

# My Pension Online:

## Your Quick & Easy Guide

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A step-by-step guide to everything you can do  
online



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# Welcome to My Pension Online — your secure online pension account.

This guide is designed to help you access your pension information quickly and confidently. Whether you're registering for the first time, moving across from Member Self Service (MSS), or returning to an existing account, you'll find simple, step-by-step instructions for every situation.

My Pension Online allows you to:

- View your pension details whenever you need them
- Update your personal information
- Receive important documents electronically
- Access your pension securely using modern login methods

To get started, use the decision guide below to identify which registration or login route applies to you. Once you've found your route, follow the steps in that section, each one is written to be clear and easy to understand.

If you run into anything unexpected or need assistance at any point, help is always available.

# Which option applies to me?

Different members will follow different routes depending on whether they've used our previous online service (MSS), already have an account, or need to update their contact details. This guide brings all routes together in one place so you can quickly find what you need.

Start by choosing the option that matches your situation:

## **I haven't used My Pensions Online since January 2026**

Go to Section: 1. Registering for My Pension Online (Standard Registration)

## **I don't have an email address recorded with my pension fund**

Go to Section: 2. Registering Without an Email Address in Altair

## **I have logged in since January 2026**

Go to Section: 3. Logging in to My Pension Online

## **I'm being asked to set up SMS text message codes (multi-factor authentication)**

Go to Section: 4. Setting Up SMS Text Message Verification

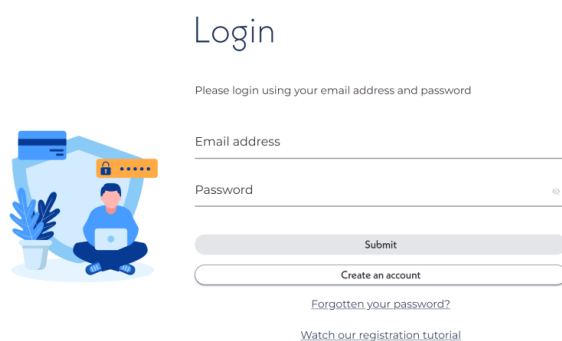
# 1. Registering for My Pension Online (Standard Registration)

If you've never used My Pension Online before, follow this simple process.

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## Step 1 — Start your registration

On the login page, select **Create an account**.



Login

Please login using your email address and password

Email address

Password

Submit

Create an account

[Forgotten your password?](#)

[Watch our registration tutorial](#)

You'll need to provide:

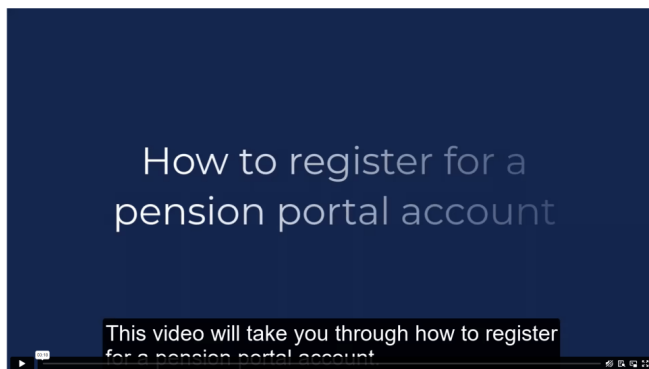
- Surname
- National Insurance number
- Date of birth

### Optional: Watch the registration tutorial video

Select **Watch our registration tutorial** to view a step-by-step video.

Registration tutorial

This 3 minute video provides a step-by-step guide to help you create your account.



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## Step 2 — Check your email

If your details match an Altair record, you'll receive an email link to set your password.

Step 2 of 4

### Check your email inbox



Please click the link in the email we've sent to:

**tme\*\*\*\*\*@g\*\*\*\*\*.com**

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

Please check the spam and junk folders in your inbox.

Otherwise, please click Re-send email to try again.

Re-send email

The link lasts for **30 days**.

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## Step 3 — Create your password

Your password must include:

- 8 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 symbol (not £)

A screenshot of a web form titled 'Create a password'. The background has light blue vertical stripes. On the left, there is an illustration of a person sitting on the floor looking at a smartphone. The text 'Step 3 of 4' is in the top left. The main heading is 'Create a password'. Below it, the text says 'This must be at least 8 characters and include:'. A list of requirements follows: '• 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 an eye icon to its right. At the bottom is a 'Submit' button.

After submitting, you'll be logged in automatically.

### **If your email link has expired**

You'll be asked to request a new link.

### **If you no longer have access to your email**

Please contact Dyfed Pension Fund to update your email address.

### **If no match is found**

Possible reasons:

- No email address in Altair
- Details didn't match
- No eligible pension records in the system

You'll be guided accordingly on screen.

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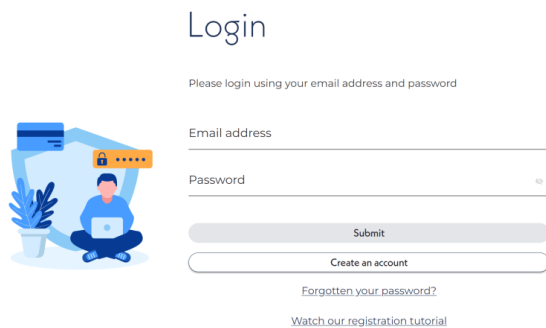
## 2. Registering Without an Email Address in Altair

If Altair doesn't have an email for you, you can still register using an **activation code sent by post**.

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### Step 1 — Create an account

Select **Create an account**.

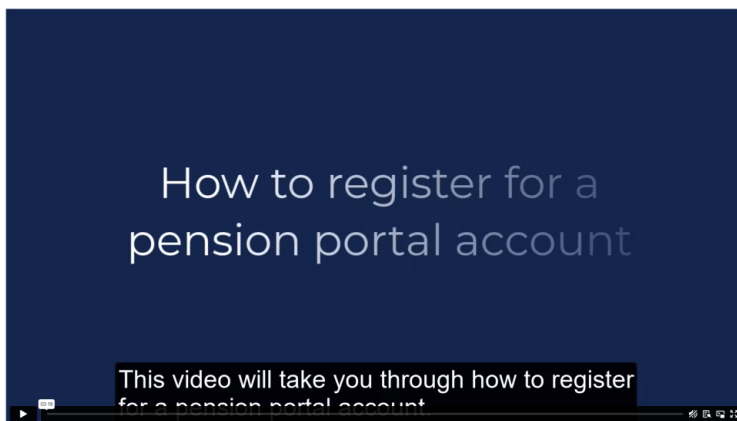


The screenshot shows the Altair Login page. At the top, it says "Login". Below that, it says "Please login using your email address and password". There are two input fields: "Email address" and "Password". Below the input fields are two buttons: "Submit" and "Create an account". There are also two links: "Forgotten your password?" and "Watch our registration tutorial". On the left side of the form, there is an illustration of a person sitting at a desk with a laptop, a potted plant, and a computer monitor.

Optional: watch the tutorial video.

#### Registration tutorial

This 3 minute video provides a step-by-step guide to help you create your account.



This video is linked from Vimeo.

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### Step 2 — Confirm your details

Provide:

- Surname
- Date of birth
- National Insurance number

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Step 1 of 3

### 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

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## Step 3 — Verify your address and request your activation code


Your Altair address will be shown on screen.

If it's correct → select **Send code**

If it's wrong → contact Dyfed Pension Fund before continuing

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### Verification needed



We've found your account! However, we need to verify your identity in order to complete registration.

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

Got a problem?  
Call 0161 660 6394 and we'll help you get set up.

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Your code will arrive by post in **5–10 working days**.

It expires in **30 days**.


## Step 4 — Register using your activation code

Return to the site and select:

**Create an account → I have an activation code**

You'll now see a field to enter:

- Surname
- Date of birth
- National Insurance number
- Activation 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

Select **Submit**.

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## Step 5 — Add email + password

You'll now:

1. Enter your email
2. Create a password
3. Confirm the 6-digit email code

Step 2 of 4

## 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 email will be used to complete the 2-step authentication, an extra layer of protection used to ensure the security of online accounts beyond just a username and password.

Continue

Step 3 of 4

## Upgrade your Password



Please upgrade your password for your account, once submitted you will receive an email with a unique 6-digit code.

Your password must be at least 8 characters and include:

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

Continue

Step 4 of 4

## 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.

Going forward, you will be required to provide a 6-digit code each time you access your account.

Your 6-digit code will be sent to your preferred email address.

[tme.developers+0504@gmail.com](mailto:tme.developers+0504@gmail.com)

Didn't get an email?

Re-send

Login


You'll then be logged in.

## 3. Logging in to My Pension Online (Once You Have an Account)

To log in, you need:

- The email address held for you in Altair
- The password you created during registration

Enter these details and select **Submit**.



### Login

Please enter your username and password

Your username (email) is **not case-sensitive**.

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### Forgotten your password?

Select **Forgotten your password?** on the login page.

You'll receive instructions by email.

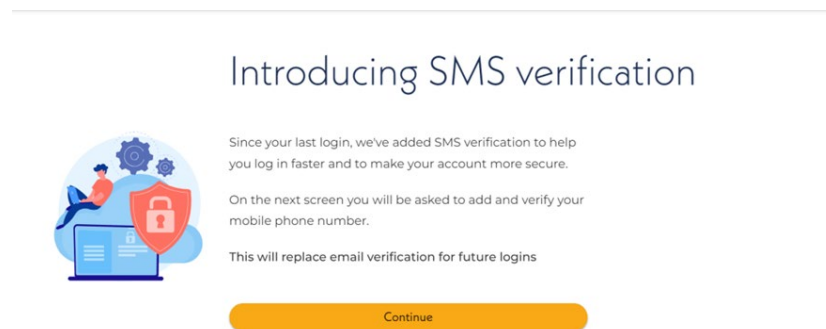
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## 4. Setting Up SMS Text Message Verification (SMS MFA)

When logging in or registering, you may be asked to set up **SMS verification**. This keeps your account more secure by sending a one-time code (OTP) to your mobile phone.

### What you'll see

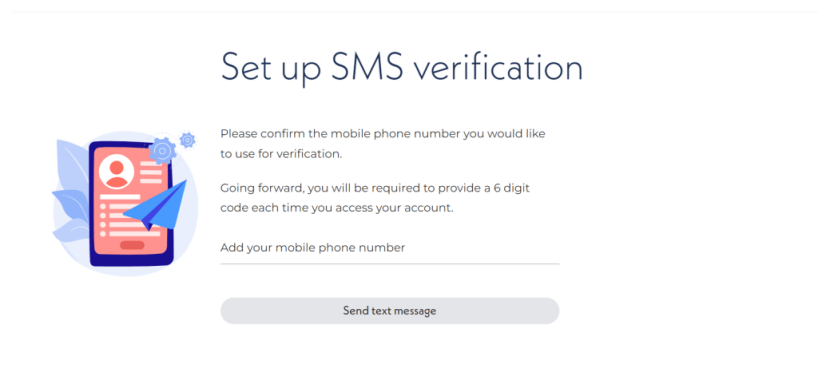
You'll first be shown a page explaining SMS verification.



Select **Continue** to set it up.

### Confirm Your Mobile Number

You'll be asked to confirm the mobile number you want codes sent to.



After entering your number, a space will appear for you to enter the **6-digit code** we text you.

✓ Text message sent successfully, please check your phone ×

## Set up SMS verification



Please confirm the mobile phone number you would like to use for verification.

Going forward, you will be required to provide a 6 digit code each time you access your account.

Didn't get the message?

Enter the unique 6-digit code you received

[I haven't received a text message](#)

If you didn't receive the code, select **Re-send**.

### **If you still can't receive the code**

You may need temporary help from your pension fund. Contact Dyfed Pension Fund at <https://www.dyfedpensionfund.org.uk/contact-us/> or please find the contact page in the guide.

# Need Help or Have Questions?

Most members complete registration or login without any problems, but if you do run into an issue, support is available.

If you see a **“Contact your pension fund”** link on-screen at any point, you can select it to request help directly.

This is the quickest way for the team to understand which part of the process you’re on.

You should contact your pension fund if:

- You’re unable to receive SMS or email verification codes
- The details we hold for you (such as your address or email) are no longer correct
- You don’t recognise the information shown on-screen
- Your activation code has not arrived within the expected time
- You can’t complete your registration for any reason
- Your login details are not working even after resetting your password

Your pension fund team is there to help and can guide you through anything you need to complete the process.

## Dyfed Pension Fund Contact Details

If you need help at any stage, please get in touch:

### Telephone:

Member Surname initial:

A to G - 01267 224625

H to O - 01267 224185

P to Z - 01267 224125

**Email:** [pensions@carmarthenshire.gov.uk](mailto:pensions@carmarthenshire.gov.uk)

**Website:** <https://www.dyfedpensionfund.org.uk/contact-us/>

**Opening Times:** 9am-5pm (Monday to Thursday), 9am – 4:30pm (Friday)

Please have your **National Insurance number** ready when contacting us.