

# How to reset your 'My Pension Portal' username/password

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

# Forgotten your username I

Once you have selected the words 'Forgotten your username?' on the login page, the 'Request Username Reminder' page will open.

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

# Forgotten your username 2

You will need to provide us with:


- Your Surname
- Your National Insurance number
- Your date of birth

Then click the 'Submit' button.

## Request Username Reminder

If you are unable to remember your username, you can request a username reminder.

Your username will be e-mailed to you. If you do not receive this email please contact your administering authority.

Surname	<input type="text" value="Surname"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 
<div><div>Submit</div><div>Cancel</div></div>	

- Your 'My Pension' portal username will be emailed to you instantly from Altair Live. After an hour, if you haven't received the email, we recommend checking your junk as the email might have ended up there. Contact us on 0300 200 1027 if not.
- **Helpful tip:** Your username will always be lowercase, even if you used a Capital letter in it when you registered.

# Forgotten your password I

Once you have selected the words 'Forgotten your password?' on the login page, the 'Request Password Reminder' page will open.

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

# Forgotten your password 2

On this page, you will be asked to enter the username you created when registering for My Pension Portal or your email address. Then select the 'Submit' button.

## Forgotten your Password?

Enter the email address or the username for your account. We'll send you an email with a link to reset your password if it matches our records. You must complete the reset process before you may log in again.

Email Address or Username

Submit

Cancel

A password reset link will be emailed to you instantly from Altair Live. After an hour, if you haven't received the email, we recommend checking your junk file. Contact us on 0300 200 1027 if not.

East Sussex **Pension Fund**

# Forgotten your password

Once you have selected the reset password link from your email, you will be asked to create a new password and confirm your new password. Then select the 'Submit' button

If successful, when you go back to the login screen a message will appear to confirm that your new security details have been successfully processed.

You can now login with your username and password.

## New Password

Enter a new password and confirm, and then click the Submit button.

### Enter New Password



### Confirm New Password

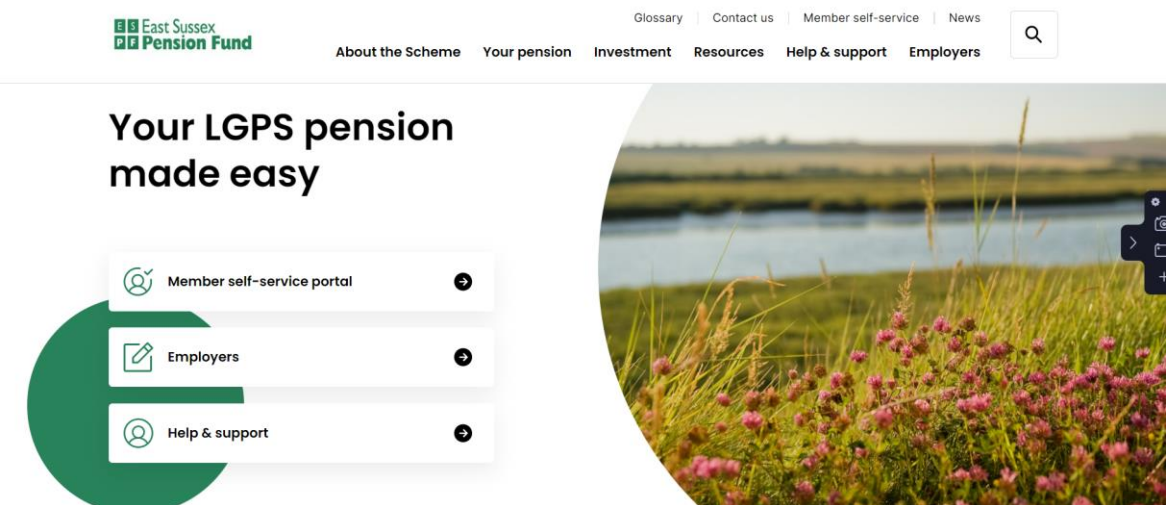


# Further support

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)