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- Lifestyle
- Resources
- Videos
- FAQs
- Calculators
- Forms
- News

- New starter
- Working life
- Planning retirement
- Once retired
- Scheme changes
- My Account

Scheme membership
Working life
Taking a break
Planning retirement
Once retired
P60
Payslips
Re-employment
Divorce and Pension credit members
Bereavement and family benefits
My Pension Online (MPO)
Registration
Logging in
MFA
My Pension Online
Navigation

We're experiencing high levels of contact, we appreciate your patience at this time.

Navigation

Find your way around your My Pension Online account using our FAQs.

Open all FAQs

Close all FAQs

Frequently Asked Question 1: What can I do and what will I see when I log in?

Answer:

When you log in, you'll be taken to your Member Dashboard. From here you can access all of your personalised pension information, including your Benefit Statement and service history. You also have the ability to update your personal details and any nominations. My Pension Online (MPO) also offers you the quickest and most secure method of completing and submitting forms.

For a comprehensive guide to your MPO dashboard, see our guide to your dashboard or download our **Guide to MPO (PDF, 1000 KB) (This link opens in a new window)**

Frequently Asked Question 2: I'd like to change my contact details, how can I do this?

Answer:

You can quickly and easily change all of your contact details via your MPO account. First of all you'll need to **login**. You'll be taken to your Member Dashboard where you'll see your Task List which contains the options to change your personal details, contact details and your address.

It's important that you always keep all of your personal and contact details up to date.

Frequently Asked Question 3: How can I contact Teachers' Pensions?

Answer:

Your Benefit Statement
Top 10
Transitional Protection
Local Government Pension Scheme
Valuation
Secure chat
WhatsApp

The easiest way to contact us is to **login** to your MPO account and send a secure message using the Contact Us facility, found on your Task List. Alternatively, you can call our contact centre on 0345 606 6166 (8:30am - 6:00pm, Monday to Friday).

For more contact options, see our **Member enquiries** page.

Frequently Asked Question 4: I've recently retired, will my MPO account change in any way?

Answer:

Yes, when you start receiving your pension, your Member Dashboard will change slightly. Instead of seeing your Benefit Statement, you'll have the option to view your P60 and payslips.

Forms

Ready to apply? Our forms page has everything you'll need to get started.

[➤ Forms](#)

Calculators

Get an insight into how your pension is built and explore your options.

[➤ Calculators](#)

FAQ's

Find the answers with our range of Frequently Asked Questions.

[➤ FAQs](#)

Related Information

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