



LGPS 2014

The Local Government Pension Scheme

Signing up for Member Self-Service

This factsheet explains how you can sign up for Member Self – Service into your own pension record.

Members access their own pension record in Member Self - Service (MSS), via the pensions website.

Once registered, it is possible to change certain details such as your address, or Expression of Wish details, and even run certain pension estimates. You will also be able to see your Annual Benefit Statements. You will need your NI No before you start.

To sign up for MSS, access the pension website

<https://www.redbridge.gov.uk/pensions/>

NB – you must use Chrome as the platform to access the website for MSS to be accessible

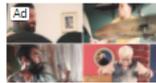
The screenshot shows the Redbridge Pensions website. At the top, there is a navigation bar with the Redbridge logo, 'Accessibility', 'Login', and 'Sign up' links, and a search bar. Below the navigation bar, there is a breadcrumb trail: 'Home > Pensions'. A pink banner below the breadcrumb reads 'London in Tier 2 HIGH restrictions from Wednesday 2 December'. Below the banner, there are several promotional tiles, including one for 'SunUp products up to 50% off SunUp.co.uk' with a 'SIGN UP' button. The main content area is titled 'Pensions' and features a large image of an elderly couple with the text 'Your Pension'. Below the image, there are several menu items with right-pointing arrows:

- Fund members**
 - Salary banding and right of appeal >
 - Annual and Lifetime Allowance >
 - Member Forms >
 - Member guides and information >
- Fund Employers**
 - State Pension Guidance (GOV.UK) >
 - Ill Health >
 - Employer Forms >
 - Employer Policy and Guides >
- Member self service** (indicated by a blue arrow)
- Deferred members**
- Pension scheme**
 - Benefits of the pensions scheme >
 - Pension contributions and cost >
- Local Pension Board**
 - Key features >
 - Terms of reference >

From the home screen click on **Members Self Service** and you will be taken to a new screen as follows overleaf.

Home > Pensions > **Member self-service**

London in Tier 2 HIGH restrictions from Wednesday 2 December



SB Landlord insurance. Simply Business



[GET QUOTE.](#)



Member self-service

Member self service enables you to view personal and financial information about your pension securely. The new Member Self Service (MSS) module for the Redbridge pensions administration system is now live.

[Access the member self-service portal](#)

What can the online system do?

- Keep informed about the state of their pension
- View/update contact details
- View documents such as Annual Benefit Statements
- View/update nomination details
- Generate estimates (Active Members)

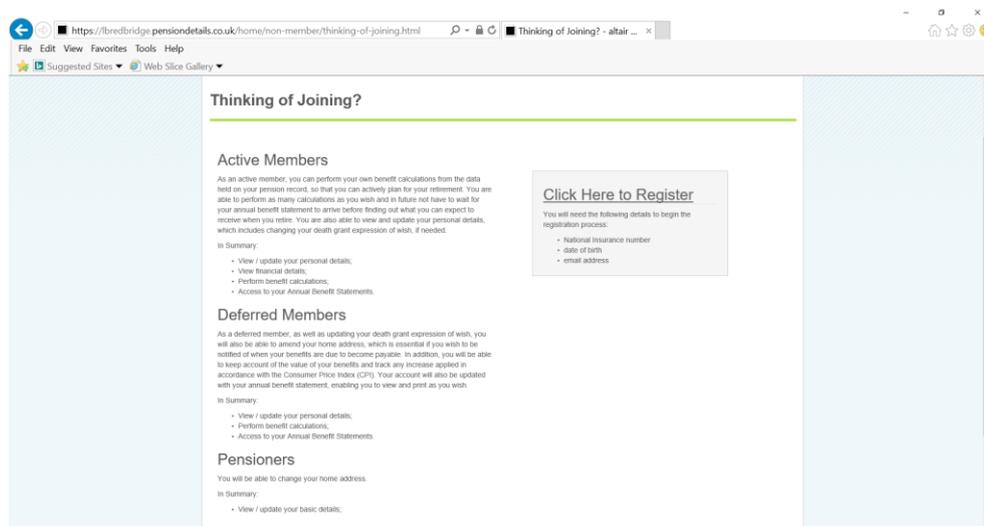
Active members will also be able to perform their own online calculations to obtain estimates of what they could expect to receive at retirement age or due to early retirement as a result of redundancy or ill health.

How do I access my online pension records?

If you have not already registered to use Member Self Service, [you can register online.](#)



Click on the link **you can register online** and you will be taken to the following screen



Click on **Click here to Register** and you will see the following screen

Sign Up

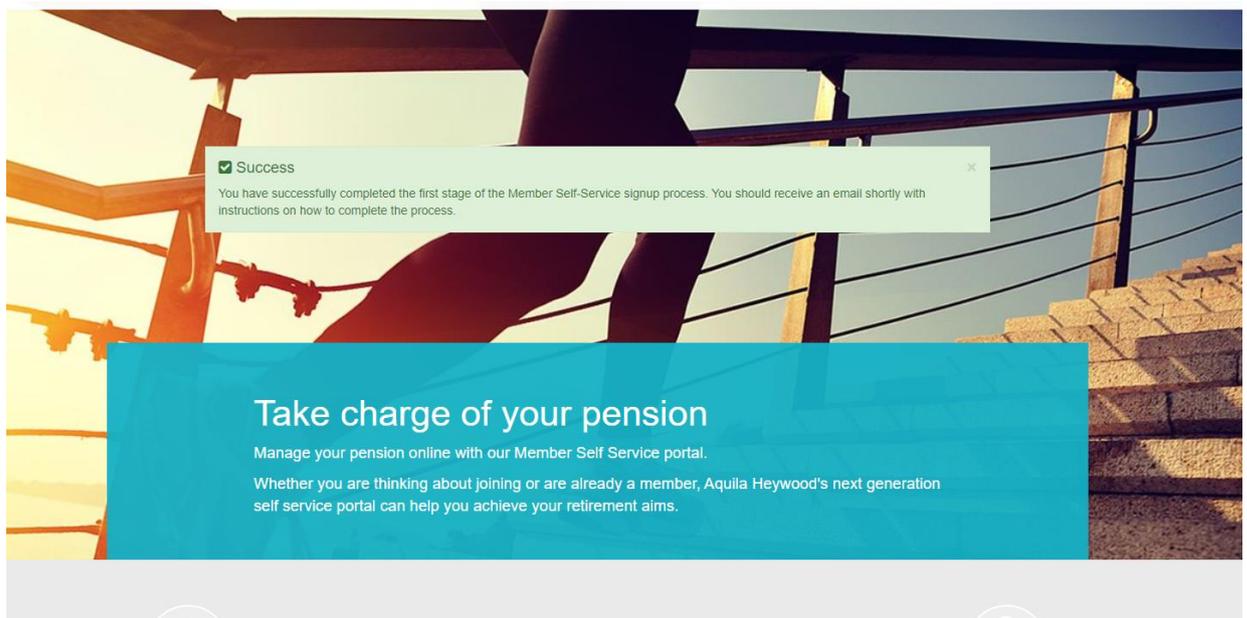
To request an activation key complete the form below and click the Sign Up button

Your activation key will be sent to the email address held on record. If you have not received this within 24 hours please contact your Pensions Administrator.

Surname	<input type="text" value="Surname"/>
NI Number	<input type="text" value="NI NUMBER"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/> 
Email Address	<input type="text" value="Email Address"/>
	<input type="button" value="Sign Up"/> <input type="button" value="Cancel"/>

Enter the relevant details into the 4 boxes and click on the **sign up** button

If the email address you add matches that held on your pension record, you will be sent an ACTIVATION code direct to that email address – you may have to check your junk mail



If you have received the ACTIVATION code direct, click on the link and you will be taken to the following screen for you to populate accordingly. *If you picked up your ACTIVATION code on your smart phone, you may find it easier to forward that to another smart device or PC.*

If the email address entered is not the same as that held on ALTAIR, or there is no email address held, the activation code will be sent to the pensions team, who will forward it on to you.

Once you have received your activation key, you can set up your own User name, password and security questions

The screenshot shows a web browser window with the URL <https://lbredbridge.pensiondetails.co.uk/home/registration/registration.html>. The page title is "Registration" and the browser tab is "Registration - altair Member ...". The form contains the following fields:

- Username:** Username
- Email Address:** Email Address
- Confirm E-mail Address:** Confirm E-mail Address
- Enter New Password:** Enter New Password
- Confirm New Password:** Confirm New Password
- Password Hint:** Password Hint
- Security Question 1:** Mother's Maiden Name
- New Response 1:** New Response 1
- Confirm New Response 1:** Confirm New Response 1
- Security Question 2:** Name of First School
- New Response 2:** New Response 2
- Confirm New Response 2:** Confirm New Response 2

At the bottom of the form are two buttons: "Register" (green) and "Cancel" (red).

The screenshot shows the same registration form, but now with data entered and validation marks. The fields are filled as follows:

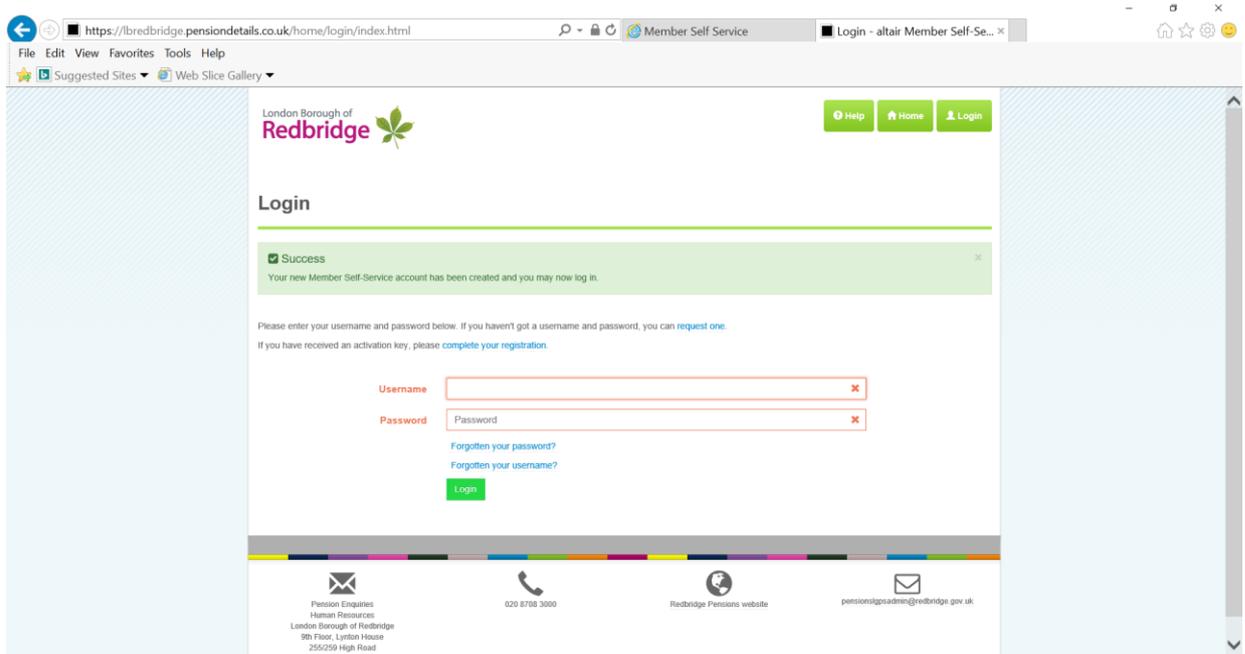
- Username:** SMITy42 ✓
- Email Address:** mrblobby@blahblah.co.uk ✓
- Confirm E-mail Address:** mrblobby@blahblah.co.uk ✓
- Enter New Password:** [Redacted] ✓
- Confirm New Password:** [Redacted] ✓
- Password Hint:** third rock from the sun
- Security Question 1:** Father's Forename ✓
- New Response 1:** [Redacted] ✓
- Confirm New Response 1:** [Redacted] ✓
- Security Question 2:** Pet's Name ✓
- New Response 2:** [Redacted] ✓
- Confirm New Response 2:** [Redacted] ✓

A tooltip is visible over the "Confirm New Response 2" field with the text: "Confirmation of response must be valid and the same as the new response." The "Register" and "Cancel" buttons are still present at the bottom.

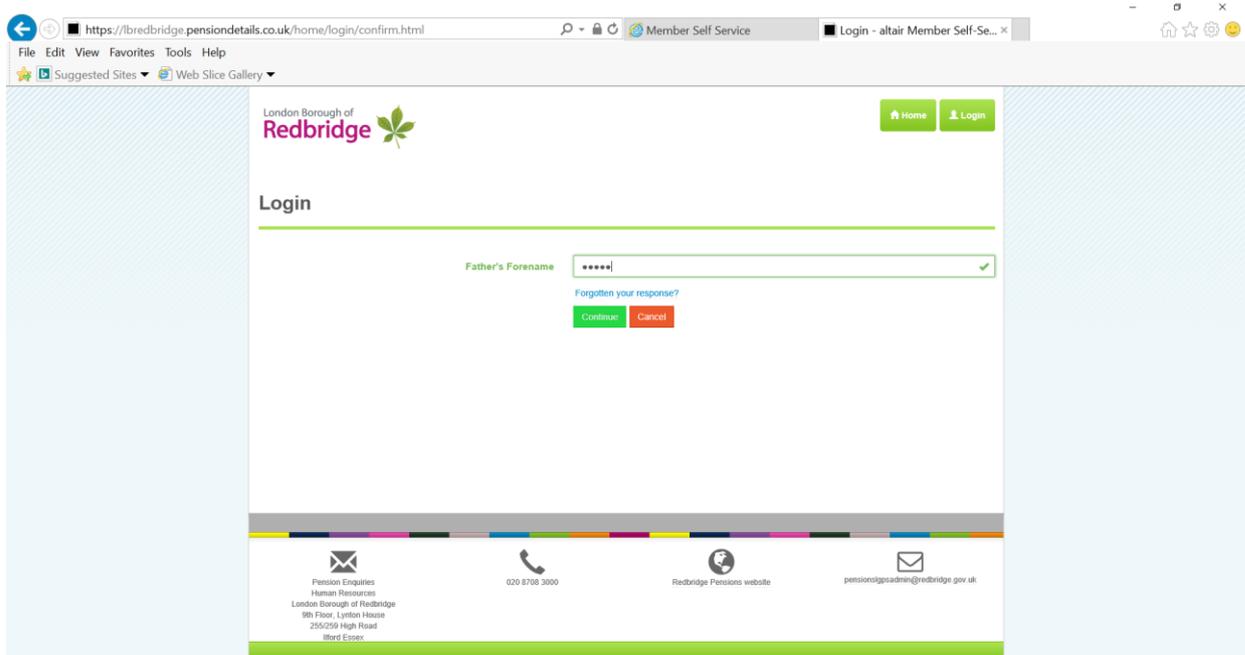
As you click on each of the fields you will be shown online help for that field

Click on the green **Register** button.

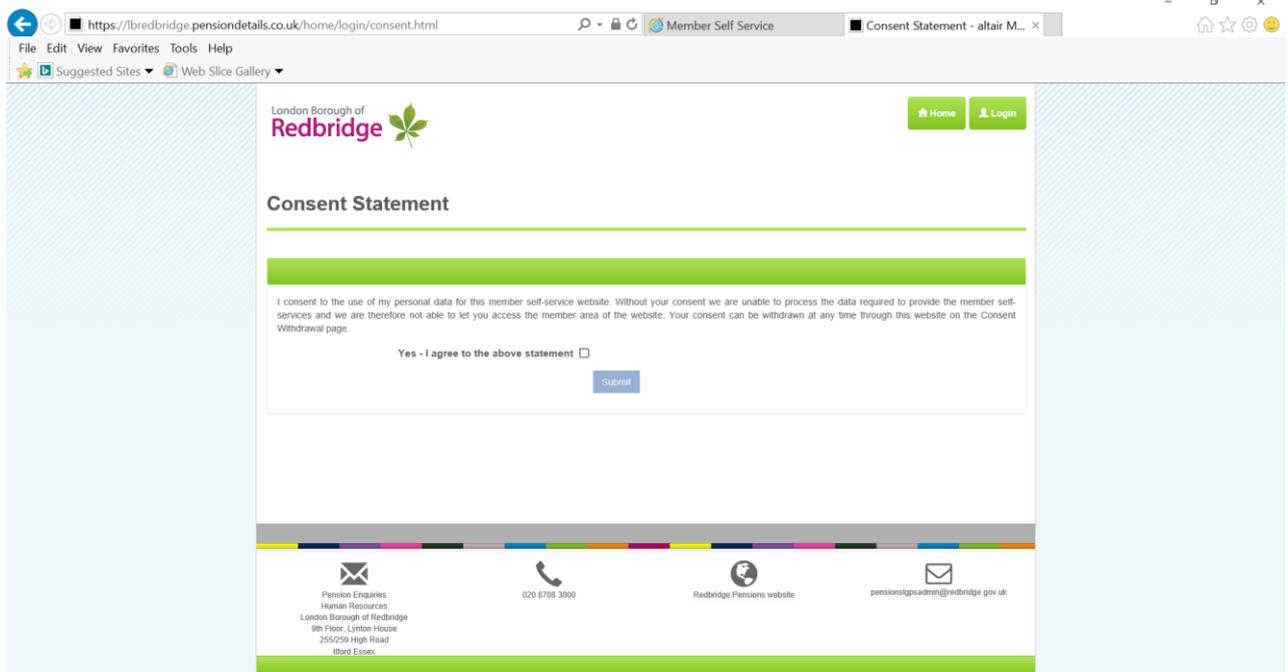
You will then be taken to the following screen which is the **Login** screen, and you can login with the details you have just entered



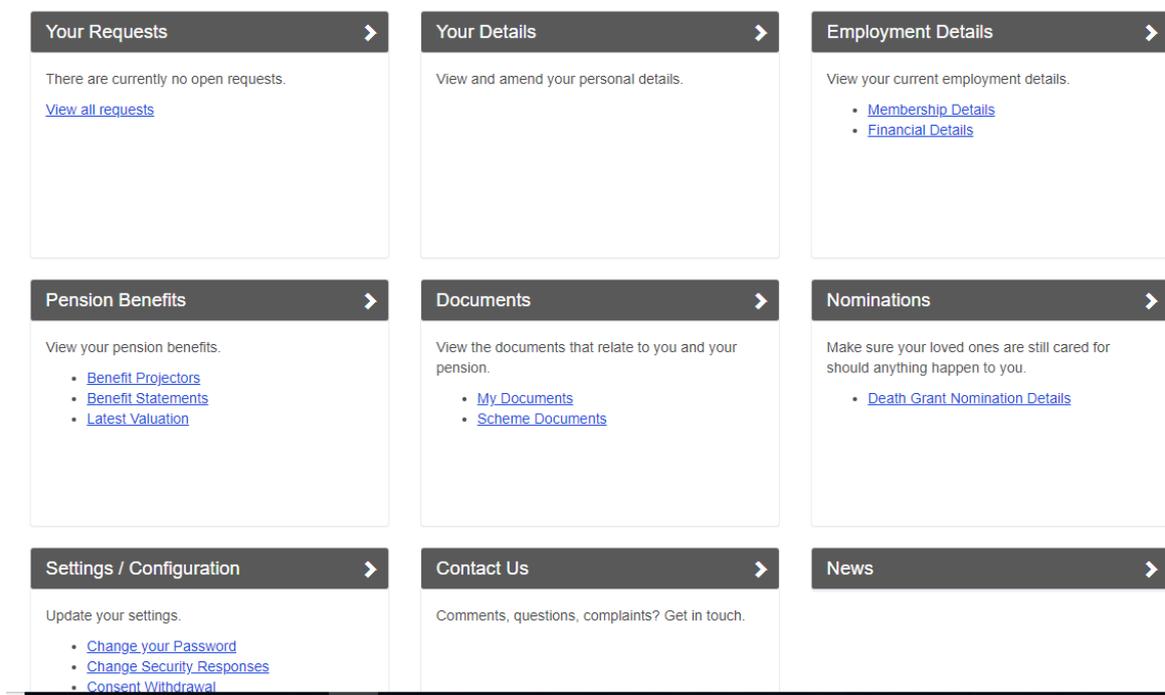
You will be asked one of the security questions that you have already chosen.



Once that field is completed click on the **Continue** button. You will then be taken to a screen where you are asked to tick a **Consent Statement**



You are then registered for MSS and you will see the following screen. Each box holds a different area of information that you can either access or amend, as appropriate.



Once you have completed your registration, the next time you wish to look at your pension record, you only have to click on **Access the self-service portal**,

The screenshot shows the Redbridge website header with the logo and navigation links for Accessibility, Login, and Sign up. A search bar is present. The breadcrumb trail reads 'Home > Pensions > Member self-service'. A purple banner at the top of the main content area reads 'London in Tier 2 HIGH restrictions from Wednesday 2 December'. Below this is an advertisement for 'SB Simply Business' with a 'GET QUOTE.' link. The 'Member self-service' section features a calculator icon and a heading. Below the heading, text states: 'Member self service enables you to view personal and financial information about your pension securely. The new Member Self Service (MSS) module for the Redbridge pensions administration system is now live.' A purple button labeled 'Access the member self-service portal' is highlighted with a blue arrow pointing from the text in the first paragraph. To the right of this section is a 'sky BLACK FRIDAY' advertisement.

What can the online system do?

- Keep informed about the state of their pension
- View/update contact details
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- View/update nomination details
- Generate estimates (Active Members)

Active members will also be able to perform their own online calculations to obtain estimates of what they could expect to receive at retirement age or due to early retirement as a result of redundancy or ill health.

How do I access my online pension records?

If you have not already registered to use Member Self Service, [you can register online](#).

Click on the **View details** button under **I'm a member** and you will be taken to the Login screen.

For more information on the LGPS 2014 scheme, including explanatory videos, various modellers and online calculators, please visit the pension's website

<https://www.redbridge.gov.uk/pensions/>

You can also visit www.lgpsmember.org



For access to <https://www.redbridge.gov.uk/pensions/>