Frequently Asked Questions

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- **Where are my other pension records? I can't find my previous job(s)**

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 a certain period of time) 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.

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

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 the date given on your letter.

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

If you are still struggling to register please contact the Pensions Team on 03300 536760 or email pension.MSSEnquiry@oxfordshire.gov.uk

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. If this is the case, you can select <I would like to sign up> and follow the instructions here. If you are still having problems, you can contact the Pensions Team to request a new one.

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 your future visits to the website.

Username – This is your unique member ID. 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" . User name is not case-sensitive.

Email Address – This email address will be stored on your pension record and used when something new has been added to your record, if we ever wish to communicate with you via email or if 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, a number and a special character and be a minimum of 8 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, for example First Pet, or Name of Primary School. You need to input your response in the box below the question. You will have to answer one of these questions every time you log in so make sure you pick something you will remember.
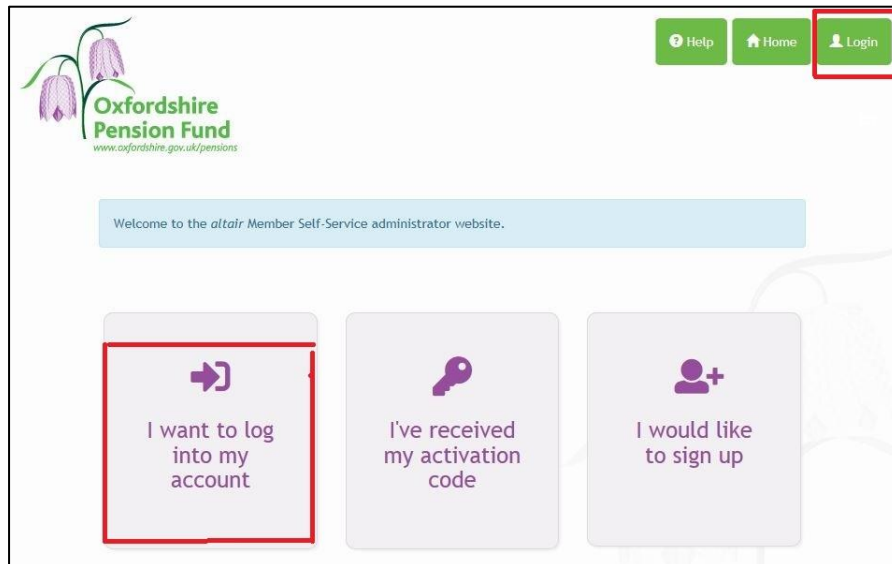

5. I've locked myself out of *My Oxfordshire Pension*, what should I do?

Please contact the Pensions Team on 03300 536760 or email pension.MSSEnquiry@oxfordshire.gov.uk

6. I've registered, how should I log in?

Once you've completed registration you can log in 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. Your data is stored securely and is fully compliant with the prevailing Data Protection regulations.
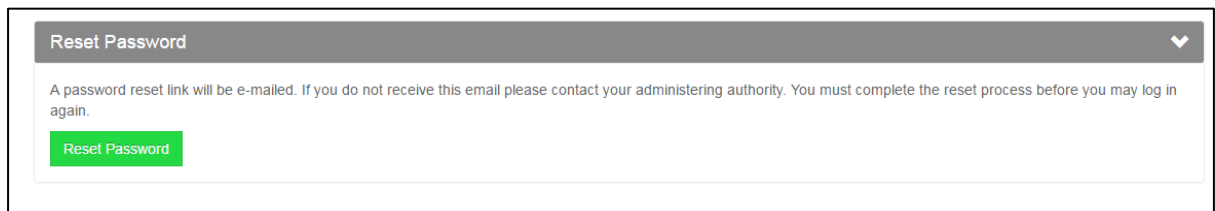
7. I've forgotten my username/password/security question response. Help!

My Oxfordshire Pension provides you with the tools to remind yourself of these or reset them if you've forgotten. Go to the login page. From here you'll be able to choose either "Forgotten your password" or "Forgotten your username".

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FAQs – October 2020

- *If you've forgotten your username* you'll need to put in your Surname, National Insurance number and Date of Birth. Once we have verified 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. Once we have verified 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.


Reset Password

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

- *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. Once we have verified 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.

8. 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.
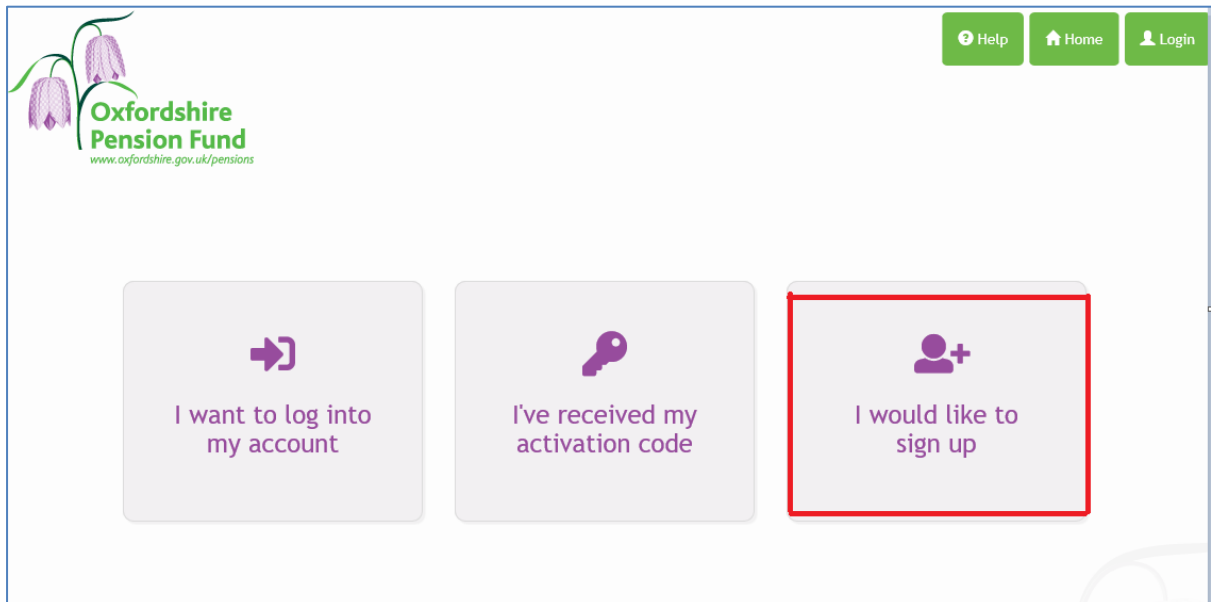
Click the relevant link and follow the on screen prompts and guidance to make the changes.

Settings / Configuration

Update your security settings.
- Change your Password
- Change Security Responses
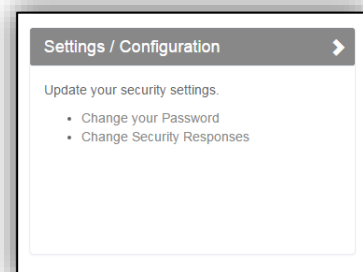
9. How can I register without an Activation Code?

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

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

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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 is not automated and is sent by a member of the Pensions Team, and therefore may take up to 5 working days to arrive. When you receive your Activation code email, please follow the instructions here .

10. 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.

11. 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 where you can insert a new email address and click Submit. This will be used when we communicate with you by email, and will replace your current email on your pension record.

12. 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 **orange** dropdown arrow on the toolbar. This is situated towards the top right-hand side of your home page, next to your member status.

13. Where can I project my pension benefits?

Select My Account > Pension Benefits > Benefit Projectors. You will then see a selection of calculations which you can run, depending on whether you are Active, Deferred or a Pensioner.

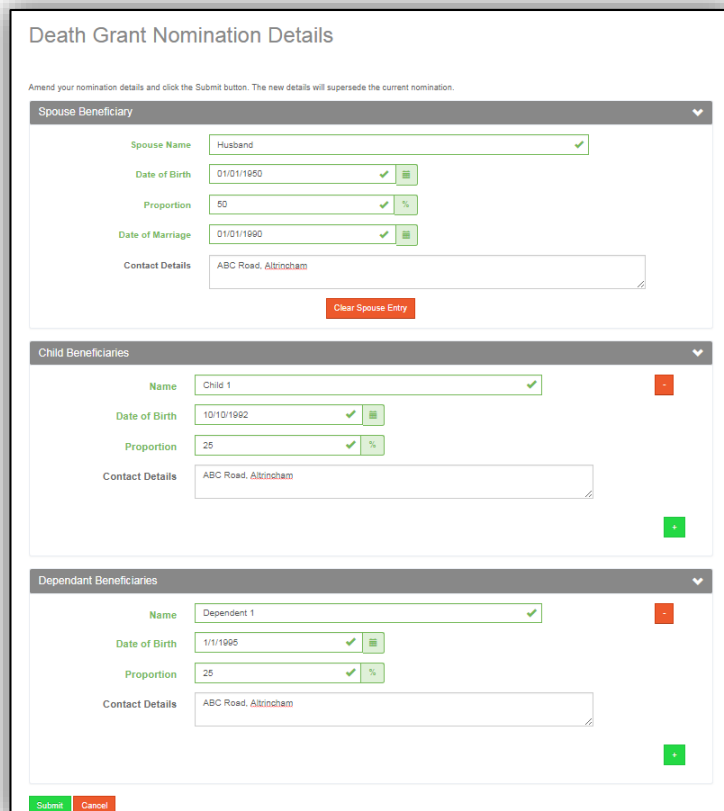## 14. There is incorrect information on my record, what should I do?

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 instance, 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 through My Account > Contact Us.

15. I would like to update who receives any benefits due in the event of my death. How do I do this?

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

If you are over 75 you will be unable to see this screen.

16. Where are my other pension records? I can't find my previous job(s)

If you have more than one pension record, you will see an orange arrow towards the top right-hand side of your home page, next to your member status. The image alongside shows you what to look for. You can click on the drop-down arrow and choose the record you want to look at.
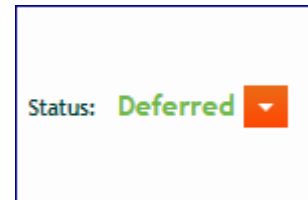
17. I can't see a document the pensions team have sent me via My Oxfordshire Pension. Where is it?

Any personal documents that the pension team release to you will be available from the home page by selecting Documents > My Documents. You will be notified by email when a new document is uploaded.

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 are also scheme documents e.g. scheme booklet or pension forms available via Documents > Scheme Documents. From here you'll be able to find useful information about the scheme, for example, newsletters and explanatory notes to accompany your Benefit Statement.

18. 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.