

Sally Tsoukaris

From: CSPA <enquiries@cspa.co.uk>
Sent: 03 December 2025 10:09
To: Sally Tsoukaris
Subject: Capita portal and website now live

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Since the transfer to Capita from MyCSP on Monday, we have had an increased number of calls from members with questions regarding the online portal and how to gain access.

We are sharing below the information we have received from The Cabinet Office and Capita.

The Cabinet Office has confirmed to CSPA that the new Civil Service pension portal, and the refreshed and updated pension website www.civilservicepensionscheme.org.uk went live on Monday 1 December.

Capita has provided the following information on how to register to access the new pension portal, although the new pension administrators have emphasised that **“there is no immediate rush” to register as those in receipt of a pension will get information about registering from April 2026 with their Pension Increase letter and P60 statement.** Regular reminders to register will be sent thereafter”.

Capita has also provided the following information for Scheme members:

“The most noticeable changes are a new Website and Member Portal.

- The URL for the website is the same (civilservicepensionscheme.org.uk) with a fresh look and different colour palette (live from midday on Monday 1 December)
- The new Member Portal will allow members to manage their pension efficiently. Live from midday on Monday 1 December and accessed via the Civil Service Pensions homepage.

The Member Portal

The new Member Portal builds on the existing system to improve your experience:

- Personal details: Update your address, contact information and notification preferences with ease
- Secure mailbox: Communicate directly with the administrator through a secure messaging system which also allows you to submit forms and/or attachments
- Payslips and P60s: View, download and print your latest and historical payslips and P60s whenever you need them
- Death benefit nomination: Manage your death benefit nomination(s) online

How do I access my account?

Register directly from the Civil Service Pensions website:

www.civilservicepensionscheme.org.uk with the following information:

- Personal email address
- National Insurance Number

All members can begin registering from early December, but there is no immediate rush to do so. Those in receipt of a pension will get information about registering from April 2026 with their Pension Increase letter and P60 statement. Regular reminders to register will be sent thereafter.

This [short video](#) guides you through the registration process. When you have registered, check your personal details are correct. If you have any queries, you can message the administrator via the contact us webpage.

If you had an account on the previous Portal, then all existing payslips and P60 information will be migrated to the new Member Portal. If you have never registered but would like to, watch the video to take the first step.

Once you're set up, your historical information will be available on your personalised dashboard.

What's coming next?

The new Civil Service Pensions App is coming in Spring 2026 and will be available for download via your App Store (suitable for iOS and Android devices). The current App has been decommissioned and is no longer supported so please remove it from your device(s).

Chatbot - from April 2026 with a mixture of Artificial Intelligence and Human Chat.

Multi Accounts - from April 2026, an important feature for members who have more than one Civil Service Pensions account i.e. those who left and re-joined or those who work in multiple government departments. They will be able to see all their Civil Service Pensions information on a personalised dashboard.


Updated contact details

The telephone number is the same - **0300 123 6666**

Overseas members will be able to use the same contact number and just need to add the international dialling code (+44 300 123 6666).

The new postal address is **Civil Service Pensions, Capita Pension Solutions, PO Box 713, Darlington, DL1 9JZ**



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CSPA, 160 Falcon Road, London, SW11 2LN

CSPA has been working hard for 70 years on behalf of our members. We meet regularly with Cabinet Office to protect the value of civil service pensions, provide excellent membership services and great value for money. We are a powerful, independent voice for retired civil servants and older people.

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