



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!



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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

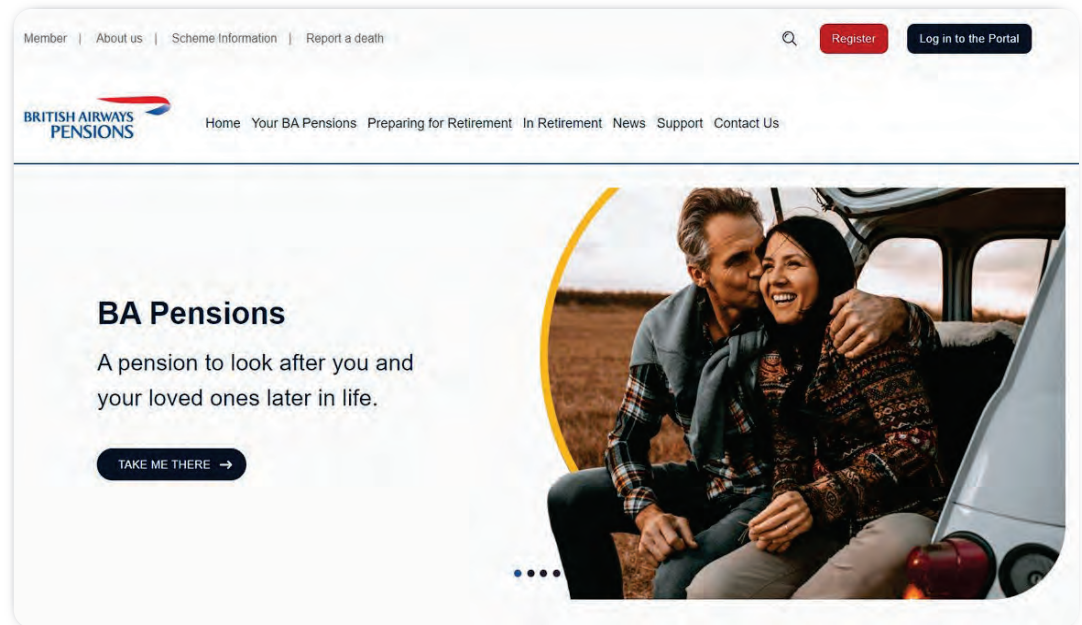
For the best experience, we recommend you use a modern browsers, such as Google Chrome, Mozilla FireFox, Safari or Microsoft Edge.

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**
- 2 Press the red 'Register' button in the top right corner.



How to register for access to the BA Pension Portal

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 ¹
- Your National Insurance number ²
- 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](#)

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](#)

How to register for access to the BA Pension Portal

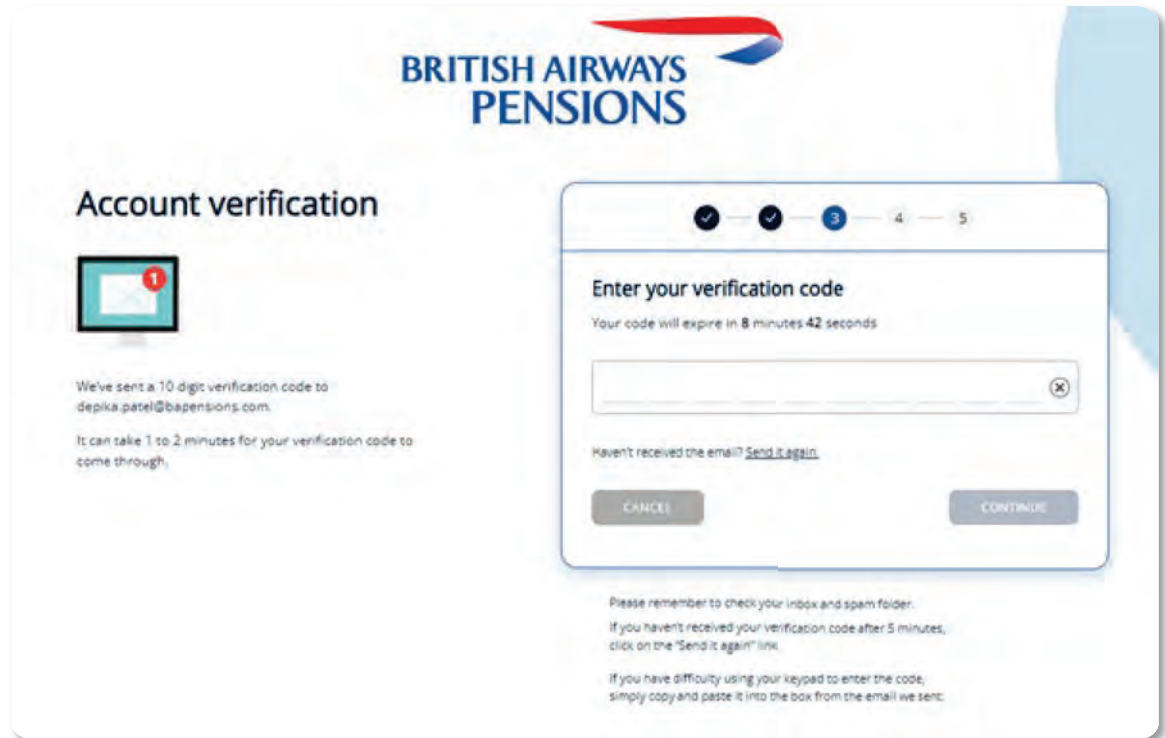
Step 3

- 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.



The screenshot shows the 'Account verification' page for British Airways Pensions. At the top is the British Airways Pensions logo. Below it, a progress bar shows five steps, with the third step (verification code entry) highlighted in blue. The main heading is 'Account verification'. To the left is an icon of an envelope with a red '1' on it. Below the icon, text states: 'We've sent a 10 digit verification code to depika.patel@bapensions.com. It can take 1 to 2 minutes for your verification code to come through.' To the right is a form titled 'Enter your verification code'. It includes a text input field with a clear button (X) on the right. Above the field, it says 'Your code will expire in 8 minutes 42 seconds'. Below the field, it says 'Haven't received the email? [Send it again.](#)'. At the bottom of the form are two buttons: 'CANCEL' and 'CONTINUE'. Below the form, there is a note: 'Please remember to check your inbox and spam folder. If you haven't received your verification code after 5 minutes, click on the "Send it again" link. If you have difficulty using your keypad to enter the code, simply copy and paste it into the box from the email we sent.'

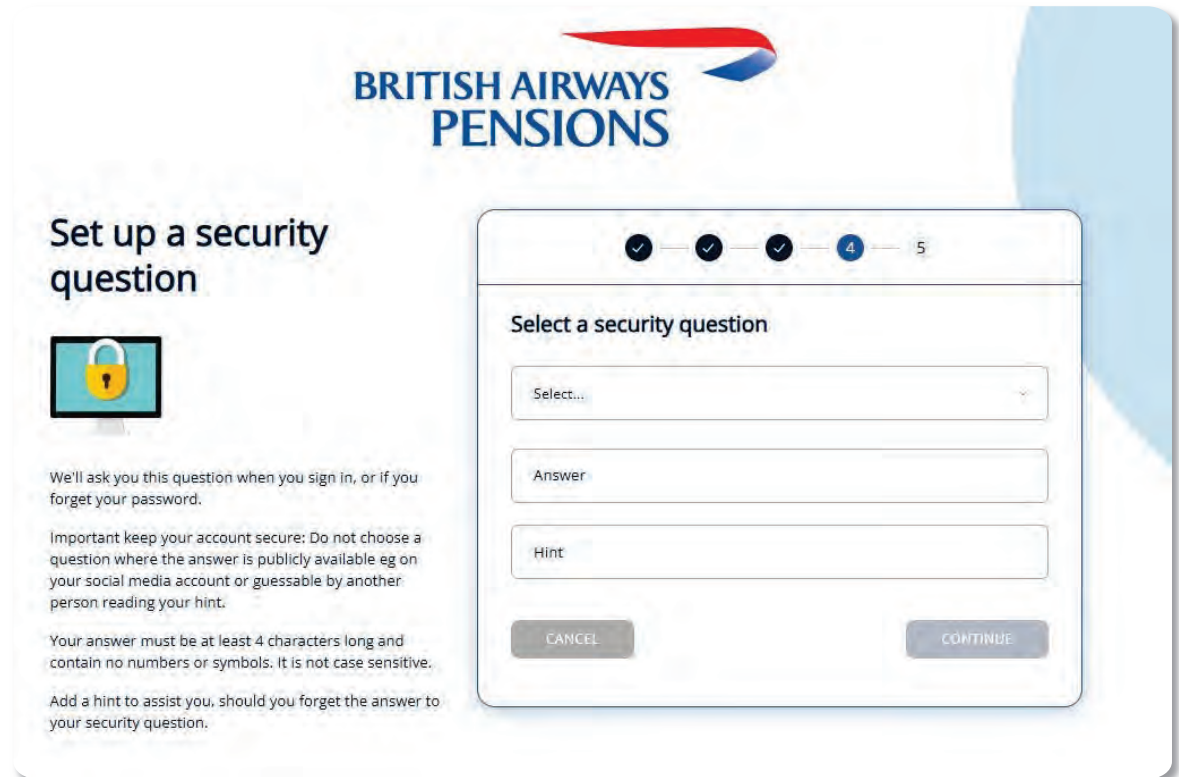
How to register for access to the BA Pension Portal

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 the 'Set up a security question' screen for the British Airways Pensions portal. At the top, the 'BRITISH AIRWAYS PENSIONS' logo is displayed. Below the title, there is a padlock icon. A progress bar at the top right shows five steps, with the fourth step (numbered 4) being the current active step. The form contains three input fields: 'Select...' (a dropdown menu), 'Answer', and 'Hint'. Below these fields are two buttons: 'CANCEL' and 'CONTINUE'. A note at the bottom states: 'Your answer must be at least 4 characters long and contain no numbers or symbols. It is not case sensitive. Add a hint to assist you, should you forget the answer to your security question.'

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.

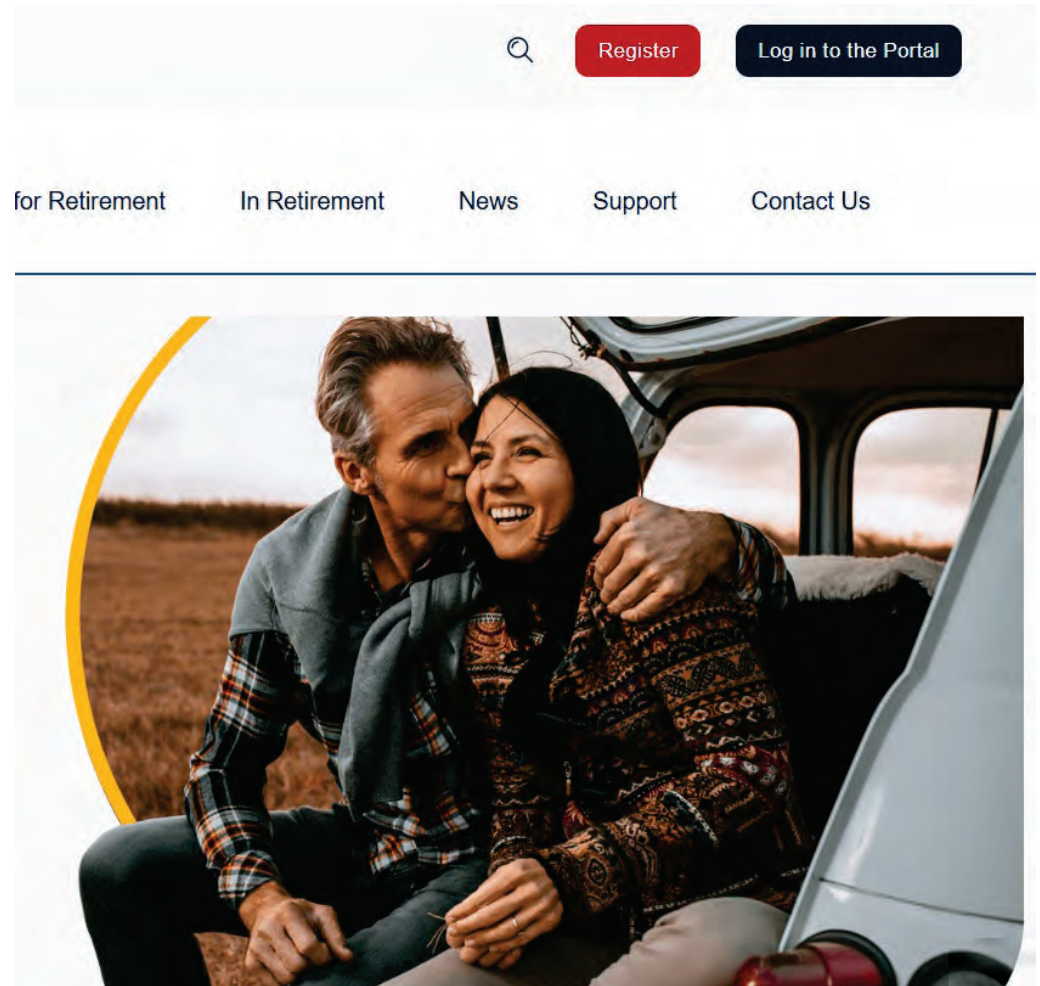
You'll now be directed to the portal where you can log in using your details. There is further help on how to log in on the following pages

The screenshot shows the 'Secure your account' page for British Airways Pensions. At the top is the British Airways logo and the text 'BRITISH AIRWAYS PENSIONS'. Below this is the heading 'Secure your account' and an icon of a laptop with a lock. The text reads: 'Please set up a password. This will be used to sign into your account online.' On the right, a modal window titled 'Set a memorable password for your account' is displayed. It has a progress bar at the top with five steps, the fifth of which is active. The text inside the modal states: 'Your password must be at least fifteen characters long and contain a mix of upper and lower case characters. We suggest that you create passwords using three random words. You just put them together, like 'coffeeaeroplane' or 'ceilingilvertrouser'.' It also says: 'You can choose memorable words but should avoid those which might be easy to guess, such as 'onetwothree' or are closely related to you personally, such as the names of family members or pets.' Below this is a password input field with the placeholder 'Enter your password' and a masked password '.....'. To the right of the field is an eye icon. At the bottom of the modal are two buttons: 'CANCEL' and 'CONTINUE'.

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**
- 2 Press the 'Log in to the portal' button in the top right corner.



How to log in to the BA Pension Portal

Step 2

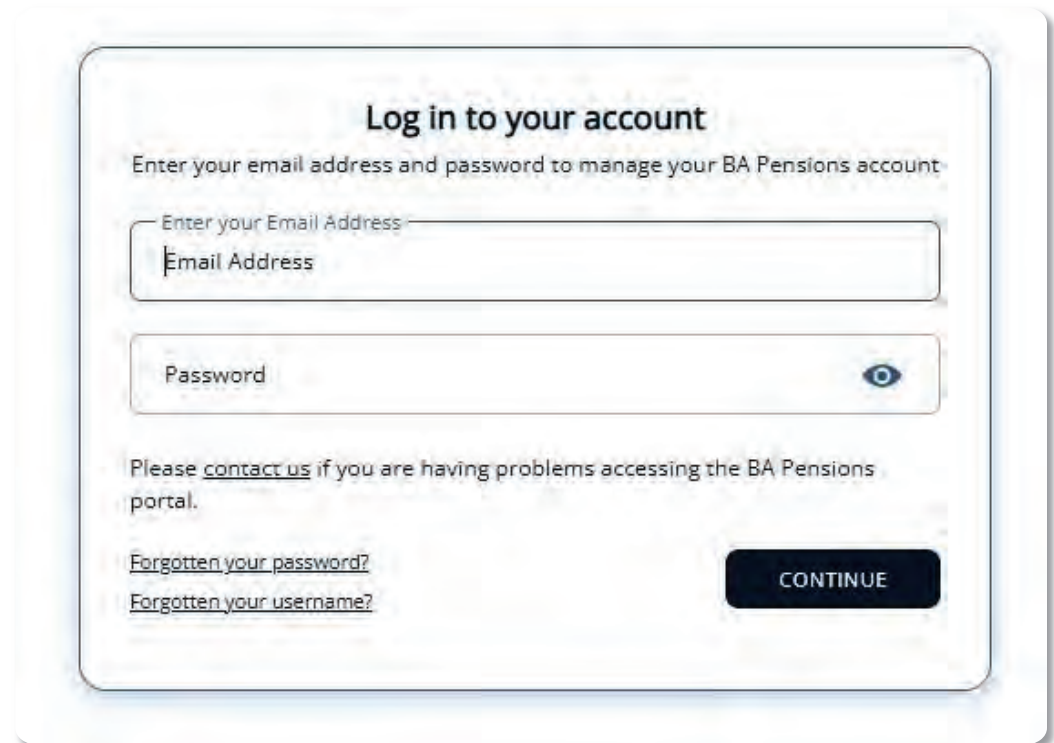
1 Enter your username, which is your email address that you used when you registered.

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 screenshot shows a login form titled "Log in to your account". Below the title is a subtitle: "Enter your email address and password to manage your BA Pensions account". There are two input fields: "Enter your Email Address" with a placeholder "Email Address", and "Password" with a placeholder "Password" and an eye icon to the right. Below the fields is a link: "Please [contact us](#) if you are having problems accessing the BA Pensions portal." At the bottom left are two links: "[Forgotten your password?](#)" and "[Forgotten your username?](#)". At the bottom right is a dark blue button labeled "CONTINUE".

How to log in to the BA Pension Portal

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.

BRITISH AIRWAYS PENSIONS

Set up a security question

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.

Add a hint to assist you, should you forget the answer to your security question.

Select a security question

Select...

Answer

Hint

CANCEL CONTINUE

How to recover your username

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'.

A screenshot of a web form titled "Recover your Username" with the subtitle "Enter your Details". At the top of the form, there is a progress indicator showing "1" in a blue circle followed by a horizontal line and the number "2". The form contains four input fields: "Surname" and "Date of Birth" are side-by-side at the top; "Pension reference" is a single wide field below them; and "NI Number" is another single wide field at the bottom. At the bottom of the form are two buttons: a grey "BACK" button on the left and a dark blue "CONTINUE" button on the right.

How to recover your username

Step 2

- 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.

A screenshot of a web form titled "Recover your Username". At the top, there is a progress indicator with a checkmark in a circle and a "2" in a circle, indicating the current step. The main heading is "Recover your Username", followed by the sub-heading "Answer your Security Question". The question is "What is the name of your first pet?". Below the question, it says "Please enter characters 1, 2 and 5 of the answer to your Security Question:". There are three input boxes, each with a number above it: "1", "2", and "5". At the bottom, there are two buttons: "CANCEL" on the left and "CONTINUE" on the right.

How to reset your password

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'.

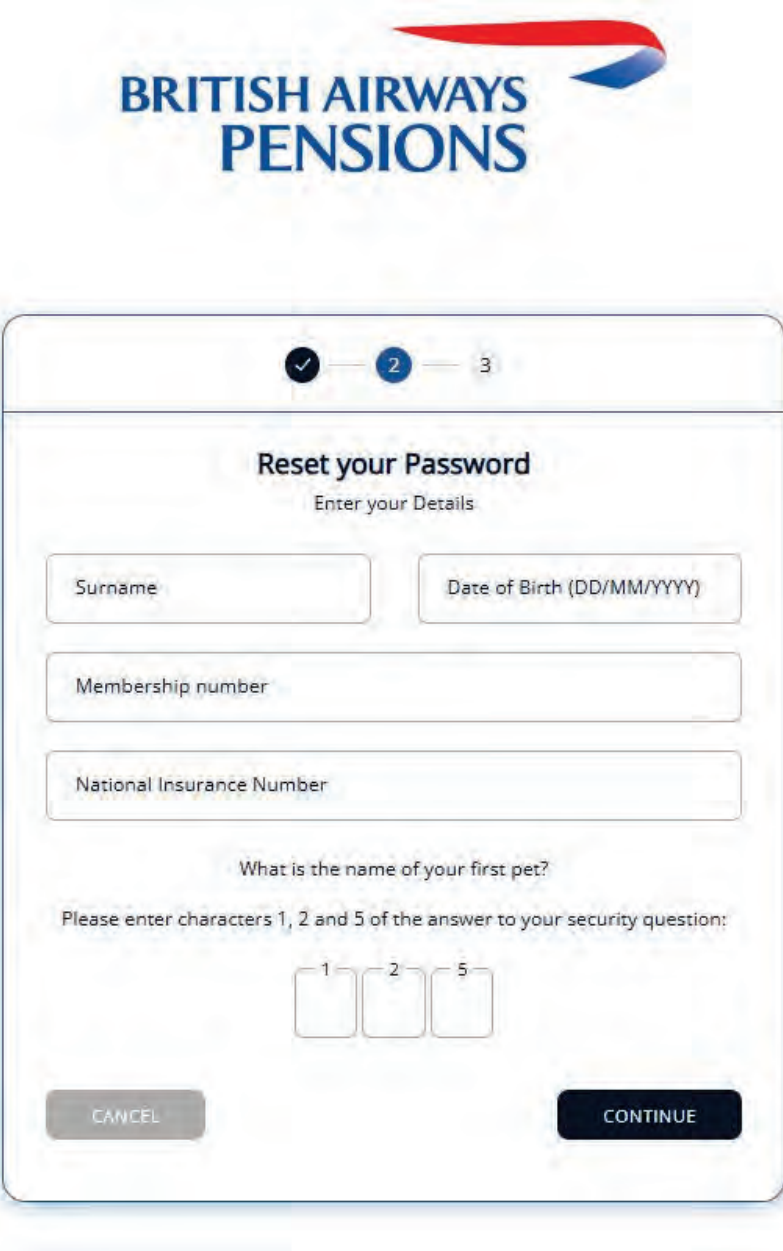
Your username is your email address. If you have forgotten your username, press the text 'Forgotten your username' below the box and follow the steps on page 11.

A screenshot of the "Reset your Password" screen. At the top, there is a progress indicator with three steps: "1" (highlighted in a blue circle), "2", and "3". Below this, the heading "Reset your Password" is centered, followed by the instruction "Enter your Username". There is a text input field labeled "Email Address". Below the input field is a link that says "Forgotten your username?". At the bottom, there are two buttons: a grey "CANCEL" button on the left and a dark blue "CONTINUE" button on the right.

How to reset your password

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 screenshot shows the 'Reset your Password' form for British Airways Pensions. At the top, the British Airways logo is displayed next to the text 'BRITISH AIRWAYS PENSIONS'. Below the logo, there is a progress indicator with three steps: a checkmark in a circle, a circle with the number '2' (indicating the current step), and a circle with the number '3'. The form itself has a title 'Reset your Password' and a subtitle 'Enter your Details'. It contains several input fields: 'Surname', 'Date of Birth (DD/MM/YYYY)', 'Membership number', and 'National Insurance Number'. Below these fields, there is a question 'What is the name of your first pet?' followed by a prompt 'Please enter characters 1, 2 and 5 of the answer to your security question:'. This is followed by three input boxes labeled '1', '2', and '5'. At the bottom of the form, there are two buttons: 'CANCEL' and 'CONTINUE'.

How to reset your password

Step 3

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

A screenshot of the "Reset your Password" web form. At the top, there are three circular progress indicators: the first two contain checkmarks, and the third contains the number "3". The main heading is "Reset your Password" with the subtext "Enter your New Password". Below this is a password input field with a green border and a green label "Enter your password" above it. The field contains the text "Password" and has an eye icon on the right. Below the input field are two buttons: a grey "CANCEL" button on the left and a dark blue "SIGN IN" button on the right. At the bottom, a light green banner displays the message "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, 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.

