

Welcome to...

Employer Self Service



Employer Self Service (ESS) is a secure, free, internet based service for employers within the Royal County of Berkshire Pension Fund.

ESS enables employers to view and amend their member data held on our pension administration system – *Altair*.

ESS offers a wide range of features including:

- **Member search**
- **Personal Details**
- **New starter creation**
- **Update of general information**
- **Update of part-time hours and weeks**
- **Benefit calculations**
- **View member documentation**



How to...

ESS Registration Process

- ✓ Sign up to ESS
- ✓ Forgotten password?



THE ROYAL COUNTY OF
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PENSION FUND

Registration Process for Employer Self Service

Users must register to use Altair Employer Services can be accessed.

Providing that the registration request is authorised by the pension scheme administrators, an activation key is generated and distributed to the user by email, using the address they provided at registration.

Once registered, a user's access to Employer Services is subject to the validation of a username and password and the correct response to an optional security question.

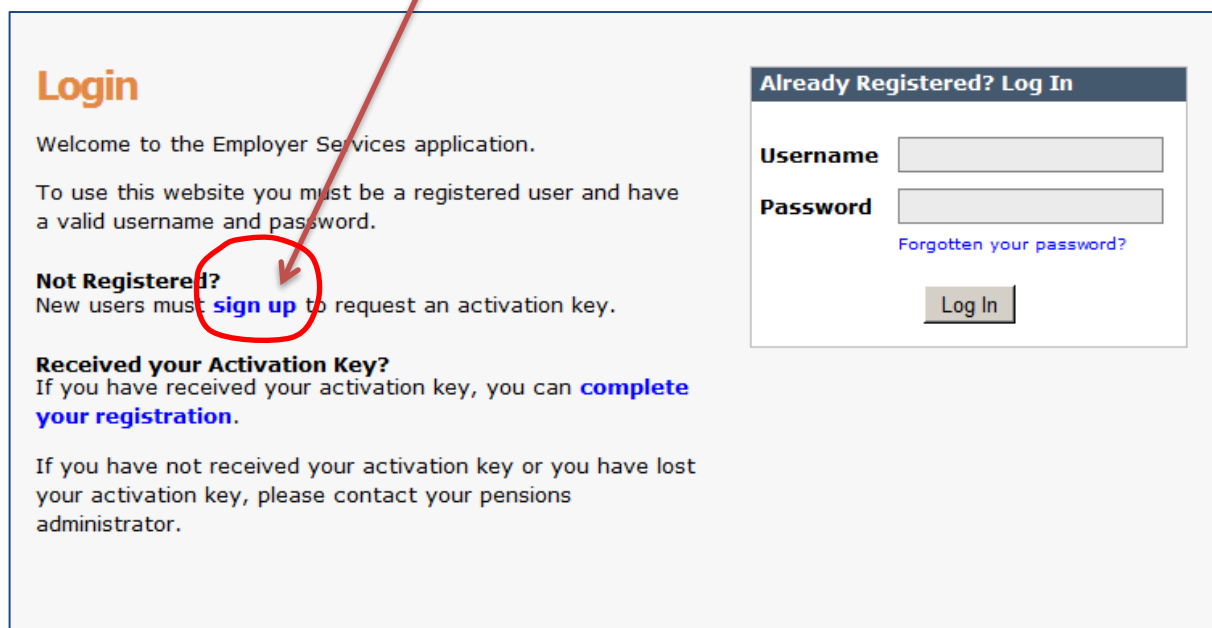
Step 1

Follow the link via the employers section of the Berkshire Pension Fund website to access ESS:

<http://www.berkshirepensions.org.uk/info/2/employers>

Step 2

Select “**sign up**” on the Login page:



Login

Welcome to the Employer Services application.

To use this website you must be a registered user and have a valid username and password.

Not Registered?
New users must [sign up](#) to request an activation key.

Received your Activation Key?
If you have received your activation key, you can [complete your registration](#).

If you have not received your activation key or you have lost your activation key, please contact your pensions administrator.

Already Registered? Log In

Username

Password

[Forgotten your password?](#)

Step 3

Sign Up

Please provide the following information then click Submit to request your activation key. Your activation key will be sent to your current e-mail address.

Forename*

Surname*

E-mail Address*

Employer(s)
ACTIVATE LEARNING EDUC. TRUST
ADVIZA
AGE CONCERN BRACKNELL
AGE UK BERKSHIRE

Scheme Name

*Required

1	FORENAME	
2	SURNAME	
3	EMAIL ADDRESS	
4	EMPLOYER	Please select your employer name from the drop down menu
5	PLEASE LEAVE THIS FIELD BLANK	
6	SUBMIT	If you are happy with your input select "Submit"
7	RESET	If you wish to start your input again select "Reset"

Step 4

If your registration has been successful you will receive the following message:

i Information

Your request for access to the Employer Services application has been submitted successfully. An activation key will be e-mailed to you once your request has been validated.

Step 5

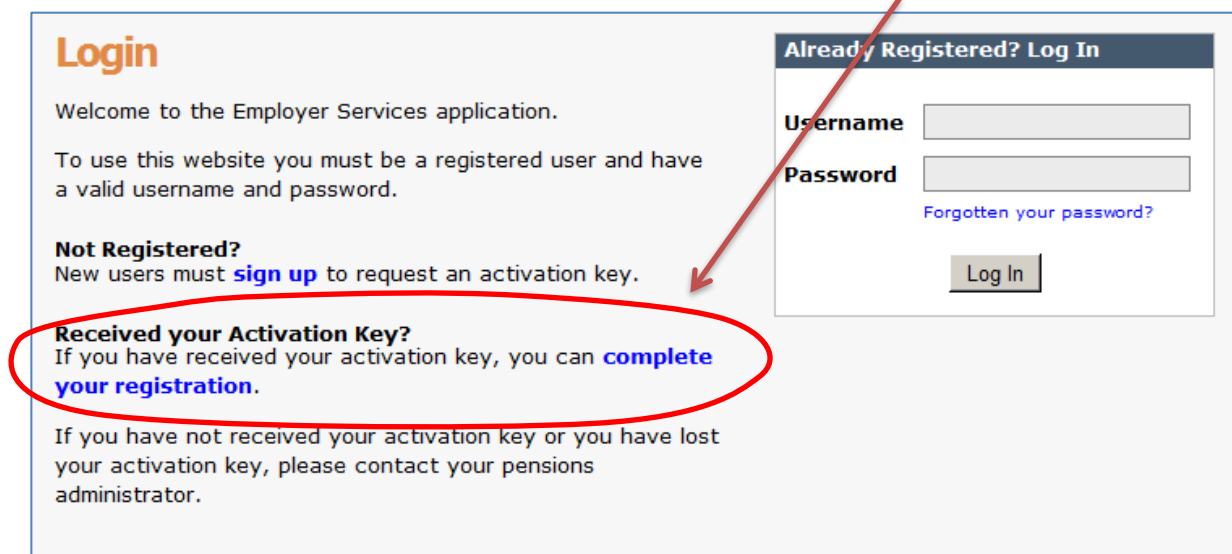
Once your ESS access application has been verified by the Pensions Team you will receive an e-mail with the subject heading: **Employer Services - Activation Key Request**

The e-mail will display the following message:

Your request has been authorised - - -. Your activation key is: xxXxXxxX

Your activation key will be an 8-digit code consisting of a combination of lowercase, uppercase and numerical characters.

You can then log into ESS and select **complete your registration**:



Login

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Already Registered? Log In

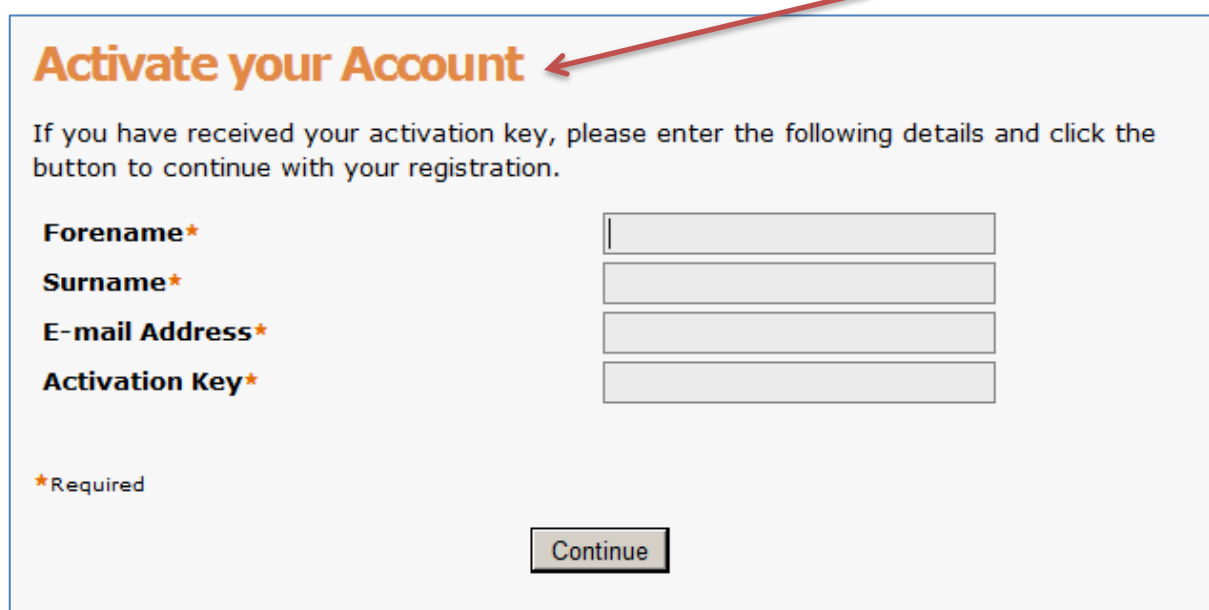
Username

Password

[Forgotten your password?](#)

Step 6

Please complete the fields displayed on the “**Activate your Account**” screen below:



Activate your Account

If you have received your activation key, please enter the following details and click the button to continue with your registration.

Forename*

Surname*

E-mail Address*

Activation Key*

*Required

You will be requested to complete your **Forename, Surname, E-mail Address** and **Activation Key**.

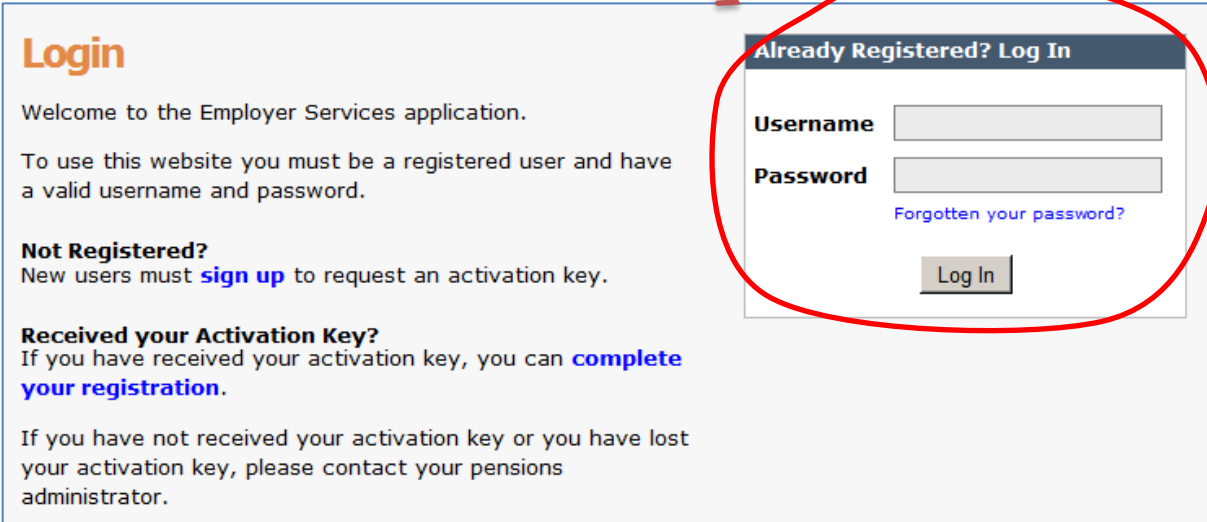
Once completed select **“Continue”**

Step 7

The user is then asked to enter a response to two security questions which can be selected from a drop down list.

Already Registered? ... How to login to your ESS account

If you have already completed your ESS registration you can log in to your account by entering your **Username** and **Password**.



Login

Welcome to the Employer Services application.

To use this website you must be a registered user and have a valid username and password.

Not Registered?
New users must [sign up](#) to request an activation key.

Received your Activation Key?
If you have received your activation key, you can [complete your registration](#).

If you have not received your activation key or you have lost your activation key, please contact your pensions administrator.

Already Registered? Log In

Username

Password

[Forgotten your password?](#)

The user is then asked to enter a response to one of the security questions that you selected during your registration process.



Login

To complete the login process, please enter your response to the security question and click Continue.

Mother's Maiden Name*

[Forgotten your response?](#)


*Required

Select **“Continue”**

A successful login navigates the user to the “**Member Search**” page.

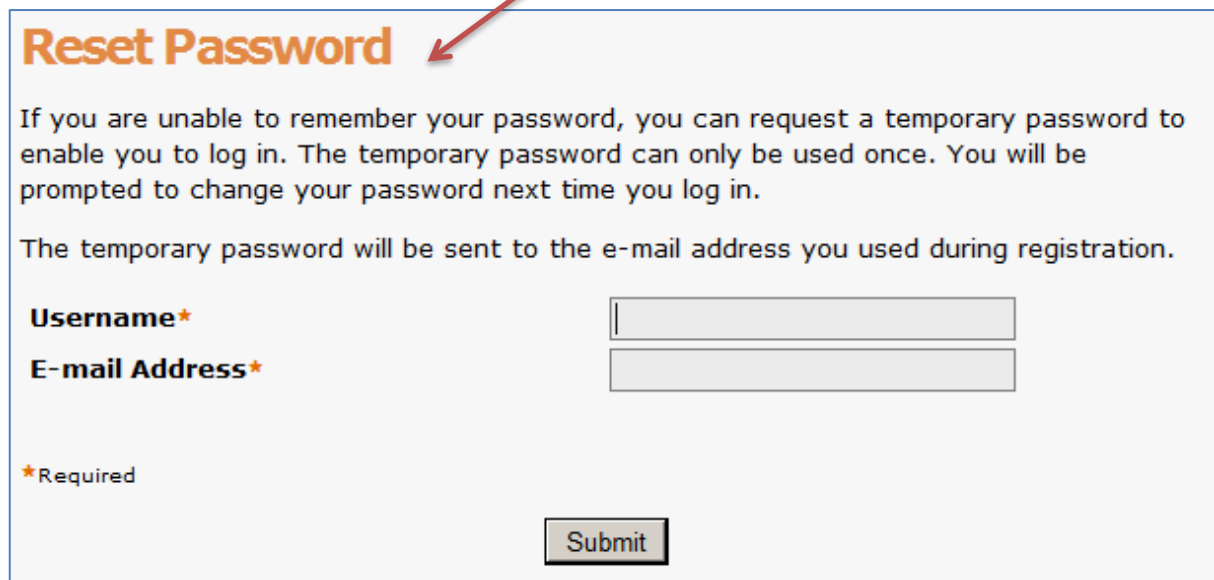
Member Search

Forgotten Password



If at any time you forget your password you can select the “**Forgotten your password?**” prompt displayed on the **Login** page.

You will then be directed to the “**Reset Password**” screen.



You will be asked to enter your **Username** and **E-mail Address** in the required fields shown and select “**Submit**”.

A temporary password will be sent to the e-mail address you used during your ESS registration.

Information

Your request for a temporary password was successful. The temporary password will be e-mailed to you. The temporary password can only be used once. You will be prompted to change your password next time you log in.

You will be asked to answer one of your security questions and the following screen will be displayed:

Change your Password

To change your password, enter your current password, a new password, confirm the new password, then click Submit.

Valid passwords are between 8 and 12 characters in length and must include at least one numeric, one lowercase and one uppercase character. (Passwords are case sensitive).

Enter Current Password*

Enter New Password*

Confirm New Password*

Password Hint

*Required

Submit

Please enter your temporary password followed by a new password.

Once you have submitted these details you will automatically be directed back to the “**Member Search**” screen with the following message:

Member Search

Information

Your password has been successfully changed.

You should receive an e-mail confirming that your password has been updated:

Your password for Employer Self-Service has been updated.



How to...

Member Search

- ✓ **Navigation Bar**
- ✓ **Member Search**
- ✓ **Personal Details display**



THE ROYAL COUNTY OF
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Navigation Bar

my Scheme heywood

User: JOJOBRAZ78

Powered by aquara heywood

- Member Search
- New Starter Creation
- Documentation ▶
- Reporting ▶
- Security Options ▶
- Logout
- Help

Member Search

Surname **NI Number**

Status Active **Job Title**

Employer RBWM **Payroll Reference**

Scheme Name **Post Number**

- Member Search
- New Starter Creation
- Documentation ▶
- Reporting ▶
- Security Options ▶
- Logout
- Help

The navigation bar is present on each Employer Services page. The contents of the navigation bar change depending on the page, the selected member's status, and the information available about them.

A user can select any available option to navigate to the corresponding page. The Help option can be selected from any page.

The Member Search screen will be displayed automatically once you have logged in to your ESS account.

Member Search

Surname **NI Number**

Status Active **Job Title**

Employer RBWM **Payroll Reference**

Scheme Name **Post Number**

Member Search

You can search for individual scheme members by using “**Member Search**”

Member Search
New Starter Creation
Documentation ▶
Reporting ▶
Security Options ▶
Logout
Help

You can search for individual members by entering information about them, such as their National Insurance number, surname, status, scheme name, and employer. You can perform a wildcard search by using the % key. For example to search for members with surnames beginning with A, enter A% in the Surname field and click the Search button. The results of your search are displayed below the selection boxes, with details for each member shown.

Member Search

<p>Surname 1 <input style="width: 150px;" type="text"/></p> <p>Status 3 Select -- ▼</p> <p>Employer 5 Select -- ▼</p> <p>Scheme Name 7 Select -- ▼</p>	<p>NI Number 2 <input style="width: 150px;" type="text"/></p> <p>Job Title 4 <input style="width: 150px;" type="text"/></p> <p>Payroll Reference 6 <input style="width: 150px;" type="text"/></p> <p>Post Number 8 <input style="width: 150px;" type="text"/></p>
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You can search by one identifier or several.

1	SURNAME	
2	NI NUMBER	
3	STATUS	<ul style="list-style-type: none"> Active Deferred Exit – No liability Optant Out
4	JOB TITLE	
5	EMPLOYER	This field will already be populated with your employer name. You will only be able to search for members within your employment
6	PAY REFERENCE NUMBER	Please enter the employee’s pay reference number
7	SCHEME NAME	Please select Berkshire Pension Fund from the drop down menu
8	JOB TITLE	Please enter member’s job title here

Search results are displayed below the selection boxes. Click on “**Select**” to choose a member and, the member has only one employment, then the Personal Details page is displayed.

Surname	Initials	Date of Birth	Sex	NI Number	
TEST	A	01/04/1980	Male	AB111111A	Select
TEST	B	01/07/1947	Female	TN010747F	Select
TEST	a	02/02/1979	Female	YM111111B	Select
First Previous				Next Last	

A user can click in the list to select a member and, if the member has only one employment, then the “**Personal Details**” page is displayed.

Member Search	Personal Details			
Personal Details	Surname	TEST	Date of Birth	01/07/1947
New Starter Creation	Initials	B	Sex	Female
Benefit Calculation	NI Number	TN010747F	Marital Status	Married
Financial Details	Status	Active		
Member Update ▶	<hr/>			
Documentation ▶	Address	TEST A		
Reporting ▶		TEST B		
Upload Interface File		TEST C		
Security Options ▶		TEST 4		
Work Activities				
Configuration ▶	Postcode	TEST		
Logout	Phone Number			
Help	E-mail Address			

If the member you are searching for is not held on our pension system the member results list will appear blank:

Surname	Initials	Date of Birth	Sex	NI Number	
First Previous				Next Last	

Personal Details

Member Search
Personal Details
New Starter Creation
Benefit Calculation
Financial Details
Member Update ▶
Documentation ▶
Reporting ▶
Upload Interface File
Security Options ▶
Work Activities
Configuration ▶
Logout
Help

The “**Personal Details**” page will display the following information:

- Surname
- Initials
- NI number
- Date of birth
- Sex
- Status
- Marital status
- Address
- Telephone number
- Email address

Member Search	Personal Details			
Personal Details	Surname	TEST	Date of Birth	01/07/1947
New Starter Creation	Initials	B	Sex	Female
Benefit Calculation	NI Number	TN010747F	Marital Status	Married
Financial Details	Status	Active		
Member Update ▶	<hr/>			
Documentation ▶	Address	TEST A		
Reporting ▶		TEST B		
Upload Interface File		TEST C		
Security Options ▶		TEST 4		
Work Activities				
Configuration ▶	Postcode	TEST		
Logout	Phone Number			
Help	E-mail Address			

Name, address and marital status details can be amended through the Member update (General Amendments) screen.