

## Member Portal FAQs

### Trouble signing on?

- Please watch our [registration tutorial](#) for help on how to get logged in
- **I can't sign in / sign up.**
  - If it is your first time signing in, you will need to click the “**create account**” button.
  - If you have recently joined the pension scheme, then we might not have set you up yet. Please try again in a few weeks.
  - If you have recently left a role or had a role change, we may not have updated your record. Please try again in a few weeks.
- **Registration Email has not been received.**
  - Please check your junk folder.
  - Please ensure the email address you are checking matches the email address linked to your member portal account.
  - If you are still having issues with the registration email, please **contact us**.
- **Oops that's not right / details do not match**
  - Check your **Name**, **National Insurance** number and **Date of Birth** are input correctly. If they are all correct, please **contact us**.

### Member Portal Navigation

- **My Annual Benefit Statement (ABS) pension is lower than expected**
  - Annual Benefits statements are based on pay information for the previous scheme year running from 1<sup>st</sup> April to 31<sup>st</sup> March and published in the August of that year. I.e. your 2023 ABS was based on pay from 01/04/2022 – 31/03/2023 and sent out to you in August 2023.
  - Figures used to produce the Annual Benefits Statements are provided by your **employer/payroll**, if you believe these are incorrect, please contact your employer.
  - Unfortunately, the Annual Benefit Statements page does not currently include pension details from previous employment posts which you are no longer paying into (i.e., The other post(s) are in a deferred status)
- **What posts does the retirement planner include?**
  - The Retirement planner includes all posts you hold within the Worcestershire Pension fund that have not yet gone into payment.
- **How do I update my Death Grant Nominees?**
  - Open the **Manage Beneficiaries**.
  - Click ‘**Add New Beneficiary**’
  - Complete the following fields for your nomination:
    - **Full name**
    - **Relationship to you**
    - **Date of Birth**
    - **Percentage you wish to allocate**

- Nominees contact details with either an **Email address, home address** or **phone number**

*The total percentage allocation for your nominations must add up to 100%.*

- Click '**Confirm and Submit**' to save these changes
- **Can I upload my forms here?**
  - Unfortunately, this is not currently available, we will keep you updated when this feature is ready to use.
- **Why can't I see any documents?**
  - As the site is very new, we may not have uploaded any documents to your record yet, we will send you an email as and when documents have been uploaded to your account for you to view.

Please contact us if you have any other queries regarding your member portal account:

01905 843228

[mypension@worcestershire.gov.uk](mailto:mypension@worcestershire.gov.uk)