



# EQ METROPOLITAN POLICE – MEMBER SELF-SERVICE FORGOTTEN USERNAME AND PASSWORD GUIDE.



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## Introduction

The purpose of this guide is to show you how to use and navigate the Member Self-Service.

### **What is Member Self-Service?**

Member Self-Service is your online access to your pension information. It is a secure site and only you have online access to your membership information. You can access the website via your phone, tablet or PC.



## Website

To access the Member Self-Service portal, you need to go to <https://mymetpolicepension.equiniti.com>

You will be taken to the below website.

**Welcome to the EQ MPS Pensions website**

**Find out more about your pension**  
Your pension is hugely important and one of the most valuable investments you will ever make. This site contains all the information you need to manage your MPS police pension.

**A source of useful information**  
You can find out who to talk to about your pension by clicking [here](#).  
There are also a number of forms you can download [here](#) if you need to tell us some specific information or notify us of a change in circumstances (eg divorce).

**Help and Information**

**MPS McCloud Remedy Website**

**Website Queries**  
If you have forgotten your login details please use the links on the Login page. If you still can't log in, please refer to the FAQs page or use the email address below, including your warrant number, date of birth and national insurance number: [mymetpension@equiniti.com](mailto:mymetpension@equiniti.com)

**Benefits Queries**  
[enquiries\\_pensions@equiniti.com](mailto:enquiries_pensions@equiniti.com)  
UK telephone: 0300 123 0828  
Overseas telephone: +44 207 161 7777



## Forgotten Password

If you have forgotten your password or username **and** you have **verified** your email address.

*(To verify your email address, when you log into your account at the top of the page should have a link to help you verify email. If you don't see a link once logged in then your email is already verified. If you are locked out and think you haven't verified your email please contact [enquiries.pensions@equiniti.com](mailto:enquiries.pensions@equiniti.com) to reset your password)*

Click the 'Forgotten Password?' link on the Login page:

**EQ** **METROPOLITAN POLICE**

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**Login**

**Username**  
Username

**Password**  
Password

[Forgotten Password?](#) [Continue](#)

[Forgotten Username?](#)

**New User Registration**



If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.

[Register](#)



First, enter your username:

**METROPOLITAN  
POLICE**

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[Click here to return to the login page Login](#)



Please enter your username to begin the password reset process

**Reset Password - Part 1**

Username

Continue

You will get an email from EQ containing a one-time code which you can use back on the website:

**METROPOLITAN  
POLICE**

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[Click here to return to the login page Login](#)

If you have verified your email address then a code has been sent to your registered email address. Please enter it below to continue the password reset process

**Reset Password - Part 2**

Reset Password Code

Continue



You will now need to answer one of the security questions you set up when registering for an account:



[Click here to return to the login page Login](#)

You are required to provide the answer to a security question before continuing

### Reset Password - Part 3

Please supply the answer to your following security question

**What time of day were you born?**

Continue

Next will now be asked to enter a new password. The form will tell you the required password strength.

After doing this, you will get confirmation this has been successful, on the website itself and by email:



[Click here to return to the login page Login](#)

You have successfully reset your password.





## Forgotten Username

If you have forgotten your username, you can follow a similar process to the forgotten password.

Click the 'Forgotten Username?' link on the login page:



Login

Username

Password

[Forgotten Password?](#)

[Forgotten Username?](#)

Continue

New User Registration

If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.

Register



Then enter the email address associated with the account:

Click here to return to the login page [Login](#)

Please enter your registered security email address. If it exists on record then your username will be sent to this address.

**Forgotten Username**

Email Address

Send Username

You will now see this message:

Click here to return to the login page [Login](#)

Please check your email for a username reminder.

And will receive an email containing your username.