

My Pension Online:

Your Quick & Easy Guide

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'm new and have never used My Pension Online before

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

I used My Pensions Online previously

Go to Section: 2. Migrating from the Old My Pensions Online to the New My Pension Online

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

Go to Section: 3. Registering Without an Email Address in Altair

I already have a My Pension Online account

Go to Section: 4. Logging in to My Pension Online

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

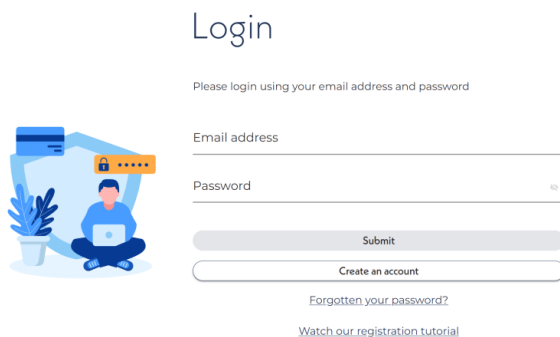
Go to Section: 5. Setting Up SMS Text Message Verification

1. Registering for My Pension Online (Standard Registration)

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

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:

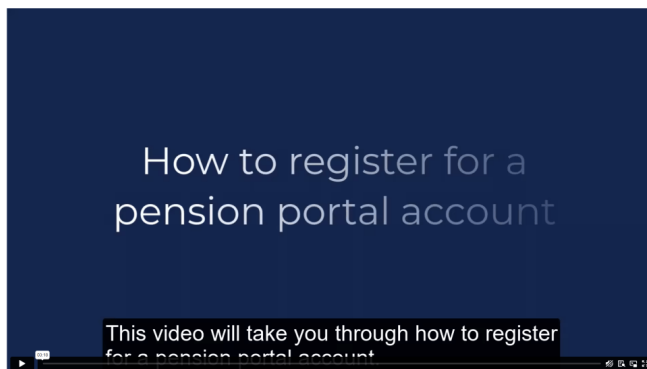
- Surname
- National Insurance number
- Date of birth

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.



This video is linked from Vimeo.

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**.

Step 3 — Create your password

Your password must include:

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

Step 3 of 4

Create a password

This must be at least 8 characters and include:

- 1 number
- 1 uppercase letter
- 1 lowercase letter
- 1 special character such as + = £ \$ % ^ & !

Enter new password

Confirm new password

Submit

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.


2. Migrating from the Old My Pensions Online to the New My Pension Online

If you previously used **My Pensions Online**, you can easily move your account to the new My Pension Online.

If you don't remember your previous username or security answers, simply **register as a new user** instead.

Step 1 — Log in using your previous details

Enter your previous username and password on the login page.



Login

Please login using your email address and password

Email address
testmember04

Password

Submit

Create an account


[Forgotten your password?](#)

Select **Submit**.

If your details don't match

You'll see a message inviting you to check your account.

Login



Trouble accessing your account?
[Verify your account details](#)

Please login using your email address and password

Email address
abc@gmail.com

Password


Submit

Create an account

[I'm having trouble logging into my account](#)

Selecting **Verify your account details** or **I'm having trouble logging into my account** takes you to the help page.

Having trouble logging in?



Not to worry, we just need the following details and we'll help you get back on track:

- Your surname
- Date of birth
- National Insurance Number

Continue

To continue, you'll need:

- Surname
- Date of birth
- National Insurance number

Step 2 — Answer your MSS security questions

You will be shown the same security questions you set up for MSS.

Security Questions



Favourite colour?

...



Mother's maiden name?

....



Submit

Select **Submit**.

You will then see a brief security update message. Select **Continue**.

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.

Continue

Step 3 — Add your email address

Enter the email address you want to use for My Pension Online (you'll need to enter it twice).

This email will be used for:

- Logging in
- Verification codes
- Future pension communications

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:
test@test.com

Confirm email address

Confirm email

Select **Continue**.

Step 4 — Create your new password

Choose a new password that includes:

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

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 such as + = \$ % ^ & !

New password

Confirm new password

Submit

Select **Continue**.

Step 5 — Enter the email verification code

You'll receive a **6-digit code** by email.

If you don't get it, select **Re-send**.

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.

test@test.com

Didn't get the email?

Re-send

Enter the unique 6-digit code you received

Login

Select **Login** to finish.

You'll then land on your Member Homepage.

✓ You have been moved to the new system!

Close x

David's pension dashboard

Manage your pension



Documents and uploads

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

View



Annual Benefit Statements

View and compare all of your previous Annual Benefit Statements in one location.

View



Manage beneficiaries

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

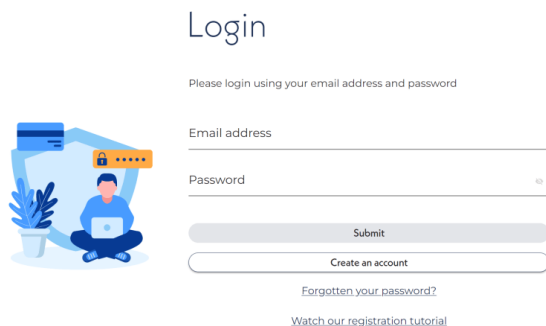
View

3. 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**.

Step 1 — Create an account

Select **Create an account**.

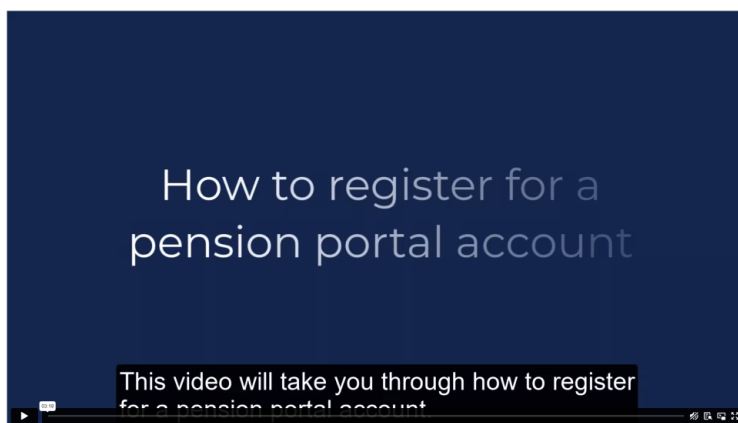


The image shows a login and registration interface. On the left is an illustration of a person sitting cross-legged with a laptop, next to a potted plant and a blue folder. The main area has the heading 'Login' and the instruction 'Please login using your email address and password'. Below this are two input fields: 'Email address' and 'Password'. There are two buttons: 'Submit' and 'Create an account'. Below the buttons are two links: 'Forgotten your password?' and 'Watch our registration tutorial'.

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.


Step 2 — Confirm your details

Provide:

- Surname
- Date of birth
- National Insurance number

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


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 your Dyfed Pension Fund before continuing

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.

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**.

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

Didn't get an email?

Re-send

Login


You'll then be logged in.

4. 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

Username

Password

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

Forgotten your password?

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

You'll receive instructions by email.

If your site has a Welcome Page

You may first see options such as:


- **I have created or transferred an account and want to login**

Select the option that applies to you.


Welcome!



To make sure you're heading in the right direction, please pick an option to continue.

 I have created or transferred an account and want to login. >

 I need to transfer 'My Pensions' account. >

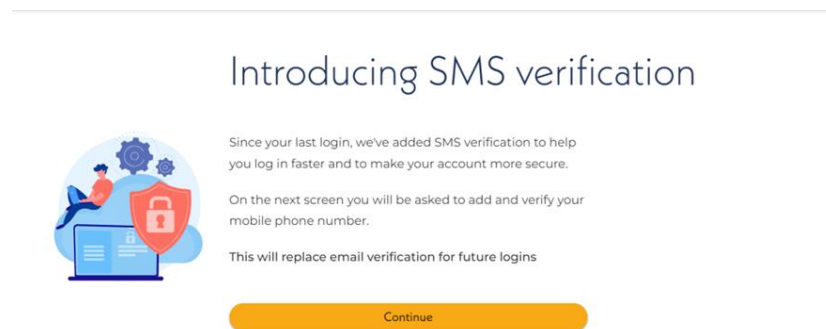
 I would like to create an account. >

5. 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

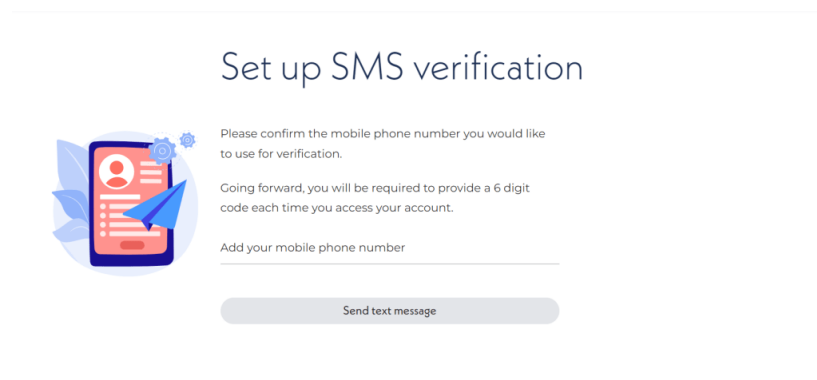
You'll first be shown a page explaining SMS verification.



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?

Re-send

Enter the unique 6-digit code you received

Login

[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

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.