1. Visit:
https://upm.twpf.info/UPMWebLive/home.page
and click ‘Register’ on the menu bar near the top of the screen.

2. Page 1 of 2 – Personal Details
Enter your personal details (in UPPERCASE), select your pension fund and click ‘Next’.

3. Page 2 of 2 - Security details
Enter your chosen password, security question and answer. Do not use any punctuation marks.
Next, tick the ‘I’m not a robot’ box and follow the onscreen instructions that appear. You can now click ‘Submit’.
4. Register for 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.

Thank you for registering for the Pension Fund Online Service - mypension. We are in the process of validating your personal details. If your details match our records, we will send an activation code to the email address you provided - you will need this to upgrade your account. Your user name will be A.B.SAMPLE. Please keep a note of this along with the password you have chosen as you will need these to log into your account. If your details do not match our records, we will contact you on the email address you have provided.

Click ‘Finish’. (Note: If your details do not match our records, your registration will be reviewed by a member of our team and you will receive further updates).

5. TWPF Email

Shortly after submitting your details to mypension you will receive an email which provides your Activation Code so that you can complete your registration.

6. Welcome to the Pensions Office Online Services

Members
You are now logged into your mypension/pension account. If you have not already done so you will need to upgrade your account.
To upgrade you will require the activation code already sent to you by email. To upgrade, please click on the 'Account Upgrade' option.
Once you have upgraded your account, you will be able to:
- View details of your pension record(s)
- Change your personal details
- View and print your Annual Benefit Statement
- View and print your monthly payslip and End of Year P60 Certificate if you receive a pension from us

Employers
You are now logged in to our Web Services facility for Tyne and Wear Pension Fund and Northumbland County Council Pension Fund employers.

Please remember to keep your login details secure and do not share them with anyone.

To start using mypension, please follow this link:
https://upm.twpf.info/UPMWebLive/home.page

click ‘Login’ on the menu bar near the top of the screen. Enter your login name, password and answer the security question, then click on ‘Account Upgrade’ on the top left of the screen. Follow the instructions and enter the activation code when prompted.

You can now view your mypension record.

Where you see a ☰ click the symbol for more information.
If you have problems registering please call the mypension support line on 0191 424 4200.