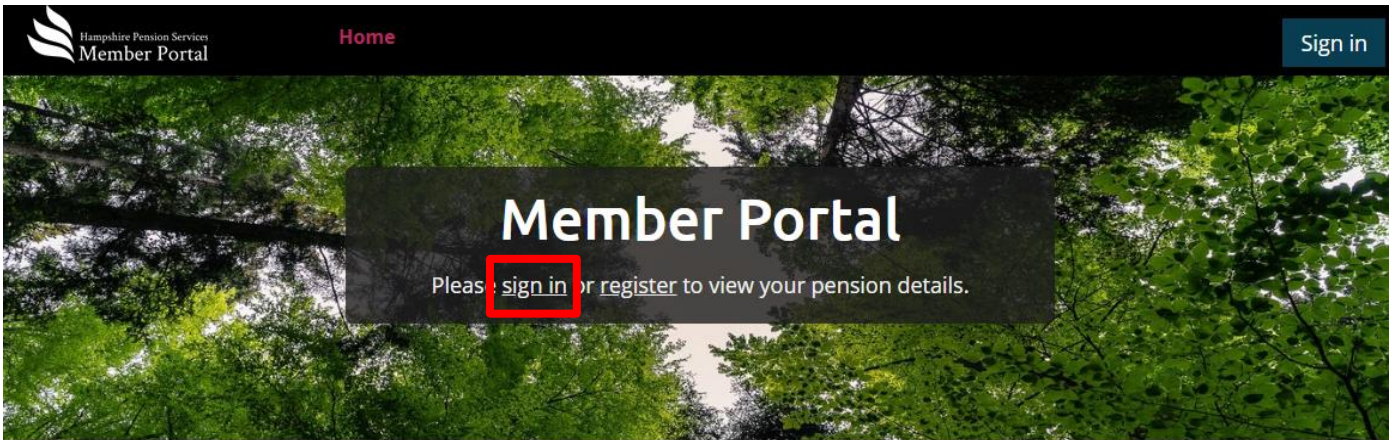
- 11) If registered successfully, the following message will be displayed and an 'Activation Code' will be sent to the email address used to register. Select 'Done' on this screen.

Member Registration

Registration complete. An email with an activation code has been sent to you. Enter the activation code the first time you sign in.

How to activate your account

- 1) Once you have received your 'Activation Code' by email, return to the Member portal at <https://upmliveportal.hants.gov.uk> and select 'sign in'.



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FAQs

- 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'.

Activate My Account

Please enter your Activation Code

Activation Code *

Submit

- 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

- 6) You will then need to re-enter your username and password and answer your security question to access your pension records online.

Username

Password

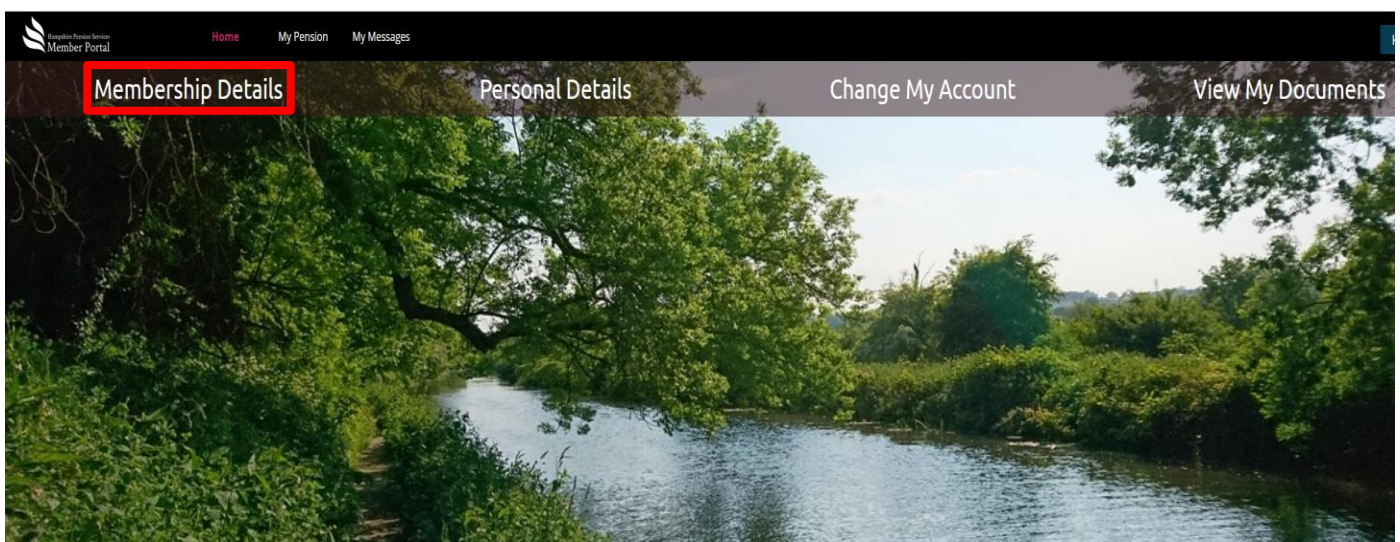
Sign in

[Forgotten your user details?](#)

[Register](#)

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

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



Guidance

[Navigation](#)

Update my details

[Update address](#)
[Update name & marital status](#)
[Update death grant nominations](#)

View my details

[Annual Benefit Statement](#)
[Pensioner P60](#)
[Pensioner payslip](#)
[Pension saving statement](#)

2) The 'Membership Details' 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 (not 1987 scheme members).
- A list of menu options on the right hand side of the screen which will vary depending on your scheme membership (only 2015 scheme members will see 'View My CARE')

My Membership Details

Death Nomination">

Please be aware that you will need to update each pension record separately with your chosen death grant nomination(s). If you are considering nominating different people for each pension record, please consider the below;

In the unfortunate event of your passing; the scheme rules state that if you have a deferred benefit or pension in payment in addition to a current active record, the lump sum death grant payable, will be any lump sum death grant payable in respect of those benefits **or** the death in service lump sum death grant of three times your assumed pensionable pay, whichever is the greater, (and providing you are under the age of 75 years old).

Should you pass away with no active employment records within Local Government, all of the death grants would be payable and each of your nominations would be taken into consideration, although your Administering Authority has absolute discretion over who receives any lump sum death grant.

| | |
|--|---|
| Police (2015 Scheme) (Active), 31/01/2000 | |
| Membership Number | |
| Employer Name | Hampshire Constabulary (Police schemes) |
| Date Joined Employer | 31/01/2000 |
| Date Joined Scheme | 31/01/2000 |
| Transition Details | |
| Protection Status | U |
| Transition Date | 01/04/2015 |

| | |
|---|--|
| Nominated Beneficiaries for Lump Sum Death Benefit | |
| Nominee | |
| Relation To Member | |
| Date Of Birth | |
| Nomination Type | |
| Percentage Of Benefits | |

In this section

- > Update My Nomination
- > View My Folder Documents
- > View My Service Details
- > View My Status History
- > View My Annual Allowance
- > View My Additional Benefit Details
- > View My Nominations
- > View My Transferred in Membership
- > View My CARE
- > View My Scheme History

3) Select 'Update My Nomination' to update your nominated beneficiaries for lump sum death benefit (not 1987 scheme members).

| | | |
|---|-------------|-------------|
| Nominated Beneficiaries for Lump Sum Death Benefit | | |
| Nominee | Jack | Steph |
| Relation To Member | | |
| Date Of Birth | 01/12/2015 | 14/10/1988 |
| Nomination Type | Death Grant | Death Grant |
| Percentage Of Benefits | 50% | 50% |
| Update My Nomination | | |

- 4) At the 'Update My Nomination' screen enter your nomination(s) into the appropriate fields, check the 'I accept' box and select 'Submit' (not 1987 scheme members).

Update My Nomination


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.

Nominate Beneficiary

Nominee *

Date of Birth *

 
 Tick if the member is under 18

Percentage of benefits *

Do you wish to add another nominee? *

I nominate those named above to receive my death grant in the proportions shown. I understand that:
- Hampshire County Council, which administers the pension fund, has discretion as to the distribution of any death grant
- this expression of wish applies to all my pension records in the Hampshire Pension Fund
- this expression of wish replaces any previous nomination I have made.

Declaration

I accept

- 5) To view your annual benefits statement select 'View My Folder Documents' from the menu shown in step 2 above.

6)

In this section

- > Update My Nomination
- > **View My Folder Documents**
- > View My Service Details
- > View My Status History
- > View My Annual Allowance
- > View My Additional Benefit Details
- > View My Nominations
- > View My Transferred in Membership
- > View My CARE
- > View My Scheme History

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

My Pension / View My Documents / My Documents

My Documents

| Date | Title |
|------------|--------------------------|
| 22/09/2015 | Active Benefit Statement |
| 06/09/2014 | ABS Correspondence |
| 24/08/2013 | ABS Correspondence |
| 18/08/2012 | ABS Correspondence |
| 09/07/2011 | ABS Correspondence |

Showing 1 to 5 of 12 entries

Previous 1 2 3 Next

8) 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 mouse over the document to reveal a direct print option or to resize the document view.

My Pension / View My Documents / View Document

Document type
Active Benefit Statement

Created date
22/09/2015

[Download PDF](#)

In this section

[My Documents](#)



**Hampshire Police Pensions
administered by
Hampshire Pension Services**

*Pension Services
The Castle, Winchester
Hampshire, SO23 8UB*

*Telephone: 01962 845588
Fax: 01962 834537*

www.hants.gov.uk/finance/pensions

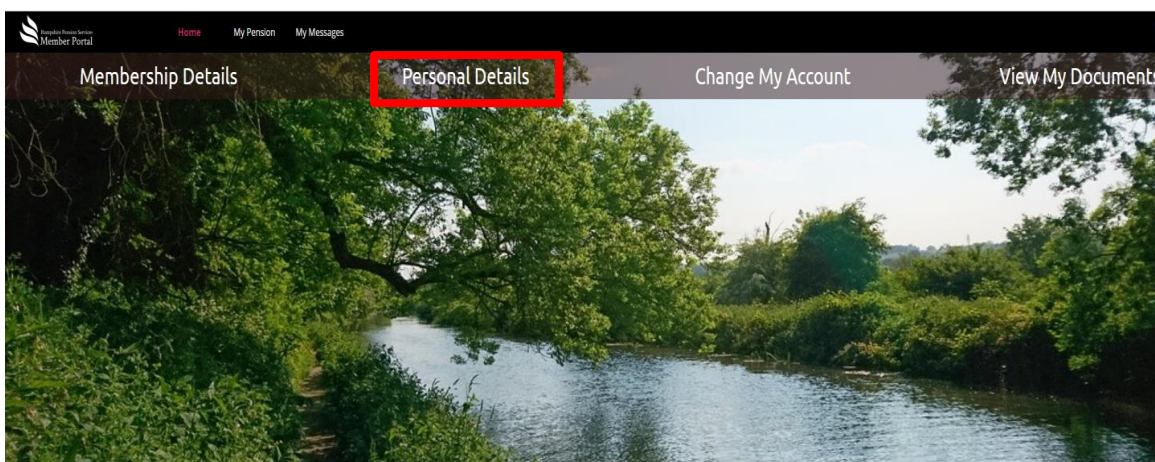
- 9) From the menu at the 'My Membership Details' screen you may also view additional pension information by selecting the appropriate option. The 'View My CARE' option is only available to 2015 scheme members. Additionally, 1987 scheme members will not see the options relating to Nominations.

In this section

- Update My Nomination
- View My Folder Documents
- View My Service Details
- View My Status History
- View My Annual Allowance
- View My Additional Benefit Details
- View My Nominations
- View My Transferred in Membership
- View My CARE
- View My Scheme History

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

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



The screenshot shows the Member Portal interface. At the top, there is a navigation bar with 'Home', 'My Pension', and 'My Messages'. Below this, a horizontal menu contains 'Membership Details', 'Personal Details' (highlighted with a red box), 'Change My Account', and 'View My Documents'. The background of the page is a scenic image of a river flowing through a lush green forest. Below the main content area, there are three columns of links:

- Guidance**
Navigation
- Update my details**
Update address
Update name & marital status
Update death grant nominations
- View my details**
Annual Benefit Statement
Pensioner P60
Pensioner payslip
Pension saving statement

- 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 from this screen.

My Pension / My Personal Details

My Personal Details

Full Name
Gender
National Insurance Number
Date of Birth
Date of Marriage
Marital Status
State Retirement Date

Update My Personal Details

Address

Update My Address

In this section

- Update My Personal Details
- Update My Address
- Update My Email
- Update My Phone

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

My Pension / My Personal Details / Update My Phone

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

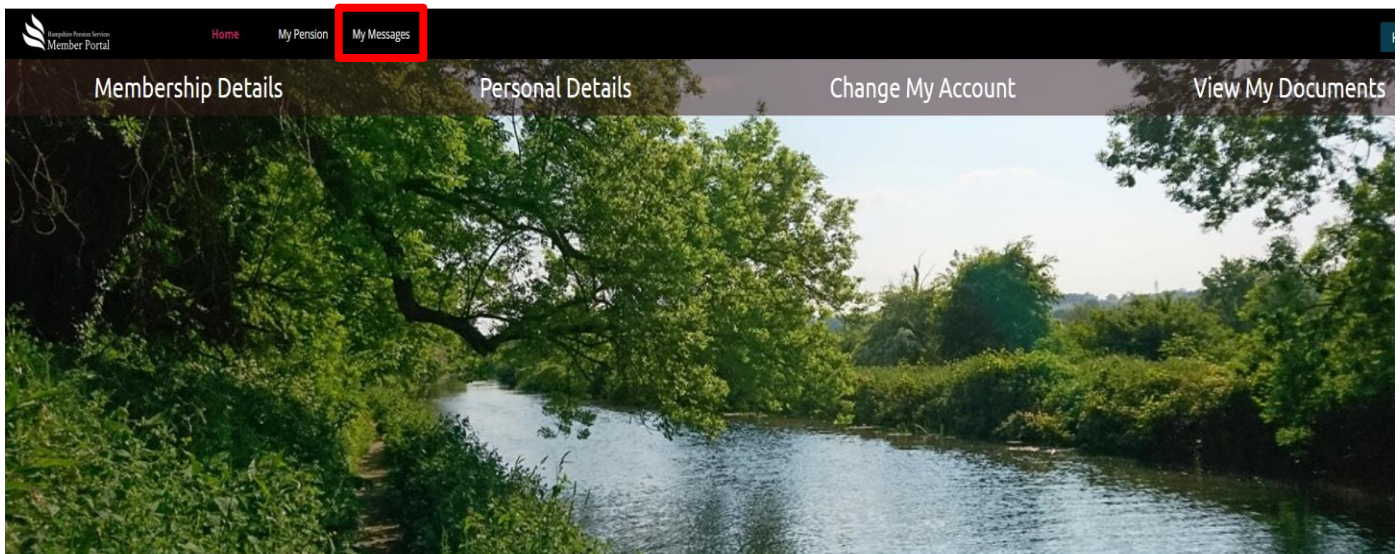
Submit

In this section

- Update My Personal Details
- Update My Address
- Update My Email
- Update My Phone

How to send messages/queries to Hampshire Pension Services from your Member Portal Account

1) From the Home screen select 'My Messages'.



Guidance
Navigation

Update my details
Update address
Update name & marital status
Update death grant nominations

View my details
Annual Benefit Statement
Pensioner P60
Pensioner payslip
Pension saving statement

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

My messages

New Message

| | Date | Subject | Unread | Closed On |
|--------------------------|------------------|--|-------------------------------------|-----------|
| <input type="checkbox"/> | 15/01/2019 15:56 | I have a question about my transfer in | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | 14/01/2019 12:12 | I have a question about another topic | <input checked="" type="checkbox"/> | |

Showing 1 to 2 of 2 entries

Previous **1** Next

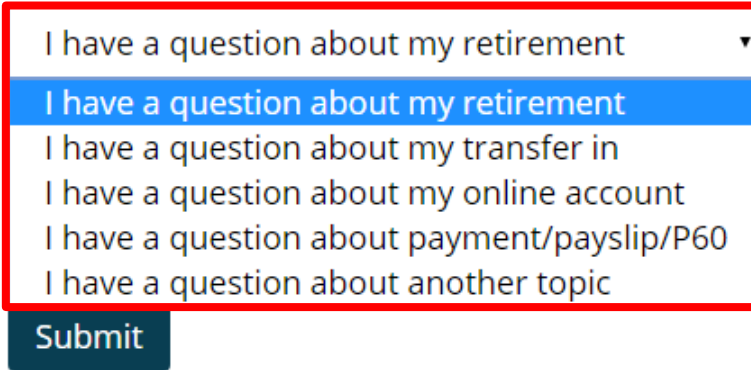
Mark Read

Delete

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

New Message

Subject



I have a question about my retirement

I have a question about my retirement

I have a question about my transfer in

I have a question about my online account

I have a question about payment/payslip/P60

I have a question about another topic

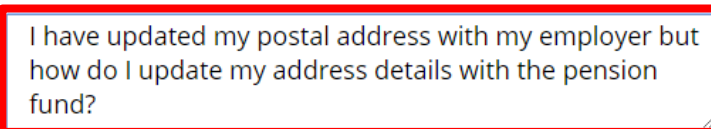
Submit

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

New Message

Subject

I have a question about another topic



I have updated my postal address with my employer but how do I update my address details with the pension fund?

1889 Characters to go

Submit

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

My Messages / thread

Thanks for getting in touch, we're aiming to reply to your message within five working days.

I have a question about another topic 17/01/2019 08:32

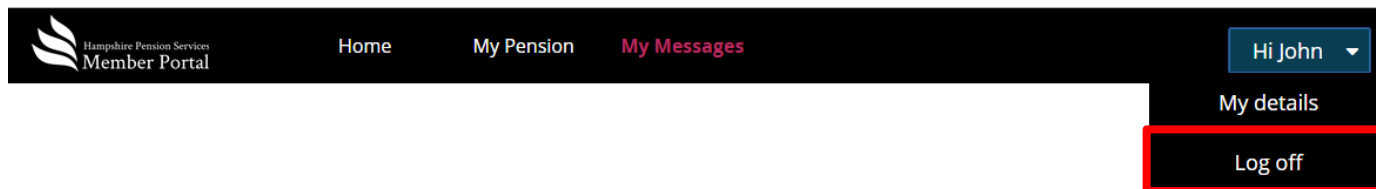
You 17/01/2019 08:32

I have updated my postal address with my employer but how do I update my address details with the pension fund

- 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



Contact Us

Member Portal Support is available Monday to Thursday 8.30am to 5pm
Friday 8.30am to 4.30pm



Telephone:- 01962 845588



Email:- pensions.system.team@hants.gov.uk



Member Portal via My Messages