



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.

Dashboard

My Requests

My Documents

My Employment

Support

Secure Mail

Profile



date.

National Insurance Number

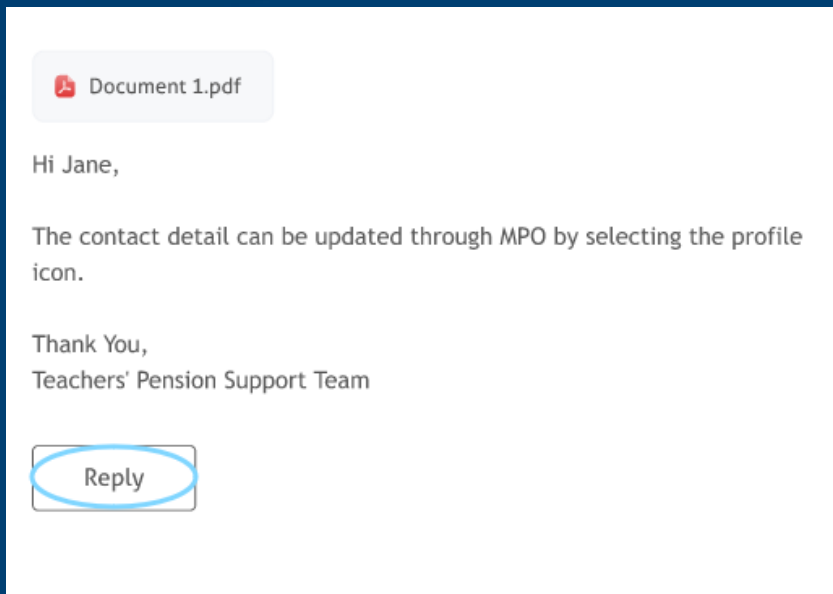
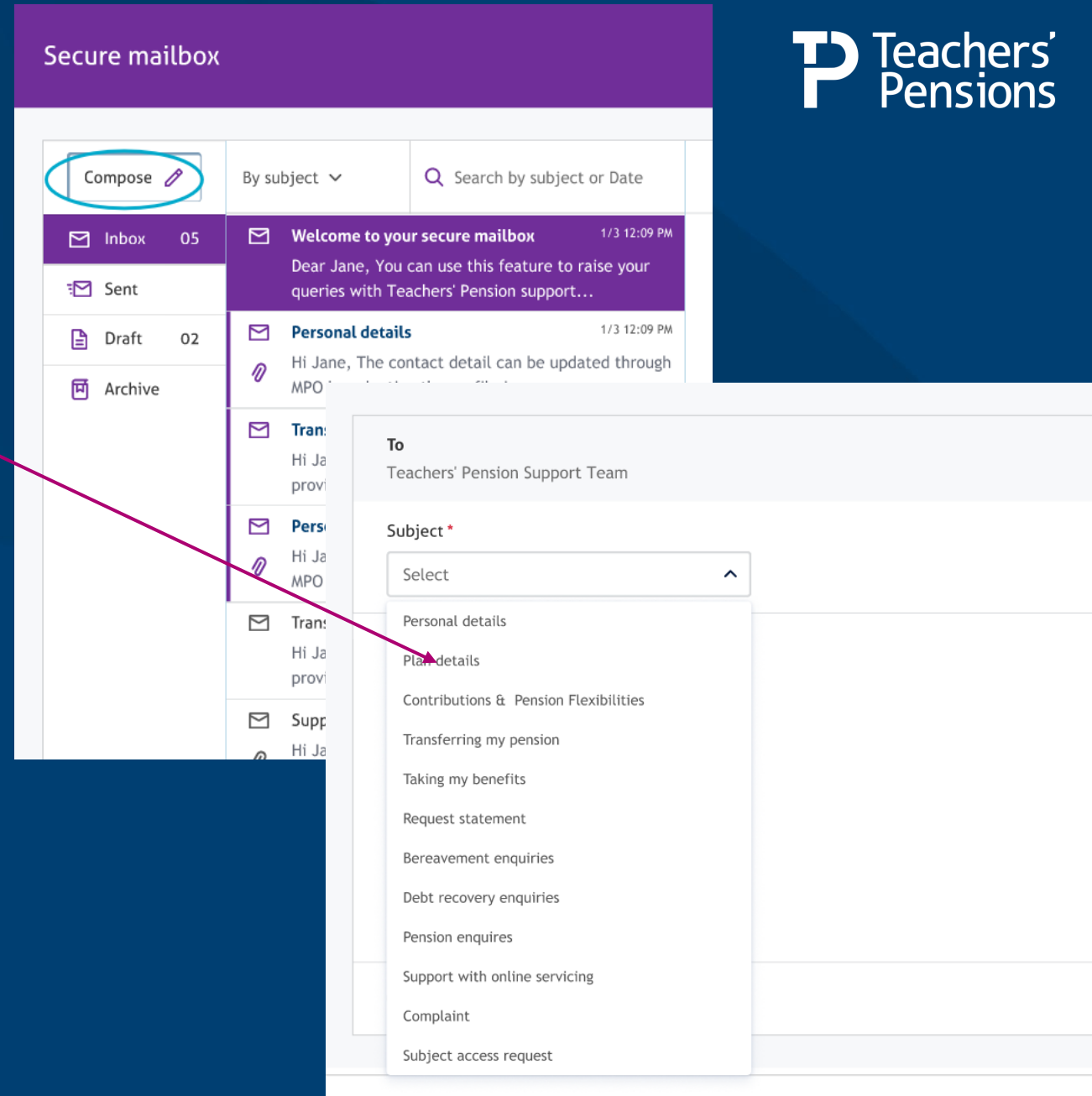
XXXXXX2DA 

Membership Status

Opt out deferred

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.

To
Teachers' Pension Support Team

Subject *
Member joining process ▼

Document.pdf X

Hi Support team,

I would wish to delegate my MPO access to another representative. How can I apply for it.

Thank You,
Jane

Character count 100/3000

Save as draft Attach file Cancel Send

Upload your files

Drag and drop here
or
Browse

Cancel Upload

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- Archive - Stores older messages that have been archived.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.

Compose

Inbox05

Sent

Draft02

Archive

By subject

Subject

Received date

Search by subject or Date

1/3 12:09 PM

contact detail can be updated through MPO by selecting the profile icon.

Transferring my Pension

2/5 12:09 PM

Hi Jane, The benefits from previous pension provider should be completed.

Personal details

5/10 12:09 PM

Hi Jane, The contact detail can be updated through MPO by selecting the profile icon.

Transferring my pension

22/10 12:09 PM

Hi Jane, The benefits from previous pension provider should be completed.

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.

Quick links

Help centre 

Planning retirement 	FAQs 
Scheme changes 	Videos 
Once retired 	

Knowledge hub

Forms 	Guides 
Factsheets 	