London Borough of Redbridge

LGPS 2014

The Local Government Pension Scheme

Signing up for Member Self-Service

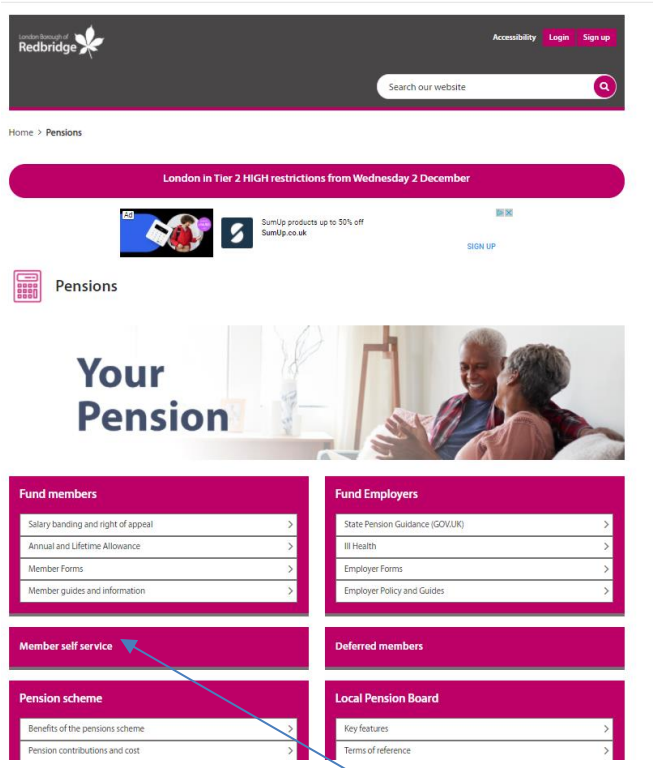
This factsheet explains how you can sign up for Member Self – Service into your own pension record.

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

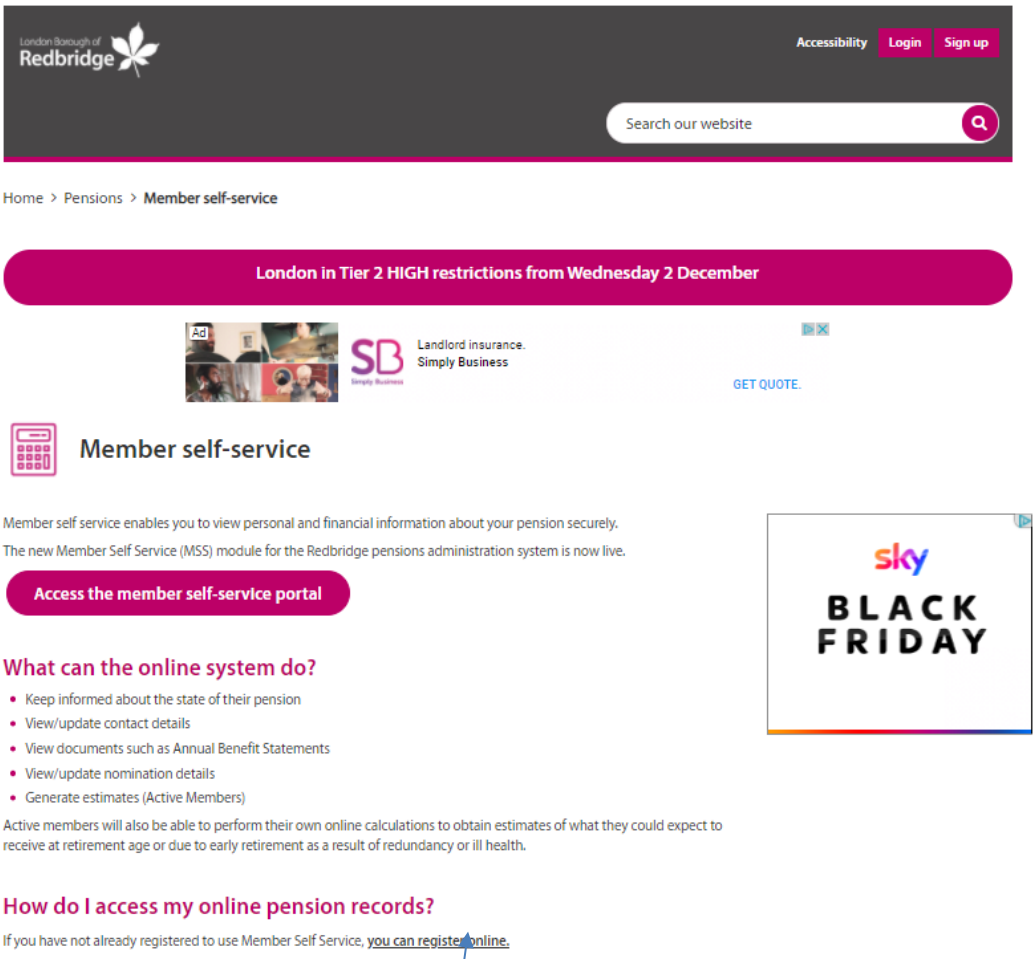
Once registered, it is possible to change certain details such as your address, or Expression of Wish details, and even run certain pension estimates. You will also be able to see your Annual Benefit Statements. You will need your NI No before you start.

To sign up for MSS, access the pension website
https://www.redbridge.gov.uk/pensions/

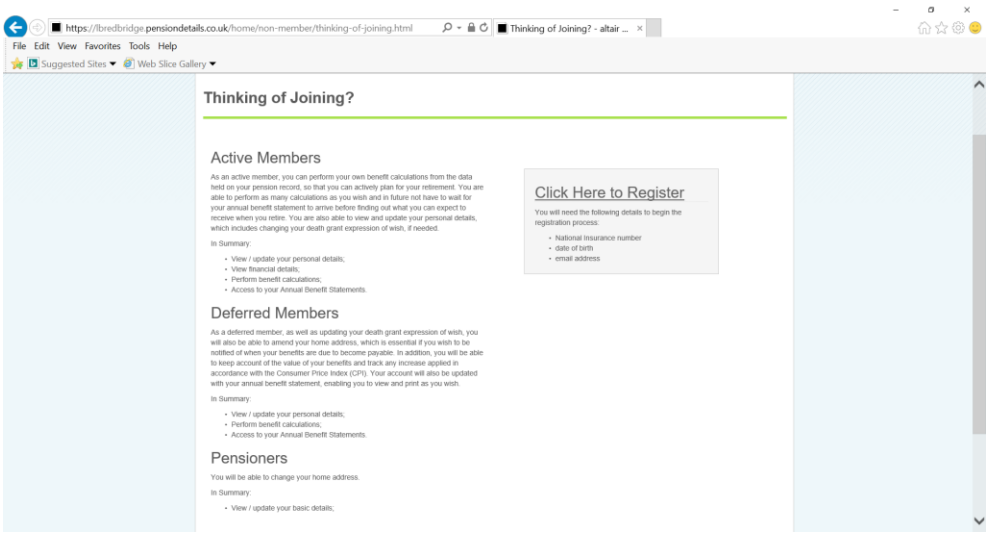
***NB* – you must use Chrome as the platform to access the website for MSS to be accessible**



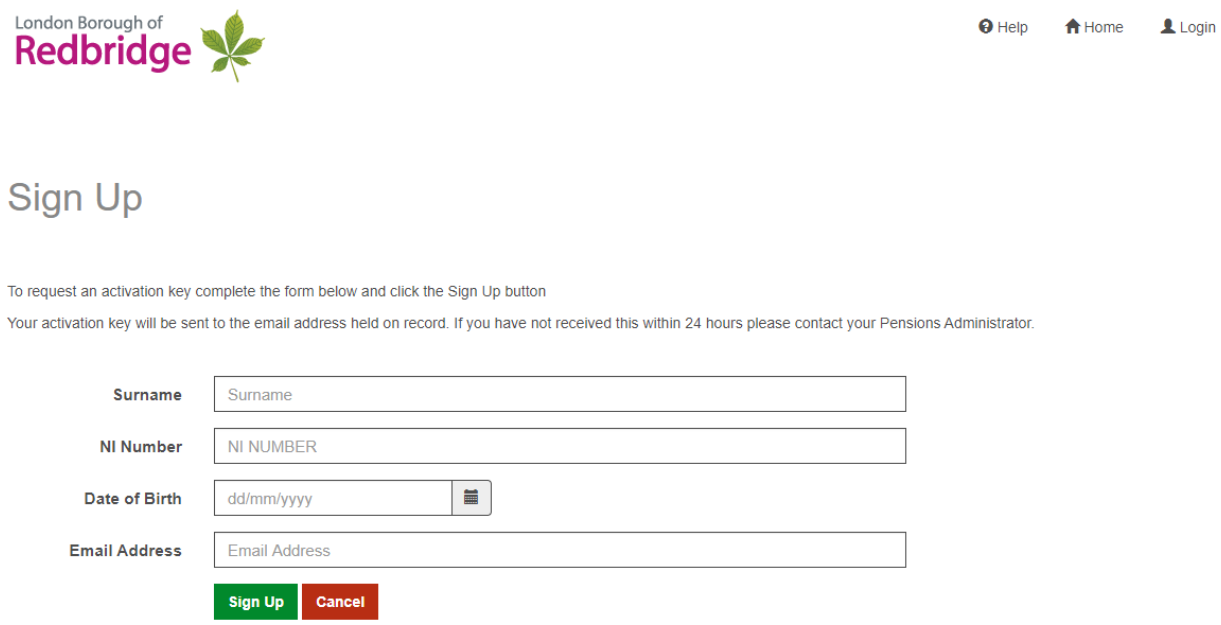
From the home screen click on **Members Self Service** and you will be taken to a new screen as follows overleaf.



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

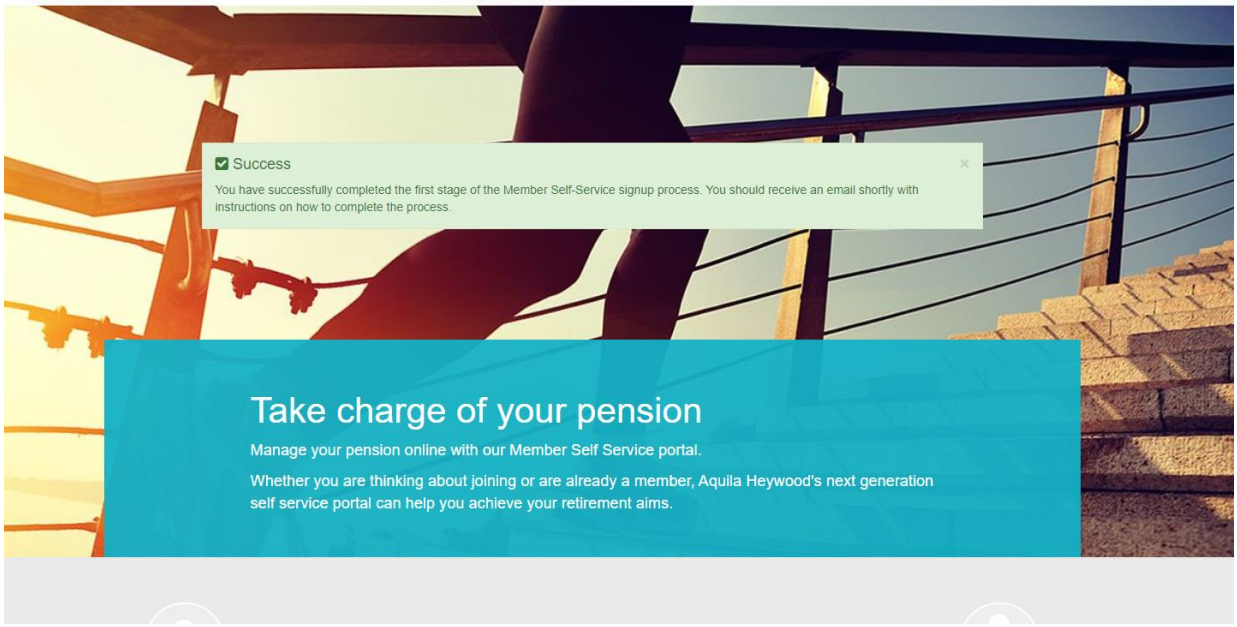


Click on **Click here to Register** and you will see the following screen



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

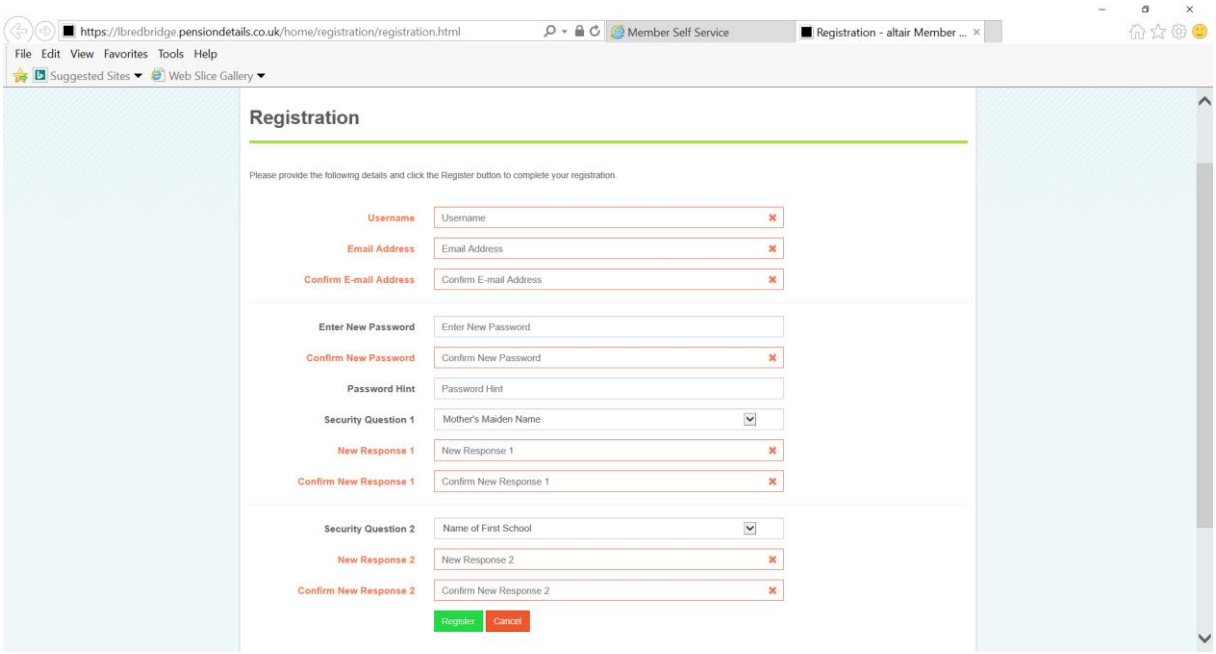
If the email address you add matches that held on your pension record, you will be sent an ACTIVATION code direct to that email address – you may have to check your junk mail

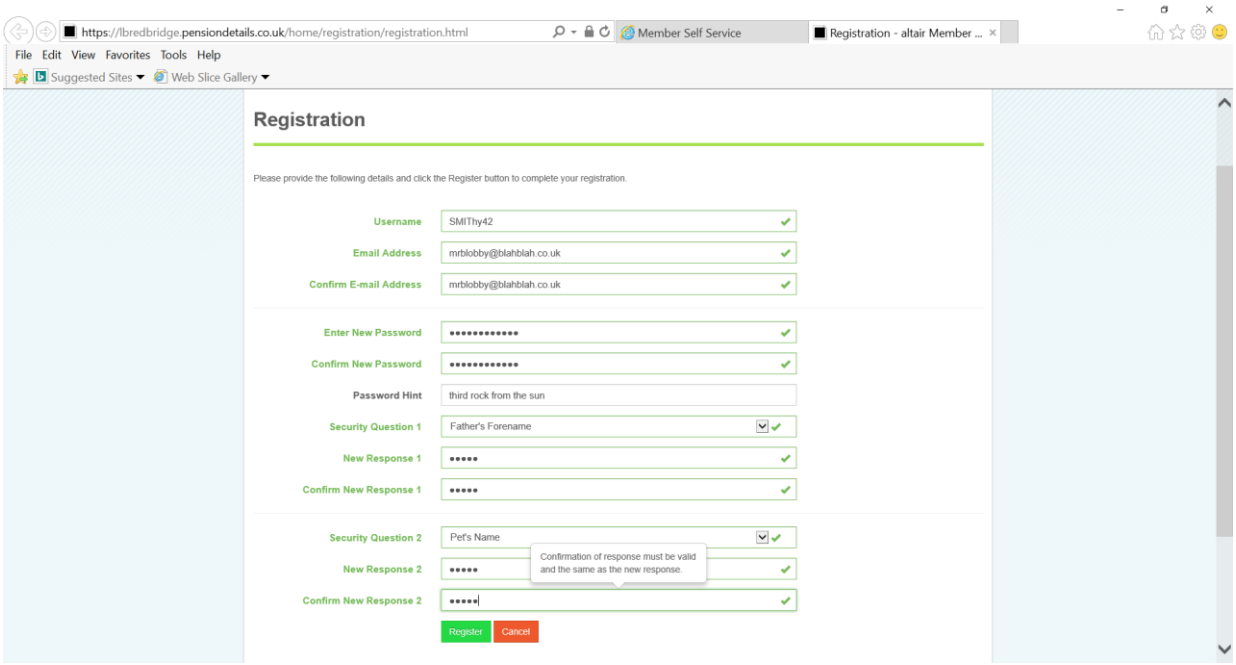


If you have received the ACTIVATION code direct, click on the link and you will be taken to the following screen for you to populate accordingly. *If you picked up your ACTIVATION code on your smart phone, you may find it easier to forward that to another smart device or PC.*

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

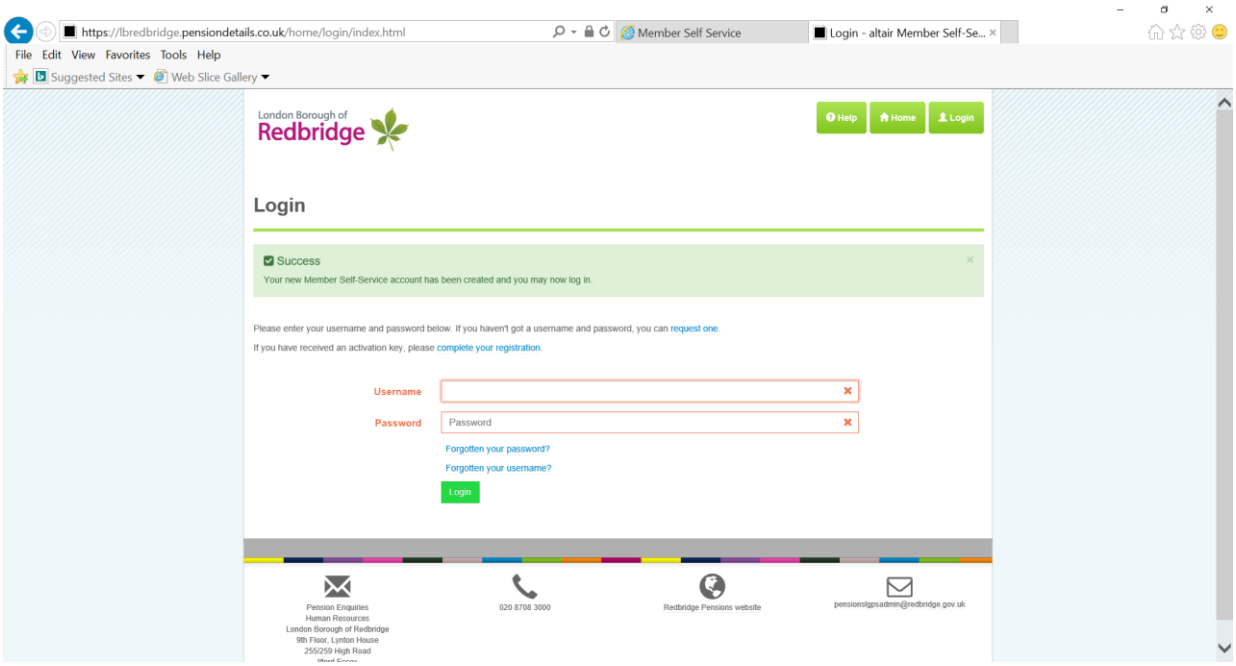




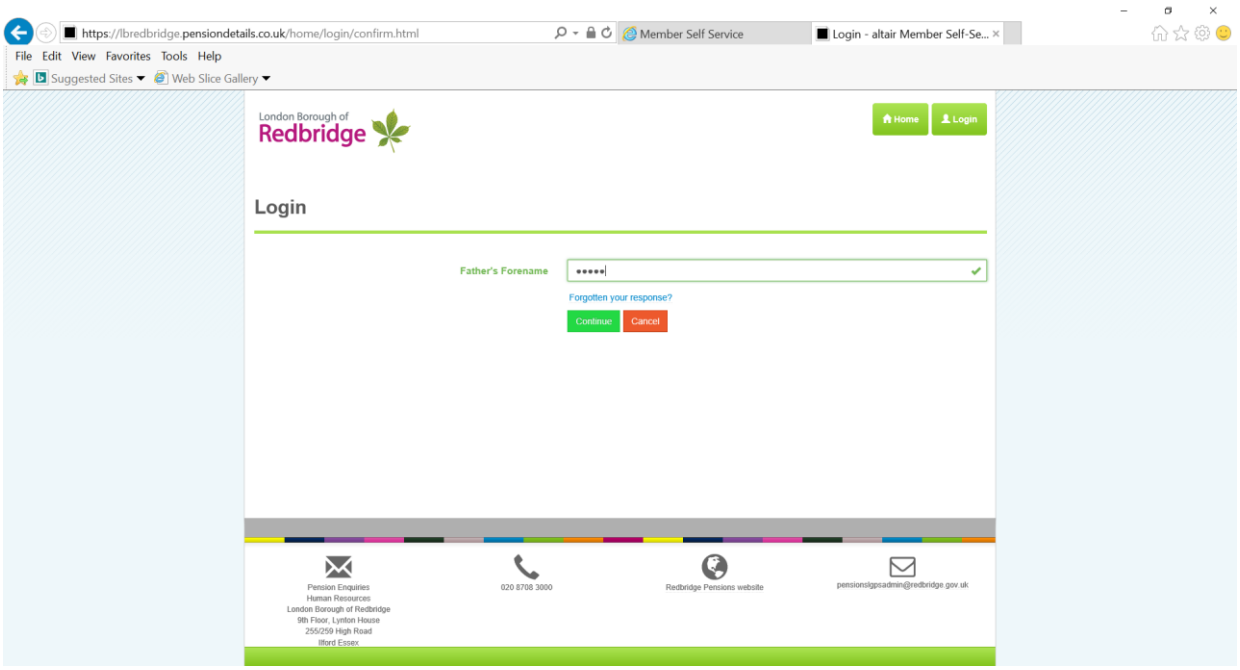
As you click on each of the fields you will be shown online help for that field

Click on the green **Register** button.

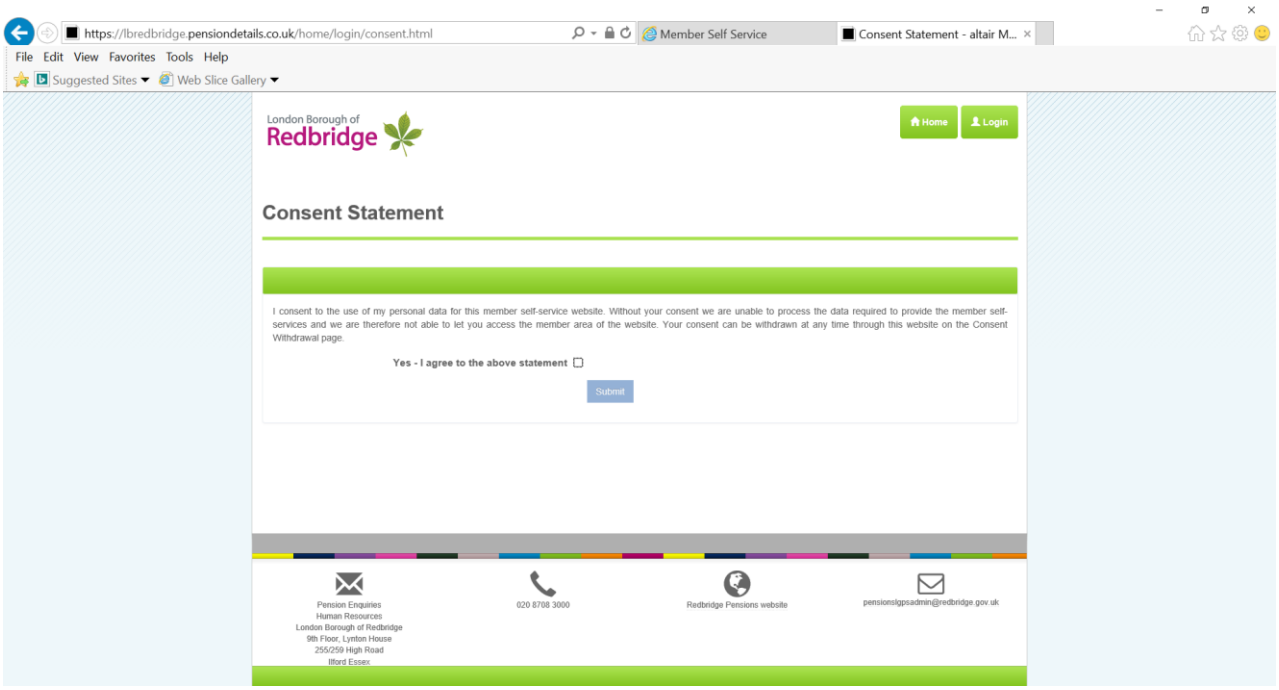
You will then be taken to the following screen which is the **Login** screen, and you can login with the details you have just entered



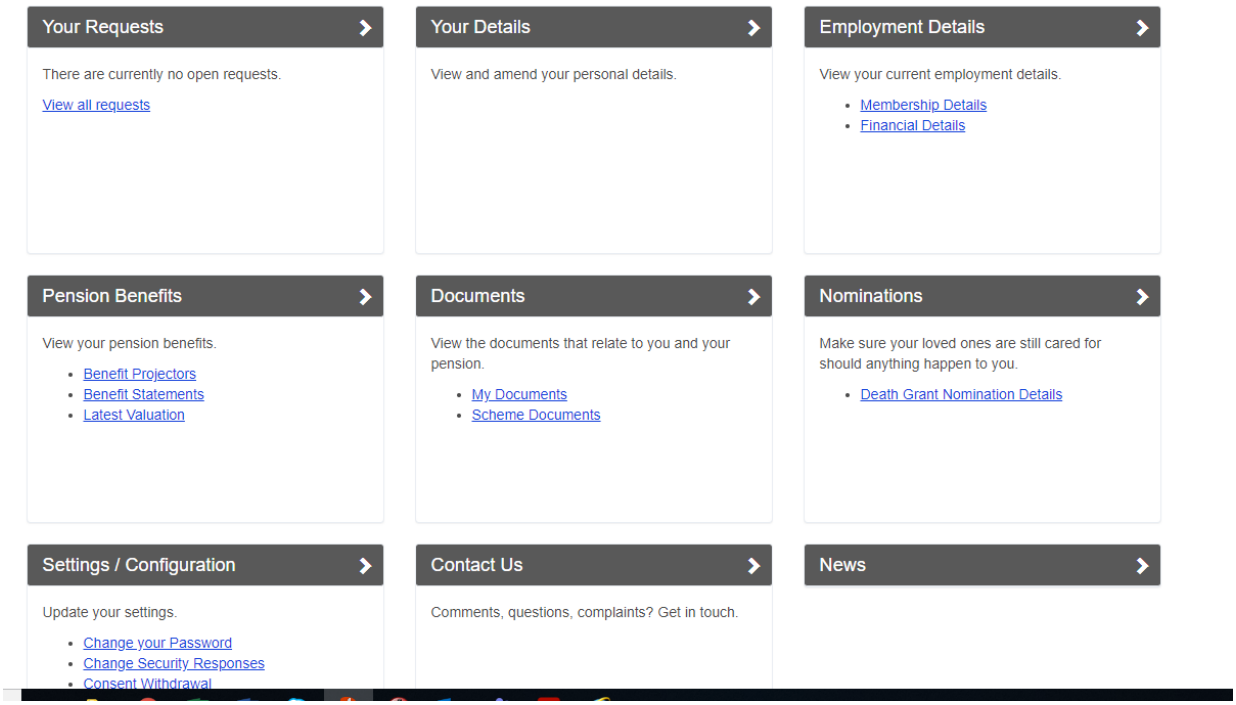
You will be asked one of the security questions that you have already chosen.



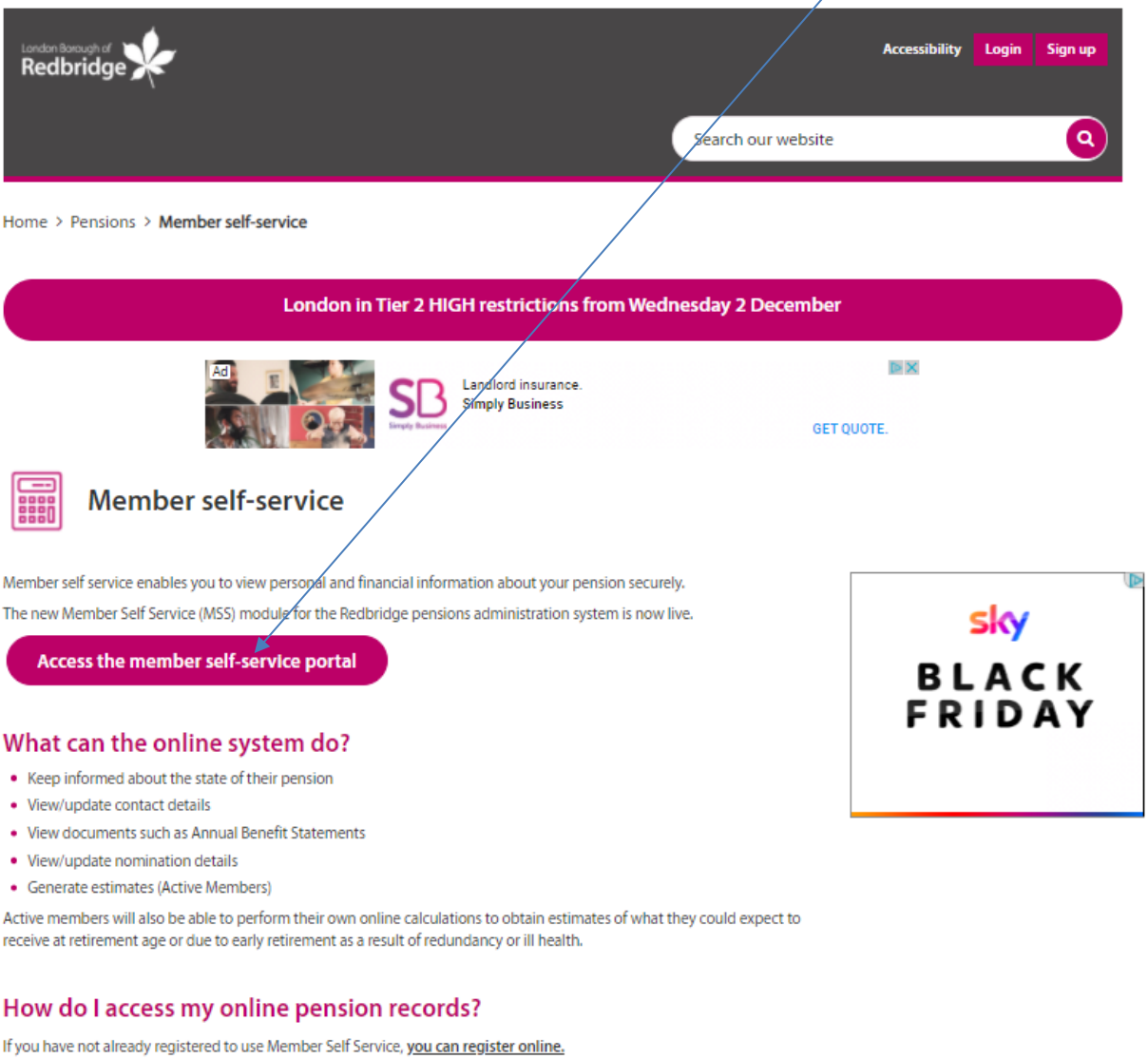
Once that field is completed click on the **Continue** button. You will then be taken to a screen where you are asked to tick a **Consent Statement**



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**,



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

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

January 2022