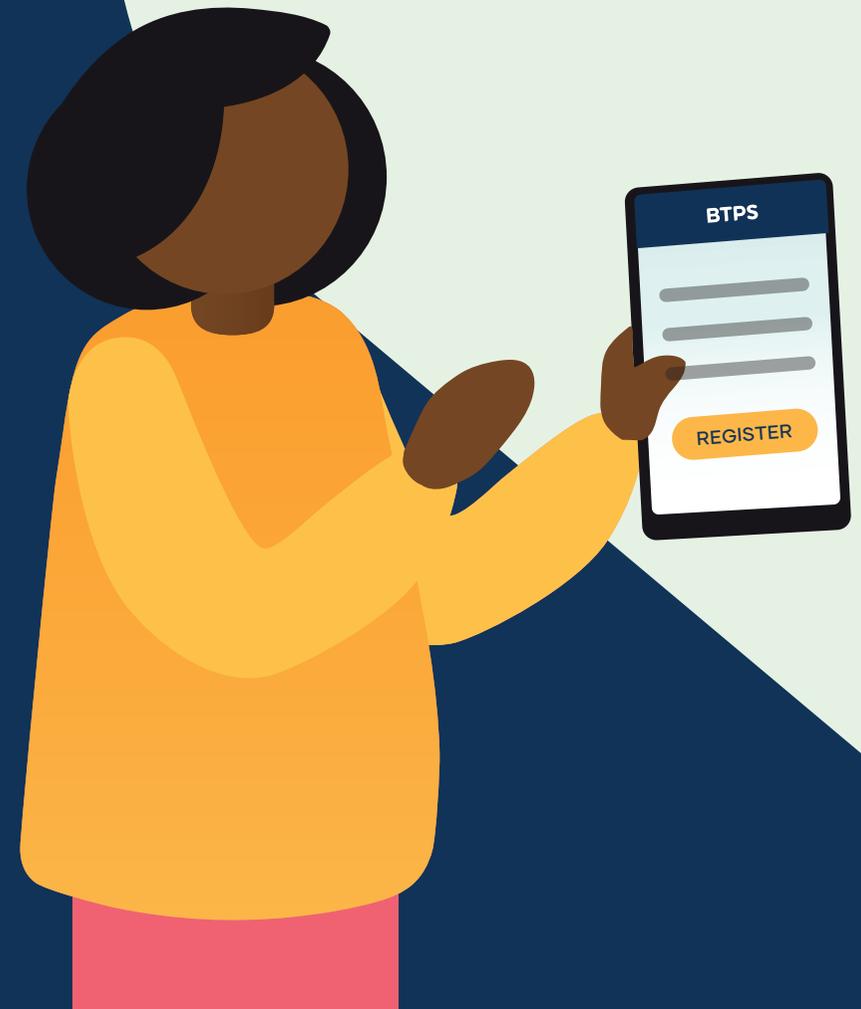


# BTPS

How to...

Register and log in  
to the BTPS portal



## In this guide

How to register for access to the BTPS portal

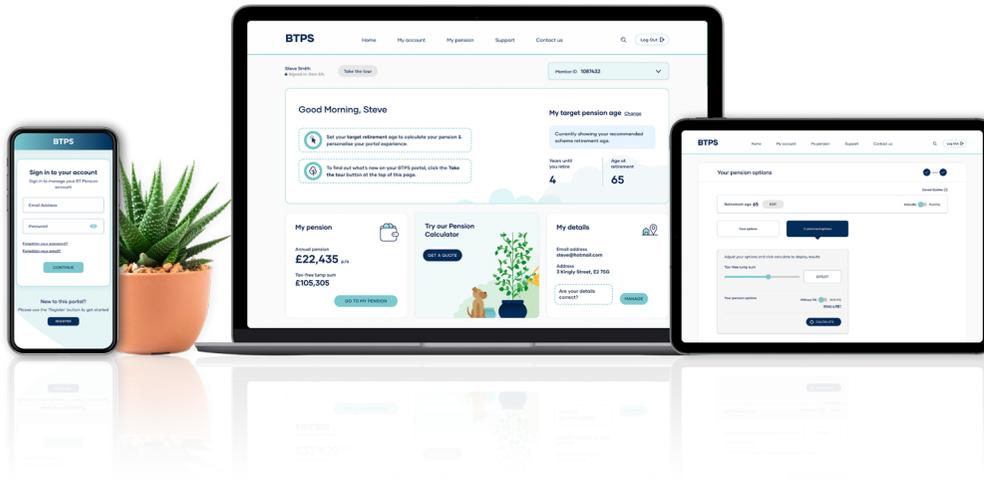
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## Introduction

The secure BTPS portal includes helpful information, documents and tools so that you can manage your pension from wherever you are. You access the portal by logging in from the BTPS website but first you'll need to register, even if you have registered before on a previous portal.

Before you get started, you'll need a few things to hand:

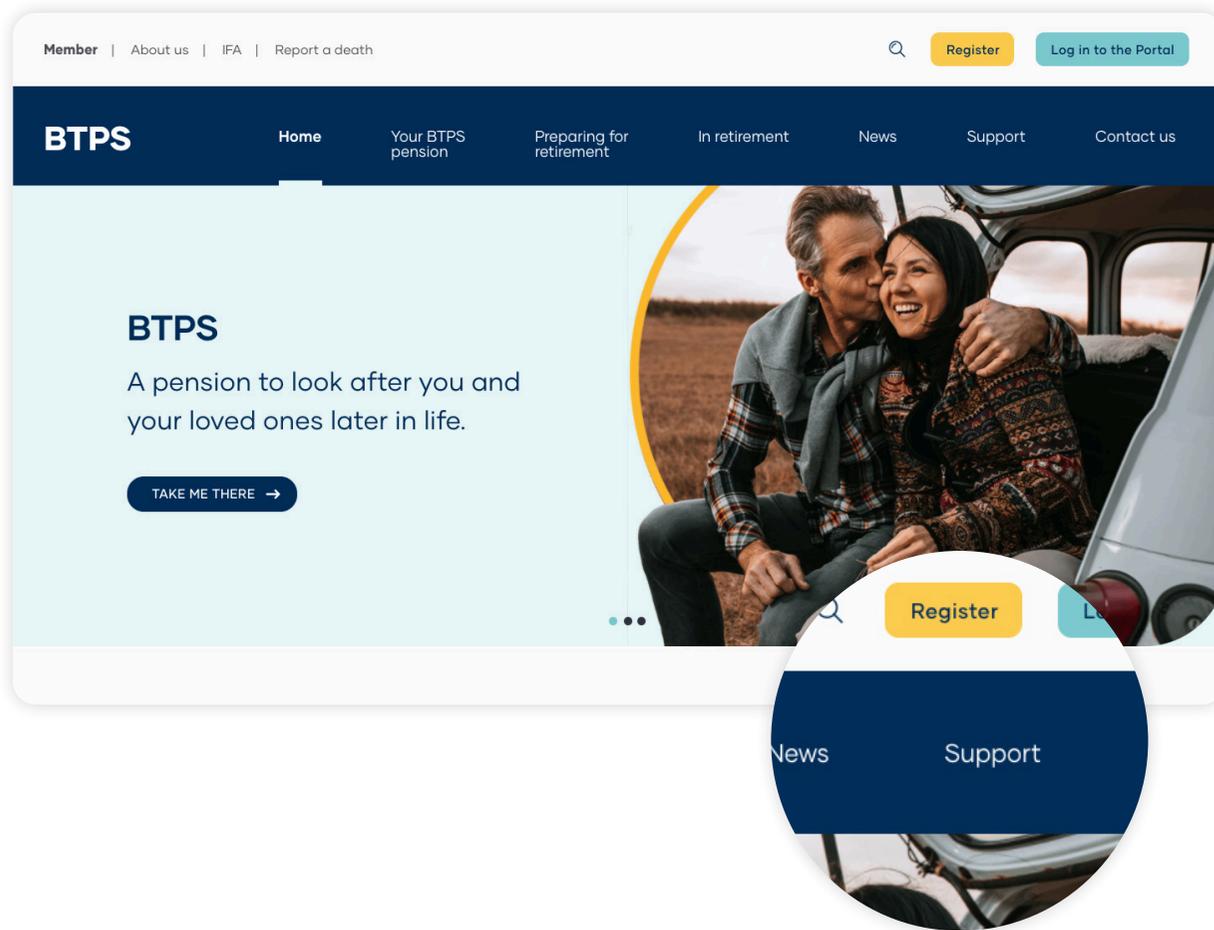
- Your **BTPS Membership or Unique Pension Reference Number**, which you can find on one of our letters
- Your **National Insurance Number**
- An **email address**. A personal address rather than a work address is best as it will stay with you in the future

For the best experience, we recommend you use a modern browser, such as Google Chrome, Mozilla FireFox, Safari or Microsoft Edge.

Please be aware that some features may not work as expected using Internet Explorer as this browser is no longer supported by Microsoft.

## How to register for access to the BTPS portal

### Step 1



- 1 Go to the home page of the BTPS website at [www.btps.co.uk](http://www.btps.co.uk)
- 2 Press the yellow 'Register' button in the top right corner

## How to register for access to the BTPS portal

### Step 2

The screenshot shows the BTPS registration interface. On the left, a sidebar titled 'Register for Online Pension Management' lists requirements: 'Your Membership number', 'Your National Insurance Number', and 'Your personal details'. It also states 'Around 2-5 minutes to complete registration' and provides a 'LOGIN' button for existing users. The main content area is titled 'To get started, let's confirm your details' and features a progress indicator with five steps, where step 1 is active. The form includes input fields for 'Surname', 'Date of birth (DD/MM/YYYY)', 'Membership number', 'National Insurance Number', and 'Email address'. Below these fields is a checkbox for 'I've read the Terms & Conditions and understand how the BT Portal Site will use my personal information', which is checked. A 'CONTINUE' button is located at the bottom right of the form. A magnifying glass highlights the checked checkbox.

#### 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 Confirm you've read the terms and conditions by ticking the box and then press 'Continue'

## How to register for access to the BTPS portal

### Step 3

**BTPS**

### Account Verification

To help verify your account, we'll send a verification code to your email.

Click to send your code

Get your verification code via email >

CANCEL

Enter your verification code

Your code will expire in 4 minutes 37

2 8

Haven't received the email? [Send it again.](#)

CANCEL

Enter your verification code

Your code has expired, please click "Send it again."

2 8 2 9 5 2 9

Haven't received the email? [Send it again.](#)

CANCEL

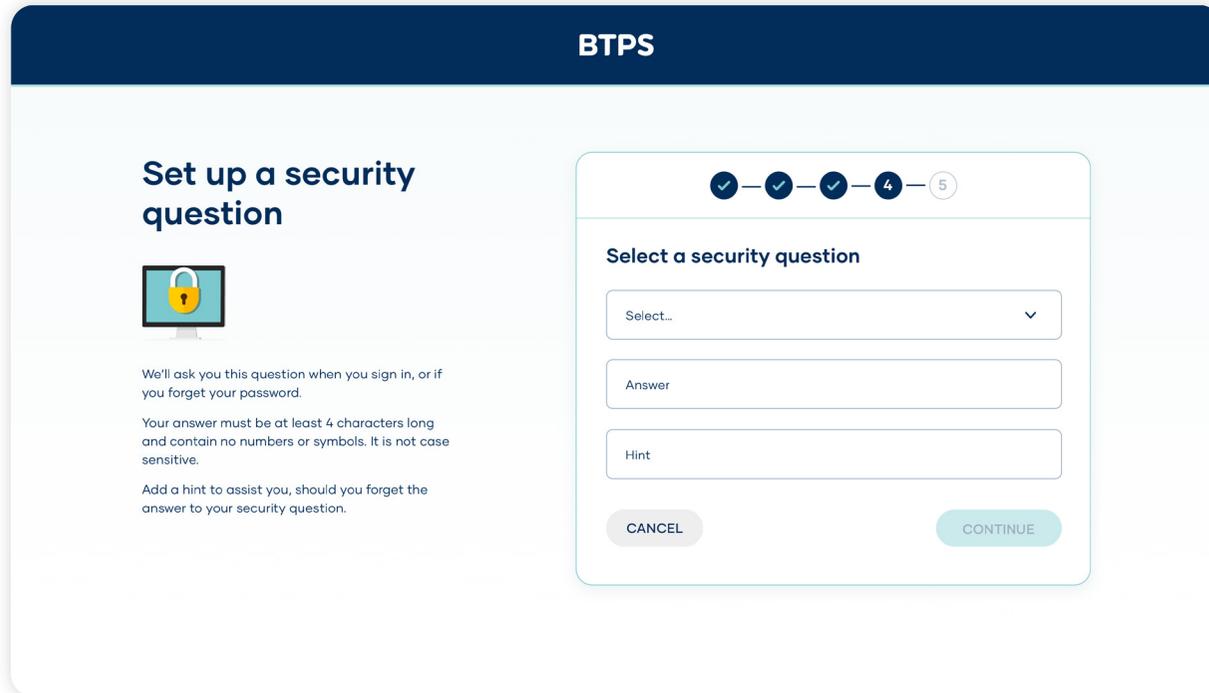
- 1 Press 'Get your verification code via email'

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

## Step 4



The screenshot shows a web interface for setting up a security question. At the top, a dark blue header contains the text 'BTPS'. Below the header, the main content area is white. On the left, there is a section titled 'Set up a security question' with a padlock icon. Below the title, there are three lines of 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 filled with a checkmark, the fourth is filled with the number '4', and the fifth is empty with the number '5'. Below the progress indicator, there are three input fields: a dropdown menu labeled 'Select...' with a downward arrow, an 'Answer' field, and a 'Hint' field. At the bottom of the form, there are two buttons: 'CANCEL' on the left and 'CONTINUE' on the right.

- 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

**BTPS**

### 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

Progress: 5 steps (4 completed)

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

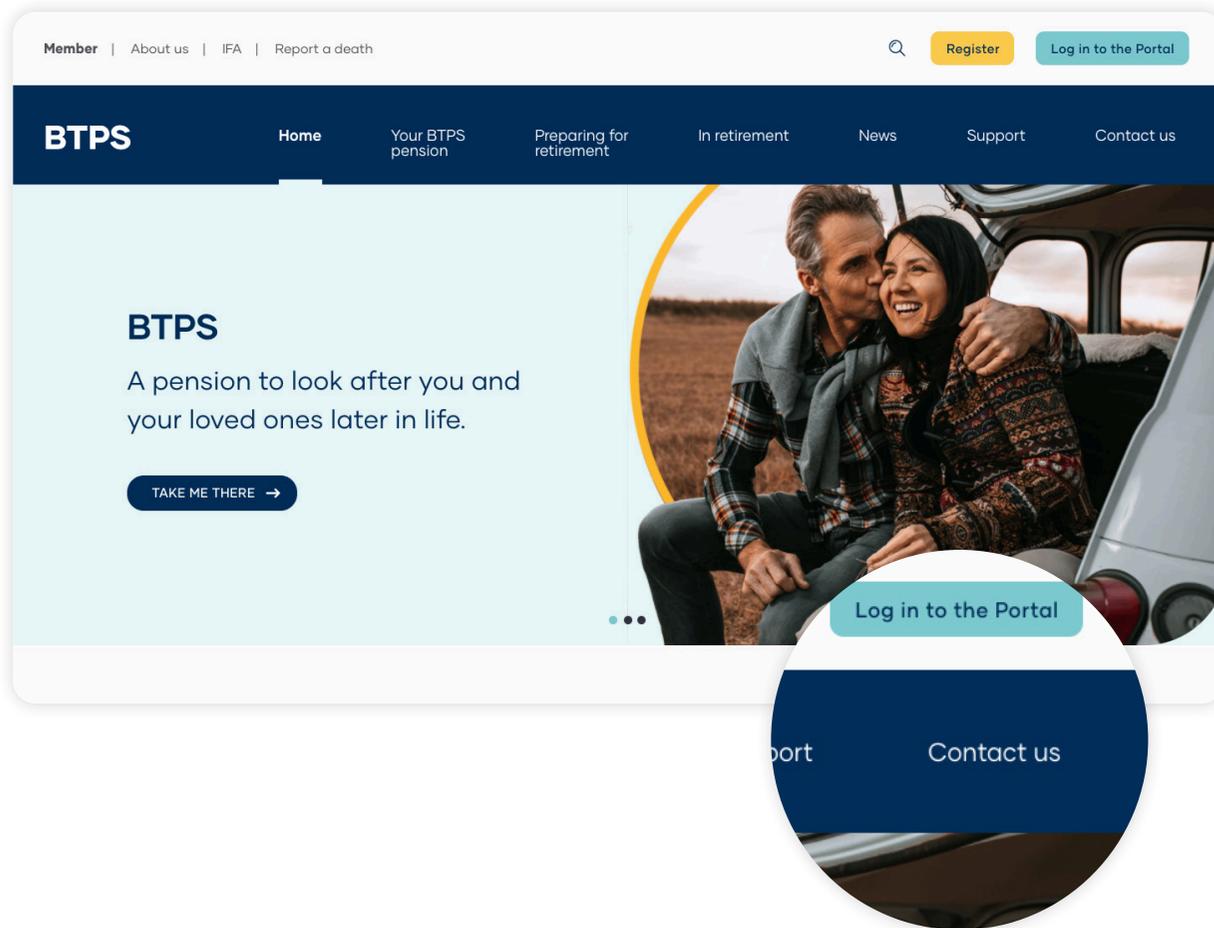
Pressing the eye  icon will reveal the password to help you type, though you should only do this if you are not in a public space

### 2 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 BTPS portal

### Step 1



- 1 Go to the home page of the BTPS website at [www.btps.co.uk](http://www.btps.co.uk)
- 2 Press the light blue 'Log in to the portal' button in the top right corner

## How to log in to the BTPS portal

### Step 2

**BTPS**

**Login to your account**  
Enter your username and password to manage your BTPS account

Email Address

Password

[Forgotten your password?](#)  
[Forgotten your username?](#)

CONTINUE

New to this portal?  
Please use the 'Register' button to get started

REGISTER

1 Enter your username, which is your email address that you used when you registered

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 incorrectly enter your details three times, your account will temporarily be locked. **You can unlock it yourself by retrieving your username or password.** If you have forgotten your username go to page 11, and if you have forgotten your password go to 13

## How to log in to the BTPS portal

### Step 3

The screenshot shows the BTPS login interface. At the top, there is a dark blue header with the text 'BTPS'. Below this is a light blue background with a white rounded rectangle containing the 'Identify yourself' section. The text in this section asks for the user's mother's maiden name and requests three characters from the answer. There are three input boxes labeled 3, 5, and 6. A teal 'CONTINUE' button is positioned below the input boxes. At the bottom of the white box, there is a link: 'Can't remember your answer? [Email yourself a hint.](#)'

**Identify yourself**

What is your mother's maiden name?

Please enter characters 3, 5 and 6 of the answer to your Security Question:

3 5 6

**CONTINUE**

Can't remember your answer? [Email yourself a hint.](#)

**Forgotten your details?**

Our member services team will be happy to help.  
Call us from within the UK on 0800 731 1919  
Call us from overseas on +44 (0)203 0233420.  
For our opening hours and other ways to contact us [click here.](#)

**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

Password

[Forgotten your password?](#)  
[Forgotten your username?](#)

**BTPS**

Please use

**Recover your username**  
Step 1/2 - Enter your details

Surname  Date of birth (DD/MM/YYYY)

Member ID

National Insurance Number

BACK CONTINUE

First press the 'Forgotten your username' text link below the password box on the log in screen and on the next screens do the following:

- 1 Enter your personal details
- 2 Press 'Continue'

## Step 2

**BTPS**

**Recover your username**

Step 2/2 - Answer your Security Question

What is your mother's maiden name?

Please enter characters 3, 5 and 6 of the answer to your Security Question:

3 5 6

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 'Continue' to now log in

### Step 1

The screenshot displays the BTPS portal interface. At the top, a dark blue header contains the text 'BTPS'. Below the header, a white dialog box is centered on the screen. The dialog box has the title 'Reset your password' and the subtitle 'Step 1/3 - Enter your Username'. It contains an input field labeled 'Email Address'. Below the input field is a link that reads 'Forgotten your username?'. At the bottom of the dialog box are two buttons: 'CANCEL' on the left and 'CONTINUE' on the right. A circular callout bubble is positioned over the top-left corner of the dialog box, showing a magnified view of the 'Password' field and the 'Forgotten your password?' and 'Forgotten your username?' links from the previous screen.

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 screens do the following:

- 1 Enter your username, which is your email address
- 2 Press 'Continue'

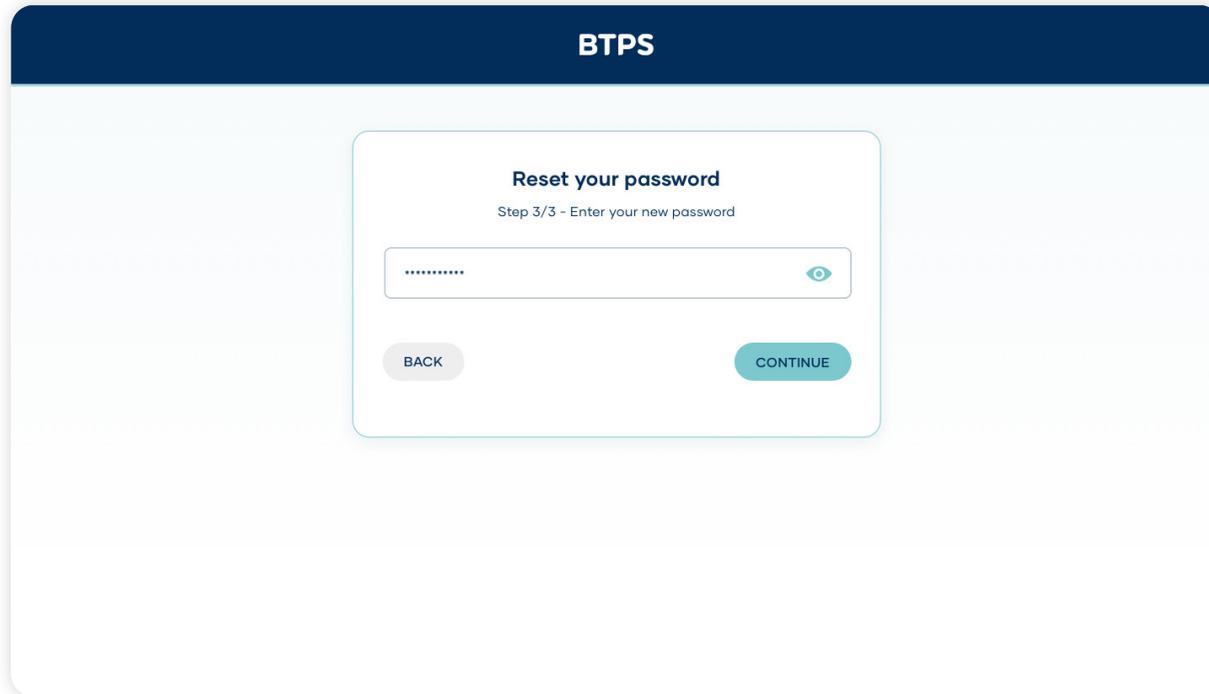
Your username is your email address. If you have forgotten your username, press the text 'Forgotten your username' below the box and follow the steps on page 11

### Step 2

The screenshot shows a web interface for BTPS. At the top, there is a dark blue header with the text 'BTPS'. Below this is a white content area with a rounded rectangle containing the form. The form is titled 'Reset your password' and is labeled 'Step 2/3 - Enter your details'. It contains several input fields: 'Surname', 'Date of birth (DD/MM/YYYY)', 'Member ID', and 'National Insurance Number'. Below these fields is a section for a security question: 'What is your mother's maiden name?' followed by the instruction 'Please enter characters 3, 5 and 6 of the answer to your Security Question:'. This is followed by three input boxes labeled '3', '5', and '6'. At the bottom of the form are two buttons: 'BACK' and 'CONTINUE'.

- 1 Enter your personal details, including the answer to your security question. You will be asked to enter three random characters
- 2 Press 'Continue'

## Step 3



The screenshot shows a mobile application interface for BTPS. At the top, there is a dark blue header with the text "BTPS" in white. Below the header, the main content area is white and contains a rounded rectangular form. The form has a title "Reset your password" and a subtitle "Step 3/3 - Enter your new password". Inside the form, there is a password input field with a masked password "....." and a toggle icon for visibility. Below the input field, there are two buttons: a grey "BACK" button on the left and a teal "CONTINUE" button on the right.

1 Enter your new password

2 Press 'Continue' to now log in

# BTPS

[www.btps.co.uk](http://www.btps.co.uk)



## Further information

There is also a two minute video that explains the registration process.

Go to 'Forms and guides' at [www.btps.co.uk/support](http://www.btps.co.uk/support) and look for 'How to... register for the portal'.

There are other videos to watch too that help to explain how your pension works.