Guide to registering for Member Self Service

There are 2 different methods for registering and which one you should follow depends on if you have received a letter with an activation code. For both methods you will need your National Insurance number which should be input with no spaces. If you have received a letter with an activation code please register following the instructions in Section 1. If you are registering without an activation code, please follow the instructions in **Section 2**. You can also read the **troubleshooting section** for further assistance.

Section 1 – Registering with an activation code

Step 1

Open your Internet browser e.g. Safari, Internet Explorer, Google Chrome and type the web address:
https://pension.fife.gov.uk/home/registration/activate-your-account.html

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Activate your Account

If you have received your activation key, please enter the following details and click the Continue button to continue with your registration.

Surname	Surname
NI Number	NI NUMBER
Date of Birth	dd/mm/yyyy
Activation Key	Activation Key

Continue   Cancel

Step 2

Enter your personal details and the Activation Key from the letter we sent you, then click on continue

Registration

Please provide the following details and click the Register button to complete your registration.

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 ✖

Register   Cancel

Choose a Username. It must be between 6 and 30 characters long, made up of only alphanumeric characters (i.e. A-Z, a-z and 0-9) and must start with an alphabetical character. Your Username must be unique which the system will check after you have completed all the fields and clicked on Register. You can use your email address as your username.

Choose a Password of at least 8 characters which must include one number, one lower case letter, one upper case letter and a special character (e.g. an asterisk * or a question mark?). Your Password must be unique from your Security Responses. Also enter a Password Hint which will prompt you if you forget your password.

You must choose two different security questions from the drop- down list and enter the answers to your chosen questions. Your answers must be less than 30 characters

Once you have entered all the information, click Register and you will be taken to the Login screen

Login

Please enter your username and password below. If you haven't got a username and password, click here.

If you have received an activation key, complete your registration by clicking here.

Username	Username ✖
Password	Password ✖

Forgotten your password?
Forgotten your username?

Login

Step 4

Enter the Username and Password you just created

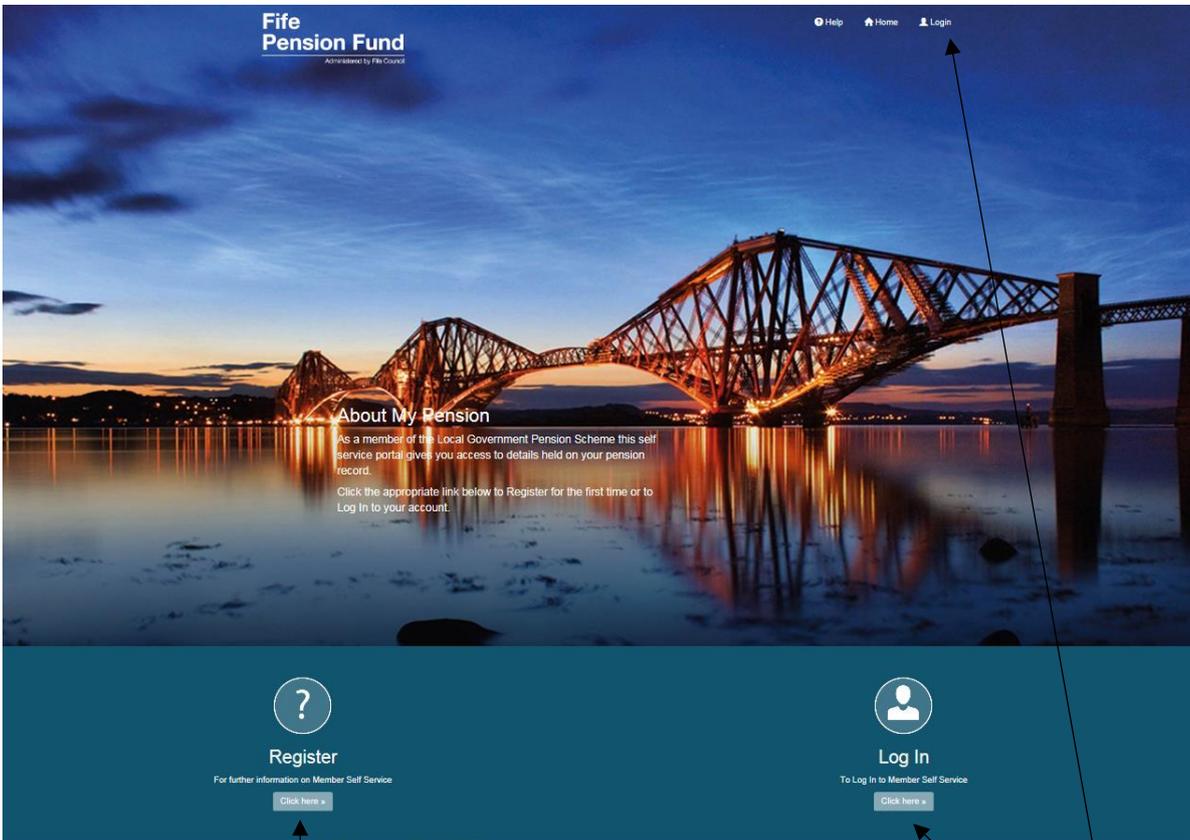## Section 2 – Registering without an activation code

Step 1

Begin by visiting our website at www.fifepensionfund.org

Step 2

Click here to go to the Member Self Service website

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Member Self Service   Forms and Publications   LGPS Scotland   Search

🏠   Paying in   ⌄   No longer paying in   ⌄   Pensioners   ⌄   Joining   ⌄   Understanding pensions   ⌄   About us   ⌄   News

Welcome to the Fife Pension Fund   ⌄

Find out more about your pension options

Choose an option that is right for you...

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❓ Help   🏠 Home   👤 Login

About My Pension

As a member of the Local Government Pension Scheme this self service portal gives you access to details held on your pension record.

Click the appropriate link below to Register for the first time or to Log In to your account.

?

Register

For further information on Member Self Service

Click here »

👤

Log In

To Log In to Member Self Service

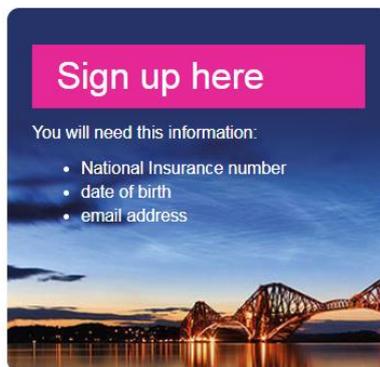Click here »

Thinking of Joining?

Active Members

As an active member, you can perform your own benefit calculations from the data held on your pension record, so that you can actively plan for your retirement. You are able to perform as many calculations as you wish and in future not have to wait for your annual benefit statement to arrive before finding out what you can expect to receive when you retire. You are also able to view and update your personal details, which includes changing your death grant expression of wish, if needed.

In Summary:

- View / update your personal details;
- View financial details;
- Perform benefit calculations;
- Access all relevant forms;
- Access all publications, such as your Annual Benefit Statements, Scheme Guides, Newsletters and Factsheets.

Deferred Members

As a deferred member, as well as updating your death grant expression of wish, you will also be able to amend your home address, which is essential if you wish to be notified of when your benefits are

Sign up here

You will need this information:

- National Insurance number
- date of birth
- email address

Sign Up

To register complete the details below and click the Sign Up button.

An activation email will be sent to the email address below provided this matches to your pension record within 24 hours. match an Activation Key Letter will be sent to home address within 7 days.

Surname	Surname	✖
Date of Birth	dd/mm/yyyy ✖ 📅	
NI Number	NI NUMBER	✖
Email Address	Email Address	✖
Confirm E-mail Address	Confirm E-mail Address	✖

Sign Up **Cancel**

Step 6

Complete the Registration page

Registration

Please provide the following details and click the Register button to complete your registration.

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	✖

Register **Cancel**

Choose a Username. It must be between 6 and 30 characters long, made up of only alphanumeric characters (i.e. A-Z, a-z and 0-9) and must start with an alphabetical character. Your Username must be unique which the system will check after you have completed all the fields and clicked on Register. You can use your email address as your username.

Choose a Password of at least 8 characters which must include one number, one lower case letter, one upper case letter and a special character (e.g. an asterisk * or a question mark?). Your Password must be unique from your Security Responses. Also enter a Password Hint which will prompt you if you forget your password.

You must choose two different security questions from the drop down list and enter the answers to your chosen questions. Your answers must be less than 30 characters

Once you have entered all the information, click Register and you will be taken to the Login screen.

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Login

Step 7

Enter the Username and Password you just created

Please enter your username and password below. If you haven't got a username and password, click here.

If you have received an activation key, complete your registration by clicking here.

Username	Username	✖
Password	Password	✖

Forgotten your password?
Forgotten your username?

[Login]

Troubleshooting

When registering, if the first Password box is red, your password does not meet the criteria. Choose a Password of at least 8 characters which must include one number, one lower case letter, one upper case letter and a special character (e.g. an asterisk * or a question mark?).

Enter New Password	••••••••	✖
Confirm New Password	••••••••	✔

If the second Password box is red, it means it does not match the first Password

Enter New Password	••••••••
Confirm New Password	••••••••

If you forget either your username or password, click here for a reminder

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❓ Help   🏠 Home   👤 Login

Login

Please enter your username and password below. If you haven't got a username and password, click here.

If you have received an activation key, complete your registration by clicking here.

Username [   ] ✖

Password [Password   ] ✖

FORGOTTEN YOUR PASSWORD?

FORGOTTEN YOUR USERNAME?

[Login]