



My Pension Online (MPO)

Log in - Guidance for members
already registered for MPO.

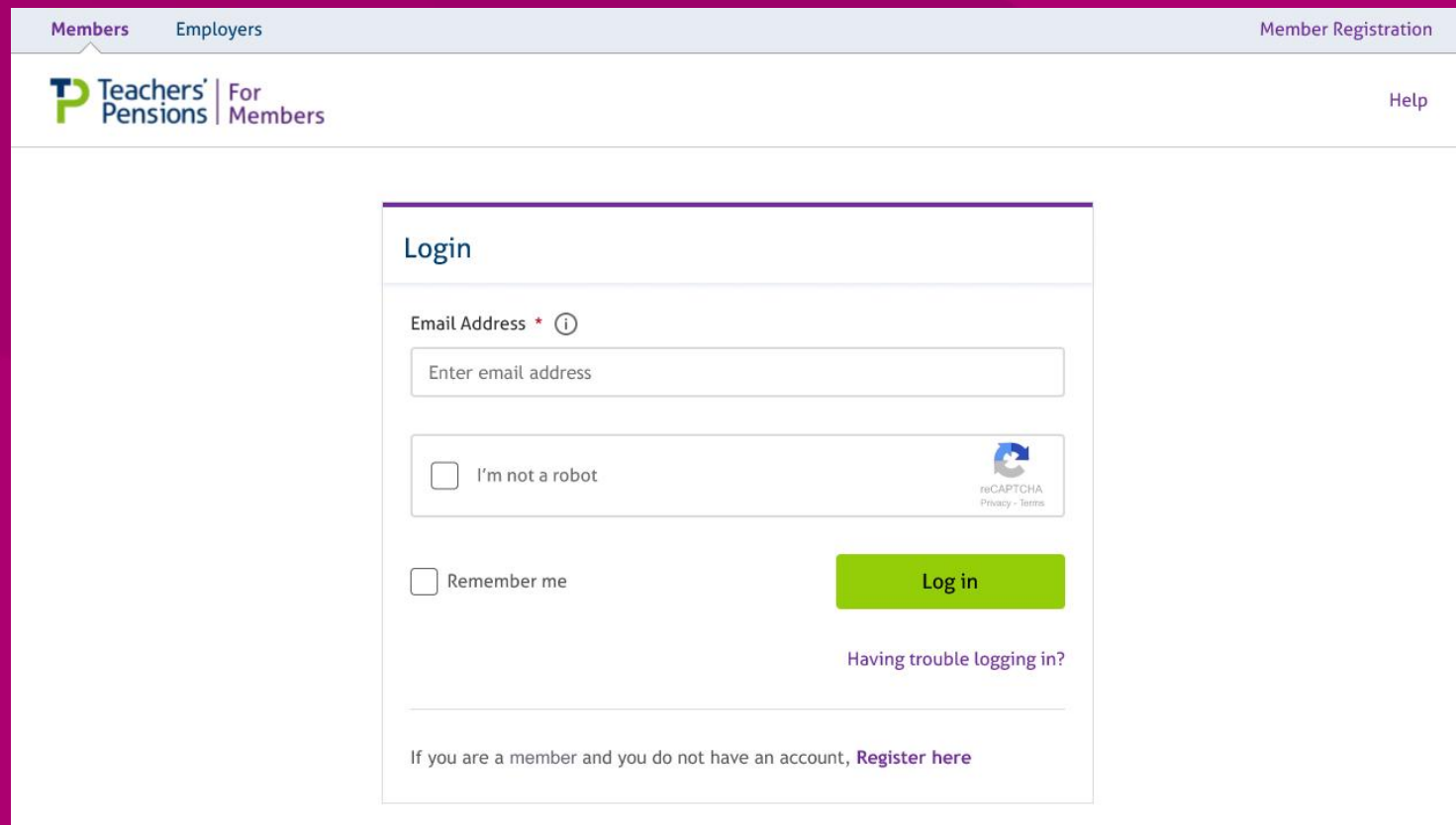
Logging into My Pension Online (MPO)

- Following the transition of the Teachers' Pension Scheme administration, you'll need to re set your password and multi-factor authentication method (MFA) as part of your first log in. This is to ensure your account remains secure.
- To do this you'll need personal details, including:
 - The email you used to register and log in to MPO with previously
 - Date of birth
 - Teacher Reference number (you can find this on your payslip, past Benefit Statement or using the government 'Find a lost TRN' tool - <https://find-a-lost-trn.education.gov.uk/start>)
 - National Insurance number.

Logging into My Pension Online (MPO)

Step 1

- The website addresses will remain the same following the transition. So please visit: www.teacherspensions.co.uk/members/member-login
- This will bring you to the redesigned log in page. Please enter your registered email address and click 'Log in'.



The screenshot shows the Teachers' Pensions website interface. At the top, there are tabs for 'Members' and 'Employers', with 'Members' selected. To the right of the tabs is a link for 'Member Registration'. Below the tabs is the Teachers' Pensions logo and the text 'For Members'. In the top right corner, there is a 'Help' link. The main content area features a 'Login' form. The form has a title 'Login' and a label 'Email Address' with a red asterisk and an information icon. Below the label is a text input field with the placeholder text 'Enter email address'. Under the input field is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'. Below the checkbox is another checkbox labeled 'Remember me'. To the right of the 'Remember me' checkbox is a green 'Log in' button. Below the 'Log in' button is a link 'Having trouble logging in?'. At the bottom of the form is a link 'If you are a member and you do not have an account, Register here'.

Logging into My Pension Online (MPO)

Verify your details

We require your details to reset your login credentials.

Date of Birth *

02 / 03 / 1992 

Teacher Reference Number * 

123653

[Back](#) [Continue](#)

Step 2

- You'll need to verify the details you used to register. This includes your date of birth and Teacher Reference number.
- Then click 'continue' to go to the next step.

Verify code

We have sent a one-time verification code to your registered email address.



Joh*** *****@g***.com

Your one-time verification code is valid for five minutes.

[Resend a verification code](#)

[Back](#) [Verify](#)

Step 3

- We'll then send a one-time passcode (OTP) to your registered email address. Please enter the code in the designated fields.

Verify your details

We need following details to reset your login credentials.

Email Address

john.smith@gmail.com

Date of Birth

02/03/1992

Last Name *

National Insurance Number *

[Verify](#)

Step 4

- You'll then be asked to verify additional personal information, such as your surname and National Insurance number. Click 'continue' to go to the next step.

Logging into My Pension Online (MPO)

Step 5

- You can then set a new password, using the rules shown.
- Once you've confirmed your password, please click 'Reset password'.

Reset password

New Password * ⓘ

Set a new password



- At least one number (0-9)
- At least one uppercase letter (A-Z)
- At least one lowercase letter (a-z)
- At least one special character (£, %, @, #, \$)
- Have at least eight characters (more is recommended for better security)

Confirm Password *

Confirm password



Reset password

Logging into My Pension Online (MPO) - MFA

Step 6 (APP authenticator)

- Next, you'll need to set up multi-factor authentication (MFA) on a device such as your mobile phone.
- You can use an authenticator app, such as Google authenticator or Microsoft authenticator, to generate authentication codes or you can use SMS.
- To use the authenticator App method, scan the **QR code** displayed on the screen using your chosen authenticator app.
- The code displayed in your MFA app then needs to be entered here to verify the authenticator.

To use SMS as a verification tool - just click 'Other login methods' to set up SMS - we'll show this on the next page.

Set up multi-factor authentication

Follow the setup steps and verify your identity.

Multi-factor authentication (MFA) adds extra security to keep your account safe.

MFA relies on two forms of authentication: something you know and something you have with you. The "something you know" is your password. The "something you have with you" can be a mobile device. This ensures that your account remains secure even if your password is compromised. Protect your account and data by adding an additional level of security with multi-factor authentication.

Step 1: Download one of the authenticator applications to your device

- Microsoft Authenticator
- Authy Authenticator
- Google Authenticator

Step 2: Scan the QR code

To complete your login setup scan this QR code using your authenticator app and set up the device.



If you are not able to scan the code enter the key below:

ABCVFGRT34567DFGDVDFGD

Other login methods

Back Continue

Verify multi-factor authentication

Please enter the verification code generated by your authenticator app to continue.

Authentication Code *

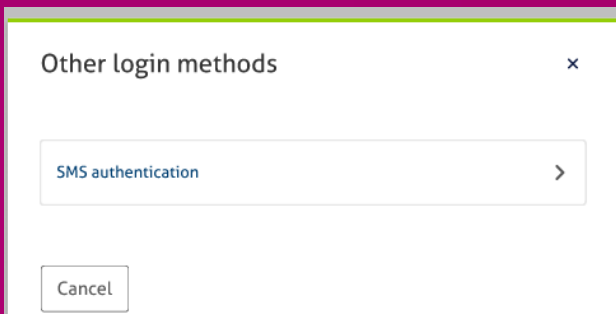
Enter authentication code

Other login methods

Back Verify

Logging into My Pension Online - MFA

Step 6 (SMS authenticator)

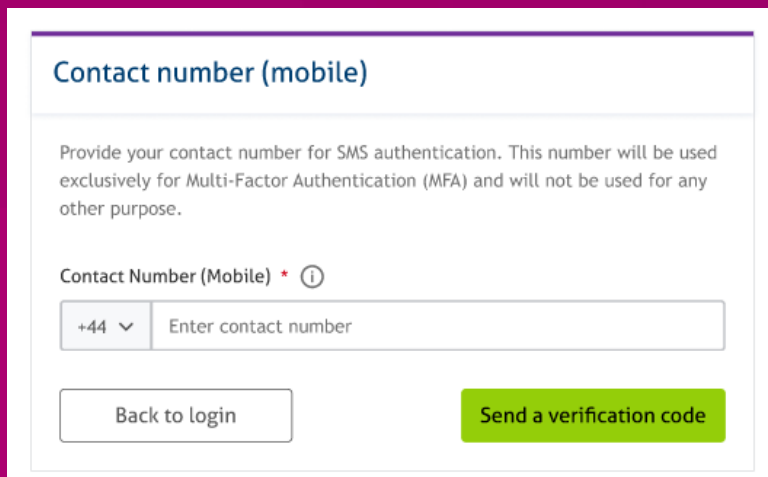


Other login methods

SMS authentication

Cancel

- To use SMS as your authentication method, click on 'Other login methods' and then 'SMS authentication'.



Contact number (mobile)

Provide your contact number for SMS authentication. This number will be used exclusively for Multi-Factor Authentication (MFA) and will not be used for any other purpose.

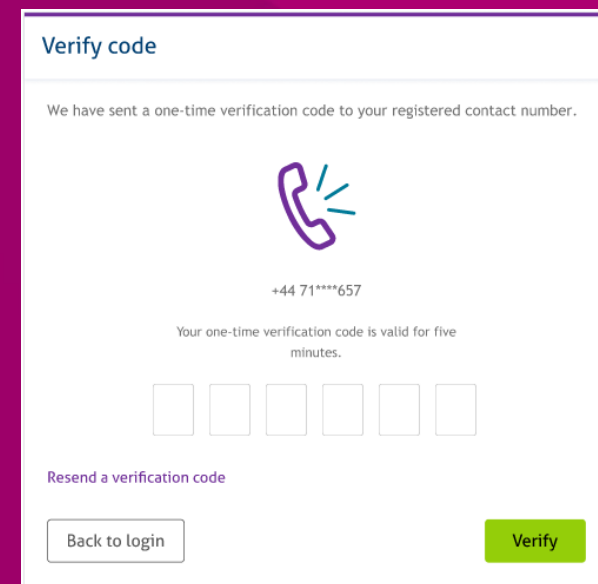
Contact Number (Mobile) *

+44 Enter contact number

Back to login

Send a verification code

- We'll then ask for your mobile number (unless you have previously provided one). Once you've entered this, click 'Send verification code'.



Verify code

We have sent a one-time verification code to your registered contact number.

+44 71****657

Your one-time verification code is valid for five minutes.

Resend a verification code

Back to login

Verify

- We'll then send you a code to enter - once you've verified your device, you'll be able to log in as normal.

Logging into My Pension Online (MPO) - Second log in

After following these steps, you'll then be able to log in as normal, using your:

- Registered email address
- New password
- MFA code (either from an authenticator app or SMS).

