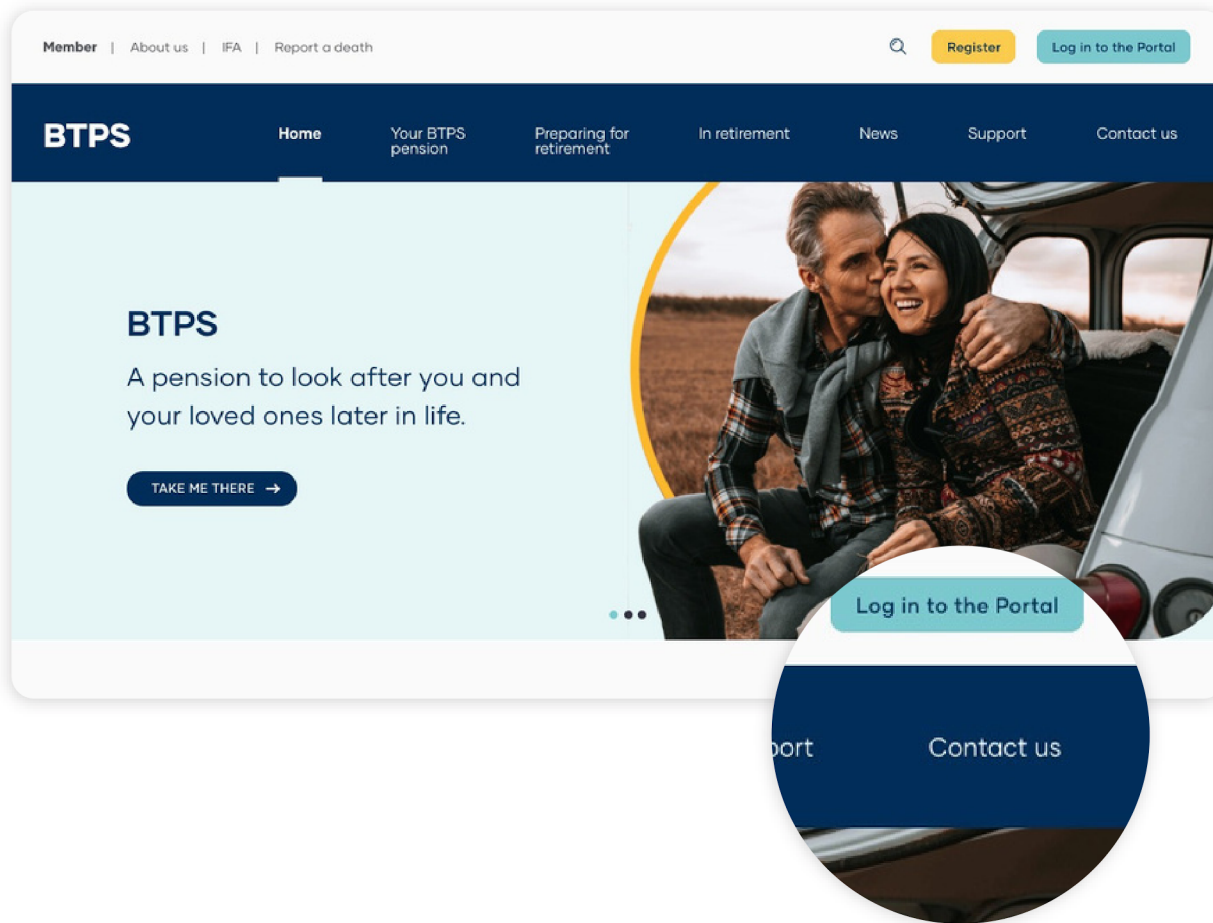
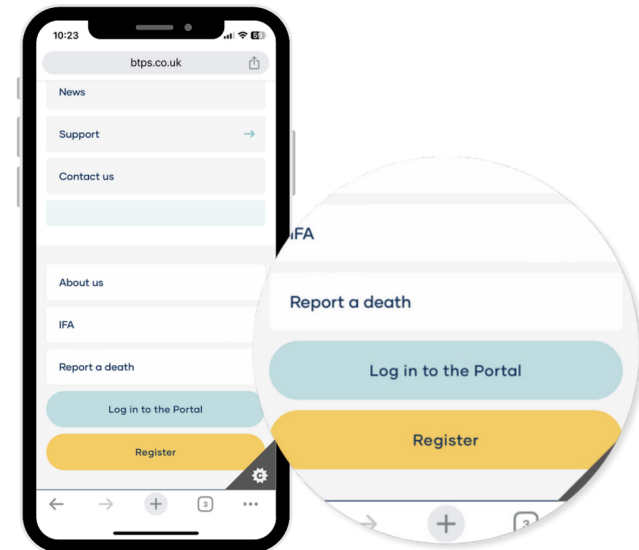


How to log in to the BTPS portal

Step 1

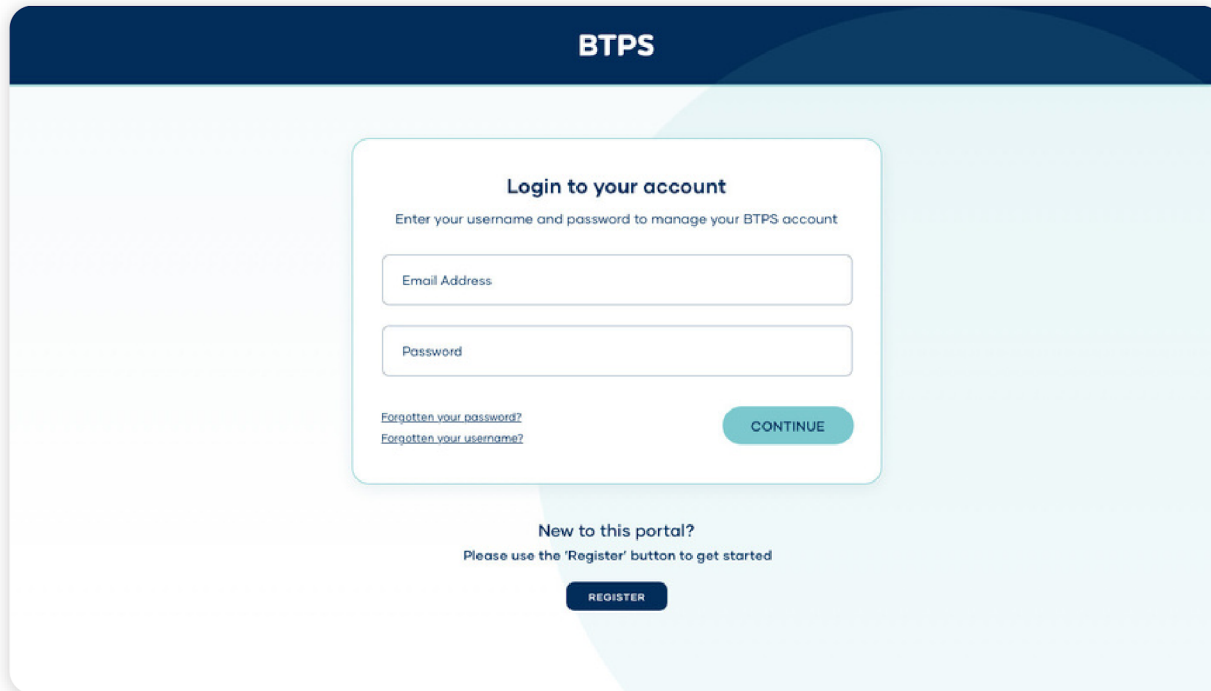


- 1 Go to the home page of the BTPS website at www.btps.co.uk
- 2 Press the light blue 'Log in to the portal' button in the top right corner
- 3 If you're accessing the home page on mobile, press the three lines in the top right corner and scroll to the bottom



How to log in to the BTPS portal


Step 2



The screenshot shows the BTPS login interface. At the top is a dark blue header with the text 'BTPS'. Below this is a light blue background with a white login form. The form is titled 'Login to your account' and includes the instruction 'Enter your username and password to manage your BTPS account'. It features two input fields: 'Email Address' and 'Password'. Below the 'Password' field are two links: 'Forgotten your password?' and 'Forgotten your username?'. A teal 'CONTINUE' button is positioned to the right of these links. At the bottom of the form, there is a section for new users: 'New to this portal? Please use the 'Register' button to get started', followed by a dark blue 'REGISTER' button.

1 Enter your username, 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 4 and if you have forgotten your password go to page 6.

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.

How to log in to the BTPS portal

Step 3

The screenshot shows the BTPS login portal. At the top is a dark blue header with the text 'BTPS'. Below the header is a light blue background. In the center is a white rounded rectangle containing the 'Identify yourself' section. This section asks for the user's mother's maiden name and requests characters 3, 5, and 6 of their security question answer. There are three input boxes labeled 3, 5, and 6. Below these is a teal 'CONTINUE' button. At the bottom of the white box is a link: 'Can't remember your answer? [Email yourself a hint.](#)'. Below the white box, on the light blue background, is a 'Forgotten your details?' section with contact information for the member services team, including phone numbers for the UK and overseas, and a link to contact hours.

BTPS

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

The screenshot shows the BTPS login interface. A dark blue header bar contains the text "BTPS". Below the header, there is a light blue box with the text "Please use". To the left of this box, a circular callout highlights a "Password" input field and two links: "[Forgotten your password?](#)" and "[Forgotten your username?](#)". The main content area features a "Recover your username" form titled "Step 1/2 - Enter your details". The form includes four input fields: "Surname", "Date of birth (DD/MM/YYYY)", "Member ID", and "National Insurance Number". At the bottom of the form are two buttons: "BACK" and "CONTINUE".

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:

- 1 Enter your Surname, your Date of Birth, your BTPS Membership Number, and your National Insurance Number
- 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 'Sign In' to now log in

Recovery Complete!

Your Username is:

example@emailaddress.co.uk

SIGN IN

How to reset your password

Step 1

The screenshot displays the BTPS login interface. A circular callout highlights the 'Forgot your password?' and 'Forgot your username?' links on the login screen. The main screen shows a 'Reset your password' dialog box with the title 'Reset your password' and subtitle 'Step 1/3 - Enter your Username'. It features an 'Email Address' input field, a 'Forgot your username?' link, and 'CANCEL' and 'CONTINUE' buttons.

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:

- 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 4

How to reset your password


Step 2

The screenshot shows a web interface for BTPS. At the top is a dark blue header with the text 'BTPS'. Below this is a light blue box containing the form. The form is titled 'Reset your password' with a subtitle 'Step 2/3 - Enter your details'. It contains several input fields: 'Surname' and 'Date of birth (DD/MM/YYYY)' in a row, 'Member ID' below them, and 'National Insurance Number' in a larger box. Below these is a section for a security question: 'What is your mother's maiden name?' followed by '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 Surname, Date of Birth, BTPS 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

The screenshot shows a web interface for BTPS. At the top is a dark blue header with the text 'BTPS'. Below the header is a light blue box containing the 'Reset your password' form. The form has a title 'Reset your password' and a subtitle 'Step 3/3 - Enter your new password'. It features a password input field with a blue eye icon to the right, indicating a toggle for password visibility. Below the input field are two buttons: a grey 'BACK' button and a teal 'CONTINUE' button.

- 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' to now log in

BTPS

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 and look for 'How to... register for the portal'.

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