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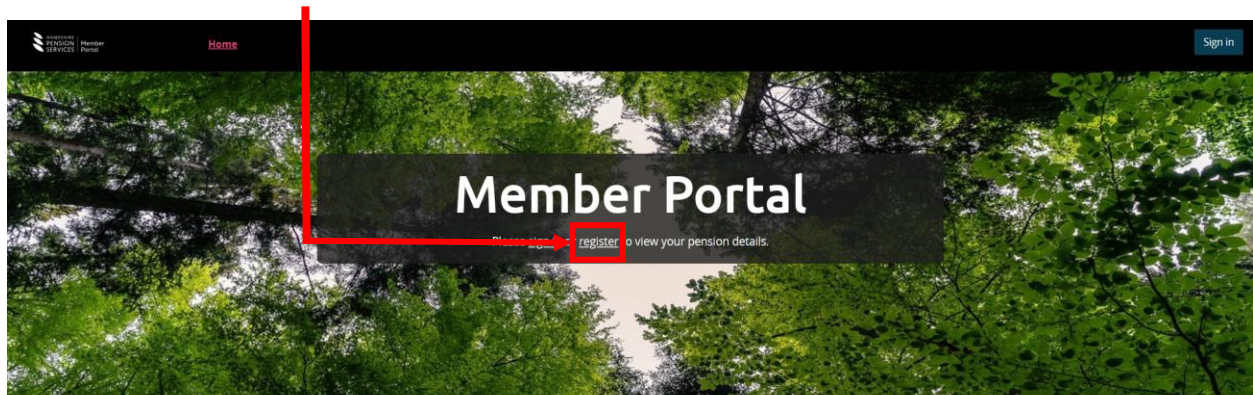
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How to register your account

1. Go to <https://mypensionportal.hants.gov.uk/>

Please note that the Member Portal is compatible with all browsers except Internet Explorer. If you are having problems using the site, please check your browser is up to date, if you continue to have issues, please contact Hampshire Pension Services.

2. Select the 'register' option within the main banner.



3. You will then be taken to the 'Member Registration' page, as pictured below.

Member Registration

Terms of use

By registering for 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.

Do not misuse our web services or try to access them using a method other than the interface and by following the instructions that we provide. We may suspend your access to our Member Portal if you do not comply with our terms or policies or if we are investigating suspected misconduct.

Use of the Member Portal does not give you ownership of any intellectual property rights in Member Portal or the content that you access. These terms do not grant you the right to use any branding or logos displayed. Do not remove, obscure or alter any legal notices displayed.

Member Portal is available on mobile devices but please do not use it in a way that distracts or prevents you from obeying traffic and safety laws.

To protect your Member Portal Account, keep your password confidential and try not to reuse your password on third-party applications. You agree not to provide your username and password to any other person or organisation. You are responsible for the activity that happens on or through your account. If you suspect either your username or password have been compromised you will need to amend your security settings for access immediately.

I Accept Terms of use *

- ☐ Yes
☐ No

Privacy notice

Privacy notice for Hampshire Pension Fund members

The Hampshire Pension Fund is a Data Controller under the General Data Protection Regulations.

This means we store, hold and manage your personal data in line with statutory requirements to enable us to provide you with pension administration services. To enable us to carry out our statutory duty, we are required to share your information with certain bodies, but will only do so in limited circumstances. For more information about how we hold your data, who we share it with and what rights you have to request information from the Fund, see our full privacy notice which can be found in Privacy and Cookies

Privacy notice for West Sussex Pension Fund members

The West Sussex County Council (WSCC) is a Data Controller under the General Data Protection Regulations.

This means WSCC store, hold and manage your personal data in line with statutory requirements to enable it to provide you with pension administration services. To enable WSCC to carry out our statutory duty, it is required to share your information with certain bodies, but will only do so in limited circumstances.

For more information about how WSCC hold your data, who it shares it with and what rights you have to request information from WSCC, see the full privacy notice which can be found on the West Sussex website <https://www.westsussex.gov.uk/about-the-council/pensions>

Privacy notice for London Borough of Hillingdon Pension Fund members

The London Borough of Hillingdon (LBH) is a Data Controller under the General Data Protection Regulations.

This means LBH store, hold and manage your personal data in line with statutory requirements to enable it to provide you with pension administration services. To enable LBH to carry out our statutory duty, it is required to share your information with certain bodies, but will only do so in limited circumstances.

For more information about how LBH hold your data, who it shares it with and what rights you have to request information from LBH see the full privacy notice which can be found on the London Borough Of Hillingdon website <https://www.hillingdon.gov.uk/article/8188/Pensions-and-data-protection>

Privacy notice for Westminster City Council Pension Fund members

Westminster City Council (WCC) is a Data Controller under the General Data Protection Regulations.

This means WCC store, hold and manage your personal data in line with statutory requirements to enable it to provide you with pension administration services. To enable WCC to carry out our statutory duty, it is required to share your information with certain bodies, but will only do so in limited circumstances.

For more information about how WCC hold your data, who it shares it with and what rights you have to request information from WCC see the full privacy notice which can be found on the Westminster City Council website <https://www.wccpensionfund.co.uk/resources/full-privacy-notice>

Cookies

Like most websites, this one uses cookies.

Cookies are small text files stored on your computer by your browser. They cannot be used to identify you personally. You must accept these in order to continue with your registration.

You can remove these from your browser history after registration.

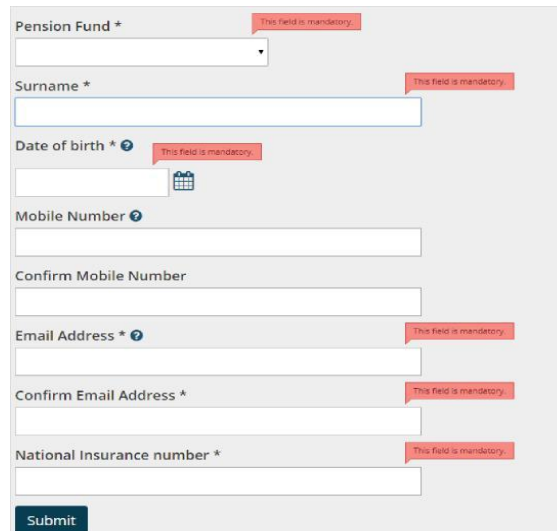
If you do not wish to accept cookies you will not be able to register to receive your information online. You will need to write to us (please include your national insurance number on your letter) if you wish to receive a printed copy of your annual benefit statement.

I'm happy to use cookies *

- ☐ Yes
☐ No

Submit

4. Complete the mandatory fields (indicated with an Asterix*) using your own personal email where possible and select 'Submit'.



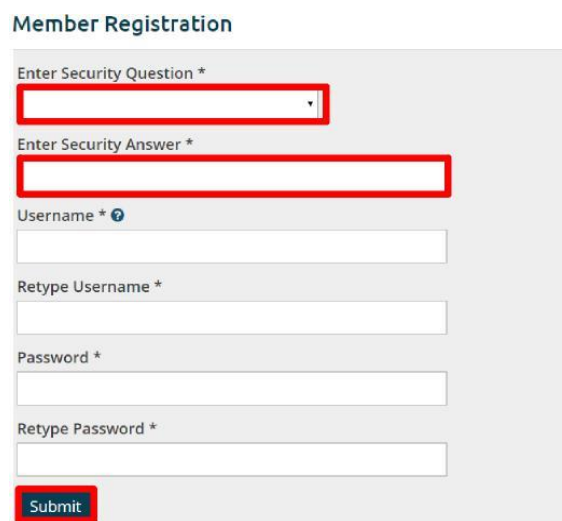
A registration form with the following fields: Pension Fund * (dropdown), Surname * (text), Date of birth * (calendar icon), Mobile Number (text), Confirm Mobile Number (text), Email Address * (text), Confirm Email Address * (text), and National Insurance number * (text). Red boxes with the text "This field is mandatory" are placed next to Pension Fund *, Surname *, Date of birth *, Email Address *, Confirm Email Address *, and National Insurance number *. A blue Submit button is at the bottom.

Please take care to ensure you are selecting the correct Pension Fund of which you are a member from the drop down.

If the administration of your Pension has recently changed to Hampshire Pension Services, the name of your pension fund will have remained unaffected.

Please note that if you have pensions in more than 1 fund (for example, Hampshire Police & Hampshire Local Government)^s, you will need to register independently for each fund.

5. Select a security question from the drop-down menu, then enter your answer.



Member Registration

Enter Security Question * (dropdown menu, highlighted with a red box)

Enter Security Answer * (text field, highlighted with a red box)

Username * (text field)

Retype Username * (text field)

Password * (text field)

Retype Password * (text field)

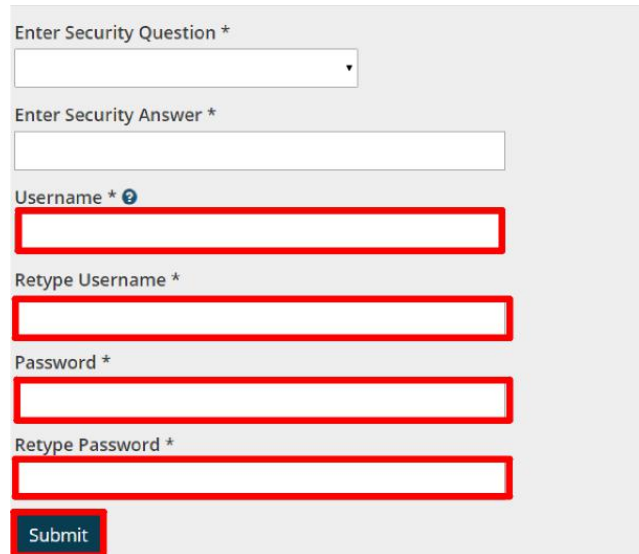
Submit (blue button, highlighted with a red box)

This answer is case sensitive so make a note of which characters are upper case and which are lower case.

6. Select a Username of your choice. This is not case sensitive. Pick something that you can easily remember, such as an email address.

7. Select a Password. The password must be 15 characters long, and it is highly recommended that this be made up of 3 completely unrelated words. Symbols, numbers and capital letters can be used to make passwords even stronger.

8. Select 'Submit' once all fields on this screen are complete.



Enter Security Question *

Enter Security Answer *

Username * ?

Retype Username *

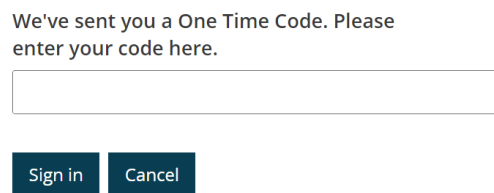
Password *

Retype Password *

Submit

9. If registered successfully, the following message will be displayed, and a one-time passcode will be sent to the mobile number or email address used to register.

Please note: the one-time passcode for registration is valid for 30 days.



We've sent you a One Time Code. Please enter your code here.

Sign in Cancel

10. Once you have received your one-time passcode by SMS text or email, return to the Member Portal at <https://mypensionportal.hants.gov.uk/> and select 'sign in'.

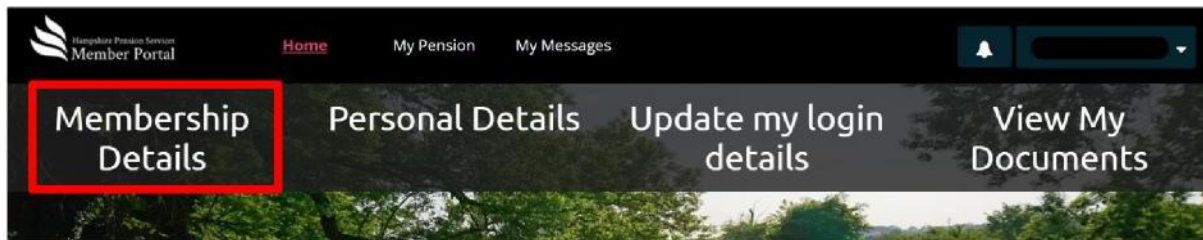
11. Enter your Username and Password and select 'Sign in'.

12. You'll be sent a new one-time passcode via SMS or email. Enter your new one-time passcode and select 'Sign in'.

Please note that you will be provided a new one-time passcode each time you login. This passcode is valid for 30 minutes.

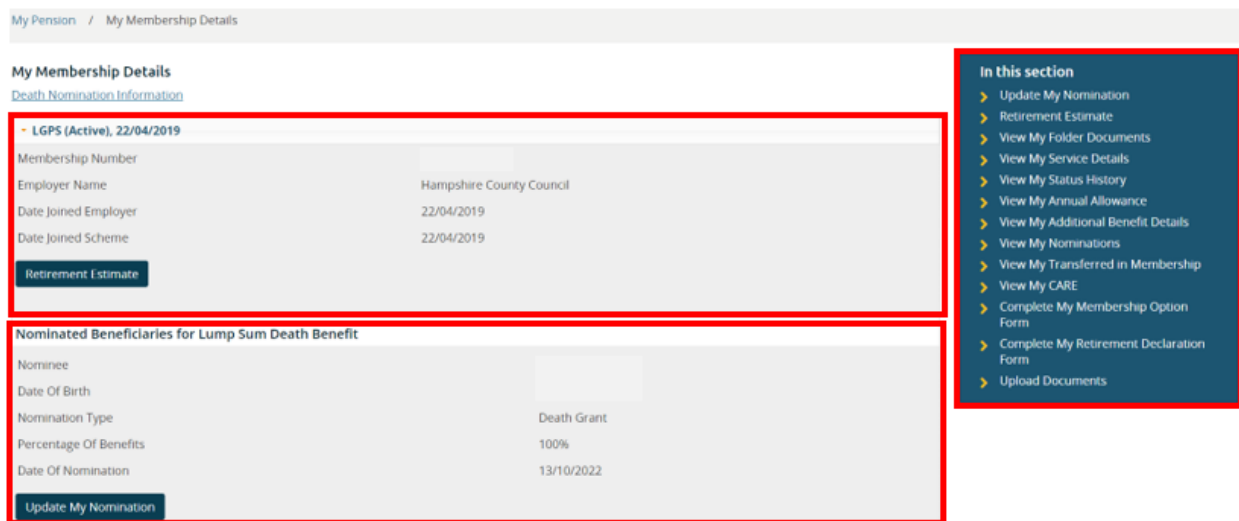
How to view your pension details; annual benefit statement and update your nominations

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



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.
- 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. Enter your nomination(s) into the appropriate fields, read and check the Declaration and select 'Submit'.

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 *

Address *

☐ 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:

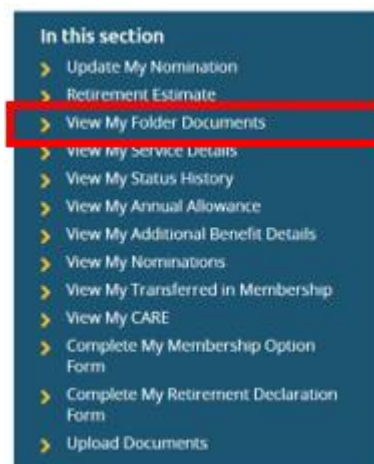
- your Administering Authority has discretion as to the distribution of any death grant
- this expression of wish applies to this pension record
- this expression of wish replaces any previous nomination I have made.
- once I attain the age of 75, no death grant will be deemed payable.

Declaration

☐ I accept

Submit

5. To view your annual benefit statement, select 'View My Folder Documents' from the menu shown in Step 2 above.



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

My Pension / My Membership Details / My Folder Documents

My Folder Documents

Date	Title
28/03/2023	TVIN Actual Transfer Complete
20/05/2022	Deferred Benefit Statement 2022
25/01/2022	Deferment Letter
30/12/2021	Active Benefit Statement 2021
12/06/2020	Active Benefit Statement 2020

In this section

- > Update My Nomination
- > Retirement Estimate
- > 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
- > Complete My Membership Option Form
- > Complete My Retirement Declaration Form
- > Upload Documents

7. The selected document will 'download' or be displayed on-screen, depending on which browser you use. You have the option to download a PDF version of the document to print or save.

8. If the document doesn't display immediately check at the bottom of your web browser window to see whether the document has been queued, or to the right of the website address bar, in which case select the queued document to open it.

9. From the menu on the 'My Membership Details' screen, you may also view additional pension information by selecting the appropriate option. These will be blank if you have not subscribed to those specific benefits.

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

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

Home Pension Services Member Portal

Home My Pension My Messages

Membership Details **Personal Details** Update my login details View My Documents

2. Select which section you wish to update and select 'Update'. You can update your person details; address; phone number and email address. Additionally, you can change your login username, login password and login security question from this screen

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

Hampshire County Council
County Treasurer
The Castle
WINCHESTER
Hampshire
SO23 8UB

[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

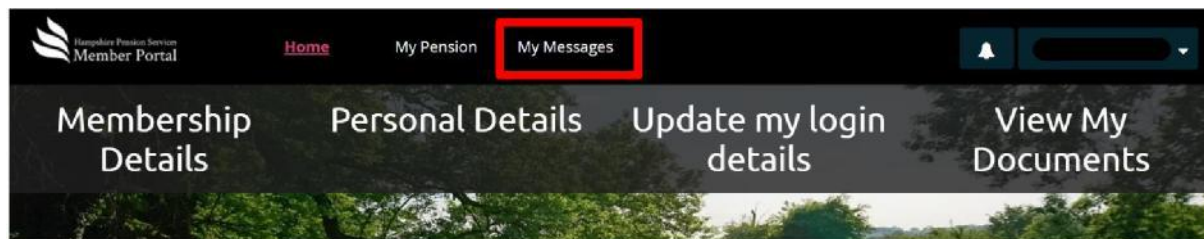
[Submit](#)

In this section

- [Update My Personal Details](#)
- [Update My Address](#)
- [Update My Email](#)
- [Update My Phone](#)

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

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



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

My messages



Date	Subject	Unread	Closed On
15/01/2019 15:56	I have a question about my transfer in		
14/01/2019 12:12	I have a question about another topic		

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.

My Messages / new thread

New | New Message

Subject

I have a question about my retirement

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

2000 Characters

1889 Characters to go

Submit

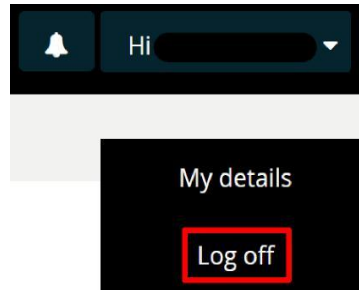
4. Type your question into the blank field and when finished select 'Submit'.

If successful, an acknowledgement screen should be shown including your message content and the date and time you submitted it.

5. 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 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

Monday to Friday 08.30am to 4.30pm



Telephone: 01962 845588



Email: pensions@hants.gov.uk



Member Portal via My Messages