

# mypension – Registration Guide

1.

**Welcome to mypension**

**Please use Internet Explorer with a desktop or laptop device for your initial registration and activation**

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 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 for this service, please contact our Communications Team

**Privacy Notices and Data Protection**  
South Tyneside Council provides pension services for Tyne and Wear Pension Fund (TWPFF) and Northumberland County Council Pension Fund (NCCPF).  
To read our full Privacy Notices and Data Protection Statement please click [here](#).

[Sitemap](#) [Disclaimer](#) [Accessibility](#) [Cookies](#)

Visit:


<https://upm.twpf.info/UPMWebLive/home.page>

and click 'Register' on the menu bar near the top of the screen.

2.

**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.

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

**Personal Details** | Security Details

Personal Details

Surname (UPPER CASE) \*

Forename (UPPER CASE) \*

National Insurance Number \*

Date Of Birth DD/MM/YYYY \*   (dd/mm/yyyy)

Email Address \*

Confirm Email Address \*

Pick the Fund you want to register for. (You will need separate registrations for each Fund in which you are a member) \*


Page 1 of 2 – Personal Details

Enter your personal details (in UPPERCASE), select your pension fund and click 'Next'.

3.

**Register for mypension**

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**Personal Details** | **Security Details**

Security Details

Your password should be a minimum of 8 characters in length, composed of a mix of uppercase and lowercase letters and numbers ONLY.

Password \*


Confirm Password \*

Please do NOT use commas, question marks or ANY OTHER punctuation in your security question or answer

Security Question \*

Security Question Answer \*

After you complete the reCAPTCHA and submit your details you will be provided with your mypension username.  
It is important that you remember your username exactly as it is displayed.

I'm not a robot 

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'.

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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.

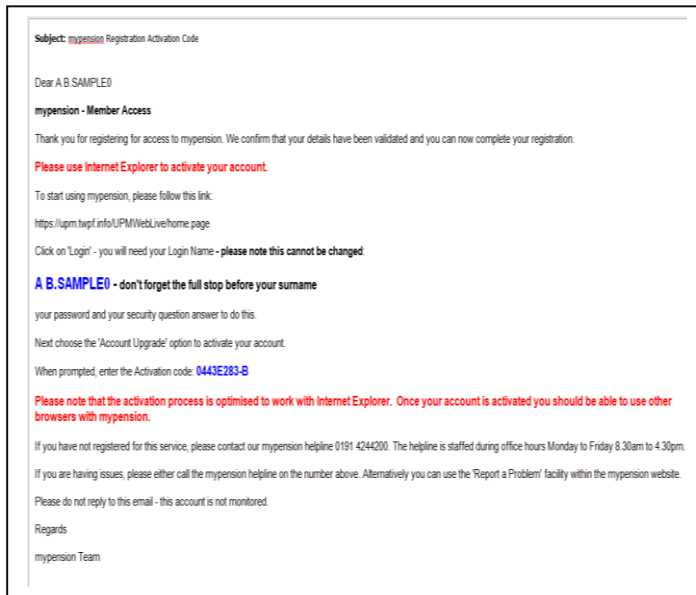
Thank you for registering for the Pension Fund Online Service - mypension. We are in the process of validating your personal details. If your details match our records, we will send an activation code to the email address you provided - you will need this to upgrade your account. Your user name will be A B SAMPLE0 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.

Finish

**Please wait for this message to appear and make a note of your login name exactly as it is shown onscreen.**

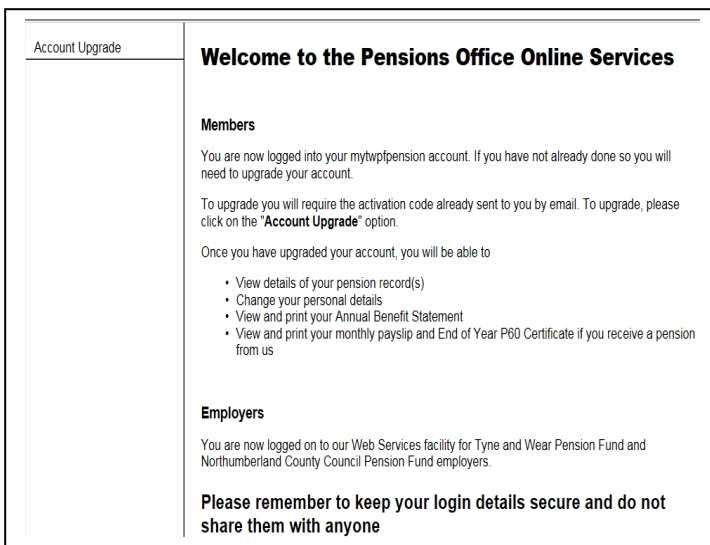
**Click 'Finish'.** (Note: If your details do not match our records, your registration will be reviewed by a member of our team and you will receive further updates).

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.




**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 supportline on 0191 424 4200.