

## My Croydon Pension user guide

### Contents

Take control of your pension online .....	2
How to register .....	2
I am migrating from the previous member self-service portal. ....	3
I have forgotten my username and/or password.....	3
If you know your old login details .....	4
I am new to 'My Croydon Pension'? .....	9
How to register for a new account.....	9
Your e-mail address matches our records. ....	10
Your email address does not match our records.....	11
What if I have more than one pension record? .....	15
Active and Deferred records .....	15
Pensioner payslips and P60s .....	16
Why can't I see my payslips and P60s? .....	16
Contact us .....	17

## Take control of your pension online

'My Croydon Pension' is a secure online self-service website that allows you to take control of your Local Government Pension. The improved site makes keeping up to date and looking after your pension simple.

Here's the website address:

[croydon.mypensiondetails.co.uk](https://croydon.mypensiondetails.co.uk)

## How to register

There are several options available depending on whether you have already registered for 'My Croydon Pension', you already registered under the previous version or are new to My Croydon Pension.

If you aren't sure which option you require, there is a video tutorial that will guide you through the registration process. Just click on the "Watch our registration tutorial" link which appears at the bottom of the screen when you click on each of the login buttons.

Alternatively, this guide will help you decide which option is right for you.



## Welcome to My Croydon Pension!

Member self-service has improved and is now " My Croydon Pension".  
To make sure you're heading in the right direction, please pick an option to continue.



I already registered for "My Croydon Pension" and want to login >



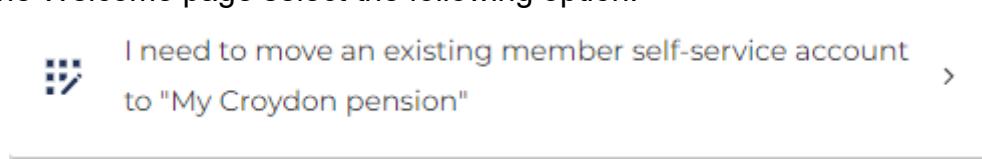
I need to move an existing member self-service account to "My Croydon pension" >



I have never registered and would like to create a "My Croydon Pension" account. >

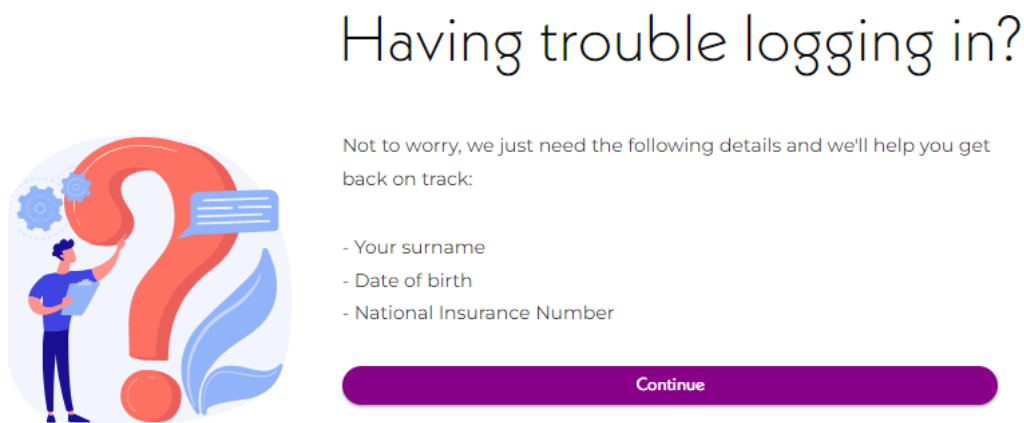
## I am migrating from the previous member self-service portal.

From the Welcome page select the following option:



## I have forgotten my username and/or password.

If you don't know your previous login details, click on the [forgotten your password?](#) link. You will be asked to enter your details:



Selecting the **Continue** button on this page will take you to the start of the registration process. To complete this process, you will need to enter your:

- Surname
- Date of birth
- National Insurance number

## Confirm your details



First of all, we need you to confirm your details so we can finish setting up your account.

Surname

Date of birth



National Insurance Number

Submit

A link to continue your registration will be sent to the e-mail address you used to register with.

## Check your email inbox



We've sent an email to the following email address:

pen\*\*\*\*\*@g\*\*\*\*\*.com

Click the link in the email to complete your registration.

### Can't find the email we've sent?

The email may take a couple of minutes to arrive. Please check the spam and junk folders in your inbox.

Didn't get the email?

Re-send

If you reach the Check your email inbox page and realise that you no longer have access to the email address shown, please contact us to update your email address.

If you can't find the e-mail, please check the spam and junk folders in your inbox.

## If you know your old login details

Enter your existing username and password and click submit:

### Login

Please login using your username and password



Username

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)

You will be asked to enter two security questions. These are the same questions and answers that you would have had to submit for the old member self-service login process.

### Security Questions



First Car

Name of First School

Submit

Select the **Submit** button.

## One time security update



We have updated our security since your last login.

It should only take a minute to set up but you will need to:

- Verify your email address
- Create a new secure password
- Set up 2-step authentication

You will only need to do this once.

### Use of personal data

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.

☒ I understand this website uses my personal data.

Continue

You will need to tick the consent box and then select the **Continue** button on the **One-time security update** page.

## Set up your email address



Thank you for verifying your identity.

To complete set up, we need you to confirm the email you would like associated to your account.

This is the email we will use to contact you and to send your annual statements to, so please use an email that you won't lose access to should you change job.

Email address

pensioncroydon+JAtest3@gmail.com

Confirm email address

pensioncroydon+JAtest3@gmail.com

Confirm email

You will be asked to enter the email address that you want to be associated with your account twice.

This email address will be used for your login, for two-factor authentication, and for any future communications.

Once you have confirmed your e-mail you will be asked to create a new password:

## Create a new password



Your password must be at least 8 characters and include:

- 1 number ✓
- 1 uppercase letter ✓
- 1 lowercase letter ✓
- 1 special character (e.g. + \$ % ^ & !)

New password

.....



Confirm new password

.....



Submit

Your password must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character such as + \$ % & !).

The £ sign cannot be used as a special character

Select the **Continue** button.

A 6-digit verification code will be sent to the email address that you provided. If you do not receive a code, you should select the **Re-send** button. Enter the code from the e-mail:

## We've sent you an email



2-step authentication is an extra layer of protection used to ensure the security of online accounts beyond just a username and password.

A 6-digit code has been sent to your email address below:

pensioncroydon+JAtest3@gmail.com

Didn't get the email?

Re-send

Enter the unique 6 digit code you received

Continue

If you can't find the e-mail, we've sent please check the spam and junk folders.

There will be a notification informing you that the migration was successful. You will be taken to the dashboard welcome page.

## Welcome, Thomas

---

### Manage your pension



#### Documents and uploads

An archive for every document you have uploaded or posted to your pension fund.

[Go to my documents](#)



#### Manage beneficiaries

Manage who should receive your pension benefits if you pass away.

[Manage my beneficiaries](#)



#### Details and settings

Manage account settings and update contact and bank details, all in one place.

[Update my details](#)

If you see a message informing you that Member Self Service is changing, click on close or continue to dashboard:

Member Self Service is changing...

Close x



We're currently updating our core features.

You will occasionally be directed back to the old website to complete certain processes.

If this happens please continue as normal then return to the dashboard when you have finished.

[Continue to your dashboard](#)

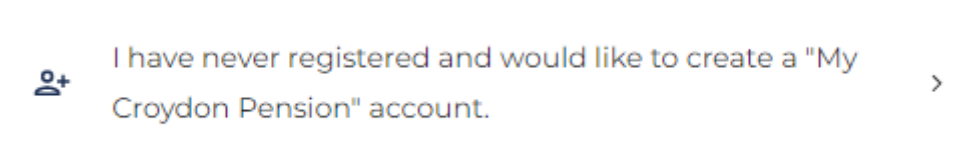


## I am new to 'My Croydon Pension'?

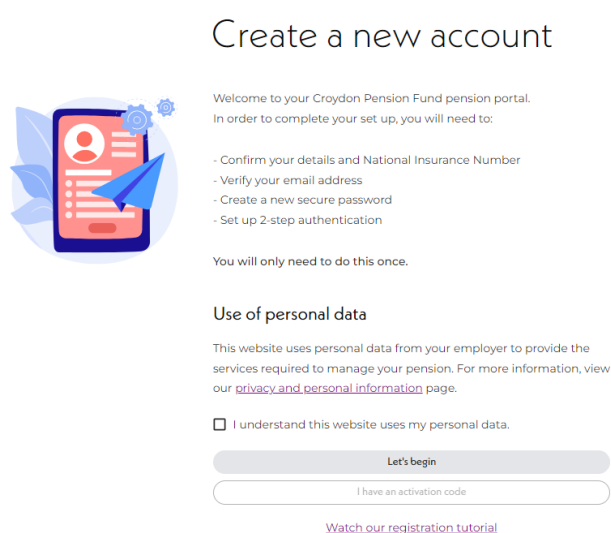
To register to use the My Croydon Pension portal there are two different processes to follow based on whether we hold an e-mail address for you or not.

## How to register for a new account

First, select the following button on the Welcome page.



The create a new account screen will appear:



Create a new account

Welcome to your Croydon Pension Fund pension portal.  
In order to complete your set up, you will need to:

- Confirm your details and National Insurance Number
- Verify your email address
- Create a new secure password
- Set up 2-step authentication

You will only need to do this once.

**Use of personal data**

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.

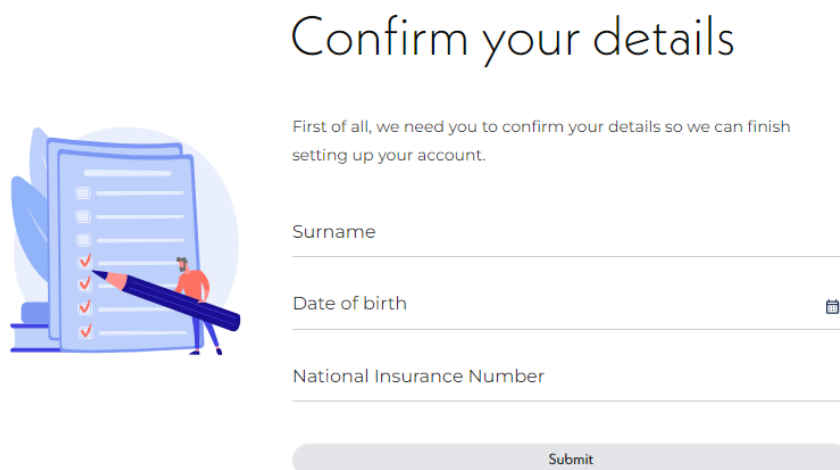
☐ I understand this website uses my personal data.

[Let's begin](#)

[I have an activation code](#)


[Watch our registration tutorial](#)

You will need to tick the consent box then click on '**Let's begin**'.



Confirm your details

First of all, we need you to confirm your details so we can finish setting up your account.



Surname

Date of birth

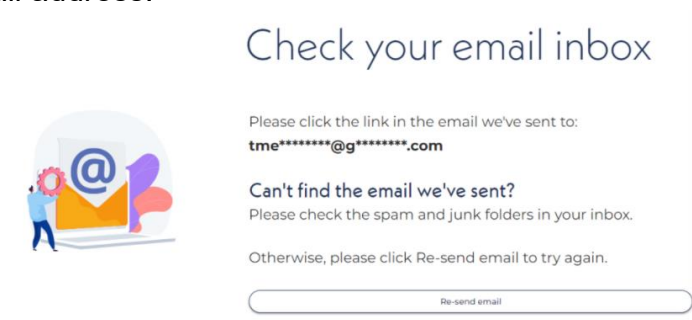
National Insurance Number

[Submit](#)

We will need your surname, your National Insurance number and your date of birth. Select the submit button to continue.

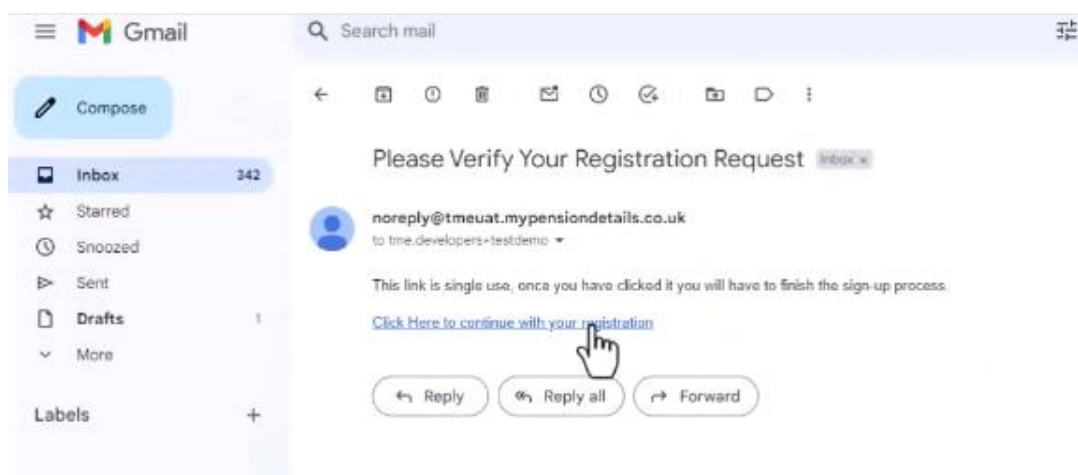
## Your e-mail address matches our records.

If a match for your information is found, a link to set up a new password will be sent to the email that is held for you and you will be presented with a page prompting you to check that email address.

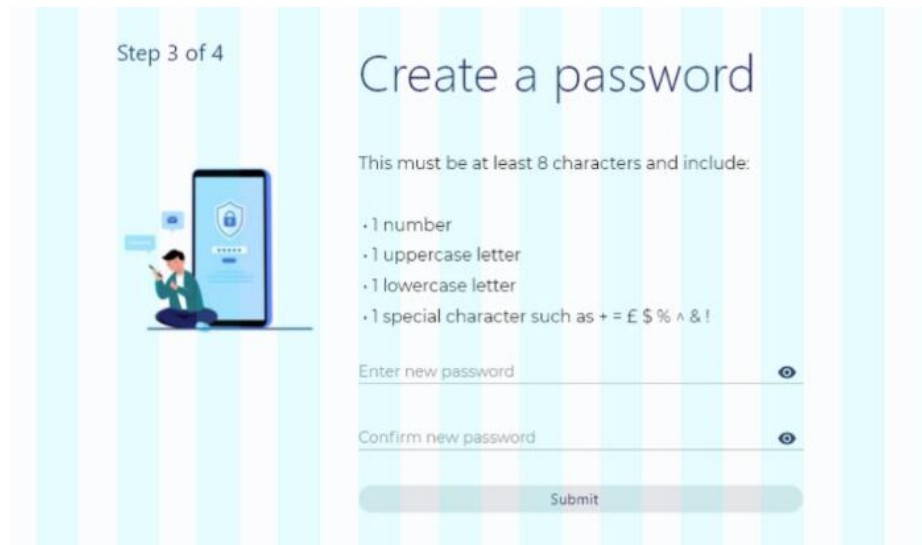


If you reach the Check your email inbox page and realise that you no longer have access to the email address shown, please contact us to update your email address.

If you can't find the e-mail, please check the spam and junk folders in your inbox.



Click the link in the email. The link is valid for 30 days and takes you to a page which will ask you to create a new password.

The image shows a registration screen titled 'Step 3 of 4' and 'Create a password'. On the left, there is an illustration of a person sitting on the floor next to a large smartphone displaying a login screen. The main text states: 'This must be at least 8 characters and include:'. Below this, a list of requirements is shown: '• 1 number', '• 1 uppercase letter', '• 1 lowercase letter', and '• 1 special character such as + = £ \$ % ^ & !'. There are two input fields: 'Enter new password' and 'Confirm new password', each with a toggle icon on the right. At the bottom, there is a 'Submit' button.

Your password must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character such as + \$ % & !).

The £ sign cannot be used as a special character

If the link has expired, you will be taken to a page where you can re-enter your email address, and a new link will be sent to you.

Select the **Submit** button to continue.

Once you have completed the registration process, you will be logged into your account automatically.

### **Your email address does not match our records.**

If the e-mail address you entered does not match our records, we will need to send you an activation code by post. You will be asked to verify your address.

## Verification needed



We've found your account! However, we need to verify your identity

We will send an activation code to the following address:

123 Fake Street

You will receive the code in the next 5-10 days.

Send code

If the address shown on this page is not your current address, you should stop this process and contact the pensions team to update your address.

If the address is correct select the **send code** button. Your activation code will be posted to you within five to ten working days.

The activation code will expire in 30 days. If the code expires before you have used it, you can request a new one by submitting your Surname, National Insurance number, and Date of Birth again on the **Confirm your details** page.

## The code is on its way!



You'll receive your activation code within 5-10 working days in the post.

Once you receive the code, please come back to this portal to complete your registration.

The code will expire in 30 days.

Back to homepage

Once you have received the activation code, you should return to the portal and navigate to the **Login** page and select **Create an account** button.

## Create a new account



Welcome to your Croydon Pension Fund pension portal.  
In order to complete your set up, you will need to:

- Confirm your details and National Insurance Number
- Verify your email address
- Create a new secure password
- Set up 2-step authentication

You will only need to do this once.

### Use of personal data

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.

☒ I understand this website uses my personal data.

Let's begin

I have an activation code

[Watch our registration tutorial](#)

Tick the consent box and select the **I have an activation code** option. This will take you to the **Confirm your details** page but this time it displays an extra field for you to enter your code.

## Confirm your details



First of all, we need you to confirm your details so we can finish setting up your account.

Surname

Date of birth

National Insurance Number

Activation code

Submit

Enter your details and the activation code, then click on the **Submit** button.

You will be asked to enter the email address that you want to be associated with your account twice. This email address will be used for your login, for two-factor authentication, and for any future communications.

The email address must not be associated with an existing member. For example, if you share an e-mail address with somebody else who is also a member of the Croydon LGPS scheme, you will have to use a different e-mail address.

## Set up your email address



Thank you for verifying your identity.

To complete set up, we need you to confirm the email you would like associated to your account.

This is the email we will use to contact you and to send your annual statements to, so please use an email that you won't lose access to should you change job.

Email address  
pensioncroydon+test20@gmail.com

Confirm email address  
pensioncroydon+test20@gmail.com|

Confirm email

Select the **Continue** button. You will then be asked to create a new password:

## Create a new password



Your password must be at least 8 characters and include:

- 1 number ✓
- 1 uppercase letter ✓
- 1 lowercase letter ✓
- 1 special character (e.g. + \$ % ^ & !)

New password

.....



Confirm new password

.....



Submit


Your password must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character such as + \$ % & !).

The £ sign cannot be used as a special character

Finally, you will be asked to enter a 2-step authentication code which helps to keep your account secure.

## We've sent you an email



2-step authentication is an extra layer of protection used to ensure the security of online accounts beyond just a username and password.

A 6-digit code has been sent to your email address below:

pensioncroydon+test20@gmail.com

Didn't get the email? [Re-send](#)

Enter the unique 6-digit code you received

---

[Continue](#)

**If you can't find the e-mail, we've sent please check the spam and junk folders.**

A 6-digit verification code will be sent to the email address you registered with. If you did not receive a code, you should select the **Re-send** button.

Enter the code. You will then be automatically logged in to your account.

## What if I have more than one pension record?

### Active and Deferred records

If you have multiple active pension records you can view them in the latest valuation screen by clicking on the "Employment" drop-down:

## Latest valuation

Select which employment you would like to view for the latest valuation.

Employment

Test job 3

If you have Active and Deferred records the Deferred record will only be available under the Annual benefit Statements and benefit calculation sections:

To view your Deferred details in the benefit calculator, select Deferred pension payment:

#### Deferred pension payment

The value of your pension if you were to begin receiving your deferred benefits. >

You will be able to calculate your benefits at selected retirement age:

## Calculate your deferred pension

The calculator automatically sets the default to your earliest retirement age. You have the flexibility to retire up until the day before your 75th birthday.

What pension are you calculating?

Cover Supervisor

What age would you like to retire?

65

Calculate my results

## Pensioner payslips and P60s

If you are receiving your pension and want to view your payslips and P60s click on Payslips and P60s tile:

Payslips and P60s

Access your current and previous pension payslips and P60s.

Access my payslips and P60s

## Why can't I see my payslips and P60s?

Please note that if you have recently retired the data may not be available yet.

### **P60 not visible**

If you retired after April in the year, you are viewing the record your P60 won't be produced until the following tax-year. P60s are normally produced in May following the end of the tax year.

### **Payslip not visible**

If you can't see your payslip, you may need to click on the drop-down button next to your payroll reference to find the record that contains the data for all your pensions:



# Payslips and P60s

Payroll number

123456



Tax year

2024 - 2025

Payslips

P60s

## Contact us.

If you require any further information please contact the pensions team at [pensions@croydon.gov.uk](mailto:pensions@croydon.gov.uk).

Or you can call us on:

0208 726 6000 (Option 1 then Ext 44034)