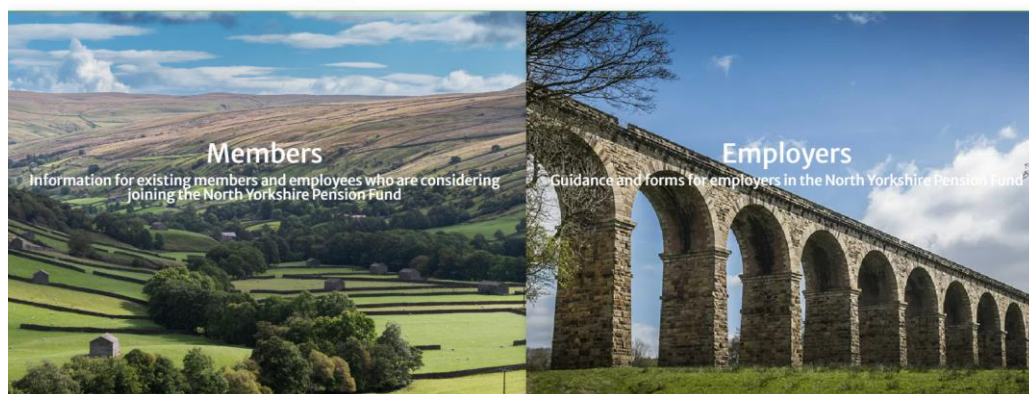


Information for staff who are in (or eligible to be in) the Local Government Pension Scheme

The North Yorkshire Pension Fund (NYPF) website has had a makeover.

The website address hasn't changed - www.nypf.org.uk but the look and feel has and the content has been refreshed. We still have separate dedicated areas for members of the scheme and our employers.

Once you have opened the website you will see the page below; click on 'Members' to access the member area of the website. The information in the 'Employers' area is not relevant to you.



My Pension Online

What is My Pension Online?

My Pension Online is the NYPF's self-service facility which enables you to view and maintain your personal information and see the information that the Fund holds about you. It is important that your details are kept up to date. Once you are registered you can do all of this:-

- Update your address and contact details
- Contact us out of hours using our 'Contact Us' service
- Nominate a beneficiary to receive benefits from us after you die
- Do your own pension estimates at any time and as often as you like
- View and print your annual benefit statements
- View and print any other communications that we upload to your account

Already have a My Pension Online account?

If you already have access to [My Pension Online](#) there is no need to re-register.

On the login screen enter your existing username and password, remember that they are both case sensitive. You will then be asked to answer one of your security questions before being taken to the dashboard page.

New users

Join over 44,000 NYPF members already using My Pension Online, which can be accessed via the main NYPF website www.nypf.org.uk or directly at [Sign Up - North Yorkshire Pension Fund Member Self-Service](#)

A short video showing you how to complete the registration process is available on our website www.nypf.org.uk. The video is on the 'members' home page:



We also have an online guide which can be found in the above list called 'How to access My Pension Online - Guide'.

Getting Started on My Pension Online

Follow our simple two-step login process to access your NYPF information online.

Step 1

Go to: [Sign Up - North Yorkshire Pension Fund Member Self-Service](#) and enter your surname, National Insurance number and date of birth, you will also need to enter a valid email address. A personal email address is the most secure.

If the email address you provide is held on your pension record

You will receive an email containing a link to complete the registration process. The link is active for **five days**, if you do not complete your registration within this time the link will expire, and you will need to request another one.

If the email address you provide is not held on your pension record

The NYPF will check the personal details that you provide on the 'Sign Up' screen and will email you a link to complete the registration process. The link is active for **five days** from the date of issue. If the details you provide do not match those held on our records, you will be asked to provide further information.

Step 2

When you receive your email, click on the link in it and you will be asked to create a username and password. You will also be asked to select and answer two security questions and these will be used as additional checks each time you log in.



Remember to create a username and password that are easy for you to remember.



Remember, never disclose any passwords, sensitive information or security answers **to anyone**.

Don't save your password in your web browser either as this may enable someone else to access your online information. For further guidance on staying safe online visit: www.getsafeonline.org.

Every year, before 31 August, we add your annual benefit statement to My Pension Online (unless you have requested a paper copy). These statements show you the current value of your pension benefits. When you register for online access your email address will be securely stored, we will email you each year letting you know when your annual benefit statement is available.

You can also estimate your own pension benefits at any time and as often as you like by using the 'Pension Calculators' on your online record and you can keep us up to date with any changes to your death benefit nominations, email or home address so we don't lose touch with you.

We can also upload documents straight to your online pension record which means that we can share information with you securely and quickly meaning you don't have to wait for a letter to arrive in the post. You can also upload documents that we may need such as copies of certificates and completed forms.

If you would like to receive information from us in this way you need to be registered to use your online pension record. If you **would like to opt into e-communications**, please email pensions@northyorks.gov.uk confirming that you would like to receive future communications electronically. Please quote your name, National Insurance number, telephone number (in case we need to speak to you) and a **personal** email address.

You will need a printer as we may need you to complete and sign forms, particularly when you claim your pension benefits. We are happy for you to send scanned documents back to us rather than having to post them. You can of course, change your mind at any time and request a paper version of any of the communications that we send you.

Feedback

Tell us what you think about the new website by emailing one of the pension employer relationship team:-

Jo Foster-Wade: jo.foster-wade@northyorks.gov.uk

Amada Jones: amanda.jones@northyorks.gov.uk

Ashley Scutt: ashley.scutt@northyorks.gov.uk