

How to sign up to our pension portal

Introduction

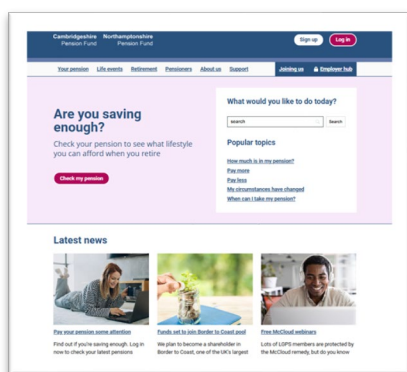
Our new member portal comes with **stronger security** and an **updated login process**.

- 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**'.

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](#)

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

Cambridgeshire Pension Fund Northamptonshire Pension Fund

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**.

If we already have your email

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

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 (8)

Confirm new password (8)

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.

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)**:

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

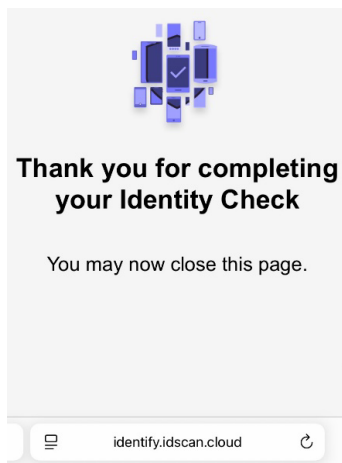
Scan the QR code to begin (it's valid for 10 minutes).

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.




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

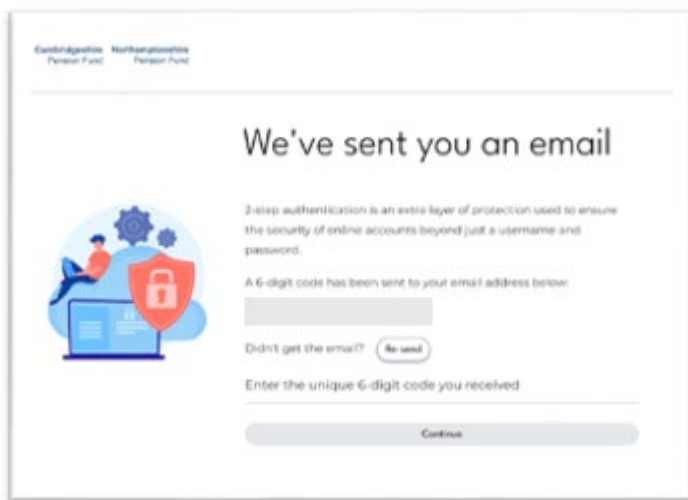
Your password must be at least 8 characters and include:

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

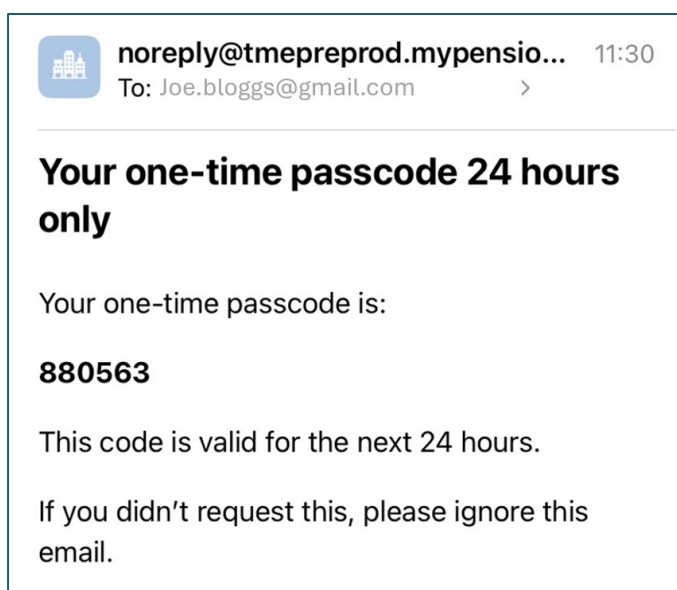
New password

Confirm new password

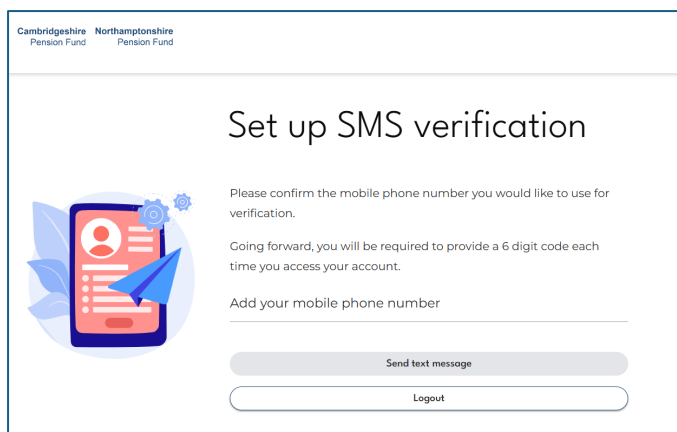
Submit



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



- **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**.