



## About My Pension Online

My Pension Online is the quickest, easiest and safest way to manage your pension with Lothian Pension Fund. With this secure site you can change your beneficiaries, upload documents, update your contact information, use the online calculator to see your pension if you were to retire from 55, and much more. My Pension Online has been updated to make it easier to use with new features.

## What's new about My Pension Online?



- It's simpler to log on, navigate and keep up to date with your pension
- Your personalised video takes you through your annual benefit statement
- A new retirement planner to work out what you need for the retirement you want
- It's more secure with multi factor authentication.

## Getting logged on

### Already got an account with My Pension Online?

**The first time you login, you'll need to create a new account as we've added more security. It's straightforward and will only take a couple of minutes.**

- Visit <https://edinburgh.pensiondetails.co.uk> and click 'Create an account'
- Confirm your details
- Check which email address messages are being sent to – work, personal or an old one? Also check your junk folder as well
- Set a new, secure password and follow the steps to complete your registration
- Once registered, if you have previously used your work email address, we recommend that you change your email to a personal address. It makes it easier to keep in touch. You can do this in 'Details and settings'
- From now on, login in using your email address and password and you'll be taken through multi factor authentication.



## I can't get logged on

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- Check which email address messages are being sent to – work, personal or an old one? Also check your junk folder as well
- Is your email address registered with more than one account e.g. your partner? For security reasons, email addresses can't be shared with more than one account so please call us on 0333 996 1900 and select option number 4
- If you don't have an email address you can register using Electronic ID verification (EIDV)
- If you're not receiving emails while trying to register, please call us on 0333 996 1900 and select option number 4.

## I've never registered before – using Electronic ID Verification

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- Visit <https://edinburgh.pensiondetails.co.uk> and click 'Create an account'
- Confirm your personal details
- We then need to verify your identity using Electronic ID Verification – to do this you need a phone with a camera and driving licence or passport
- You'll be asked to provide a personal email address
- Verify your email address by clicking the link sent to your address
- Set a new, secure password
- Follow the steps to complete your registration



## I've having problems with Electronic ID Verification

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Please call us on 0333 996 1900 and select option number 4.

## I can't register with Electronic ID Verification

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Please call us on 0333 996 1900 and select option number 4.

## I'm registering from overseas

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Please call us on 0333 996 1900 and select option number 4.



## I've recently joined LPF and have an activation code

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When you click on 'Create a new account,' the button for the activation code is at the bottom of the page.

### Use of personal data

This website uses personal data from your employer to provide the services required to manage your pension. For more information, view our [privacy and personal information](#) page.

☒ I understand this website uses my personal data.

Let's begin

I have an activation code

[Watch our registration tutorial](#)

## Using the new My Pension Online

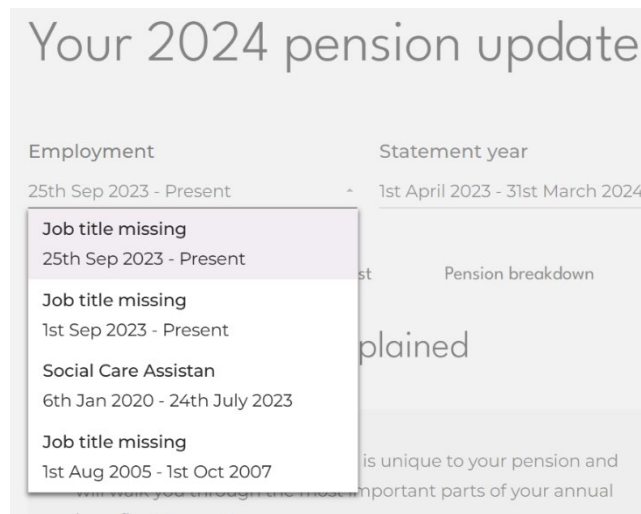
### I've got different pension records but can't see them.

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You can find your different pension records on the following screens:



- Annual Benefit Statements –  
‘Employment’ drop down menu
- Documents and uploads
- Benefit calculators
- Payslips and P60s  
(pensioners/dependants)
- Retirement Planner



## Why do I get taken back to the old site?

Although Lothian Pension Fund has launched the new My Pension Online platform, the software provider is in the final stages of transferring all the functionality from the old site and so you may be redirected to it to complete certain tasks.



## I've registered but forgotten my password

If you've registered for the new My Pension Online, you can ask for a password reset at the login screen.

## Will I see be able to see the same documents and information?

All your existing documents and information are still available on the new My Pension Online. You can see your old annual benefit statements, annual allowance information and letters.

## About your Annual Benefit Statement



## When will my 2025 Annual Pension Forecast be available?

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We're currently working on the 2025 annual benefit statements and will be in touch by email to confirm when it's available. If you've asked us for a paper statement, we'll send this to you by post. All forecasts will be available by 31 August 2025.

## Can I have a paper copy of my statement?

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If you still like a hard copy, you can download, save and print a copy of your statement. Click the "Download Your Statement" button at the bottom of the page. You can also get in touch at [pensions@lpf.org.uk](mailto:pensions@lpf.org.uk) and we can issue a paper statement.