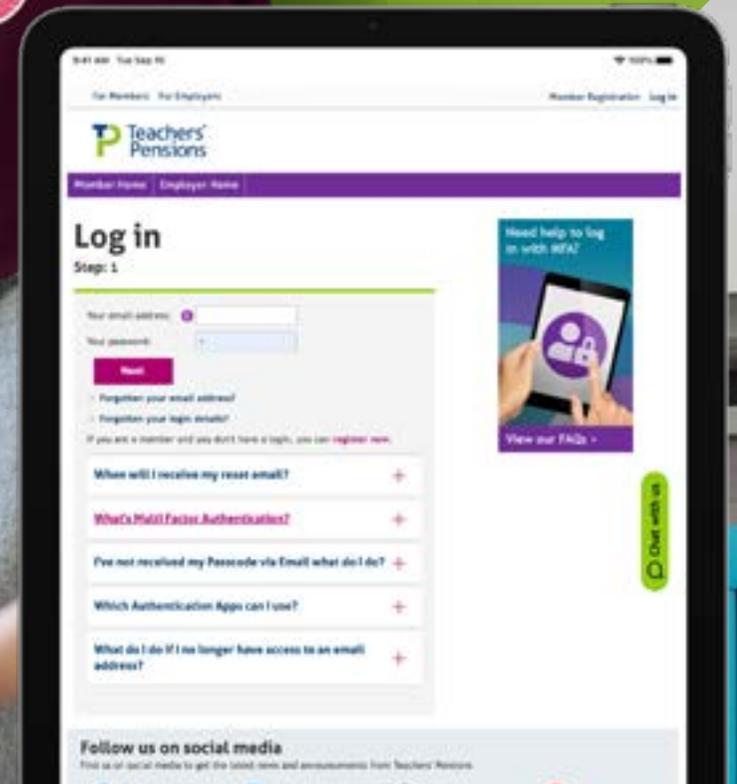
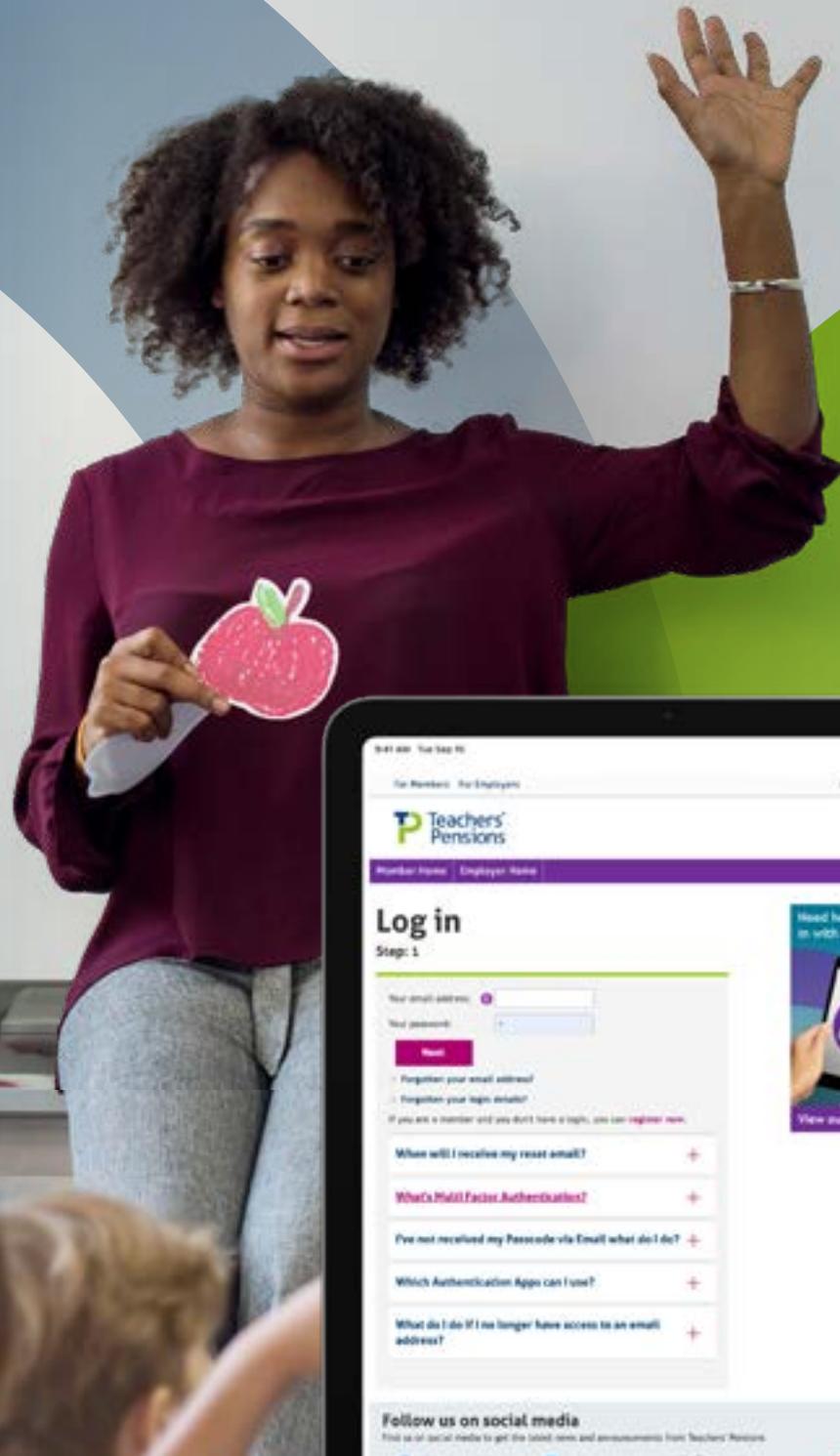




Resetting your information



Understanding Multi Factor Authentication

Your online account is now secured by Multi-Factor Authentication, or MFA. MFA is a way of confirming your identity, making your account safer and much harder to access by anyone other than you. You'll be asked to set up MFA as part of the security process next time you log in.

Our MFA relies on you providing two forms of authentication, something you know, which is your password, and something you're sent, such as a code to your mobile device or email account.

You'll have the option to choose how to authenticate, either by Authenticator App, email, or SMS. By using these factors together, MFA security is created and your account secured. After setup, you'll find logging into your account quicker, easier, and safer. To find out more about MFA, visit our [FAQs](#).



Can't remember which email address you registered with?

01

If you can't remember your login email or you no longer have access to it, go to our website and click on '[Forgotten your email address?](#)' You'll then be asked to provide some personal details.

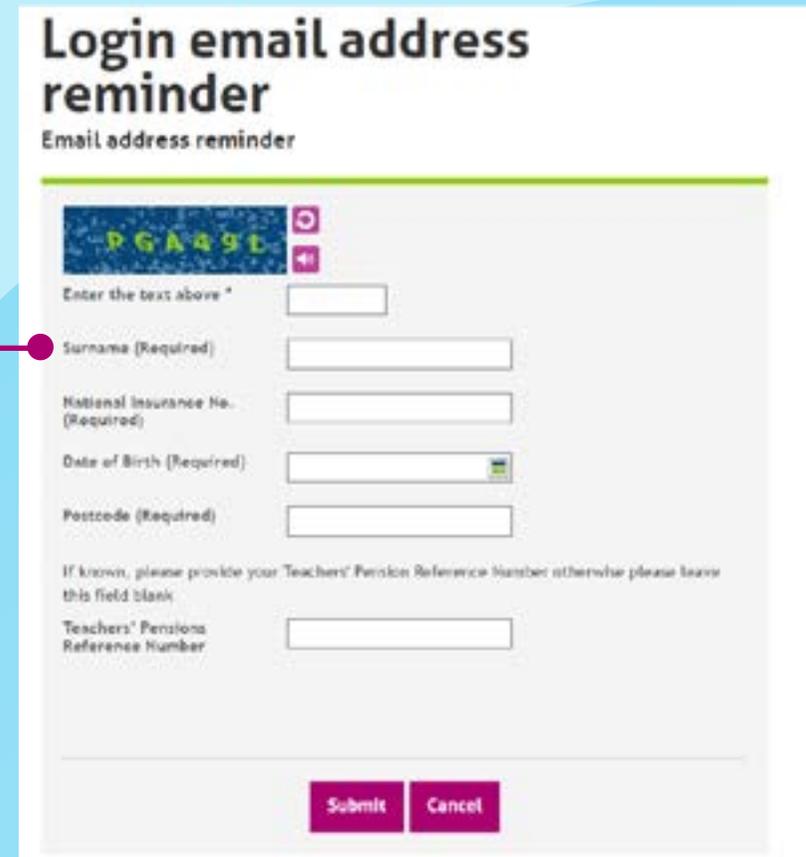
We always recommend you use a personal rather than work email as this will make it easier to keep track of your pension if you move establishments throughout your career.

Can't remember which email address you registered with?

02

Once you've provided your details you'll receive a confirmation email through to your registered email address. You can then log in as normal using your email, password, and PIN or passcode. If you can't see the email, please check your junk mail.

If you don't have access to the email address you used to register with, please contact us via secure chat or telephone.



Login email address reminder
Email address reminder

PGA49L

Enter the text above *

Surname (Required)

National Insurance No. (Required)

Date of Birth (Required)

Postcode (Required)

If known, please provide your Teachers' Pensions Reference Number otherwise please leave this field blank

Teachers' Pensions Reference Number

Submit Cancel

Forgotten your password?

If you've forgotten your password you'll need to **reset your details**.

If you believe your account is locked you will need to **contact us via secure chat or by telephone**.

Reset with MFA

01

To reset your details, visit our website and click on [Forgotten your login details](#). You'll then be asked to complete a short captcha process, enter the email address you registered with, and answer your security question.



The screenshot shows the 'Log in to My Pension Online' Step: 1 form. It has two input fields: 'Your email address:' and 'Your password:'. Below the password field is a 'Next' button. There are two links: '> Forgotten your email address?' and '> Forgotten your login details?'. At the bottom, it says 'If you are a member and you don't have a login, you can register now.'



The screenshot shows the 'User reset' form with the title 'Reset Your Login Details'. It contains a warning: 'You're about to perform a reset please remember to check your junk folder and allow up to an hour for the email to arrive.' Below this is a captcha image with the text '8Z17NK' and a 'Next' button. The form asks for 'Please enter the text characters from the image provided: (Required)' and 'Please enter the email address you used to register on this website (this is also your username), unless you've changed it online since you registered in which case please use that one. If you're a member and have not re-registered since 10/12/2012 please use our online registration form to do so now.' There is an 'Email Address (Required)' input field and 'Cancel' and 'Next' buttons at the bottom.

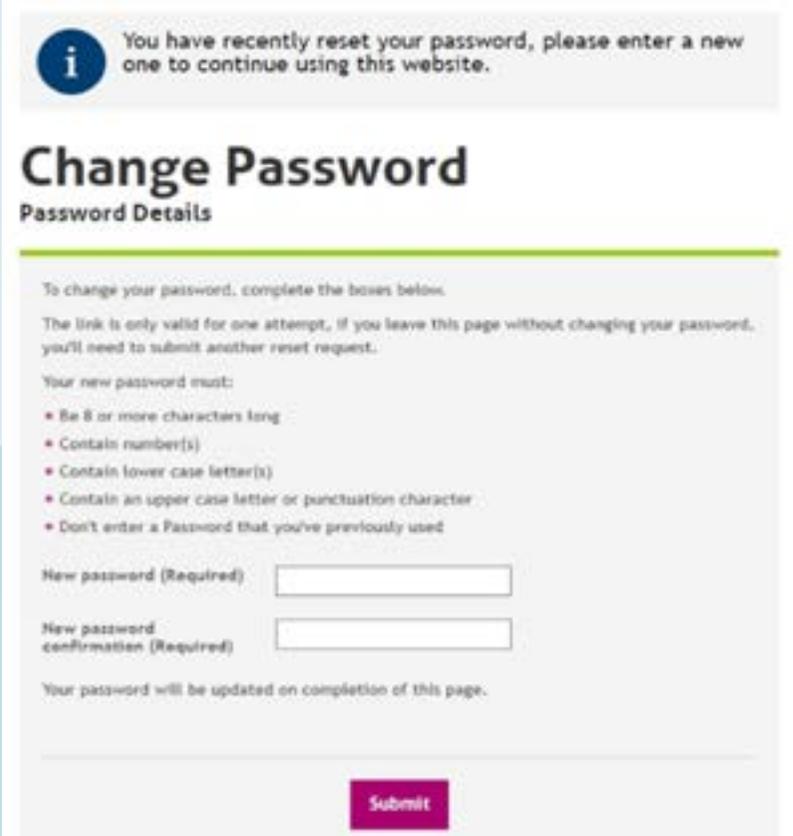
Reset with MFA

02

If you have MFA set up, you'll be sent a link to reset your password. The link can only be used once within 15 minutes, after which it'll expire.

Copy the link in the password reset email and enter a new password you've not used before which meets the following criteria: A minimum of 8 characters, at least one capital letter, one number and one special character.

Once you get to the thank you page, please close the window.



i You have recently reset your password, please enter a new one to continue using this website.

Change Password

Password Details

To change your password, complete the boxes below.

The link is only valid for one attempt, if you leave this page without changing your password, you'll need to submit another reset request.

Your new password must:

- Be 8 or more characters long
- Contain number(s)
- Contain lower case letter(s)
- Contain an upper case letter or punctuation character
- Don't enter a Password that you've previously used

New password (Required)

New password confirmation (Required)

Your password will be updated on completion of this page.

Submit

Reset without MFA

01

If you don't have MFA set up, you'll be sent two separate emails with a link to reset your password and PIN. If you can't see the emails, please check your junk mail.

If you don't appear to have received the emails please save the below emails to your 'safe senders' and try resetting again.

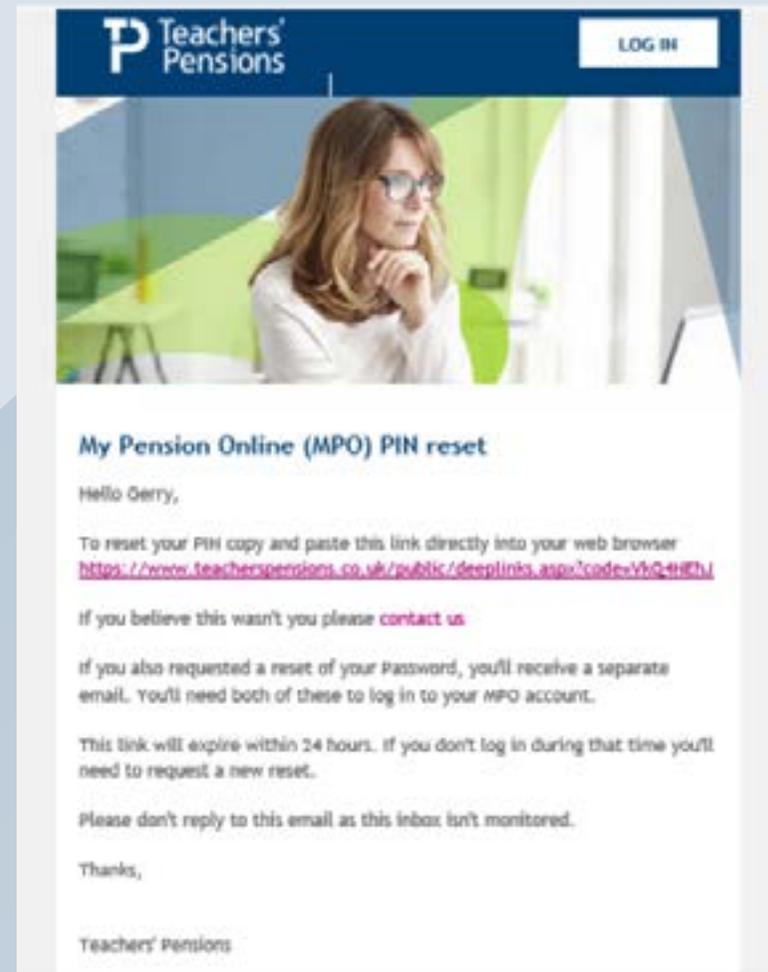


PIN/Password resets

Noreply-wbfcase@teacherspensions.co.uk

MFA emails

Auto-email@teacherspensions.co.uk



Reset without MFA

02

Click on the link in the password reset email and enter a brand-new password you've not used before which meets the following criteria: A minimum of 8 characters, at least one capital letter, one number and one special character.

Once you get to the thank you page, please close the window.

Next, click on the link in the PIN reset email and enter a brand new six-digit PIN. You must change the temporary PIN before you log out or your account may be locked, even if you set up MFA. Once you get to the thank you page, please close the window.

i You have recently reset your PIN, please enter a new one to continue using this website.

Change PIN

PIN Details

To change your PIN, complete the boxes below.

The link is only valid for one attempt. If you leave this page without changing your PIN, you'll need to submit another reset request.

Your new PIN must:

- Be exactly 6 digits long
- It's strongly advised you don't enter a PIN that you've previously used

New PIN (Required) ✓

New PIN confirmation (Required) ✓

Your PIN will be updated on completion of this page.

Submit

Setting up MFA after resetting your password and PIN

01

Go to the Log in page.

Enter your email address and password, then click next. You'll now be asked for specific characters from the PIN which you just created. Please enter the requested digits in the form, then click Log In.

Log in
Step: 1

Your email address:

Your password:

Next

> [Forgotten your email address?](#)

> [Forgotten your login details?](#)

If you are a member and you don't have a login, you can [register now](#).

[I know my details but I can't log in?](#) +

[What do I do if I no longer have access to an email address?](#) +

Log in
Step: 2

Your Pin

1st digit from your PIN

2nd digit from your PIN

3th digit from your PIN

Log In

Setting up MFA after resetting your password and PIN

02

You'll now have arrived at a page to set up MFA. You'll be asked to select which method you'd prefer, either Email, SMS or an Authenticator App. Please select which one you wish to use, then click Next.



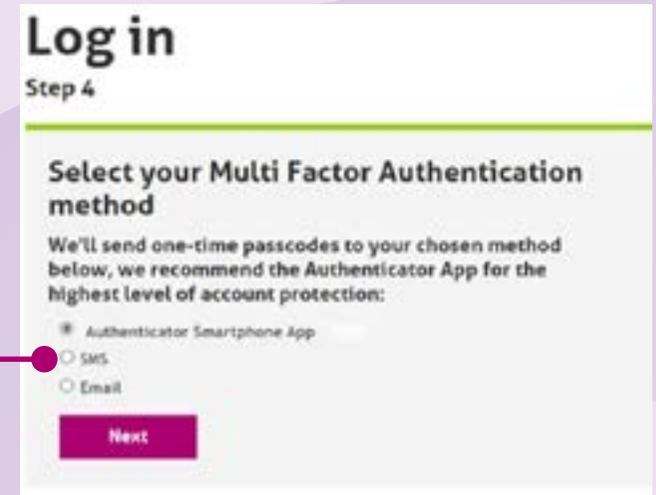
Log in
Step 3

Multi Factor Authentication (MFA)

Please enable Multi Factor Authentication. This will replace the PIN you currently use to log in. You only have to set this up once.

- simpler log in with Authenticator App, SMS or email
- protect your account with an extra layer of security

Set-Up



Log in
Step 4

Select your Multi Factor Authentication method

We'll send one-time passcodes to your chosen method below, we recommend the Authenticator App for the highest level of account protection:

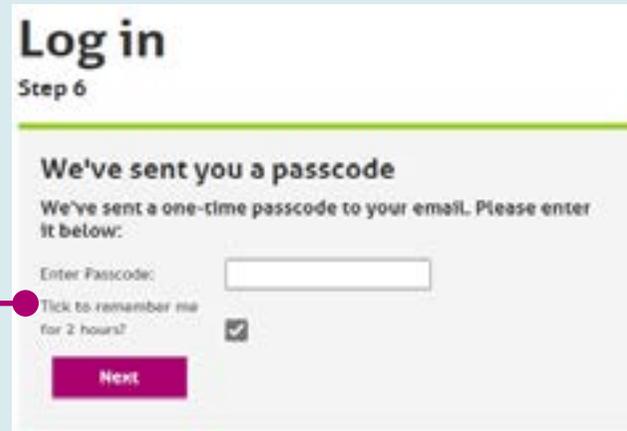
- Authenticator Smartphone App
- SMS
- Email

Next

Setting up MFA after resetting your password and PIN

03

You'll now be sent a one-time passcode to the method selected. Enter this to proceed. The passcode will only remain valid for 15 minutes.



The screenshot shows a login interface with the following elements:

- Log in** (main title)
- Step 6** (sub-title)
- We've sent you a passcode** (section header)
- We've sent a one-time passcode to your email. Please enter it below:** (instructional text)
- Enter Passcode:** (label for the input field)
- (passcode input field)
- Tick to remember me for 2 hours?** (checkbox label)
- (checked checkbox)
- Next** (button)

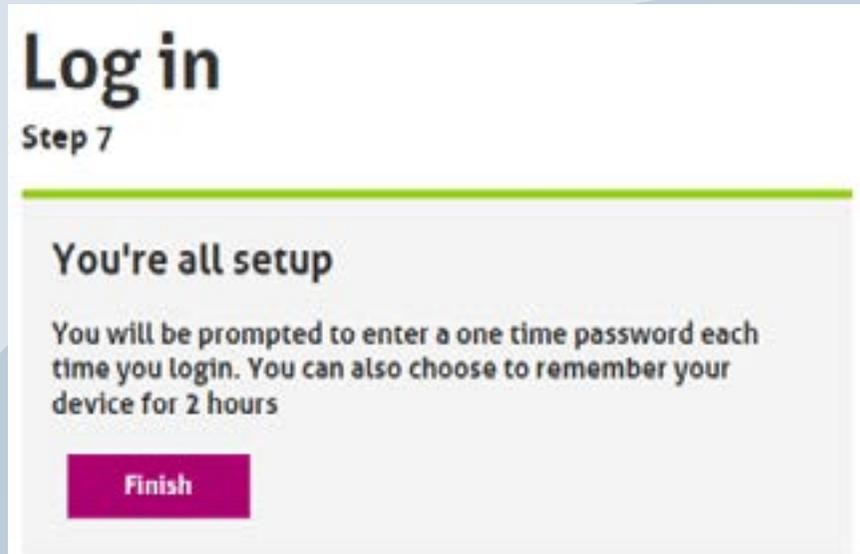
Setting up MFA after resetting your password and PIN

04

If you've been issued a temporary PIN please ensure you still change this before you log out even after setting up MFA.

When you next log in you'll only need to enter your email address and password and the one time passcode which will be sent to you when you log in.

If you have issues moving from your PIN log in to MFA, please contact us via secure chat or telephone.



Still struggling to log in?

01

If you continue to have issues, please make sure you checked for additional spaces in the log in name, password, passcode or PIN. This is important when using saved passwords which auto populate the fields. We'd recommend manually entering the details and performing an additional reset if the problem persists.

If you're still using a PIN rather than MFA or have recently done a PIN reset while setting up MFA and your PIN reset has expired (after 24 hours) please contact us via web chat or telephone if you're unable to log in.



Still struggling to log in?

02

If your new password/PIN/passcode hasn't come through, please check your junk mail, and ensure you have the below emails saved as 'safe'.



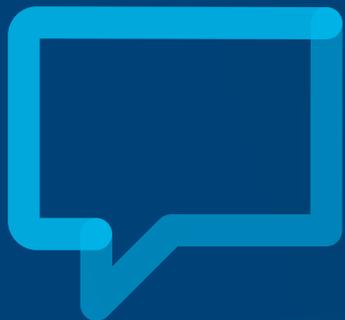
PIN/Password resets

Noreply-wbfcase@teacherspensions.co.uk

MFA emails

Auto-email@teacherspensions.co.uk

If you've any issues with the reset link please copy and paste it into your browser rather than clicking it. To do this highlight the link, right click and select copy, then in the browser address bar on the site, place the cursor and right click paste.



Further help

The best way for members to contact us is through our secure member area **My Pension Online**.



Call us:
0345 6066166 (UK)



Message us:
Secure web messaging
Open 24 hours day, responses will be sent
Monday - Friday, 9:00am to 4:20pm (excluding
bank holidays)



Write to us:
Teachers' Pensions
11b Lingfield Point
Darlington