

Password and MFA management

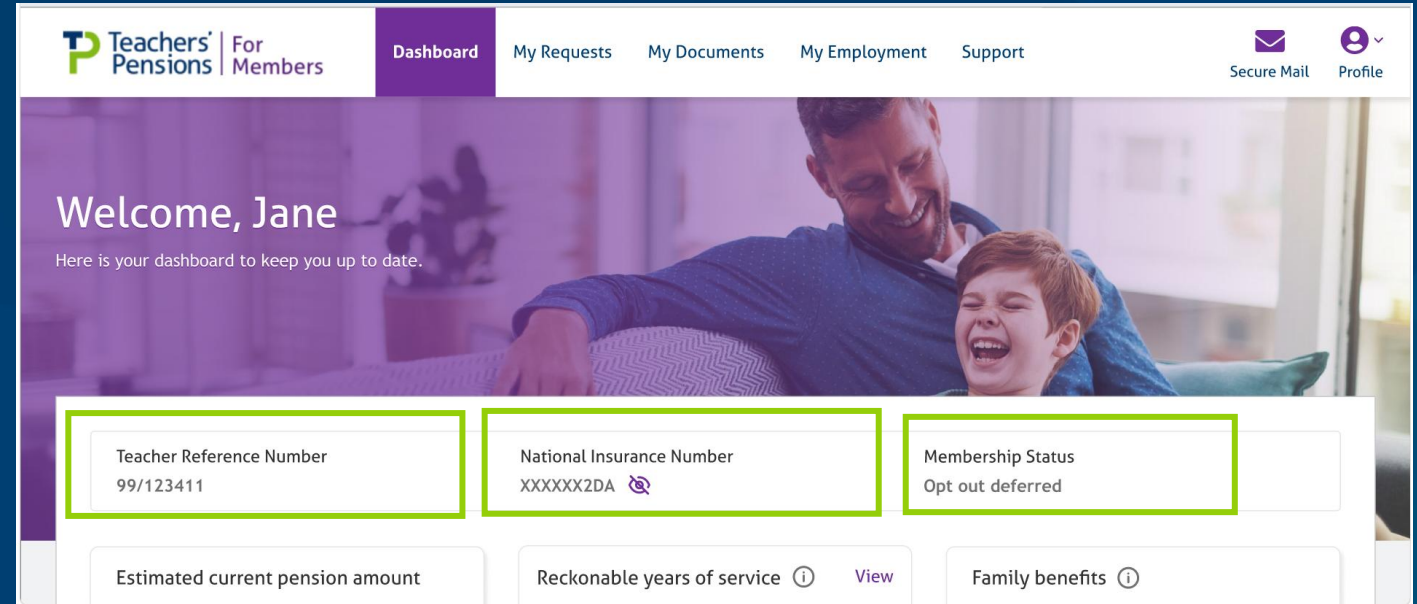
Your My Pension Online dashboard



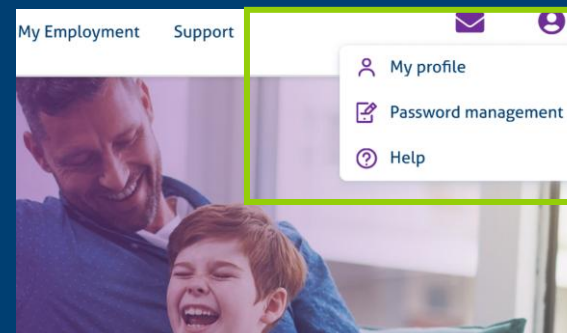
After you log in, you can view your Dashboard. From the dashboard, you can see your Teacher Reference number, National Insurance number and Membership Status, (whether you're active, deferred, or retired).

You can view and access features including:

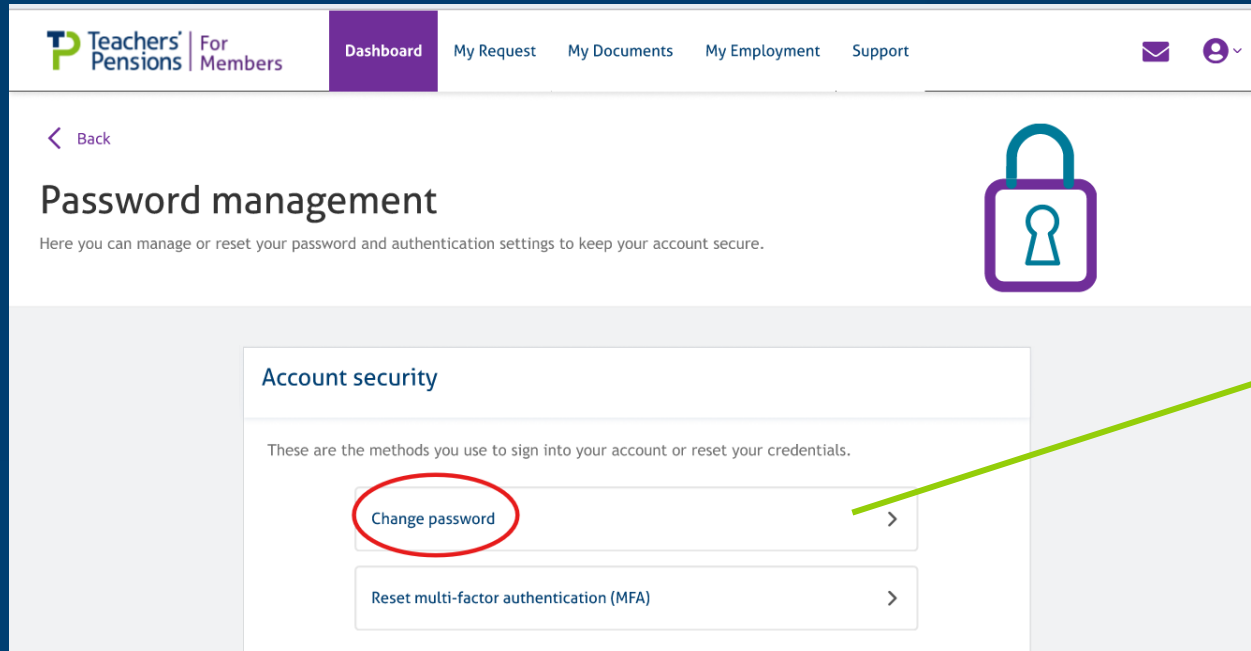
- My profile
- Password management
- My requests
- My Documents
- Support



- You can select the 'Password management' button to view and update your password or multi-factor authentication (MFA) settings.

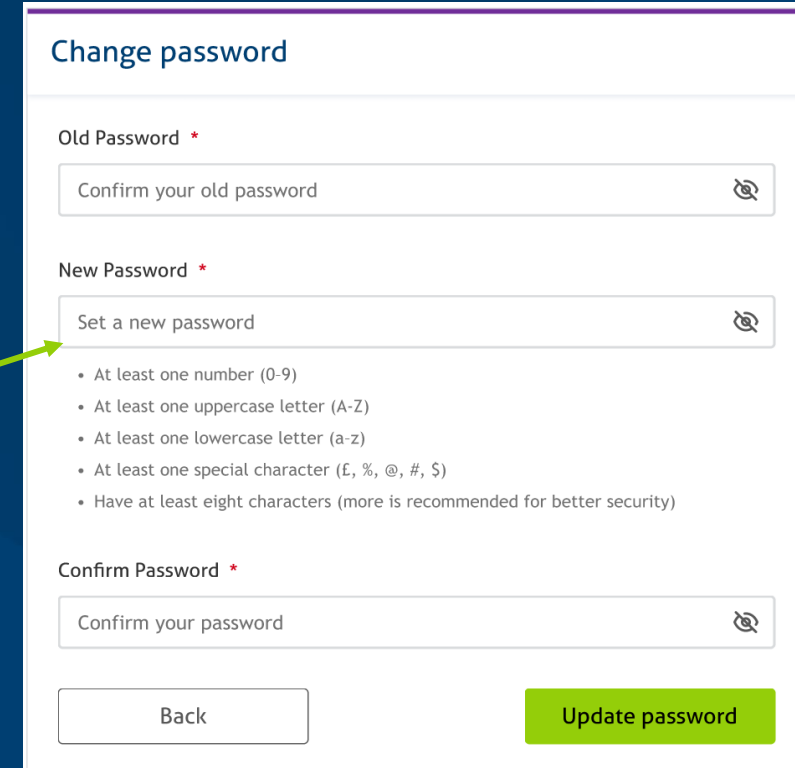


Password management



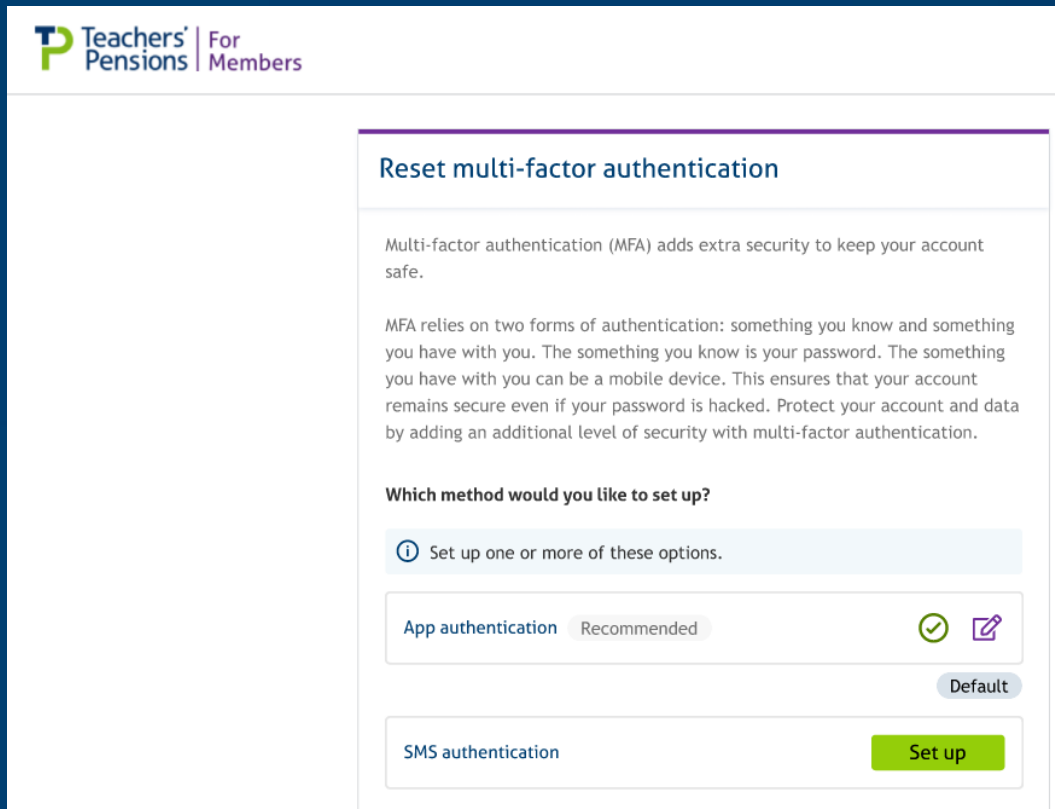
Under the password management option, you can

- Change your password and
- Reset your multi-factor authentication settings.



- You can change your password by entering your current password, creating a new password, and clicking 'Update password'.

Resetting your MFA method



The screenshot shows the 'Reset multi-factor authentication' page on the Teachers' Pensions website. The page has a white background with a purple header bar containing the logo and 'For Members'. The main content area is titled 'Reset multi-factor authentication' and includes an explanatory paragraph about MFA. Below this, a section titled 'Which method would you like to set up?' presents two options: 'App authentication' (marked as 'Recommended' with a green checkmark icon) and 'SMS authentication' (with a green 'Set up' button). A 'Default' button is also visible next to the 'App authentication' option.

Teachers' Pensions | For Members

Reset multi-factor authentication

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 hacked. Protect your account and data by adding an additional level of security with multi-factor authentication.

Which method would you like to set up?

 Set up one or more of these options.

App authentication Recommended  

Default

SMS authentication 

- To update your MFA, click on the option in 'Password management'.
- Then, click 'Set up' next to your preferred option and follow the instructions.

How to set up app authentication

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

- Microsoft Authenticator
- Authy Authenticator
- Google Authenticator

Step 2: Scan the QR code

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



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

=2F7S36PLHH3BZKRWBXHXCHJXEMPF7JU3P

Back

Continue

Verify multi-factor authentication

Enter the verification code generated by your authenticator app.

Enter authentication code

Enter authentication code

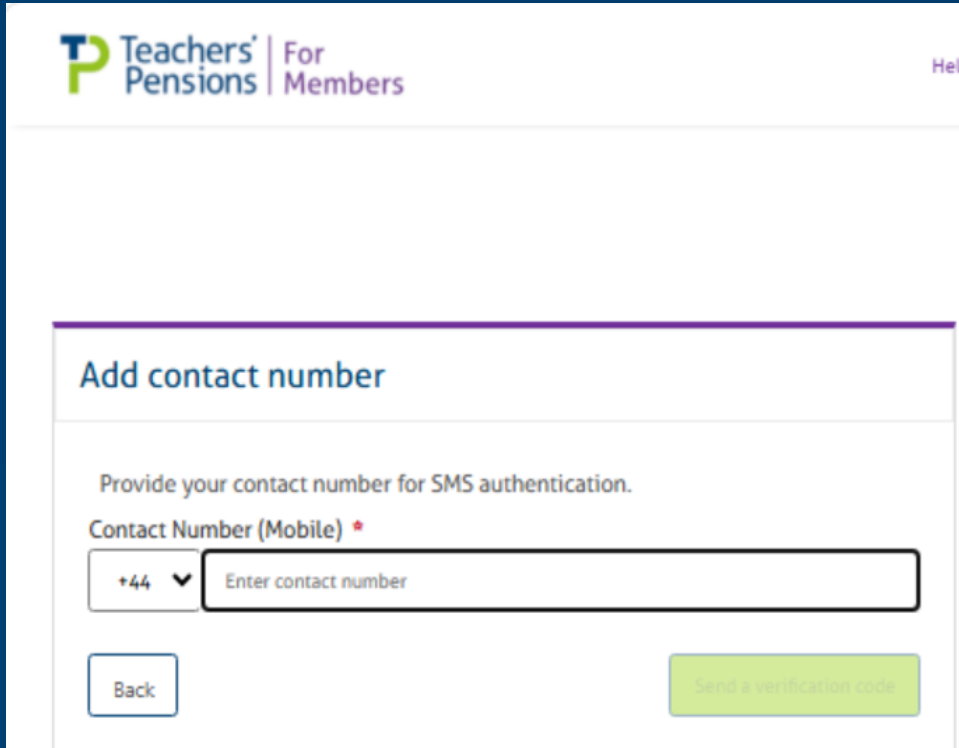
Back

Verify

To set up an app as your authenticator method:

- Select app authentication.
- A QR code will be displayed on your screen.
- Scan the QR code using an authentication app such as Microsoft authenticator, Google authenticator, or a similar app.
- The app will generate a verification code, usually a 6-digit code.
- Enter the verification code to complete the setup and verification process.

How to set up SMS authentication



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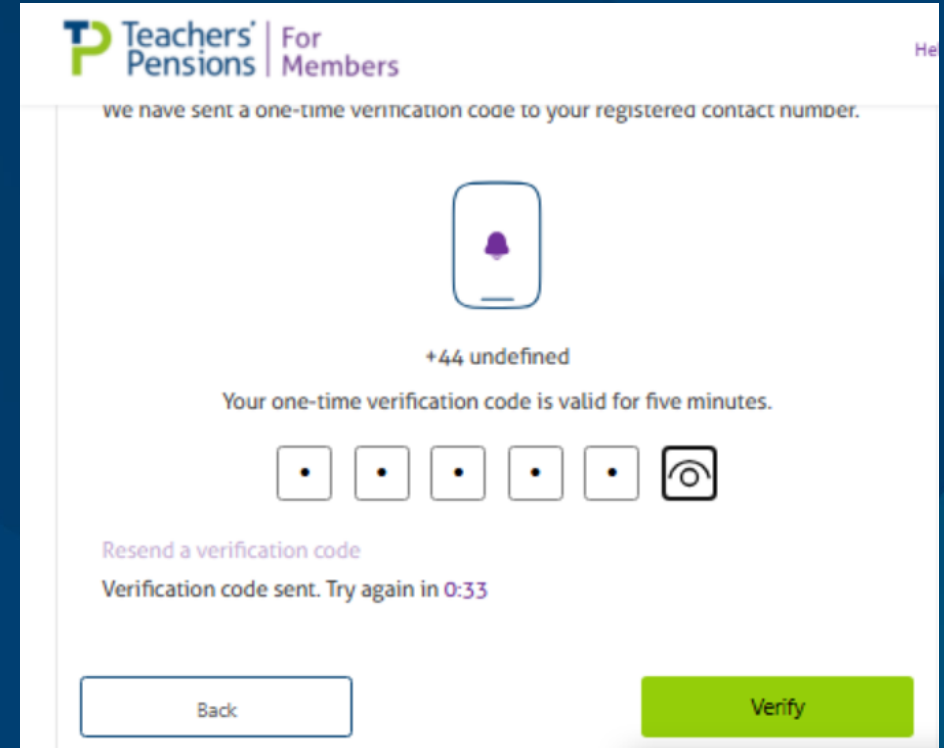
Add contact number

Provide your contact number for SMS authentication.

Contact Number (Mobile) *

+44

[Back](#) [Send a verification code](#)



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



+44 undefined

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

[Resend a verification code](#)

Verification code sent. Try again in 0:33

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

- Select SMS authentication.
- You'll be sent a one-time passcode to your registered mobile number.

- Enter this code on MPO and if correct your MFA method will update.