

Employer portal guide

July 2026



Contents

Introduction to the Employer Portal	page 3
How to register	page 3
Log in and account details	page 4
The Dashboard	page 5
Employer Secure Messaging	page 6
Task Manager	page 7
Mailboxes	page 8
Reports	page 9
How to upload files	page 10
How to download files	page 12
Employer contact details	page 16
Templates	page 16
Member Search	page 17
Data centre settings	page 18
Further support	page 19

Introduction to the Employer Portal

The Employer Portal's for you as data holders (such as employers and Payroll/Software providers) to securely send data about Scheme members to us.

It's also the place to complete your half of member online application forms, such as Retirement applications.

Each user is given a unique account with access to the Employer Portal and won't be able to access any other user's account*. Because of this, passwords mustn't be shared with colleagues.

When a user no longer requires access to the Employer Portal, it's your responsibility to inform us immediately.

New login details should then be requested for any replacement.

*If you're a large data holder and require multiple user access, you may wish to create a global email address for webform notifications to be issued to.

This has the advantage of providing a central contact point which multiple users within the establishment can be given access to, removing the problem of work remaining untouched in the case of absence.

How to register

Before data can be sent, you're required to register to use the Employer Portal, following which we'll issue confidential password and PIN details.

If you look after more than one establishment, you'll need to include the details of all establishments on your Delegation form when registering. We'll then make sure you've got access to all the data you need.

To register please complete and return our [Delegation form](#).

Requests to register should be emailed to epregistrations@teacherspensions.co.uk

Once registered, it's good practice to access your account each day to check for incoming information/applications from us or members employed by you.

Log in and account details

How to log in

1. Open your preferred web browser and go to our [Employer Hub](#)
2. Click on '[Employer Log In](#)' and enter your login name (email address) and password, then click 'Log In'
3. Enter the appropriate numbers from your PIN as requested, then click 'Log In'
4. You'll be presented with a Data Responsibilities pop up, read through this, tick the box and click 'OK'
5. You're now successfully logged in to the Employer Portal.

IMPORTANT

When you log in for the first time, you'll be forced to change your password and PIN, as well as create a security question. Please follow the on-screen instructions. You'll also be asked to set up your Multi Factor Authentication (MFA) method. You'll have two different options to confirm your identity – an Authenticator App or SMS. Depending on your preferred option, you'll be sent a one-time passcode via that method. The next time you log in you won't be asked for your PIN, but instead the one-time passcode from your preferred method.

Please note – The only number that can be used for MFA is the one on your record. If this is incorrect, please update it via the Employer Portal.

If you've any issues with logging in or MFA then please [contact us](#).

How to change your account details

To change all your account details (password/PIN/security question/MFA preference), click the appropriate link from the 'Useful Links' section in the Dashboard.

Please note:

- The temporary password and PIN sent to you when resetting your details are only valid for 24 hours
- The temporary one-time passcode you receive when logging in to your account is only valid for 15 minutes, so make sure you're ready to log in when requesting it
- Your account will auto lock due to periodic expiry if you don't log in for 90 days.

If your account has been locked because you've entered incorrect login details, you can use the [Reset Information form](#) on the Employer Portal login page to reactivate your account. You can also use this if you've forgotten your password or PIN to obtain new login details.

If you're locked out of your account due to inactivity, you'll need to [contact us](#) to get your account reactivated.

The Dashboard

The Employer Portal Dashboard or Overview page as it's also known, is your hub for exploring the Employer Portal. Here you'll find a series of modules to help you manage your account and complete your employer obligations.

The side navigation bar is your quick access list to those features you'll be using every day. The links are self-explanatory but here's a quick overview:

- > **Overview** – returns to the dashboard summary page
- > **Task Manager** – manage and complete member webforms
- > **Data Centre Mailbox** – browse a shared establishment mailbox
- > **Employer Mailbox** – browse your personal Employer Portal mailbox
- > **MCR Data Centre Mailbox** – view a shared MCR establishment mailbox
- > **Reports** – run reports for your establishment
- > **Upload a file** – transfer files and templates to us
- > **Download a file** – access the files you need from us
- > **Employer Contact Details** – update your establishment's contact details
- > **Templates** – blank forms to be completed as necessary
- > **Member Search** – amend member information and obtain member prints
- > **Data Centre Settings** – set your default establishment if you manage more than one.

Welcome module

This first module is intended to get you started with links to guidance and all of your account management tools, such as updating your login credentials and recovery options, as well as contact details for your establishment.

As a security check we'll also post the last date you logged in and information on what to do if you suspect this is incorrect.

Supporting modules

The portal dashboard is made up of a number of these supporting modules which provide quick links to useful sections and guidance on key topics. These modules will change to cover important topics throughout the year so make sure you check back in regularly to see what's new. You can also use our Employer Secure Messaging (ESM) functionality within these supporting modules.

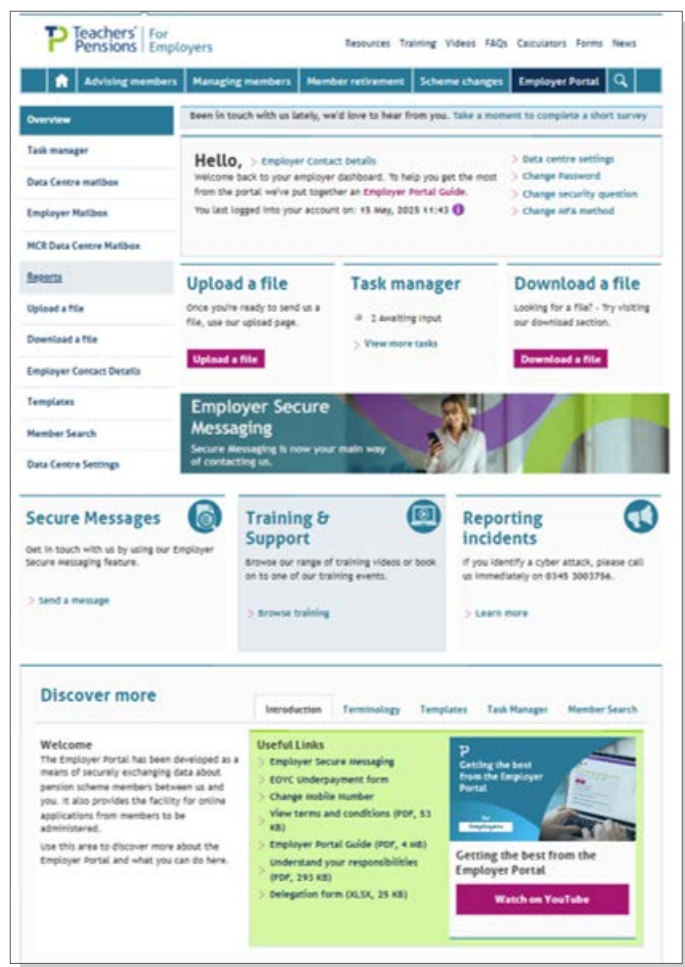
Task Manager module

Some modules are there as a quick reminder. Task manager provides a snapshot of the two-part application forms that members have submitted online for your attention.

There are three different status types you might see here:

- Awaiting input - the number of applications needing your input
- Complete - finished applications that've been sent to us
- Manually finished - lists the forms we've completed.

The Dashboard



Task module

Currently titled 'Discover more', the task module is used to promote several different tabs that may change throughout the year. There'll always be an introduction tab giving a basic overview of what the Employer Portal is, useful links and a quick introductory Employer Portal guide video. The remaining tabs can contain terminology information to help you with some acronyms we use from time to time, templates that you can download, member search functions and important news items or helpful new resources. These tabs are there to introduce new processes and existing sections to give you the information you need to get the most out of the Employer Portal.

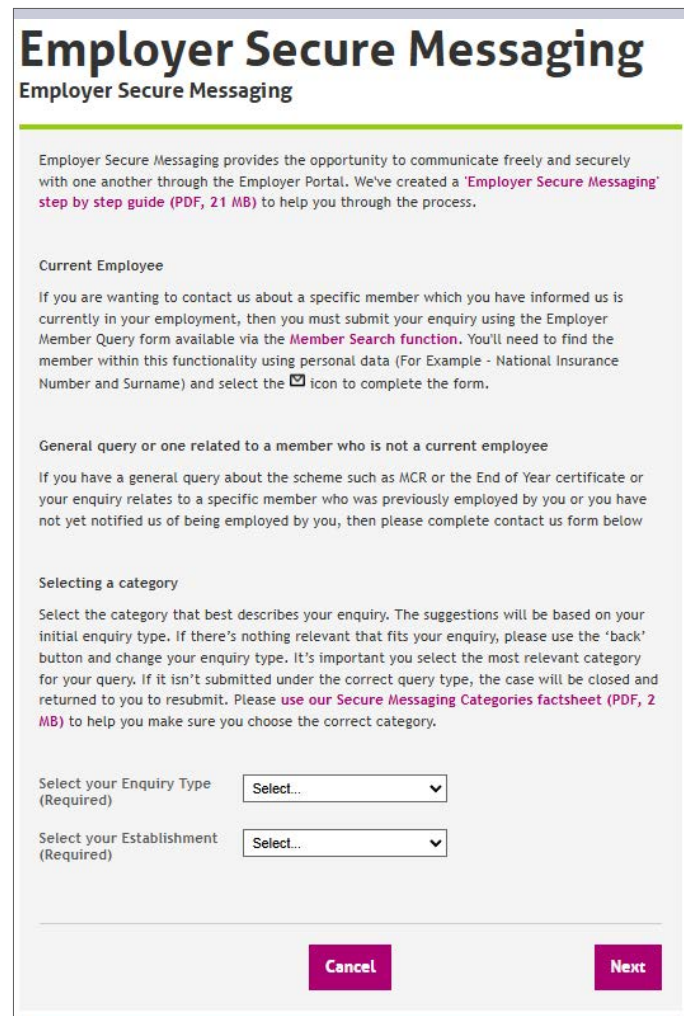
Useful Links

Within this section we have some useful links which may change from time to time. These can include, but aren't limited to:

- Send a secure message via ESM
- View terms and conditions
- Employer Portal guide link
- Understanding your responsibilities
- Delegation form.

Employer Secure Messaging

Employer Secure Messaging (ESM) provides you and us with the opportunity to communicate freely and securely through the Employer Portal.



The screenshot shows a web form titled "Employer Secure Messaging" with a subtitle "Employer Secure Messaging". The form contains several sections of text and two dropdown menus. The first section, "Current Employee", explains that users can contact the employer about a specific member using the "Member Search function". The second section, "General query or one related to a member who is not a current employee", explains that users can submit a general query about the scheme. The third section, "Selecting a category", explains that users should select the category that best describes their enquiry. Below this, there are two dropdown menus: "Select your Enquiry Type (Required)" and "Select your Establishment (Required)". At the bottom of the form, there are two buttons: "Cancel" and "Next".

Employer Secure Messaging
Employer Secure Messaging

Employer Secure Messaging provides the opportunity to communicate freely and securely with one another through the Employer Portal. We've created a '[Employer Secure Messaging step by step guide \(PDF, 21 MB\)](#)' to help you through the process.

Current Employee

If you are wanting to contact us about a specific member which you have informed us is currently in your employment, then you must submit your enquiry using the Employer Member Query form available via the [Member Search function](#). You'll need to find the member within this functionality using personal data (For Example - National Insurance Number and Surname) and select the  icon to complete the form.

General query or one related to a member who is not a current employee

If you have a general query about the scheme such as MCR or the End of Year certificate or your enquiry relates to a specific member who was previously employed by you or you have not yet notified us of being employed by you, then please complete contact us form below

Selecting a category

Select the category that best describes your enquiry. The suggestions will be based on your initial enquiry type. If there's nothing relevant that fits your enquiry, please use the 'back' button and change your enquiry type. It's important you select the most relevant category for your query. If it isn't submitted under the correct query type, the case will be closed and returned to you to resubmit. Please [use our Secure Messaging Categories factsheet \(PDF, 2 MB\)](#) to help you make sure you choose the correct category.

Select your Enquiry Type (Required)

Select your Establishment (Required)

[Cancel](#) [Next](#)

We've created a step-by-step [Employer Secure Messaging guide](#) to help you understand how to send us your information.

It allows you to:

- contact us and provide attachments
- have a designated reference number for your specific query
- see an audit trail of correspondence
- ask both employer and member queries (you have to be the current employer for specific member queries).

It allows us to:

- contact you directly with our queries
- respond to your enquiries.

There are different ways to contact us, depending on the query that you have:

- Submitting a general enquiry – for example if you need to know something on the MCR process or EOYC
- Submitting a member specific enquiry (member search option) – about an employee who is currently employed in your establishment
- Submitting a member specific enquiry for a member who hasn't yet started at your establishment or has left employment – in these circumstances you would use the general enquiry format.

Task Manager

The Task Manager makes managing the authorisation and tracking of webforms easier.

You'll be able to manage authorisations for:

- Retirement applications
- Flexibilities applications
- Certificates of Re-employment
- Elections to join the Scheme
- Transfer in and opt out applications
- Repayments of contributions.

The tool allows easy management of webforms by using a selection of filters, which consist of:

- Task name: filter by the name of the form submitted
- Status: select from 'Complete', 'Awaiting Input' and 'Manually Finished'
- Establishment: that which the form relates to. If you manage more than one establishment this will show multiple establishment numbers, if you only manage one, they should all be the same
- TP reference: here you can filter for a specific member based on their Teachers' Pensions Reference number.

In addition to the filters, all forms can be sorted by 'updated date' and 'submission date'. To view extra details on a form, click the 'details' button to show a drop down of additional information. To jump straight into a form simply click anywhere within its line.

Task manager

The screenshot shows the 'Task manager' interface within the Teachers' Pensions Employer Portal. The page has a top navigation bar with links for 'For Members', 'For Employers', 'My Account', and 'Log out'. Below this is a secondary navigation bar with links for 'Resources', 'Training', 'Videos', 'FAQs', 'Calculators', 'Forms', and 'News'. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for 'Advising members', 'Managing members', 'Member retirement', 'Scheme changes', 'Employer Portal', and a search icon. The main panel features a 'Task manager' section with filters for 'Filter By Task Name', 'Filter By Status', 'Filter By Establishment', and 'Filter By TP Reference'. Below the filters is a table with columns: 'Status', 'Submitted', 'Task Name', 'TP Ref', 'Updated', and 'Establishment'. The table displays two rows of data. The first row shows a 'Certificate of Re-employment' form submitted on 22 Feb 2023, updated on 22 Feb 2023, with a 'Details' link. The second row shows a 'Transfer Out' form submitted on 17 Nov 2022, updated on 17 Nov 2022, with a 'Details' link. At the bottom of the page, there is a footer with contact information, a glossary, and a copyright notice.

Status	Submitted	Task Name	TP Ref	Updated	Establishment
Completed	22 Feb 2023 09:37	Certificate of Re-employment		22 Feb 2023 09:37	
Completed	17 Nov 2022 08:08	Transfer Out		17 Nov 2022 09:08	

Mailboxes

There are three different mailboxes that we may send information to from time to time.

They're:

- **Data Centre mailbox:** Here we'll send secure messages directly to you. Notifications will be sent to your email address as prompts to alert you to check your Employer Portal account.

The notifications you'll receive in this mailbox will relate to member applications, process reminders and anything else you'll need to action for a specific establishment.

If you look after more than one establishment, you can use the drop-down box to select different establishments.

Data centre mailbox

Inbox (5)	Sent	Deleted
Subject	Date	
General Service Queries - Missing Service (non-MCR) Your Ref:	26 Oct 2023 11:26	📧 ✖
General Service Queries - Missing Service (non-MCR) Your Ref:	24 Jul 2023 16:04	📧 ✖
RE: Monthly Data Collocation (MUC) Completion of MUC Your Ref:	24 Jul 2023 14:40	📧 ✖

Employer mailbox

Inbox (5)	Sent	Deleted
Subject	Date	
Changes to the Member Search functionality	09 Aug 2021 06:30	📧 ✖
Employer Bulletin	31 Mar 2020 00:00	📧 ✖
Employer Bulletin	10 Jan 2020 00:00	📧 ✖
Employer Bulletin	08 Nov 2019 00:00	📧 ✖
Employer Bulletin	07 Oct 2019 00:00	📧 ✖
Employer Bulletin	09 Sep 2019 00:00	📧 ✖
Employer Bulletin	08 Aug 2019 00:00	📧 ✖
Welcome to the Employer Portal	10 Jul 2019 11:02	📧 ✖

- **Employer mailbox:** This mailbox is used to send you personal messages rather than specific establishments notifications.

These can range from changes to process notifications to Employer Bulletin reminders.

- **MCR Data Centre mailbox:** This is specifically for your MCR submissions (if you've yet to on-board to MCR, you won't need to use this mailbox). You'll find all notifications in relation to your submissions including error files, reminder notifications, successful submission confirmations and from time to time, updates to the process.

Reports

The Reports tab allows you to download the Membership List report for any establishment you look after.

The Membership List report shows all members we have on record for a specific establishment.

It includes personal member details including their Teachers' Pensions Reference number, names and address details, email address, their status, if the member has opted out, and if they have any additional contribution/faster accrual/AAB buy out contributions.

This report is a really useful way for you to check that your records match ours for each member in your establishment.

Once requested, you'll receive the report within 24 hours, and it'll be available in the 'Download a file' section once ready.

Reports

The screenshot shows the 'Reports' section of the Teachers' Pensions Employer Portal. The page has a header with 'For Members' and 'For Employers' tabs, and a navigation bar with links like 'Advising members', 'Managing members', 'Member retirement', 'Scheme changes', and 'Employer Portal'. The main content area is titled 'Reports' and includes a 'Task manager' section with a 'Data Centre mailbox' dropdown and a 'Data Centre Selection' dropdown. Below this is a 'Report Name' dropdown set to 'Membership List' and a 'Generate' button. A 'Report Description' section follows, explaining that the report lists all members within the establishment and can be downloaded as a file. The footer contains links for 'Contact Us', 'Glossary', 'TFCs', 'Legal', 'Privacy', 'Security', 'Accessibility', 'Site Map', 'Links', and 'Governance'.

How to upload files

Here we take a quick walkthrough of the steps you need to follow when uploading a file.

There are two key rules to uploading template files (other files can also be sent):

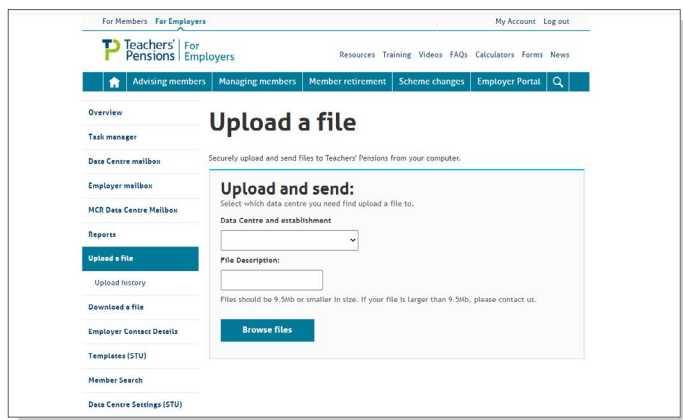
- Only use the templates currently held on the system to send information to us
- Save the files in a .csv format.

Documents such as covering letters or paper forms can be uploaded in a PDF format.

In order to successfully upload a file, it must meet the following criteria:

- It's been successfully converted to .csv format using the relevant template
- File name doesn't contain (1) or similar
- It hasn't been renamed by the user
- The user has entered a description on the upload page (can't contain symbols)
- The user has selected the correct LA/Establishment number on the upload page
- The user has checked the box to agree to the Terms and Conditions on the upload page.

Upload a file

The screenshot shows the 'Upload a file' page in the Teachers' Pensions Employer Portal. The page has a header with navigation links like 'For Members', 'For Employers', 'Resources', 'Training', 'Videos', 'FAQs', 'Calculators', 'Forms', and 'News'. A sidebar on the left contains a 'Task manager' and various links such as 'Data Centre mailbox', 'Employer mailbox', 'MCR Data Centre Mailbox', 'Reports', 'Upload a file' (highlighted), 'Upload history', 'Download a file', 'Employer Connect Details', 'Templates (STU)', 'Member Search', and 'Data Centre Settings (STU)'. The main content area is titled 'Upload a file' and includes the instruction 'Securely upload and send files to Teachers' Pensions from your computer.' Below this is a section 'Upload and send:' with a dropdown menu for 'Data Centre and establishment', a text box for 'File Description:', and a 'Browse files' button. A note at the bottom states: 'Files should be 9.5Mb or smaller in size. If your file is larger than 9.5Mb, please contact us.'

Uploading a file

To upload a completed file;

1. Click 'Upload a file'
2. Input a description for the file to be uploaded then click browse to search for the desired file
3. Select the appropriate file and click 'Open', which then populates the 'Upload File' field on the previous page. Click on 'Upload' which will then send the file to us
4. Once a file is uploaded, you'll receive a confirmation email. The email will note if the file upload has been successful or not. If it contains errors, an error file is produced for you to download
5. The errors can be accessed via 'Download a file' (see '[How to download files](#)')
6. Once the error file has been downloaded, you should open the spreadsheet and noted in the end column will be an explanation of why the record has been rejected
7. When all corrections have been made to the error file, save the document as a .csv format and re-upload the file.

IMPORTANT

If files are uploaded in an incorrect format, they can't be processed.

File submission errors

Common errors you may come across in submitting files can be with your Monthly Data Collection (MDC) or Monthly Contributions Reconciliation (MCR) files.

If you receive any errors with your MDC file, please follow our [error code guidance](#), while for MCR files, we've got an [error table guide](#).

Upload history

If you ever want to revisit files you've submitted, you can check these in the 'Upload history' tab within 'Upload a file'.

If you've been given access to multiple data centres you can select which establishment you'd like to find a file for by using the drop down box.

You can also filter between specific dates, to help you pinpoint which week, month, or year you'd like to find a file from.

Once you've selected your chosen data centre and date range, you can check any uploads you've previously sent us. You won't be able to view these files, but can check the file name, description you entered when uploading the file, the date and time it was uploaded, our reference and the status of the file.

How to download files

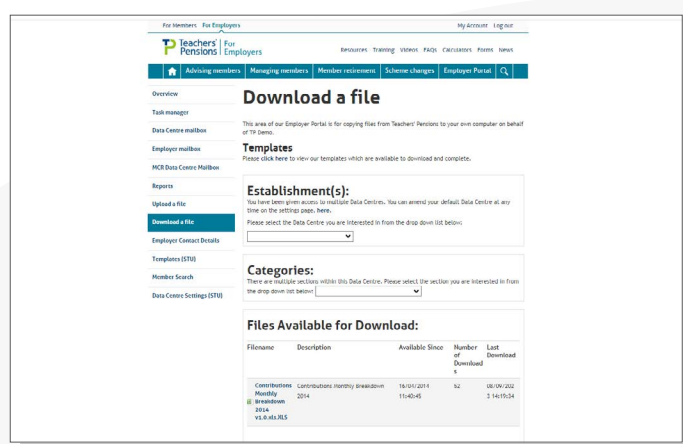
In order for transactions to be successfully completed, a two stage process needs to be completed. The first stage is to 'Download' the appropriate template to your computer into which you'll enter the data. You can then 'Upload' the completed data into the Employer Portal using the 'Upload a file' tab, which we've covered earlier.

How to download templates

To download templates;

1. Click 'Templates' on the left hand navigation bar
2. Click the appropriate document that you wish to download and then click 'Save' when the message box appears. This will save the document to your computer - take note of where you save the document (e.g. My Documents). Please don't save the file to your desktop.

Download a file



How to download reports

A number of reports are available to download to help you administer the Scheme and assist members. Reports include;

- Member Prints – this will show a list of member prints that have been requested for download
- Error Files – these are files that have been returned by us for a variety of reasons including (but not limited to): incorrect or missing Role Identifiers, incorrect National Insurance numbers, missing service etc.
- End of Year Certificate (EOYC) – this downloadable report shows any additional contributions or pension flexibilities that individuals have elected to make that you can check against your records when submitting your annual EOYC
- Breaks – this report shows individual members who've had a break in service where we require further information
- Missing Service – MDC Monthly Checklist – this document will highlight any members from the establishment that haven't received their service for the relevant month
- Premature Retirement Death Notifications – this report shows deceased members for the establishment who've retired on premature grounds
- Non-MPO member by employer – this report lists all members within the establishment who don't have a My Pension Online (MPO) account. If members appear on this list, please encourage them to sign up.

- **Joiners** – this report will detail any member who's new to the establishment, and we've been unable to contact to provide Scheme information as we don't have an email address, or the member doesn't have an MPO account. You'll need to liaise with any members on this list and provide all relevant new starter information to them
- **Retiring members** – this report lists members who are retiring in the month. There may be more than one copy of this report each month depending on when applications have been received. This report is to confirm if any changes have happened after the application has been submitted
- **Reports** – this is the Membership List report that lists all members that are on record with that employer. It shows their name, date of birth, Teachers' Pensions Reference number, address, opting information and details of any additional payments the member is making. This can be used to ensure that member information is correct and up to date
- **APBREVAL** – Additional Pension Benefits Revaluation - this report shows where there's an increase in the amount of additional contributions a member is making
- **TR6 Member Prints** – these are automatically generated member prints by the Employer Portal once we've been notified of a new starter.

How to download a report

The screenshot shows the 'Reports' section of the Teachers' Pensions Employer Portal. On the left is a navigation menu with various options. The main area is titled 'Reports' and contains a 'Generate' button and a 'Report Description' section for the 'Membership List' report. The description states: 'You can request a list of all the members that we believe are employed within your establishment. This will include members who are in both pensionable and non-pensionable employment. Once generated, the list of members will be uploaded to your data centre. The file can be retrieved by using the Download a file function on the Employer Dashboard.'

To download a report;

1. Click 'Download a file' on the left hand side navigation bar
2. Select the appropriate data centre (where applicable)
3. Click on the report you wish to download under 'Filename' and the report will download for you.

IMPORTANT

Don't rename any of our templates as this will result in errors when attempting to upload and process the information.

Employer Contact Details

In order for us to send communications to different people in your establishment, you'll need to make sure your [Employer Contact Details](#) form is up to date.

If you look after more than one establishment, you can view the contact details for any establishment you look after, simply by selecting the relevant establishment from the drop-down box.

Employer contact details

Once selected, or if you only look after one establishment, the Mandatory and Optional contacts for that establishment will be shown.

Mandatory Contacts

The addresses within this section are required for the effective administration of the Scheme. If any contacts listed are 'flagged' it means they're incomplete and require updating immediately.

Mandatory contacts

Mandatory contacts include:

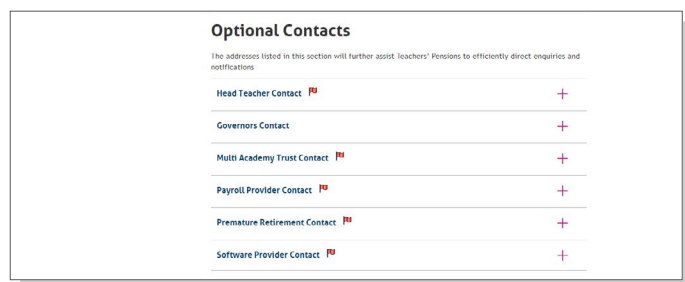
- **Primary contact** – this person is the nominated contact who is the main representative of the establishment and will have overall responsibility for administering the Scheme and keeping staff updated
- **Service and Salary contact** – who'll be responsible for the handling of service and salary enquiries
- **Monthly Contributions contact** – who'll be in charge of the submission of contribution payments and will be expected to correct any errors that arise from submissions
- **End of Year Certificate contact** – who'll submit the annual End of Year Certificate each year
- **Head of Finance Contact** – who'll have overall financial responsibilities of the establishment.

There may be one person who falls into a few of these roles, but we won't know that, so please don't assume that if you've completed the Head of Finance contact details knowing they also look after Monthly Contributions and the annual EOYC completion that we'll know this, please complete all contacts.

Optional Contacts

These are extra contacts that will further help us to direct any enquiries we may have. They're not mandatory, so if you don't have a contact for these categories, you don't need to supply one.

Optional contacts



Optional Contacts		
The addresses listed in this section will further assist Teachers' Pensions to efficiently direct enquiries and notifications		
Head Teacher Contact	P	+
Governors Contact		+
Multi Academy Trust Contact	P	+
Payroll Provider Contact	P	+
Premature Retirement Contact	P	+
Software Provider Contact	P	+

Optional contacts include:

- Head Teacher contact
- Governors contact – the person with overall responsibility for administration and compliance within your establishment
- Multi Academy Trust contact – who'll receive and resolve queries and escalations from us specifically relating to the MAT
- Payroll Provider contact
- Premature Retirement contact – responsible for invoices of premature retirements
- Software Provider contact – who'll receive notifications and updates on various IT solutions.

Some contacts are advised to have central email addresses while others should be personal. The Contact Details form in the Employer Portal will explain which you should provide.

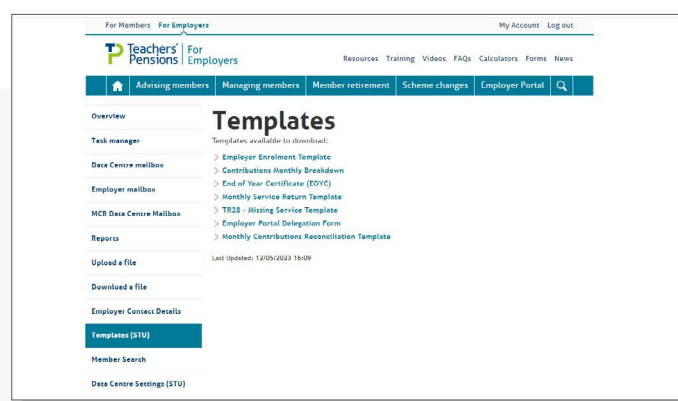
Templates

You can download the various templates that you need to successfully administer the Scheme from this section. They'll always be the latest templates, so make sure to download from the Employer Portal each time you use them instead of downloading and saving them to your desktop to help prevent errors occurring.

Depending on your role, you may not use all the templates within the section, but it helps to know what they're needed for:

- Employer Enrolment template – a template for employers who are using the MDC reporting method. This must be completed when enrolling new members into the Scheme. This isn't a requirement if you're using MCR
- Contributions Monthly Breakdown – a monthly submission for establishments using the MDC reporting method to submit contributions. This is sometimes referred to as the 'Paying In Slip' or 'Contributions Slip'. Again, this isn't needed if you're using MCR
- End of Year Certificate (EOYC) – this template is used each year to document and confirm the contributions that should've been submitted to us and isn't just a record of contributions that have been sent over. It's a requirement for both MDC and MCR reporting methods
- Monthly Service Return template – this is the template for employers using MDC. It's used to record member service. You don't have to use this template when submitting if you prefer to use your own Excel document version
- TR28 – Missing Service template – this template is used by establishments using MDC and who need to update missing service for members. Employers who've moved to MCR, but who need to update missing service for members for when they were on MDC, can also use this template for updates.
- Employer Portal Delegation form – this document is used to provide/update employers and payroll providers access to the Employer Portal. Employers can use this to add/remove users
- Monthly Contributions Reconciliation template – this template is the standard MCR submission template that must be used by all employers when submitting service and salary information once they've on-boarded to MCR. Opting in/out and enrolment information for members is included in this template.

Templates

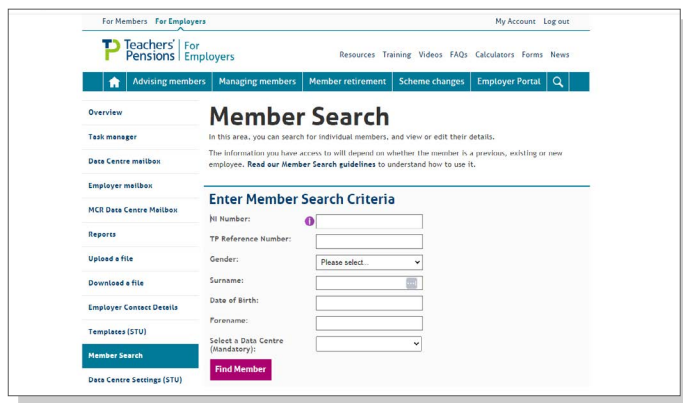


Member search

In this area you can search for individual members, and view or edit some or all of their details.

The information you've access to will depend on whether the member is a previous, existing or new employee at your establishment.

Member search

The screenshot shows the 'Member Search' page within the Teachers' Pensions Employer Portal. The page has a top navigation bar with links for 'For Members', 'For Employers', 'My Account', and 'Log out'. Below this is a secondary navigation bar with links for 'Resources', 'Training', 'Videos', 'FAQs', 'Calculators', 'Forms', and 'News'. The main content area is titled 'Member Search' and includes a sub-header 'Enter Member Search Criteria'. It features several input fields: 'NI Number', 'TP Reference Number', 'Gender' (a dropdown menu), 'Surname', 'Date of Birth', and 'Forename'. There is also a 'Select a Data Centre (Mandatory)' dropdown. A 'Find Member' button is located at the bottom right of the search criteria section. On the left side of the page, there is a sidebar with various links including 'Overview', 'Task manager', 'Data Centre mailbox', 'Employer mailbox', 'MCR Data Centre Mailbox', 'Reports', 'Upload a file', 'Download a file', 'Employer Contact Details', 'Templates (STU)', 'Member Search', and 'Data Centre Settings (STU)'.

If you've access to this information, you can edit it to keep records up to date.

Before you start searching for a member, make sure you have a Data Centre set. If you don't you may experience issues downloading a member print.

You'll need one of the following combinations to search for a member:

- Teachers' Pensions Reference number and gender
- National Insurance number and date of birth
- National Insurance number and surname
- Surname and date of birth – this search will only return members with no previous service and have a temporary National Insurance number.

Depending on your access, you may be able to see the member's:

- gender
- date of birth
- marital status
- Normal Pension Age
- address
- email/mobile/telephone number
- Teachers' Pensions Reference number
- National Insurance number
- title
- first name(s) / surname
- previous surname.

You can narrow the search further by using the initial and forename fields, however entering data into all fields will return no results.

For further information about Member Search and what information you'll have access to, please read our [guidelines for Member Search and Member Print](#). These can also be found on the Member Search page in the Employer Portal.

Data Centre Settings

If you have access to multiple data centres, you can select which data centre you'd like the upload/download a file sections to default to in the Data Centre Settings area.

Data centre settings

The screenshot shows the 'Data Centre Settings (STU)' page in the Teachers' Pensions Employer Portal. The page has a left-hand navigation menu with options: Overview, Task manager, Data Centre mailbox, Employer mailbox, MCB Data Centre Mailbox, Reports, Upload a file, Download a file, Employer Contact Details, Templates (STU), Member Search, and Data Centre Settings (STU). The main content area is titled 'Data Centre Settings (STU)' and contains two sections. The first section, 'Select an Upload Data Centre', includes a dropdown menu for 'Select a Data Centre:', a 'Save Data Centre selection:' checkbox (checked), and a 'Select Upload Data Centre' button. The second section, 'Select a Download Data Centre', includes a dropdown menu for 'Select a Data Centre:', a 'Save Data Centre selection:' checkbox (checked), and a 'Select Download Data Centre' button. The page also features a top navigation bar with links for 'For Members', 'For Employers', 'My Account', and 'Log out', and a secondary bar with links for 'Resources', 'Training', 'Videos', 'FAQs', 'Calculators', 'Forms', and 'News'.

Further support

For further support with any questions you have around the Employer Portal we've got FAQs you can view, or you can:



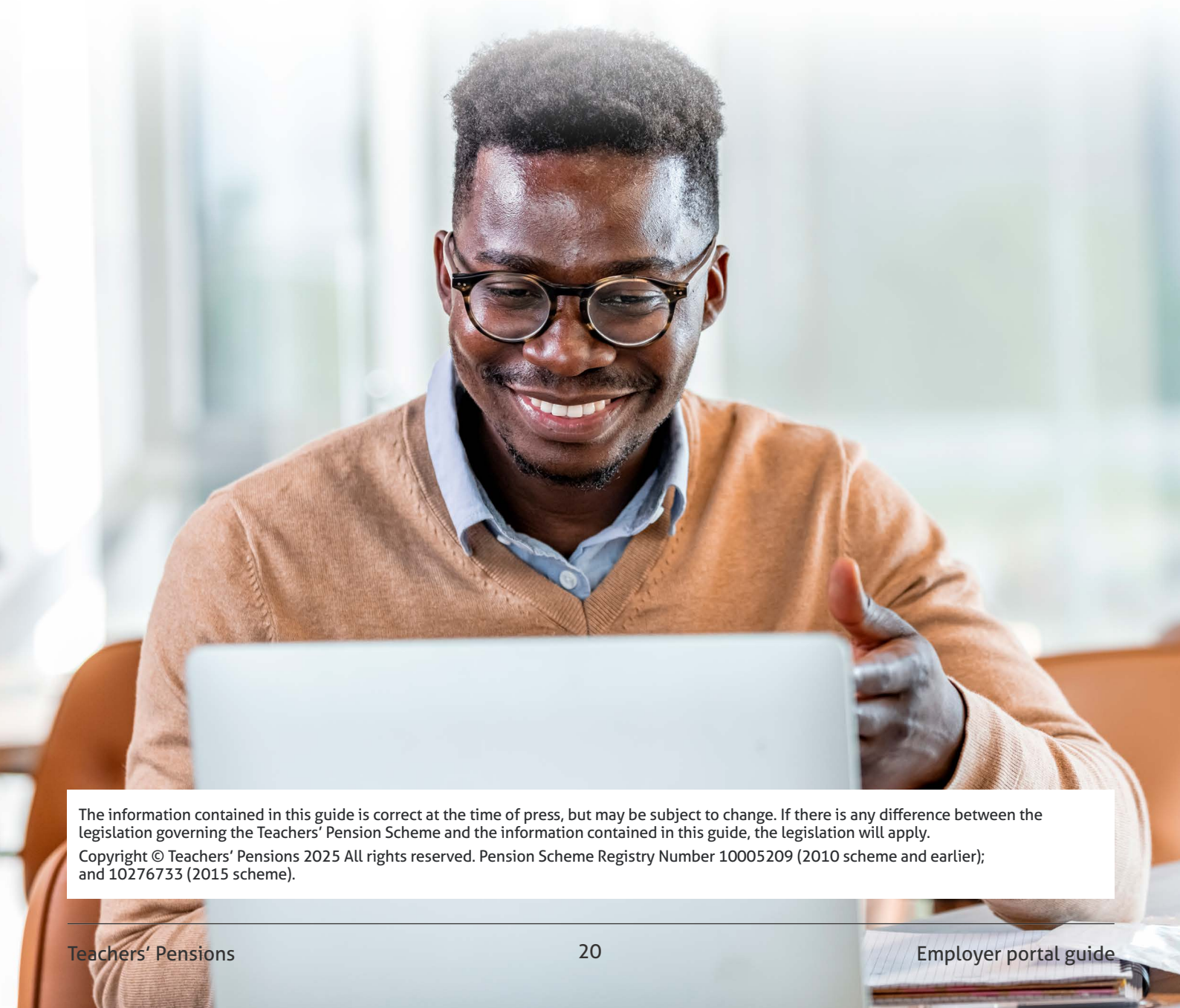
Visit us at:

<https://www.teacherspensions.co.uk/employers/employer-hub.aspx>



or contact us at:

<https://www.teacherspensions.co.uk/employercontact>



The information contained in this guide is correct at the time of press, but may be subject to change. If there is any difference between the legislation governing the Teachers' Pension Scheme and the information contained in this guide, the legislation will apply.

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