Teachers' Pensions

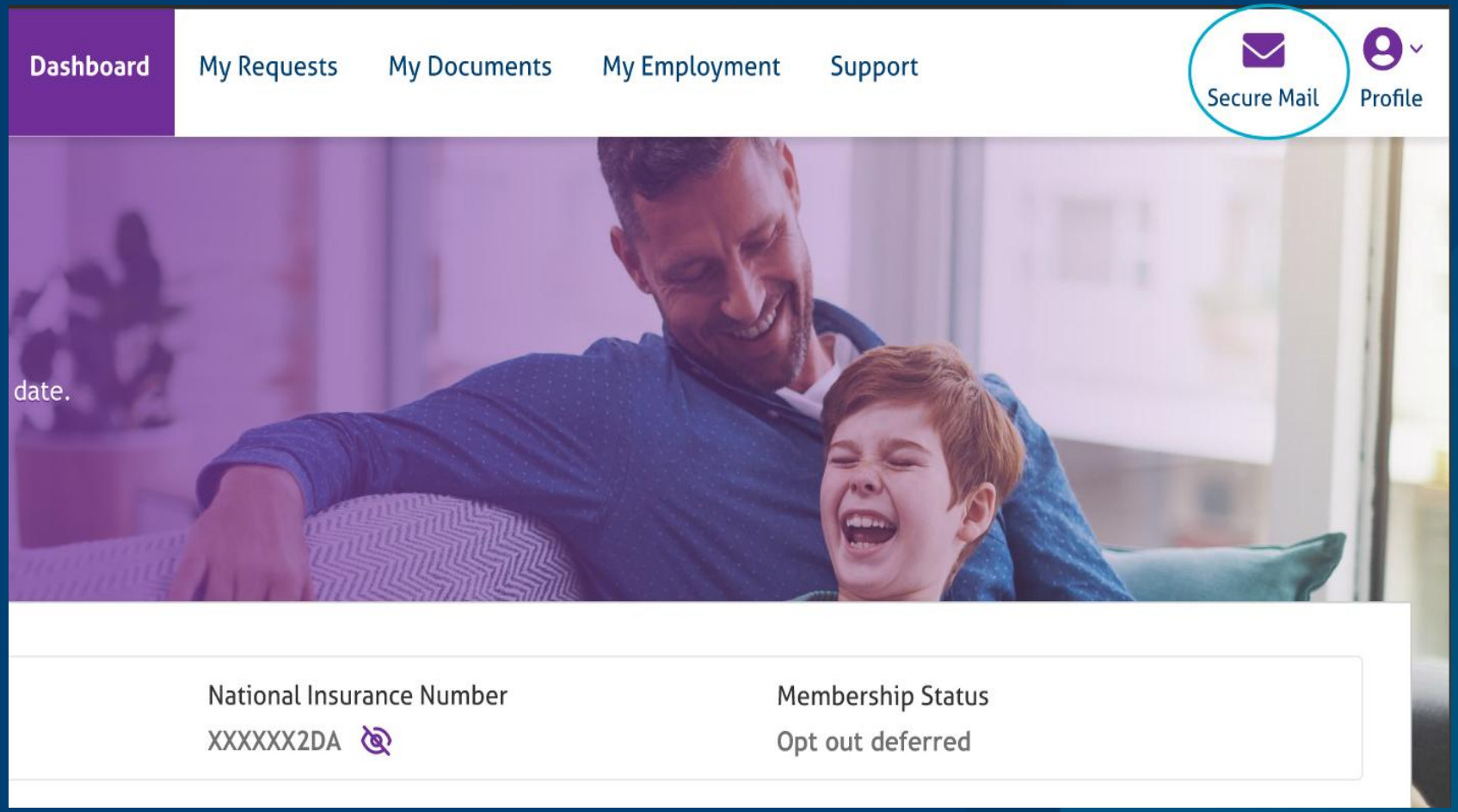
Secure Mail & Quick links

Secure Mail

‘Secure Mail’ is a safe way to send us messages about any queries or concerns you may have. It protects your sensitive information and maintains confidentiality.

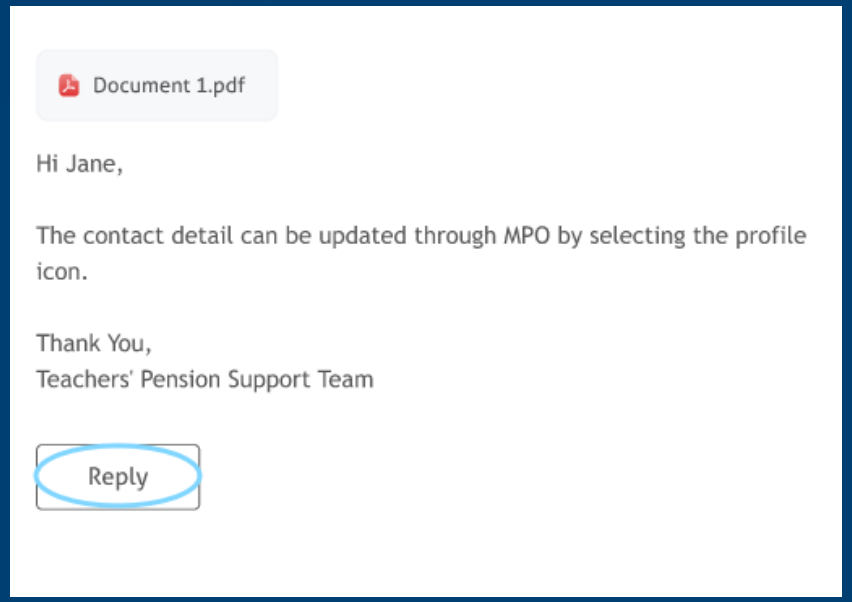
- To get started you’ll need to visit:

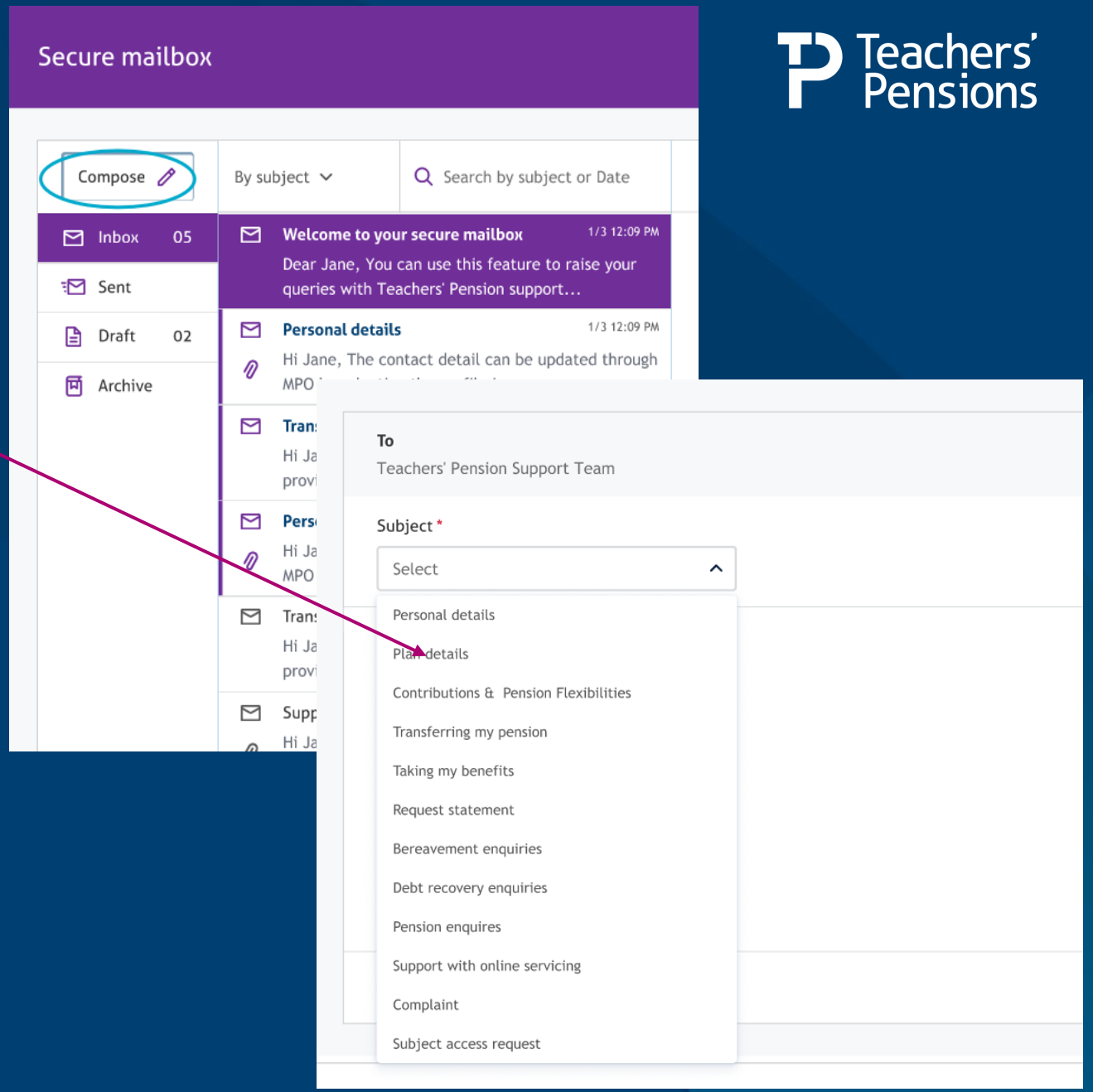
My Pension Online (MPO)> Dashboard> Secure Mail.



Drafting Secure Email

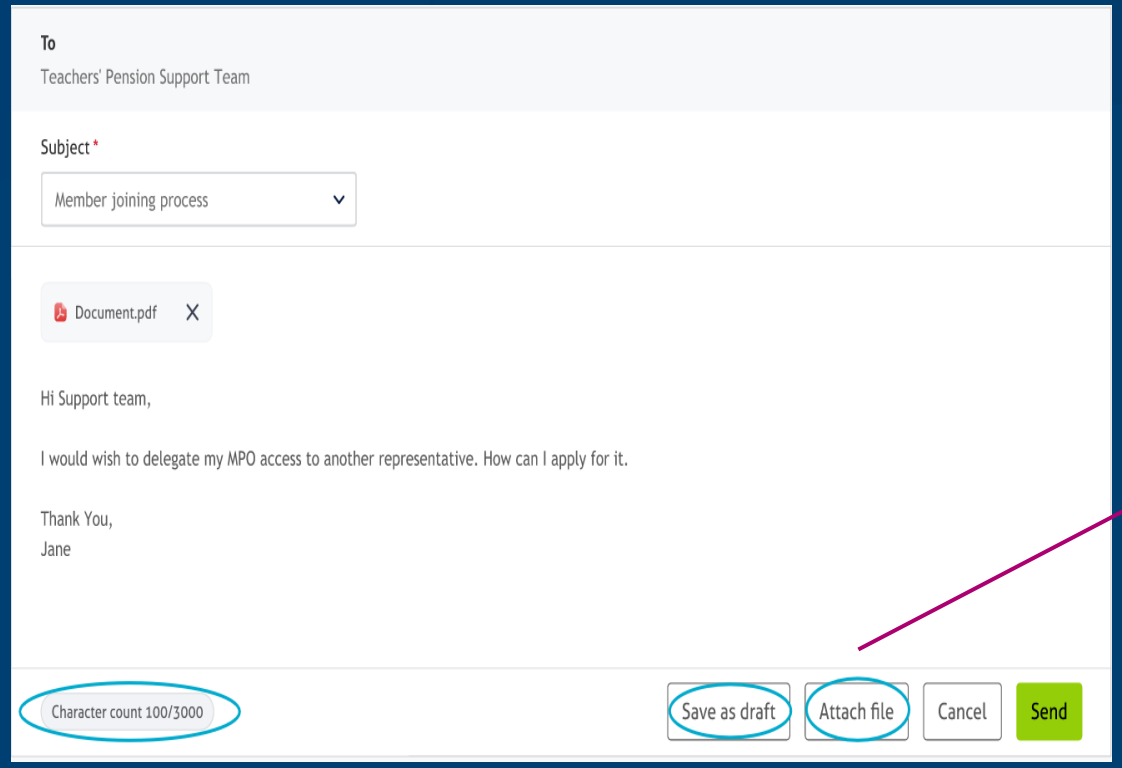
- Click ‘Secure mail’ to go to your mailbox.
- The 'Compose' button (top left) lets you create a new message. Use this option when you want to send a new enquiry, request or complaint.
- Once you click ‘Compose’ you’ll be able to select a subject from the drop-down box. Select the topic that best matches your enquiry.
- Then add your message into the box.
- If you'd like to respond to an email, simply open it and click 'Reply'.

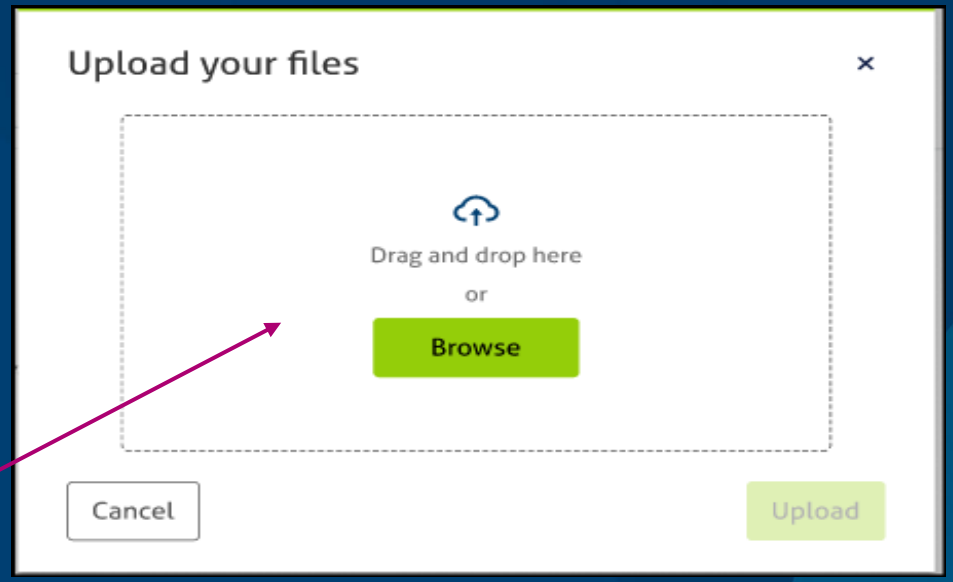




Drafting Secure Email

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





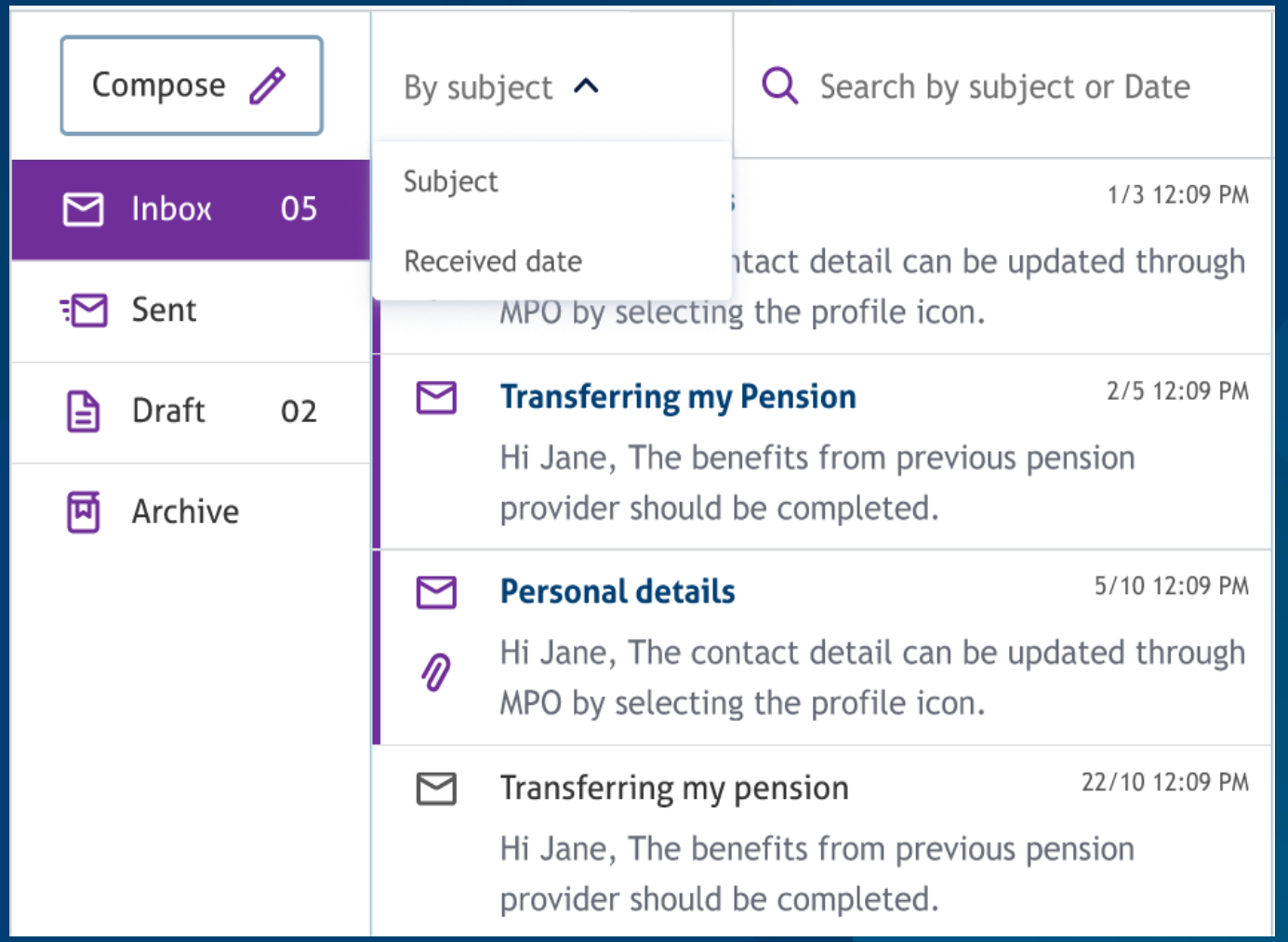
Secure mailbox

On the left side are mailbox folders:

- Inbox - Contains messages you received from the organization.
- Sent - Contains messages you have sent.
- Draft - Contains messages you started but have not sent yet.
- Archive - Stores older messages that have been archived.

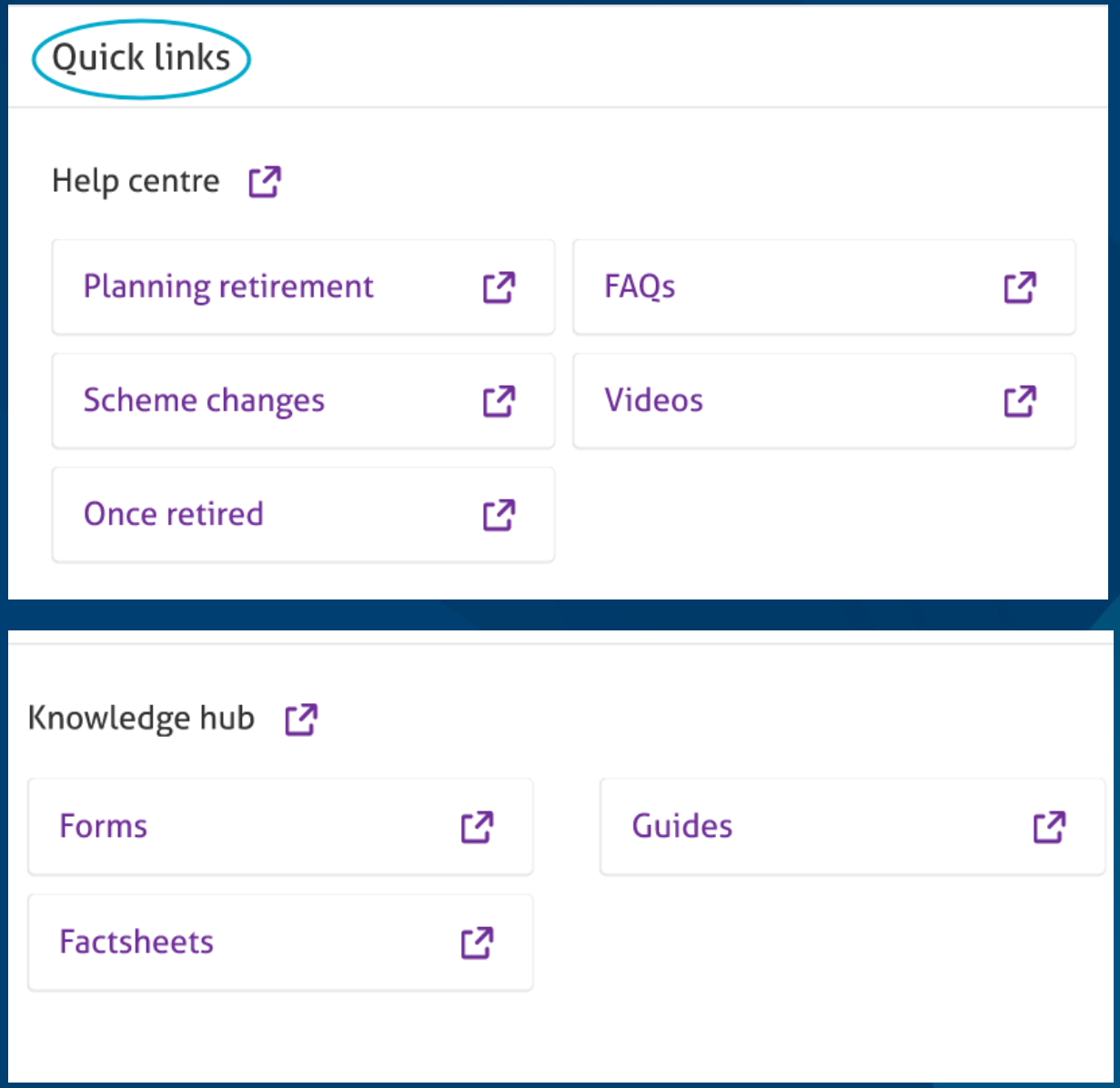
At the top of the message list

- Search box - Lets you find messages by subject line or date.



Quick links

What are ‘Quick links’?

- ‘Quick links’ provide easy and direct access to frequently used resources, helping you find important information without navigating through multiple pages.
- The section is divided into ’Help centre’ and ’Knowledge hub’, offering you support and self-service resources in one place.

- Help centre - You can quickly access retirement-related guidance, FAQs and videos.
- Knowledge hub - The ’Knowledge hub’ contains important reference materials including forms, guides, and factsheets.