


Portal Registration FAQs

Where do I find my activation code?

Your activation code is the 9-digit code included in the letter we sent you about the portal:



Your New Secure Member Portal

We're pleased to introduce your **new secure online member portal** – a simple, safe way to access and manage your Royal Mail Pension Plan whenever it suits you. You'll be able to:

- ✓ **Update your personal details**
- ✓ **Keep your beneficiary nominations for any death benefits up to date**
- ✓ **View payslips and P60s if you are already receiving your pension**
- ✓ **Check the latest value of your pension if you were considering claiming it soon**
- ✓ **View your annual benefit statements all in one place – available whenever you need it.**

Your Personal Activation Code:

<CODE>



Getting started is quick and easy!

Registering should only take a few minutes



- 1 Scan the QR code or go to portal.royalmailpensionplan.co.uk/
- 2 You'll see a message saying "If you have not yet registered, please click here". Click this link to start
- 3 Enter your details and your Personal Activation Code (shown above)
- 4 Check your email and click the confirmation link
- 5 Log in to the portal with your email and chosen password

On your first login, you'll be asked to add a mobile number. Each time you sign in we'll send you a security code. This extra step helps keep your information safe.

If you'd like extra help, you can watch a short step-by-step video on our website: royalmailpensionplan.co.uk

If you did not receive this letter or cannot find it, please contact our helpline.

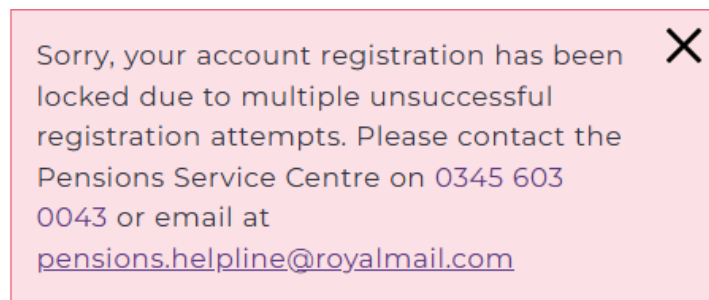
Why can't I register?

If any details are entered incorrectly, an error message will appear explaining what needs to be corrected. You can also click into each field for additional guidance on what to enter.

In the unlikely event your Date of Birth or NI Number do not match our existing records, you won't be able to register. If you think this is the case, please contact our helpline.

I've been locked out for too many attempts

If you have tried to register multiple times using the same email but entered incorrect details, your account may become locked. If so, you will see this message:



If you see this message while trying to register, please contact our helpline and we will be able to unlock your account.

I didn't receive a confirmation email

After clicking 'Register', you should see a confirmation message at the top of the screen telling you that your registration was successful and that an email has been sent to you:

Confirmation

An email has been sent to your email address. Please follow the instructions in the email to complete the registration process.

OK

If you did not see this message, your registration may not have been completed. Please try registering again.

If you saw the confirmation message but have not received the email:


- Please wait a few minutes, as it may take a short time to arrive.
- Check your junk or spam folder.
- Make sure you entered your email address correctly.



The email will be from noreply@royalmail.com with the subject 'Online access to RMPP portal'. If you still cannot find the confirmation email, please contact our helpline.

I've successfully registered, but I can't log in

Please ensure you have verified your email address by clicking the link sent to you by email. Also check that you are using the same email address and password you created during registration. If you have forgotten your password, you can reset it by clicking 'Forgot password?' on the login page as shown below:

Welcome

 Username

 Password 

[Forgot password?](#)

If you have forgotten which email address you used to register, please contact our helpline.

My account has been locked for too many incorrect password attempts

If you enter your password incorrectly too many times, your account will be locked, and you will see the message below:

- Sorry, your account has been locked. Please click [here](#) to reset your password or contact the Pensions Service Centre on 0345 603 0043 or email at pensions.helpline@royalmail.com

To unlock your account, you must reset your password. Click the link in the message or 'Forgot password?' on the login page and follow the steps to reset your password.

Why am I being asked for my mobile number?

This is part of our security process. You will be asked to enter a code sent to your phone each time you log in. This helps keep your account secure and ensures only you can access your pension information.

I haven't received my verification text message

Please check that your phone has a signal and wait a moment for the message to arrive. If you still haven't received it, select 'resend code'.

If this doesn't work, please try switching your phone off and on again.

If the issue continues, please contact our helpline.

Can I change my email and password later?

Yes. Once you are logged in, you can update your details in the Account Settings section.

Can I change the mobile number used for verification?

Yes. Once you are logged in, you can add a new mobile number in the Account Settings section.

Which devices or browsers can I use?

The portal works best on modern browsers such as Chrome, Edge, Safari, or Firefox. It is accessible on mobiles, tablets, and computers. If you experience issues loading the portal, try switching browser or device.