



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



West Midlands Pension Fund

PENSION PORTAL

PENSIONER MEMBERS



This booklet covers:

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Page 7

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How to update your contact/
personal details
Page 10

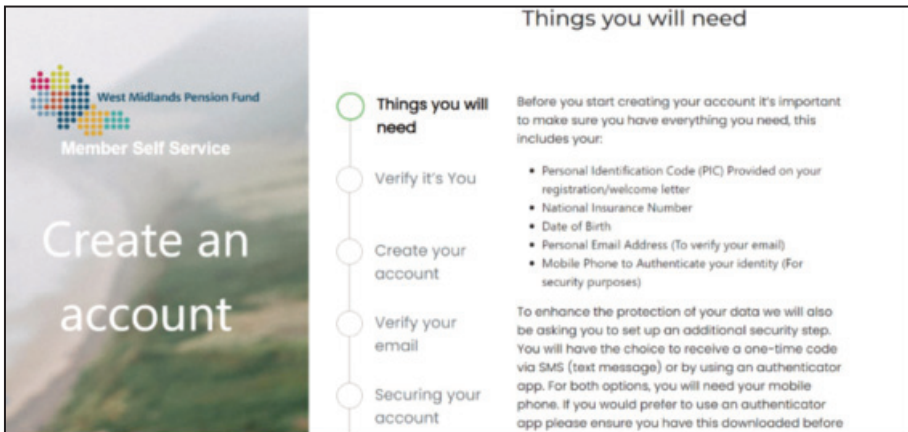
How to update your Expression of
Wish Form (Nomination Form)
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1) How to register your account

Go to 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.



The screenshot shows the 'Things you will need' page. On the left, there is a sidebar with the West Midlands Pension Fund logo and the text 'Member Self Service' and 'Create an account'. The main content area has a heading 'Things you will need' and a sub-heading 'Before you start creating your account it's important to make sure you have everything you need, this includes your:'. Below this, there is a list of requirements: Personal Identification Code (PIC), National Insurance Number, Date of Birth, Personal Email Address, and Mobile Phone to Authenticate. A 'Next' button is visible at the bottom right.

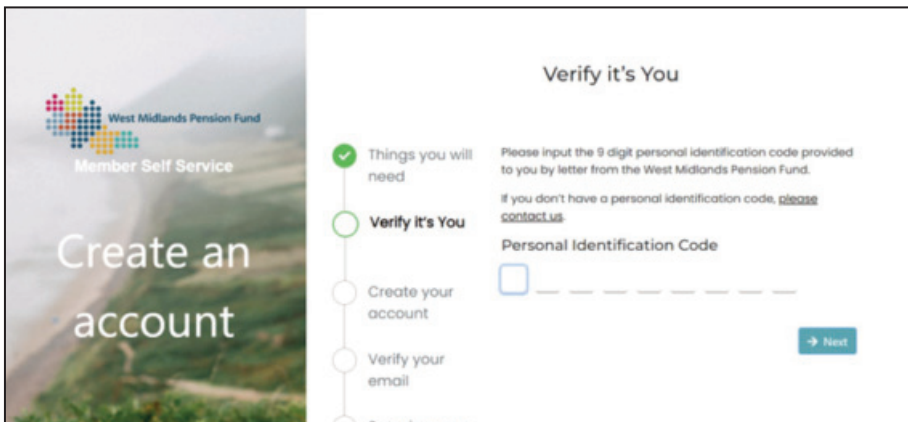
Things you will need

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

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



The screenshot shows the 'Verify it's You' page. The sidebar on the left is the same as in the previous screenshot. The main content area has a heading 'Verify it's You' and a sub-heading 'Please input the 9 digit personal identification code provided to you by letter from the West Midlands Pension Fund.' Below this, there is a text input field for the 'Personal Identification Code' and a 'Next' button.

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

West Midlands Pension Fund
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'.

West Midlands Pension Fund
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

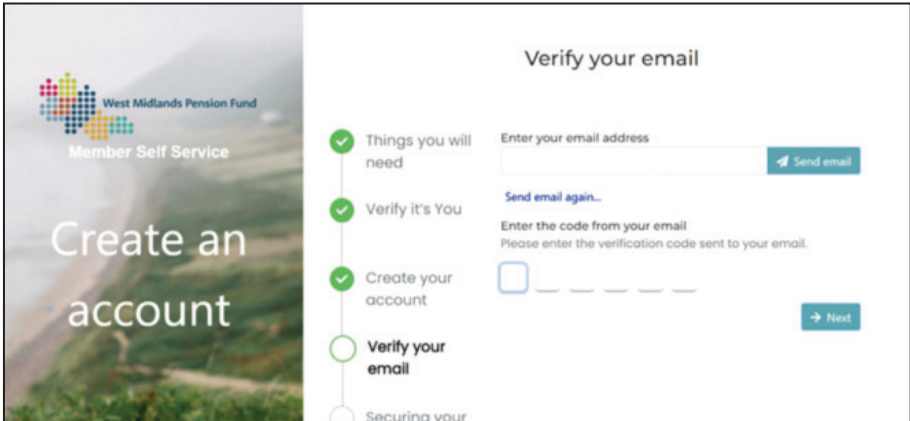
Create a password

Minimum password requirements:

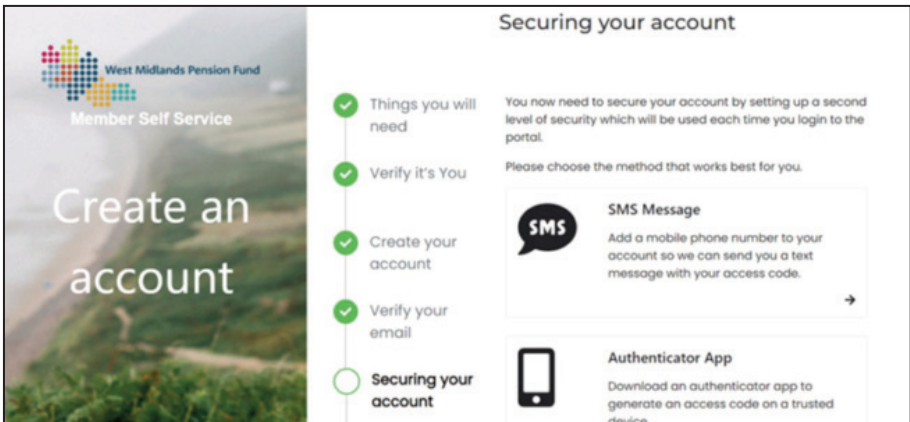
- ! At least 8 Characters
- ! At least 1 Uppercase Character (A-Z)
- ! At least 1 Lowercase Character (a-z)
- ! At least 1 Number (0-9)
- ! At least 1 Special Character (* [!@#%&+={})

[Next](#)

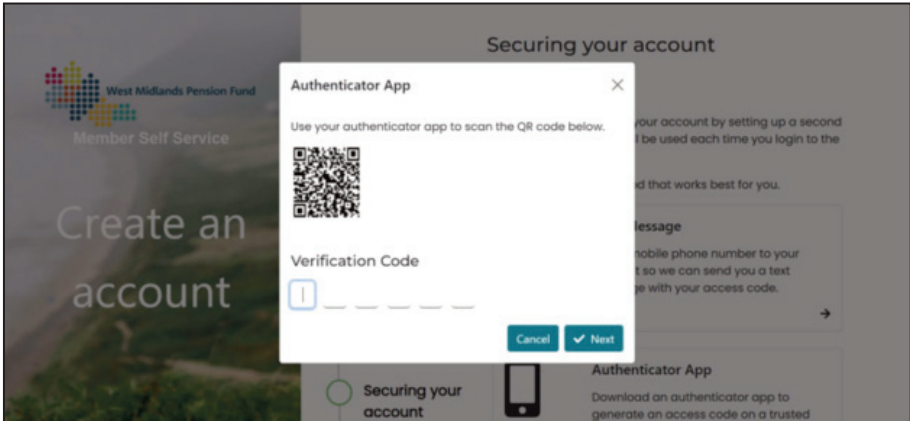
Create a memorable username and password that fits the minimum password requirements as stated above and click 'Next'.



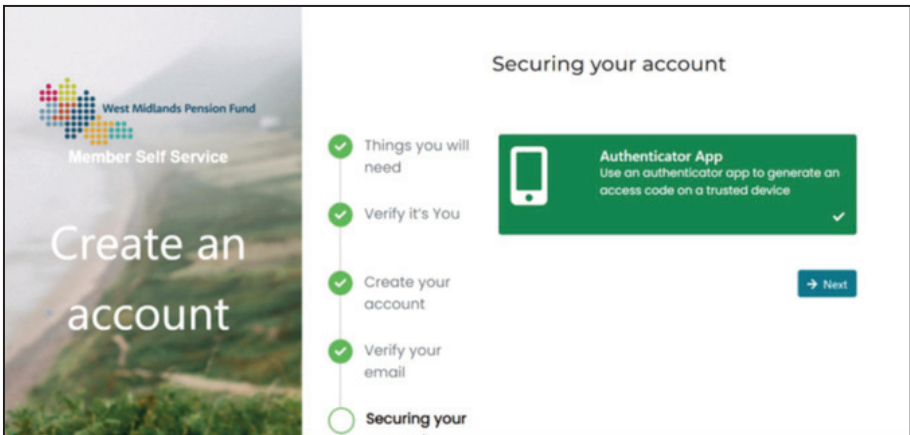
Enter your email address, select 'Send email' and keep the page open. Once you have the email enter the code on the registration page and select 'Next'.



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

Things you will need

Verify it's You

Create your account

Verify your email

Securing your account

Sign in

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	po3egnsW5ivd
s4bssizpeaig	pemkgyyzjtl
36wvx4qlcza	armclffcawo4
to2whfzhrjgs	fvC2eddmflkj

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

Copy codes Print codes Download codes

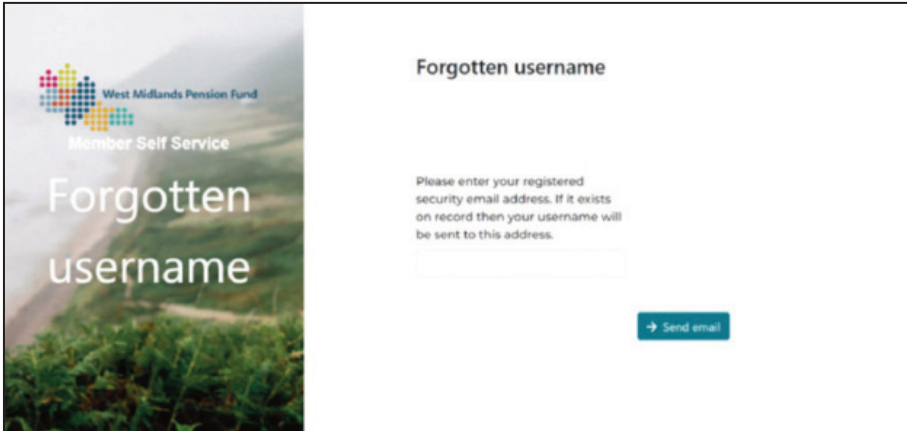
Before your account registration is completed, you will be given a series of one-time use codes that you will need if you lose access to your authentication device. Store these somewhere safe as you may need them in the future.

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.



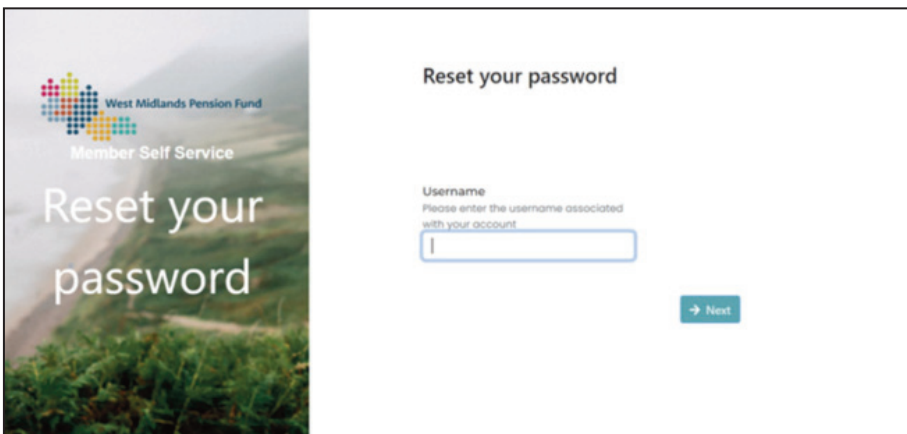
Forgotten username

Please enter your registered security email address. If it exists on record then your username will be sent to this address.

[→ 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.

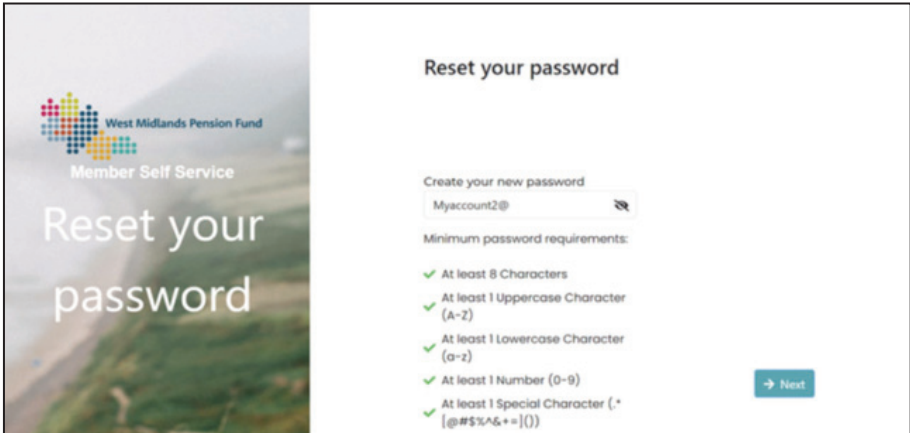


Reset your password

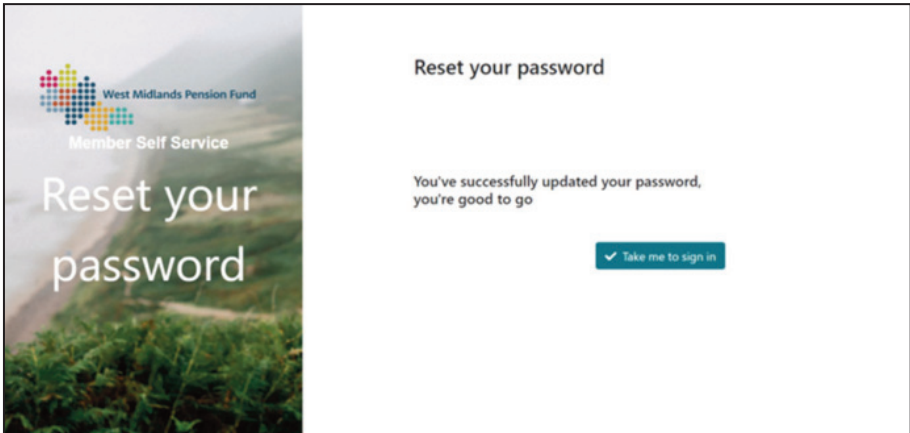
Username
Please enter the username associated with your account

[→ Next](#)

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



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



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

West Midlands Pension Fund

Dashboard | Your Details | Your Cases | Payslips | More » | Logout | **Select Member Record**

Benefits Dashboard

Your Information	Latest Payment	Payments
Date of Birth	Pay Date	 Last increased: .
Date pension commenced	Total Net Pay	
National Insurance Number	Tax Code	
Current Address	Messages	New Documents
	No messages	No new documents

[Update address](#)

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.

West Midlands Pension Fund

Dashboard | Your Details | Your Cases | Payslips | More » | Logout

Your Details

Your personal details

Member Number:		Have we verified your date of birth?:	
Current Status:	Pensioner	Date Joined Company:	24 / 5 / 2017
Surname:	WMPFAnon	Staff Number:	356432
Forename:	D	Date Joined Scheme:	24 / 5 / 2017
First Middle Name:		Date Pensionable Service Commenced:	24 / 5 / 2017
Second Middle Name:		Completed Nomination Form?:	No
National Insurance Number:	NM691823A	Marital Status:	Married
Date of Birth:	15 / 6 / 1966	Date Married:	23 / 12 / 2010

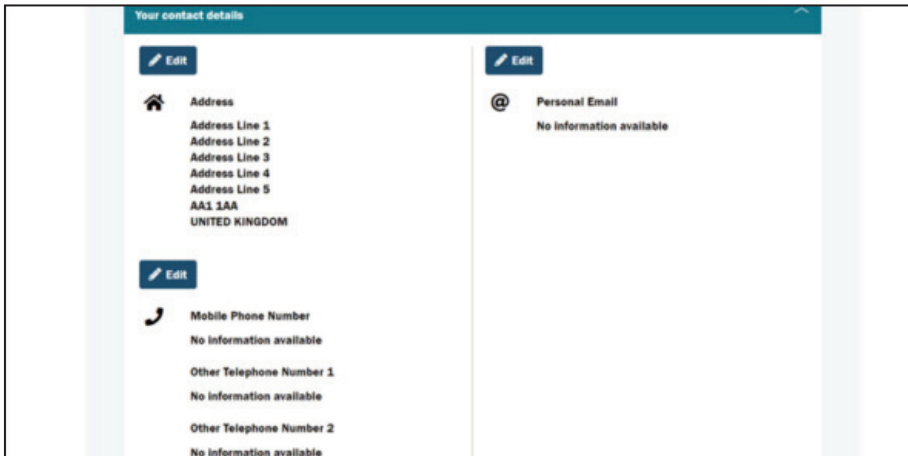
[Your contact details](#)

[Your communication preferences](#)

[Your bank details](#)

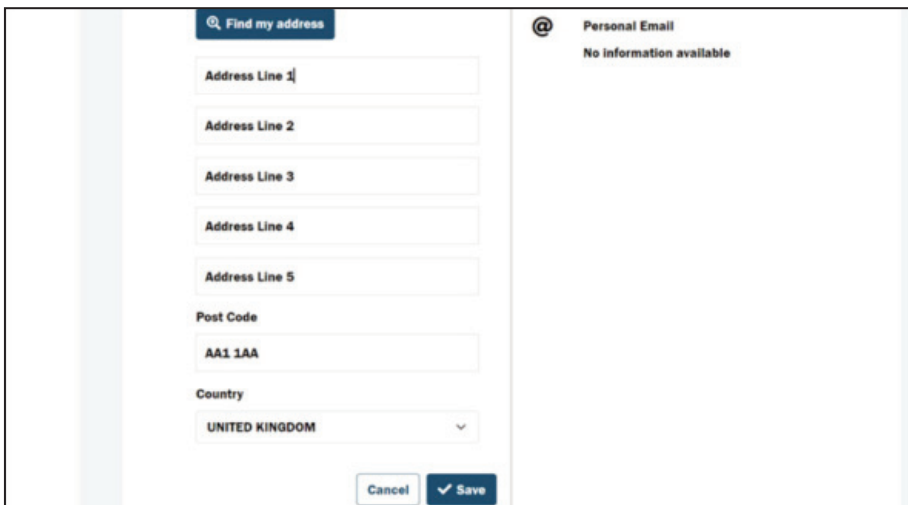
4) How to update your contact/personal details

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'.



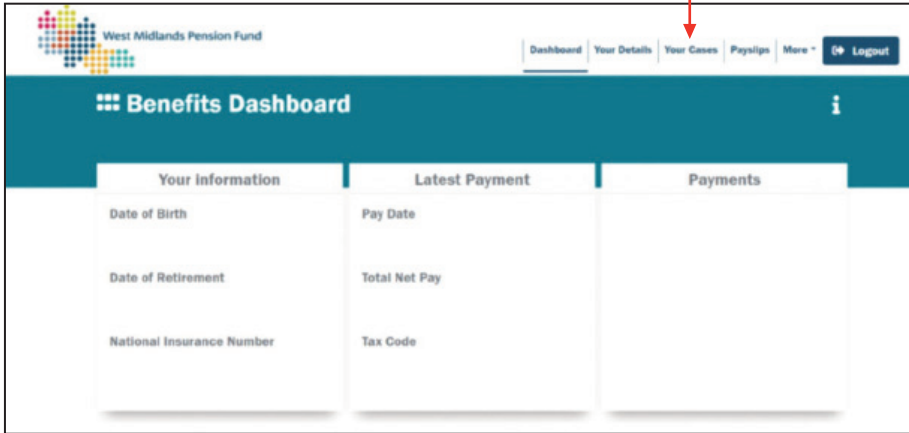
The screenshot shows the 'Your contact details' page. On the left, there is a section for 'Address' with a house icon and an 'Edit' button. Below it are fields for 'Address Line 1' through 'Address Line 5', 'AA1 1AA', and 'UNITED KINGDOM'. Below the address section is a 'Mobile Phone Number' section with a phone icon and an 'Edit' button. It shows 'No information available' for the mobile number and 'Other Telephone Number 1' and 'Other Telephone Number 2', both also showing 'No information available'. On the right, there is a 'Personal Email' section with an '@' icon and an 'Edit' button, showing '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. At the top left is a search icon and the text 'Find my address'. Below this are five input fields for 'Address Line 1' through 'Address Line 5'. Below these is a 'Post Code' field with 'AA1 1AA' entered. Below that is a 'Country' field with a dropdown menu showing 'UNITED KINGDOM'. At the bottom right are two buttons: 'Cancel' and 'Save'.

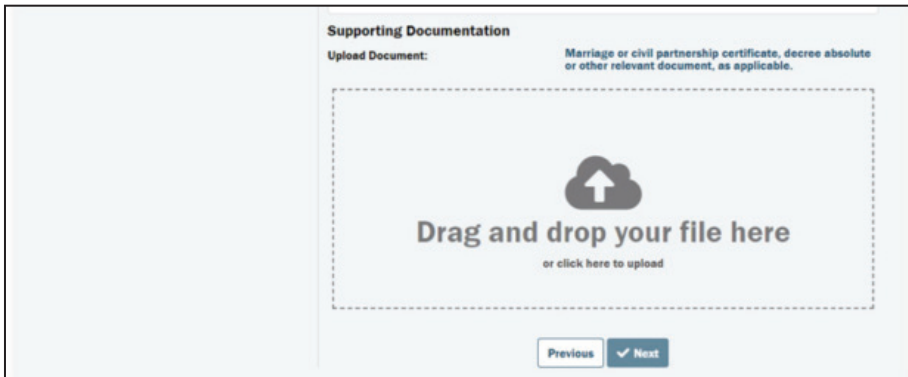
To update your marital status, on the home page select 'Your Cases' and then 'Create New Cases' the page will change to 'Change Marital Status'.



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.

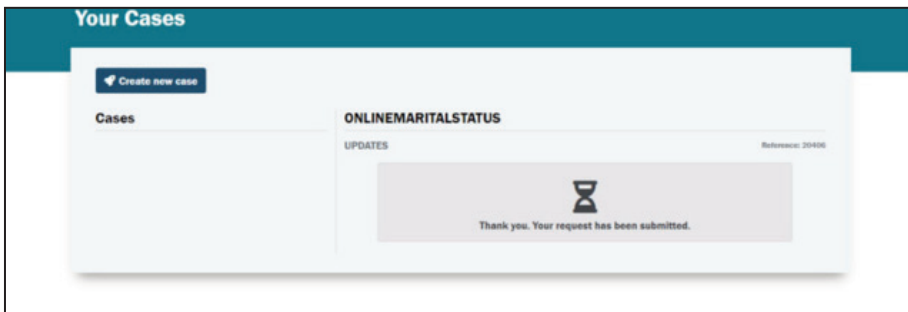
The screenshot shows the 'Your Cases' page with a 'Create new case' button. Under 'Cases', there are three options: 'Online Marital Status Change' (selected), 'Captures Inputs', and '134920'. The 'ONLINEMARITALSTATUS' form is displayed, titled 'MARITAL STATUS CHANGE' with reference '134920'. It includes a 'Guidance Notes' section: '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.' The 'Online Marital Status Change' section contains the following fields: 'Membership Status' (text input), 'Current Marital Status:' (dropdown menu, value: 'Married'), 'Current Date' (text input, value: '23/12/2010'), 'Current Title' (text input, value: 'Mrs'), 'Current Surname' (text input, value: 'WMPFAoon'), 'Select New Marital Status *' (dropdown menu), 'Date Marital Status Changed *' (text input, value: 'dd/mm/yyyy'), 'Select New Title (if applicable)' (dropdown menu), and 'Enter New Surname (if applicable)' (text input). There is also an 'Additional Comments' section with the prompt 'Enter your comments below:'. A note indicates '* denotes a mandatory field.'

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. The title is "Supporting Documentation". Below the title, 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, there are two buttons: "Previous" and "Next".

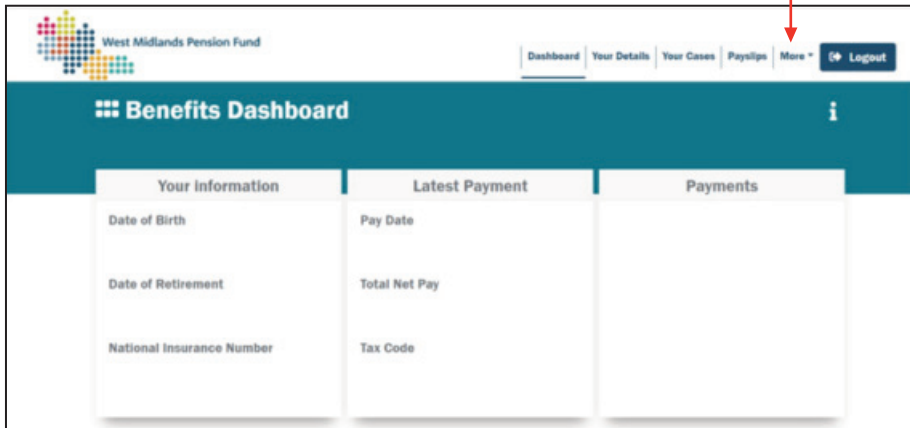
Your change of marital status will then be automatically updated.



The screenshot shows a dashboard titled "Your Cases". There is a "Create new case" button. Below it, there is a section for "Cases". One case is listed with the title "ONLINEMARITALSTATUS". Underneath the title, it says "UPDATES" and "Reference: 20406". A large grey box with an hourglass icon and the text "Thank you. Your request has been submitted." is overlaid on the case details.

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'.

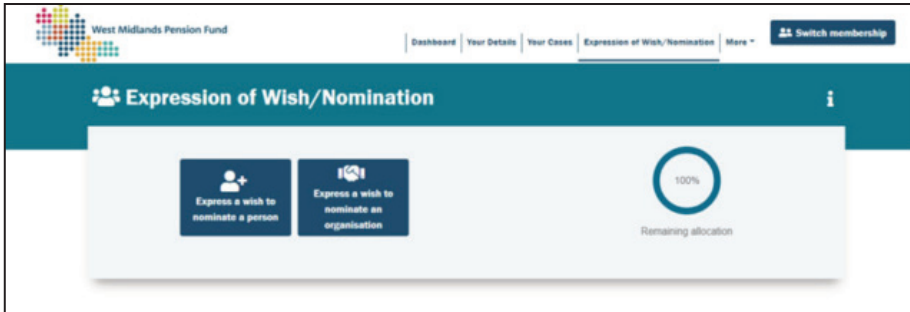
Declaration

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

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

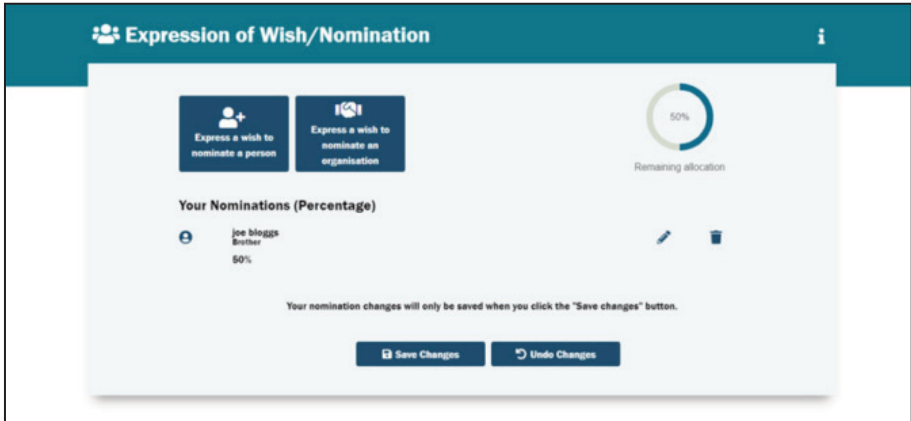


If you wish to nominate a person or people, please click 'Express a wish to nominate a person'.

Please complete the following fields

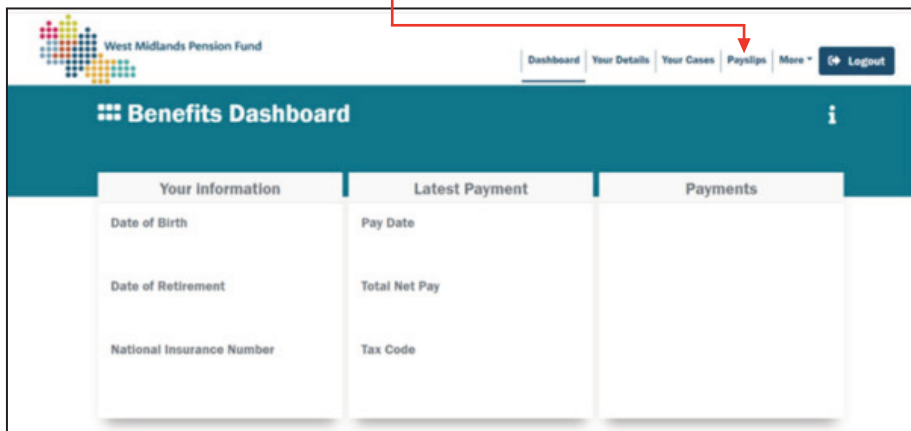
- Full name
- Choose their relationship to you on the drop-down box
- The percentage of how much you would like the nominee to be awarded. A comment is optional. However, you do not need to state anything in this section
- Nominated persons Name address alternatively you can list the address as your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

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.

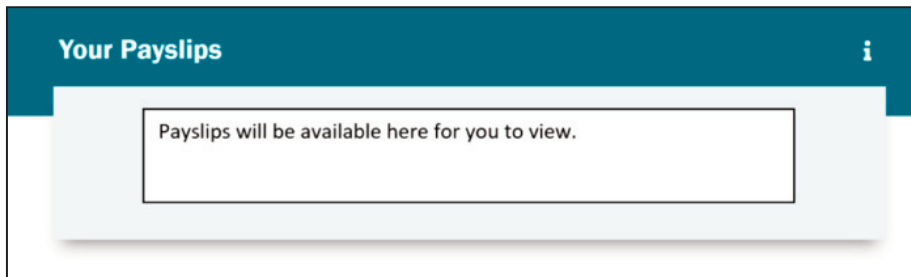


6) How to view your pension payslips

On the home page click on 'Payslips' section

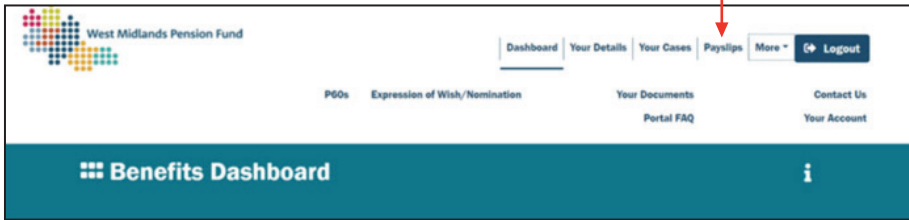


You should now be able to view all payslips.

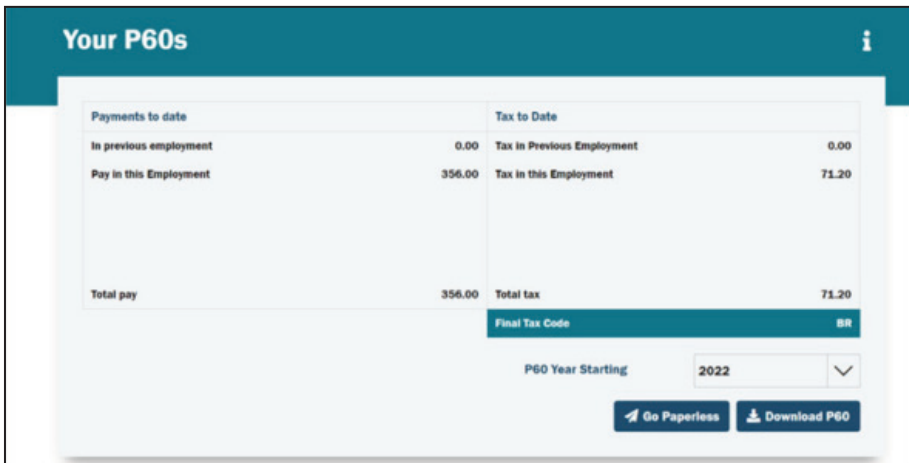


7) How to view your P60

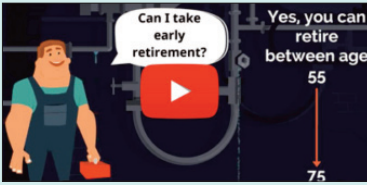
On the home page click on 'Payslips' section



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



Web: www.wmpfonline.com



Pensions Portal: 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
