

# Registering for My Pension Online

**It is important to follow the steps below in order, otherwise your registration to My Pension Online could be delayed.**

The following is a detailed step by step guide to registering for My Pension Online, an overview of these steps can also be viewed on the Cornwall Pension Fund website on the “Getting started on My Pension Online” webpage.

Visit [www.cornwallpensionfund.org.uk](http://www.cornwallpensionfund.org.uk) and click on the link to My Pension Online near the top of the homepage (or under the Useful links tab):

The screenshot shows the top navigation bar of the Cornwall Pension Fund website with tabs for: Cornwall Pension Fund, Thinking of joining, Forms, Employers, Investments, Governance, News, and Useful links. Below the navigation is a yellow banner with a blue arrow icon and the text: **Information about Covid 19:** Please read our information on how we are supporting residents and businesses, as well as information on affected services. Below this is a pink box titled **My pension online** with the text: Our member self-service facility called My Pension Online is now live. You can now view your pension details and calculate your benefits online – to sign up and login for this service please visit the My Pension Online webpage.

This will take you to the My Pension Online webpage, you’ll need to complete an access form to enable the Fund to add your email address to your pension record – click the “Access form” blue button:

If you are not a member of the Local Government Pension Scheme (LGPS) or Firefighters' Pension Scheme (FPS), you will not be able to sign up for My Pension Online. If you have recently joined the scheme, then you will need to wait until you receive confirmation of your membership of the Fund from us, before you will be able to sign up for My Pension Online.

## How to sign up

Before starting the sign up process, we recommend you view the [Getting started on My Pension Online](#) webpage which explains the full sign up process.

You'll need to complete our My Pension Online [access form](#) first, before you can register for this member self-service facility.

We'll ask you to let us know your email address along with some personal information. This is so we can add your email address to your pension record and send you an invitation to register for the member self-service, within 5 working days.

[Access form >](#)

This will take you to the Access Form webpage. You will need to complete your details and click the “Submit” button:

To view your pension information and calculate your benefits using our self-service facility, My Pension Online, please complete this access form.

Once we have checked your details and added your email address to your pension record, we will email you to let you know how to register for the service.

## My Pension Online access request

Mandatory fields are indicated with an asterisk (\*).

Your full name \*

Your National Insurance number \*

Date of birth \*

Please enter your date of birth in the format dd/mm/yyyy

First line of your address \*

Postcode \*

### Last Updated:

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### Related Content

[Access form](#)

[Getting started on My Pension Online](#)

[My Pension Online](#)

[Cornwall Pension Fund](#)

The access form will be sent to the Fund so that they can check your details and add your email to your pension record. Once this is done, you will receive an "Invitation to register" email with instructions on how to register.

Use the link the "Invitation to register" email to the My Pension Online webpage again but this time click the "Go to My Pension Online" blue button under the "How to login if you already have an account":

## How to login if you already have an account

If you already have a My Pension Online account and would like to login, you can visit the My Pension Online member self-service website now:

[Go to My Pension Online >](#)

If you don't already have a My Pension Online account and want to sign up, please see the "How to sign up" section above.

My Pension online helps us to communicate faster and more efficiently with you. It also helps us to reduce the amount of paper we use.

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This will take you to the My Pension Online portal:

Click on the Register button under the “Register for My Pension Online” heading, at the bottom left of the screen.

This will then take you the following webpage, which gives you an overview of what you can do on My Pension Online:

Then, click on “sign up” under the “create an account” heading, top righthand side:

## Create an account

We will need these details:

- National Insurance Number
- Date of birth
- Email address

[Sign up](#)

This will take you to the sign up screen, as per below:



[Help](#) [Home](#) [Login](#)

## Sign Up

To request an activation key complete the form below and click the Sign Up button below. Once you have clicked the Sign Up button, this will then take you back to the My Pension Online home page.

Your activation key will be sent to the email address held on record. If you have not received this within 24 hours please contact Cornwall Pension Fund.

Surname	<input type="text" value="Surname"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/>
Email Address	<input type="text" value="Email Address"/>
	<a href="#">Sign Up</a> <a href="#">Cancel</a>

You will need to enter your surname, National Insurance (NI) number, date of birth and email address. It is important to use the same email that you used on the access form previously submitted. Once you have registered, you will be able to change your email address, if need be at a later date.

Then click “Sign Up”. **This will then take you back to the My Pension Online homepage.**

***If incorrect details are entered, a validation warning similar to the below may appear:***

## Sign Up

✖ Validation Errors ✕

Sorry, your submission could not be processed. Please correct the following problems and try again.

- Details provided could not be verified. Please check your inputs and try again or contact your pensions administrator for support.

To request an activation key complete the form below and click the Sign Up button below. Once you have clicked the Sign Up button, this will then take you back to the My Pension Online home page.

Your activation key will be sent to the email address held on record. If you have not received this within 24 hours please contact Cornwall Pension Fund.

If your details are validated, you will receive an email titled “Member Self-Service Sign-up” to the email entered, shortly after clicking the “Sign Up” button. This will come from Cornwall Pension Fund Online.

Click the link in the email to complete the registration process.

*If you do not receive this email, please check your spam or junk email folder first before contacting us.*

You will now see the Registration page below, where you need set your username, password and security questions:

## Registration

Please provide the following details and click the Register button to complete your registration.

<b>Username</b>	<input type="text" value="Username"/>
<b>Email Address</b>	<input type="text" value="Email Address"/>
<b>Confirm E-mail Address</b>	<input type="text" value="Confirm E-mail Address"/>

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<b>Enter New Password</b>	<input type="password" value="Enter New Password"/>
<b>Confirm New Password</b>	<input type="password" value="Confirm New Password"/>
<b>Security Question 1</b>	<input type="text" value="Favourite Colour"/>
<b>New Response 1</b>	<input type="text" value="New Response 1"/>
<b>Confirm New Response 1</b>	<input type="text" value="Confirm New Response 1"/>

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<b>Security Question 2</b>	<input type="text" value="Favourite Colour"/>
<b>New Response 2</b>	<input type="text" value="New Response 2"/>
<b>Confirm New Response 2</b>	<input type="text" value="Confirm New Response 2"/>

Click “Register” and you will then see confirmation that you’ve been set up:



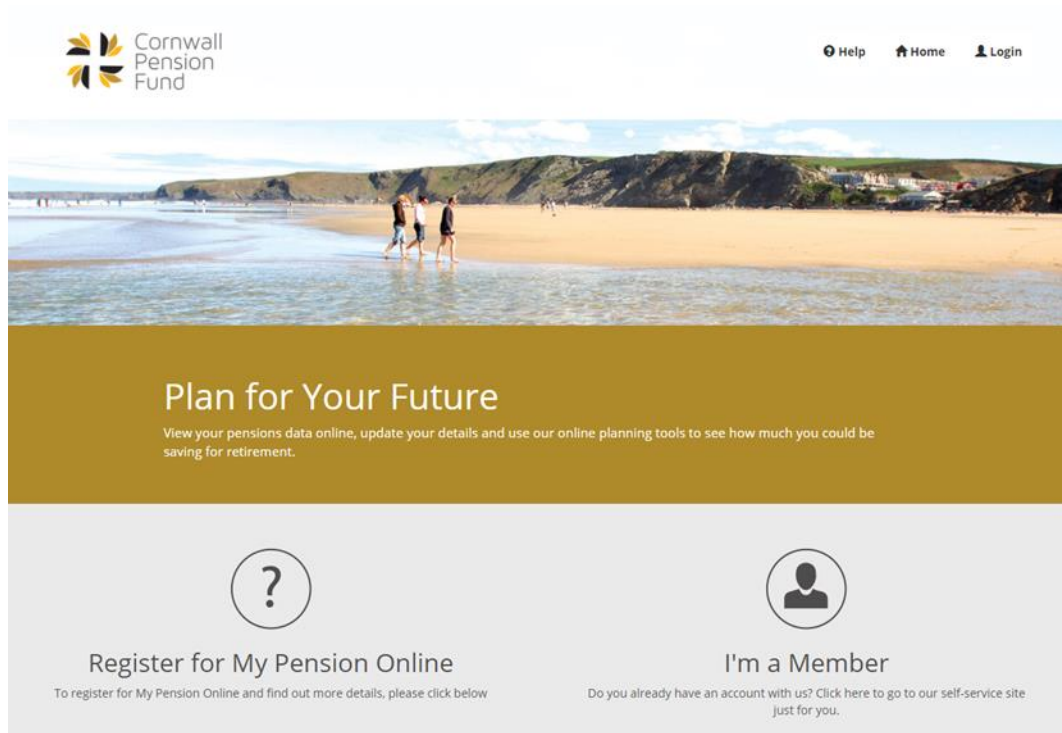
## Login

✔ **Success**  
Your new Member Self-Service account has been created and you may now log in.

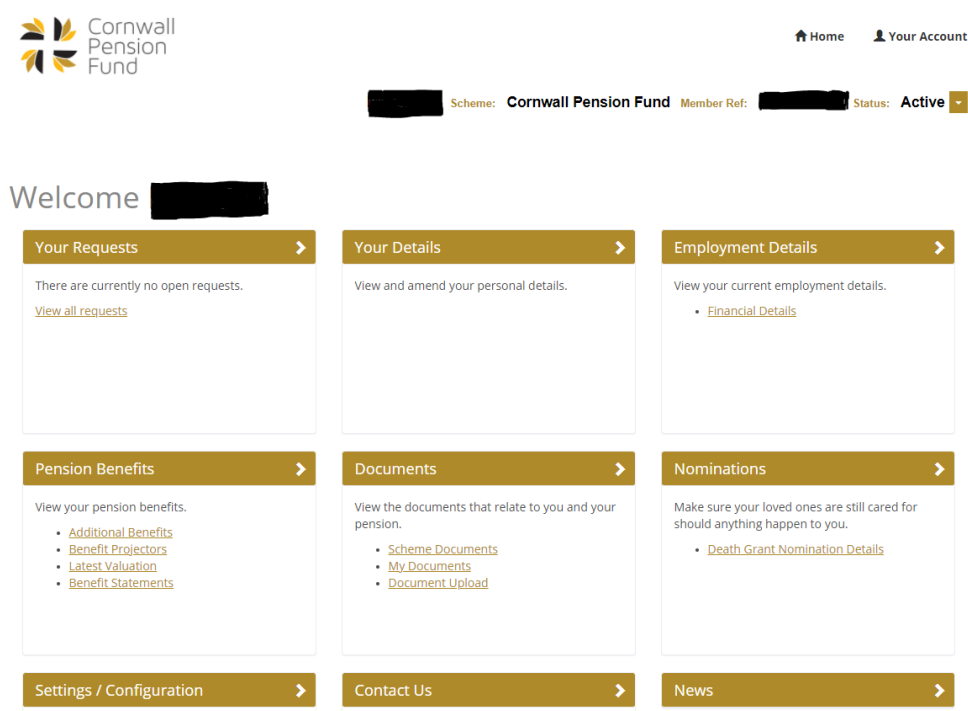
Please enter your username and password below. If you haven't got a username and password, you can [request one](#).  
If you have received an activation key, please [complete your registration](#).

<b>Username</b>	<input type="text" value="Username"/>
<b>Password</b>	<input type="password" value="Password"/>
	<a href="#">Forgotten your password?</a>
	<a href="#">Forgotten your username?</a>
	<input type="button" value="Login"/>

You can now login to view and update your details plus obtain an estimate of your pension benefits at any time by visiting [www.cornwallpensionfund.org.uk](http://www.cornwallpensionfund.org.uk) and click on the link to My Pension Online near the top of the homepage. This will then take you to our My Pension Online webpage where you simply click the “Go to My Pension Online” blue button under the “How to login if you already have an account” heading. This will take you the My Pension Online portal and you simply click “login”, in the top righthand corner:



Enter your details and answer the security question, entered previously when registering for My Pension Online, then you will be logged in to your secure area and a page similar to the below will be shown:



**If you have more than one pension record with Cornwall Pension you can toggle between these using the “status” dropdown in the top right of the Welcome screen (show above).**

#### **Your Details**

This contains your personal information and your contact details including your address, telephone number and email address. Click the Edit button to change any of your contact details.

#### **Employment Details**

This contains, under the financial details heading, your employer and annual allowance details.

#### **Pension Benefits**

This contains the benefit projectors where you can calculate an estimate of your pension benefits on a given date. This allows you adjust your pay and gives you your conversion options i.e. adjust your lump sum and annual pension amounts. It is important to remember, these are just estimates and you should not make decisions in respect of your benefits without requesting a formal quotation from Cornwall Pension Fund.

#### **Nominations**

This contains details of those you have nominated for your death grant. If there are no details listed or you need to update these, simply complete the relevant sections and click submit.

#### **Setting/Configuration**

You can change your password and security responses in this area.

#### **Contact Us**

This allows you to contact Cornwall Pension Fund with a query or comment. Use category drop down to select the nature of your query or comment in order that the correct team can respond.