

# How to register for 'My Pension Portal'

For best results we recommend that you use a computer/laptop for the registration process

# How to register and log in

To use My Pension Portal, you will need internet access. You can then open your internet browser and type <https://mypension.eastsussex.gov.uk>



# Are you already registered?

If you have already registered and have a username and password, you can enter your login details to access the portal.

If you have forgotten either your username or password, you can request a reminder by clicking on 'Forgotten your password' or 'Forgotten your username'

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](#).

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

Login

# Instructions for new users

If this is your first time using the portal, you can start the registration process by clicking 'request one'.

You'll be taken to a sign up page.

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](#).

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

Login

# Sign up

You will need to provide us with:

- Your Surname
- Your National Insurance number
- Your date of birth
- Your email address.


Then click the 'Sign up' button.

You'll be sent an activation key via an email (from Altair Live) within 12 hours. Note - normally this is received immediately. If you haven't received the email, we recommend checking your junk file. Click on the link in the email to continue.

## Sign Up

To request an activation key complete the form below and click the Sign Up button

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

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"/>

# Create username and enter email

First, please create a unique username. Your username must be between 6 to 30 characters long and contain only alphanumeric characters which are letters from A to Z and numbers 0 to 9. Your username must start with an alphabetical character, this could be either upper or lowercase.

You'll then need to enter your email address which we'll use to contact you in the future. It will also be where any requests for forgotten login details will be sent.

## Registration

Please provide the following details and click the Register button to

Username must be between 6 and 30 characters long, contain only alphanumeric characters (i.e. A-Z, a-z, 0-9) and start with an alphabetical character.

Username

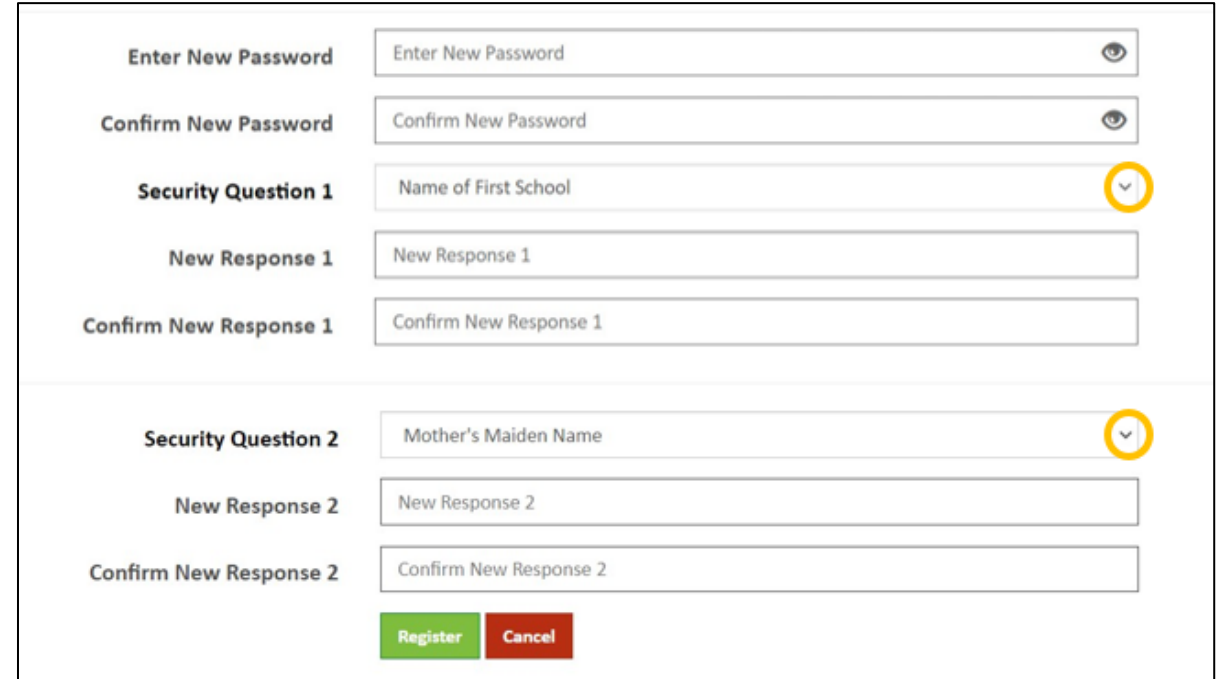
Email Address

Confirm E-mail Address

# Enter password and security questions

Your password must consist of 8-14 characters including one uppercase, one lowercase, one numeric number and a special character. Please do not use the Pound (£) or Dollar (\$) sign as the system does not accept these.

To change which security question you wish to answer, click on the dropdown arrows highlighted here.



The form is divided into two sections. The first section contains fields for 'Enter New Password', 'Confirm New Password', 'Security Question 1' (with a dropdown arrow highlighted in yellow), 'New Response 1', and 'Confirm New Response 1'. The second section contains fields for 'Security Question 2' (with a dropdown arrow highlighted in yellow), 'New Response 2', and 'Confirm New Response 2'. At the bottom of the form are two buttons: 'Register' (green) and 'Cancel' (red).

Enter New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Security Question 1	<input type="text" value="Name of First School"/>
New Response 1	<input type="text" value="New Response 1"/>
Confirm New Response 1	<input type="text" value="Confirm New Response 1"/>
Security Question 2	<input type="text" value="Mother's Maiden Name"/>
New Response 2	<input type="text" value="New Response 2"/>
Confirm New Response 2	<input type="text" value="Confirm New Response 2"/>

Once you've completed the form click 'Register' to finish.  
You'll be taken back to the login page.

# Log in and get started!

Congratulations, your new account has been created and you may now log in by entering your username and password and then clicking the 'Login' button.

## 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](#).

Username

Password

[Forgotten your password?](#)

[Forgotten your username?](#)

Login

If you have any problems, please call 0300 200 1027.

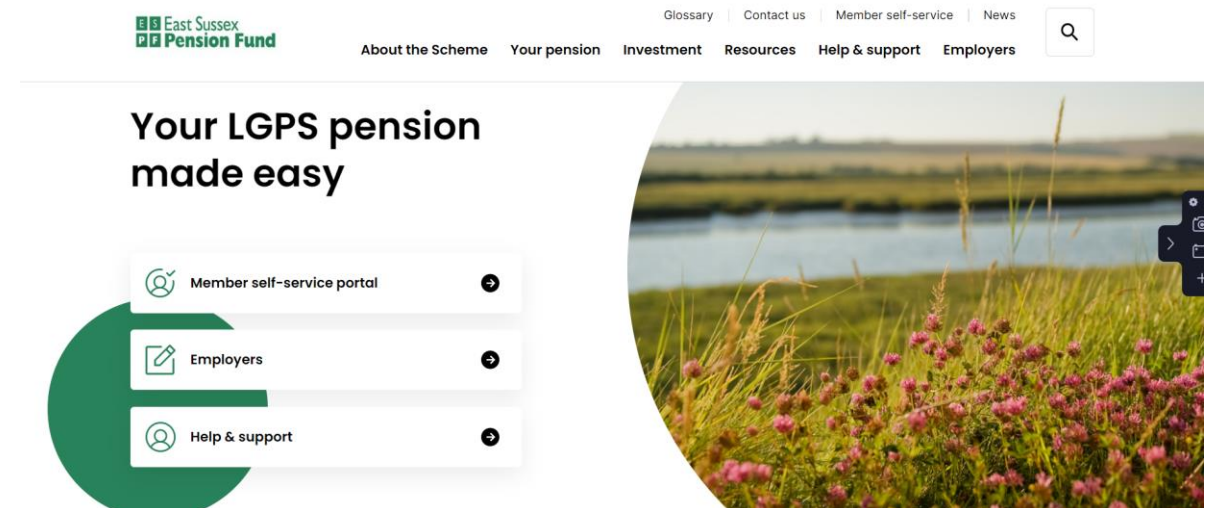


# Further support

We have a dedicated website page providing support for users of ‘My Pension’ which can help you with registration, forgotten user names or passwords and commonly asked questions and answers.

[Member Self-Service Portal | East Sussex Pension Fund](#)

This page can also be accessed via the home page of the website by clicking on the ‘Member self-service’ button as shown.



[www.eastsussexpensionfund.org](http://www.eastsussexpensionfund.org)

My Pension Portal queries: 0300 200 1027

Administration and general enquiries: [pensions@eastsussex.gov.uk](mailto:pensions@eastsussex.gov.uk)

Employer engagement team: [employer.engagement@eastsussex.gov.uk](mailto:employer.engagement@eastsussex.gov.uk)

Investment enquiries: [pensionfundinvestments@eastsussex.gov.uk](mailto:pensionfundinvestments@eastsussex.gov.uk)