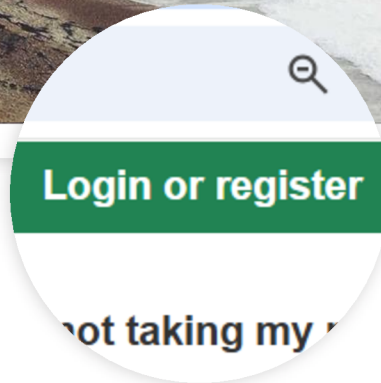
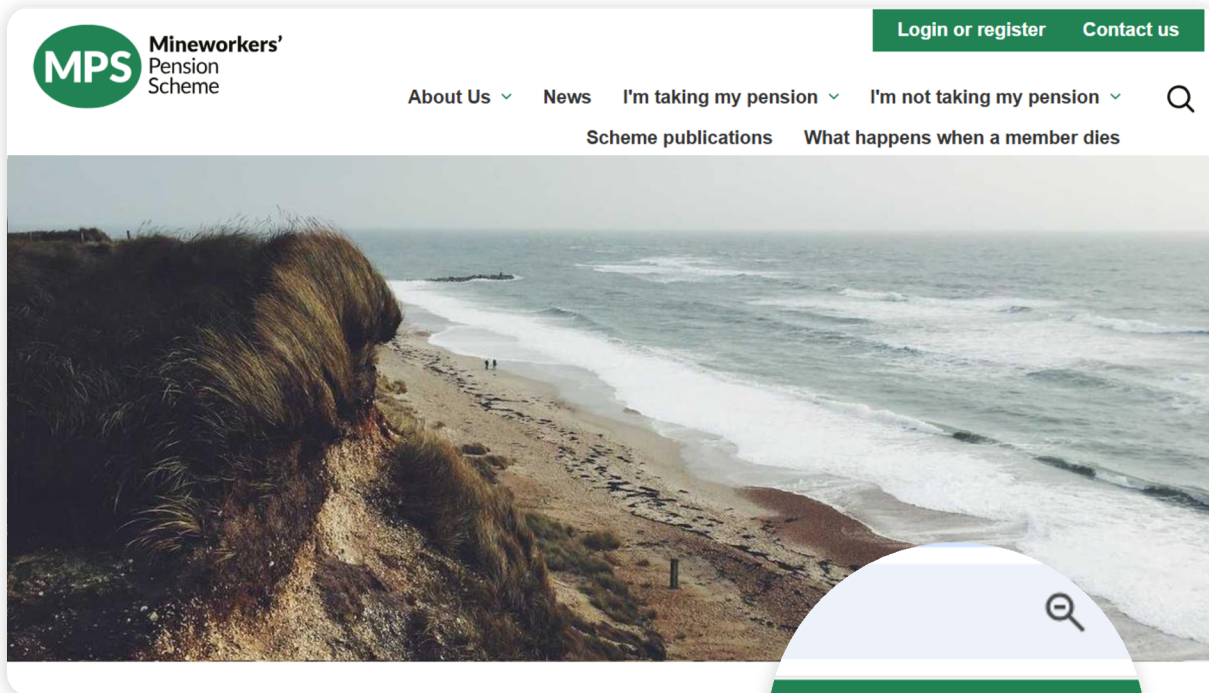
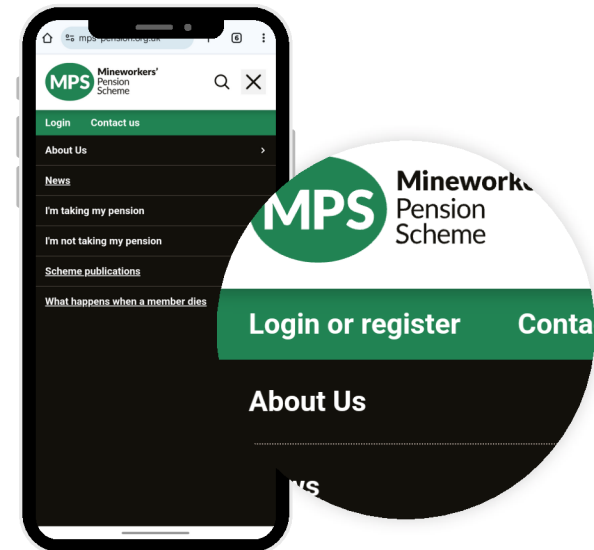


How to register for access to the MPS portal

Step 1



- 1 Go to the home page of the MPS website at <https://www.mps-pension.org.uk/>
- 2 Press the dark green 'Login or register' button in the top right corner
- 3 If you're accessing the home page on mobile, press the three lines in the top right corner



How to register for access to the MPS portal

Step 2

The screenshot shows the 'Register for Online Pension Management' page. On the left, a sidebar lists 'What you'll need': MPS Membership Number, NI Number, personal details, and a 2-5 minute completion time. It also features a 'Read our handy registration guide' link with a 'READ' button. Below this is a 'LOG IN' button for existing users. The main content area is titled 'To get started, let's confirm your details' and includes a progress bar with steps 1-5. Step 1 is active. The form fields are: Surname, Date of Birth (DD/MM/YYYY), Membership number, National Insurance Number, Personal Email Address, and Confirm Email Address. A section titled 'You are signing up to digital communication' explains that users agree to receive electronic communications and provides instructions on how to access documents after registration. A circular callout at the bottom right contains a checked checkbox and the text 'I've read and agree to the Portal w'.

- 1 Enter your personal details. Your email address will become your username when you log in in the future. A red error message will highlight where there are any issues with your details
- 2 Your MPS membership number is MPS followed by an 8-digit number. You can find it on one of our recent letters – but it's different to the payroll reference you'll find on your P60 or payslip (which start with either MP4 or MPQ). Alternatively, call us and we will give you your membership number - please have your National Insurance number handy when you call.
- 3 Confirm you've read the terms and conditions by ticking the box and then press 'Continue'

How to register for access to the MPS portal

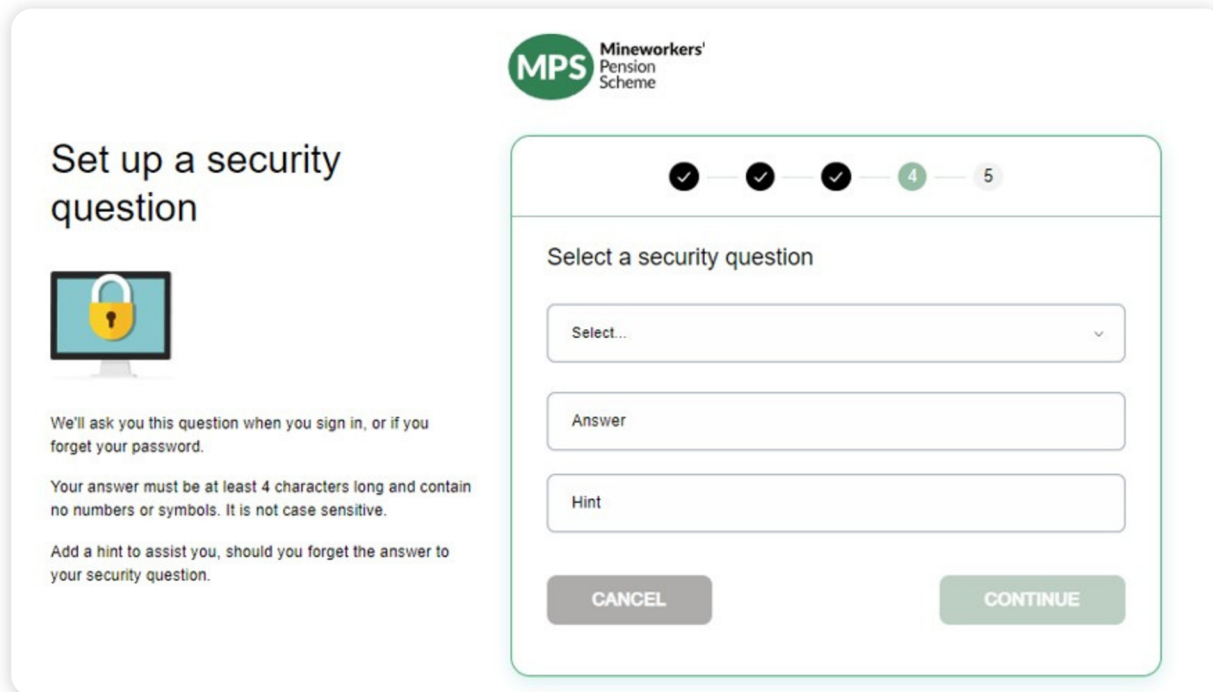
Step 3

The screenshot shows the 'Account verification' page for the MPS Mineworkers' Pension Scheme. It features a progress bar with five steps, where the second step is currently active. The main content area has a heading 'Account verification' and an icon of a computer monitor with an envelope. Below this, it states: 'To help verify your account, we'll send a verification code to your email.' A large green button labeled 'Get a verification code via email' with a right arrow is prominent, with a grey 'CANCEL' button below it. Two circular callouts provide more detail: the left one shows a text input field with a timer 'Your code will expire in 9 minutes 55 seconds' and a 'Send it again' link; the right one shows a red error message 'The code you entered is incorrect.' with a 'CANCEL' button.

- 1 Press 'Get your verification code via email' It may take one or two minutes to arrive in your inbox. If it doesn't, first check your spam folder and then ask the portal to send it again
- 2 Once you have the 10 digit verification code, enter it into the box and press 'Continue'. You can copy and paste directly from the email The code will expire in 10 minutes, so you'll need to request a new one if you don't enter it within that time

How to register for access to the MPS portal

Step 4



The screenshot shows the 'Set up a security question' screen for the MPS Mineworkers' Pension Scheme. The screen is divided into two main sections. On the left, there is a heading 'Set up a security question' above an icon of a computer monitor with a yellow padlock. Below the icon, there is explanatory text: 'We'll ask you this question when you sign in, or if you forget your password.', 'Your answer must be at least 4 characters long and contain no numbers or symbols. It is not case sensitive.', and 'Add a hint to assist you, should you forget the answer to your security question.' On the right, there is a form titled 'Select a security question'. At the top of the form is a progress indicator with five circles; the first three are black with white checkmarks, the fourth is green with a white number '4', and the fifth is grey with a white number '5'. The form contains three input fields: a dropdown menu labeled 'Select...', an 'Answer' text field, and a 'Hint' text field. At the bottom of the form are two buttons: a grey 'CANCEL' button and a green 'CONTINUE' button.

- 1 Choose a security question, answer and a hint. You'll need this every time you log in. Your question should be something that is easy for you to remember but is not known to anyone else and difficult to guess
- 2 Press 'Continue'

Step 5

MPS Mineworkers' Pension Scheme

Secure your account

Please set up a password.
This will be used to sign into your account online.

Set a memorable password for your account

Password

CANCEL CONTINUE

Your password must have

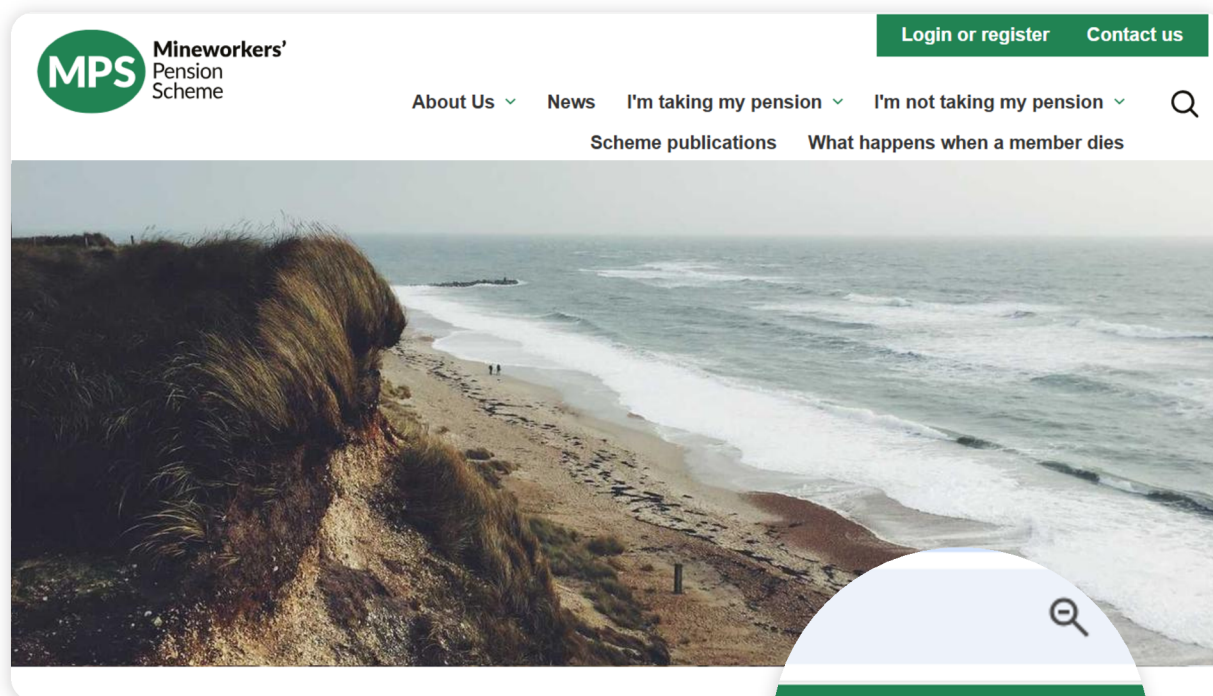
- ✓ 8 or more characters
- ✓ Numbers
- ✓ Lowercase letters
- ✓ Uppercase letters
- ✓ Special characters (@\$!%*?&#.)

- 1 Set a secure password This must be 8 or more characters and made up of upper and lower case letters, numbers and special characters. It can't include any spaces
- 2 Pressing the eye icon will reveal the password to help you type, though you should only do this if you are not in a public space Press 'Continue'

You'll now be directed to the portal where you can log in using your details. There is further help on how to log in on the following pages

How to log in to the MPS portal

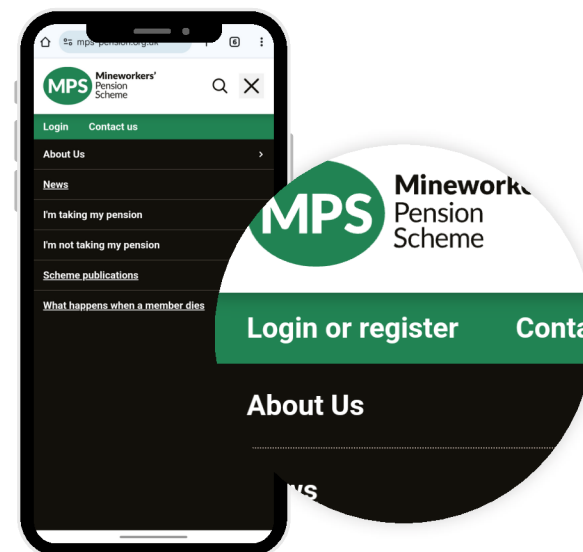
Step 1



Login or register

I'm not taking my pension

- 1 Go to the home page of the MPS website at <https://www.mps-pension.org.uk/>
- 2 Press the dark green 'Login or register' button in the top right corner
- 3 If you're accessing the home page on mobile, press the three lines in the top right corner



How to log in to the MPS portal

Step 2

Register for Online Pension Management

What you'll need

- Your MPS Membership Number
- NI Number to be used for registration
- Your personal details
- Around 2-5 minutes to complete registration

Read our handy registration guide

Portal registration and user guide PDF **READ**

Already got an account?

This portal launched in February 2025. If you had a previous MPS online account, you will need to register again.

LOG IN

To get started, let's confirm your details

1 — 2 — 3 — 4 — 5

Surname Date of Birth (DD/MM/YYYY)

Membership number

National Insurance Number

Personal Email Address

Confirm Email Address

Already got an account.

This portal launched in February 2025. If you had a previous MPS online account, you will need to register again.

LOG IN

1


Press the dark green 'Login' button on the left side of the page under 'Already got an account?'

Step 3

Log in to your account

Enter your email address and password to manage your MPS account

Email Address

Password 

Please [contact us](#) if you are having problems accessing the MPS Portal.

[Forgotten your password?](#)

[Forgotten your username?](#)

CONTINUE


New to this portal?

Please use the 'Register' button to get started

REGISTER

1 Enter your email address, which is the email address that you used when you registered (if you've forgotten your email press 'Forgotten your username')

2 Enter your password

Pressing the eye  icon will reveal the password to help you type, though only do this if you are not in a public space

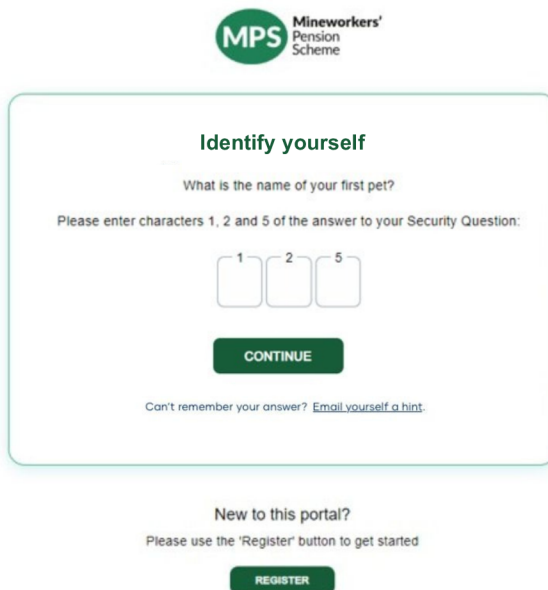
3 Press 'Continue'

If you have forgotten your username go to page 10 and if you have forgotten your password go to page 12.

If you have incorrectly entered your details three times, your account will be temporarily locked.

You can unlock it yourself by retrieving your username or password.

Step 4



The screenshot shows the login interface for the MPS Mineworkers' Pension Scheme. At the top is the MPS logo. The main heading is 'Identify yourself'. Below it, the text asks 'What is the name of your first pet?'. A prompt states 'Please enter characters 1, 2 and 5 of the answer to your Security Question:'. There are three input boxes labeled '1', '2', and '5'. Below the boxes is a green 'CONTINUE' button. At the bottom, there is a link: 'Can't remember your answer? [Email yourself a hint.](#)'. Below the main form, there is a section for new users: 'New to this portal? Please use the 'Register' button to get started' with a green 'REGISTER' button.

- 1 Enter the answer to your security question. You will be asked to enter three random characters

If you have forgotten your answer, the hint that you set when you registered can be emailed to you by pressing the text 'Email yourself a hint'

- 2 Press 'Continue'

You'll now be logged in and see your personalised home page

How to recover your username

Step 1

The screenshot shows the 'Recover your Username' screen for the MPS Mineworkers' Pension Scheme. The screen is titled 'Recover your Username' with the subtitle 'Step 1/2 - Enter your Details'. It features four input fields: 'Surname', 'Date of Birth (DD/MM/YYYY)', 'Membership number', and 'National Insurance Number'. At the bottom, there are two buttons: 'BACK' and 'CONTINUE'. A circular callout on the left highlights the 'Forgotten your username?' link on the login page.

Password

Please [contact us](#) if you are having trouble.

[Forgotten your password?](#)

[Forgotten your username?](#)

MPS Mineworkers' Pension Scheme

Recover your Username

Step 1/2 - Enter your Details

Surname

Date of Birth (DD/MM/YYYY)

Membership number

National Insurance Number

BACK

CONTINUE

- 1 Your username is the email you used when you registered for the portal.

If you have forgotten it, first press the 'Forgotten your username' text link below the password box on the log in screen and on the next screen do the following:

Enter your Surname, your Date of Birth, your MPS Membership Number, and your National Insurance Number

- 2 Press 'Continue'

Step 2



Recover your Username

Step 2/2 - Answer your Security Question

What is the name of your first pet?

Please enter characters 1, 2 and 5 of the answer to your Security Question:

¹ ² ⁵

CANCEL

CONTINUE

- 1 Enter the answer to your security question. You will be asked to enter three random characters
- 2 Press 'Continue'
- 3 Your username, which is your email address, will be displayed on the next screen
- 4 Press 'Sign In' to now log in



Recovery Complete!

Your Username is:

@brightwellpensions.com

SIGN IN

How to reset your password

Step 1

Password

Please [contact us](#) if you are ha

[Forgotten your password?](#)

[Forgotten your username?](#)

MPS Mineworkers' Pension Scheme

Reset your Password
Step 1/3 - Enter your Username

Email Address

[Forgotten your username?](#)

CANCEL CONTINUE

- 1 First press the 'Forgotten your password' text link below the password box on the log in screen. You'll need your username to reset your password. On the next screen do the following:

Enter your username, which is your email address

- 2 Press 'Continue'

Your username is your email address. If you have forgotten your username, press the text 'Forgotten your username' below the box and follow the steps on page 10

How to reset your password

Step 2

The screenshot shows a web form titled "Reset your Password" with the subtitle "Step 2/3 - Enter your Details". At the top left is the MPS logo. The form contains several input fields: "Surname" and "Date of Birth (DD/MM/YYYY)" are side-by-side; "Membership number" and "National Insurance Number" are stacked vertically below them. Below these is a question "What is your mother's maiden name?" followed by a prompt "Please enter characters 4, 5 and 6 of the answer to your security question:". This is followed by three small input boxes labeled 4, 5, and 6. At the bottom are two buttons: "CANCEL" (grey) and "CONTINUE" (green).

- 1 Enter your Surname, Date of Birth, MPS Member Number, and National Insurance Number, including the answer to your security question. You will be asked to enter three random characters
- 2 Press 'Continue'


Step 3

MPS Mineworkers' Pension Scheme

Reset your Password
Step 3/3 - Enter your New Password

Enter your password

CANCEL CONTINUE

- 1 Enter your new password. Press the blue eye icon  to ensure you've typed your password correctly. Do not do this if you are in a public space.
- 2 Press 'continue'
- 3 Your new password will be displayed.
- 4 Now press 'sign in' to sign in

Reset your Password
Step 3/3 - Enter your New Password

Enter your password
Password

CANCEL SIGN IN

Your password has been updated successfully.

Contact us

Visit the scheme website at **mps-pension.org.uk**

Email us at **mps@brightwellpensions.com**

Call us on **0333 222 0077**

Mineworkers' Pension Scheme, Sunderland, SR43 4LE