

New User Registration – Notes for Guidance

These guidance notes provide further information to help with registration. If you continue to experience problems it may be a case of there being a compatibility issue between our site and your operating system and/or type of web browser being used. For that purpose we ask that, in the event of continued unsuccessful registration, you provide us with details of the type of operating system (i.e. PC, Mac etc) being used plus the type/version of your web browsing software (e.g. Internet Explorer 7.0, Firefox 3.0, Safari 3.1 etc). Unfortunately, some browsers may not be compatible although every effort has been made to accommodate the vast majority.

The 'My Pension Online' site requires Javascript to be enabled - [click here for instructions on how to enable Javascript](#). If you have difficulty opening the Registration page you may have pop-up blocking software enabled. To temporarily disable your pop-up blocker, please try holding the CTRL key whilst clicking on the Register link which should open the Registration page.

Stage One

- TP Reference Number – this will be quoted on any previous correspondence you have received from Teachers' Pensions. You may be more familiar with this as your DES, DfE, DfEE or DfES number. Although usually presented in the format '## / ##### - #', for the purposes of registration you should input the first 7 numeric digits only, i.e. 12/34567-1 to be entered as 12/34567. For some scheme members/pensioners this number may be more commonly referred to as "Pension Reference Number", which is presented in a string of 8 digits. For registration purposes please omit the final digit (which will be either the number 1 or 2), i.e. 12345671 to be entered as 12 / 34567.
- Login Name – this must be a unique string (minimum 6, maximum 20) of alpha or numeric (or mixed) characters. If the chosen name is not unique, i.e. if another user has previously registered the same name, you will be asked to choose an alternative Login Name.
- Password – our site adopts the use of strong passwords. Your chosen password must be a minimum of 8 characters, and contain at least one lower case and one numeric character plus at least one upper case character or punctuation character. For example **abcdefg1** would not be strong (no upper case or punctuation), but both **Abcdefg1** and **a\$cddefg1** would.
- Confirm Password – Entry must be a precise match (both case sensitive and sequence) of that entered to the 'Password' field.
- Personal Question & Answer – Please choose one of the three questions from the drop down list and provide the relevant answer in the space provided.
- Your Email Address/Mobile Phone Number – You must provide data for at least one of these communication channels. If you provide an email address but no mobile phone number your PIN will be sent to the email address entered, and vice versa. Where both an email and mobile number are provided you will be notified of your PIN via text message (to your mobile phone). Please note that the Mobile Phone Number field will only accept UK issued mobile telephone numbers. Overseas residents are advised, where possible, to just enter a valid email address.

Successful completion of Stage One will lead you to:-

Stage Two

- Date of Birth – please enter the numeric version, in the format DD/MM/YY (including the /'s). For example 1 January 1920 should be entered as 01/01/20
- Surname – please enter your surname.
- First Name – please enter your first name only.
- TP Reference Number (in the same format as per Stage One)

When you “Register” we will validate the data entered against those held on our database of teacher records. In the event of a data mis-match we will tell you that there is not enough valid information, but, for security purposes, we will not divulge which field(s) contains incorrect data. If you are confident that all information entered at stage 2 is correct, but you are still prevented from accessing the site, please email us at tpwebadmin@capita.co.uk with the data that you have entered to all four fields. It may be that our records hold different, incorrect, data.