

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

Version: No. 1.0 Confidential

Owner: HGW Effective Date: 01/07/2025

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Review Date: 30/06/2026 Page I 1



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Effective Date: 01/07/2025 Version: No. 1.0 Confidential Owner: HGW Review Date: 30/06/2026



### **Table of Contents**

Introduction	4
	_
Website	5
Forgotten Password	6
Forgotten Username	9



### 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.

Version: No. 1.0 Confidential

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### Website

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

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 (and divorce)





#### Website Queries

If you have forgotten your login details please use the links on the Login page. If you still carn't log in, please refer to the FAOs page or use the email address below, including your warrant number, date of birth and national insurance number: mymetpension@equiniti.com

#### Benefits Queries

enquiries\_pensions@equiniti.co m

UK telephone: 0300 123 0828

Overseas telephone +44 207 161 2222

Version: No. 1.0 Confidential

Owner: HGW Review Date: 30/06/2026

Page I 5

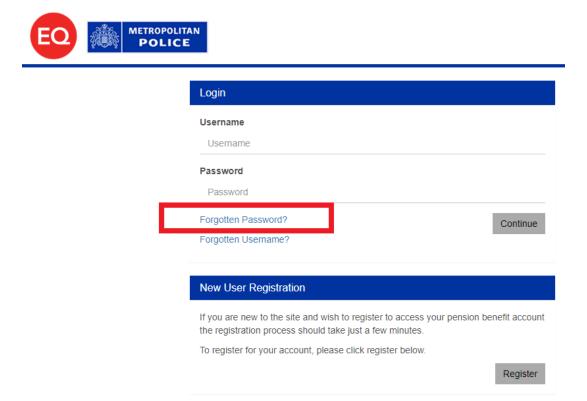


## Forgotten Password

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 <a href="mailto:enquiries.pensions@equiniti.com">enquiries.pensions@equiniti.com</a> to reset your password)

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



Version: No. 1.0 Confidential

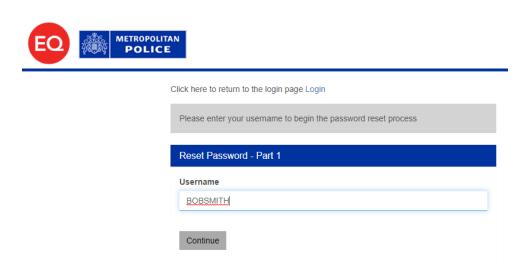
Owner: HGW

Effective Date: 01/07/2025

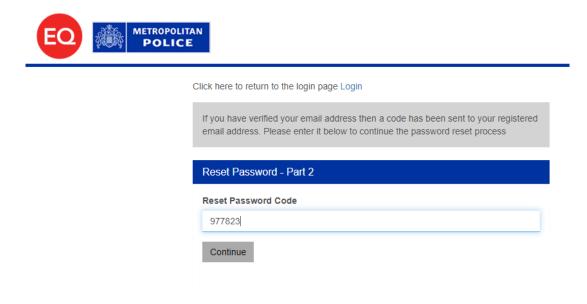
Review Date: 30/06/2026



#### First, enter your username:



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



Version: No. 1.0 Confidential Effective Date: 01/07/2025

Owner: HGW Review Date: 30/06/2026



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:



Owner: HGW



Click here to return to the login page Login

You have successfully reset your password.

Version: No. 1.0 Effective Date: 01/07/2025

Review Date: 30/06/2026 Page I 8

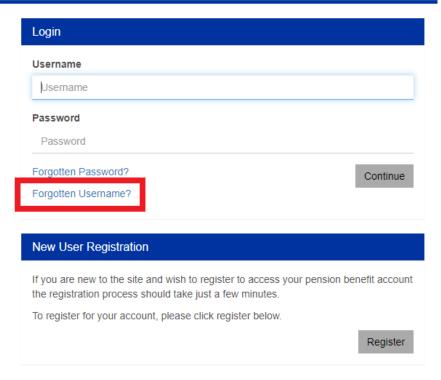


# Forgotten Username

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:





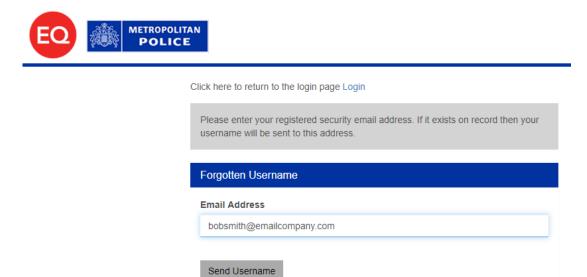
Version: No. 1.0 Confidential

Owner: HGW Effective Date: 01/07/2025

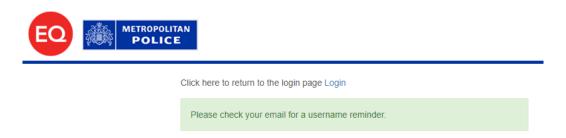
Review Date: 30/06/2026



Then enter the email address associated with the account:



You will now see this message:



And will receive an email containing your username.

Version: No. 1.0 Confidential

Owner: HGW Effective Date: 01/07/2025

Review Date: 30/06/2026