

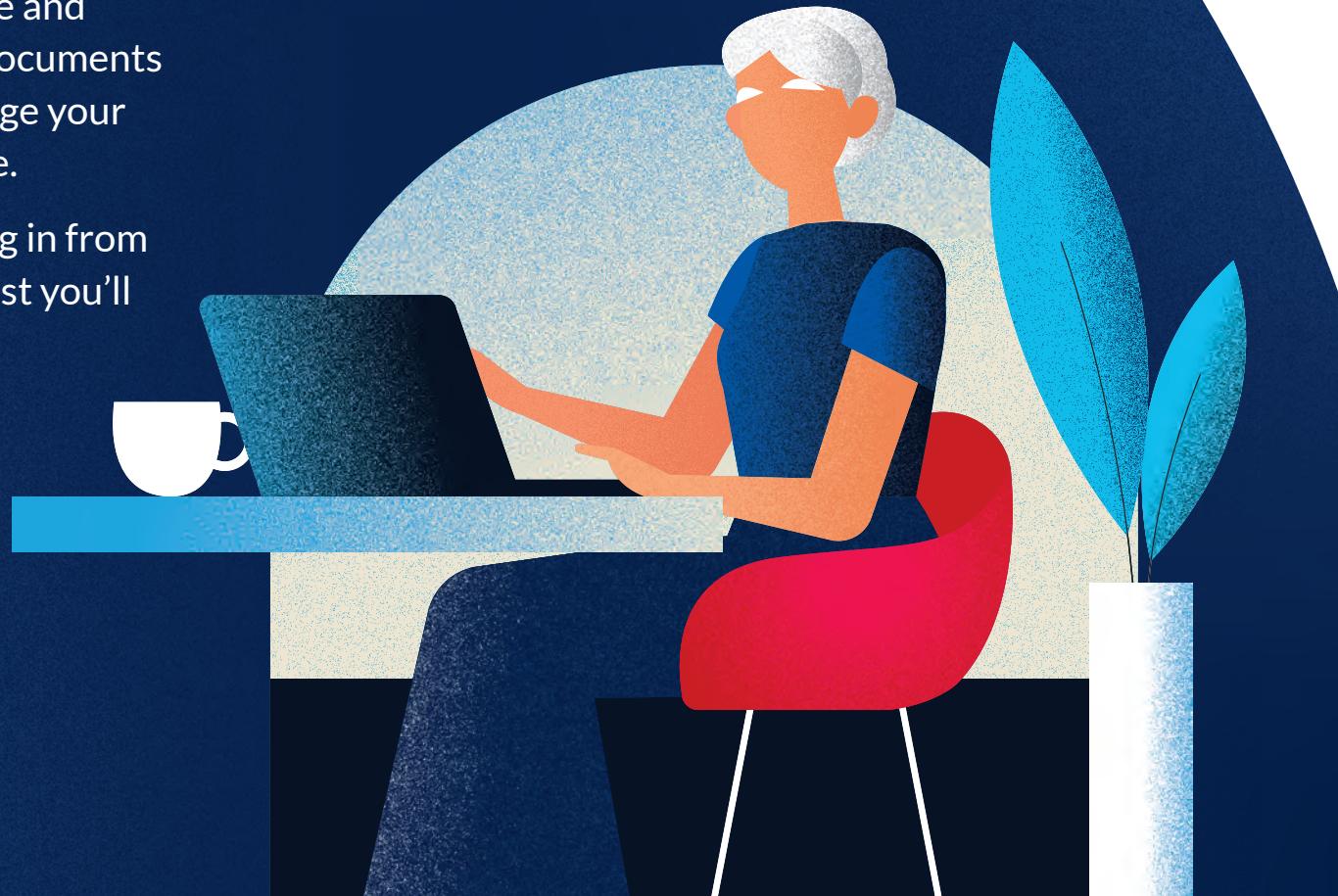


# How to register and log in: BA Pensions Member Portal

The BA Pension portal is secure and 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 BA Pension website, but first you'll need to **register**.

We know that many of you were already registered for 'mybapension' online, but as this is a new improved system, you will need to register again, it's very quick!



## In this guide

How to register for access to the  
BA Pension portal

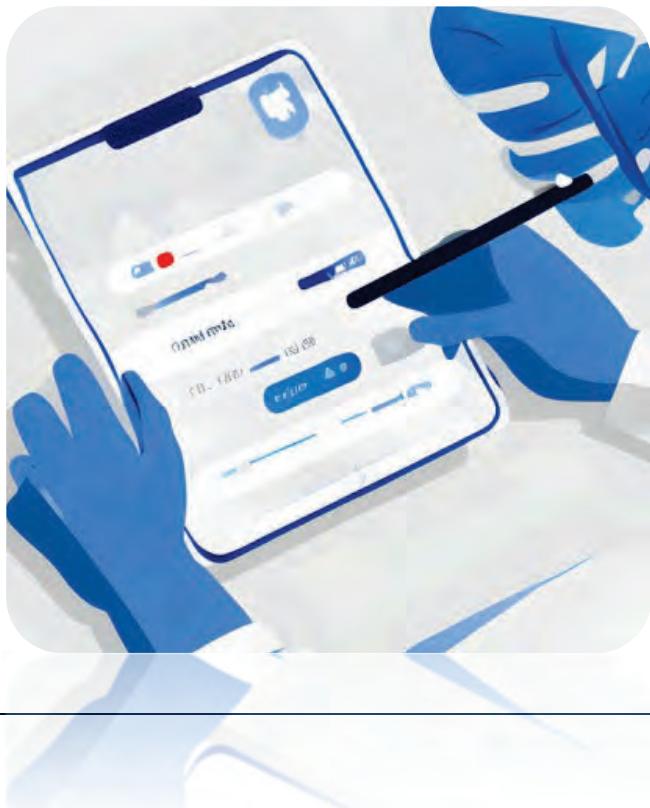
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How to login to the BA Pension portal

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How to recover your username  
and reset your password

Pg 11



## What you'll need to Register:

- Your BA Pension Reference Number, which you can find on one of our letters to you
- 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

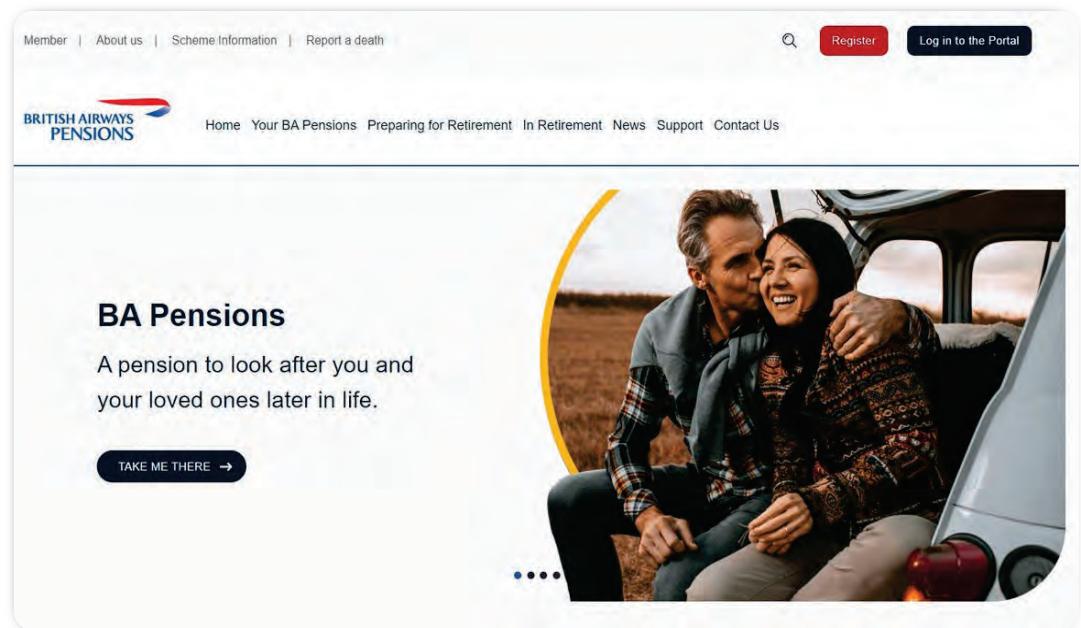
For the best experience, we recommend you use a modern browsers, such as Google Chrome, Mozilla FireFox, Safari or Microsoft Edge.

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 BA Pension Portal

### Step 1

- 1 Go to the home page of the BA Pension website at [www.mybapension.com](http://www.mybapension.com)
- 2 Press the red 'Register' button in the top right corner.



### Step 2

#### 1 Enter your personal details:

- Surname
- Date of Birth
- Pension reference number (*usually a 7-digit number which can be found on most of our correspondence*)
- National Insurance Number
- 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.

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

#### Register for Online Pension Management

##### What you'll need

 Your Pension Reference number 

 Your National insurance number 

 Your personal details

 Around 2-5 minutes to complete registration

 Your email address is a case sensitive field. It will be your username to log in in future so check any Capital or lowercase letters are as you want, before pressing the Continue button.

Already got an account?

SIGN IN



1 — 2 — 3 — 4 — 5

#### To get started, let's confirm your details

Surname

Date of Birth: (DD/MM/YYYY)

Pension reference number

National Insurance Number

Personal Email Address

Confirm Email Address

By registering you agree to receive your communications\* to your secure portal account via the 'My documents' page and email. We'll also email you confirmation of changes you make yourself on the portal.

You can change your communications preference at any time after you have registered. Just go to Communication preferences.

\*This refers to communications we send you in relation to us administering your pension only. We will not contact you with information about third parties or marketing communication.

I've read the [Terms and Conditions](#) and understand how the pension portal will use my personal information.

CONTINUE

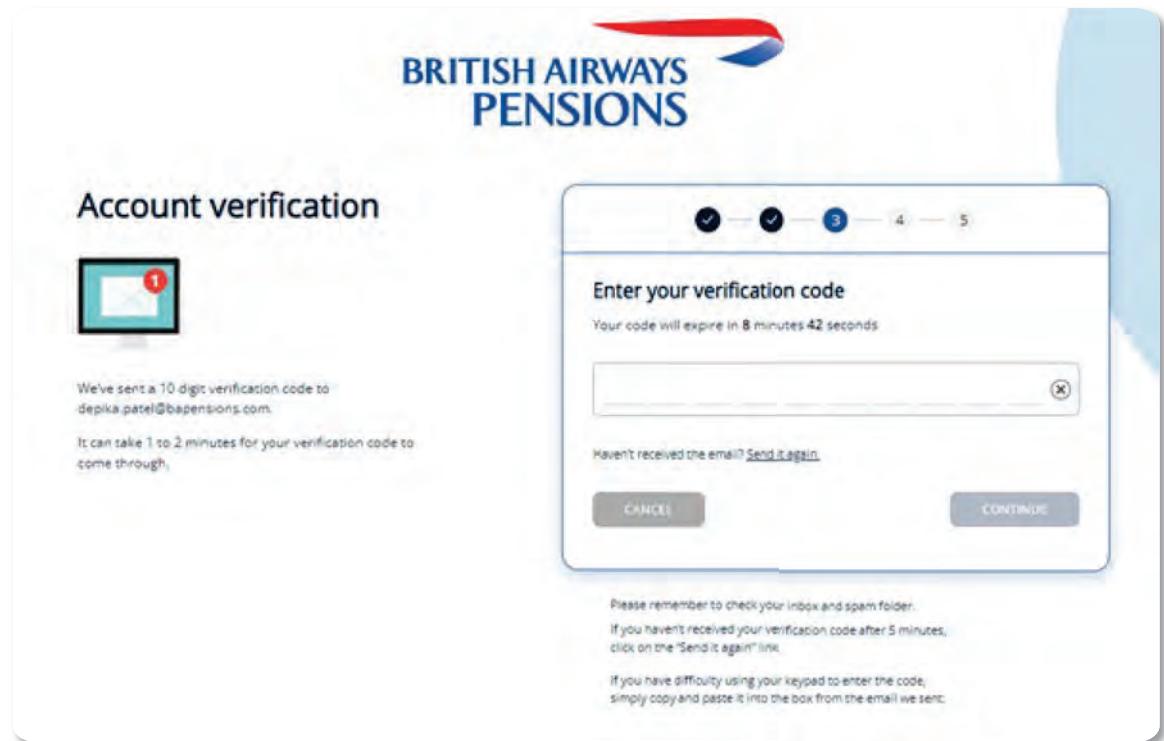
### Step 3

- 1 Press 'Get your verification code via email' button in blue.

It may take a couple of 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 your email arrives with the 10 digit verification code, enter or paste it into the box and press 'Continue'.

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.

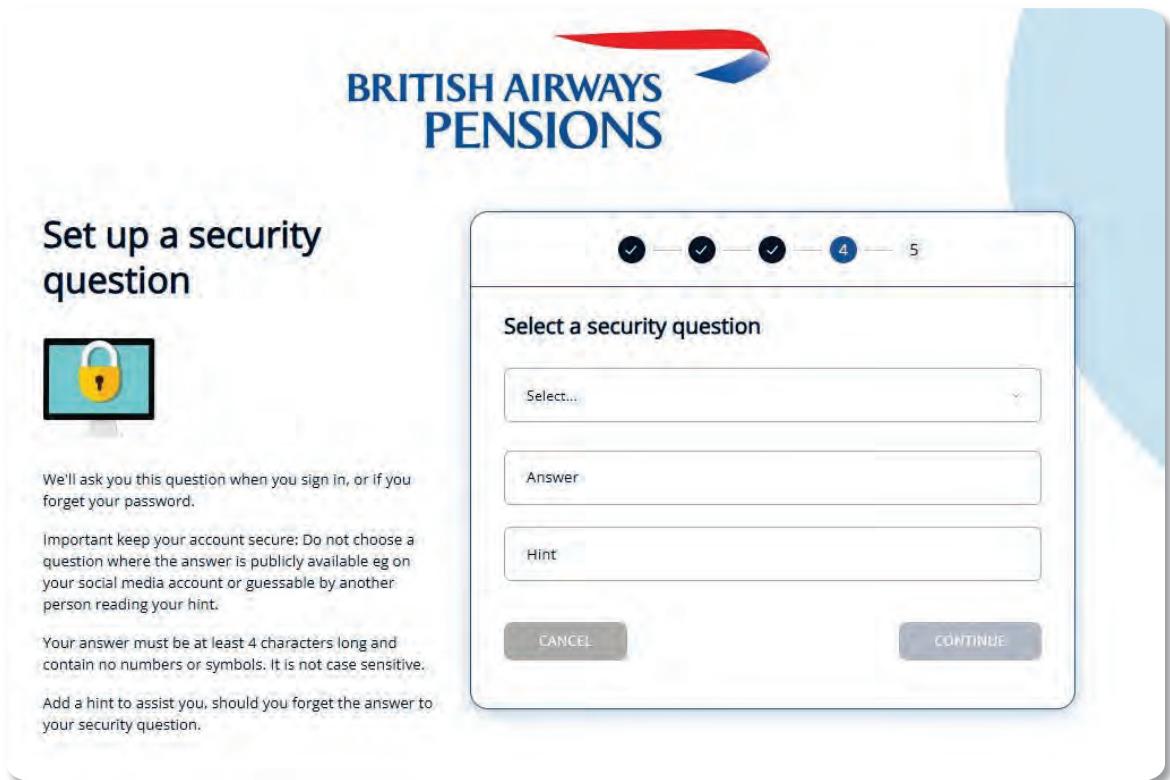


### Step 4

- 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'.



The screenshot shows a step 4 of a 5-step process for setting up a security question. The title 'Set up a security question' is displayed above a lock icon. Below the title, a note says 'We'll ask you this question when you sign in, or if you forget your password.' An important note below that says 'Important keep your account secure: Do not choose a question where the answer is publicly available eg on your social media account or guessable by another person reading your hint.' A note below that says 'Your answer must be at least 4 characters long and contain no numbers or symbols. It is not case sensitive.' A note below that says 'Add a hint to assist you, should you forget the answer to your security question.' At the bottom are 'CANCEL' and 'CONTINUE' buttons. The 'CONTINUE' button is highlighted with a blue border.

## How to register for access to the BA Pension Portal

### Step 5

#### 1 Set a secure password

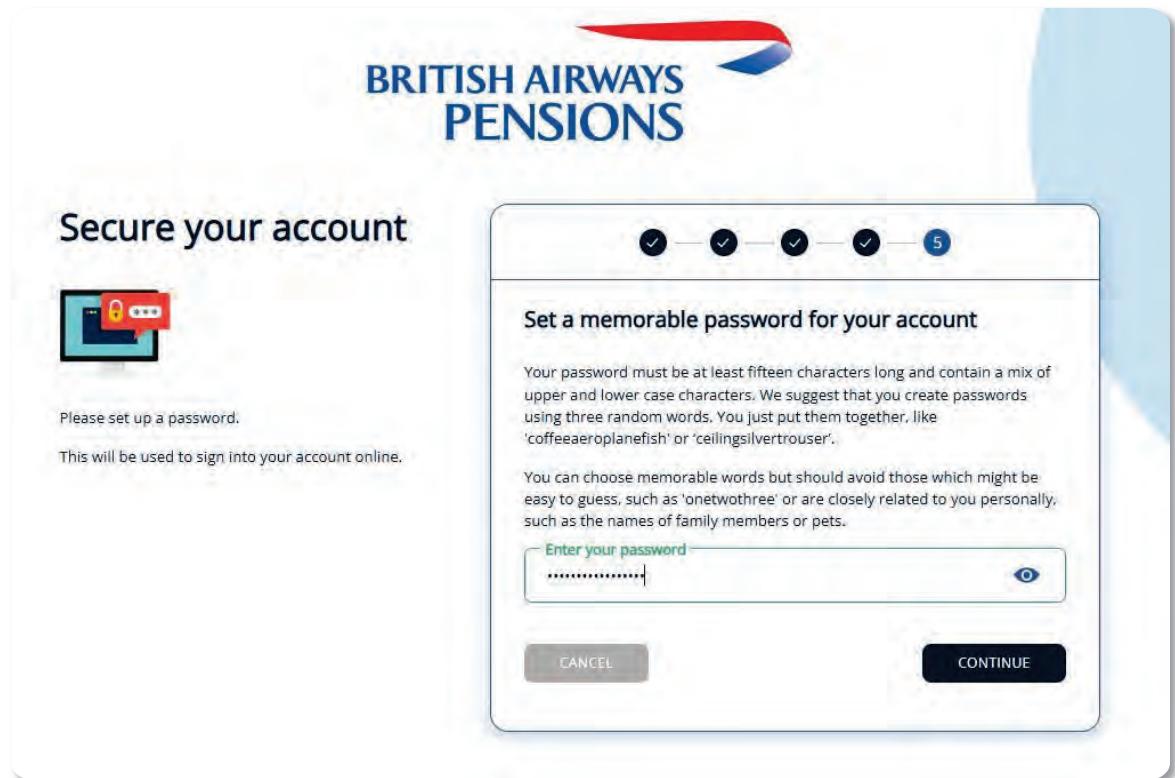
This must be at least 15 characters long and made up of upper and lower case characters. It can't include any spaces.

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'. A message will appear to say your account has been successfully registered.

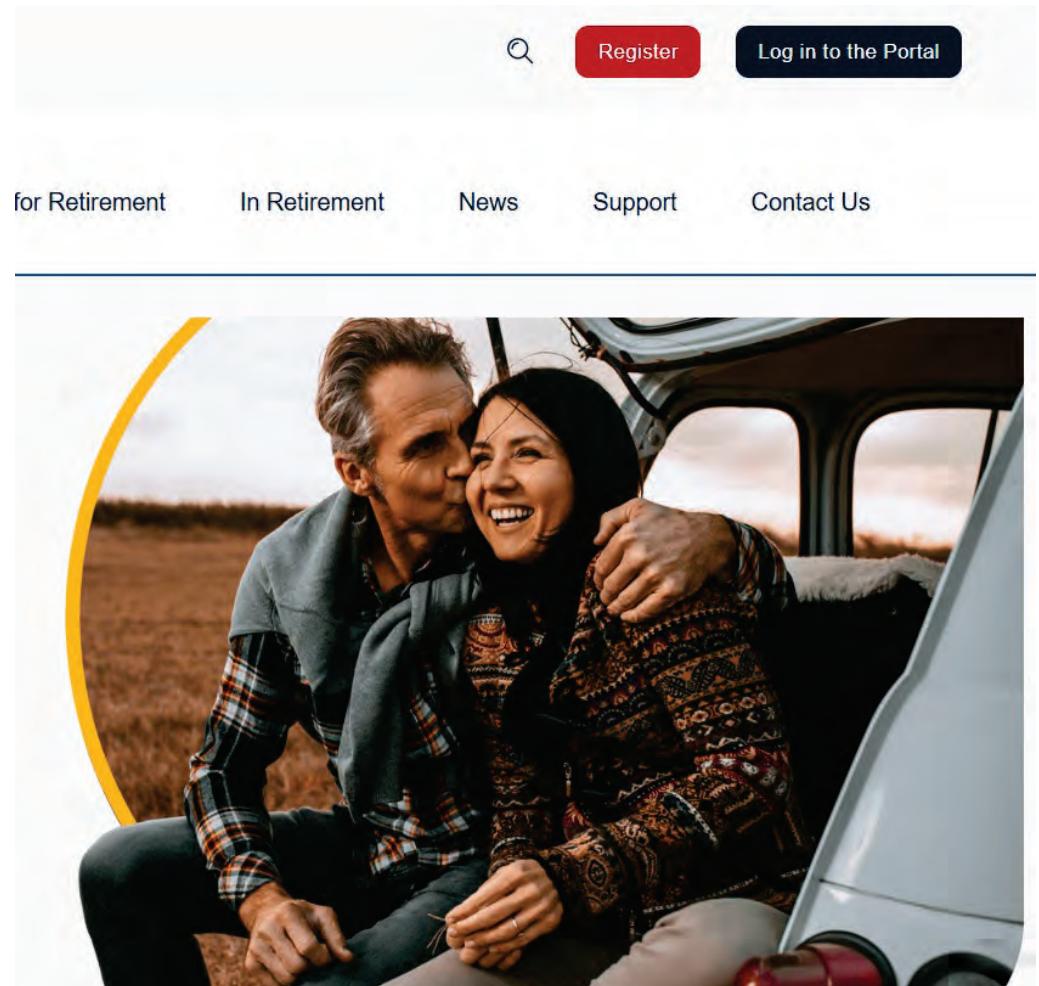
You'll now be directed to the portal where you can log in using your details. There is further help on how to log in on the following pages



## How to log in to the BA Pension Portal

### Step 1

- 1 Go to the home page of the BA Pension website at [www.mybapension.com](http://www.mybapension.com)
- 2 Press the 'Log in to the portal' button in the top right corner.



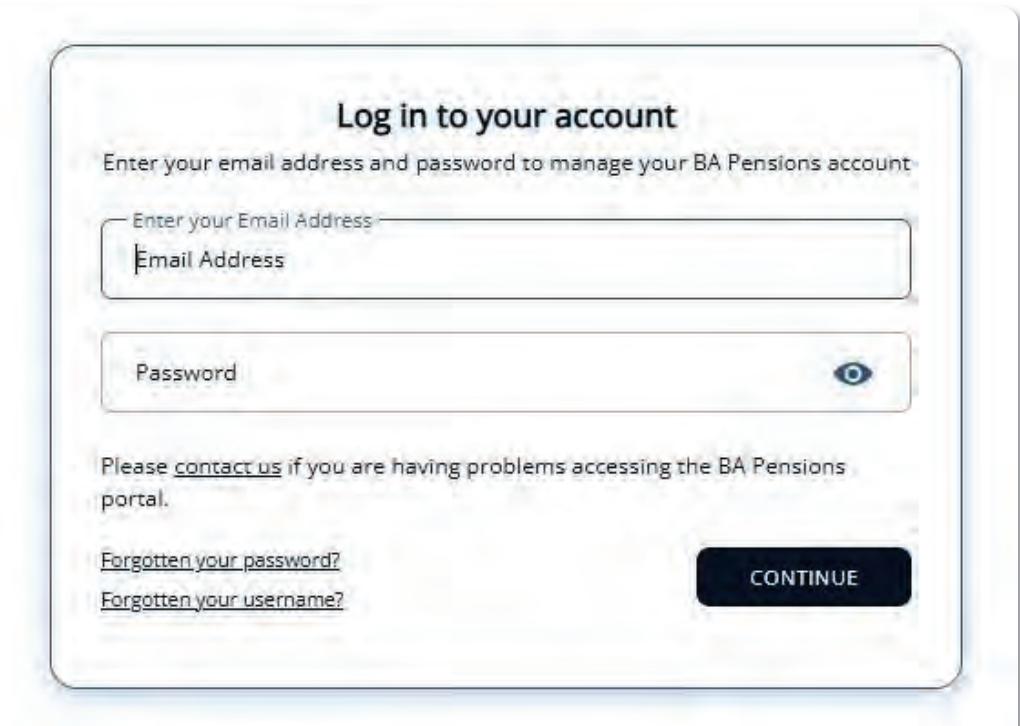
### Step 2

- 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.



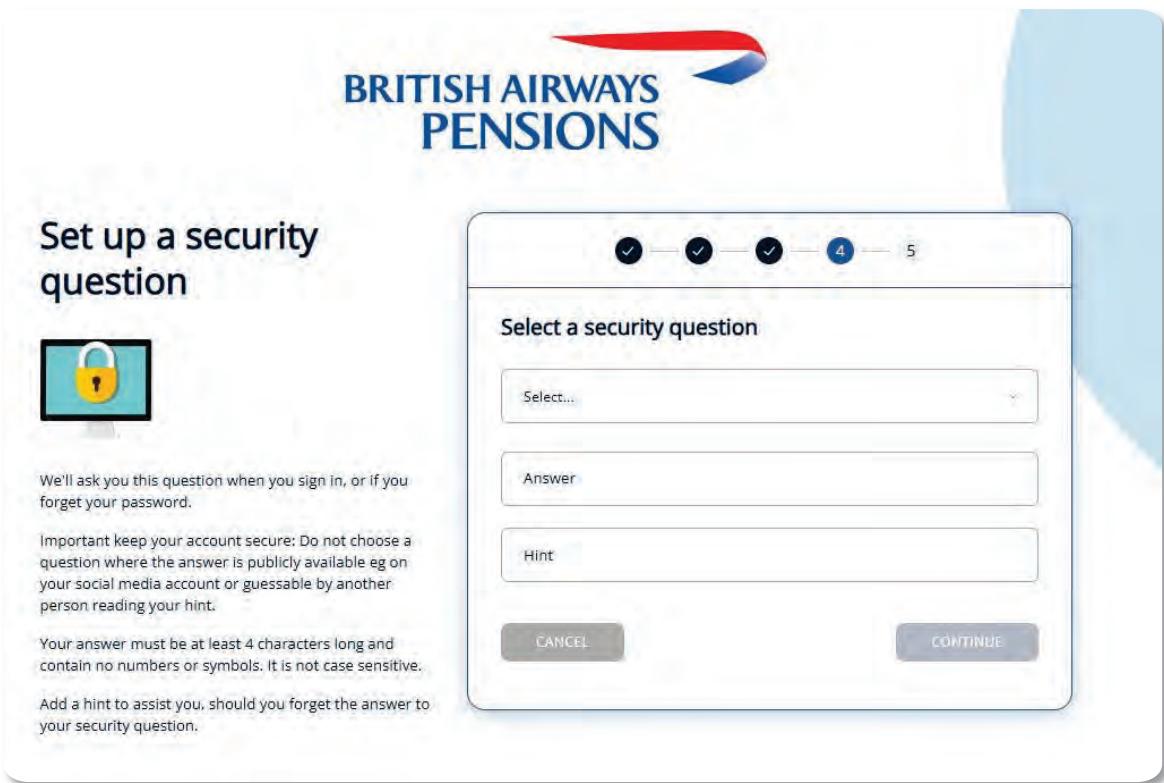
The image shows a screenshot of the BA Pension Portal's login page. The page has a light blue header with the text 'Log in to your account' and a sub-instruction 'Enter your email address and password to manage your BA Pensions account'. Below this is a form with two input fields: 'Enter your Email Address' and 'Email Address'. To the right of the 'Email Address' field is an 'eye' icon, which typically indicates a password field. Below the email field is a 'Password' field with its own 'eye' icon. At the bottom of the page, there is a link 'Please [contact us](#) if you are having problems accessing the BA Pensions portal.' and two links for password recovery: 'Forgotten your password?' and 'Forgotten your username?'. A large 'CONTINUE' button is located on the right side of the bottom section.

### Step 3

- 1 Enter the answer to your security question. You will be asked to enter three random characters.
- 2 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'.

Press 'Continue'.

You'll now be logged in and see your personalised home page.



The screenshot shows the 'Set up a security question' page of the British Airways Pensions website. At the top, the British Airways logo is displayed. Below it, the text 'Set up a security question' is centered. To the left of the text is an icon of a computer monitor with a padlock on it. The main form is titled 'Select a security question' and contains three input fields: 'Select...', 'Answer', and 'Hint'. Below the form, there are several informational paragraphs: 'We'll ask you this question when you sign in, or if you forget your password.', 'Important keep your account secure: Do not choose a question where the answer is publicly available eg on your social media account or guessable by another person reading your hint.', '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.' At the bottom of the form are 'CANCEL' and 'CONTINUE' buttons.

## Step 1

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.
  - Surname
  - Date of Birth
  - Pension reference number (*usually a 7-digit number which can be found on most of our correspondence*)
  - National Insurance Number
- 2 Press 'Continue'.

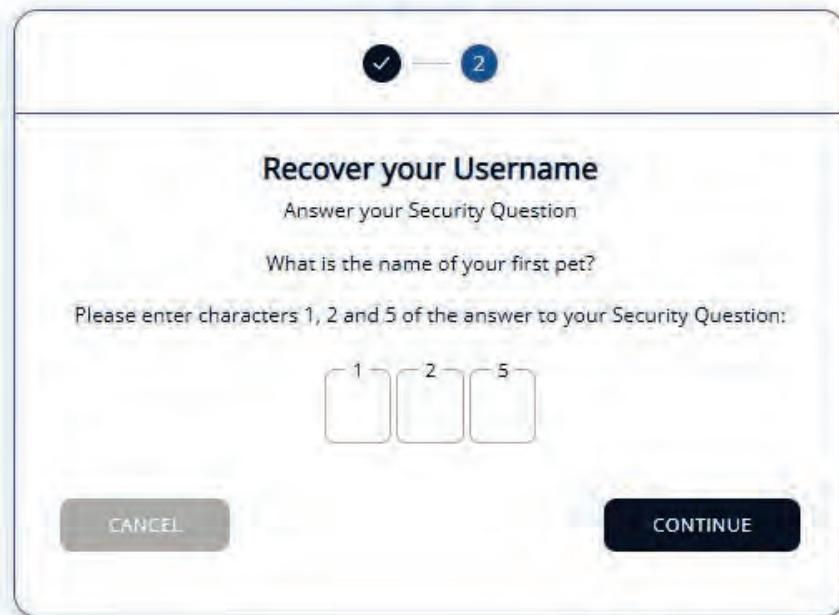
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The screenshot shows a step-by-step process for recovering a username. The current step is '1 — 2'. The title is 'Recover your Username' with the sub-instruction 'Enter your Details'. There are four input fields: 'Surname' (empty), 'Date of Birth' (empty), 'Pension reference' (empty), and 'NI Number' (empty). At the bottom are 'BACK' and 'CONTINUE' buttons.

## Step 2

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PENSIONS

- 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.



✓ — 2

Recover your Username

Answer your Security Question

What is the name of your first pet?

Please enter characters 1, 2 and 5 of the answer to your Security Question:

1 2 5

CANCEL CONTINUE

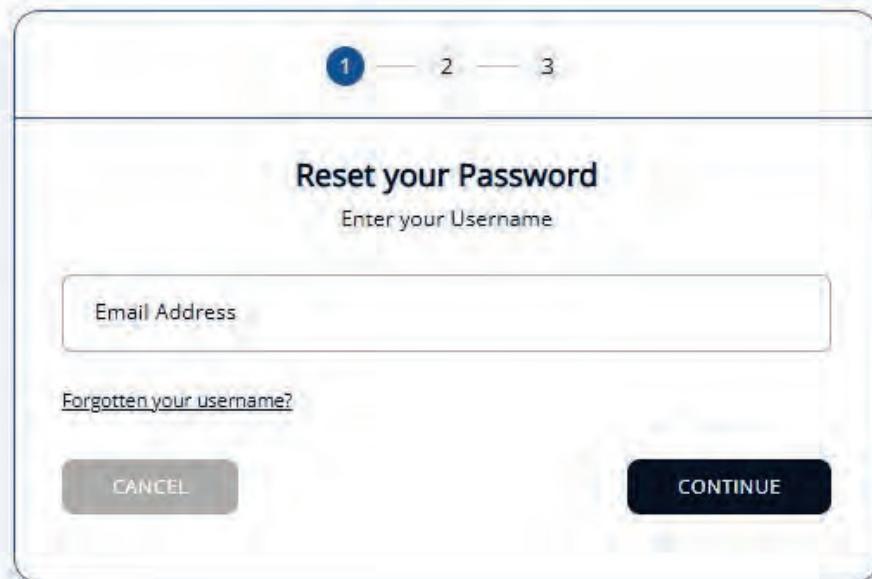
### Step 1

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 you registered with.
- 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.

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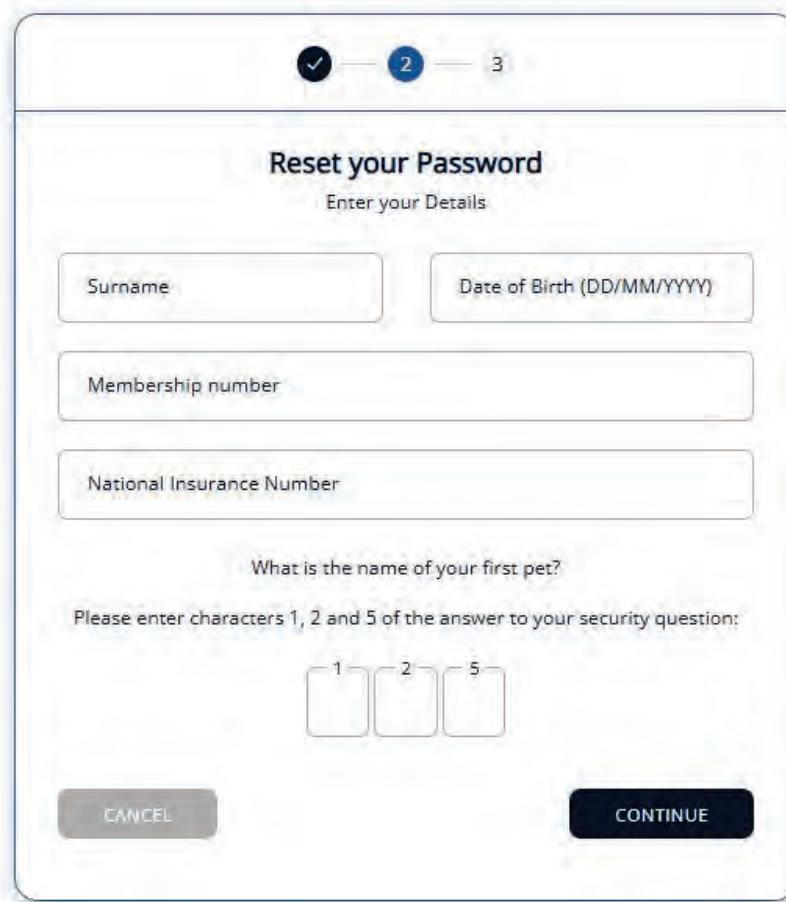
The image shows a 'Reset your Password' form. At the top, a progress bar indicates step 1 of 3. The main title is 'Reset your Password' with the sub-instruction 'Enter your Username'. Below this is a text input field labeled 'Email Address'. Underneath the input field is a link 'Forgotten your username?'. At the bottom are two buttons: 'CANCEL' on the left and 'CONTINUE' on the right.

## Step 2

1 Enter your personal details;

- Surname
- Date of Birth
- Pension reference number (*usually a 7-digit number which can be found on most of our correspondence*)
- Your security question answer (*you will be asked to enter three random characters*)

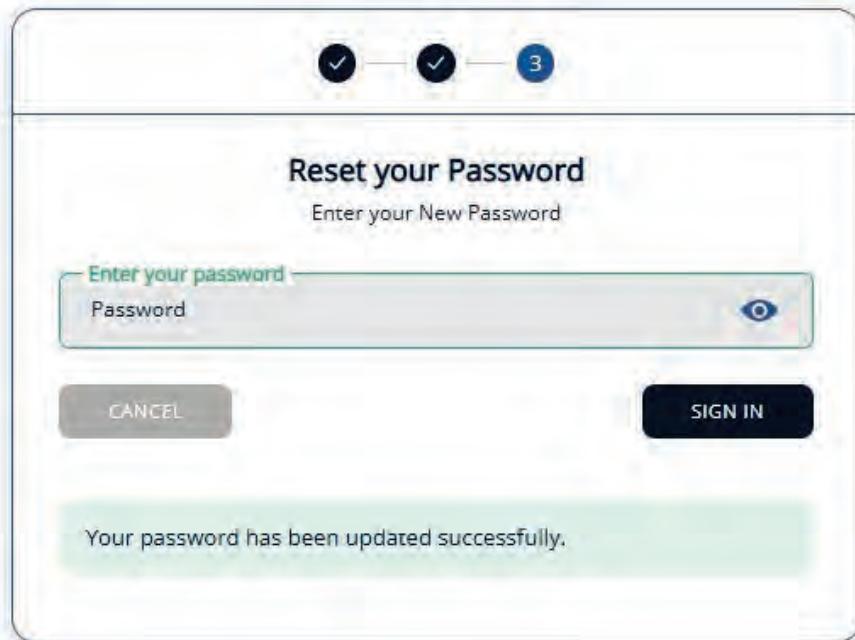
2 Press 'Continue'.



The image shows a 'Reset your Password' form. At the top, there are three numbered steps: 1 (checked), 2, and 3. The main title is 'Reset your Password' with a sub-instruction 'Enter your Details'. Below this are four input fields: 'Surname' and 'Date of Birth (DD/MM/YYYY)' in the first row, and 'Membership number' and 'National Insurance Number' in the second row. Below the fields is a question: 'What is the name of your first pet?'. Underneath is a instruction: 'Please enter characters 1, 2 and 5 of the answer to your security question:'. There are three empty input boxes labeled 1, 2, and 5. At the bottom are 'CANCEL' and 'CONTINUE' buttons.

## Step 3

- 1 Enter your new password.
- 2 Press 'Continue' to now log in.



The image shows a 'Reset your Password' dialog box. At the top, there are three circular progress indicators: the first two are checked (white checkmark), and the third is uncheckable (blue outline). Below the indicators, the title 'Reset your Password' is centered. Underneath the title is the placeholder text 'Enter your New Password'. A password input field is below this, with the placeholder 'Enter your password' and the label 'Password'. To the right of the input field is a small eye icon for password visibility. At the bottom of the dialog, there are two buttons: 'CANCEL' on the left and 'SIGN IN' on the right. A green success message at the bottom states 'Your password has been updated successfully.'

## Further Information

Hope you found this guide useful.

There is also a short video that explains the registration process which can be found at [www.mybapension.com](http://www.mybapension.com), Support section, 'Forms and guides'.

Some members won't be able to register for online communications at this time due to the complex nature of their membership. Contact BA Pensions team directly through the 'Contact us' form on our website for any help.

