

mypension – Forgotten Password

1.

Login Page

Please enter your login details:

Please enter Your Login Name

Password

[Forgotten Password](#)


[Report a Problem](#)

From the mypension Login page click on 'Forgotten Password'.

2.

Request To Reset My Password

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.


 Please note: This form might change depending on your input.

Request to Reset My Password

Use this form to request a password reset to be sent to the email address that you registered with


Your Login Name
(Please enter in UPPERCASE)*

Your Email Address
*

I'm not a robot 
reCAPTCHA
Privacy - Terms

Complete the details (remember items marked with an asterisk* are mandatory) and then click the 'I'm not a robot' box, follow the onscreen instructions.

3.

I'm not a robot 
reCAPTCHA
Privacy - Terms

When the green tick appears in the 'I'm not a robot' box you can select 'Submit'.

4.

Request To Reset My Password

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

You have successfully requested a password reset and an email will be sent to you shortly.

[Finish](#)

Once this message appears you can click 'Finish'.

An email will be sent to you shortly.

5.

Dear Member

We have received a request for a password reset for your online mypension account.

Your password has been reset to 4A13NT0V6W

This is designed to be a temporary password which you should change through the Change Password option once you have logged into your account.

If you have not requested your password to be reset, please contact our mypension helpline on 0191 424 4200. The helpline is staffed during office hours Monday to Friday 8.30am to 4.30pm.

Outside office hours and during busy times, you can leave us a message and a convenient day time telephone number and we will call you back.

Regards

mypension Team

The email you receive from mypension will contain a password reset – now login using this reset (temporary) password. Once you have successfully logged in you should change your password immediately to something memorable.

6.

[Change Password](#)
[View My Details](#)
[TWPF Website](#)

Welcome to mypension

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

This service is for use by our members and participating employers in the

- Tyne and Wear Pension Fund
- Northumberland County Council Pension Fund

Members

The Tyne and Wear Pension Fund Online Service mypension allows you to:

- View your pension record
- Update personal details
- View your payslip (if you receive a pension from us)

To use this service you will need to register first.

For further information please click on the 'Register' link on the navigation bar above and follow the step by step process.

Employers

If you are a Scheme employer and wish to register to use this service, please contact our Communications Team.

Privacy Notices and Data Protection

South Tyneside Council (as the administrator for the Tyne and Wear Pension Fund) is responsible for protecting the public funds it manages.

To read our full Privacy Notices and Data Protection Statement please [click here](#).

'Change Password' can be found on the top left menu once you are logged in.