

How to sign up to our pension portal

1. Introduction

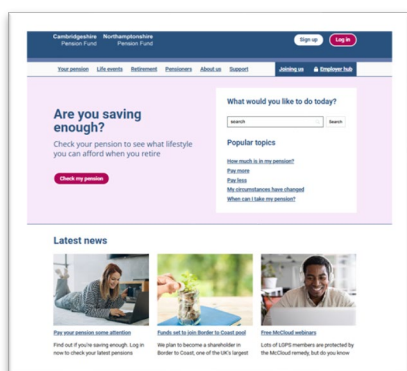
Our new member portal comes with **stronger security** and an **updated login process**.

- Each member must use their **own email address**. If you currently share one, please create a separate email account.
- If you have pensions with **both Cambridgeshire and Northamptonshire Pension Funds**, you'll need a **different email address** for each fund.

2. Creating your account

If you registered **before 3 December 2025**, or are joining for the first time, you'll need a **new account**. Go to either:

- pensions.cambridgeshire.gov.uk or
- pensions.westnorthants.gov.uk



Then, click **'Sign up'** the button on the top right of the screen. You'll need your:

- surname
- National Insurance number
- date of birth
- personal email address and
- mobile phone number.

These details will be stored securely so we can send you pension updates.

Once you've read the information, click **'Create new account'**.

Cambridgeshire Pension Fund

Northamptonshire Pension Fund

Create a new account

Welcome to your Cambridgeshire and Northamptonshire Pension Fund pension portal.

In order to complete your set up, you will need to:

- Confirm your details and National Insurance Number
- Verify your email address
- Create a new secure password
- Set up 2-step authentication

You will only need to do this once.

Use of personal data

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.

☒ I understand this website uses my personal data.

[Let's begin](#)

[I have an activation code](#)

[Watch our registration tutorial](#)

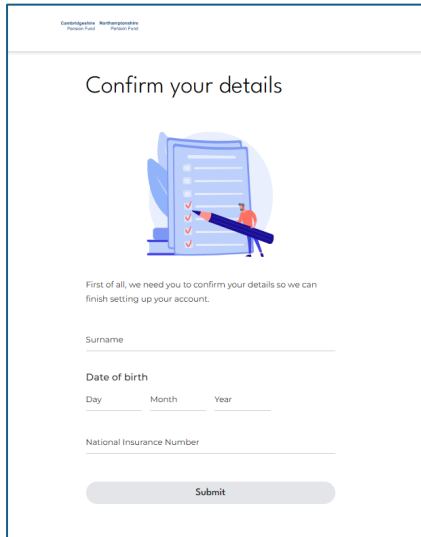


West
Northamptonshire
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On the '**Create a new account**' page, tick the box to confirm data use, then click '**Let's begin**'.

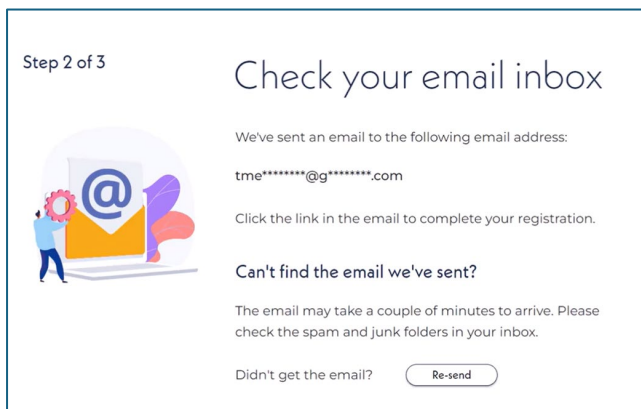


Enter your **surname**, **date of birth**, and **national insurance number**.

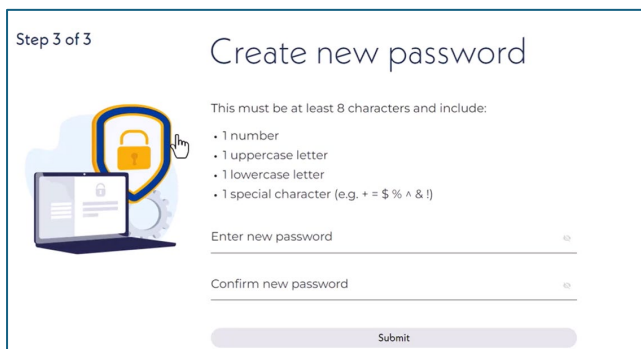
3. If we already have your email

You'll be asked to:

3.1 Set up a new password - we'll email you a link to complete this task.



The link is valid for **30 days**.

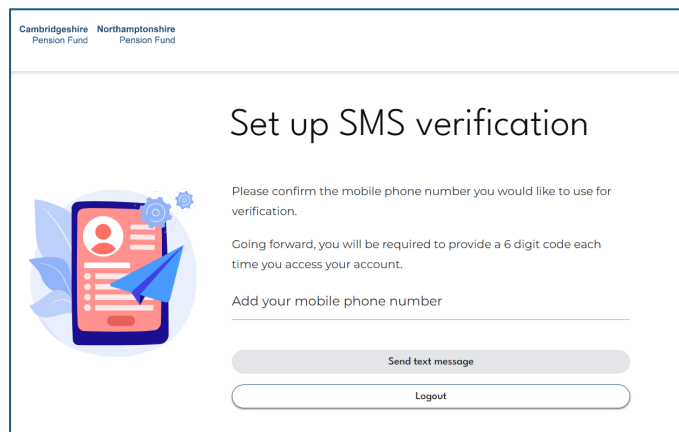


Your password must be at least **8 characters**, with **uppercase**, **lowercase**, **number**, and a **symbol**.

For extra security, use **12 or more** characters and a **passphrase of three random words**.

If your link expires, request a new one by emailing MyPension@westnorthants.gov.uk.

3.2 Set up SMS – for extra security you’ll be asked for your mobile phone number. You’ll be asked to **verify your mobile** with a texted passcode from LGPSONLINE



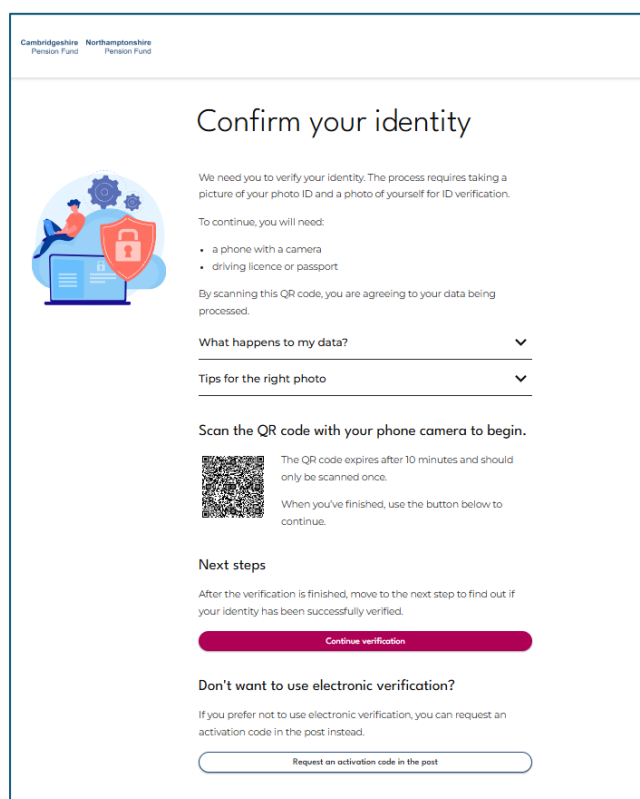
Once complete, you’ll be logged in automatically.

You can then check out our next guide, to explore the **key features of your new online pension account**.

4. If we don’t have your email

You’ll need to:

4.1 Confirm your identity with Electronic Identity Verification (EIDV)



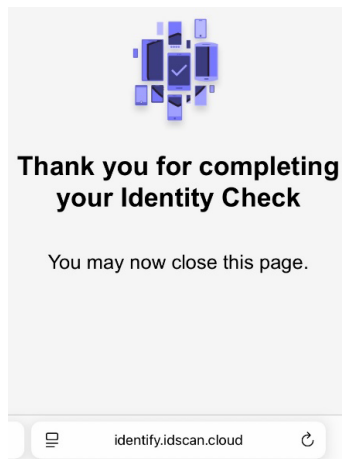
Scan the QR code to begin (it’s valid for 10 minutes).

Make sure you:

- remove your glasses
- avoid glare and
- don't have bright light behind you.

Then, take a photo of your passport or driving licence, and a live selfie with your phone.

Prefer not to use EIDV? Or you have pensions with **both Cambridgeshire and Northamptonshire Pension Funds**? **'Request an activation code by post'**. It arrives in 5-10 days.



4.2 Add your personal email

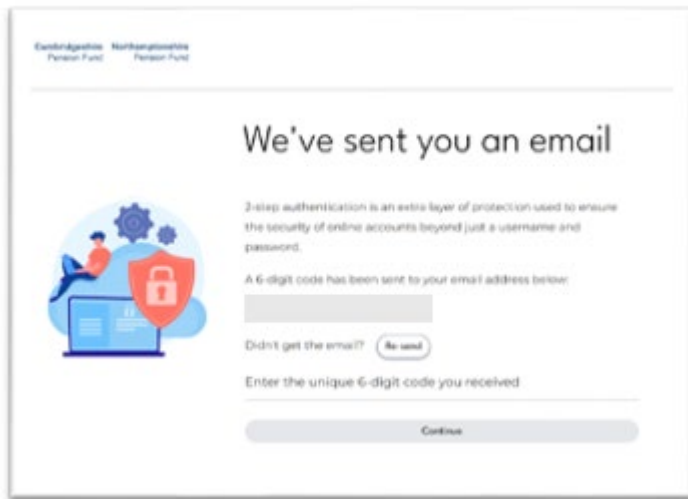
Once verified, you'll be asked to set up your email address:

A screenshot of a web or app page titled "Set up your email address". The header includes "Cambridgeshire Pension Fund" and "Northamptonshire Pension Fund". On the left, there is an illustration of a person standing next to a large envelope with an '@' symbol. The main text area contains the following: "Thank you for verifying your identity.", "To complete set up, we need you to confirm the email you would like associated to your account.", and "This is the email we will use to contact you and to send your annual statements to, so please use an email that you won't lose access to should you change job." Below this text are two input fields labeled "Email address" and "Confirm email address". At the bottom, there is a grey button labeled "Confirm email".

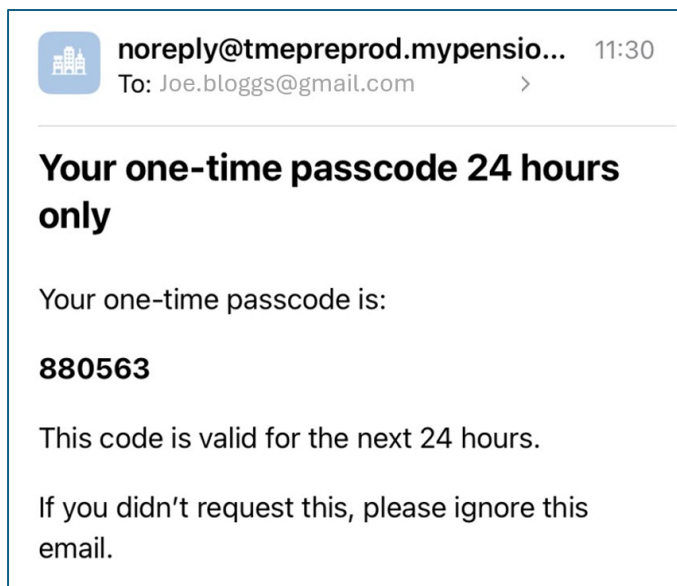
4.3 Set up a new password

We'll email you a link to create a secure password:

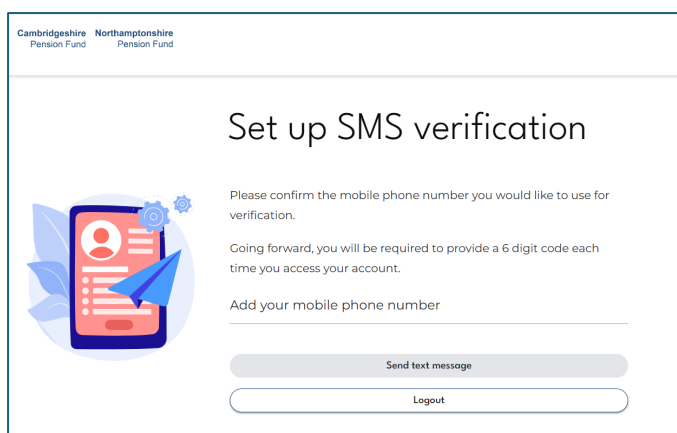
A screenshot of a web or app page titled "Create a new password". The header includes "Cambridgeshire Pension Fund" and "Northamptonshire Pension Fund". On the left, there is an illustration of a laptop with a padlock icon on its screen. The main text area contains the following: "Your password must be at least 8 characters and include:", followed by a bulleted list: "• 1 number", "• 1 uppercase letter", "• 1 lowercase letter", and "• 1 special character (e.g. + \$ % ^ & !)". Below the list are two input fields labeled "New password" and "Confirm new password", each with an eye icon for toggling visibility. At the bottom, there is a grey button labeled "Submit".



- Confirm your email with a **6-digit code** that's valid for 24 hours.



4.4 Set up SMS – for extra security you'll be asked for your mobile phone number. You'll be asked to **verify your mobile** with a texted passcode from LGPSONLINE



And that's it – once complete, you'll be logged in automatically.

Check out our next guide, to explore the **key features of your new online pension account**.