

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

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"/>

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.

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

Username

Email Address

Email Address

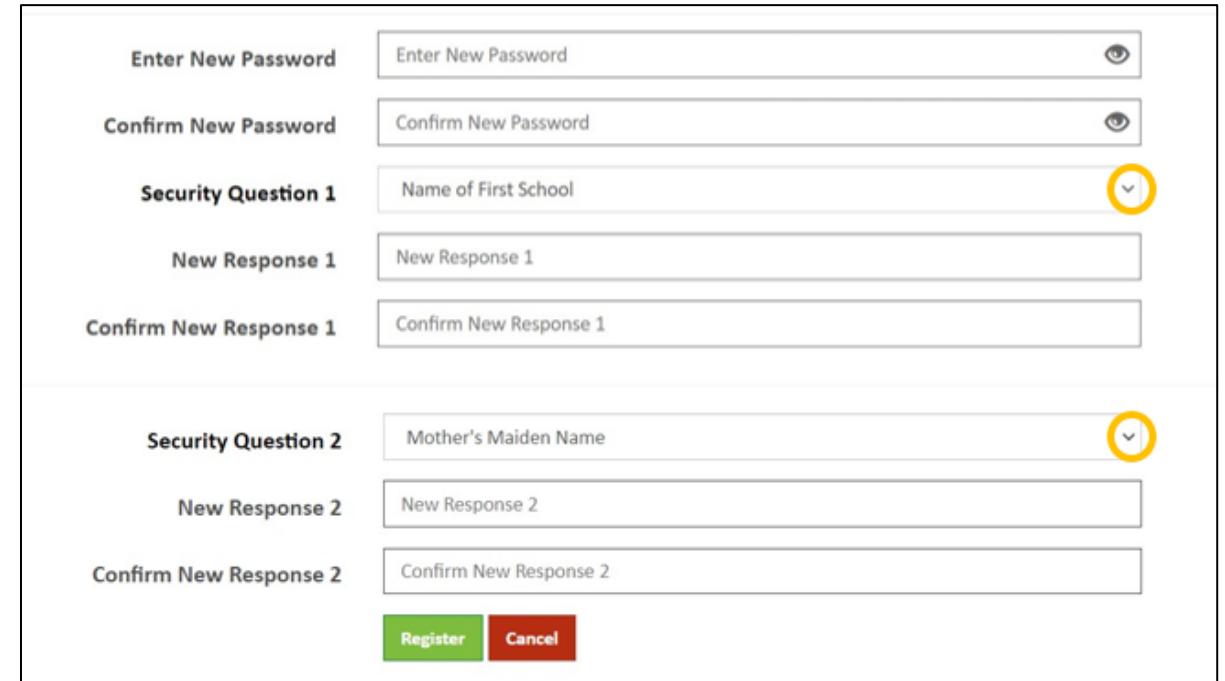
Confirm E-mail Address

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 screenshot shows a registration form with the following fields and labels:

- Enter New Password**: Input field with a password icon.
- Confirm New Password**: Input field with a password icon.
- Security Question 1**: Dropdown menu with "Name of First School" selected. A yellow circle highlights the dropdown arrow.
- New Response 1**: Input field.
- Confirm New Response 1**: Input field.
- Security Question 2**: Dropdown menu with "Mother's Maiden Name" selected. A yellow circle highlights the dropdown arrow.
- New Response 2**: Input field.
- Confirm New Response 2**: Input field.

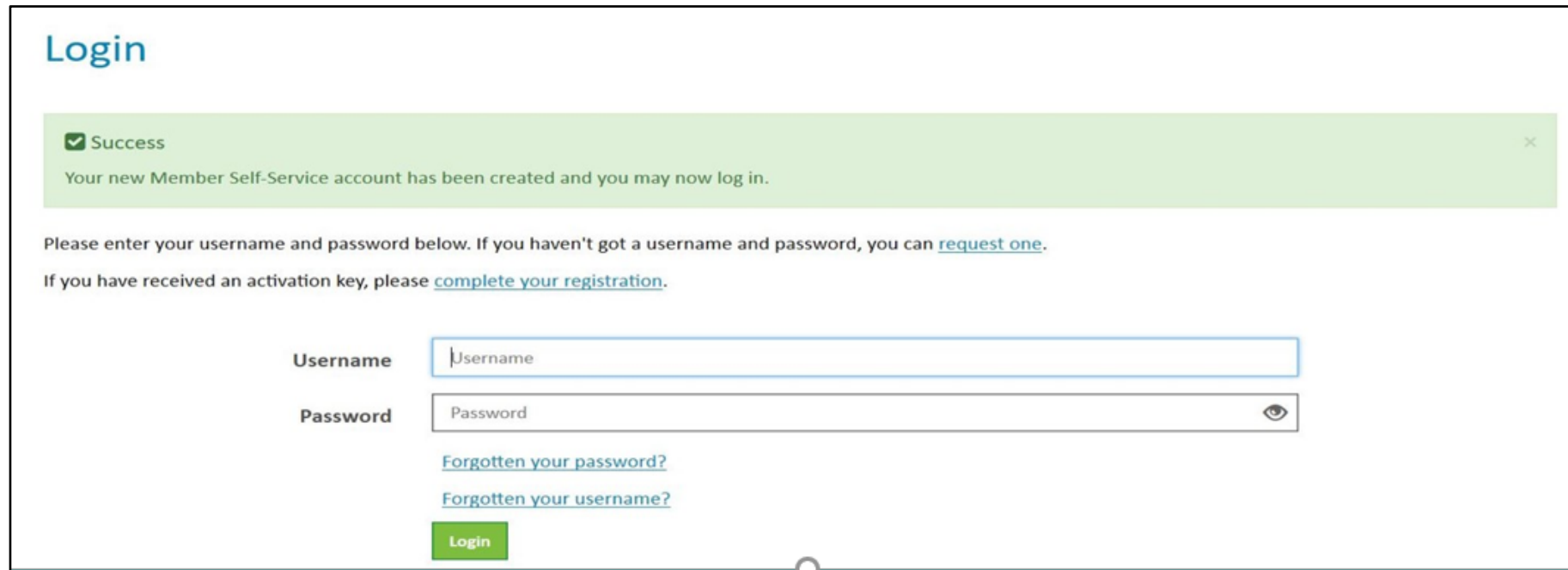
At the bottom of the form are two buttons: a green "Register" button and a red "Cancel" button.

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.



The screenshot shows a login page with the following elements:

- Header:** "Login" in blue text.
- Success Message:** A green banner with a checkmark icon, the text "Success", and a close button (X). The message reads: "Your new Member Self-Service account has been created and you may now log in."
- Instructions:** "Please enter your username and password below. If you haven't got a username and password, you can [request one](#)." and "If you have received an activation key, please [complete your registration](#)."
- Form Fields:**
 - Username:** A text input field with the placeholder text "Username".
 - Password:** A password input field with the placeholder text "Password" and a toggle icon (an eye) on the right side.
- Links:** Two blue links: "[Forgotten your password?](#)" and "[Forgotten your username?](#)".
- Button:** A green "Login" button.

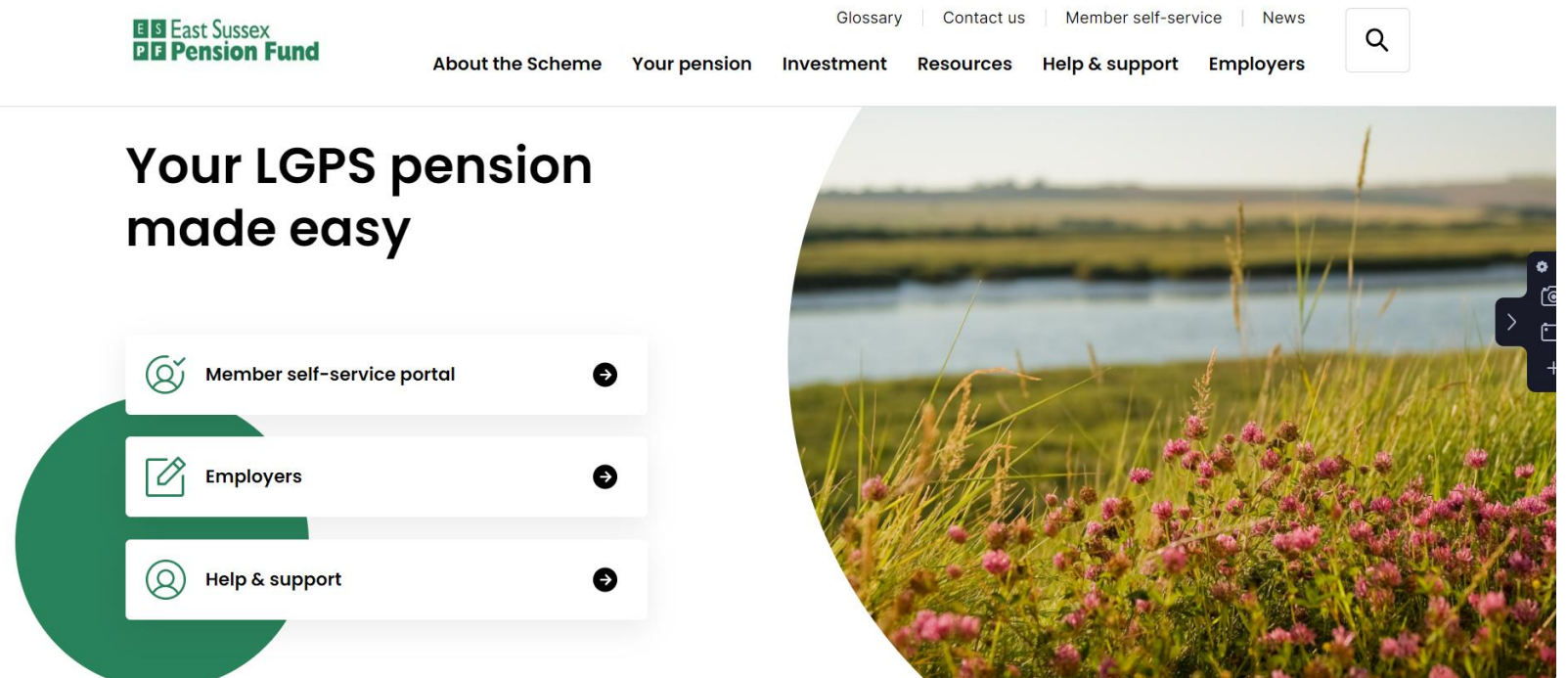
If you have any problems, please call 0300 200 1027.

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.



The screenshot shows the East Sussex Pension Fund website. At the top left is the logo with 'ES East Sussex' and 'PF Pension Fund'. To the right is a navigation menu with links: 'About the Scheme', 'Your pension', 'Investment', 'Resources', 'Help & support', and 'Employers'. Further right are links for 'Glossary', 'Contact us', 'Member self-service', and 'News', followed by a search icon. Below the navigation is a large banner with the text 'Your LGPS pension made easy' and a background image of a field with pink flowers and a lake. Below the banner is a list of three service buttons: 'Member self-service portal', 'Employers', and 'Help & support', each with an icon and a right-pointing arrow.

www.eastsussexpensionfund.org

My Pension Portal queries: 0300 200 1027

Administration and general enquiries: pensions@eastsussex.gov.uk

Employer engagement team: employer.engagement@eastsussex.gov.uk

Investment enquiries: pensionfundinvestments@eastsussex.gov.uk