Employer Self Service

User Guide

Altair system by

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10 Security Options

You can make changes to security settings by selecting 'Security Options' from the navigation bar.

10.1 Change Password

Use the 'Change your Password' page to change your current Employer Services website password.

Enter your existing password in the 'Enter Current Password' field, followed by your new password, before finally confirming the new password.

A message is displayed to confirm that your password has successfully been changed.

Cambridgeshire **Northamptonshire**
Pension Fund Pension Fund
LGSS

User: MARKMCAULIFFE0604

Powered by *aquilaheywood*

Member Search
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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

10.2 Change Security Responses

You can select new security questions or change your existing responses by selecting the 'Security Options > Change Security Responses' option from the navigation bar.

11 Additional Information and Web Pages

In addition to the standard pages described in this Guide, other pages may be available for access from the Employer Services website. Because these pages are likely to be specific to a particular scheme, you should contact LGSS Pensions Service via PenEmployers@northamptonshire.gov.uk.

Similarly, if you require additional information to be made available using the Employer Services website you should contact LGSS Pensions Service via PenEmployers@northamptonshire.gov.uk.

12 Audit Reporting

All Employer Services activity is recorded for audit purposes.

LGSS Pensions Service have full access to this audit information.

13 Frequently Asked Questions

How do I change my Employer Services password?

You change the password used to access the Employer Services website using the 'Change Password' page.

Enter your existing password in the 'Enter Current Password' field, followed by your new password, before finally confirming the new password.

A 'NEW PASSWORD ACCEPTED' message is displayed, confirming that your password has been changed. The password change is effective immediately.

How do I change my security responses?

You select new security questions and change your existing responses by selecting 'Security Options > Change Security Responses' option from the Employer Services website navigation bar.

Why can't I see the change I have made?

If you are granted read-only access, you can display information but not change it.

If you are approved to request changes, or make changes directly, you can update the following information for active members:

- New starter creation

- General information (for example, name, address and marital status)

- Part-time hours

- Notification of leavers

If you are approved to request changes, amendments that you make are reviewed and processed by the scheme's administrators. You will not see the changes on the member's record until they have been processed by the scheme's administrators.

Alternatively, if you are approved to make direct changes, amendments that you make are completed immediately. The only exception to this is notification of leavers, which will always be processed by the scheme's administrators on your behalf.

You will not be able to update member-level information, such as address and marital status, if a member has additional employment records to which you do not have access.

My Activation key doesn't work

An activation key expires after a finite period of time. There is 30 days after issue. An activation key also expires following successful registration.

You must register using a current activation key. If the activation key has expired, you must request a new activation key using the Activation Key Request screen.

13.1 I can't upload my Word document to a member's record

Word documents must be configured as being amendable by LGSS Pensions Service.

If you download a non-amendable Word document, the name of the Word document will be pre-fixed with 'READ-ONLY' as in the example below:

READ-ONLY Document[[WORDTEST_126489_M_1_M_20110623120834]].doc

If a Word document name is pre-fixed with 'READ-ONLY, you cannot upload it to the member's record and, if you attempt to do so an error message will be displayed.

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

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