Withdrawn

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Important technical advice for using State Pension statement online

Please choose the advice you need from the following options:

- [Government Gateway and your State Pension statement](#)
- [Web browsers and workarounds](#)
- [Saving and/or printing your online statement](#)
- [State Pension statement online error codes](#)
- [DWP Online Helpdesk](#)

Government Gateway and your State Pension statement

A [Government Gateway](#) account gives you secure access to government online services. To use the State Pension statement online service, you must first be registered with the Government Gateway – please see further information, including [web browsers and workarounds](#), below.

If you DO already have a Government Gateway account

You can enrol for the State Pension statement service straight away if you already have a Government Gateway account. For example, you may have an account because you use another government online service (eg HMRC service). If so, you can use your existing Government Gateway user ID and password. However, to use the State Pension statement online service, you will still need to register and wait for your activation code to come through the post. This activation code only needs to be used once and is provided for your added security.

If you DON'T have a Government Gateway account

If you don't have a Government Gateway account, one will be created for you when you first apply for an online State Pension statement. For security, after registering, your user ID and activation code will be sent through the post (please note – these are posted to you separately). You will need to activate the online service within 28 days of receiving your personal code. The activation code only needs to be used once and it is provided for your added security. More guidance about this is provided on the [Government Gateway Frequently Asked Questions page](#).

Web browsers and workarounds

The State Pension statement online service was originally designed to work on Internet Explorer version 4 and Netscape version 4.6. As such, it may be problematic with some modern operating systems and browsers. If you do experience technical issues, these are known workarounds:

- **Key strokes not working or characters not being entered?** Try using CAPS LOCK and enter type in UPPERCASE characters.
- **Display problems using Internet Explorer?** Click the 'Compatibility View' button at the right side of the browser address bar. If you can't see a button, you don't need to do this.

Saving and/or printing your online statement

Due to the online security settings used to produce your State Pension statement, it is not possible to save the statement to your device. However, you can 'cut and paste' the page information to save in another document or print out the statement for future reference.

State Pension Statement online error codes

Whilst using the State Pension Statement online service, you may experience a technical problem that has an associated error code. Please use the following table for advice on this.

State Pension statement online error codes

Error code	Reason	What to do next
10001	A request for your National Insurance record information cannot be provided online due to technical reasons. Please note, the National Insurance Records System is unavailable between 2am-5am.	Please wait three hours and try again later. If this problem does not resolve itself, please contact the Helpdesk (details below).
20004	You are within four months of State Pension age and an online State Pension statement cannot be provided for this reason.	You can claim your State Pension online or get more information from the Pension Service.
30003	There are registration problems with Government Gateway due to tax or company account details.	Please register with (and use) the State Pension statement online system as an 'individual' rather than a 'business user'.
30020	You are over the age of 60 or the e-service has 'timed-out' due to an increase of 'traffic' to the website.	If you are over 60, please contact the Helpdesk (details below) who can check your date of birth on our records and advise what to do next. If you are under 60, please try the online service after waiting three hours.
30200	You are using Internet Explorer version 10 to access the online service.	If you are experiencing display problems, turn on the Internet Explorer 'Compatibility View' button at the right side of the browser address bar. If you can't see the button, you do not need to do this. Other workaround information is available on the previous page.
30409	There is a technical processing error with the online service.	Please contact the Helpdesk for help (details below).
30411	There is a technical processing error with the online service.	Please contact the Helpdesk for help (details below).
40005	You are over the age of 60 or the e-service has 'timed-out' due to an increase of 'traffic' to the website.	If you are over 60, please contact the Helpdesk (details below) who can check your date of birth on our records and advise what to do next. If you are under 60, please try the online service after waiting three hours.
40033	There are technical problems with the Government Gateway.	Please try the online service after waiting three hours. If this problem does not resolve itself, please contact the Helpdesk (details below).
40042	There has been a technical problem with the online service's request for National Insurance record information.	Please contact the Future Pension Centre to get a Statement provided over the phone. Please also mention the Error code on your call so that your National Insurance record can be investigated and/or updated if needed.
50001	You have a leap year birthday which causes calculation problems with the online service.	Please contact the Helpdesk for help (details below).

DWP Online Helpdesk

Do you need more help? If so, please contact:

DWP Online Helpdesk: 0345 604 3349, Welsh: 0345 604 3412, Text: 0345 604 0523 (call charges information) or email: dwponline.helpdesk@dwp.gsi.gov.uk. The Helpdesk is open Monday to Friday from 8am to 6pm. (Lines are normally less busy between 8am and 9am). The Helpdesk is closed on all bank and public holidays.