



Scan the QR code to  
get registered onto the  
Pensions Portal today



West Midlands Pension Fund

# MY PENSIONS PORTAL

## PENSIONER MEMBERS



### This booklet covers:

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## 1) How to register your account

Go to [portal2.wmpfonline.com](https://portal2.wmpfonline.com) and select [Log in/Register](#) and click 'New User Registration'. The page will appear as below with confirmation of what you will need.

**West Midlands Pension Fund**  
Member Self Service

# Create an account

## Things you will need

Before you start creating your account it's important to make sure you have everything you need, this includes your:

- Personal Identification Code (PIC) Provided on your registration/welcome letter
- National Insurance Number
- Date of Birth
- Personal Email Address (To verify your email)
- Mobile Phone to Authenticate your identity (For security purposes)

To enhance the protection of your data we will also be asking you to set up an additional security step. You will have the choice to receive a one-time code via SMS (text message) or by using an authenticator app. For both options, you will need your mobile phone. If you would prefer to use an authenticator app please ensure you have this downloaded before

Things you will need

- Verify it's You
- Create your account
- Verify your email
- Securing your account

You will need to input your personal identification code which is in the letter we posted to you. Then select 'Next'.

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Member Self Service

# Create an account

## Verify it's You

Please input the 9 digit personal identification code provided to you by letter from the West Midlands Pension Fund.


If you don't have a personal identification code, [please contact us](#).

Personal Identification Code

[Next](#)

Things you will need

- Verify it's You
- Create your account
- Verify your email



Member Self Service

# Create an account

✓

Things you will need

○

**Verify it's You**

○

Create your account

○

Verify your email

## Verify it's You

Please provide the following personal details.

National Insurance Number


Date of Birth

DD MM YYYY




[→ Next](#)

You will then need to enter your National Insurance Number and then your Date of Birth. Once the fields have been entered, please select 'Next'.



Member Self Service

# Create an account

✓

Things you will need

✓

Verify it's You

○

**Create your account**

○

Verify your email

## Create your account

Create a username

Create a password

Create a password

Minimum password requirements:

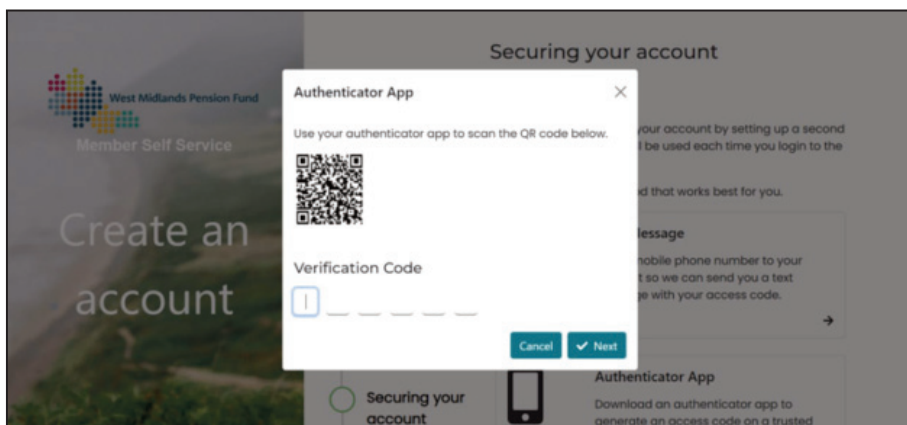
- ! At least 8 Characters
- ! At least 1 Uppercase Character (A-Z)
- ! At least 1 Lowercase Character (a-z)
- ! At least 1 Number (0-9)
- ! At least 1 Special Character (. \* [ @ # \$ % ^ & + = { } )

[→ Next](#)

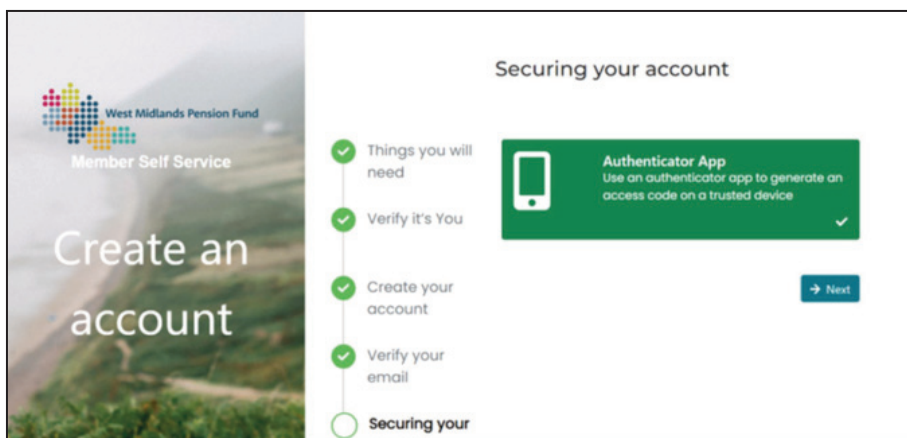
Create a memorable username and password that fits the minimum password requirements as stated above and click 'Next'.

Enter your email address, select 'Send email' and keep the page open. Once you have the email enter the code on the registration page and select 'Next'.


For security purposes you will now need to set up a second level of security. Select the method which is best for you above. If you are using your mobile device, you may prefer to select 'SMS Message' then each time you log onto the portal a text message containing a time sensitive access code will be sent to you to enter. If you are using the SMS Message option and you have entered the code, you will now be able to login to the portal. If you are using a tablet, laptop or PC you may want to choose the 'Authenticator App'. If so, please follow the instructions below.



Open the camera on your phone and aim it at the QR code on the screen. It will then produce a verification code for you to enter onto the screen. Enter the Verification Code and select 'Next'.



The screen will change to show the QR code has been authenticated and then select 'Next'.



West Midlands Pension Fund

Member Self Service

# Create an account

## Securing your account

If you lose access to your authentication device, you will need to use one of these codes to sign in to your account. You can only use each backup code once.

Store these codes somewhere safe and accessible

### Recovery Codes

3szqryptxgzg	po3egnsdw5ivd
s4bssizpeaig	permgyyzjtl
36wvx4qlcza	armclffcawo4
to2whfzhvjgs	fv2eddmfllkj

These codes are single use.  
You will only be able to use each one once.

Copy codes
Print codes
Download codes

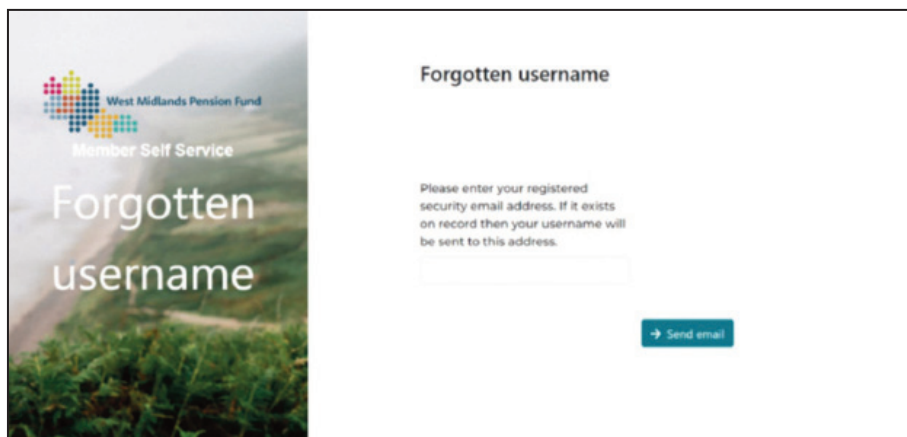
Before your account registration is completed, you will be given a series of one-time use codes that you will need if you lose access to your authentication device. Store these somewhere safe as you may need them in the future.

You will now be able to sign in with your username, password and each time you will be sent a new authentication code to enter.

## 2) How to reset your security details

If you have forgotten your username or password, you will need to select either '[Forgotten username or password](#)'. If you have forgotten both, you will need to reset your username first and then the password second.

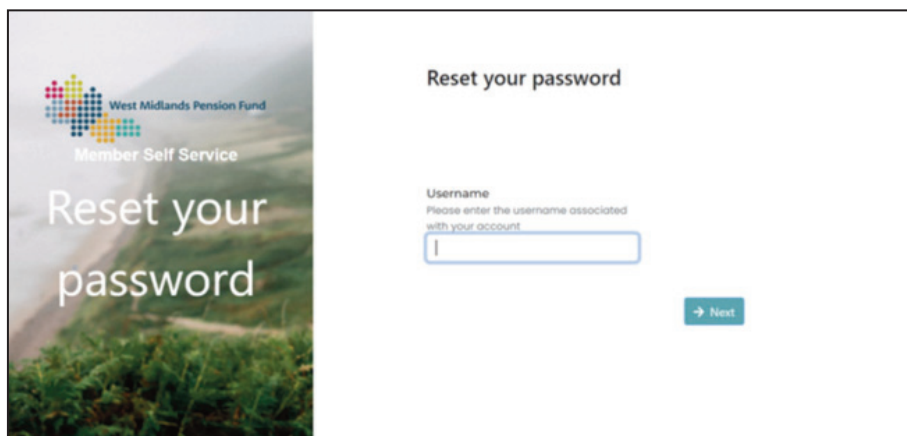
To reset your username, select '[Forgotten username](#)'. The screen will change so you can then enter your registered email address.



The screenshot shows a web page for the West Midlands Pension Fund Member Self Service. On the left is a banner with a colorful logo and the text 'Forgotten username'. The main content area is titled 'Forgotten username' and contains the instruction: 'Please enter your registered security email address. If it exists on record then your username will be sent to this address.' Below this is a text input field. At the bottom right is a blue button with a right arrow and the text 'Send email'.

Enter your email address and select '[Send email](#)' your email will provide you with your username. Once you have this click '[Take me to sign in](#)' and enter your login details.

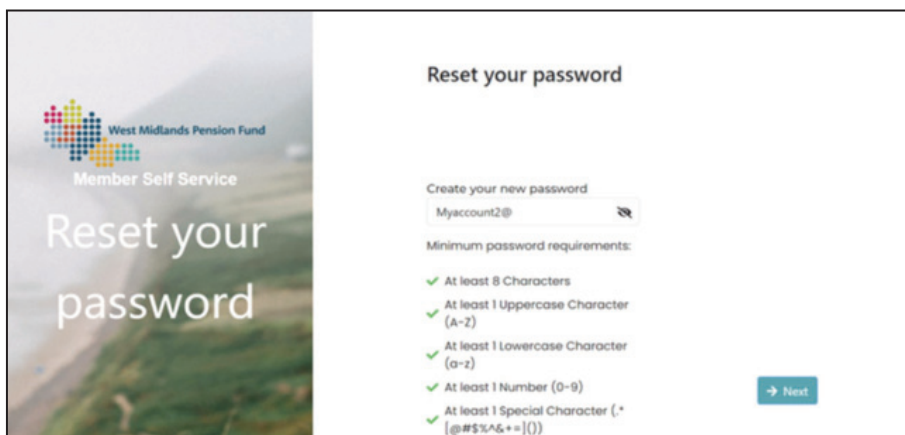
If you have forgotten your password, click '[Forgotten Password](#)' and the screen will then change to start the reset password process.



The screenshot shows a web page for the West Midlands Pension Fund Member Self Service. On the left is a banner with a colorful logo and the text 'Reset your password'. The main content area is titled 'Reset your password' and contains the label 'Username' and the instruction: 'Please enter the username associated with your account'. Below this is a text input field. At the bottom right is a blue button with a right arrow and the text 'Next'.

Enter the Username and select '[Next](#)'.





West Midlands Pension Fund  
Member Self Service

## Reset your password

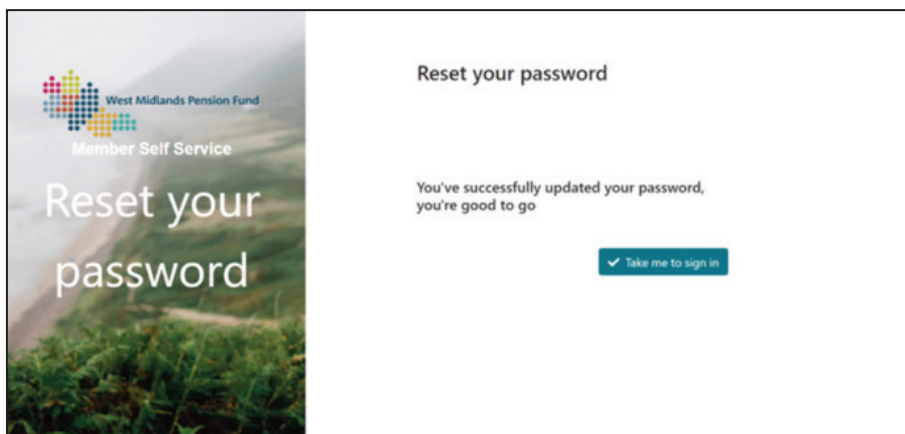
Create your new password

Minimum password requirements:

- ✓ At least 8 Characters
- ✓ At least 1 Uppercase Character (A-Z)
- ✓ At least 1 Lowercase Character (a-z)
- ✓ At least 1 Number (0-9)
- ✓ At least 1 Special Character (. \* [ @ # \$ % ^ & + = { } )

[→ Next](#)

Create a new password which meets the minimum password requirements and select 'Next'.



West Midlands Pension Fund  
Member Self Service

## Reset your password

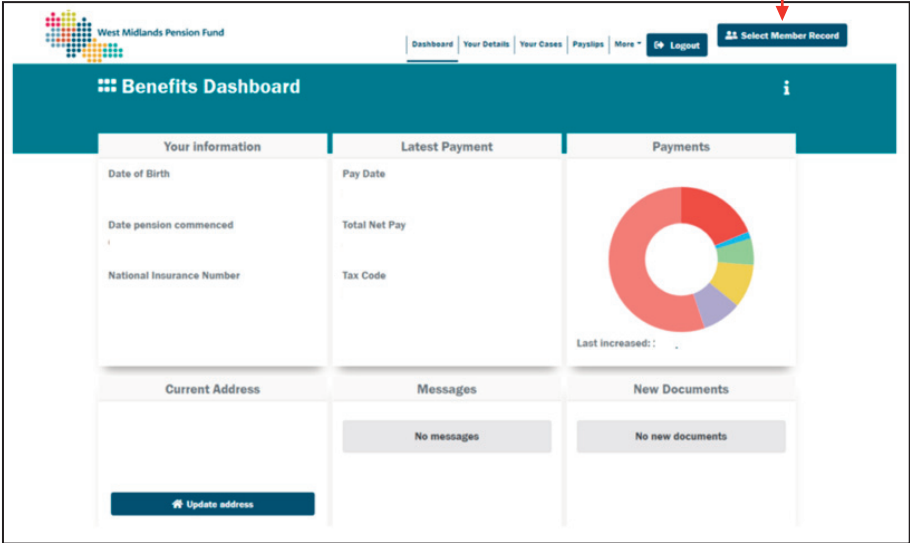
You've successfully updated your password,  
you're good to go

[✓ Take me to sign in](#)

Once the password is reset you can now select 'Take me to sign in' and log into the portal.

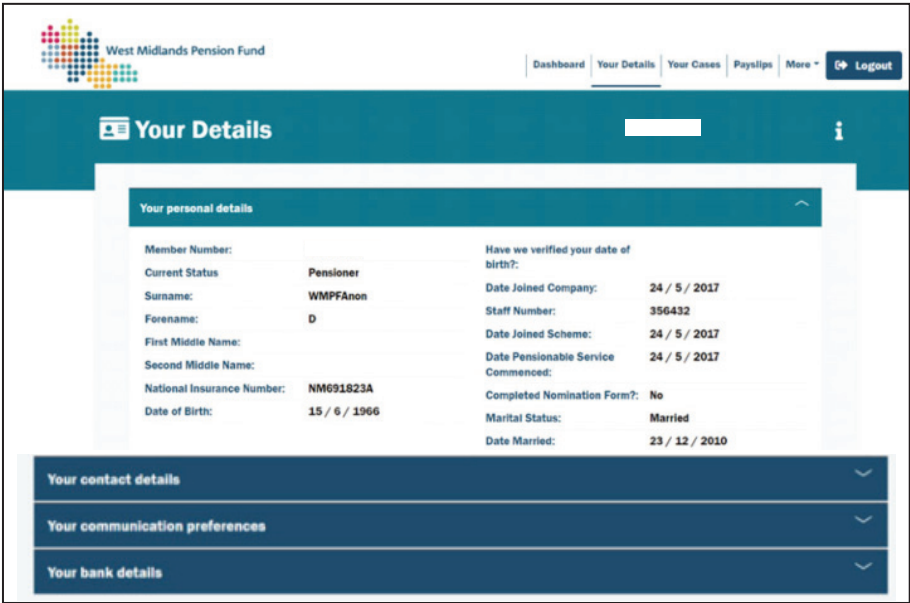


### 3) How to view your details



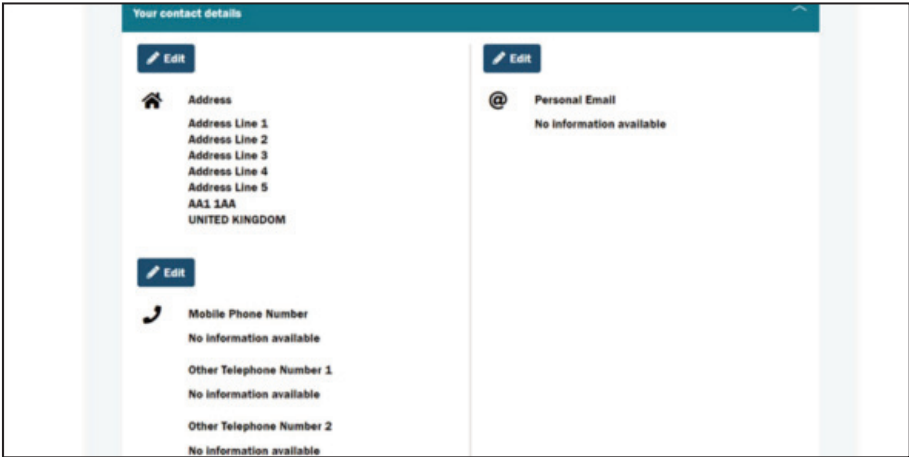
If you have multiple memberships with the Fund, please click [‘Select Member Record’](#). This will provide a list of your reference numbers where you will need to click to view each account separately.

Select [‘Your Details’](#). This will then provide you with a breakdown of your personal details, contact details, communication preferences and bank details.



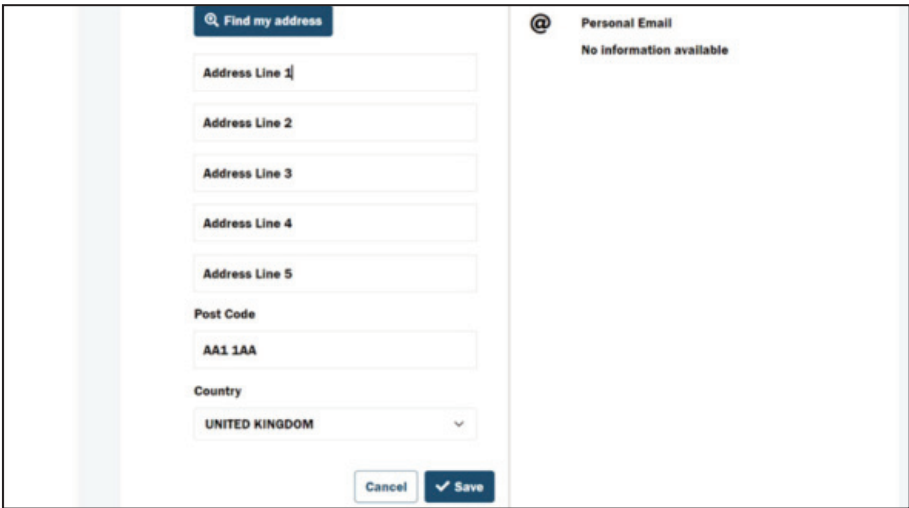
## 4) How to update your contact/personal details

After selecting 'Your Details' select the sub category of 'Your contact details'. This will then allow you to update your address, email, contact number and your email address by selecting 'Edit'.



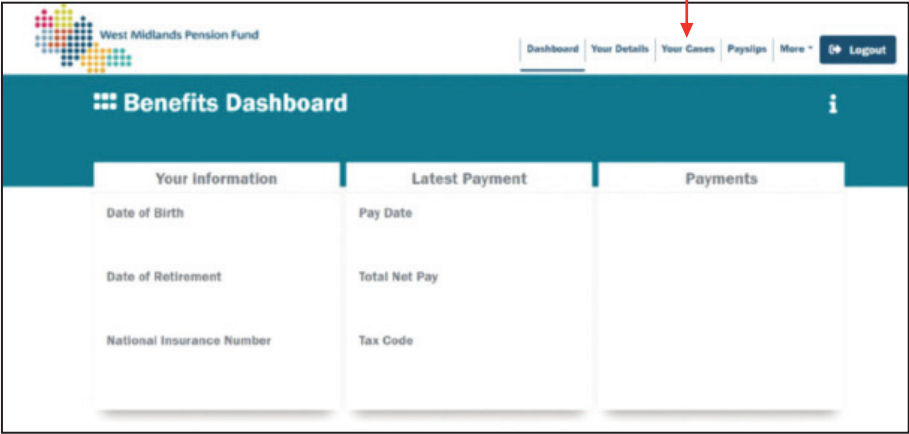
The screenshot shows a web interface titled "Your contact details". It is divided into two main sections. The left section contains a home icon and the label "Address", followed by five input fields for "Address Line 1" through "Address Line 5", and a dropdown menu currently showing "AA1 1AA" and "UNITED KINGDOM". Below this is an "Edit" button. The right section contains an email icon and the label "Personal Email", followed by the text "No information available". Above this is another "Edit" button. At the bottom of the left section, there are three labels for "Mobile Phone Number", "Other Telephone Number 1", and "Other Telephone Number 2", each followed by the text "No information available".

To change your address, after selecting 'Edit' where your previous address is, it will then change the screen and allow you to enter your address manually or enter your postcode and click 'Find my address' where the system will provide a drop-down box of your street automatically and you will select the correct name or number. When the correct address has been auto populated select 'Save'.



The screenshot shows the "Find my address" form. It has a search bar at the top with the text "Find my address". Below it are five input fields for "Address Line 1" through "Address Line 5". Below these is a "Post Code" input field with "AA1 1AA" entered. Below that is a "Country" dropdown menu showing "UNITED KINGDOM". At the bottom right are "Cancel" and "Save" buttons. On the right side of the form, there is an email icon and the label "Personal Email", followed by the text "No information available".

To update your marital status, on the home page select ‘Your Cases’ and then ‘Create New Cases’ the page will change to ‘Change Marital Status’.



You will then be able to complete the online form to change your marital status, please ensure the boxes with asterisk (\*) are completed as they are mandatory fields.

**ONLINEMARITALSTATUS**

MARITAL STATUS CHANGE Reference: 134926

**Guidance Notes**

Allows you to update your marital status, title and surname. If you have not changed your title/surname, leave the boxes blank. If you are a pensioner, you must provide evidence of the change with a certificate or relevant document, as applicable.

**Online Marital Status Change**

\* denotes a mandatory field.

Membership Status

Current Marital Status:

Current Date

Current Title

Current Surname

Select New Marital Status \*

Date Marital Status Changed \*

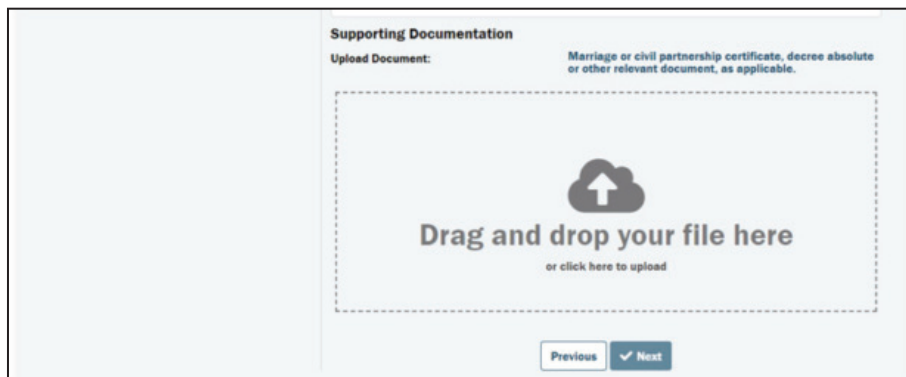
Select New Title (if applicable)

Enter New Surname (if applicable)

**Additional Comments**

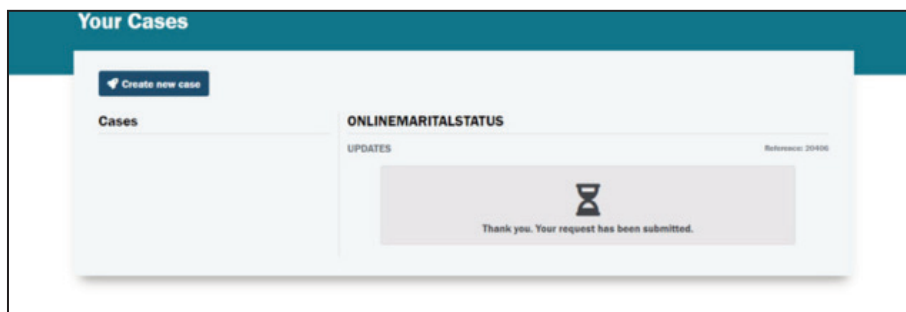
Enter your comments below:

After the sections have been completed you will then need to supply a picture of the relevant certificate as supporting evidence to the change of marital status and select 'Next'.



The screenshot shows a web interface for uploading supporting documentation. On the left is a large, empty light blue area. On the right, the header reads "Supporting Documentation". Below this, it says "Upload Document:" followed by the instruction "Marriage or civil partnership certificate, decree absolute or other relevant document, as applicable." A large dashed rectangular box contains a cloud icon with an upward arrow and the text "Drag and drop your file here" and "or click here to upload". At the bottom right of the interface are two buttons: "Previous" and "Next" (which is highlighted with a checkmark).

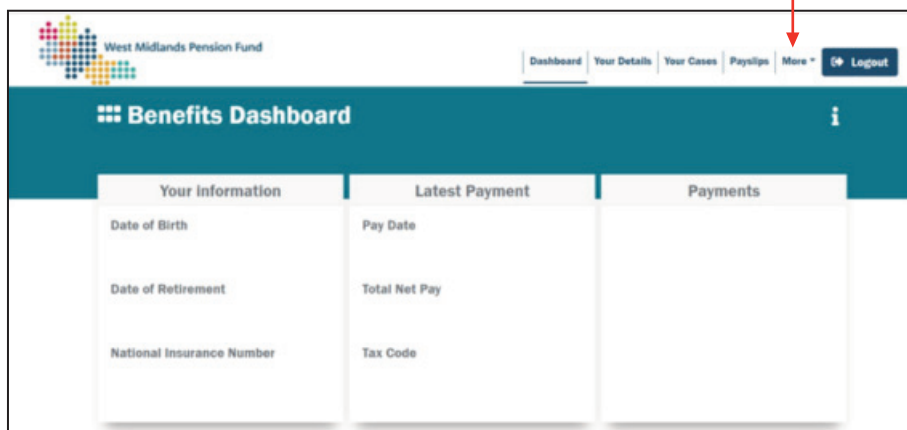
Your change of marital status will then be automatically updated.



The screenshot shows a dashboard titled "Your Cases" with a teal header. Below the header is a "Create new case" button. The main content area is divided into two sections. The left section is titled "Cases" and is currently empty. The right section is titled "ONLINEMARITALSTATUS" and has a sub-header "UPDATES". In the top right corner of this section, it says "Reference: 201406". The main area of the "UPDATES" section features a large grey box with an hourglass icon and the text "Thank you. Your request has been submitted."

## 5) How to update your Expression of Wish Form (Nomination Form)

On the homepage of your account select 'More' and then 'Expression of Wish/Nomination'.



Please read the Declaration and if you are satisfied, please click 'Accept'.

**Declaration** ×

**Expression of Wish/Nomination**

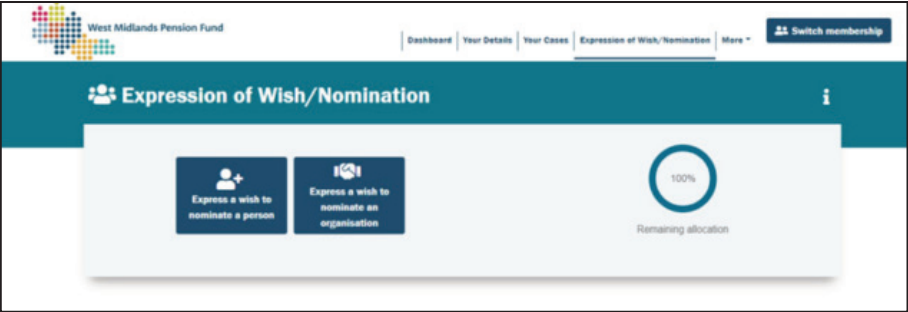
On the event of your death a death grant may be payable to the person/s or company which you have detailed in your expression of wish nomination.

Please click "Accept" to view or update your expression of wish.  
For more information on death benefits and what may be payable, please visit [www.wmpfonline.com/bereavement](http://www.wmpfonline.com/bereavement)

Decline

✓ Accept

Once the screen has changed you will then be able to either nominate a person, people or an organisation.



If you wish to nominate a person or people, please click ‘[Express a wish to nominate a person](#)’.

Please complete the following fields

- Full name
- Choose their relationship to you on the drop-down box
- The percentage of how much you would like the nominee to be awarded. A comment is optional. However, you do not need to state anything in this section
- Nominated persons address alternatively you can list the address as your own by selecting the ‘[Use my address; toggle or click ‘enter manually’](#)’ and then select save.

This screenshot shows the 'Express a wish to nominate a person' form. At the top, there's a circular progress indicator showing '100%' and the text 'Remaining allocation'. The form title is 'Express a wish to nominate a person'. Below it, a note says 'Use the input form below to add the details of your new nomination. An \* indicates that a field is mandatory.' The form fields include: 'Nominee Name (maximum 28 characters) \*' with a text input box; 'Relationship \*' with a dropdown menu; 'Benefit % \*' with a percentage input box; 'Nominee comment' with an 'Add Comment' button; 'Nominee address \*' with a text input box and a placeholder 'Start typing to find an address'; and a toggle switch for 'Use my address' (currently set to 'No') with an option to 'or enter manually'. At the bottom, there are 'Cancel' and 'Done' buttons.

If you have not awarded 100% of the benefits, the remaining allocation at the top will show that there is still a proportion to allocate. A disclaimer message will pop up to advise that the benefits need to be allocated in full before you can leave the screen – you can then select ‘[Save changes](#)’. You can also express a wish to nominate an organisation following the same guidance.

Expression of Wish/Nomination

Express a wish to nominate a person

Express a wish to nominate an organisation

50%

Remaining allocation

Your Nominations (Percentage)

joe bloggs

50%

Your nomination changes will only be saved when you click the "Save changes" button.

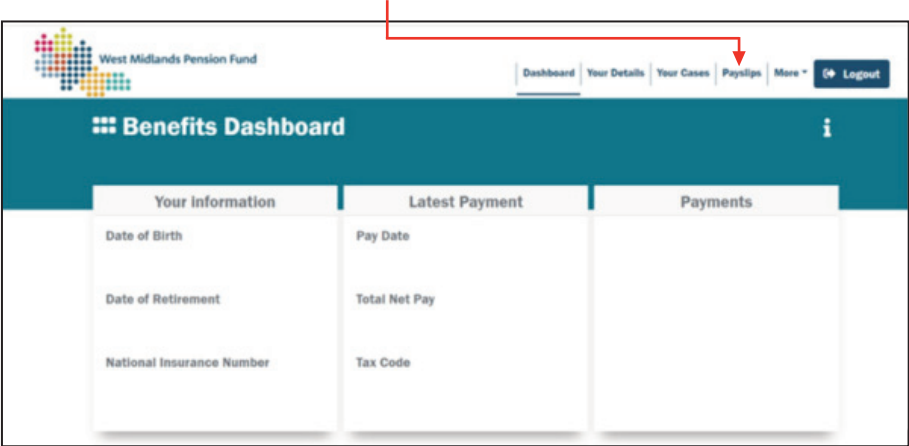
Save Changes

Undo Changes

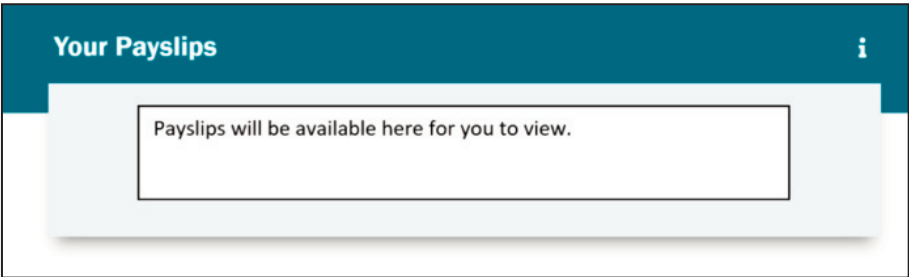


## 6) How to view your pension payslips

On the home page click on 'Payslips' section

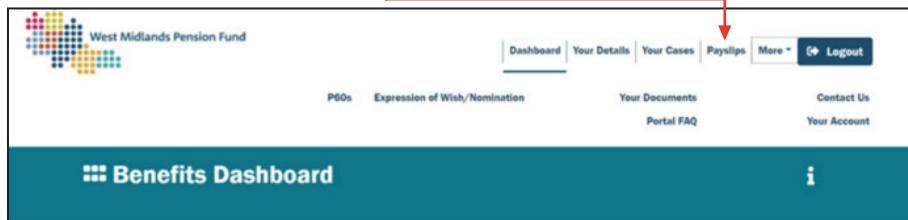


You should now be able to view all payslips.

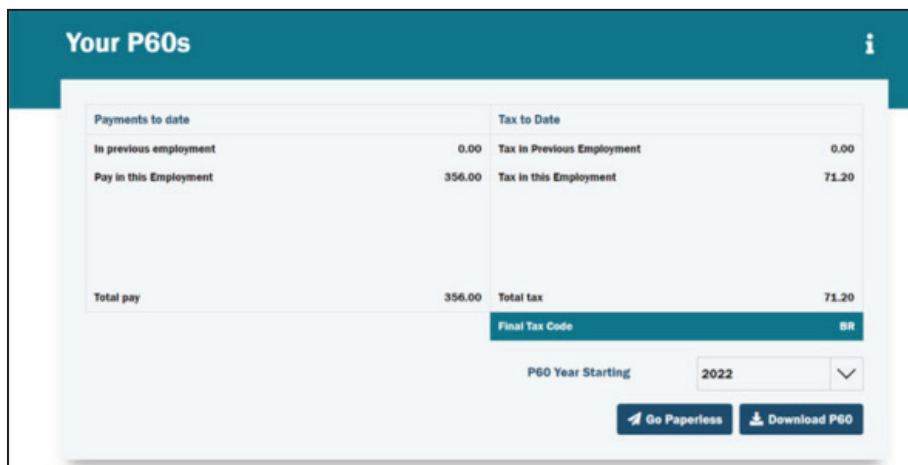


## 7) How to view your P60

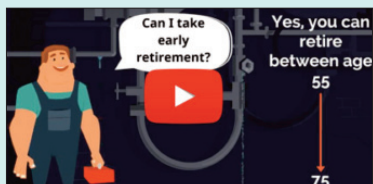
On the home page click on 'Payslips' section



On the Dashboard, at the top select 'More' and then 'P60s'. You will then be able to view your P60s and download them to your device.



## Further guidance



To find out more information about your pension benefits and the Local Government Pension Scheme, please view our short video at <http://www.wmpfonline.com/members>

## Contact details



West Midlands Pension Fund  
PO Box 3948  
Wolverhampton  
WV1 1XP



Customer Services: 0300 111 1665



Email: [www.wmpfonline.com/emailus](http://www.wmpfonline.com/emailus)



Web: [www.wmpfonline.com](http://www.wmpfonline.com)



Pensions Portal: [www.wmpfonline.com/pensionsportal](http://www.wmpfonline.com/pensionsportal)

Lines open during the following times:  
**8:30am to 5.00pm Monday - Thursday**  
**8:30am to 4.30pm Friday.**  
Calls may be monitored for training purposes.

Use this section to record your username once registered:

### My username

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