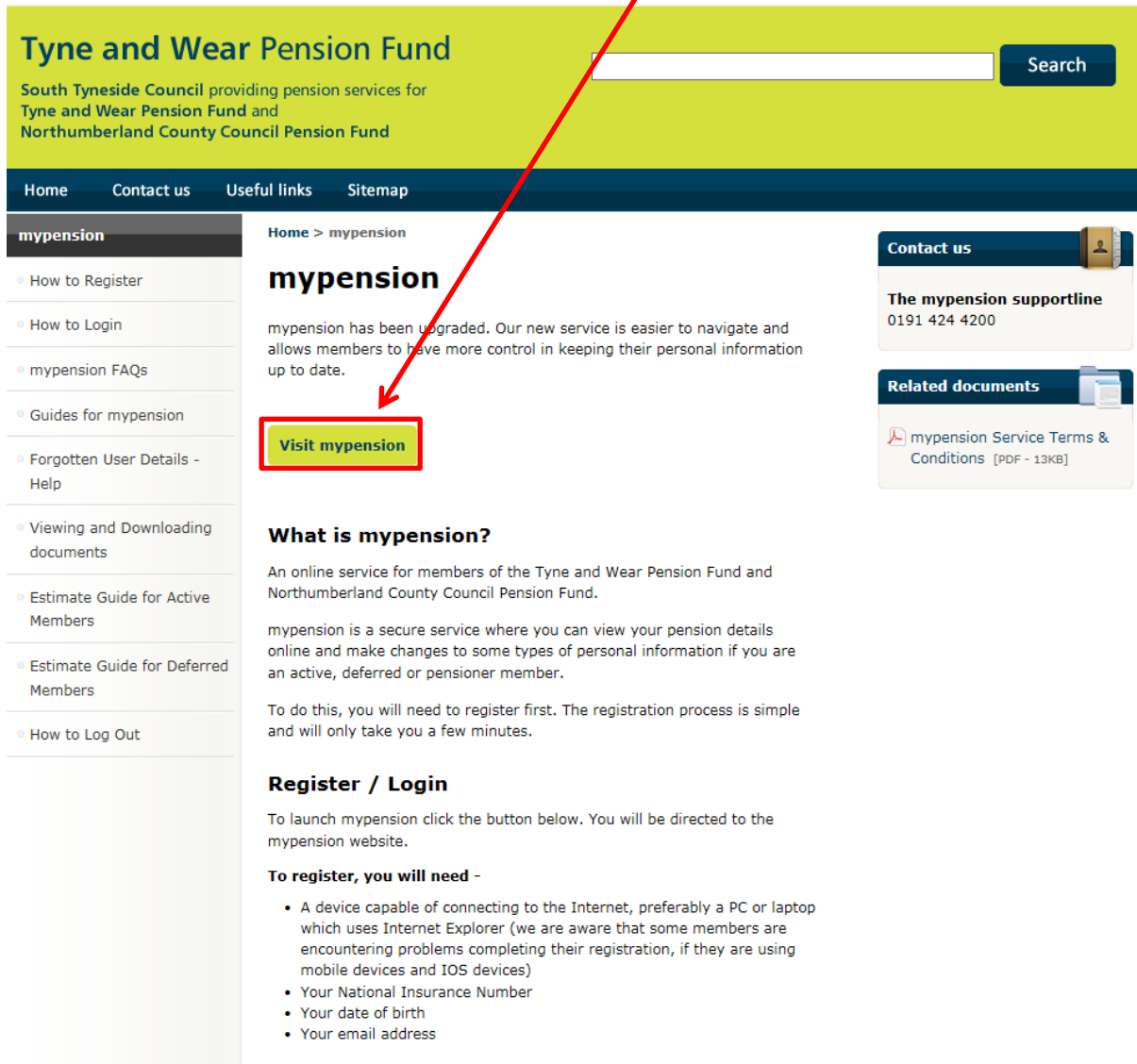


How to register your account

1. Go to www.twpf.info/mypension
2. Click on the 'Visit mypension' button



The screenshot shows the homepage of the Tyne and Wear Pension Fund. The header is green and contains the title 'Tyne and Wear Pension Fund' and a search bar. Below the header is a dark blue navigation bar with links for 'Home', 'Contact us', 'Useful links', and 'Sitemap'. The main content area is white and features a sidebar on the left with a 'mypension' menu. The main content area has a heading 'Home > mypension' and a large 'mypension' heading. Below this is a paragraph stating that the service has been upgraded. A red box highlights the 'Visit mypension' button, and a red arrow points to it from the top right. To the right of the main content area are two sidebars: 'Contact us' with the supportline number 0191 424 4200, and 'Related documents' with a link to 'mypension Service Terms & Conditions [PDF - 13KB]'.

Tyne and Wear Pension Fund
South Tyneside Council providing pension services for Tyne and Wear Pension Fund and Northumberland County Council Pension Fund

Home Contact us Useful links Sitemap

mypension

- How to Register
- How to Login
- mypension FAQs
- Guides for mypension
- Forgotten User Details - Help
- Viewing and Downloading documents
- Estimate Guide for Active Members
- Estimate Guide for Deferred Members
- How to Log Out

Home > mypension

mypension

mypension has been upgraded. Our new service is easier to navigate and allows members to have more control in keeping their personal information up to date.

[Visit mypension](#)

What is mypension?

An online service for members of the Tyne and Wear Pension Fund and Northumberland County Council Pension Fund.

mypension is a secure service where you can view your pension details online and make changes to some types of personal information if you are an active, deferred or pensioner member.

To do this, you will need to register first. The registration process is simple and will only take you a few minutes.

Register / Login

To launch mypension click the button below. You will be directed to the mypension website.

To register, you will need -

- A device capable of connecting to the Internet, preferably a PC or laptop which uses Internet Explorer (we are aware that some members are encountering problems completing their registration, if they are using mobile devices and IOS devices)
- Your National Insurance Number
- Your date of birth
- Your email address

Contact us

The mypension supportline
0191 424 4200

Related documents

[mypension Service Terms & Conditions \[PDF - 13KB\]](#)

3. Select 'Register'

The screenshot shows the homepage of the mypension service. At the top, a green header contains the text "Tyne and Wear Pension Fund and Northumberland County Council Pension Fund" on the left, "Home" in the center, and a "Sign in" button on the right. Below the header is a banner with a collage of images and the text "mypension" and "The place to access your LGPS pension account". Underneath the banner, the text "mypension" is followed by a paragraph: "Access your records so you can keep track of your pension accounts quickly and easily. You will need to sign in or register to access your accounts (subject to a simple verification)." The words "sign in" and "register" are both enclosed in red boxes. Below this paragraph is the link "Forgotten your login details?". At the bottom left of the main content area, there is a "Register" button, also enclosed in a red box. A red arrow points from the "register" link in the paragraph to the "Register" button. The footer of the page is dark blue and contains the South Tyneside Council logo and name on the left, and links for "Contact us", "Accessibility", "Terms", and "Privacy and Cookies" on the right.

Home [Sign in](#)

my pension
The place to access your LGPS pension account

mypension
Access your records so you can keep track of your pension accounts quickly and easily. You will need to **sign in** or **register** to access your accounts (subject to a simple verification).

[Forgotten your login details?](#)

Register

South Tyneside Council [Contact us](#) [Accessibility](#) [Terms](#) [Privacy and Cookies](#)

4. You will be taken to the 'Member Registration' page.

5. Scroll down the page and select 'Yes' to accept the Terms and Conditions (T&Cs) and 'Yes' to accept cookies, then select 'Submit'.

Tyne and Wear Pension Fund and Northumberland County Council Pension Fund [Home](#) [Sign in](#)

Member Registration

Terms and Conditions

Welcome to the mypension member web portal.

By registering or logging into this site, you are agreeing to do so under the terms of the Computer Misuse Act 1990 and prevailing Data Protection legislation. Unauthorised access to online accounts contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages.

These terms and conditions govern your use of this site and by accessing this site you agree to be bound by them. If you do not agree to these terms and conditions, you must not use this site.

We reserve the right to change these terms and conditions at any time, without notice, by updating this posting and your continued access to or use of this site will constitute your acceptance of any such changes. Full terms and conditions can be found in the link at the bottom of the page.

I Accept T&Cs *

Yes
 No

Personal Data

By registering for mypension, you consent to the collection, storing, and processing of the personal information that is provided by you to The Pensions Office.

To protect any personal information held, the Fund has an obligation to operate in line with the Data Protection Act 2018. The Fund may, if required, pass certain details onto a third party organisation in instances whereby they are carrying out administrative functions of the Fund, for example the Fund's Actuary. The Fund may respond to requests for personal information from other public bodies, e.g. HM Revenues and Customs (HMRC) in connection with their statutory duties.

The Fund's Privacy Notice, sets out how we manage members data, including who it is shared with and for what purpose it might be used. A copy of our Privacy Notice can be found at <http://www.twpf.info/article/28815/Privacy-Notices>

If you do not wish to accept cookies you will not be able to register to receive your information online.

I'm happy to use cookies *

Yes
 No

Submit

South Tyneside Council [Contact us](#) [Accessibility](#) [Terms](#) [Privacy and Cookies](#)

6. Complete the mandatory fields (indicated with an asterisk *) and select 'Submit'.


Tyne and Wear Pension Fund and Northumberland County Council Pension Fund [Home](#) [Sign in](#)

Member Registration

* denotes a mandatory field

Forename *


Surname *

Date of birth * 

National Insurance number - (Please enter in upper case) *

Email Address *


Confirm Email Address *

Mobile Number * 

Pick the Fund you want to register for.

Tyne and Wear Pension Fund

Northumberland CC Pension Fund

 South Tyneside Council [Contact us](#) [Accessibility](#) [Terms](#) [Privacy and Cookies](#)

7. Select a security question from the drop down menu, then enter your answer. This answer is case sensitive so make a mental note of which characters are upper case and which are lower case.

Member Registration

* denotes a mandatory field

Password *

Re-enter Password *

Secret Question *

Secret Answer *

Submit

8. Select a Password. This must be between 9 and 20 characters long, contain at least 1 number, lower and upper case letters but NOT special characters (e.g. £)
9. Select 'Submit' once all fields on this screen are complete.
10. If registered successfully, the following message will be displayed and an 'Activation Code' will be sent to the email address used to register. Select 'Done' on this screen.

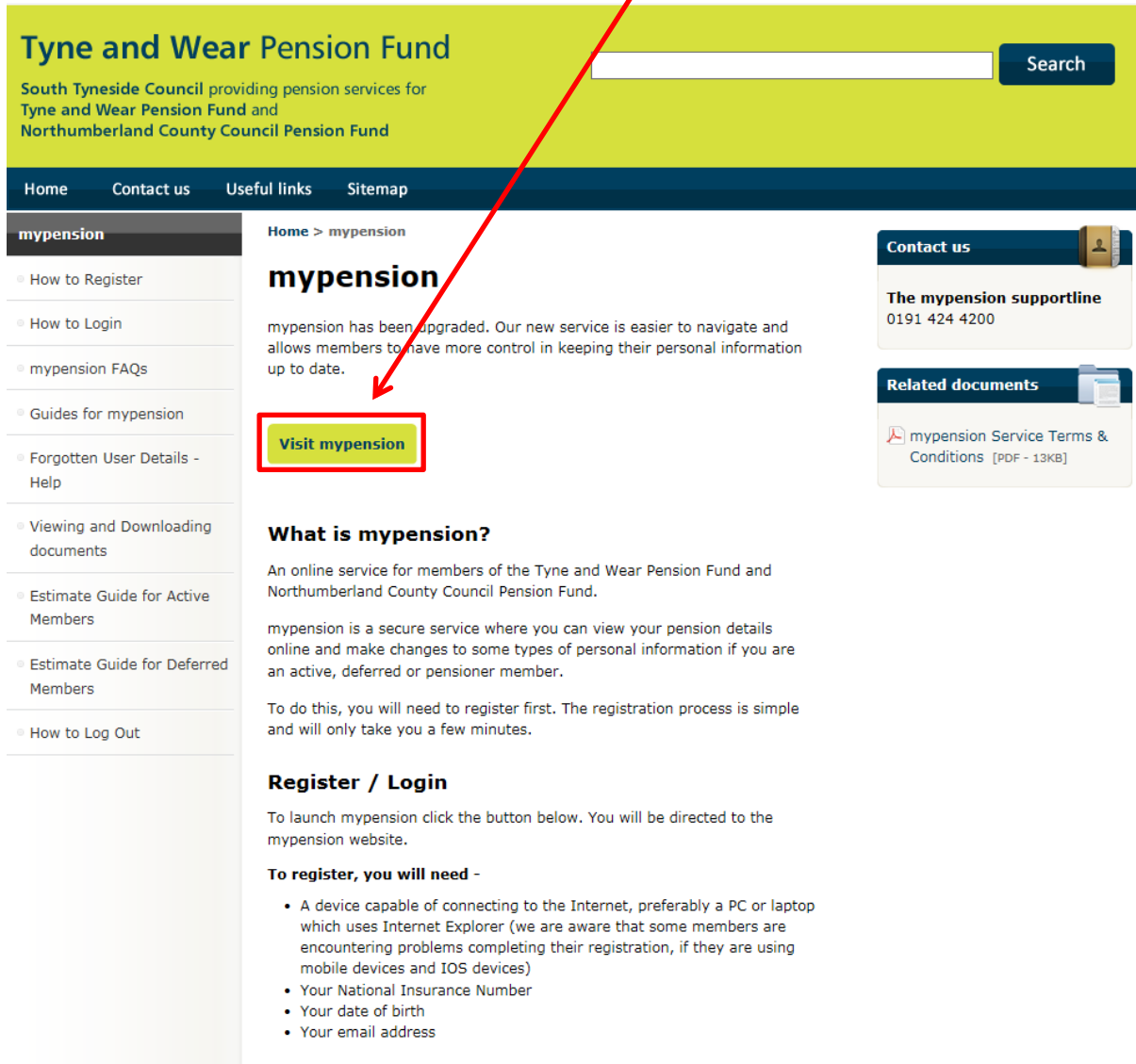
Member Registration

Registration Successful. Thank you for setting up your mypension account. You will be sent an activation code by email to the email address you have used to register. This will allow you to complete the registration process. Once the account has been activated, you will have full access to your registered mypension account. Guidance notes are available on our website. You can also visit our FAQ's page.

Done

How to activate your account

1. Once you have received your 'Activation Code' by email return to the Member online facility at www.twpf.info/mypension.
2. Click on the 'Visit mypension' button



The screenshot shows the website for the Tyne and Wear Pension Fund. The header includes the organization's name and a search bar. A navigation menu contains links for Home, Contact us, Useful links, and Sitemap. A sidebar on the left lists various services under the 'mypension' heading, such as 'How to Register', 'How to Login', and 'Forgotten User Details - Help'. The main content area features a 'Home > mypension' breadcrumb, a 'mypension' heading, and a message stating that the service has been upgraded. A prominent yellow button labeled 'Visit mypension' is highlighted with a red box, and a red arrow points to it from the second step of the instructions above. Below this, there is a section titled 'What is mypension?' followed by a 'Register / Login' section with instructions and a list of requirements for registration.

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- A device capable of connecting to the Internet, preferably a PC or laptop which uses Internet Explorer (we are aware that some members are encountering problems completing their registration, if they are using mobile devices and IOS devices)
- Your National Insurance Number
- Your date of birth
- Your email address

3. Enter your Username and Password and select 'Sign in'.

Username

Password

[Sign in](#)

[Forgotten your Login Details?](#)

[Register](#)

4. Enter your security answer and select 'Sign in'.

Make of your first car?

[Cancel](#) [Sign in](#)

5. You will then be prompted to enter your 'Activation Code'. Enter the code and select 'Submit'.

Activate My Account

Please enter your Activation Code

Activation Code *

6. If registered correctly, select 'Done'.

Activate My Account

Registration is now complete. You will be taken back to the home page from where you will need to login again.

7. You will then need to re-enter your username and password and answer your security question to access your pension records online.