

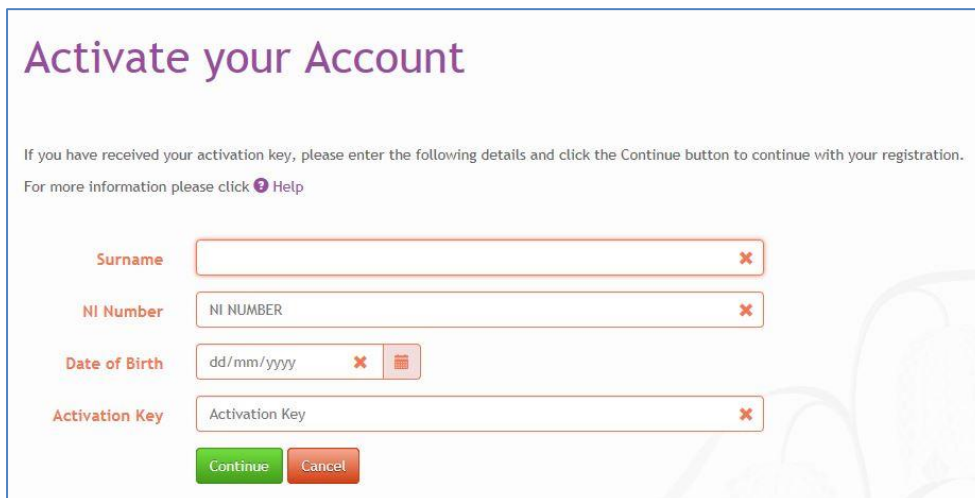
Frequently Asked Questions

- [I've received an activation code, how do I sign up for *My Oxfordshire Pension*?](#)
- [How can I register without an Activation Code?](#)
- [I've put my details into Activate your Account but I'm getting a message saying "Unable to verify details"](#)
- [I'm getting an error saying my activation code has expired, what should I do?](#)
- [I'm having trouble registering?](#)
- [I've registered, how should I login?](#)
- [I've forgotten my username/password/security question response, what should I do?](#)
- [I've locked myself out of *My Oxfordshire Pension*, what should I do?](#)
- [I have benefits from a previous/another job within the Authority. How do I view them?](#)
- [How do I change my address?](#)
- [How do I change my email address?](#)
- [How do I change my security questions/password?](#)
- [Where can I project my pension benefits?](#)
- [There is incorrect information on my record, what should I do?](#)
- [I am reviewing my retirement provisions and understand I can update who receives any benefits I am due on the event of my death. How do I do this?](#)
- [I can't see a document the pensions team have sent me via Member Self-Service. Where is it?](#)
- [What does Frozen Refund or Undecided status mean?](#)

Frequently Asked Questions

1. I've received an activation code, how do I sign up for *My Oxfordshire Pension*?

Your activation code (a unique code that is only valid for six months) will be on the letter we sent you inviting you to sign up. To sign up using the activation code, navigate to <https://oxfordshire.pensiondetails.co.uk/activate> using an internet enabled browser. This will take you to the screen just below.



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.
For more information please click [Help](#)

Surname

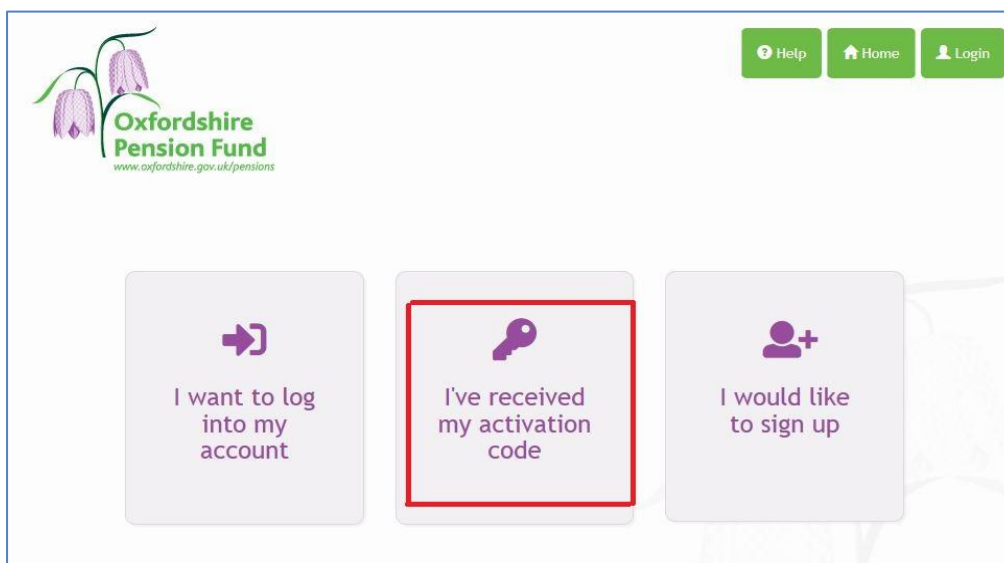
NI Number

Date of Birth

Activation Key

You can then activate your account by typing your name, NI Number, Date of Birth and the Activation Code. Your Activation Code is case sensitive and should be input exactly as it appears on your letter.

If you find yourself on the screen depicted below, select the option "I've received my activation code" which will take you to the screen above.



Oxfordshire Pension Fund
www.oxfordshire.gov.uk/pensions

[Help](#) [Home](#) [Login](#)

2. I've put my details into Activate your Account but I'm getting a message saying "Unable to verify details"

First, please ensure your activation code is still valid. Activation codes are valid until 30 September 2018.

Please ensure your surname is inserted as it is printed on the letter containing your activation code (eg hyphens and apostrophes) to ensure we are able to match you to your pension record. If we currently hold an incorrect surname for you, you can submit a change via the online portal once you've registered.

If you are still struggling to register please contact the Pensions Team on 03300 536760.

3. I'm getting an error saying my activation code has expired, what should I do?

If you have already successfully registered, your activation code will no longer work. You should log in using the Username and Password you set up previously.

Alternatively, you may have passed the expiry date. Please contact the Pensions Team to request a new one on 03300 536760

4. I'm having trouble registering?

Once we've confirmed your identity with the activation code, we need you to register for an account. These details will be used for all subsequent visits to the website.

Registration

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

Username	<input type="text" value="Username"/>	✘
Email Address	<input type="text" value="Email Address"/>	✘
Confirm E-mail Address	<input type="text" value="Confirm E-mail Address"/>	✘
Enter New Password	<input type="text" value="Enter New Password"/>	
Confirm New Password	<input type="text" value="Confirm New Password"/>	✘
Password Hint	<input type="text" value="Password Hint"/>	
Security Question 1	<input type="text" value="Mother's Maiden Name"/>	
New Response 1	<input type="text" value="New Response 1"/>	✘
Confirm New Response 1	<input type="text" value="Confirm New Response 1"/>	✘
Security Question 2	<input type="text" value="Name of First School"/>	
New Response 2	<input type="text" value="New Response 2"/>	✘
Confirm New Response 2	<input type="text" value="Confirm New Response 2"/>	✘

Username – This is your unique ID to our Member Self-Service portal. This must be between 6-30 characters, contain alpha numeric characters only and begin with an alphabetical character. If the username has already been taken by another member you will be shown a message saying: “Proposed username is already taken. Please choose a different one”

Email Address – This email address will be stored on your pension record and used if we ever wish to communicate with you via email or you’ve forgotten any of your login details. We therefore recommend that the email address you provide to us is not a shared address nor linked to your current employment.

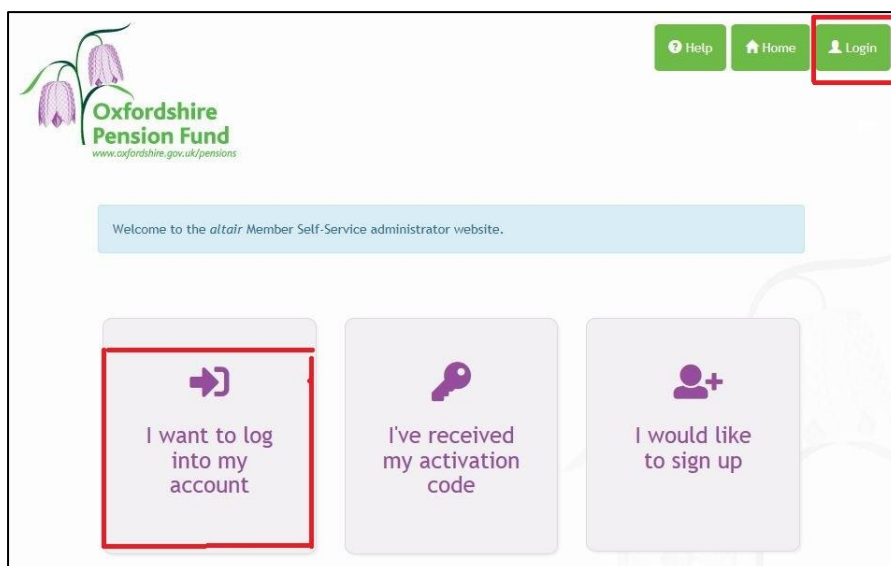
Password – Your password must contain a mixture of lower and upper case characters along with a number and be between 8-12 characters in length.

Password hint – A small phrase that could help you remember your password if you’ve ever forgotten it.

Security Questions and responses – Answers to personal questions chosen by you. These questions will be required when you login to the website.

5. I’ve registered, how should I login?

Once you’ve completed registration you can login via the ‘Login’ button in the top right of the screen or the “I want to log into my account” option on the home page.



From here you can put in your username and password that was set up during registration. You will then be asked to answer one of your security questions that you picked during registration. After this you’ll be brought to the home page of your account.

If this is your first time on line with us, you will be asked to consent to the processing of your personal data. Please be assured, your data is stored securely and is fully compliant with the prevailing Data Protection regulations.

6. I've forgotten my username/password/security question response, what should I do?

My Oxfordshire Pension provides you with the tools to remind yourself of these, or reset them if you've forgotten. To reset or provide hints navigate to the login page.

From here you'll be able to choose either "forgotten your password" or "forgotten your username".

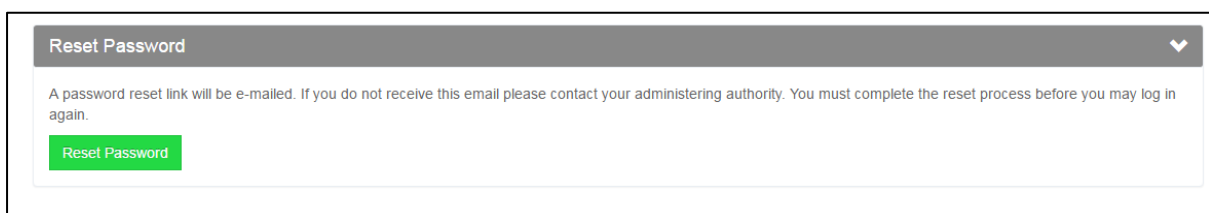


The screenshot shows a login form with the following elements:

- Username** field: A text input box containing the placeholder text "Username".
- Password** field: A text input box containing the placeholder text "Password".
- Forgotten your password?** link: A text link located below the password field.
- Forgotten your username?** link: A text link located below the "Forgotten your password?" link.
- Login** button: A green button located below the links.

If you've forgotten your username you'll need to put in your Surname, National Insurance number and Date of Birth. On successful verification of your details your username will be shown on screen.

If you've forgotten your password you'll need to enter your Username, Surname, National Insurance number, and Date of Birth. On successful verification of your details your password hint will be displayed as set up during registration. If this doesn't help you can choose to receive a password reset link. Please note that this secure link is only valid for 24 hours. This will be automatically sent to your email address.



The screenshot shows a "Reset Password" page with the following elements:

- Reset Password** header: A dark grey header bar with a dropdown arrow.
- Message**: A text message stating "A password reset link will be e-mailed. If you do not receive this email please contact your administering authority. You must complete the reset process before you may log in again."
- Reset Password** button: A green button located below the message.

If you've forgotten your security responses you must first insert your correct username and password, at the point it prompts you for your security question answer you can choose the "Forgotten your response?" option. You'll need to input your Username, Surname, NI Number, Date of Birth and press submit. On successful verification of your details an email will be sent to you with a link to reset your security response.

If you fail to input the correct password/security responses **3 times** in a row you will be locked out of My Oxfordshire Pension and will need to contact the Pensions Team to reset your account.

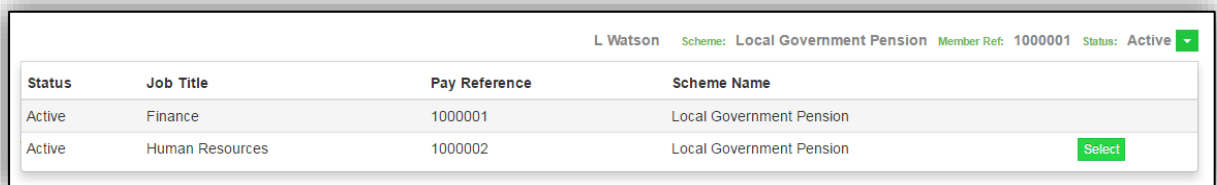
7. I've locked myself out of My Oxfordshire Pension, what should I do?

Please contact the Pension Team on 03300 536760

8. I have benefits from a previous/another job within the Authority. How do I view them?

If these benefits have been transferred in then these can be seen under My Account> Employment Details> Membership Details

If you have multiple employments, such as 2 concurrent jobs or taking a pension from a previous job whilst still working, you'll be able to switch between your 'employments' using the green arrow on the toolbar.



The screenshot shows a user interface for a pension account. At the top right, it displays the user's name 'L. Watson', the scheme 'Local Government Pension', the member reference '1000001', and the status 'Active' with a dropdown arrow. Below this is a table with the following data:

Status	Job Title	Pay Reference	Scheme Name
Active	Finance	1000001	Local Government Pension
Active	Human Resources	1000002	Local Government Pension

A green 'Select' button is visible next to the second row of the table.

9. How do I change my address?

If you wish to change your postal address you can do this via My Account > Your Details > Contact Details > Edit. From here insert your new address and click submit. Your changes will then be processed by the Pensions team and updated shortly.

10. How do I change my email address?

From time to time we will use your email address to communicate with you. If you wish to change your email address you can do this via My Account > Your Details > Contact Details > Edit. From here you can insert a new email address. This will be used for when we communicate to you by email, assuming your communication preference is set to email, and will replace your current email on your pension record.

Home » Your Dashboard » Your Details

Your Details

Title	Mrs	Initials	L
Forenames	Lesley	Surname	Watson
Date of Birth	08/09/1973	Gender	Female
NI Number	AA200001A	Marital Status	
Status	Active		

Contact Details

Address	1 ABC Road Altrincham Cheshire
Postcode	WA16 1LL
Phone Number	0161 123 4567
Email Address	mss@email.com

[Edit](#)

11. How do I change my security questions/password?

Once you are logged in you can change your security questions/password by navigating to Settings/Configuration from the My Account home page.

Settings / Configuration

Update your security settings.

- Change your Password
- Change Security Responses

Click the relevant link and follow the on screen prompts and guidance to make the changes.

12. Where can I project my pension benefits?

The ability to carry out your own projections and pension estimates will be become available later in the year.

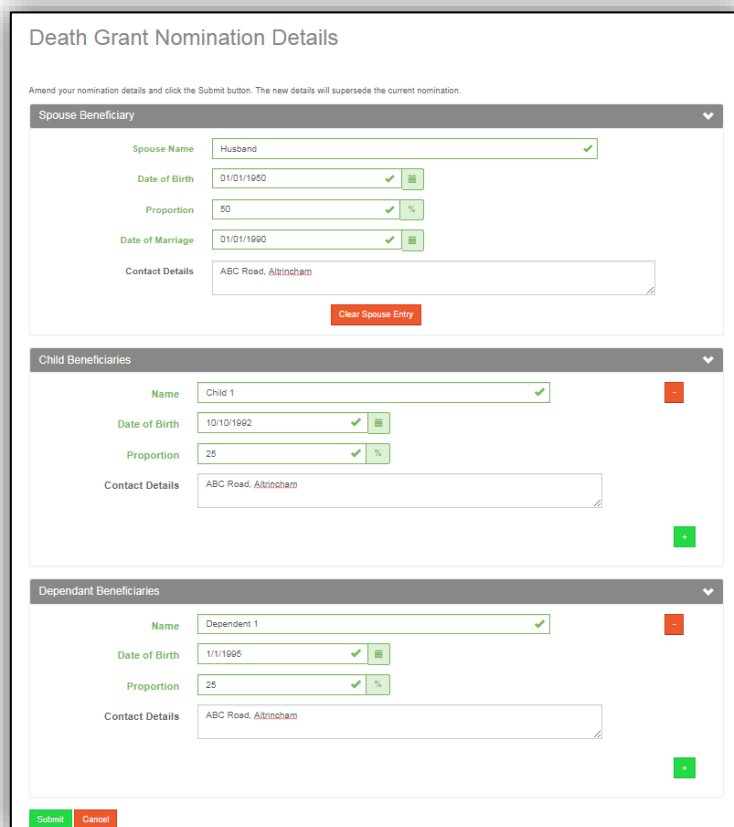
13. There is incorrect information on my record, what should I do?

If you are an active, contributing member within the scheme we are reliant on your employer passing the correct information on to us. This includes information such as salary, hours etc. Therefore, if you see incorrect information please contact your employer in the first place, or use the online tools if you wish to change your address.

If you are a pensioner or deferred pensioner please use the tools online to update your address or contact us to correct any information via the contact us tool within the portal.

14. I am reviewing my retirement provisions and understand I can update who receives any benefits I am due on the event of my death. How do I do this?

You can update your nomination details by using the nomination screen as shown below:



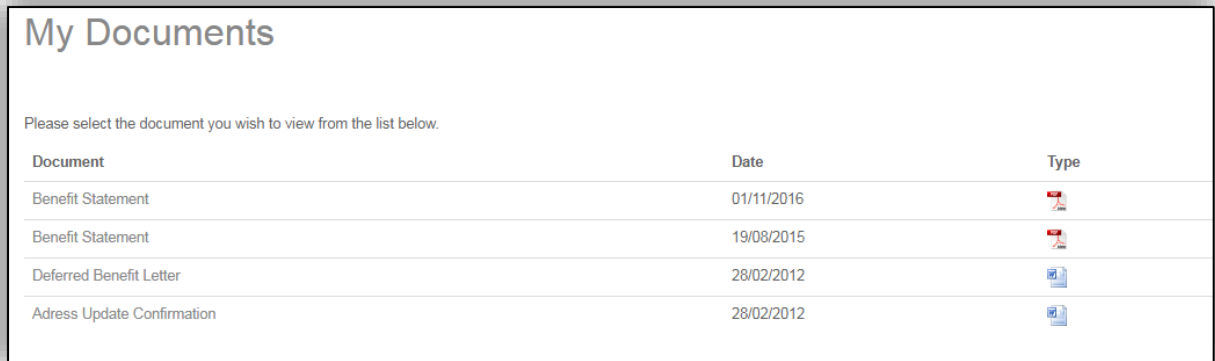
The screenshot shows a web form titled "Death Grant Nomination Details". At the top, it says "Amend your nomination details and click the Submit button. The new details will supersede the current nomination." The form is divided into three sections: Spouse Beneficiary, Child Beneficiaries, and Dependant Beneficiaries. Each section contains fields for Name, Date of Birth, Proportion, and Contact Details. The Spouse Beneficiary section is currently expanded and shows "Husband" as the spouse name, with a date of birth of 01/01/1950, a proportion of 50%, and a date of marriage of 01/01/1990. The contact details are "ABC Road, Altrincham". There is a "Clear Spouse Entry" button below this section. The Child Beneficiaries section shows "Child 1" with a date of birth of 10/10/1992 and a proportion of 25%. The Dependant Beneficiaries section shows "Dependent 1" with a date of birth of 1/1/1995 and a proportion of 25%. At the bottom of the form are "Submit" and "Cancel" buttons.

Beneficiary Type	Name	Date of Birth	Proportion	Contact Details
Spouse Beneficiary	Husband	01/01/1950	50%	ABC Road, Altrincham
Child Beneficiaries	Child 1	10/10/1992	25%	ABC Road, Altrincham
Dependant Beneficiaries	Dependent 1	1/1/1995	25%	ABC Road, Altrincham






15. I can't see a document the pensions team have sent me via Member Self-Service. Where is it?

Any personal documents that the pension team release to you will be available from 'My documents' pages.



My Documents

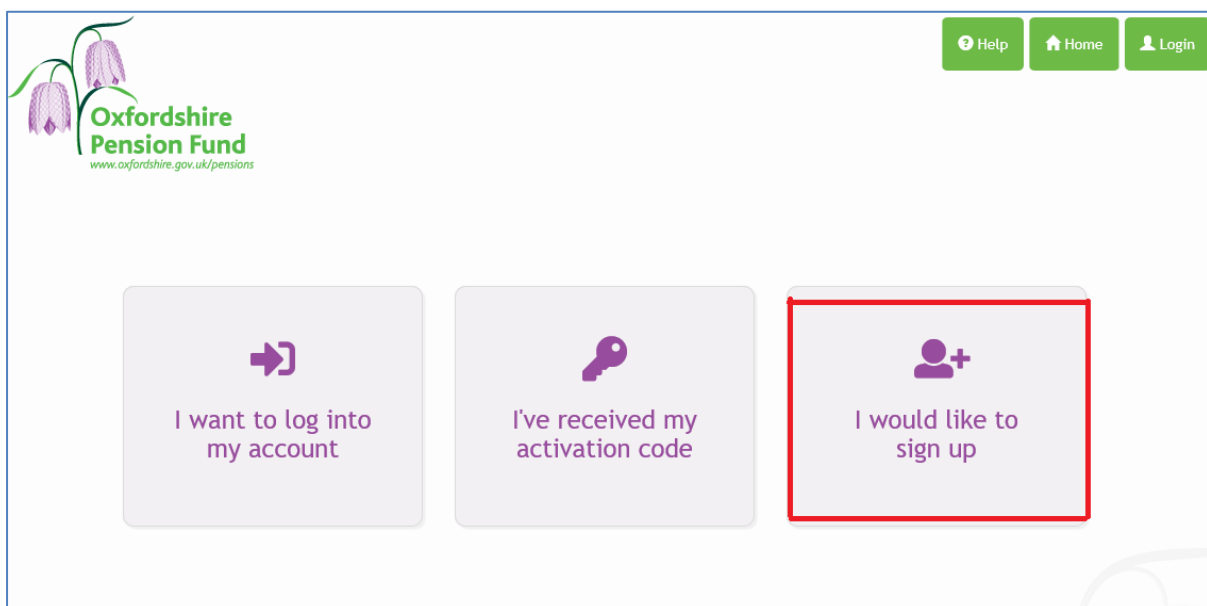
Please select the document you wish to view from the list below.

Document	Date	Type
Benefit Statement	01/11/2016	
Benefit Statement	19/08/2015	
Deferred Benefit Letter	28/02/2012	
Adress Update Confirmation	28/02/2012	

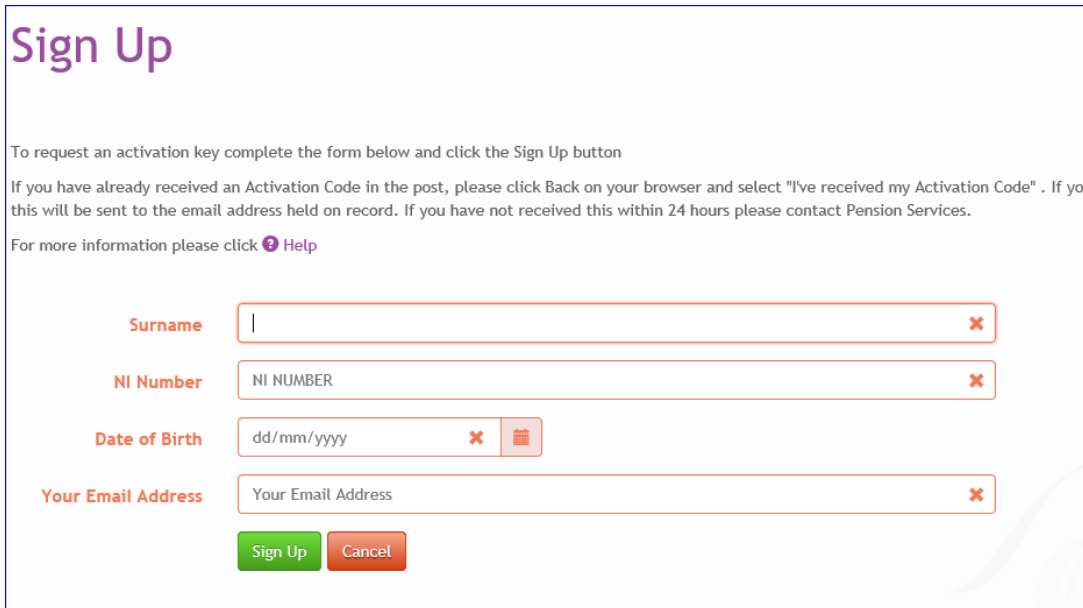
There may also be scheme documents e.g. scheme booklet or pension forms available via the scheme documents page. From here you'll be able to find a number of useful documents about the scheme.

16. How can I register without an Activation Code?

To sign up without an activation code, navigate to <https://oxfordshire.pensiondetails.co.uk> using an internet enabled browser. This will take you to the screen just below. Select <I would like to sign up>.



Complete the details required as on the screen below and click the green <Sign Up> button.



Sign Up

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

If you have already received an Activation Code in the post, please click Back on your browser and select "I've received my Activation Code" . If you this will be sent to the email address held on record. If you have not received this within 24 hours please contact Pension Services.

For more information please click [Help](#)

Surname

NI Number

Date of Birth

Your Email Address

If the details and the email address you have given match our records, you will be able to proceed straight to setting up your Username and Passwords. Follow the instructions [here](#) .

If the email address does NOT match our records, or you have never informed us of your email address, you will be sent an email containing a unique Activation Code. This may take up to 2 working days to arrive. When you receive your Activation code email, please follow the instructions [here](#) .

17. What does Frozen Refund or Undecided status mean?

If your pension status on My Oxfordshire Pension is showing as “Undecided” this usually means that you have left your employment, or opted out of the Scheme, and your record is being processed to reflect this. You will hear from Pension Services shortly and your final Leaver Statement will become available.

If your pension status on My Oxfordshire Pension is showing as “Frozen Refund” this usually means that you have left your employment, or opted out of the Scheme, and you are either eligible for a refund of your contributions, or to transfer your pension to another arrangement. However you have not yet informed us of your decision. Please contact Pension Services to tell us what you wish to do.

If you have other LGPS service, you may have to merge your Frozen Refund record with your other record.