



My Pension

User Guide

My Pension is the North East Scotland Pension Fund's member self-service facility which allows active, deferred and pensioner members to view their pension details and update personal information online.

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What can My Pension do?

ACTIVE MEMBERS

- Update personal information and contact details
- See how much your pension is worth and watch it grow over time
- Estimate how much your pension could be when you retire
- See how retiring at different ages affects your pension
- Calculate death benefits and make or change death grant nominations
- Access benefit statements and other scheme documents

DEFERRED MEMBERS

- View & update personal information
- See how much your pension is worth
- Check your membership history
- Access scheme documents
- Calculate death benefits
- Make or update death grant nominations

PENSIONER MEMBERS

- View & update personal information
- View P60 history
- View Pension Payslip history
- Change your death grant nomination
- View the value of your spouse's pension

Please note My Pension is not available to teachers with compensatory added years. Members who are in the process of leaving the scheme to retire or leaving the scheme and deferring their benefits will have limited access to their MSS account until these actions have been completed.

How do I access My Pension?

Accessing My Pension couldn't be simpler; all members have to do is follow the steps below to register.

My Pension Registration Process

Visit <https://aberdeen.pensiondetails.co.uk> to access My Pension

Under **Step One** in the **How to Sign Up** instructions, click to request an **Activation Key Link**.

Complete the **Sign Up** screen with **Surname, NI Number, Date of Birth** and **Email Address** details and then click the **Sign Up** button.

If your email address is already **known** by the Fund or you provide a work email address, you will be emailed a link to complete your registration.

Please note emails may go into your junk or spam folders.

If your email address is not already **known** by the NESPF or no work address is given, an Activation Key will be posted to your home address. This is for security purposes.

Please allow 2-5 working days for the key to arrive

Once you have received your Activation Key email, click on the link.

Once you have received your Activation Key in the mail, go back to the [My Pension website](#) and under **Step Two**, click here.

You'll be asked to input your NI Number, Date of Birth, Surname and the activation key. Activation keys are case sensitive

Users will then be asked to create a **Username, Password** and **Security Responses**. Members should then select **Register** to confirm these details. Please read instructions carefully as there are restrictions on passwords, usernames and security responses.

Once successfully confirmed, users can then use these details to log in to My Pension.

Troubleshooting

Password

- New passwords must be at least 8 characters in length and must include one numeric, one lower case, one upper case, and one special character. Only the following special characters are valid ! " # \$ % & ' () * + , \ - . / : ; < = > ? @ [] ^ _ ` { | } ~ Passwords are case sensitive. Valid passwords must also be unique from your security question responses.

Website Unavailable

- Please note My Pension is not available between **22:30pm until 01:30am daily** as the system is down for maintenance.
- If you have problems accessing the My Pension homepage out with the above hours, please check that your device does not require **updates** and that your **internet connection** is functioning correctly. You may also wish to try accessing the site via an **alternative browser** as some older web browsers may not be compatible. Safari, Chrome, Internet Explorer 9 and above and Firefox browsers are all compatible with the system.

Registering

- If you are input your **Surname, NI Number** or **Date of Birth** incorrectly you will receive an error message. If you are inputting these details correctly however still receive an error message please contact the Fund to ensure we have your correct details recorded.
- If you are experiencing difficulties setting up a Username, Password or Security Responses, please ensure you are following the **requirements** in the pop up boxes for each of these.
- If you have successfully registered but an error message is appearing when you are trying to log in, make sure your computer is not auto-filling your username and password boxes with incorrect details.

Logging In

- If you have [forgotten your username](#) you should click on the Forgotten Username link on the homepage and follow the steps to receive a reminder.
- If you have [forgotten your password](#) you should click on the forgotten password link on the homepage. This will then allow you to complete details to see a password hint or reset your password.
- If you have [forgotten your Security Responses](#) you can click on the link below the Security Response question and follow the steps to reset your questions.

**Should you require any further assistance with My Pension please
contact the Pensions Helpdesk.**

Write To: North East Scotland Pension Fund

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