

SUTTON & KINGSTON SHARED PENSIONS SERVICE



Pension Online Portal - Registration Guide

This guide is to assist members in registering an account for the Pension Online Portal. This is the member self-service portal for the London Borough of Sutton and the Royal Borough of Kingston upon Thames Pension Funds which are both administered by the Shared Pension Administration Service.

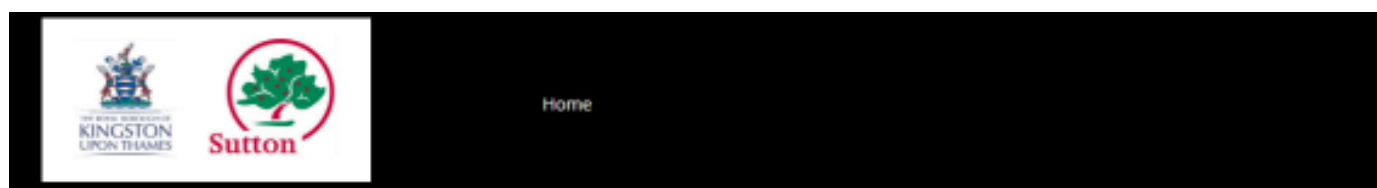
Creating your account

Step 1) You can access the online portal by navigating to the following website -

<https://pensions.sutton.gov.uk/>

Step 2) Click on the blue link titled '**Click here to register**'

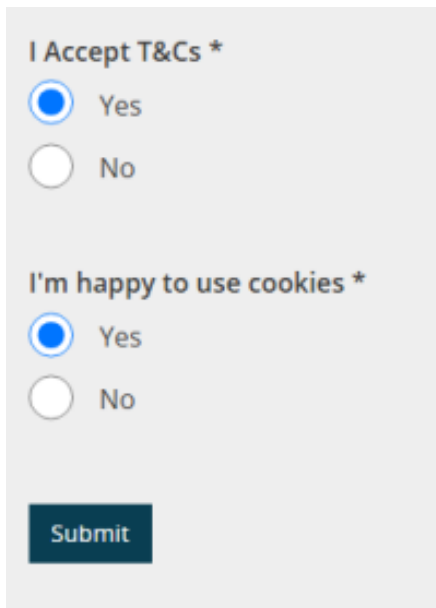
Step 3) You will be taken to the '**Member Registration**' page.



Member Registration

Welcome to the Sutton & Kingston Shared Service member online portal. We make every effort to maintain the accuracy of the information on 'I' information on your record once you have registered, please contact the administration team via the contact details at the bottom of this page.

Step 4) Select **‘Yes’** to accept the Terms and Conditions and **‘Yes’** to accept cookies, then select **‘Submit’**.



I Accept T&Cs *

☒ Yes

☐ No

I'm happy to use cookies *

☒ Yes

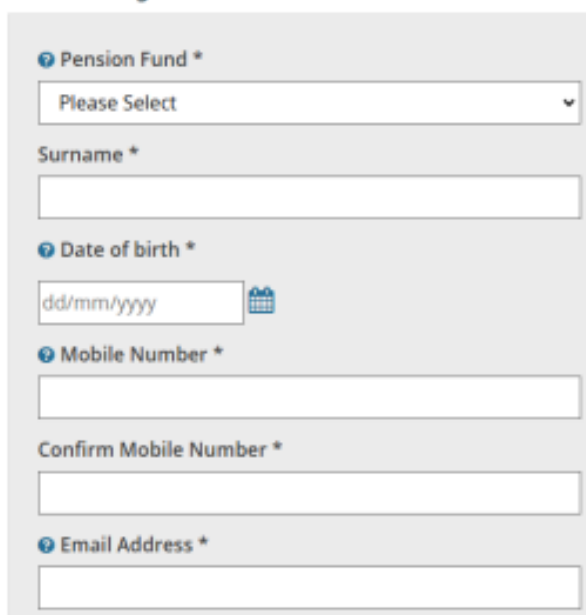
☐ No

Submit

5) Complete the mandatory fields (indicated with an asterisk) and select **‘Submit’**.

If you require assistance with a specific field, hover your mouse over the (?) and the website will provide additional information as to what is required.

Member Registration



(?) Pension Fund *

Please Select

Surname *

(?) Date of birth *

dd/mm/yyyy 

(?) Mobile Number *

Confirm Mobile Number *

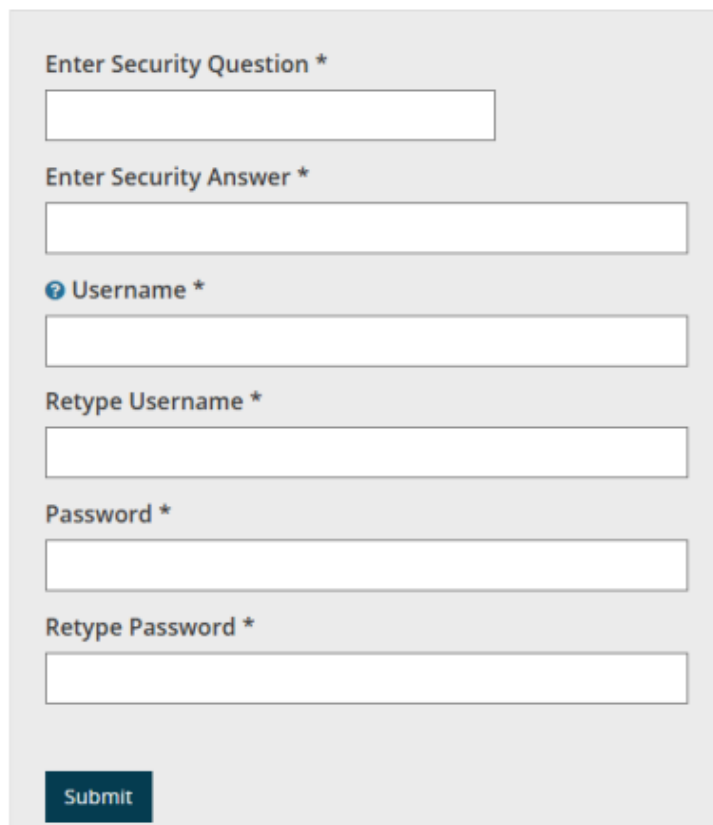
(?) Email Address *

If you are a member of both the Sutton and Kingston Pension fund, you will need to set up separate accounts for both funds.

Step 6) Choose your security question, enter your answer, create a username and password and then select '**Submit**'.

- **Please note that the password and security answer is CASE-SENSITIVE so be aware when creating these.**

Member Registration



The form is titled "Member Registration" and contains several input fields and a submit button. The fields are arranged vertically and are all required, as indicated by asterisks. The fields are: "Enter Security Question *", "Enter Security Answer *", "Username *" (with a help icon), "Retype Username *", "Password *", and "Retype Password *". At the bottom left is a dark blue "Submit" button.

Enter Security Question *
Enter Security Answer *
🔗 Username *
Retype Username *
Password *
Retype Password *
Submit

Step 7) If registered successfully, the following message will be displayed and an '**Activation Code**' will be sent to the email address used to register. Select '**Done**' on this screen.

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How to activate your account:

Once you have received your activation code, navigate back to the Pension Online Portal Website.

Click on Login.

Enter your username, password and security question.

You will be asked to enter your activation code.

A screenshot of a web form titled 'Activate my account'. The form has a light gray background. It contains the text 'Please enter your Activation Code' followed by 'Activation Code *'. Below this is a text input field with a white background and a gray border, containing several asterisks. At the bottom left of the form is a blue button with the word 'Submit' in white text. The button is highlighted with a red rectangular border.

Once activated, the following prompt will appear confirming that registration has been completed. You may now login to the online portal.

Activate my account

Registration is now complete. You will be taken back to the home page from where you will need to login again.

Done

SUTTON & KINGSTON SHARED PENSIONS SERVICE



FAQs:

- **I haven't received my activation code**

Please wait an hour. If the email has not come through, please email skpensions@sutton.gov.uk with a copy of your name, date of birth and national insurance number. The team will then investigate this and respond within 10 working days.

- **The online portal states that it is unable to recognise my personal details.**

Please double check that you have entered your personal information correctly. If this error is still displayed please email skpensions@sutton.gov.uk with a copy of your name, date of birth and national insurance number. The team will then investigate this and respond within 10 working days.

- **I've tried everything and I still can't register!**

Please email skpensions@sutton.gov.uk with your date of birth and national insurance number and we will investigate your query and respond within 10 working days.

Contact us

If you would like further information about the LGPS, you can contact us:

Email us: skpensions@sutton.gov.uk

Call us: 020 8770 5290 (between 1 – 5PM)

Write to us: Sutton Council, Civic Offices, St. Nicholas Way, Sutton SM1 1EA