



User Guide for the Member Self-Service Portal

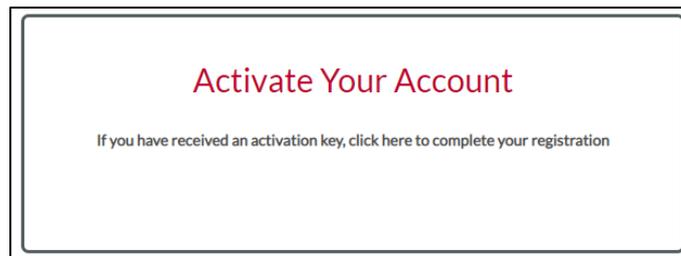
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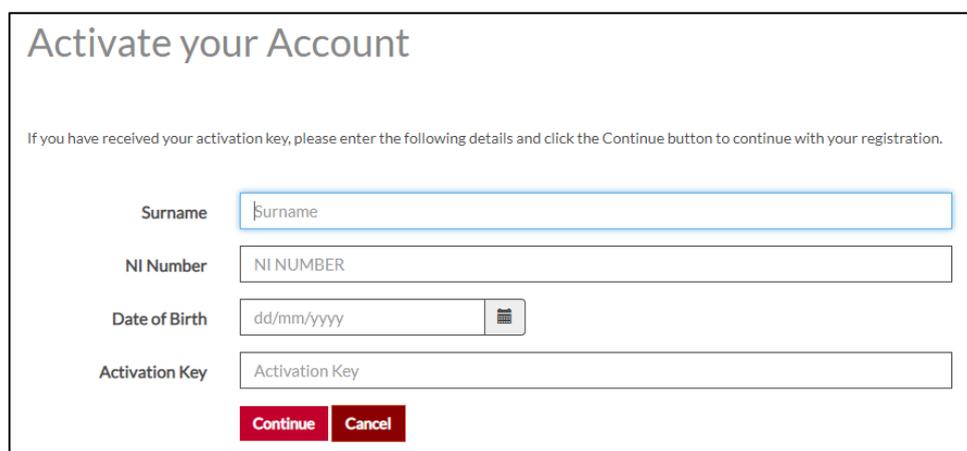
Creating an account:

I have received an activation key.

If you have received an activation key, go to mypension.royalgreenwich.gov.uk using your internet enabled browser (for example Chrome), and select 'Activate Your Account'.



On the resulting screen, enter your Surname, NI Number, Date of Birth and the Activation Key you have received. Once you have populated all the fields, click 'Continue'.

A registration form titled 'Activate your Account' in a grey font. Below the title is a small instruction: 'If you have received your activation key, please enter the following details and click the Continue button to continue with your registration.' The form contains four input fields: 'Surname' with a light blue border and a placeholder 'Surname'; 'NI Number' with a placeholder 'NI NUMBER'; 'Date of Birth' with a placeholder 'dd/mm/yyyy' and a calendar icon; and 'Activation Key' with a placeholder 'Activation Key'. At the bottom are two buttons: a red 'Continue' button and a black 'Cancel' button.

If successful you will be directed to a page where you will be asked to create a username, password and select and answer two security questions. For more on this, please refer to the 'Completing your registration' section.

If you have not been successful then please refer to the 'I am having trouble' section.

I have received an email

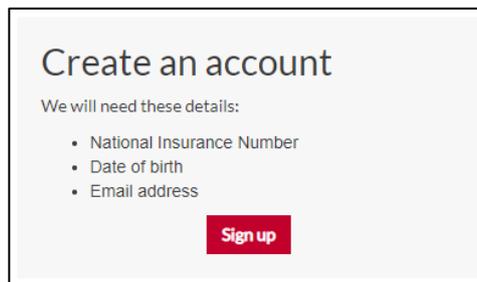
If you have received an email with an activation link just click on the link and you will be directed to a page to complete your registration. For more on this, please refer to the 'Completing your registration' section.

I have not received an activation key or email.

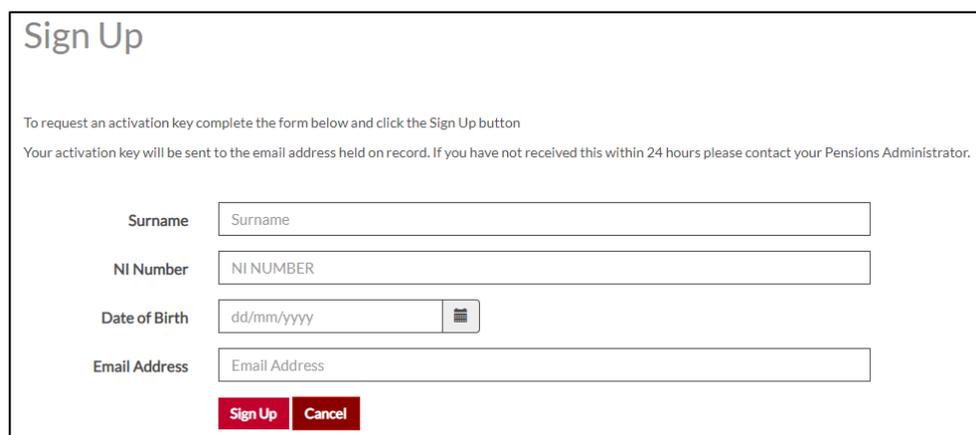
If you have not received an activation key, you can request one. To do this, go to mypension.royalgreenwich.gov.uk using your internet enabled browser (for example Chrome), and select 'Thinking of registering'. This page will detail the benefits of registering an account.



From this page click on 'Sign up'.



On the Sign Up page, complete all of the fields and click Sign Up.



The screenshot shows a white rectangular box with a thin black border. At the top left, the text 'Sign Up' is displayed in a large, bold, black font. Below this, there are two lines of smaller black text: 'To request an activation key complete the form below and click the Sign Up button' and 'Your activation key will be sent to the email address held on record. If you have not received this within 24 hours please contact your Pensions Administrator.' Below the text, there are four input fields, each with a label to its left: 'Surname' with a text input field containing 'Surname'; 'NI Number' with a text input field containing 'NI NUMBER'; 'Date of Birth' with a date picker input field containing 'dd/mm/yyyy' and a calendar icon; and 'Email Address' with a text input field containing 'Email Address'. At the bottom of the form, there are two red buttons: 'Sign Up' and 'Cancel'.

If successful, you will receive a confirmation notice detailing when and how you will receive instructions of what to do next.

If you have not been successful then please refer to the 'I am having trouble' section.

Completing your registration

Once you have completed the relevant step detailed above you will be directed to the below screen.

Registration

Please provide the following details and click the Register button to complete your registration.

Username	<input type="text" value="Username"/>
Email Address	<input type="text" value="Email Address"/>
Confirm E-mail Address	<input type="text" value="Confirm E-mail Address"/>
Enter New Password	<input type="password" value="Enter New Password"/> 
Confirm New Password	<input type="password" value="Confirm New Password"/> 
Password Hint	<input type="text" value="Password Hint"/>

Populate this screen with the necessary information. Field help will detail what is required to make the input into these fields valid. For example, your password must be at least eight characters in length and contain at least one upper case letter, one lower case letter, one number and one special character.

Once you have populated this screen click register to create your account.

I am having trouble

“Details provided could not be verified” message shown

If you receive this message ensure that the information you have entered is accurate and contains no mistakes. This error is commonly displayed because the activation key or surname you are entering not matching those on our records. If you have received a letter from us containing your surname, refer to that for confirmation on what we have stored for you.

If you are still struggling to register please contact us at pensions@royalgreenwich.gov.uk.

Activation Key has expired or has already been used

If you have previously registered for the Member Self-Service portal but are struggling to access your account then please refer to the section on obtaining / resetting your login credentials.

If you have not previously registered for the Member Self-Service portal than this error is likely to be because your activation key or link has expired. To request a new one, please refer to the beginning of this section or alternatively contact us to request one. You can contact us at pensions@royalgreenwich.gov.uk.

I have not received my activation email

If, when registering you were informed that you would receive an email, and you have not received your email within an hour, check your spam/junk mailbox. If you have not received your email after 24 hours, please contact us at pensions@royalgreenwich.gov.uk.

I'm having trouble registering

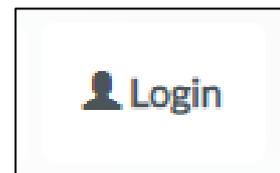
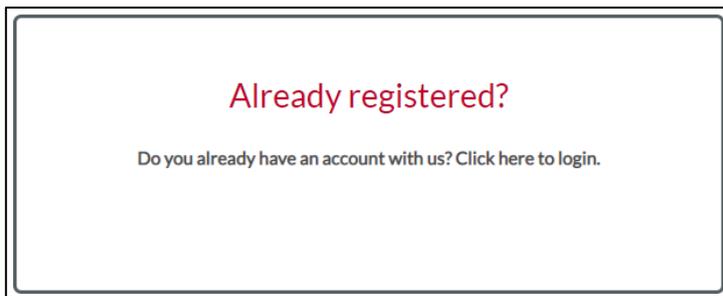
If the username, email address, password and security questions entered do not match the required level of validation you will not be able to complete your validation. The portal will inform you of the fields that are failing validation and the field help will detail the criteria to meet this validation. These are in place to ensure your account is as secure as possible.

If you are still struggling to register please contact us at pensions@royalgreenwich.gov.uk.

Accessing your Member Self-Service account

Logging into your account

Once you have registered an account you can log into your account via the 'Login' button in the top right of the screen or the 'Already registered' option on the home page.



On the Login screen enter your username and password and click 'Login'. Next, answer the security question presented on the following screen and click 'Continue'. This security question will be one of the two selected and answered when you created your online account.

If you have forgotten your username, password and/or security question response, please refer to the below section.

If you incorrectly enter your login details three times your account will be disabled. To re-enable either reset your password or contact us at pensions@royalgreenwich.gov.uk.

I have forgotten my username

If you have forgotten your username, click on the 'Forgotten your username?' link on the Login screen.

[Forgotten your username?](#)

On the Request Username Reminder screen, enter your Surname, NI Number and Date of Birth and click submit.

Clicking submit will send your username to the email address you entered when creating your account.

If you receive a 'The details you have provided are not correct.' message then the information entered does not match what we have stored for you. Ensure what you have entered is correct. Refer to previous correspondence from us to see how we have your surname stored.

If you have not received your email within an hour of requesting a username reminder, check your spam/junk mailbox. If you have not received your email after 24 hours, please contact us at pensions@royalgreenwich.gov.uk.

I have forgotten my password

If you have forgotten your password, click on the 'Forgotten your response?' link on the Login screen.

[Forgotten your password?](#)

On the Forgotten your Security Response? screen, enter your Username, Surname, NI Number and Date of Birth and click submit.

Clicking submit will show you the password hint you entered when creating your account. If you can now remember your password, click Return and login.

If you wish to reset your password, click Reset Password and a password reset link will be sent to the email address your entered when registering an account. When you receive this email click on the link and create a new password. **Note: the reset password link is only valid for 24 hours.**

If you receive a 'The details you have provided are not correct.' message then the information entered does not match what we have stored for you. Ensure what you have entered is correct. Refer to previous correspondence from us to see how we have your surname stored. If you have forgotten your username, refer to the I have forgotten my username section

If you have not received your email within an hour of requesting a password reset, check your spam/junk mailbox. If you have not received your email after 24 hours, please contact us at pensions@royalgreenwich.gov.uk.

I have forgotten my Security Question Response

If you have forgotten your security question response, click on the 'Forgotten your password?' link on the Login screen.

[Forgotten your response?](#)

On the Forgotten your Password? screen, enter your Username, Surname, NI Number and Date of Birth and click submit.

Clicking submit will send you an email with a link to reset your security questions. When you receive this email click on the link and create a new security questions. **Note: the reset security question link is only valid for 24 hours.**

If you receive a 'The details you have provided are not correct.' message than the information entered does not match we have stored for you. Ensure what you have entered is correct. Refer to previous correspondence from us to see how we have your surname stored. If you have forgotten your username, refer to the I have forgotten my username section

If you have not received your email within an hour of requesting a password reset, check your spam/junk mailbox. If you have not received your email after 24 hours, please contact us at pensions@royalgreenwich.gov.uk.

I've locked myself out of my account

If you have locked yourself out of your account, try resetting your password or request your username through the Forgotten your... links on the Login screen. If you are still struggling to access your account you can get help by contacting us at pensions@royalgreenwich.gov.uk.

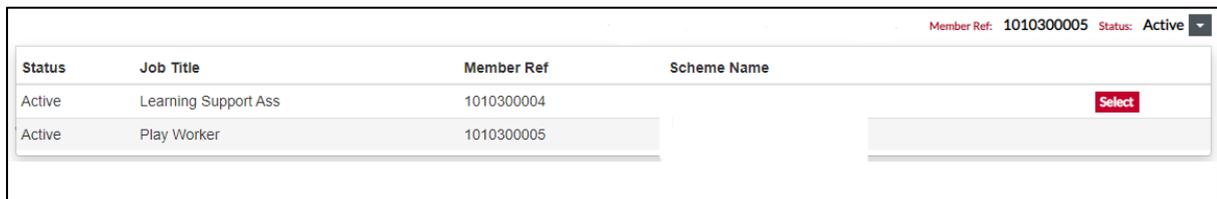
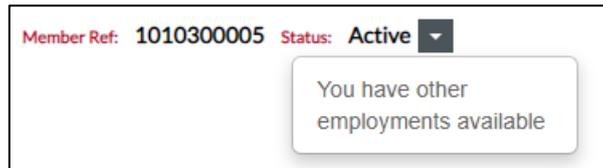
I still cannot access my account

If you are still struggling to access your account by contacting us at pensions@royalgreenwich.gov.uk.

Your Account

Viewing benefits from another job within the Authority.

If you have multiple employments, such as 2 concurrent jobs or benefits from a previous employment, you'll be able to switch between your records using the drop-down arrow under the Your Account button.

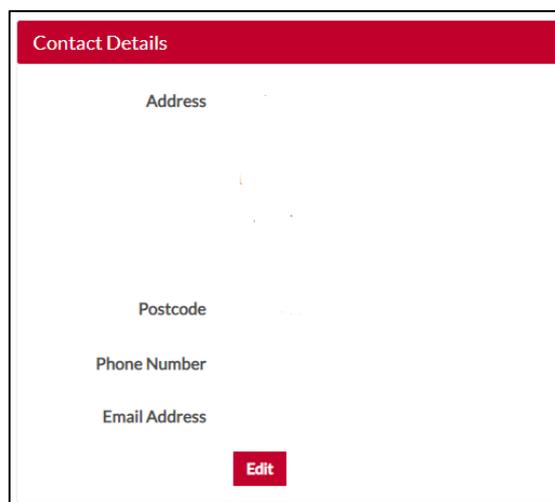


Status	Job Title	Member Ref	Scheme Name
Active	Learning Support Ass	1010300004	Select
Active	Play Worker	1010300005	

Changing your address / email address

To change your address or email address go to 'Your Details' from the dashboard. On this screen you will see your personal information, including your address and registered email address. To amend these, click on Edit within the Contact Details section of this screen.

Note: You cannot update your surname or marital status through the portal. To change these, please contact your employer if you are still an active member of the scheme, or the scheme if you have left the scheme.



Contact Details

Address

Postcode

Phone Number

Email Address

Edit

On the presented page, populate your address and email address correctly. Once populated, click Submit to action the request. You will see a confirmation message on the screen if this was processed successfully.

Note: You should not enter any special characters into your address, including full stops, commas or hashes.

Note: If you are an active, contributing member of the scheme then you must also inform your employer of your new address.

Changing your bank details

To view your bank details, go to 'Your Details' from the dashboard. At the bottom of this screen you will see your current bank details.

If you wish to change the bank account your pension is paid into, please download, complete and send us the required form. You can find this form within the Scheme Documents section of the portal, under Documents. There are links on the dashboard, Scheme Documents, and Your Details screen to submit your amendment form to us.

Bank Details

Your banking arrangements are currently recorded on our records as:

Sort Code

Bank Account

Building Society Ref.

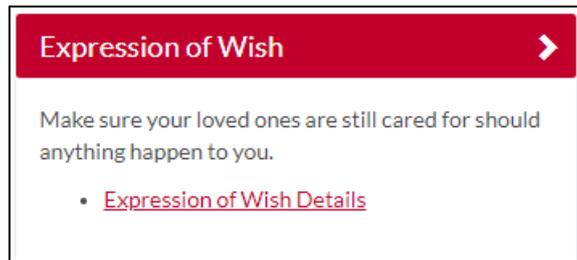
Name of Account Holder

You can amend your bank details by [downloading the Bank Details Amendment Form from the scheme documents](#) of the portal and [uploading it here](#).

Note: We will need some time to review your requested changes before applying them. Depending on when your pension is paid your change may not take effect until after the next payment is released.

Changing your beneficiaries

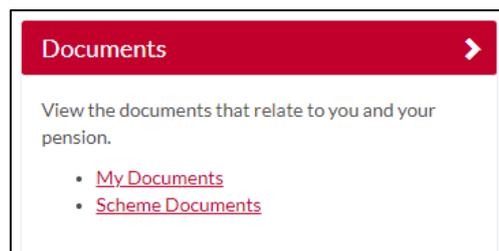
In the event of your death, there may be a lump sum death grant payable. To view the details of any beneficiaries held on your record please go to the Expression of Wish section of the portal, accessed via the dashboard.



If you wish to change your nominated beneficiaries, please download, complete and send us the required form. You can find this form within the Scheme Documents section of the portal, under Documents. There are links on the dashboard, Scheme Documents, and Expression of Wish Details screen to submit your amendment form to us.

Viewing documents

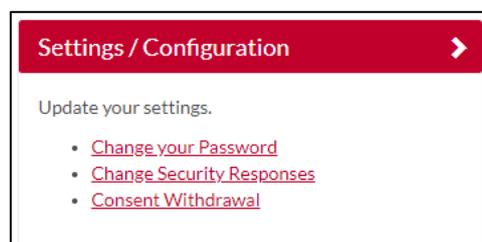
You can view any personal documents made available within the portal within the Documents section of the portal; accessed via the dashboard. These can be found under My Documents.



You can also view Scheme Documents within this section. These may include newsletters, Scheme changes as well as useful forms and guides.

Changing your password or Security Responses

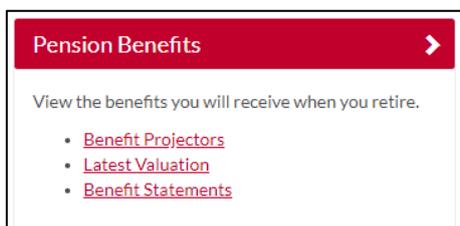
You can change your password, security responses and withdraw consent for your data to be used on the site within the Settings / Configuration section of the portal, found on the dashboard.



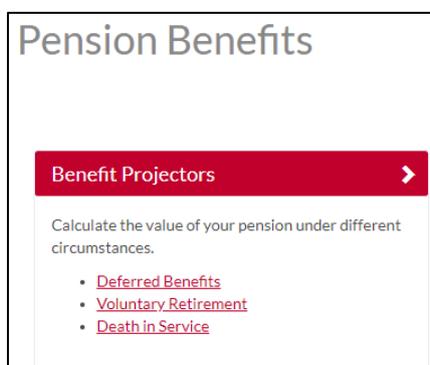
Note: If you withdraw consent for your data to be used on the site you will be logged out and will no longer be able to use the site without reconsenting to the use of your personal data.

Information on your pension benefits

You can see the current value of your benefits, run projections and, if you are still an active member of the scheme, see your recent benefit statements within the Pension Benefits section of the portal. This can be accessed via the dashboard.



The benefit projectors you can run are linked to your status within the Scheme. These can be found within the Benefit Projectors section of the Pension Benefits area.



Contacting Us

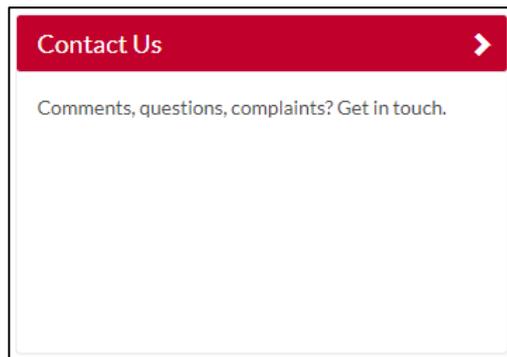
Incorrect Information

If you are an active, contributing member within the Scheme we are reliant on your employer passing the correct information on to us. If you see incorrect information on the portal that needs updating please contact your employer.

If you are no longer contributing to the Scheme please use the contact us facilities to get in touch with us. To change your address, nominations or bank details - if you are a pensioner or dependant member - please refer to the relevant section of this document before contacting us.

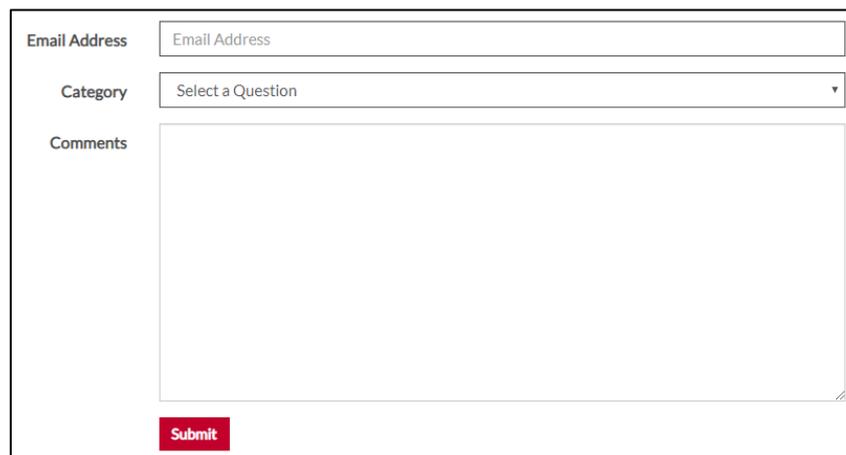
Contacting Us

If you need to contact us, you can use the Contact Us section of the portal. This can be found on the portal dashboard.



There are several categories that you can submit a query under. These can be found within the Category dropdown. If you cannot find one that best suits your query, select Other as your category.

Please provide as much information as you can within the comments section before submitting your query. You will see a success message on screen if your submission has been successful.

A screenshot of a contact form. It contains three main sections: "Email Address" with a text input field containing "Email Address"; "Category" with a dropdown menu showing "Select a Question"; and "Comments" with a large text area. A red "Submit" button is located at the bottom left of the form.