

# EPN672 – Pension Portal improvements and changes to registration

## Annex 1: Information for internal communications bulletins

### Changes to the Pension Portal registration and login

Civil Service Pensions have changed the way you register for the [Pension Portal](#) – the online platform where you can access your details, track your pension and use our retirement modeller, all in one place.

These changes make it easier to create your account, verify your identity and keep your account secure.

When you sign up, you no longer need a registration code or PIN. Instead, you'll be asked for information that you may have to hand or can easily access, including:

- Date of birth
- National Insurance number
- Name of current employer, or the date you retired (If you're receiving your pension)

You'll also be asked to set up two-factor authentication, which is now also part of the login process.

If you're already registered, you may be asked to verify your email address and/or enable two-factor authentication when you next log in, if you haven't already. Just follow the instructions on screen.

To enable two-factor authentication, follow the steps below:

1. Log into your account
2. Click on 'More'
3. Click on 'Your account'
4. Under 'Your account' go to 'Two Factor Authentication' and click 'Change'.
5. Enter your password and click 'Continue'
6. Enable Two Factor Authentication

For more support on how to register, check out the [new guidance on the Civil Service Pension Scheme website](#).