

A decorative horizontal bar at the top of the page, featuring a blue background with a green gradient on the left side.

NHS Pensions Online (POL) Guide

36. Change Password

Once you select the link you are asked to insert your old password and select a new password together with a password hint question in case you forget your password at any time.

Welcome to the NHS Pension Scheme ONLINE
Change Password

NHS Pensions Agency

EA - 2523 Back Print Employer Menu E-Forms

Exit Online Services
Member search
Administer Employer Contacts
Administer Employer Access
Site Update

Old password
New password
Confirm new password
Password Hint question

Submit

If you forget your password at logging in stage, and enter an incorrect password, the password hint question will be displayed as a reminder.

If you are still unable to remember your password the main Pensions Online administrator and not The NHSBSA can reset it for you.

However, The NHSBSA must re-issue new passwords for the main Pensions Online administrator.

Important: Passwords should not be given to anyone else to use and should not be written down.