



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



West Midlands Pension Fund

MY PENSIONS PORTAL

DEFERRED MEMBERS



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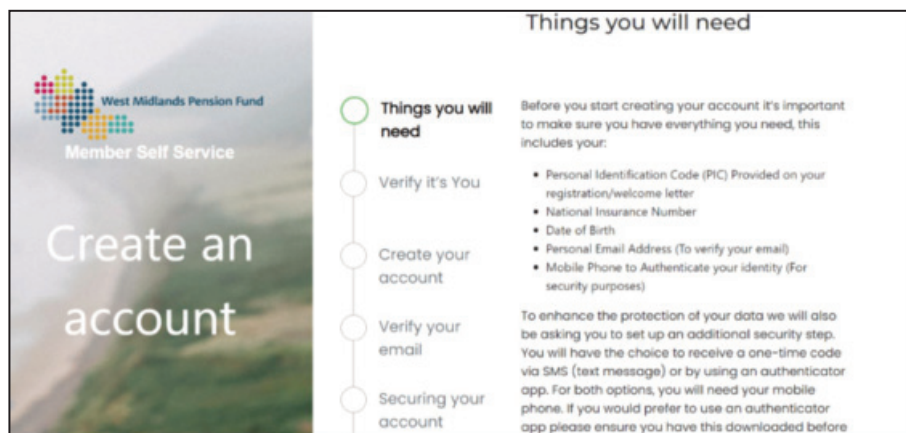
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1) How to register your account

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 'Create an account' page. On the left is a sidebar with the West Midlands Pension Fund logo and the text 'Member Self Service' and 'Create an account'. The main content area is titled 'Things you will need'. It includes a list of steps: 'Verify it's You', 'Create your account', 'Verify your email', and 'Securing your account'. The first step, 'Verify it's You', is highlighted with a green circle. To the right of this step, there is a list of required information: Personal Identification Code (PIC), National Insurance Number, Date of Birth, Personal Email Address, and Mobile Phone. Below this list, there is a paragraph explaining the importance of the PIC and the choice of security step (SMS or authenticator app).

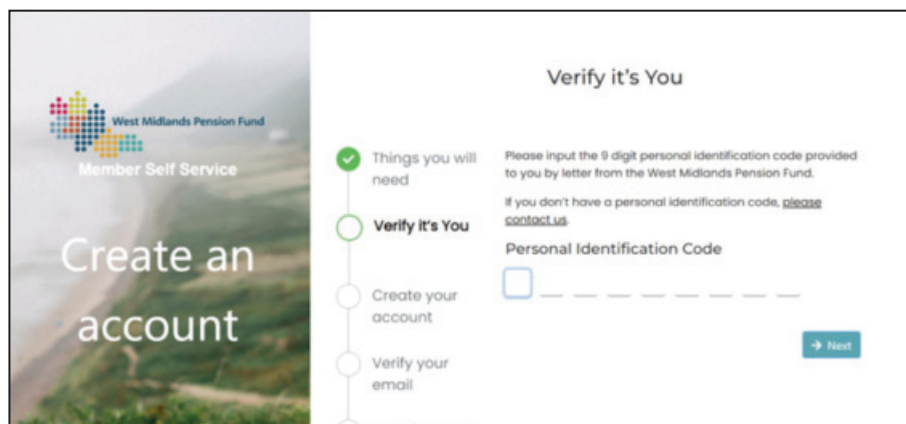
Things you will need

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 is the same as the previous page. The main content area is titled 'Verify it's You'. It includes a list of steps: 'Things you will need', 'Verify it's You', 'Create your account', and 'Verify your email'. The second step, 'Verify it's You', is highlighted with a green circle. To the right of this step, there is a paragraph asking the user to input the 9-digit personal identification code provided to them by letter. Below this paragraph, 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

[Next](#)



Create an account

Verify it's You

Things you will need

Verify it's You

Create your account

Verify your email


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'.



Create an account

Create your account

Things you will need

Verify it's You

Create your account

Verify your email

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'.

West Midlands Pension Fund
Member Self Service

Create an account

Verify your email

- Things you will need
- Verify it's You
- Create your account
- Verify your email**
- Securing your account

Enter your email address [Send email](#)

[Send email again...](#)

Enter the code from your email
Please enter the verification code sent to your email.

[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'.

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**

You now need to secure your account by setting up a second level of security which will be used each time you login to the portal.

Please choose the method that works best for you.

SMS Message

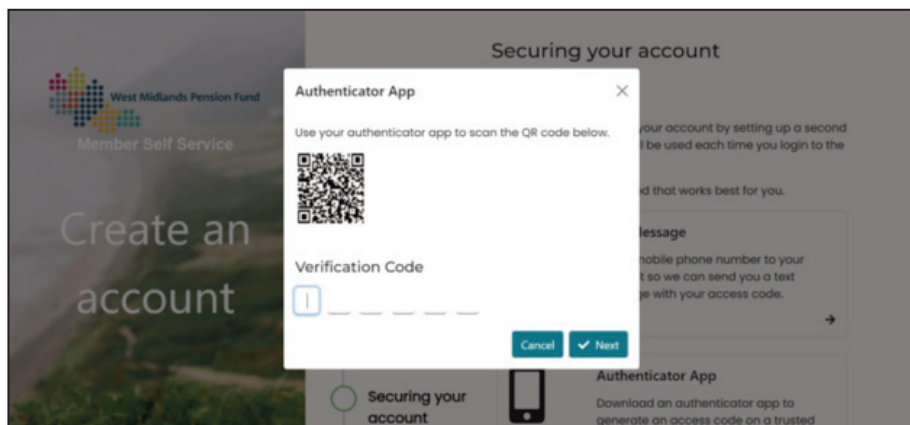
Add a mobile phone number to your account so we can send you a text message with your access code.

[Next](#)

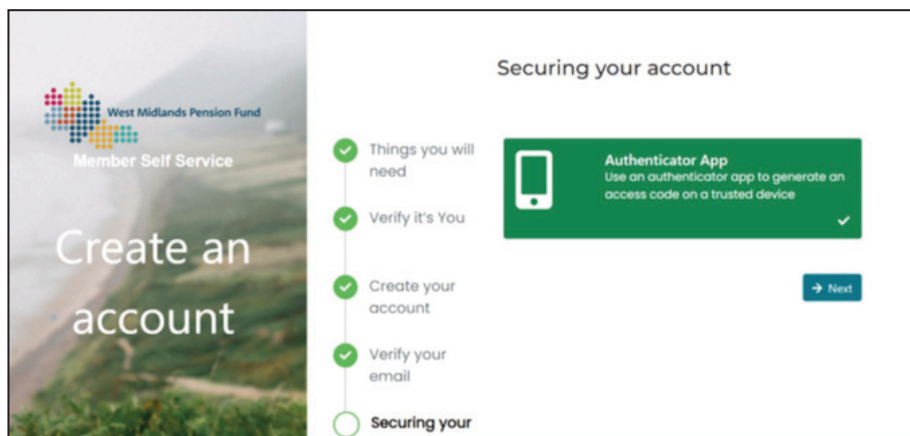
Authenticator App

Download an authenticator app to generate an access code on a trusted device.


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	permgyyzjtl
36wvx4qlcza	armclffcawo4
to2whfzhrgjs	fvc2eddmflkj

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

Copy codes

Print codes

Download codes

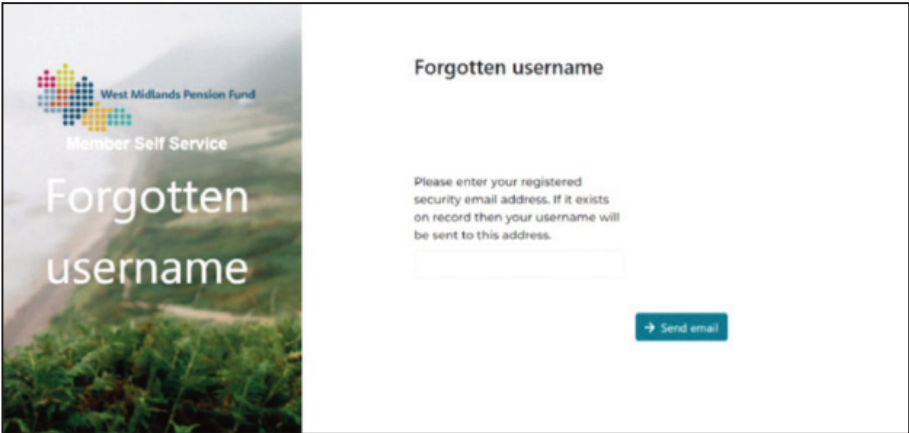
Before your account registration is completed, you will be given a series of one-time use codes that you will need if you lose access to your authentication device. Store these somewhere safe as you may need them in the future.

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.

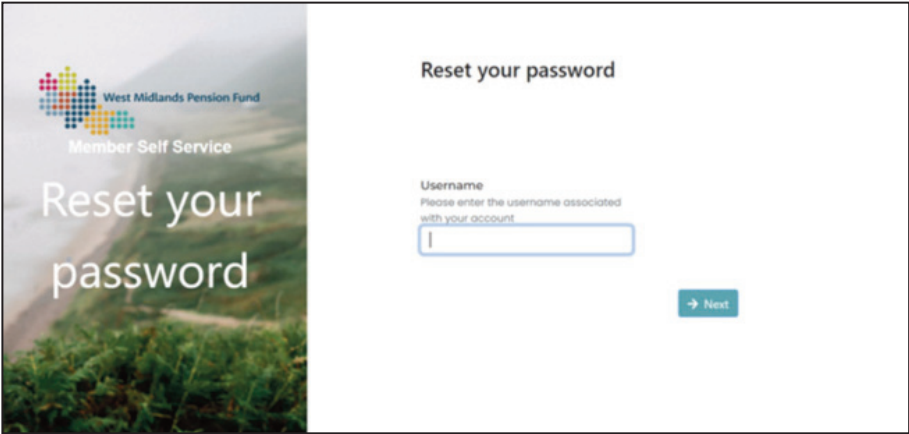
To reset your username, select ‘[Forgotten username](#)’. The screen will change so you can then enter your registered email address.



The screenshot shows a web page with a left sidebar and a main content area. The sidebar features the West Midlands Pension Fund logo (a colorful grid of dots) and the text 'West Midlands Pension Fund' and 'Member Self Service'. Below this, the heading 'Forgotten username' is displayed in large white text over a background image of a path through greenery. The main content area has the heading 'Forgotten username' in bold. Below it, a message reads: 'Please enter your registered security email address. If it exists on record then your username will be sent to this address.' There is a text input field for the email address. At the bottom right of the main area is a blue button with a right-pointing arrow and the text 'Send email'.

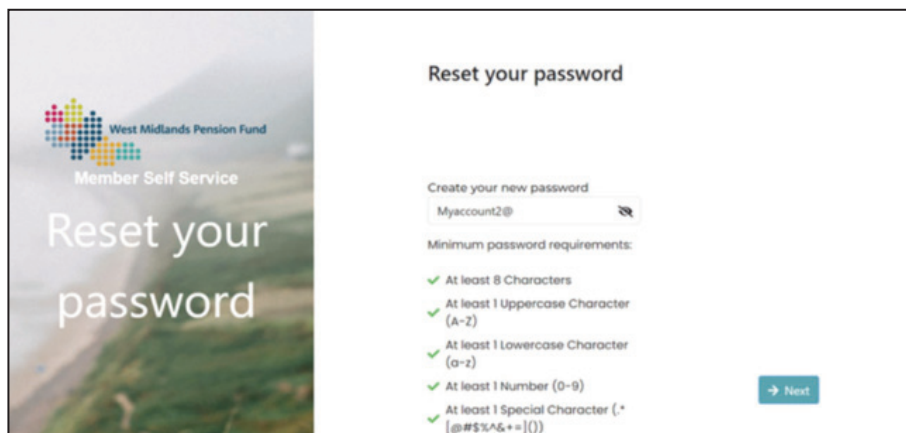
Enter your email address and select ‘[Send email](#)’ your email will provide you with your username. Once you have this click ‘[Take me to sign in](#)’ and enter your login details.

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 with a left sidebar and a main content area. The sidebar features the West Midlands Pension Fund logo (a colorful grid of dots) and the text 'West Midlands Pension Fund' and 'Member Self Service'. Below this, the heading 'Reset your password' is displayed in large white text over a background image of a path through greenery. The main content area has the heading 'Reset your password' in bold. Below it, the heading 'Username' is followed by the text: 'Please enter the username associated with your account'. There is a text input field for the username. At the bottom right of the main area is a blue button with a right-pointing 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

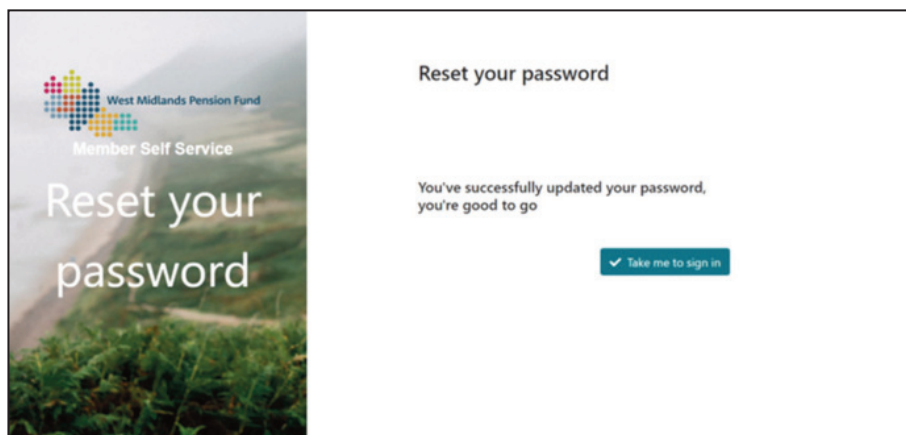
Myaccount2@

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

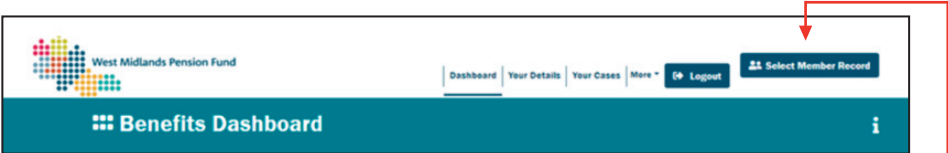
Reset your password

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

✓ Take me to sign in

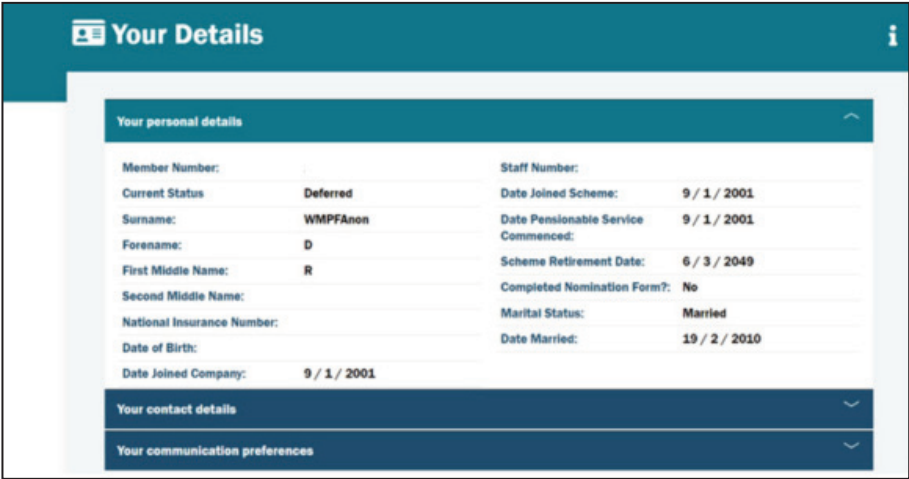
Once the password is reset you can now select 'Take me to sign in' and log into the portal.

3) How to view details of your benefits



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'.

Your contact details

Edit

Address

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Address Line 5

AA1 1AA

UNITED KINGDOM

Edit

Mobile Phone Number

No information available

Other Telephone Number 1

No information available

Other Telephone Number 2

No information available

Edit

Personal Email

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'.

Find my address

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Address Line 5

Post Code

AA1 1AA

Country

UNITED KINGDOM

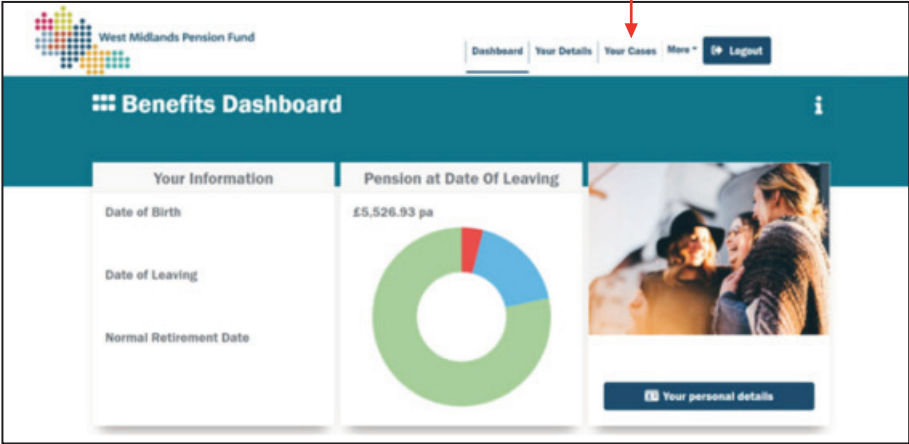
Cancel

Save

Personal Email

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.

The image shows the 'Your Cases' page. On the left, there's a sidebar with 'Cases' and 'Online Marital Status Change' (reference 134926). The main content area is titled 'ONLINEMARITALSTATUS' with a sub-header 'MARITAL STATUS CHANGE' and a reference number '134926'. Below this is a 'Guidance Notes' section. The main form is titled 'Online Marital Status Change' and includes a note: '* denotes a mandatory field.' The form fields are: 'Membership Status' (text input), 'Current Marital Status' (text input, value 'Married'), 'Current Date' (text input, value '23/12/2010'), 'Current Title' (text input, value 'Mrs'), 'Current Surname' (text input, value 'WMPFAnon'), '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). At the bottom, there's an 'Additional Comments' section with a text area '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’.

Supporting Documentation

Upload Document:

Marriage or civil partnership certificate, decree absolute or other relevant document, as applicable.

Drag and drop your file here

or click here to upload

Previous

Next

Your change of marital status will then be automatically updated.

Your Cases

Create new case

Cases

ONLINEMARITALSTATUS

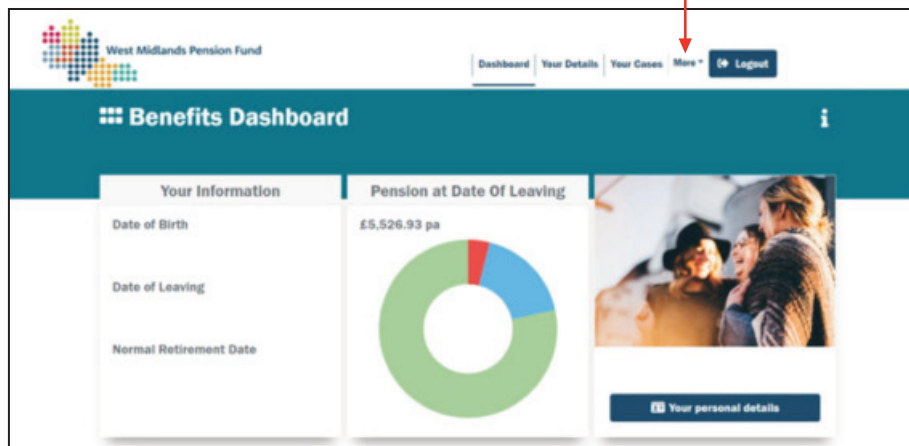
UPDATES

Reference: 20406

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

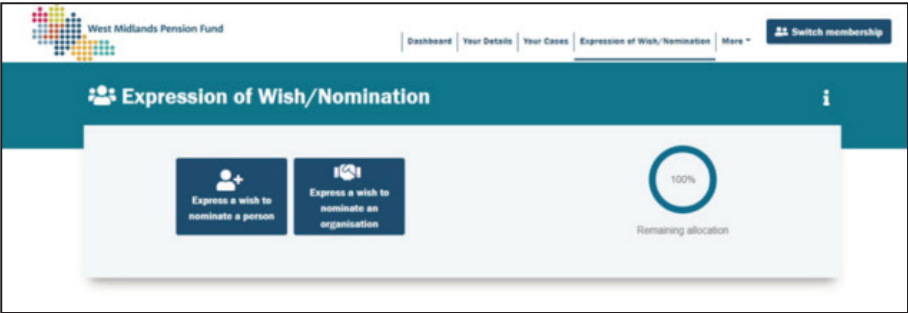
On the event of your death a death grant may be payable to the person/s or company which you have detailed in your expression of wish nomination.

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

Decline

✓ Accept

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



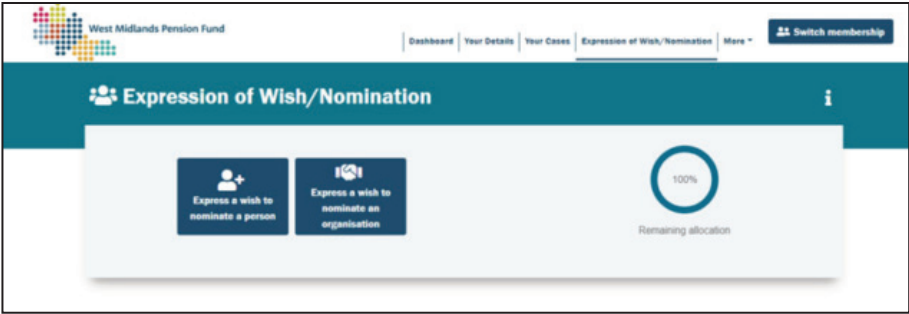
If you wish to nominate a person or people, please click ‘[Express a wish to nominate a person](#)’.

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.

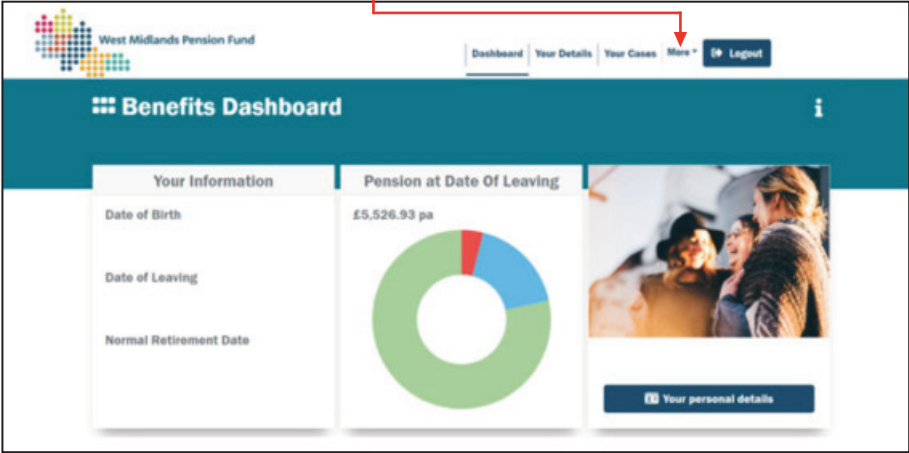
The screenshot shows the 'Express a wish to nominate a person' form. At the top, there is a circular progress indicator showing '100%' and the text 'Remaining allocation'. The form title is 'Express a wish to nominate a person'. Below the title, there is a note: 'Use the input form below to add the details of your new nomination. An * indicates that a field is mandatory.' The form fields include: 'Nominee Name (maximum 28 characters) *' with a text input field; 'Relationship *' with a dropdown menu; 'Benefit % *' with a percentage input field; 'Nominee comment' with an 'Add Comment' button; 'Nominee address *' with a text input field and a placeholder 'Start typing to find an address'; and a toggle for 'Use my address' with 'No' and 'Yes' options, and a link '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.

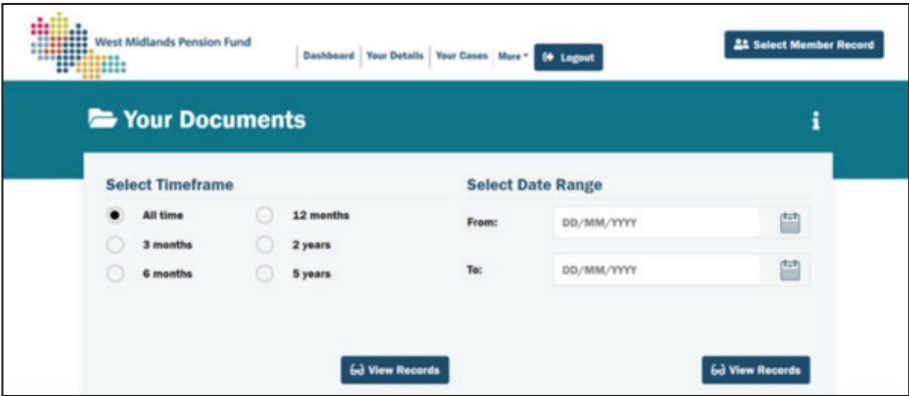


6) How to view your documents including your Deferred Benefit Statement

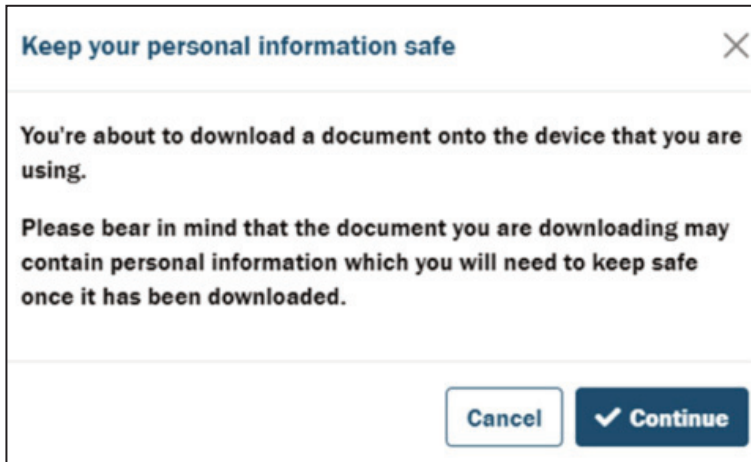
On the home page click on 'More' and then 'Your Documents' section.



The screen will change and you will be able to view all documents in date order. Alternatively, you can select a specific timeframe to filter documents.



Underneath 'Browse Documents' you can select the relevant folder which will say 'Benefit Statement'. Once you click on the relevant statement you wish to view, the declaration will appear for you to accept.



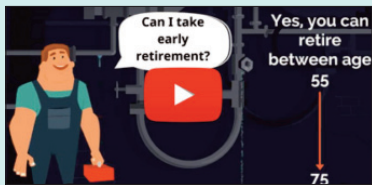
At the top of your screen a pop-up box will give you the option to open the document or save. If you open the document, it will appear in a separate tab to the portal website, and you will be able to browse through the Deferred Benefit Statement.

Alternatively, you can select to save the file in your own documents on your laptop, tablet, PC or phone for you to view at any time without having to log into the portal.

Notes

Notes

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
