

My Pension Online (MPO)



Overview

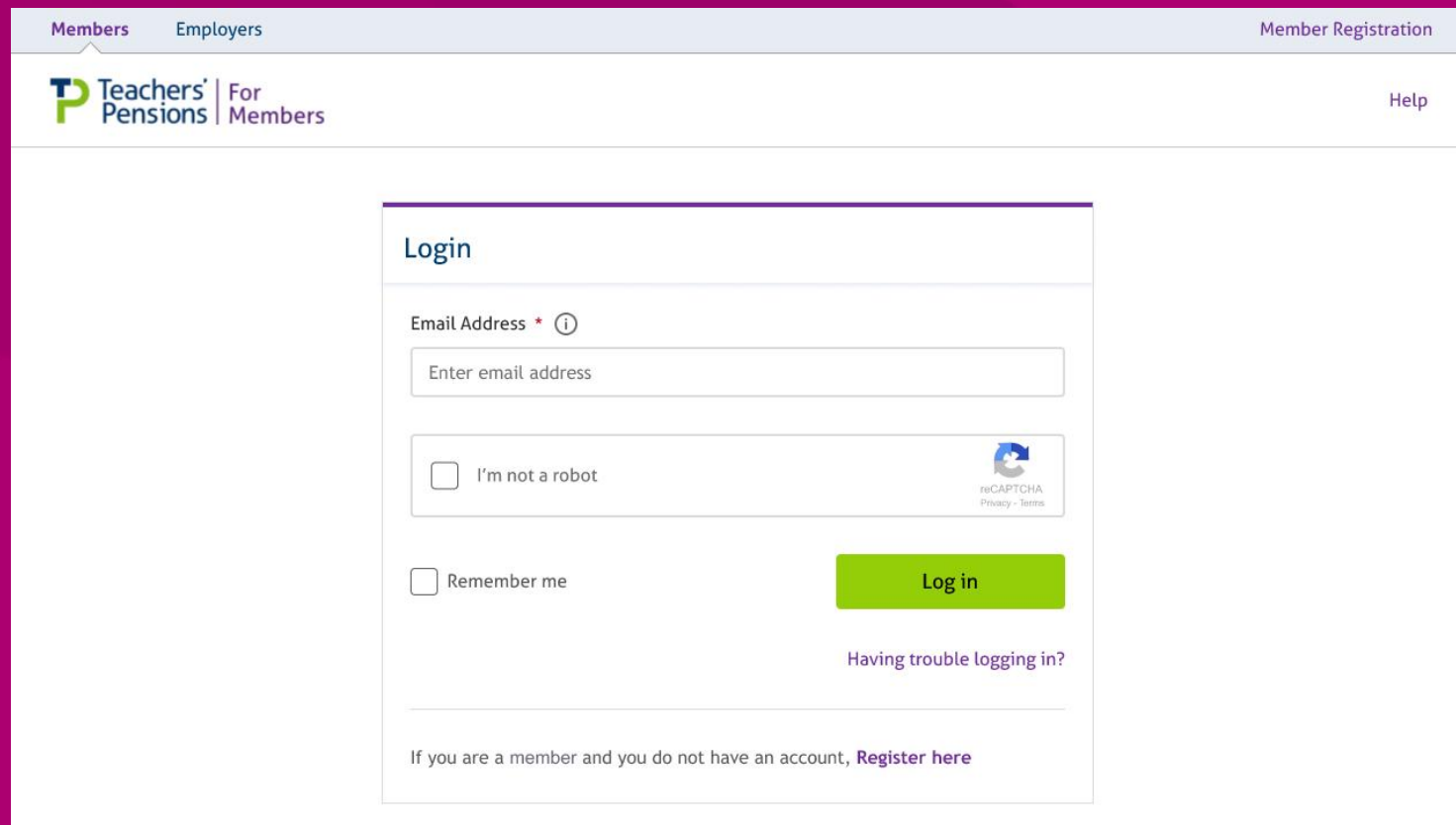
- Logging in for the first time after transition
- Dashboard/menus
- Benefit Statement
- Applications
- Changing personal details
- Secure mail

Logging into My Pension Online (MPO)

- The first time members log in (following transition) they will need to re set their password and multi-factor authentication method (MFA) as part of their first log in.
- To do this they'll need personal details, including:
 - The email used to register and log in to MPO with previously
 - Date of birth
 - Teacher Reference number
 - National Insurance number.

Step 1

- Members need to enter their current MPO email address.



The screenshot shows the Teachers' Pensions login interface. At the top, there are tabs for 'Members' and 'Employers', and a 'Member Registration' link on the right. The main header features the Teachers' Pensions logo and the text 'For Members', with a 'Help' link on the far right. The central 'Login' form includes an 'Email Address' field with a red asterisk and an information icon, a reCAPTCHA checkbox labeled 'I'm not a robot', and a 'Remember me' checkbox. A prominent green 'Log in' button is positioned to the right of the checkboxes. Below the button is a link for 'Having trouble logging in?'. At the bottom of the form, a message states: '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

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

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 *

Enter last name

National Insurance Number *

Enter national insurance number

Verify

Step 2

- Then verify some details.

Step 3

- We'll then send a one-time passcode (OTP) to the registered email address.

Step 4

- They'll then be asked to verify additional personal information.

Logging into My Pension Online (MPO)

Step 5

- They can then set a new password, using the rules shown.
- Once they've confirmed the password, they need to 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, they'll need to set up multi-factor authentication (MFA).
- They can use an authenticator app, such as Google authenticator or Microsoft authenticator, to generate authentication codes or they can use SMS.

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 *

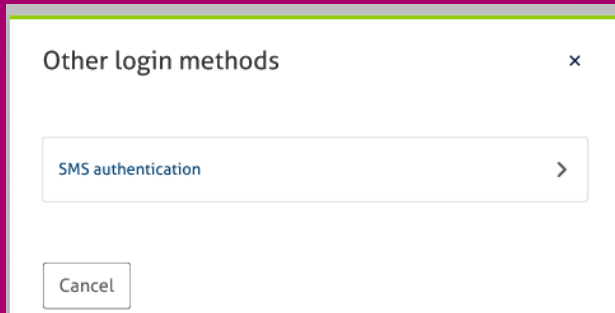
Enter authentication code

[Other login methods](#)

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

Logging into My Pension Online - MFA

Step 6 (SMS authenticator)

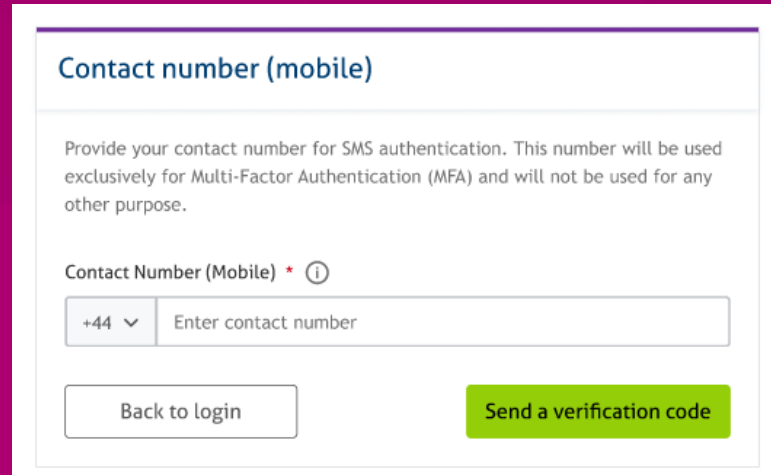


Other login methods

SMS authentication

Cancel

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



Contact number (mobile)

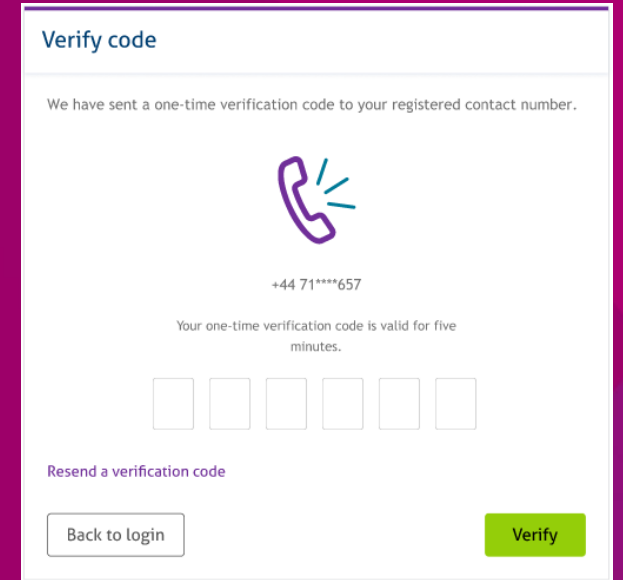
Provide your contact number for SMS authentication. This number will be used exclusively for Multi-Factor Authentication (MFA) and will not be used for any other purpose.

Contact Number (Mobile) *

+44 Enter contact number

Back to login Send a verification code

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



Verify code

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

Phone icon

+44 71****657

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

Code input boxes

Resend a verification code

Back to login Verify

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

MPO Dashboard

- My Requests
- My Documents
- My Employment
- Support
- Task list

Teachers' Pensions

For Members

Dashboard

My Requests

My Documents

My Employment

Support

Secure Mail

Profile

Welcome, Jane

Here is your dashboard to keep you up to date.

See details and find out more about your benefit statement.

View benefit statement

Teacher Reference Number

99/123411

National Insurance Number

XXXXXX2DA

Membership Status

Active

Estimated current pension amount

£12,600.59

per year as at 03 Dec 2024

Quick pension calculator

Reckonable years of service

8 Years 23 Days

Retirement Age

60 years

Employment Type

Full-time

Latest Salary

£23,120.65

Family benefits

You can add or update your Death Grant Nominee(s) and Financial Dependent Relative Nominee using the following link:

Add or update beneficiary

FAQs

Manage request

My documents

Calculators

Update my profile

Tasks

Case Reference	Task Name	Last Name	Submitted On	
902172	Review of transfer-out quote	Smith	21/12/2024	
123482	Review of transfer-in quote	Smith	19/12/2024	

Important events

02 Dec

Transfer-in benefits deadline

03 Dec

Flexibilities - Buy Out deadline

09 Dec

Flexibilities - Easter Annual deadline

- # Welcome, Jane

Here is your dashboard to keep you up to date.



See details and find out more about your benefit statement.

View benefit statement

Teacher Reference Number	National Insurance Number	Membership Status
99/123411	XXXXXX2DA 	Active

Pension details

Pension payment status

In payment

Annual Pension Amount	£8,275.47
Monthly Pension Amount	£727.12

[View P60](#) [View payslips](#)

Reckonable years of service



8 Years 23 Days

Retirement Age	60 years
Employment Type	Full-time
Latest Salary	£23,120.65

Family benefits



You can add or update your Death Grant Nominee(s) and Financial Dependent Relative Nominee using the following link:

Add or update beneficiary

Employment history

- Members can view their Employment history through the 'My Employment tab'.
- We'll encourage members to check this regularly to ensure they raise any issues as soon as possible.



For Members

[Dashboard](#)
[My Requests](#)
[My Documents](#)
[My Employment](#)
[Support](#)

[Secure Mail](#)
[Profile](#)

Employment History

Salary and service history

View your full salary and service record up to today. It's vitally important to check that your service details are correct as any errors may be time-consuming to rectify at a later date, resulting in delays or underpayment or overpayment of pension benefits. If there are any errors, please contact the relevant employer and ask them to notify us of the correction. Only employers can rectify service errors; Teachers' Pensions cannot directly alter service records without employer authorisation.



Filter by years

All

Employment Reference

Arrangement

Employer

Service Type

Role Identifier

Start Date

End Date

Days Out

263564	Final Salary (NPA 60)	Livingstone primary school	Pensionable	1/1	01/03/2024	30/03/2024	0
263565	Final Salary (NPA 65)	Livingstone primary school	Non-pensionable	1/1	01/02/2024	29/02/2024	30
263562	Career Average	Livingstone primary school	Non-pensionable	1/1	01/02/2024	29/02/2024	30
725312	Career Average	Career break	Pensionable	1/1	01/01/2024	31/01/2024	0
824125	Career Average	Q+	Pensionable	1/1	01/12/2023	30/12/2023	0
203917	Career Average	Wyvil Primary School and Resource Bases for Speech, ...	Non-pensionable	1/1	01/11/2023	30/11/2023	30
223562	Career Average	Family leave	Pensionable	1/1	01/10/2023	31/10/2022	0
203562	Career Average	Livingstone primary school	Pensionable	1/1	01/09/2023	30/09/2023	0

Benefit Statement

- Members can access their Benefit Statement through the 'My Documents' tab.
- This will show their total annual pension amount (estimate), Scheme breakdown and family benefits.

Teachers' Pensions

For Members

Dashboard

My Requests

My Documents

My Employment

Support

Secure Mail

Profile

Statement

Payslip

P60

Document Centre

Statements

Your service statements are among the key documents issued by Teachers' Pensions. Explore the various types of statements here.

Benefit statement

Your Teachers' Pensions Benefit statement shows how much pension you've built up, your available options and what your income could be after retirement.

Pension savings statement

Your Pension Savings Statement shows how much you've saved in your pension and whether you've exceeded the Annual Allowance for tax purposes.

Benefit statement

Snapshot of your benefits from all scheme arrangements

Download benefit statement

Date of Issue

5/01/2024

Calculated To

5/01/2024

*If you become entitled to benefits before this date, the figures quoted may be higher than your entitlement.

The figures in this statement are for illustration purposes only. Check for any errors under 'Service History' to avoid generating an incorrect estimate. This statement confers no right to the benefits quoted.

Teacher Reference Number

00/52242

National Insurance Number

CC621995A

Pension Status

Deferred

Membership Type

Not Retired

If any details shown above are incorrect, click 'My profile' to update and restart.

My profile

£10,351.30

Total Annual Pension Amount

Arrangement	Normal Pension Age	Normal Pension Date	Annual Pension Amount	Automatic Lump Sum
80th Final Salary	60 years 2 months	06/02/2039	£5,793.61	£0.00
Career Average	68 years 1 month	06/02/2047	£4,557.69	£0.00

£150,366.00 out of service

Total Death Grant

£20,000.93

Total Annual Family Benefits

My Requests

- Members can complete all tasks online.
- There will be an option to download a paper version if needed (these can be found on the main website).
- Employers will complete Part B via the Employer Portal.

The screenshot shows the 'My Requests' page of the Teachers' Pensions portal. The top navigation bar includes links for Dashboard, My Requests (active), My Documents, My Employment, and Support. On the right, there are links for Secure Mail and Profile. Below the navigation bar, there are two tabs: 'Manage Request' (active) and 'Transaction History'. The main heading is 'Manage your requests' with the subtext 'Create or manage your requests.' and an icon of a magnifying glass over a document. The page features eight request categories in a grid:

- Opt in**: Begin your opt-in request by submitting your election to participate in the Teachers' Pension Scheme.
- Transfer in**: Easily move your pension. Start a request, share your details and transfer funds into one easy-to-manage account.
- Flexibilities**: Explore options to boost your pension. From extra contributions to added benefits, discover what might work for you.
- Opt out**: Learn what opting out involves and how to proceed if you choose to.
- Repayment pension contribution**: Begin your repayment request to enable processing of your repayment claim.
- Transfer out**: Considering leaving the Teachers' Pension Scheme? You can transfer your existing benefits to another pension scheme.
- Retirement requests**: Submit requests online for normal age, phased, ill-health, Premature Retirement or salary rate reduction.
- Certificate of re-employment**: Completing your annual Certificate of Re-employment is essential when returning to work after taking your pension.

A green chat bubble icon is visible in the bottom right corner of the page.

Applying for retirement

- Members can submit a retirement request through My Pension Online.
- To get started members need to go to 'My Requests' on MPO and click on 'Retirement requests'.



Retirement requests

Submit requests online for normal age, phased, Ill-health, Premature Retirement or salary rate reduction.



Certificate of re-employment

Completing your annual Certificate of Re-employment is essential when returning to work after taking your pension.



Scheme pays elections

You may be able to have your Annual Allowance tax charge paid from your pension. Find out how this works.



Pension sharing request CETV

Start a pension sharing request for a Cash Equivalent Transfer Value (CETV). Provide the necessary details to begin the process.

Applying for retirement

- Once in 'Retirement requests', they should click on the retirement type they wish to apply for.
- Then they'll select the checkbox to confirm that they have reviewed all the instructions before starting the request.

**Retirement**
We can help you understand how much you will have for retirement.

**Phased retirement**
Discover ways to gradually reduce work as you build up to full retirement.

**Ill-health retirement**
If you need to retire early due to Ill-health begin the process here.

**Stepping down in salary rate election**
If you need to reduce your working hours due to Ill-health, apply for stepping down in salary rate election.

**Premature retirement**
Find out how much you will have to support you if you retire early.

Apply for retirement benefits

When can you retire?

To receive benefits from the Teachers' Pension Scheme, you must have completed two years of service after 6 April 1988 or two years of pensionable service at any time. This service may be in the Final Salary Scheme, the Career Average Scheme or both. For example, if you completed six months in Final Salary and then a further 18 months in Career Average, you will qualify for benefits.

It's worth remembering that if you worked on a regular part-time basis, the days you didn't work count towards qualification, although they're not included in the calculation of your benefits.

Unless you are granted Ill-health retirement the earliest age retirement benefits can be paid is 55. The minimum pension age is changing from 6 April 2028, when it will rise from age 55 to 57. Find out more about what this means in our [early retirement section](#).

If you'd like to see your estimated retirement benefit, use the [Quick Pension Estimate Calculator](#). The calculation only gives you an estimate. If you need help reviewing your retirement plan, we recommend that you seek independent financial advice.

You can find more information regarding planning retirement in the [user guide](#).

Before you start:

You can use this form to apply for a normal (age), early, late or triviality retirement.

To be eligible to receive retirement benefits:

1. You must have reached the minimum retirement age of 55.
2. You must have completed at least two years of pensionable service.

You need:

1. Your scheme details
2. Your bank details for payment

How to apply for retirement benefits:

1. Start the retirement benefits process from this portal.
2. Review your personal and contact details.
3. Provide your payment details.
4. Provide the survivor details.
5. Provide your lump sum choices and other details.
6. Confirm you have read and accept the declaration.
7. Submit your request.

After you complete the form:

We'll email you to confirm we've received your request and you'll be notified about your benefits before they're due to come into payment. You can always monitor the progress of your request in the 'Transaction History' area on our portal.

☒ I have read and understood the information and instructions regarding the [retirement request](#).

Back

Get started

Applying for retirement

Personal details

Title	First Name	Last Name
Mr	John	Smith
Teacher Reference Number	National Insurance Number	Date of Birth
6453625	AA123456Q	12/02/1994

Contact details

Address	Email Address	Contact Number (Mobile)
11b Lingfield Point, Darlington DL1 1AX, United Kingdom	john.smith@gmail.com	+44 745 606 6166
Contact Number (Home)		
+44 345 606 6166		

Additional details

Last Date of Teaching Employment * ⓘ

12/02/2026 ⓘ

ⓘ If your personal or contact details on this page are incorrect you'll need to update them and then start your request again. To update your details select 'My profile'.

My profile

☒ I wish to apply for retirement. All the information I have given is true to the best of my knowledge and belief.

BackContinue

- The member will need to review their personal and contact details first. If any of the information displayed on this page is incorrect, they will need to update it via 'My profile'.
- Once they have updated their information, they can start their retirement request again.
- They will need to enter the last date of their teaching employment. We have made this editable in the employer section (in case the date entered is incorrect).
- They then need to select the checkbox to confirm the information and click 'Continue'.

Applying for retirement



Step 1: Benefit details

- They need to confirm their benefit preference.
- Then, click 'Continue' to proceed to the next step

Benefit details

Payment details

Survivor details

Withdrawal details

Other details

Declaration

Summary

Benefit details

If you have pension benefits built up in more than one of the Teachers' Pension Scheme arrangements, let us know if you want to take all your benefits now or delay taking some.

Confirm your preferences

Select the benefits you want to apply for *

☒

All eligible benefits I'm entitled to

☐

Final Salary (NPA 60)

☐

Final Salary (NPA 65)

☐

Career Average (NPA equal to State Pension age)

Back

Continue

Applying for retirement

Step 2: Payment Details (United Kingdom bank account)

- The member will be required to select which bank account they wish to be paid in (UK or overseas).
- If they select a United Kingdom bank account, they will need to provide the following details:
 - Account number
 - Sort code
 - Account holder name
 - Account type (saving or current).
- Then, click 'Continue' to proceed to the next step.

Payment details

Benefits will be paid into the account you specify below.

Note: We can only make payments to an account or joint account in your name. If you already receive pension benefits please be aware that all benefits to a member must be paid into the same account.

Where do you want your benefits paid? *

☒ United Kingdom ☐ Overseas

Bank Account Type *

☒ Bank Account ☐ Building Society Account

Account Number *

**** 2443

Sort Code *

23-46-37

Account Holder Name *

Jack Anderson

Type of Account *

Savings ▼

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

Applying for retirement

- If they select an overseas bank account, they will need to provide the following details:
 - IBAN (international bank account number)
 - BIC or SWIFT code
 - Routing code
 - Account number
 - Account holder name
 - Account type (saving or current)
 - Payment currency
- They will also need to verify their overseas bank account.
- They must upload the following documents:
 - Proof of identity (ID) - for example - a clear copy of a drivers license or passport.
 - Proof of the bank account - A bank account document - for example, a bank statement or formal letter.
- Once they have uploaded the required documents and verified their bank details, they click 'Continue' to proceed to the next step.

The screenshot shows a web form titled 'IBAN' for verifying an overseas bank account. It contains several input fields: IBAN (pre-filled with GB77HBUK40127612345XXX), BIC or Swift Code (pre-filled with HSBICINAAXXX), Routing or Transit Code (pre-filled with 022000XXX), Account Number (pre-filled with **** * 1442), and Account Holder Name (pre-filled with Jack Anderson). There is a dropdown menu for 'Type of Account' currently set to 'Savings'. Below these fields is a section titled 'Type of Document' with an information icon and text explaining that two documents are required: 'Proof of account existence' and 'Proof of identity'. It also states that both documents are mandatory and must be clear and legible. At the bottom, there are two upload sections: 'Proof of Bank Account' and 'Photo Identity Document', each with a 'Select file' button and an 'Upload' button. At the very bottom of the form are 'Back' and 'Continue' buttons.

IBAN

GB77HBUK40127612345XXX

BIC or Swift Code

HSBICINAAXXX

Routing or Transit Code

022000XXX

Account Number

**** * 1442

Account Holder Name *

Jack Anderson

Type of Account *

Savings

Type of Document

i To verify your overseas bank account, you must submit two documents:

1. **Proof of account existence** - such as a recent bank statement or formal letter from your bank
2. **Proof of identity** - such as a clear copy of your passport or driver's licence

Both documents are mandatory. Please ensure that all scanned copies are clear and legible to help us complete your verifications smoothly.

Proof of Bank Account * **i**

Select file

Upload

Photo Identity Document * **i**

Select file

Upload

Back

Continue

Applying for retirement

Step 3: Survivor Details

- If members would like to add survivor details, they need to enter the survivor's name and their relationship to the member.
- Then click 'Continue' to proceed to the next step.

✓ Benefit details

✓ Payment details

● Survivor details

○ Withdrawal details

○ Other details

○ Declaration

○ Summary

Survivor details

The survivor information can be your spouse or partner or single.
If you wish to define your children, parents, wife, relative, friend, etc as death grant nominee you can do from the "My Profile" section.

What is your current relationship status?

Select ▼

Survivor Name *

Enter name of survivor

BackContinue

Applying for retirement

Step 4: Withdrawal Details

- Depending on the members Scheme arrangement(s), they'll have the option to take a lump sum or additional lump sum by giving up part of their annual pension.
- If they wish to take a lump sum/additional lump sum, they need to enter the amount they would like to take, or select the maximum amount allowed.
- Then click 'Continue' to proceed to the next step.

Lump sum choices

Benefits of having a Normal Pension Age of 60 (NPA60) *

Since you joined the Scheme for the first time prior to 1 January 2007, you have NPA 60 service. You will automatically receive a lump sum in respect of your pensionable service as an NPA 60 member of 3 times your pension. Since you have service in the NPA 60 arrangement on or after 1 January 2007 you also have the option to take an additional lump sum by giving up part of your annual pension.

Would you like to proceed with the benefits associated with having a Normal Pension Age of 60 (NPA 60)? * ⓘ

☐ Yes

☒ No, I do not wish to convert any pension for an additional lump sum payment.

Benefits of having a Normal Pension Age of 65 (NPA65) in the Final Salary arrangement

Since you joined the Scheme for the first time between 1 January 2007 and 31 March 2015, you would have NPA 65 service. If you joined prior to 1 January 2007 but had a 'disqualifying break' of more than 5 years, you will have NPA 60 and NPA 65 service. The exception to this is if you returned to the Teachers' Pension Scheme on or before the 31 December 2007 and did not have a subsequent disqualifying break. You will not automatically receive a lump sum in respect of your pensionable service as an NPA 65 member but have the option to take a lump sum by giving up part of your annual pension.

Applying for retirement

Other details

Your employment details ⓘ

Employer Name	Address
The Starship Children's Centre	Bar Hill Primary School, Gladeside, Bar Hill, Cambridgeshire, CB23 8DY
Abbey Lane Children's Centre	Abbey Lane, Stratford, E15 2SD, UK

Annual Allowance

ⓘ If you think you've incurred an Annual Allowance tax charge of more than £2,000 in the current Pension Input Period (PIP), any Scheme Pays election you want to make must be received and paid by Teachers' Pensions before your pension can be put into payment.

For more information, visit our website section on [Annual Allowance](#).

Transitional Tax Free Amount Certificate (TTFAC)

ⓘ If you have a transitional tax-free amount certificate then attach a copy of the certificate(s).

Upload document *

Select file

Lump Sum Allowance (LSA)

ⓘ **Recycling:** If you plan to use more than 30% of your retirement lump sums to increase your pension benefits (either directly or indirectly) be warned that HMRC could subject the whole of your lump sum to an unauthorised payment charge of 40%. Members buying out any outstanding Past Added Years or Additional Pension by lump sum close to retirement need to be aware of this and should speak to an independent financial adviser. This rule does not apply if your total lump sums in a 12 month period are less than £7,500. Further details about recycling can be found on the [HMRC website](#).

Are you affected? * ⓘ

☐ Yes ☐ No

Past Added Years (PAY)

Complete this section only if you're currently purchasing Past Added Years (PAY):

- ☐ I accept the PAY service paid up to my retirement date.
- ☐ I will pay the outstanding contributions before receiving payment of my benefits from the Teachers' Pension Scheme.

Step 5: Other Details

- The member will need to review and confirm their employer details, including the employer's name and address.
- They will be asked whether they have any other lump sum allowances. If applicable, they will need to upload their Transitional Tax-Free Amount Certificate and provide details of any lump sum allowances they received:
 - Before 6 April 2006
 - Between 6 April 2006 and the date before they became entitled to benefits from the Teachers' Pension Scheme.
- If they don't have any lump sum allowances to declare, they select the option saying they don't wish to provide any additional allowance details.
- They will be asked to indicate whether they are currently purchasing 'Past Added Years'.

Applying for retirement

- f. There is sufficient Lifetime Allowance available to me to cover the payment.
 - g. No transfer value has been accepted from a Personal Pension Scheme and during the last five years, no other transfer value has been accepted in the TPS.
 - h. During the last three years, no cash equivalent or transfer value has been paid from the TPS.
 - i. I understand that upon payment of the lump sum, no benefits would be payable to an adult dependant, child or nominated financial dependant on my death.
 - j. I understand that the payment will be subject to tax.
17. I understand that this payment is in full and final settlement of all sums which would otherwise become payable by virtue of the Teachers' Pension Scheme Regulations.

☒ I confirm that I have read and accept the Declaration Statements.

Back

Continue

Step 6: Declaration

- The member will need to review and confirm that they agree with the statements provided.

Applying for retirement

Document

 Document.pdf

[View](#)

If applicable, please advise if the Enhanced or Fixed Protection Certificate is still current and in force
Yes

Standard Lifetime Allowance

Divorce pension credit

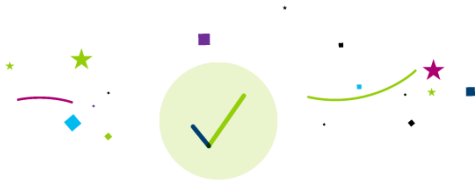
Overseas service

Past Added Years (PAY)

I will pay the outstanding contributions before receiving payment of my benefits from the Teachers' Pension Scheme.

[Back](#)

[Submit](#)



We have received your request. To check the status of this in transaction history use reference 902172.

If we require any further information we will get in touch with you.

[View transaction history](#)

[Return to dashboard](#)

Step 7: Completion

- They need to review all their information and make any necessary changes before submitting the request.
- Once the request has been submitted, a reference number will be generated.
- The member can view this to track the status of your request in My Requests > Transaction History.

Changing contact details

- To view and update contact details, the member would need to click on 'My profile' in the profile tab. From here they can view their personal , contact and nomination details.
- In most cases a member can also use this section to update those details.

My Employment

Support

My profile

Password management

Help

Personal details

Edit

Title	First Name	Last Name	Date of Birth
Mr	Mark	MacCoy	12/12/1990
Gender	National Insurance Number	Marital Status	Date of Marriage
Male	AB123456C	Married	12/12/2010
Spouse Date of Birth	12/12/1991		

Contact details

Edit

Address (UK)	Contact Number (Mobile)	Contact Preference	Email Address (Work)
	+44 745 606 6166	☒ Mobile	mark@oxfordedu.com
Address (Overseas) <div>Active</div>	Contact Number (Home)	Email Address (Personal/Registered)	Email Contact Preference
11 St, Brooklyn bridge, Brooklyn UWA 1AX, USA	+44 132 506 6166	mark@gmail.com	☒ Personal/Registered mail
Member Notification Preference	Contact Number (Work)		
	-		

Changing contact details

Contact details

Edit

Address (UK)	Contact Number (Mobile) +44 745 606 6166	Contact Preference ☒ Mobile	Email Address (Work) mark@oxfordedu.com
Address (Overseas) Active 11 St, Brooklyn bridge, Brooklyn UWA 1AX, USA	Contact Number (Home) +44 132 506 6166	Email Address (Personal/Registered) mark@gmail.com	Email Contact Preference ☒ Personal/Registered mail
Member Notification Preference ☒ Email (Default) ☒ SMS ☒ WhatsApp	Contact Number (Work) -		

☒ Select changes

☐ Update details

Edit contact details

Choose one of the options to edit details.

☐ Address (UK)

☐ Address (Overseas) Active
11 St, Brooklyn bridge, Brooklyn, UWA 1AX, USA

☐ Email Address (Personal/Registered)
mark@gmail.com

☐ Email Address (Work)
mark@oxfordedu.com

☐ Contact Number (Mobile)
+44 745 606 6166

☐ Contact Number (Home)
+44 132 506 6166

☐ Contact Number (Work)
-

☐ Update Preferences
Member Notification Preference
☒ Email (Default) ☒ SMS ☐ WhatsApp

Back

Continue

- A member can update their address, email address, contact numbers (personal and home), and notification preferences online.
- They need to click the 'Edit' icon and then update it accordingly.

Updating their email address

Update email address

Email Address (Personal/Registered)
mark@oxfordedu.com

Email Address (Personal/Registered) *

mark1923@gmail.com

☒ Make this the default email address

Back Continue

Update email address

Email Address (Personal/Registered)
mark@gmail.com

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

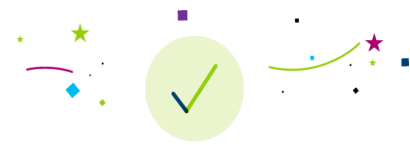


mar** *****l.com

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

[Resend a verification code](#)

Back Verify



We have received your request. To check the status of this in transaction history use reference 902172.

Relogin

- Enter their new email ID and click continue to verify.
- They will be sent a one-time passcode (OTP) to their new email address.
- After they successfully submit the request, a case number will be generated and displayed in their transaction history for future reference.

Updating their postal address

Update address details

 Address (UK)
11b Lingfield Point, Darlington, DL1 1AX, United Kingdom

Country *

United Kingdom

Postcode

BD54 2PH

Search

Enter address manually

Address Line 1 *

961

Address Line 2

Albert Road

Town or City

BRADFORD

County

BRADFORD

Postcode *

BD54 2PH

☒ Make this the default mailing address

Back

Continue

Address details change

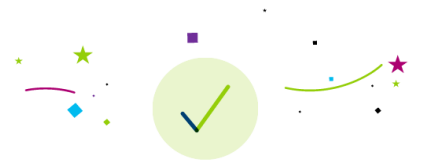
Confirm the provided address details are correct.

From:

To: 961 Albert Road, BRADFORD, BD54 2PH, United Kingdom

Cancel

Confirm



We have received your request. To check the status of this in transaction history use reference 902172.

View transaction history

Return to dashboard

- For active and opted out members, any address change request must be submitted and processed by the employer.
- Deferred members (those who are not in pensionable employment), retired members, and Pension Credit members and Beneficiary members can update their address through MPO.
- They need to enter a valid postcode and address in the relevant fields. If they would like this address to be the default mailing address, they need to select the checkbox to confirm this.

Updating a contact number

- With MPO, a member can update their home, work, and mobile telephone numbers.
- After selecting the number, they wish to change, enter the new contact number and verify it using the one-time passcode (OTP).
- If the code expires or doesn't appear they can ask to 'Resend a verification code'.
- Once the verification is successful, they need to click 'Verify' to complete your change.

☐ Contact Number (Mobile)
+44 745 606 6166

☒ Contact Number (Home)
+44 132 506 6166

☐ Contact Number (Work)
-

Update contact number

☒ Contact Number (Mobile)
+44 745 606 6166

Contact Number (Mobile) *

+44 ▼ 742 506 4496

☒ Make this the default contact number

Back Continue

Update contact number

☒ Contact Number (Mobile)
+44 745 606 6166

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



+44 71****657

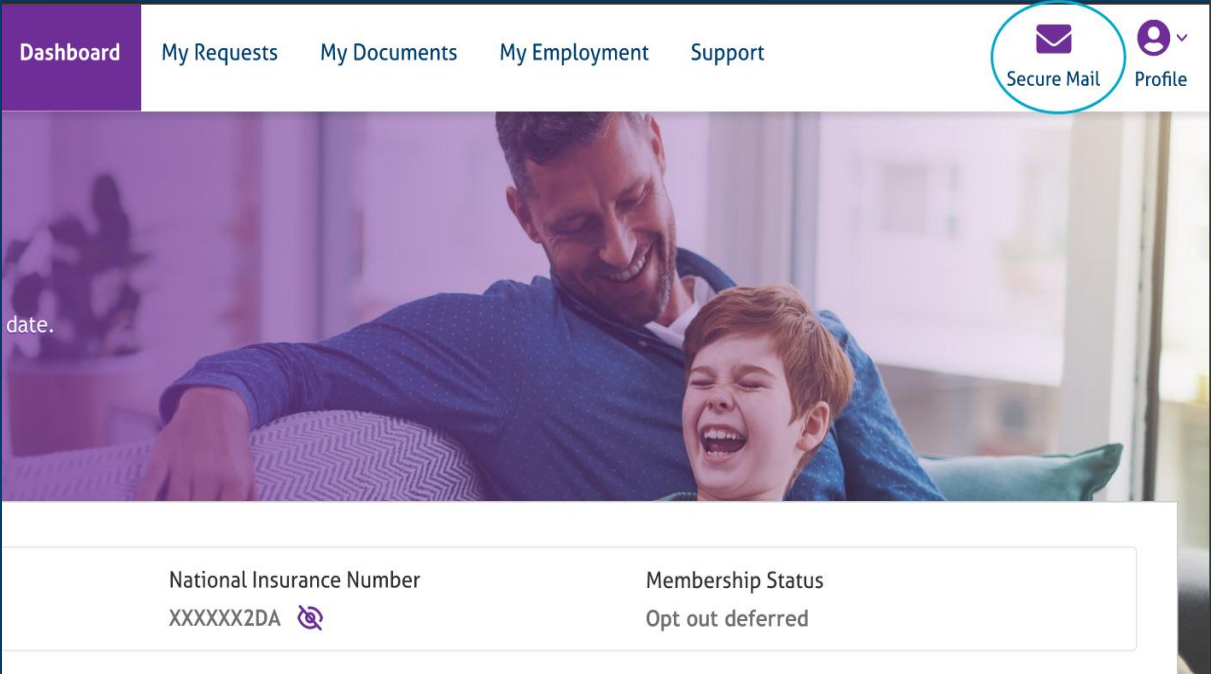
Your one-time verification code is valid for five minutes.

[Resend a verification code](#)

Back Verify

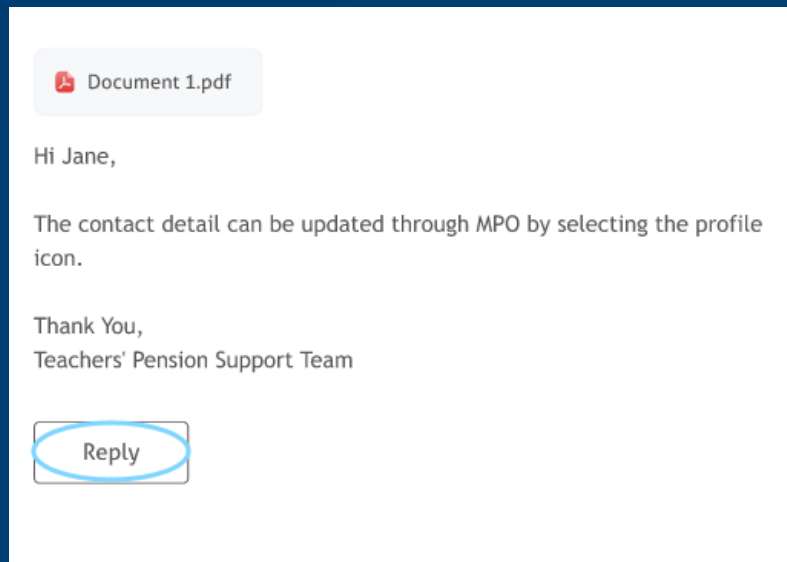
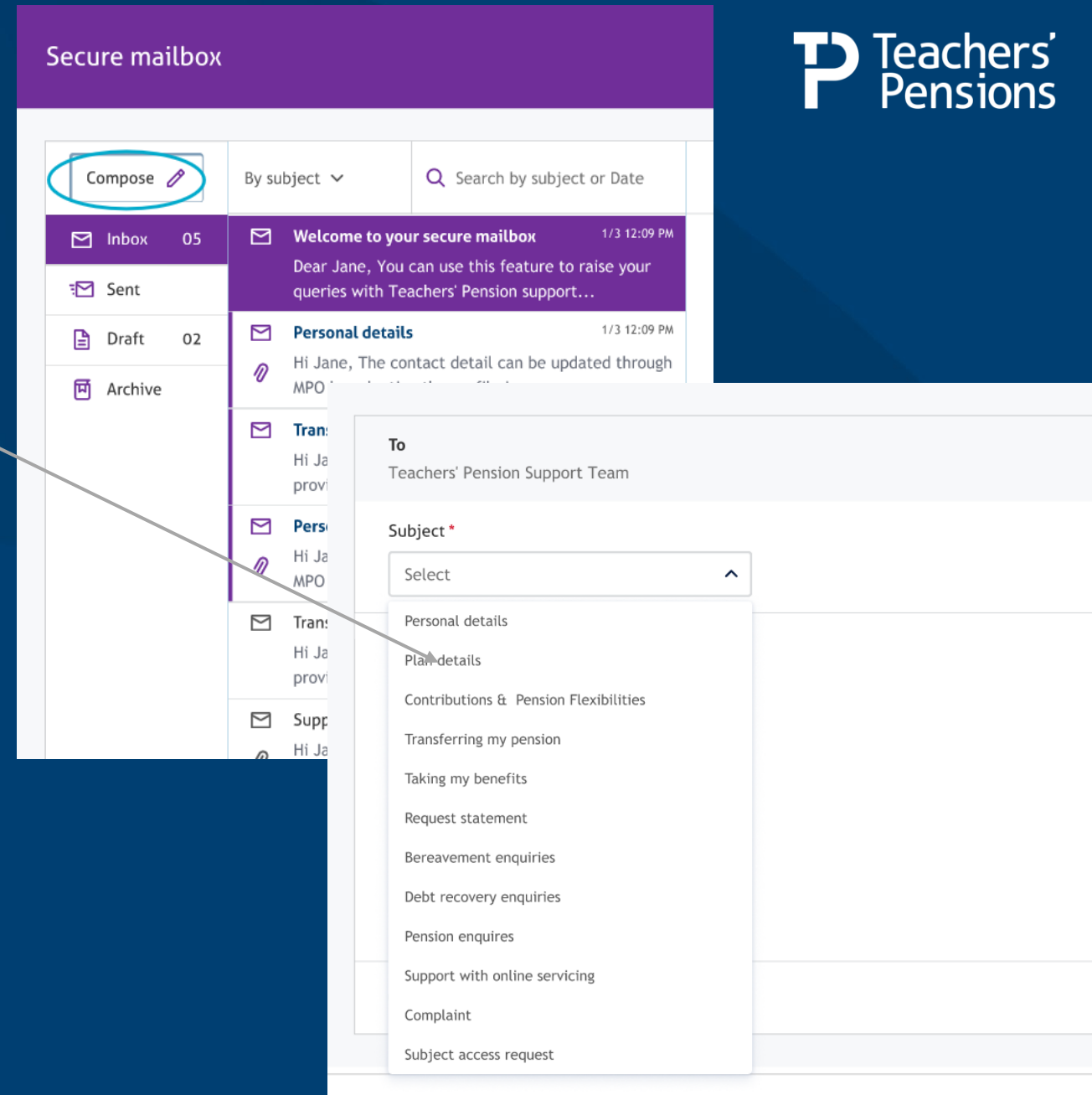
Using Secure Mail

- ‘Secure Mail’ is a safe way for members to send us messages. It protects sensitive information and maintains confidentiality.
- To get started they’ll need to visit:
My Pension Online (MPO)> Dashboard> Secure Mail.



Using Secure Mail

- The 'Compose' button (top left) lets members create a new message.
- By clicking 'Compose' they'll be able to select a subject from the drop-down box.
- Then they can add their message into the box.
- If they are looking to respond to an email, they simply open it and click 'Reply'.



Using Secure Mail

- There is a 3000-character limit.
- A member may choose 'Save as draft' if they'd like to finish or send the message later.
- If they need to provide any supporting documents, they can upload them using the 'Attach file' option.

The screenshot shows the 'Secure mailbox' interface. At the top, there's a header with the Teachers' Pensions logo and 'For Members', a 'Return to dashboard' link, and a user profile icon. Below this is a purple bar with the text 'Secure mailbox'. The main area is a form for composing an email. The 'To' field is filled with 'Teachers' Pension Support Team'. The 'Subject' field has a dropdown menu open, showing various categories like 'Personal details', 'Plan details', 'Contributions & Pension Flexibilities', etc. At the bottom of the form are buttons for 'Save as draft', 'Attach file', 'Cancel', and 'Send'. A 'Character count 100/3000' indicator is visible. At the very bottom, there's a section for social media links.

This screenshot shows a modal dialog box titled 'Upload your files'. It contains a dashed box for dragging and dropping files, with the text 'Drag and drop here or' and a green 'Browse' button. There are 'Cancel' and 'Upload' buttons at the bottom of the dialog. A green arrow points from the 'Attach file' button in the background form to the 'Browse' button in this dialog.

Using Secure Mail

On the left side are mailbox folders:

- Inbox
- Sent
- Draft
- Archive

At the top of the message list

- Search box

