

Employer Self Service User Guide

Altair system by



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All other copying and distribution of any of the contents of this documentation is strictly forbidden.

Table of Contents

1	Introduction	3
1.1	Purpose of this Guide	3
1.2	<i>altair</i> Employer Services	3
2	User Registration and Authentication	4
2.1	Sign Up	4
2.2	Activate your account	5
2.3	Login	7
2.4	Forgotten Password	8
2.5	Forgotten Security Response	8
2.6	Unsuccessful Login Attempt	9
14	Website	11
15	Contact us	11

1 Introduction

1.1 Purpose of this Guide

This Guide provides instruction and guidance for users of *altair's* Employer Services, also called Employer Self Service or ESS. This includes initial access, user registration and authentication, navigation, member data access and amendment, benefit calculations and illustrations, reports, and documents. Also help and contact details. *altair* is the name of the pensions system by Heywood Limited which LGSS Pensions Services use..

1.2 *altair* Employer Services

altair Employer Services enables employers and other external bodies to view and amend *altair* data remotely and securely, using internet based technology. Employer users, subject to appropriate permissions granted by pension scheme administrators, can access the following facilities:

- User search
- Display of user data views
- New starter creation
- Update of general information
- Update of part-time hours
- Notification of leavers
- Benefit projector
- Benefit calculations
- Documentation
- Reporting
- Work activities
- Submission of interface files

The following browsers are supported for employer users:

- Microsoft Internet Explorer 7, 8 and 9 (Windows XP and Vista)
- Microsoft Internet Explorer 8 and 9 (Windows 7)
- Mozilla Firefox 3.6 (Windows XP, Vista and Windows 7)

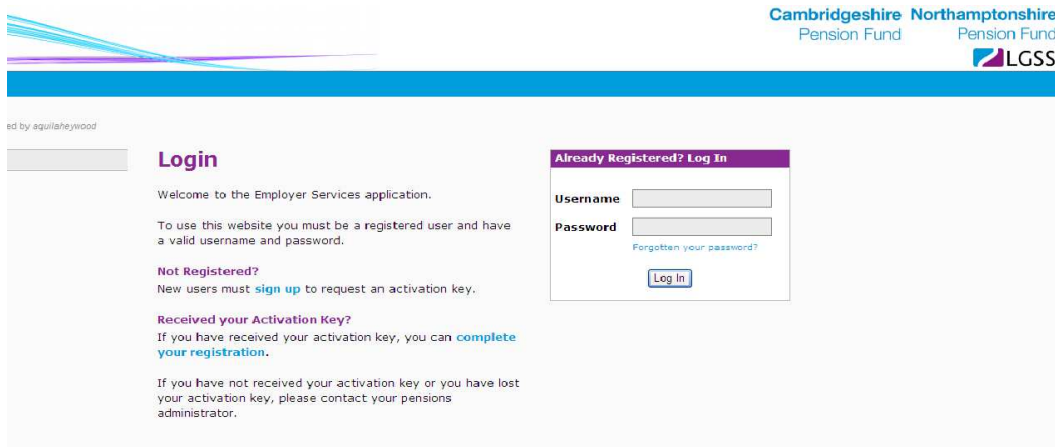
These browsers can be used with the Microsoft Windows XP and Vista operating systems.

2 User Registration and Authentication

2.1 Sign Up

In order to use *altair* Employer Services you must first sign up.

1. Using your browser, navigate to the Employer Services 'Login' page using the link <https://lgssemployer.pensiondetails.co.uk>



Cambridgeshire Northamptonshire Pension Fund Pension Fund LGSS

Powered by aquilaheywood

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.

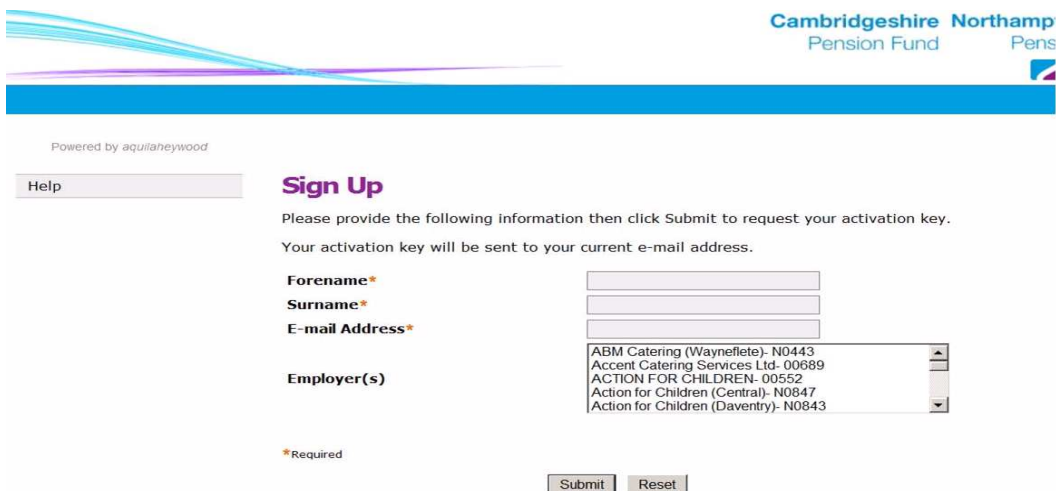
Already Registered? Log In

Username

Password

[Forgotten your password?](#)

2. Click the 'Sign up' link (in the middle of the screen).
3. Enter your contact details and the employer to which you require access.
 - Your email address should be a work email address. If your organisation does not have its own email address then contact LGSS Pensions Service to ask if you can use an alternative.
 - Select your Employer name from the drop down box.



Cambridgeshire Northamptonshire Pension Fund Pens

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Help

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)
ACcent Catering Services Ltd- 00689
ACTION FOR CHILDREN- 00552
Action for Children (Central)- N0847
Action for Children (Davertry)- N0843

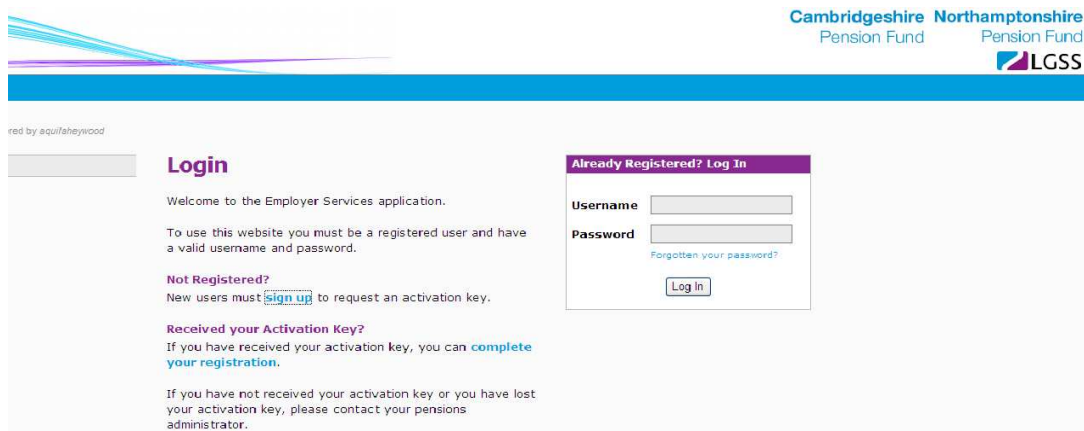
*Required

4. Submit your request by clicking the Submit button.
5. When your registration request is authorised by LGSS Pensions Service, an activation key will be generated and sent to you by email. This will not be instantaneous.

2.2 Activate your account

When you have received your activation key you must activate your account within 30 days or the key will become void.

1. Click the 'complete your registration' link on the Employer Services 'Login' page.



Cambridgeshire Northamptonshire
Pension Fund Pension Fund
LGSS

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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.

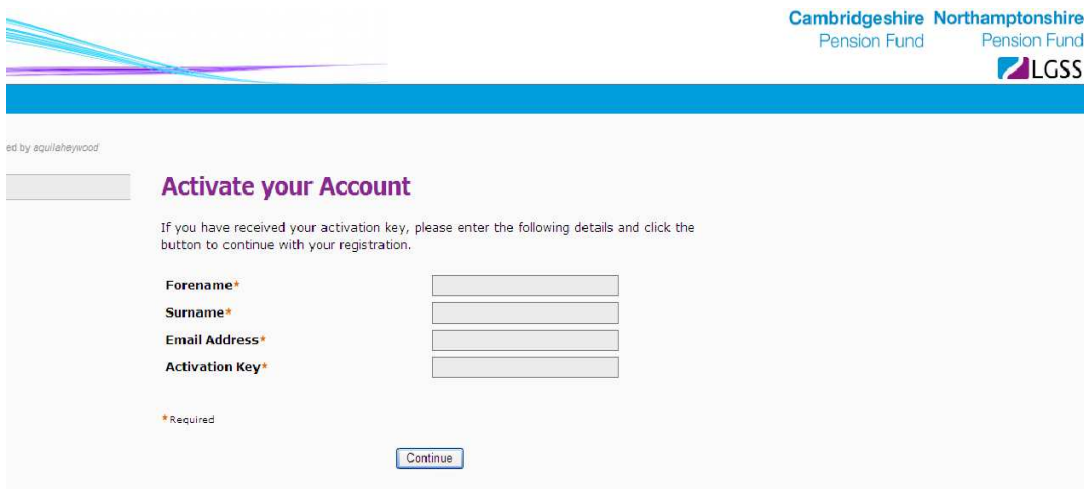
Already Registered? Log In

Username

Password

[Forgotten your password?](#)

2. Enter your contact details, which you provided when signing up, and your activation key. Click the 'Continue' button.



Cambridgeshire Northamptonshire
Pension Fund Pension Fund
LGSS

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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*

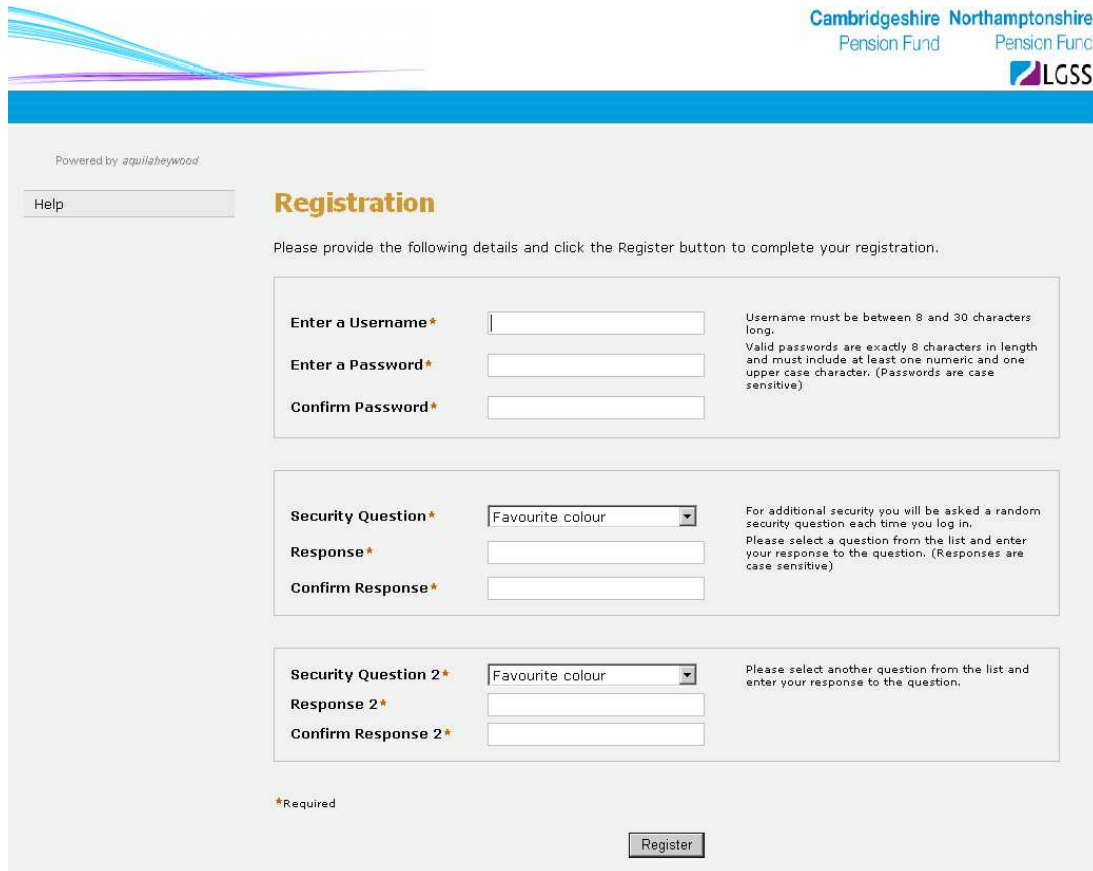
Surname*

Email Address*

Activation Key*

*Required

3. Choose a user name and password, and security response(s). Note that passwords and security responses are case sensitive. You can have up to ten security questions.



Cambridgeshire Northamptonshire
Pension Fund Pension Fund
LCSS

Powered by *aquilaheywood*

Help

Registration

Please provide the following details and click the Register button to complete your registration.

Enter a Username *	<input type="text"/>	Username must be between 8 and 30 characters long.
Enter a Password *	<input type="password"/>	Valid passwords are exactly 8 characters in length and must include at least one numeric and one upper case character. (Passwords are case sensitive)
Confirm Password *	<input type="password"/>	

Security Question *	<input type="text" value="Favourite colour"/>	For additional security you will be asked a random security question each time you log in.
Response *	<input type="text"/>	Please select a question from the list and enter your response to the question. (Responses are case sensitive)
Confirm Response *	<input type="text"/>	

Security Question 2 *	<input type="text" value="Favourite colour"/>	Please select another question from the list and enter your response to the question.
Response 2 *	<input type="text"/>	
Confirm Response 2 *	<input type="text"/>	

*Required

Register

2.3 Login

Once you have successfully registered, you can log in to the application.

1. Using your browser, navigate to the Employer Services 'Login' page and enter your user name and password.

Cambridgeshire Northamptonshire Pension Fund Pension Fund LGSS

by aquilaheywood

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?](#)

2. Click the 'Login' button.

3. Enter your security responses, if requested.

Cambridgeshire Northamptonshire Pension Fund Pension Fund LGSS

red by aquilaheywood

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

4. After you successfully log in to the Employer Services website, the 'Member Search' page is displayed.

Cambridgeshire Northamptonshire Pension Fund Pension Fund LGSS

User: CHRISHOWARD

Powered by aquilaheywood

Member Search

Surname

Status -- Select --

Employer -- Select --

Scheme Name Local Government Scheme CCC

NI Number

Supn Ref

Payroll Ref

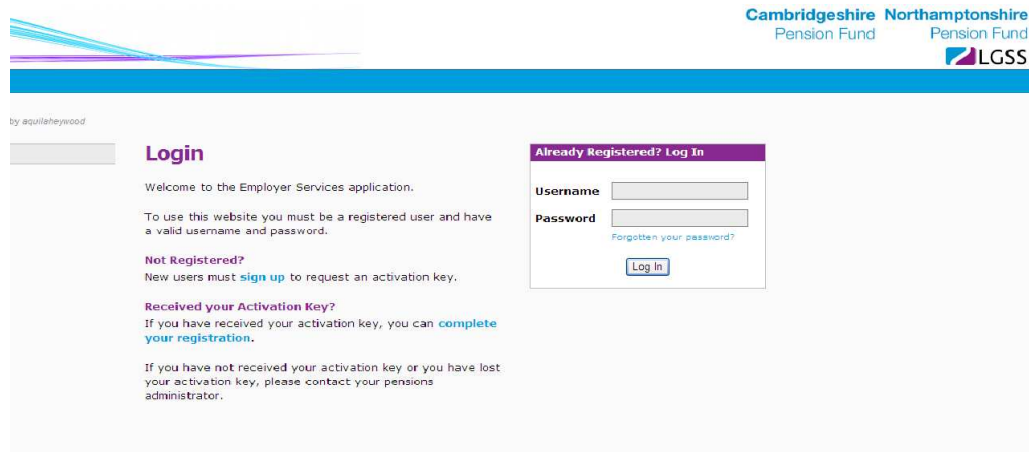
Dept Id

- Member Search
- Documentation >
- Reporting >
- Upload Interface File
- Security Options >
- Work Activities
- Logout
- Help

2.4 Forgotten Password

If you forget your Employer Services password you can request a temporary password, which you can then reset.

1. Click on the 'Forgotten your password?' link on the Login page.



Cambridgehire Northamptonshire Pension Fund LGSS

by equileheywood

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.

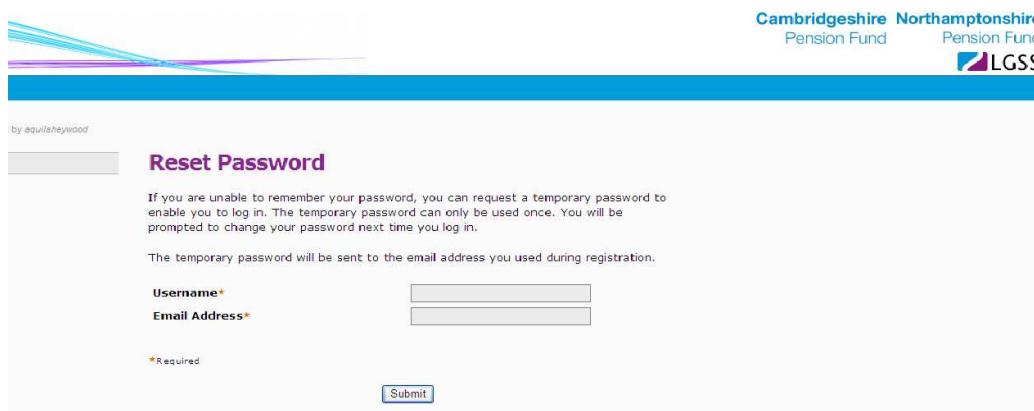
Already Registered? Log In

Username

Password

[Forgotten your password?](#)

2. Enter your details to request a temporary password.



Cambridgehire Northamptonshire Pension Fund LGSS

by equileheywood

Reset Password

If you are unable to remember your password, you can request a temporary password to enable you to log in. The temporary password can only be used once. You will be prompted to change your password next time you log in.

The temporary password will be sent to the email address you used during registration.

Username*

Email Address*

*Required

3. You will receive your temporary password by email. After logging in with your temporary password, you will be prompted to create a 'permanent' password.

2.5 Forgotten Security Response

If you forget one or more of your security responses, you can create a temporary security response.

1. During the login process, when prompted for your security response, select 'Forgotten your response?'

Cambridgehire Northamptonshire Pension Fund
LGSS

red by aquilaheywood

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

2. Enter your details to request a temporary security response.

Cambridgehire Northamptonshire Pension Fund
LGSS

owned by aquilaheywood

Forgotten your Security Response?

Please enter the following details and click Submit to request a temporary security question and response. The temporary security question and response can only be used once. You will be prompted to change your security responses next time you log in.

Your request for a temporary security question will be processed manually for security reasons and then emailed to you.

Username *

Email Address *

* Required

3. You will receive your temporary security response by email. After logging in with your temporary security response, you will be prompted to create a 'permanent' security response.

2.6 Unsuccessful Login Attempt

An 'Authentication Failed' message is displayed in the event of an unsuccessful login attempt.

Cambridgehire Northamptonshire Pension Fund
LGSS

d by aquilaheywood

Login

Error

Authentication Failed.

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?](#)

After a number of consecutive unsuccessful login attempts, your Employer Services website login will be disabled.

If your account becomes disabled, you will be prompted to request a temporary password.

The screenshot shows the 'Reset Password' page. At the top right, it says 'Cambridgehire Northamptonshire Pension Fund' and 'LGSS'. Below the header, there is a blue bar. The main content area has a heading 'Reset Password' and a sub-heading 'by equilibrewood'. The text explains that if you can't remember your password, you can request a temporary one. It states that the temporary password will be sent to the email address used during registration. There are two input fields: 'Username*' and 'Email Address*'. A small asterisk with the word 'Required' is below the fields. A 'Submit' button is at the bottom.

1. Enter your username and the email address that you originally used to create your log in.
2. LGSS Pensions Service will be notified of your request and once authorised you will receive an email containing your temporary password.
3. Enter the temporary password to gain access.
4. Once you have logged in successfully you will be prompted to reset your password.

This is a duplicate of the screenshot above, showing the 'Reset Password' form with the same layout and content.

14 Website

For further information please see our websites at:

<http://pensions.cambridgeshire.gov.uk/>

<http://pensions.northamptonshire.gov.uk/>

15 Contact us

Contact details are:

General pensions information: Pensions@northamptonshire.gov.uk

Employers Team: PenEmployers@northamptonshire.gov.uk

Postal address:

LGSS Pensions Service
John Dryden House
8-10 The Lakes
Northampton NN4 7YD