

How to sign up to our pension portal

1. Introduction

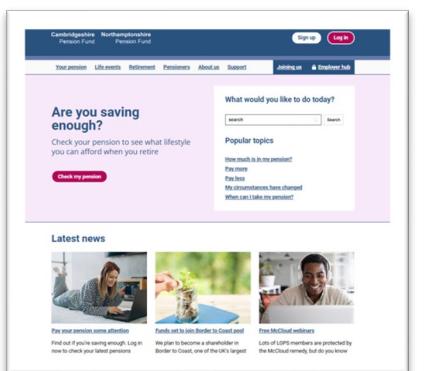
Our new member portal comes with **stronger security** and an **updated login process**.

- 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.

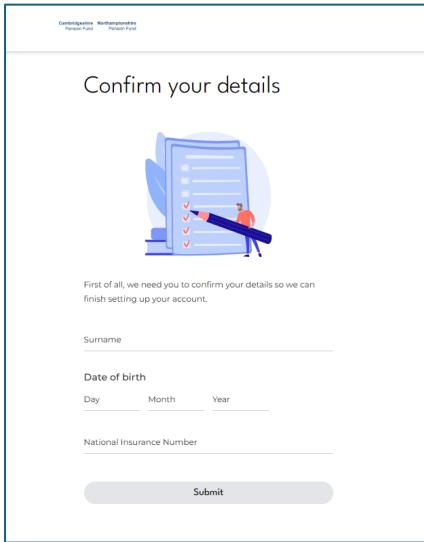
These details will be stored securely so we can send you pension updates.

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



Administered in partnership

On the ‘Create a new account’ page, tick the box to confirm data use, then click ‘Let’s begin’.



Confirm your details

First of all, we need you to confirm your details so we can finish setting up your account.

Surname _____

Date of birth
Day _____ Month _____ Year _____

National Insurance Number _____

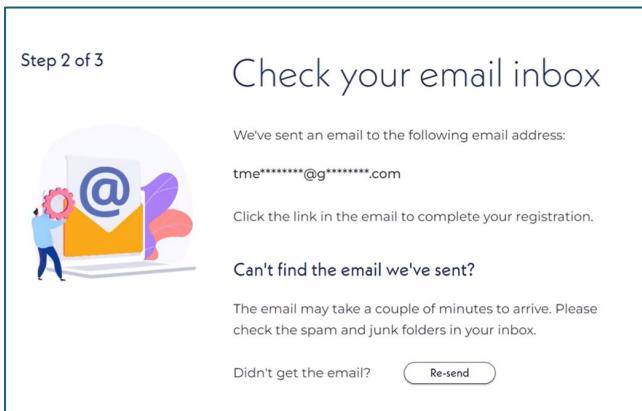
Submit

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.



Step 2 of 3

Check your email inbox

We've sent an email to the following email address:

tme*****@g*****.com

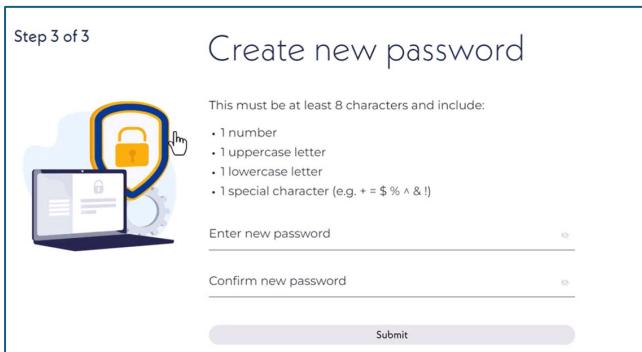
Click the link in the email to complete your registration.

Can't find the email we've sent?

The email may take a couple of minutes to arrive. Please check the spam and junk folders in your inbox.

Didn't get the email? [Re-send](#)

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



Step 3 of 3

Create new password

This must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character (e.g. + = \$ % ^ & !)

Enter new password

Confirm new password

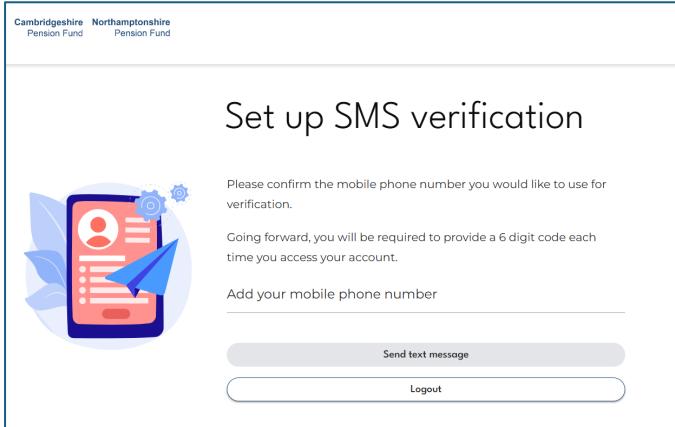
Submit

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



Cambridgeshire Pension Fund Northamptonshire Pension Fund

Set up SMS verification

Please confirm the mobile phone number you would like to use for verification.

Going forward, you will be required to provide a 6 digit code each time you access your account.

Add your mobile phone number

Send text message

Logout

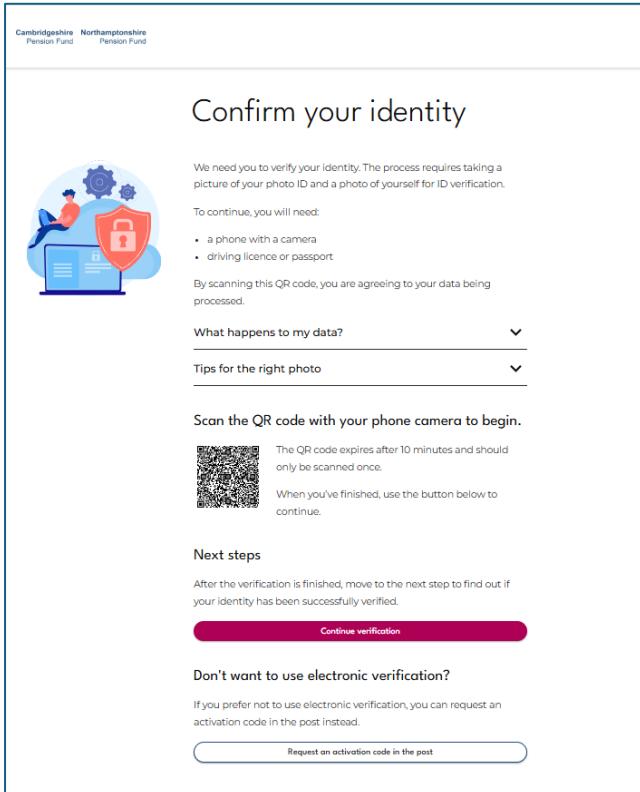
Once complete, you'll be logged in automatically.

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)



Cambridgeshire Pension Fund Northamptonshire Pension Fund

Confirm your identity

We need you to verify your identity. The process requires taking a picture of your photo ID and a photo of yourself for ID verification.

To continue, you will need:

- a phone with a camera
- driving licence or passport

By scanning this QR code, you are agreeing to your data being processed.

What happens to my data?

Tips for the right photo

Scan the QR code with your phone camera to begin.

The QR code expires after 10 minutes and should only be scanned once.

When you've finished, use the button below to continue.

Next steps

After the verification is finished, move to the next step to find out if your identity has been successfully verified.

Continue verification

Don't want to use electronic verification?

If you prefer not to use electronic verification, you can request an activation code in the post instead.

Request an activation code in the post

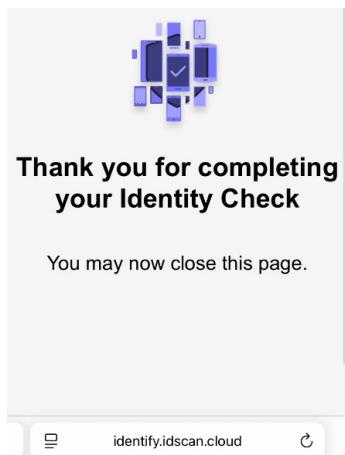
Scan the QR code to begin (it's valid for 10 minutes).

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.

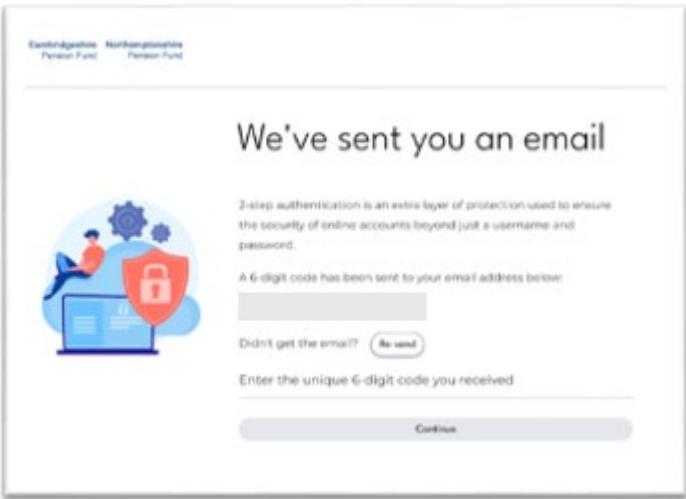


4.2 Add your personal email

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

4.3 Set up a new password

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



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

noreply@tmeppreprod.mypension.gov.uk 11:30
To: Joe.bloggs@gmail.com >

Your one-time passcode 24 hours only

Your one-time passcode is:

880563

This code is valid for the next 24 hours.

If you didn't request this, please ignore this email.

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 LGPS ONLINE

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**.