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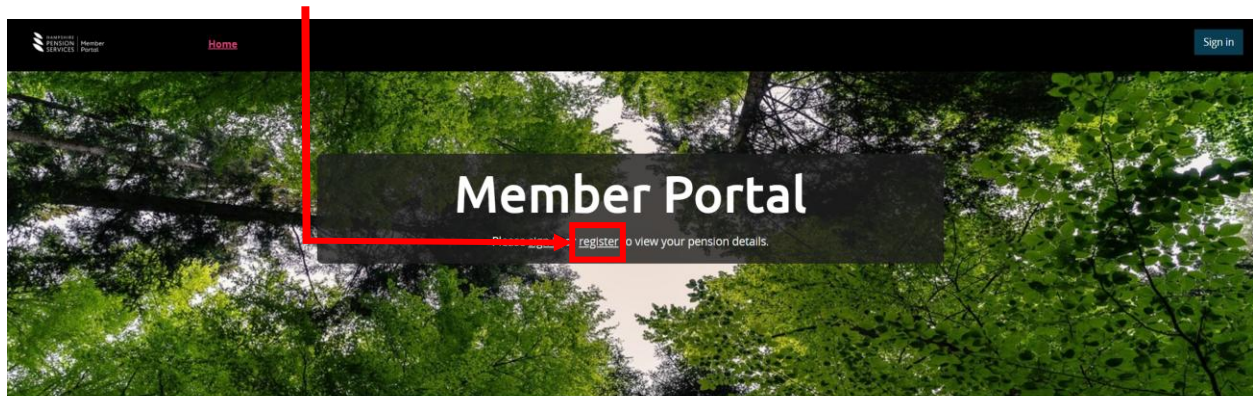
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How to register your account

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.



Hampshire Pension Services

Administering the Local Government Pension Scheme, Police and Fire schemes

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.

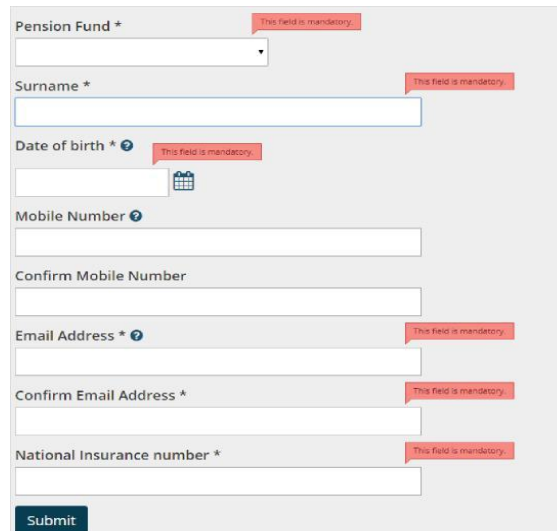
If you do not wish to accept cookies you will not be able to register to receive your information online. You will need to write to us (please include your national insurance number on your letter) if you wish to receive a printed copy of your annual benefit statement.

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'.



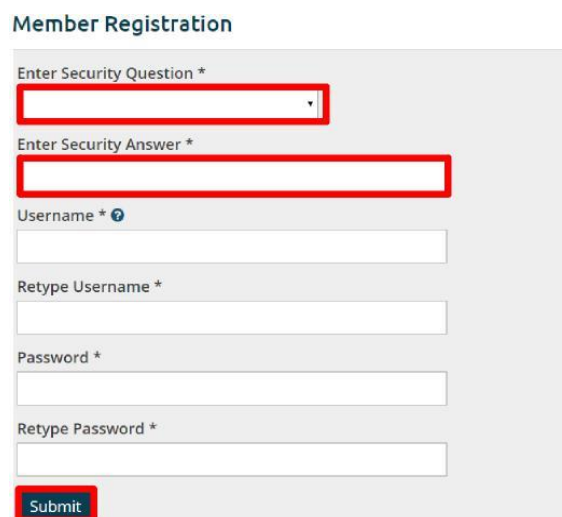
A registration form with the following fields: Pension Fund * (dropdown), Surname * (text), Date of birth * (calendar icon), Mobile Number (text), Confirm Mobile Number (text), Email Address * (text), Confirm Email Address * (text), and National Insurance number * (text). Red boxes with the text "This field is mandatory" are placed next to the Pension Fund, Surname, Date of birth, Email Address, Confirm Email Address, and National Insurance number fields. 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), you will need to register independently for each fund.

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



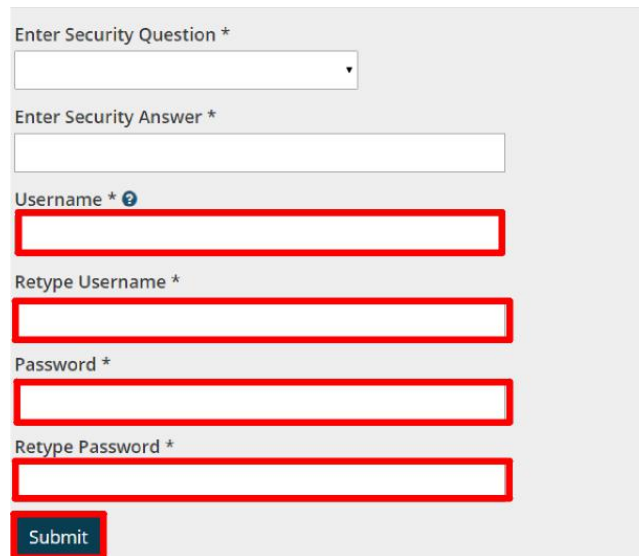
A form titled "Member Registration" with the following fields: Enter Security Question * (dropdown), Enter Security Answer * (text), Username * (text), Retype Username * (text), Password * (text), and Retype Password * (text). Red boxes highlight the Security Question and Security Answer fields. A red Submit button is at the bottom.

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 *

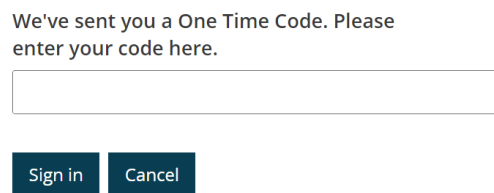
Password *

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'.

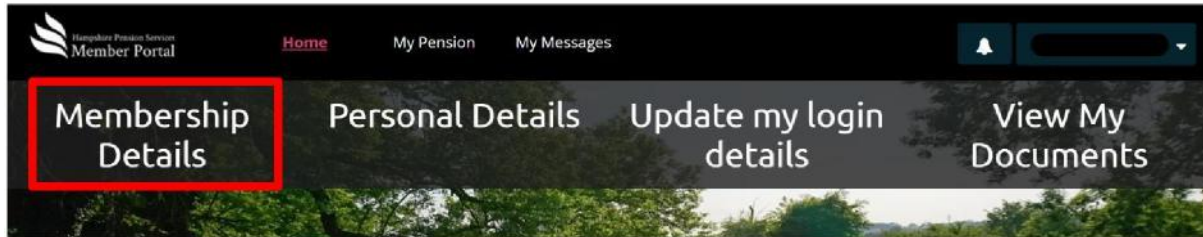
11. Enter your Username and Password and select 'Sign in'.

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 payslips, P60s and annual total pension value

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 the details of your pension accounts and bank account. It also gives you a list of menu options on the right-hand side of the screen.

3. To view your payslips and P60s, select 'View My Payslips and P60s'.

A screenshot of the 'My Membership Details' screen. At the top is a navigation bar with 'Home', 'My Pension' (highlighted in red), and 'My Messages'. Below the bar is a breadcrumb trail: 'My Pension / My Membership Details'. The main content area is titled 'My Membership Details' and includes a link for 'LGPS Death Nomination'. Below this is a table for 'LGPS (Pensioner), 12/03/1990' with the following data:

Membership Number	100041
Employer Name	East Hampshire District Council
Date Joined Employer	01/06/1994
Date Joined Scheme	12/03/1990
Retirement Date	30/08/2020

At the bottom of the table is a button labeled 'View My Payslips and P60s' (highlighted with a red box). On the right side of the screen is a sidebar titled 'In this section' with a list of links: 'Update My Bank Details', 'Update My Nomination', 'View My Folder Documents', 'View My Nominations', 'View My Pension History', 'View My Tax Code History', and 'Retirement Declaration Forms'.

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

My Payslips and P60s

Show entries

Search:

Date	Description	
31/03/2021	Payslip	View Payslip
26/02/2021	Payslip	View Payslip
29/01/2021	Payslip	View Payslip
31/12/2020	Payslip	View Payslip
30/11/2020	Payslip	View Payslip
30/10/2020	Payslip	View Payslip
30/09/2020	Payslip	View Payslip

Showing 1 to 7 of 7 entries
[Previous](#) [Next](#)

5. 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.

6. 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.

7. To view your current and previous annual total pension value – from the Home screen select 'Membership Details', then from the right-hand menu, select 'View My Pension History'. If you have more than one pension in payment select the pension you wish to view and then select 'Continue'. Your pension history will be displayed including your total pension value for the current and previous years.

My Membership Details

[LGPS Death Nomination](#)

▼ **LGPS (Pensioner), 12/03/1990**

Membership Number	100041
Employer Name	East Hampshire District Council
Date Joined Employer	01/06/1994
Date Joined Scheme	12/03/1990
Retirement Date	30/08/2020

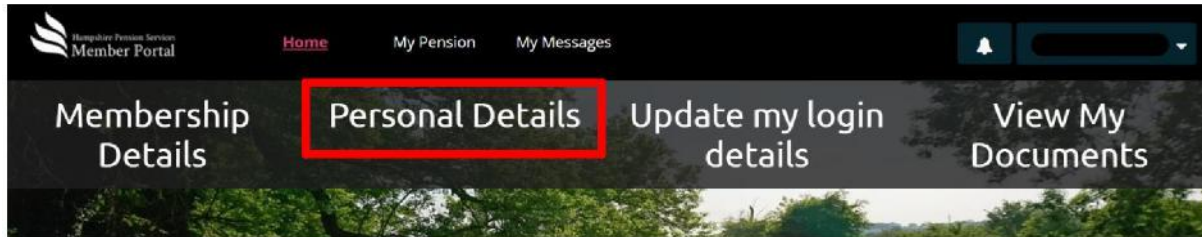
[View My Payslips and P60s](#)

In this section

- [Update My Bank Details](#)
- [Update My Nomination](#)
- [View My Folder Documents](#)
- [View My Nominations](#)
- [View My Pension History](#)
- [View My Tax Code History](#)
- [Retirement Declaration Forms](#)

How to view and 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 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	[Redacted]
Gender	[Redacted]
National Insurance Number	[Redacted]
Date of Birth	[Redacted]
Date of Marriage	[Redacted]
Marital Status	[Redacted]
State Retirement Date	[Redacted]
Update My Personal Details	

In this section

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

Once you have made your changes, select submit.

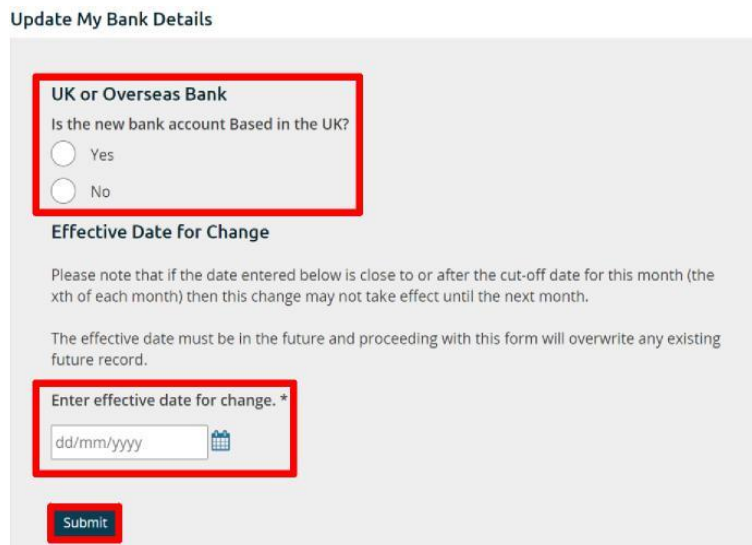
How to view and update your banking details

1. From the 'My Membership Details' screen you can view your banking details under 'Bank Details'. Select 'Update My Banking Details'.



The screenshot shows a 'Bank Details' section. On the left, there are labels for 'Effective Date', 'Account Number', and 'Sort Code'. On the right, under the heading 'CURRENT', there are three blacked-out input fields corresponding to these labels. At the bottom left, there is a red button labeled 'Update My Bank Details'.

2. Select the appropriate answer to the overseas/UK bank account question, enter a date for the bank change to take effect and select 'Submit'.

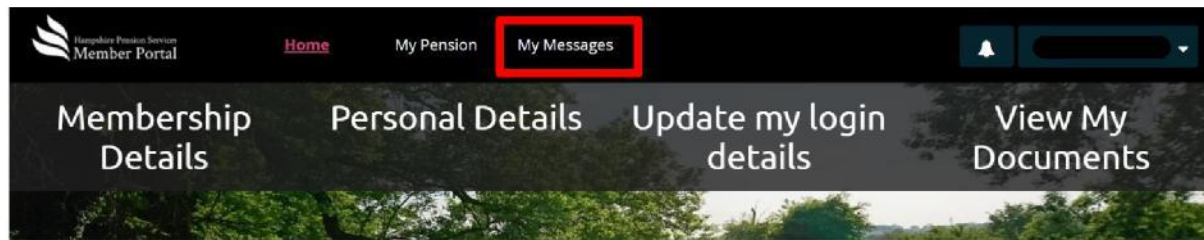


The screenshot shows the 'Update My Bank Details' form. A red box highlights the 'UK or Overseas Bank' section, which contains the question 'Is the new bank account Based in the UK?' with radio button options for 'Yes' and 'No'. Below this, another red box highlights the 'Effective Date for Change' section, which includes a text input field with the placeholder 'dd/mm/yyyy' and a calendar icon. A 'Submit' button is located at the bottom of the form.

3. Enter the 6-digit Sort Code with no spaces and select 'Search'.
4. Your chosen bank detail 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.
5. Complete the account details and select 'Next'.
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. If you receive continuous errors, please check the data and format are correct before contacting us.

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

A screenshot of the 'My Messages' mailbox interface. At the top left is a 'New Message' button (highlighted in red). Below it is a table with columns: 'Date', 'Subject', 'Unread', and 'Closed On'. There are two message entries. Below the table is a pagination bar showing 'Showing 1 to 2 of 2 entries' and 'Previous 1 Next'. At the bottom left are two buttons: 'Mark Read' and 'Delete'.

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

A screenshot of the 'New Message' form. At the top is a breadcrumb trail: 'My Messages / new thread'. Below it is the heading 'New Message'. Under the heading is a 'Subject' label and a dropdown menu (highlighted in red) with the option 'I have a question about my retirement'. Below the dropdown is a large text area for the message body. At the bottom left of the text area is the text '2000 Characters to go'. At the bottom center is a 'Submit' button.

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

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?

1889 Characters to go

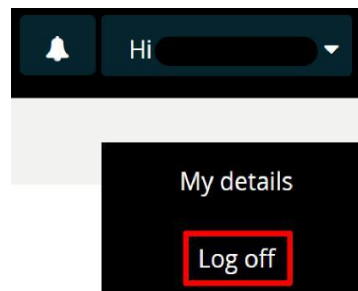
Submit

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