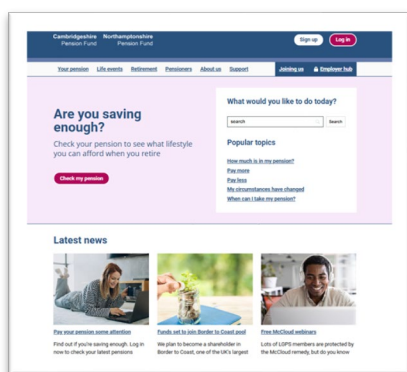# How to sign up to our pension portal

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.

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**'.

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**.

If we already have your email

We'll send a link to **set up a new password**.

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.

Once done, you'll be logged in automatically.

If we don't have your email

You'll need to 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.

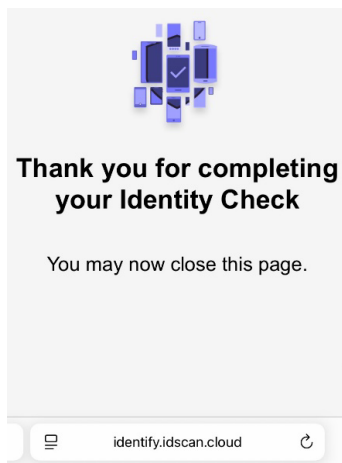Prefer not to use EIDV? Or you have pensions with **both Cambridgeshire and Northamptonshire Pension Funds? 'Request an activation code by post'**. It arrives in 5-10 days.

Thank you for completing your Identity Check

You may now close this page.

identify.idscan.cloud

Once verified, you'll:

- **add your personal email**

Cambridgeshire Pension Fund   Northamptonshire Pension Fund

Set up your email address

Thank you for verifying your identity.

To complete set up, we need you to confirm the email you would like associated to your account.

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.

Email address

Confirm email address

Confirm email

- **create a secure password**

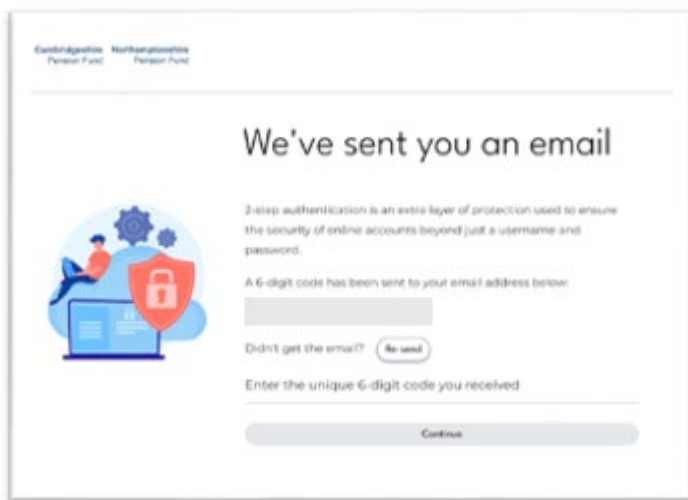Cambridgeshire Pension Fund   Northamptonshire Pension Fund

Create a new password

Your password must be at least 8 characters and include:

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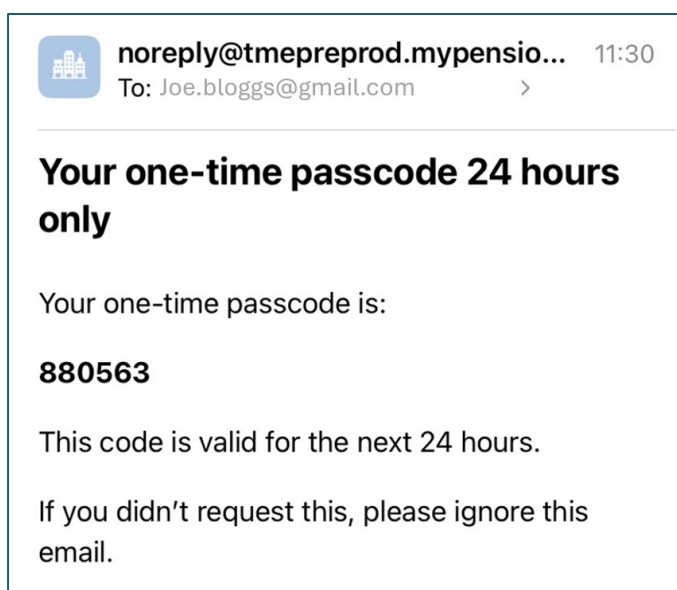- 1 lowercase letter
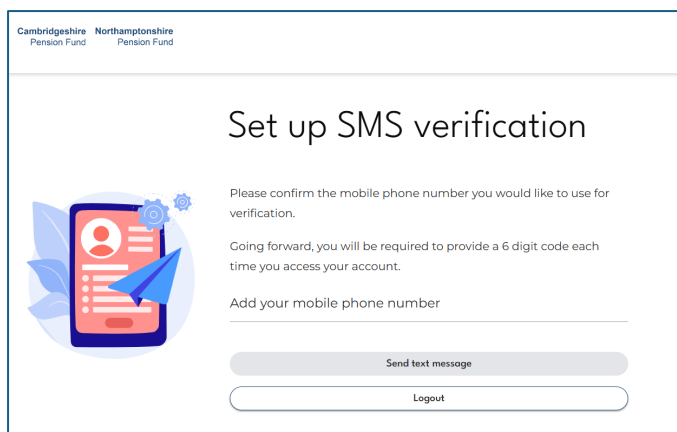- 1 special character (e.g. + $ % ^ & !)

New password

Confirm new password

Submit

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

noreply@tmepreprod.mypensio...   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.

- **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**.