How to register for access to the BT Pensions Portal
How to **register** for access to the BT Pensions Portal

How to **create** your BT Pensions Portal account

How to **log into** your BT Pensions Portal account
How to register for access to the BT Pensions Portal

Before you get started, there are a couple of things you need to know.

When you are ready to start the registration process, you should try and register using a PC or Laptop.

Note
Registration may not be possible using Tablet or Smartphone.

Generally the best browsers to use when completing the registration process are:
- Microsoft Internet Explorer
- Google Chrome
- Mozilla Firefox
- Microsoft Edge

If you are ready to proceed, please follow the steps overleaf.
01 Enter www.btpensionsportal.com into your web browser
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This will present the following screen.

02 Click on "Not a portal user? Register here"

03 Enter your preferred email address into the field

04 Enter a tick in the "I'm not a robot" Captcha box
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This will present a pop-up box.

05 Complete the verification exercise as requested by clicking into the relevant square

06 Once completed, click on the "VERIFY" button

07 Once successfully completed, you will see a green tick in the Captcha box

08 Click “Next”
You should now receive an email with further instructions on how to complete the registration process. (You should check your junk folder if it does not go into your inbox).

The registration email will include a link to the Portal. Click on the link to start the registration process.
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01 If you are ready to proceed with the registration process, click “Next”

If you do not wish to continue, click on “Cancel”. Please be aware that you have 24 hours from receiving the registration email to resume the process. If the link expires, you will see the following screen.

If your link has expired, please go back to step 2 and start the process again.
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02 Click “OK”

After reading the Portal Terms & Conditions, confirm your acceptance by checking the tick box

03

04 Click “Continue”
05 Click “OK”

06 Click on the link provided to read the BT Pension Scheme Portal Privacy Policy

07 Enter a tick in the box to confirm your acceptance of the Portal Privacy Policy

08 Click “Continue”
How to register for access to the BT Pensions Portal

1. Click "Next"

2. Enter your member reference number

Your member reference number can be found on a recent payslip, P60 or under “Your Unique Pension Reference Number in any correspondence sent to you by the Pension Scheme Administration team.

3. Click "Next"
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Note - If you are unable to find your member reference number, please contact BT Pension Scheme Member Support on 0800 731 1919 who will be able to provide this to you.

Enter your date of birth as DD/MM/YYYY. Alternatively, you can enter your date of birth by clicking on the arrows to locate the month and year, then select the date from the calendar.

After you have filled in all the information, click “Next”.

Please note - Forename is no longer a required field.
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You now need to complete your Log in credentials. These are the details that you will enter whenever you want to access the Portal.

Enter your username (see on the right for guidance on what you need to include)

When creating your username

• It must be between 8 and 20 characters in length
• It must not begin with a number
• It must not contain any spaces

13

Username
AjGI08C

Password

Password

Create your portal account

Please create your Log in credentials

Please provide the following information which you will use to Log in to the portal. For more information on the username, password and memorable word (including the complexity requirements), please click on the relevant help icon. All fields are mandatory.

Username
AjGI08C

Password

Confirmed password

Memorable word

Confirmed memorable word

Click Next to proceed with Security Questions.

Click Next to proceed with Security Questions.
How to create your BT Pensions Portal account

14 Enter your chosen password (see on the right for guidance on what you need to include)

- It must be between 8 and 256 characters in length
- It must include at least one upper case character
- It must include at least one lower case character
- It must include at least one number
- It must include at least one symbol (;:&£!@#$%*+-=?/~)
- It must not contain any spaces at the end
- It must not contain any spaces at the beginning
- It must not contain more than one space between words
- It must not be the same as your memorable word (See step 25)
- It must not include your
  - First name
  - Last name
  - Date of birth
  - Email address
  - Username

15 Re-enter your chosen password

Re-enter your chosen password

When creating your password

- It must be between 8 and 256 characters in length
- It must include at least one upper case character
- It must include at least one lower case character
- It must include at least one number
- It must include at least one symbol (;:&£!@#$%*+-=?/~)
- It must not contain any spaces at the end
- It must not contain any spaces at the beginning
- It must not contain more than one space between words
- It must not be the same as your memorable word (See step 25)
- It must not include your
  - First name
  - Last name
  - Date of birth
  - Email address
  - Username
**How to create your BT Pensions Portal account**

16. **Enter your memorable word** (see on the right for guidance on what you need to include)

   - When creating your **memorable word**:
     - It must be between 8 and 20 characters in length
     - It must include at least one lower case character
     - It must not contain any spaces
     - It must not be the same as your password
     - It must not include your:
       - First name
       - Last name
       - Date of birth
       - Email address
       - Username

17. **Re-enter your chosen memorable word**

18. **Click “Next”**
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You now need to set your **Security Questions**.

19 Click on the dropdown and select one of the Security Questions

20 Enter the answer to the chosen Security Question into the box provided

You will need to repeat the above steps for all 5 Security Questions.
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Congratulations, you have now completed the Portal registration steps.

You should now be presented with the confirmation message.

21 Click “Finish”

22 Click on the “Log in Page” to proceed
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To log into the Portal, follow the steps below.

01 Enter your username into the box provided

02 Enter your password into the box provided

03 Enter a tick into the “I'm not a robot” box
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04 Click on the relevant boxes as requested

05 Click on the "VERIFY" box

06 Once successfully completed, you will see a green tick in the Captcha box

07 Click on the "Log in" button
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You will now be asked to select characters from your **memorable word**.

08 Click on the dropdown arrow and select the appropriate character from the list

You will need to complete this step for **all 3** dropdown requests.

**Note** - You will need to scroll down for lower case letters as they are found after the upper case letters.
How to log into your BT Pensions Portal account

You should see the Scheme home page and have now successfully logged into the Pension Portal.