

# Employer Self Service User Guide

Altair system by

*heywood*

The contents of this Guide are copyright © 2012 Heywood Limited. Copying is prohibited, except in accordance with permissions.

Licensed *altair* users and *altair* Employer Services users are permitted to display and print copies of this documentation. They are also permitted to use extracts in the preparation of instructional and procedural materials for distribution to users of *altair* Employer Services within their organisation.

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

## Table of Contents

1	Introduction	4
1.1	Purpose of this Guide	4
1.2	<i>altair</i> Employer Services	4
2	User Registration and Authentication	5
2.1	Sign Up	5
2.2	Activate your account	6
2.3	Login	8
2.4	Forgotten Password	9
2.5	Forgotten Security Response	9
2.6	Unsuccessful Login Attempt	10
3	Navigation	13
3.1	Navigation Bar	13
3.2	Member Search Page	13
3.3	Member Information Pages	14
4	Updating Member Information	15
4.1	New Starter Creation	16
4.2	General Information	18
4.3	Part-Time Hours	19
4.4	Part time to full time	20
4.5	Notification of Leavers	20
5	Benefit Calculations	22
5.1	<i>altair</i> Benefit Calculations	22
5.1.1	Quotation type calculation	22
5.1.2	Prospective type calculation	23
5.1.3	Event meaning of a calculation	23
5.1.4	Efficiency or redundancy calculation	23
5.1.5	CARE pay	24
5.1.6	Employer discretion extra benefit	24
5.1.7	Retirement Benefits screen	25
5.1.8	Benefit calculation summary screen	25
5.1.9	Retirement Benefits summary	26
5.1.10	Final options screen	26
5.1.11	Final results screen	27
5.1.12	View Member Documents	28
5.2	<i>altair</i> Member Self-Service Benefit Projector	28
5.2.1	Pop-up Warnings	28
5.2.2	Five Benefit Projectors	28
6	Documentation	31

6.1	View Member Documents	31
6.2	Generate Member Documents	31
6.3	Amend Member Documents	32
6.4	Leaver Certificate	36
6.5	View Non-Member Documentation	36
7	Reporting	38
7.1	ReportWriter Reports	38
7.2	Standard Reports	39
8	Work Activities	40
9	Uploading Interface Files	41
10	Security Options	42
10.1	Change Password	42
10.2	Change Security Responses	43
11	Additional Information and Web Pages	44
12	Audit Reporting	45
13	Frequently Asked Questions	45
	How do I change my Employer Services password?	45
	How do I change my security responses?	45
	Why can't I see the change I have made?	45
	My Activation key doesn't work	46
13.1	I can't upload my Word document to a member's record	46
14	Website	46
15	Contact us	46

## 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

Powered by aquilaheywood

[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)**

\*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.

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

ed by aquilaheywood

**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.

Powered by *aquilaheywood*

Cambridgeshire Northamptonshire  
Pension Fund Pension Fund  
LGSS

Help

### Registration

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

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

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

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

### 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 *squilleheywood*

### 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 Pens LGSS

User: CHRISHOWARD

Powered by *squilleheywood*

### Member Search

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

**Surname**

**Status** -- Select --

**Employer** -- Select --

**Scheme Name** Local Government Scheme CCC

**NI Number**

**Supn Ref**

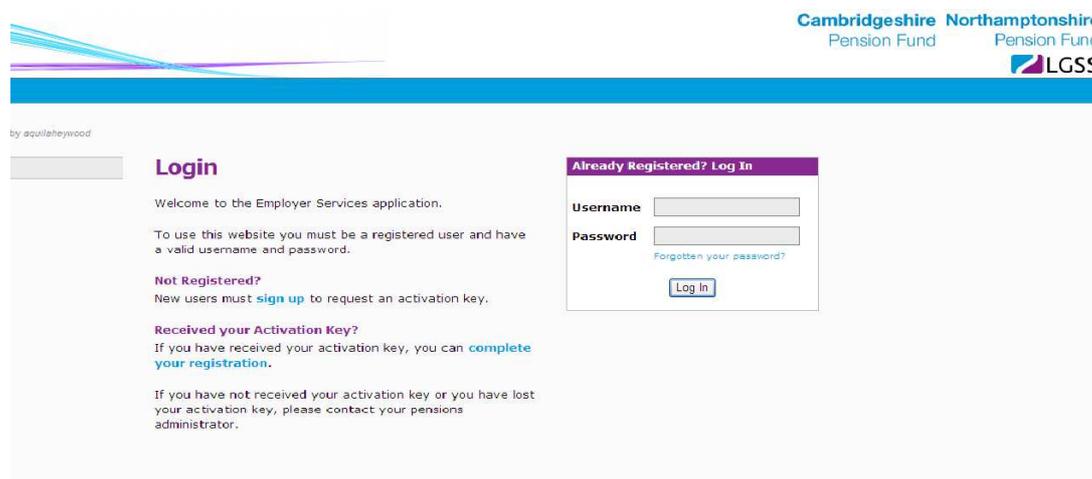
**Payroll Ref**

**Dept Id**

## 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.



Cambridgeshire Northamptonshire  
Pension Fund Pension Fund  
LGSS

by *equilshaywood*

### 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.

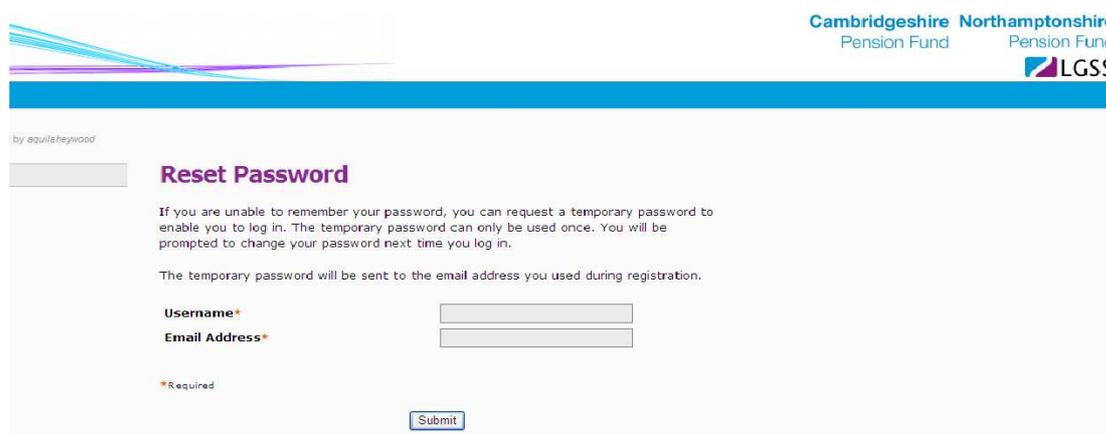
**Already Registered? Log In**

Username

Password

[Forgotten your password?](#)

2. Enter your details to request a temporary password.



Cambridgeshire Northamptonshire  
Pension Fund Pension Fund  
LGSS

by *equilshaywood*

### 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\*

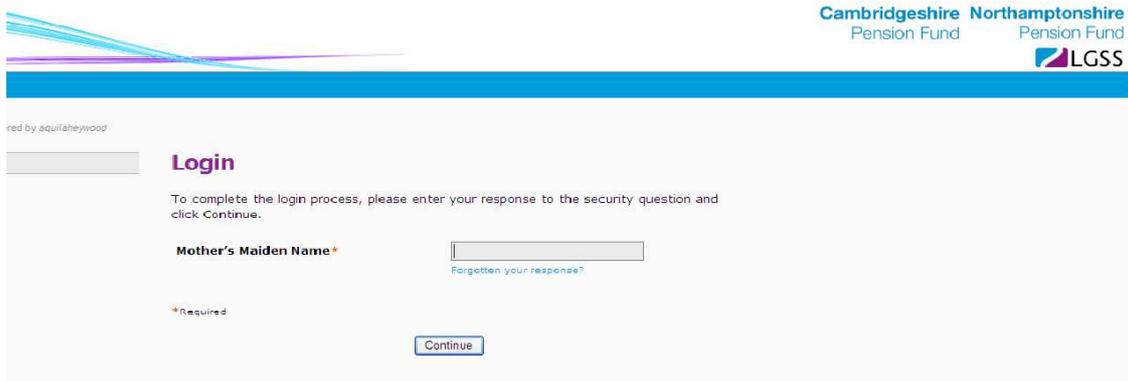
\*Required

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?'



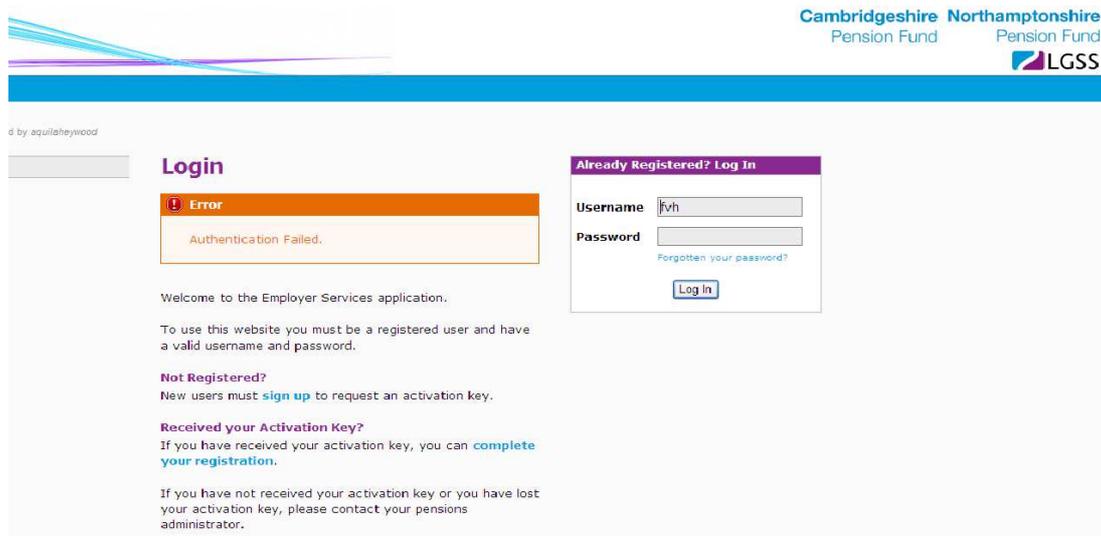
2. Enter your details to request a temporary security response.



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.

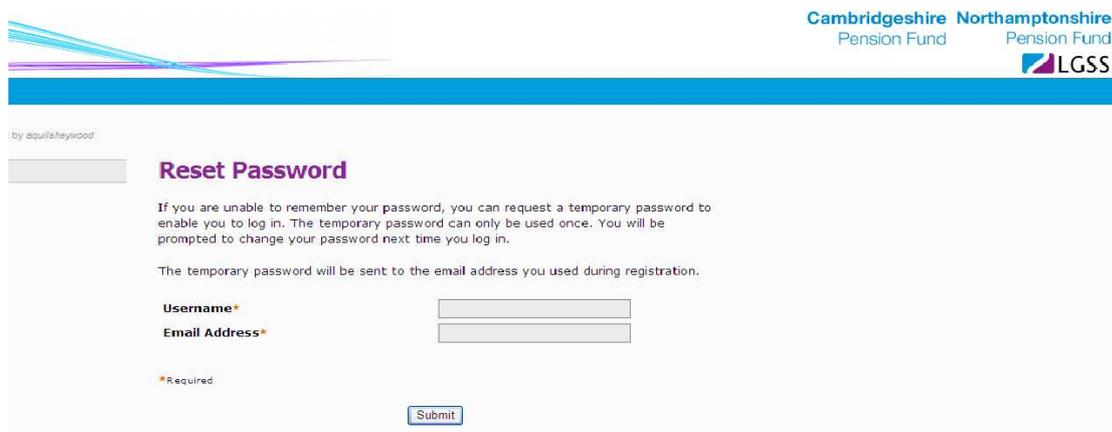
## 2.6 Unsuccessful Login Attempt

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



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.



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.

- Once you have logged in successfully you will be prompted to reset your password.

Cambridgeshire Northamptonshire  
Pension Fund Pension Fund  
LGSS

by equilleheywood

### 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 Navigation

The *altair* Employer Services website is designed for ease of use, and is fully compatible with two of the most commonly used internet browsers: Microsoft Internet Explorer and Mozilla Firefox.

#### 3.1 Navigation Bar

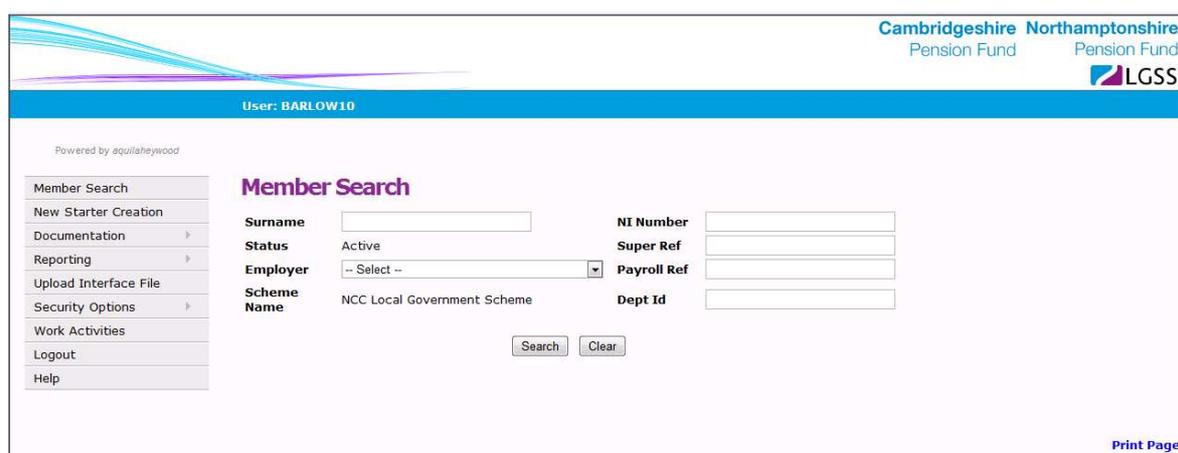
The navigation bar ('Member Search' down to 'Help') is present on the left of the screen, on each page of the Employer Services website.

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

#### 3.2 Member Search Page

You can search for individual members by entering information about them, such as their National Insurance number (must be in CAPITAL letters), 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' box and click the Search button.



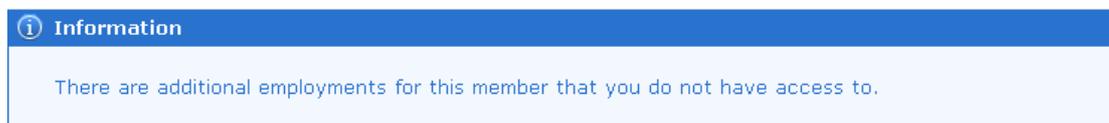
The screenshot displays the 'Member Search' page. At the top right, it identifies the 'Cambridgeshire Northamptonshire Pension Fund' and the 'LGSS' logo. A blue bar indicates the user is logged in as 'User: BARLOW10'. Below this, a navigation menu on the left lists options like 'Member Search', 'New Starter Creation', 'Documentation', 'Reporting', 'Upload Interface File', 'Security Options', 'Work Activities', 'Logout', and 'Help'. The main content area is titled 'Member Search' and contains a form with the following fields: Surname (text input), Status (dropdown menu set to 'Active'), Employer (dropdown menu set to '-- Select --'), Scheme Name (text input set to 'NCC Local Government Scheme'), NI Number (text input), Super Ref (text input), Payroll Ref (text input), and Dept Id (text input). There are 'Search' and 'Clear' buttons at the bottom of the form. A 'Print Page' link is visible in the bottom right corner.

The results of your search are displayed below the selection boxes, with details for each member shown. If you click 'select' and choose a member and if the member has only one employment/job/post, the Personal Details page is then shown.

If the member that you selected has more than one employment, the Employment List page is displayed.

The employment list includes the member's name, status, identification fields, scheme name, and job title, to assist you in selecting the correct employment.

The Employment List page will display a message if the member has employments/posts/jobs to which you do not have access.



You can navigate back to the employment list page at any time, without the need to logout and then login again.

When you select an employment the Personal Details page of a members record is displayed.

### 3.3 Member Information Pages

The first page to be displayed following the selection of a member is the Personal Details page.

You can use the Navigation Bar to move around a member's record and display different information. For example:

- Membership Details
- Transfer Details
- Financial Details
- AVCs and Added Years Details
- Pension Details
- P60 History
- Pensioner Payslip History
- Payslip Details
- Auto Enrolment
- Works Address

Note that the available information will vary depending on what status the member or employment is.

## 4 Updating Member Information

When you are first registered to use the Employer Services website, LGSS Pensions Service will set the method by which you can update information. The three options are:

- Read only
- Interface
- Direct

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, any amendments that you make are reviewed and processed by LGSS Pensions Service. 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 LGSS Pensions Service 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.

You only have access to 'active' member's records. The term 'Active' means those employees currently contributing to the Scheme. Therefore if you make a member a leaver and then need to amend their record you will not be able to. Please make amendments to a record before making them a leaver.

## 4.1 New Starter Creation

When the New Starter Creation option is selected from the main menu you are prompted for a National Insurance number:

If an existing member cannot be found with the National Insurance number specified, the New Starter Creation screen is displayed. This screen enables you to input information about the new starter:

Address (Line 1)	<input type="text"/>
Address (Line 2)	<input type="text"/>
Address (Line 3)	<input type="text"/>
Address (Line 4)	<input type="text"/>
Address (Line 5)	<input type="text"/>
Postcode	<input type="text"/>
Telephone Number	<input type="text"/>
Fax Number	<input type="text"/>
E-mail Address	<input type="text"/>

Auto Enrolment Entry Event	<input type="text"/>	Auto Enrolment Status	<input type="text"/>
----------------------------	----------------------	-----------------------	----------------------

\*Required

For information on certain fields on this New Starter Creation form go to 'General Information' section below.

### National Insurance number already on

If an existing member is found with the National Insurance number input, an initial screen of member-level information is displayed, such as address and marital status, and an option becomes available for you to create a new employment.

**Matching Members Selection**

The NI Number [redacted] has been matched to one or more existing members.

Member	[redacted]	<input type="button" value="Create Employment"/>	
Date of Birth	27/04/1948	Sex	Female

Member Number	Employment Info	Job Title
	Exit - No Liability Scheme : 001 Location 00050 Class 01	
	Active Scheme : 001 Location 00050 Class 05	
123456	Active Scheme : 001 Location 00050 Class 05	

If an existing member is found with the National Insurance number specified, to whom you do not have access, you must first verify the member's basic details.

**Verify Member Details**

The NI Number [redacted] matches to a member to whom you do not currently have access. To proceed to employment creation, please confirm the following details for the member.

Surname\*  Date of Birth\*

Sex\*

\*Required

On successful completion of this screen, you are presented with the standard New Starter screen. You cannot change member level data using this screen.

## 4.2 General Information

From the Member Update menu, select the General Amendments option. This enables you to update the following information:

- Name
- Title
- Marital status
- Date of marriage
- Spouse date of birth
- Address

The screenshot shows the 'Member General Information Update' form. The header includes 'Cambridgeshire Northamptonshire Pension Fund' and 'LGSS'. The user is identified as 'User: MARKMCAULIFFE0604' and the member is 'Active'. The form fields are as follows:

Surname	<input type="text" value="Surname"/>	Update Previous	<input type="checkbox"/>
Super Ref	<input type="text" value="001JW9446992"/>	Payroll Ref	<input type="text" value="123456-2"/>
Dept Id	<input type="text"/>	Title	<input type="text" value="Miss"/>
Marital Status	<input type="text" value="Single"/>	Date of Marriage	<input type="text"/>
Spouse's DOB / DOD	<input type="text"/>	Employment No.	<input type="text" value="1"/>
Address (Line 1)	<input type="text" value="Line 1"/>		
Address (Line 2)	<input type="text" value="Line 2"/>		
Address (Line 3)	<input type="text" value="Line 3"/>		
Address (Line 4)	<input type="text" value="Line 4"/>		
Address (Line 5)	<input type="text" value="Line 5"/>		
Postcode	<input type="text"/>		
Telephone Number	<input type="text"/>		
Fax Number	<input type="text"/>		
E-mail Address	<input type="text"/>		
Historise Address	<input checked="" type="checkbox"/>		

At the bottom of the form is a 'Save Changes' button.

You cannot change member level information if the member has employments to which you do not have access. This could mean another active employment or a past employment that has now ceased. You will be told this in an information box as below.

**i Information**

There are additional employments for this member that you do not have access to, therefore the member-level data is read-only.

The following warning message will appear to also inform you.

**Warning**

Please do not update members Email Address as this could disable Member Self Service (MSS) for this member.

Along with the above messages the screen will appear with the fields a lighter colour grey, which you will not be able to update.

<b>Surname</b>	Smith	<b>Update Previous</b>	<input type="checkbox"/>
<b>Super Ref</b>		<b>Payroll Ref</b>	144971
<b>Dept Id</b>		<b>Title</b>	Mrs
<b>Marital Status</b>	Married	<b>Date of Marriage</b>	
<b>Spouse's DOB / DOD</b>		<b>Employment No.</b>	
<b>Address (Line 1)</b>	6 Parkhall Road		
<b>Address (Line 2)</b>			
<b>Address (Line 3)</b>			
<b>Address (Line 4)</b>	Somersham		
<b>Address (Line 5)</b>	Cambridgeshire		
<b>Postcode</b>	PE28 3EU		
<b>Telephone Number</b>			
<b>Fax Number</b>			
<b>E-mail Address</b>	Joanna.Smith@cambridgeshire		
<b>Historise Address</b>	<input type="checkbox"/>		

If you are unable to update the address of a member we suggest that you inform the member to update their address on [Member Self Service](#) (MSS).

If this is not possible then send an address update email to [Pensions@northamptonshire.gov.uk](mailto:Pensions@northamptonshire.gov.uk) and LGSS Pensions Service will update.

### 4.3 Part-Time Hours

After selecting a member, the Member Part-Time Hours Update option enables you to make one or more part-time hour amendments to a member's record. The hours have to be recorded in one of two ways:

#### Hours recording

The hours are recorded in the format of 'dd.dd/dd.dd' ('d' being a digit).

An example is; '30.00/37.00'. Where 30.00 is the hours worked by the individual. (Do not put '30'). The second value, for example, '37.00' is the full time equivalent for that post and again has to be in this format. (Do not put '37').

or

#### Percentage recording

You have the option of inputting the hours in a percentage format, for example: 81.08108 (This is the equivalent to 30.00/37.00).

The above part time recording needs to take into account Term Time working and therefore your calculation should reflect this. So if you have a member working:

- 30 hours per week – with full time equivalent being 37 hours per week
- 45 weeks per year - the equivalent full time weeks per year is 52.1429;

What should be recorded is:  $30 \times 45/52.1429 = "25.89/37.00"$ .

Please note that 52.1429 is a common number but your organisation might use a different number.

## Member Part-Time Hours Update

<b>Date Comm Curr Emp</b>	01/03/2015	<b>PT Hours/Percentage</b>	20.00/37.00
<b>Part-Time Ind</b>	Y	<b>Statutory Notice</b>	<input type="checkbox"/>
<b>Date of Change</b>	<input type="text"/>	<b>Percentage</b>	<input type="text"/>
		<b>Ratio</b>	<input type="text"/> / <input type="text"/>
			<input type="button" value="-"/>
			<input type="button" value="+"/>
<input type="button" value="Save Changes"/>			

### 4.4 Part time to full time

To change the record of a part time member to full time, use the Part Time Hours Update facility as described above in 4.3. Input the date of change in the box provided and then leave the rest of the boxes (percentages and hours) blank. Click 'Save changes'. The member should now be recorded as full time.

### 4.5 Notification of Leavers

LGSS Pensions Service will always process a leaver and send to the member their entitlement to benefits letter. In this section you are informing us that a post or employment is no longer active – either a leaver (left employment, redundancy or retired), death or an opt out. Then you will need to send us a leaver certificate (see section 6.4) with information regarding this post.

If you have processed an opting out member with less than three months pensionable service and you have written back pension contributions through the payroll system and they have a record on Employer Self Service, you will need to notify us that they have opted out by completing the Notification of Leaver form. Then send us an email confirming that you have written the pensions contributions back through your payroll system.

When LGSS Pensions Services processes this post or employment there might be further information or clarification required before we write to the member.

From the Menu list, hover over 'Member Update', then click the 'Notification of Leaver' option. The following screen is displayed:

## Notification of Leaver

Please enter leaver details.

Date Left*	<input type="text"/>
Exit Event	<input type="text"/>
Address (Line 1)	<input type="text"/>
Address (Line 2)	<input type="text"/>
Address (Line 3)	<input type="text"/>
Address (Line 4)	<input type="text"/>
Address (Line 5)	<input type="text"/>
Postcode	<input type="text"/>
Telephone Number	<input type="text"/>
Fax Number	<input type="text"/>
E-mail Address	<input type="text"/>
Historise Address	<input checked="" type="checkbox"/>

\* Required

Save Changes

Use this screen to enter the member's date of leaving and reason for leaving. You can also review the member's current address, and update it if necessary.

When you click the 'Save Changes' button the leaver information is sent to LGSS Pensions Service for review and processing. Even though this process does not happen immediately if you have found that you put in an incorrect date after clicking save changes do not go through this leaver notification process again and send a second notification, instead email LGSS Pensions and let them know the details.

A leaver certificate document should now be produced and the system should be showing you a screen that looks like the image below. If it does not then there is a problem that we need to investigate but in the meanwhile you can still complete the leaver by sending a leaver certificate by following the steps at section 6.4.

## View Member Documents

**Information**

Leaver information successfully submitted.  
Leaver document (EMPLEAVEN) generated successfully.

Please select the document you wish to view from the list below. If you have recently chosen to generate a member document and it does not appear here, it may still be being generated, refresh the page to update the list.

Document	Date	Amendable
<a href="#">Employer Leaver Cert D update</a>	08/02/2016 14:10:39	Yes

Click the document name shown above and 'Save As' and save this document to your own computer drive keeping the file name the same – do not change the file name. Clear the document from your screen.

Open the document from your own drive and go through and complete the whole form. Then save your changes.

In Employer Self Service system click on 'Documentation' then click Upload Word Document. Go and find the leaver form from your drive and upload to Employer Self Service.

## 5 Benefit Calculations

### 5.1 *altair* Benefit Calculations

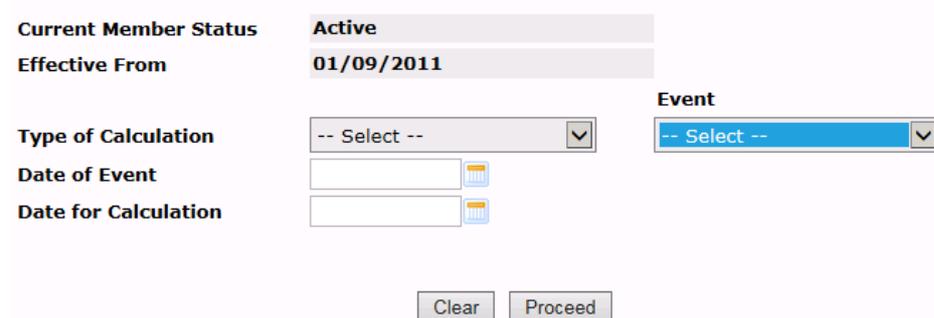
Employer Services provides access to calculations of a member's benefits. It enables you to perform full benefit calculations, as 'prospective' or 'quotation' (see sections 5.1.1. and 5.1.2.), including the generation of calculation documents.

You cannot however perform 'actual' calculations that update and change a members' record. You can process benefit calculations that include multiple employments, subject to this facility being enabled by LGSS Pensions Service. Employment contracts can be selected for inclusion or exclusion during benefit calculation processing.

*In the section of the Guide there are images and information concerning the possible screen you might be prompted with when running benefit calculations.*

After selecting a member, then by selecting Benefit Calculation on the menu list on the left of the screen, you will be prompted with the following screen.

#### Benefit Options



The screenshot shows a web form titled "Benefit Options". It has the following fields and controls:

- Current Member Status:** A text field containing the value "Active".
- Effective From:** A text field containing the date "01/09/2011".
- Type of Calculation:** A dropdown menu with the text "-- Select --" and a downward arrow.
- Date of Event:** A date input field with a calendar icon to its right.
- Date for Calculation:** A date input field with a calendar icon to its right.
- Event:** A dropdown menu with the text "-- Select --" and a downward arrow.
- Buttons:** Two buttons at the bottom: "Clear" and "Proceed".

You will see that the system has populated 'Current Member Status' and 'Effective From'. This 'Effective From' date will be their start date.

You will then see the blue highlighted box that is 'Type of Calculation'. By clicking on the drop down box (downwards arrow) you can select either 'Prospective' or 'Quotation' type.

#### 5.1.1 Quotation type calculation

You use this to estimate potential benefits for an event which is not certain to occur, or where the date or other details are not yet known.

A quotation can be processed at any future date, provided that estimates of the final details, such as NI earnings and so on, up to this date are available for input. In practice it is normally used only for events within a year of the current date.

Following a quotation, neither the results nor the details input during the calculation

are usually recorded on the member's data set, which remains unchanged. In this case there is no write back option. However, in some cases, at the end of a quotation calculation there may be an option to record the results on a 'Designer History' record.

### 5.1.2 Prospective type calculation

This is similar to a quotation, but can be performed at any future date without completing the lists to this date. Guaranteed Minimum Pension (GMP) calculations are omitted and consistency checks reduced. Other changes such as earnings projections may be included in the calculations. AVC forecasts are normally processed as prospective calculations.

As with a quotation, nothing is recorded on the member's data set.

### 5.1.3 Event meaning of a calculation

The next field to select is 'Event' and if you click the down arrow box this will bring over a dozen options. Select your choice.

The final two fields on this screen page are Date of Event and Date for Calculation which can be entered as the same date.

Once finished press 'Proceed' and you will be taken to the next page, where you can insert the 'CARE pay', see section 5.1.4.

If on the next page you see this box;

**Select Benefit**

-- Select -- 

If you have no options in this drop down box it will be because you have chosen to run a type of calculation that is not possible for the member. i.e) running a pension calculation for someone that is 20 years old. The information provided to the left of the above selection box will confirm the member's age and pensionable service.

### 5.1.4 Efficiency or redundancy calculation

The difference

### 5.1.5 CARE pay

On this page input the member's CARE pay for the period the system asks for and over type any values that are wrong. For information on CARE pay go to Pensionable Pay page of our website.

## CARE Pay

Please enter the ACTUAL pay received during the following periods

### MAIN

<input type="text" value="01/01/2016"/>	<input type="text" value="31/03/2016"/>	<input type="text" value="0.00"/>
<b>01/04/2015</b>	<b>31/12/2015</b>	<b>2,154.78</b>

### 50/50

<input type="text" value="01/01/2016"/>	<input type="text" value="31/03/2016"/>	<input type="text" value="0.00"/>
<b>01/04/2014</b>	<b>31/03/2015</b>	<b>0.00</b>

Please note that if the initial start date is set to be equal to that of the previous entry, this will result in the new figure REPLACING the existing entry.

This input method can be used to input a "year to date" figure.

### 5.1.6 Employer discretion extra benefit

On this screen you can input an amount of additional pension.

## Additional Pension Benefit to be awarded by Employer

### Factors

<b>Pension Age Adj Factor</b>	<input type="text" value="1.0"/>	<b>Lump Sum Factor</b>	<input type="text" value="1,672"/>
-------------------------------	----------------------------------	------------------------	------------------------------------

### Benefit Options

<b>Amount of Pension</b>	<input type="text" value="0.00"/>	<b>Maximum</b>	<input type="text" value="6,500.00"/>
--------------------------	-----------------------------------	----------------	---------------------------------------

### Cost

<b>Cost By Lump Sum</b>	<input type="text" value="0.00"/>
-------------------------	-----------------------------------

### 5.1.7 Retirement Benefits screen

On this page (see screen image below) enter Pensionable Pay as requested, either at date of leaving or in a previous year.

### Retirement Benefits

In order to calculate the additional amount of pension payable to a member who qualifies for the underpin protection to their CARE benefits, please enter the Pensionable Pay as at the date of leaving

Pensionable Pay at DoL

Where a previous years pay is to be used please enter pay and effective date below:

Previous years Pensionable Pay

Previous years Pensionable Pay effective date

### 5.1.8 Benefit calculation summary screen

The contents on this screen acts as a summary and gives you a last chance to amend data before calculation.

### Benefit Calculation

Final Pay	31/01/2016	<input type="text" value="20253.00"/>	BCE Date	<input type="text" value="05/02/2016"/>
Prev Yrs Final Pay		<input type="text" value="0.00"/>	Effective Date	<input type="text"/>
<b>Benefit Options</b>				
Augmented Service		<input type="text" value="00/000"/>	Maximum	<input type="text" value="00/000"/>
Benefit Conversion ?		<input type="text" value="N"/>	Maximum PCLS?	<input type="text" value="N"/>
Redundancy Pay		<input type="text" value="0.00"/>	Dedn from Lump Sum	<input type="text" value="0.00"/>

### 5.1.9 Retirement Benefits summary

On this screen (see screen image below) you are shown a summary of options and values in which you get a final choice to amend.

#### Retirement Benefits

<b>Final Pay</b>	31/03/2016	13871.00	<b>BCE Date</b>	31/03/2016
<b>Prev Yrs Final Pay</b>		0.00	<b>Effective Date</b>	
<b>Augmented Service</b>		00/000		
<b>Benefit Options</b>				
<b>Benefit Conversion ?</b>		No	<b>Maximum PCLS ?</b>	No
<b>Waive any Act Red ?</b>		No	<b>Dedn from Lump Sum</b>	0.00
<b>Flexible Retirement</b>				
<b>Flexible Retirement Option</b>		-- Select --		
<b>Trivial Commutation</b>				
<b>Trivial Commutation Trivial commute uncrystallised benefits?</b>		No		

### 5.1.10 Final options screen

On this page, (see screen image below) you are being asked whether you wish to waive any early retirement reductions that may be applicable for this member. The reductions apply differently to separate elements of the pension, specifically the pre 2014 benefits (final salary related benefits) and the post 14 benefits (career average related pension (CARE)).

#### Final Salary benefits options

**Waive Actuarial Reduction on Final Salary Benefits?**

#### CARE benefits options

**Waive Actuarial Reduction on CARE benefits?**

**If waiving PART of the reduction on CARE benefits, please enter EITHER the percentage to waive OR the amount of reduction to waive**

<b>Previous Reduction to CARE Benefits</b>	6.80
<b>Percentage to waive</b>	0.000000
<b>Amount to waive</b>	0.00

With pre 2014 benefits it's a simple choice of whether you wish to waive the reductions or not. With the CARE pension (post 2014) you are able to choose whether to waive none, part or all of the reductions. You are able to choose whether the amount waived is a percentage or a value.

Should you wish to waive all or part of the reductions, the cost of the early release of the benefits will fall upon the employer and will automatically produce a capital cost calculation.

### 5.1.11 Final results screen

Here you will find the calculation results in various sections.

Due to a shortage of space there are a few abbreviations used, as follows:

AVC	- Additional Voluntary Contributions
CA form	- National Insurance Agency form
Con.	- Conversion/converted.
GMP	- Guaranteed Minimum Pension
IR Class	- Inland Revenue Class of membership
LTA	- Life Time Allowance
Pen	- Pension
P/T	- Part time
PI	- Pension Increase
PCLS	- Pension Commuted Lump Sum
TVin	- Transfer In of benefits

These abbreviations are further explained in the section 'Glossary of terms' on our website.

Under the member's name at the top of the screen you have the following two boxes.

**Please press proceed to action your selected options**

- Generate Documents**
- Nominated Quote**

If you have ticked the box for generating documents and pressed the 'Proceed' button, the next screen you will see is View Member Documents, see 5.1.12. The system has automatically saved a copy of these documents on the member's record.

### 5.1.12 View Member Documents

This screen shows you the documents that you have just created.

Document	Date	Amendable
<a href="#">CONVERSION INFORMATION DOCUMENT</a>	09/02/2016 13:30:45	No
<a href="#">Cost of Early Retirement</a>	09/02/2016 13:30:45	No
<a href="#">CONVERSION INFORMATION DOCUMENT</a>	04/02/2016 14:44:37	No
<a href="#">Cost of Early Retirement</a>	04/02/2016 14:44:36	No

Previous Next

To view or amend a document click on its name.

## 5.2 *altair* Member Self-Service Benefit Projector

*altair* Employer Services can provide access to the *altair* Member Self-Service Benefit Projector, enabling you to view the same benefit protections that are available to a member using the Member Self-Service website.

If your members do not have access to Member Self-Service and you would like them to have access please contact LGSS Pensions Service. Details are at the back of this manual.

The projector can be used for a general quotation of a member's benefits at retirement. If you want a more precise quotation value see the Benefit Calculator above.

### 5.2.1 Pop-up Warnings

When using the Benefit Projector, pop-up warning box may be displayed each time you select a benefit calculation to warn about any impending changes to the regulations etc.

### 5.2.2 Five Benefit Projectors

By hovering your cursor over the Benefit Projector menu, you have the option of selecting one of five projectors.

- Deferred Benefits
- Death Benefits
- Redundancy Retirement
- Ill-health Retirement
- Voluntary Retirement

A screen image of each of the above chosen options are printed below. Each projector calculates a value based on the members record. There are boxes in which you can change the date or value. Click 'Calculate' for a new result. The values at the top of the projector will change.

### Deferred Benefits

	Pension	Lump Sum	Spouse's Pension
Deferred Pension payable from 15/04/2041	£607.91	£0.00	£209.47
Leaving Date*	13/02/2015		
Current Actual Pay*	15083.76		
Salary Increase Rate*	0.00		

\*Required

The above figures are for illustration purposes only. DO NOT make decisions in respect of your benefits without requesting a formal quotation from us.

To process another benefit calculation, click the Calculate button below.

Calculate

### Death in Service

Death Grant	£45,251.28
Spouse's Short Term Pension	£0.00
Spouse's Long Term Pension	£2,676.08
Children's Pension	£1,338.04 per child
Number of Children*	1
Leaving Date*	13/02/2015
Current Actual Pay*	15083.76
Salary Increase Rate*	0.00

\*Required

The above figures are for illustration purposes only. DO NOT make decisions in respect of your benefits without requesting a formal quotation from us.

To process another benefit calculation, click the Calculate button below.

Calculate

### Redundancy Retirement

Pension	£0,046.43
Lump Sum	£0.00
Spouse's Pension	£2,487.45
Leaving Date*	14/04/2039
Current Actual Pay*	15083.76
Salary Increase Rate*	0.00

\*Required

The above figures are for illustration purposes only. DO NOT make decisions in respect of your benefits without requesting a formal quotation from us.

To process another benefit calculation, click the Calculate button below.

Calculate

### Ill Health Retirement

Annual Pension	£2,621.89
Lump Sum	£0.00
Spouse's Pension	£826.25
Leaving Date*	13/02/2015
Current Actual Pay*	15083.76
Salary Increase Rate*	0.00

\* Required

The above figures are for illustration purposes only. DO NOT make decisions in respect of your benefits without requesting a formal quotation from us.

To process another benefit calculation, click the Calculate button below.

Calculate

### Voluntary Retirement

Pension	£7,198.60
Lump Sum	£0.00
Spouse's Pension	£2,487.45
Projected Salary to Retirement	£15,083.76

You have the option of converting some of your pension into additional Lump Sum.

[Click here for more details.](#)

Note that as you are taking your benefits before your normal pension date your pension has been reduced by £847.83 and the lump sum by £0.00.

Leaving Date*	14/04/2029
Current Actual Pay*	15083.76
Salary Increase Rate*	0.00

[Show additional options](#)

\* Required

The above figures are for illustration purposes only. DO NOT make decisions in respect of your benefits without requesting a formal quotation from us.

To process another benefit calculation, click the Calculate button below.

Calculate

## 6 Documentation

### 6.1 View Member Documents

After selecting a member, by selecting Documentation on the menu, you can view member documents.

Document	Date	Amendable
NEW BEN STATEMENT LAYOUT	01/12/2014 12:11:20	No
NEW BEN STATEMENT LAYOUT BAKUP	04/09/2013 08:41:18	No
NEW BEN STATEMENT LAYOUT	31/08/2012 12:44:28	No

When you select a document from the list, you can either download (and save) or view the document.

### 6.2 Generate Member Documents

After selecting a member, you can generate member-related documents.

Powered by aquilaheywood

**Generate Member Documents**

Please choose from the document templates available to employer services using the drop-down box below. Once selected, the document will be generated for the currently selected member employment and displayed on the screen.

For leaver certificates generated by this Documentation method, see section 6.4

Currently the following documents are available:

## Generate Member Documents

Please choose from the document templates available to employer services using the drop-down box below. Once selected, the document will be generated for the currently selected member employment and displayed on the screen.

Please select a template...

- HLLFESTYLM : Lifestyle Office Summary
- CONVERSION : CONVERSION INFORMATION DOCUMENT
- PAYNEWLTWP : PAYROLL STARTER LTWP
- HLREFUNDM : CONVERTED FROM 001U01102E
- CPAYNEWLTW : CCC PAYROLL STARTER LTWP
- HMRC03ABSM : NEW BEN STATEMENT LAYOUT
- RLWORDABS : Word Version of ABS Template
- HMRC03ABSD : NEW BEN STATEMENT LAYOUT
- EARLYCOSTE : Cost of Early Retirement
- EMPLEAVEN : Employer Leaver Cert D update

### 6.3 Amend Member Documents

You can amend Word documents by downloading them, making your changes, and then uploading the amended version. The amended version replaces the original or previous version.

Which particular documents are available for amendment is determined by the pension scheme's administrators.

If a document is available for amendment it will be indicated as such when you select Documentation > View Member Documents list, as illustrated below:

Cambridgeshire Northamptonshire Pension Fund

LGSS

User: MARKMCAULIFFE0604 Member: Mrs Test Record AB123456C 001JA3348652 Active

Powered by aquilaheywood

**View Member Documents**

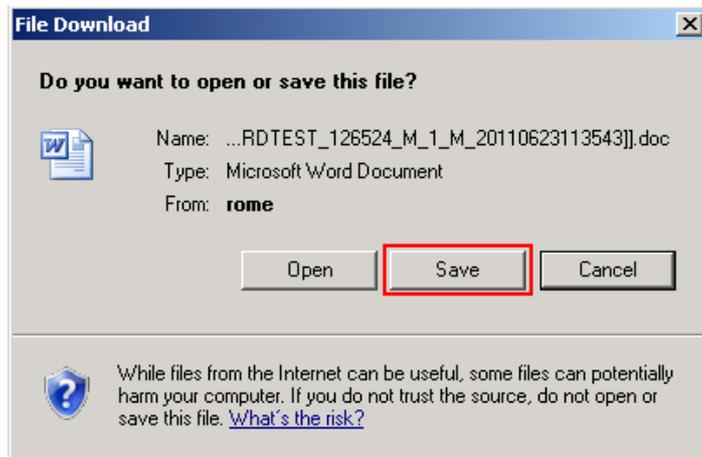
Please select the document you wish to view from the list below. If you have recently chosen to generate a member document and it does not appear here, it may still be being generated, refresh the page to update the list.

Document	Date	Amendable
NEW BEN STATEMENT LAYOUT	01/12/2014 12:11:20	No
NEW BEN STATEMENT LAYOUT BAKUP	04/09/2013 08:41:18	No
NEW BEN STATEMENT LAYOUT	31/08/2012 12:44:28	No

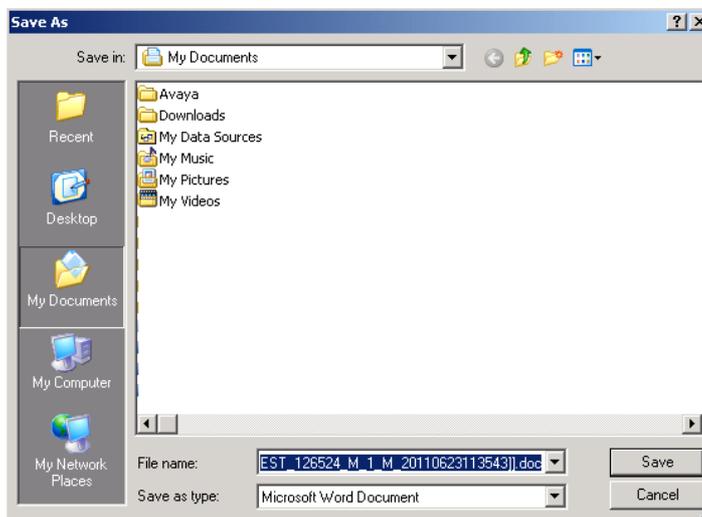
Previous Next

To amend the document:

1. Select the document title, for example WORDTEST.
2. When prompted, click the Save button.



3. Save the document to a suitable location.

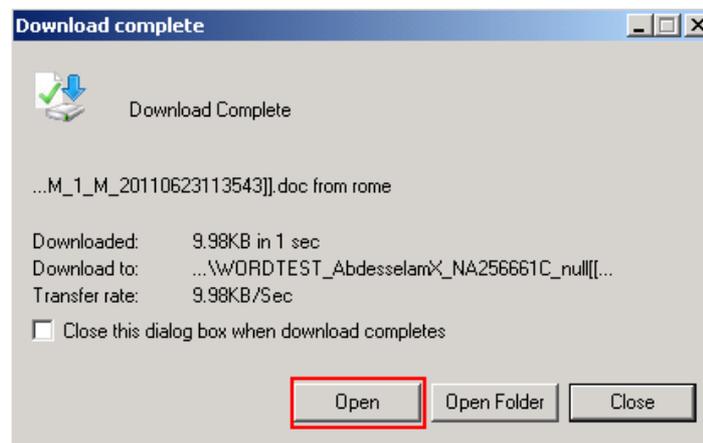


An example document file name might be:

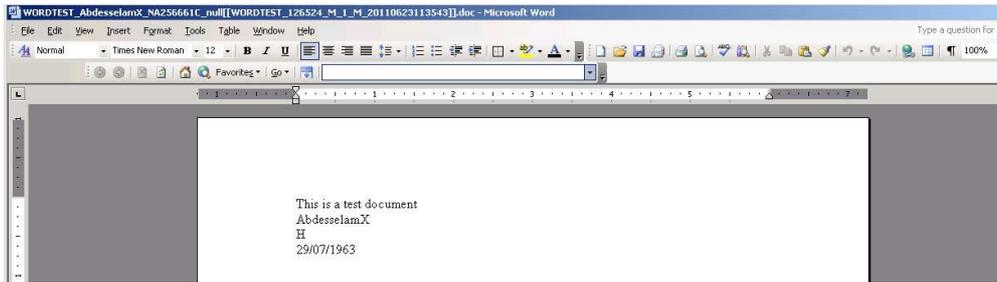
WORDTEST\_AbdesselamX\_NA256661C\_null[[WORDTEST\_126524\_M\_1\_M\_20110623113543]].doc

Note that this file name is automatically allocated. The text within the square brackets must not be amended, otherwise the document may not be processed correctly.

4. When prompted, click the Open button:



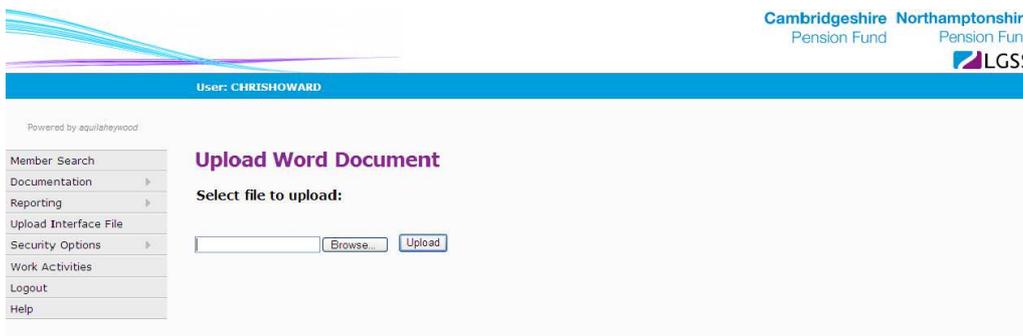
5. The document opens in Microsoft Word. Update it as required:



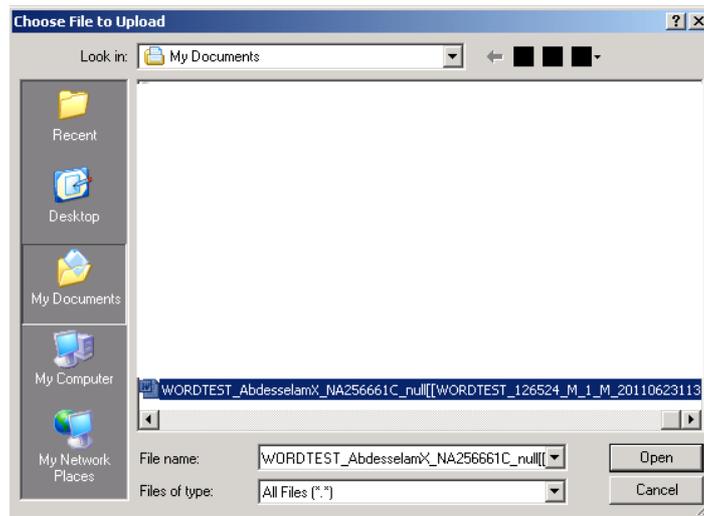
6. Upload the updated document to the member's record, by selecting Documentation > Upload Word Document.



7. Click the Browse button to navigate to the location of the updated document:



8. Highlight the updated file and click the Open button:



9. Click the Upload button.



10. The following message will be displayed to confirm that the document was uploaded successfully:



## 6.4 Leaver Certificate

From Generate Member Documents in the Documentation section, click on EMPLEAVEN from the available names list and submit. The following will show:

### View Member Documents

**i Information**

The document is being generated.

Please select the document you wish to view from the list below. If you have recently chosen to generate a member document and it does not appear here, it may still be being generated, refresh the page to update the list.

Document	Date	Amendable
<a href="#">Employer Leaver Cert D update</a>	28/01/2016 14:35:14	Yes

Click the 'Employer Leaver Cert D update' document and you will be asked to 'Do you want to save.....'. Click the down arrow and then click 'save as'. Save the document to your own drive, keeping the file name as it is (please do not change the file name). This saved document will also act as your evidence of what was sent to the LGSS Pensions Service.

Now open the document from your own drive and complete and save.

In Employer Self Service, go to the menu and hover over Documentation and click on 'Upload Word Document'.

## Upload Word Document

**Select file to upload:**

Browse - find your document that you just saved and click 'Upload'. This will be emailed to

## 6.5 View Non-Member Documentation

You can access generic (non-member) documents, in Adobe Acrobat PDF or other common formats. You can view and print these documents using compatible software installed on your PC.



Powered by aquilaheywood

- Member Search
- Personal Details
- New Starter Creation
- Benefit Calculation
- Membership Details
- Financial Details
- Annual Allowance
- Member Update
- Benefit Projector
- Documentation
- Reporting
- Upload Interface File
- Security Options
- Work Activities
- Logout
- Help

## Documents

Please choose from the documents listed below and click to view. You can use the drop-down box to just show certain types of document if required.

Show All Categories

### LEAVERS CERTIFICATE 2014 Schem

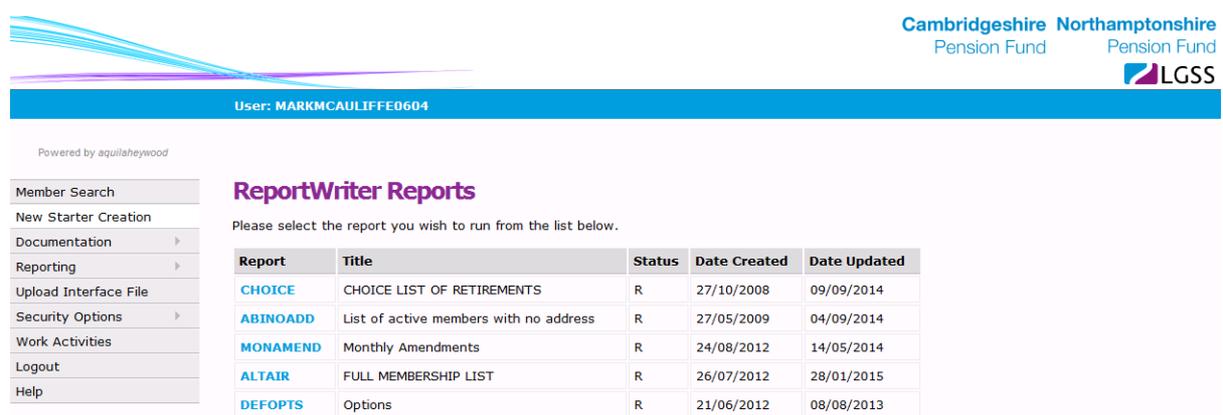
[LEAVERS CERTIFICATE 2014 Schem](#)

## 7 Reporting

### 7.1 ReportWriter Reports

The ReportWriter option under the menu item Reporting, enables you to run reports that have been created and published by the pension scheme's administrators. These reports may ask you to enter information when they are run. You cannot create your own reports.

When running a report some results may be omitted, as a result you being restricted access to particular schemes or employers, and member statuses.



Cambridgeshire Northamptonshire Pension Fund Pension Fund LGSS

User: MARKMCAULIFFE0604

Powered by aquilaheywood

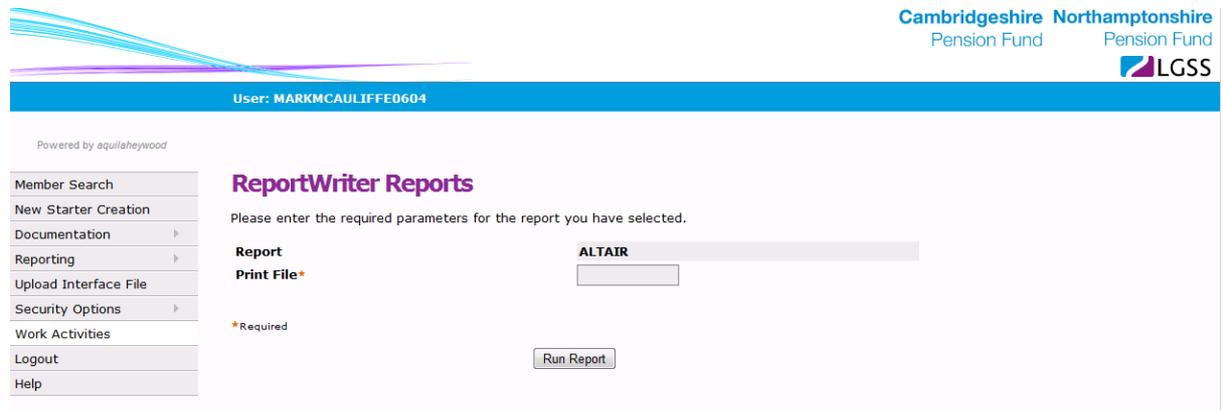
Member Search  
New Starter Creation  
Documentation >  
Reporting >  
Upload Interface File  
Security Options >  
Work Activities  
Logout  
Help

### ReportWriter Reports

Please select the report you wish to run from the list below.

Report	Title	Status	Date Created	Date Updated
<b>CHOICE</b>	CHOICE LIST OF RETIREMENTS	R	27/10/2008	09/09/2014
<b>ABINOADD</b>	List of active members with no address	R	27/05/2009	04/09/2014
<b>MONAMEND</b>	Monthly Amendments	R	24/08/2012	14/05/2014
<b>ALTAIR</b>	FULL MEMBERSHIP LIST	R	26/07/2012	28/01/2015
<b>DEFOPTS</b>	Options	R	21/06/2012	08/08/2013

When you run a report you be asked to name a print file.



Cambridgeshire Northamptonshire Pension Fund Pension Fund LGSS

User: MARKMCAULIFFE0604

Powered by aquilaheywood

Member Search  
New Starter Creation  
Documentation >  
Reporting >  
Upload Interface File  
Security Options >  
Work Activities  
Logout  
Help

### ReportWriter Reports

Please enter the required parameters for the report you have selected.

**Report** ALTAIR

**Print File\***

\* Required

## 7.2 Standard Reports

The Standard Reports option enables you to run reports in a similar way to Reportwriter reports. These reports may ask you to enter information when they are run. You cannot create your own reports.

When running a report some results may be omitted, as a result of you having restricted access to particular schemes or employers, and member statuses.

If you have any reports they will be shown once you click on Reporting and then Standard Reports.

## 8 Work Activities

A work activity is an item of work that LGSS Pensions Service administrators assign to you, as an individual Employer Services user, or to your organisation (making the work activity available to multiple Employer Services users).

Once a work activity has been assigned, it is displayed on the Employer Services website as an item of work for processing. If assigned to your organisation, all individual users with access to that employer can view the work activity.

A work activity can have a status of 'New', 'Assigned', 'In Progress', or 'Completed'. The status is set to 'New' when first created and becomes 'Assigned' once it has been assigned to you as an individual or to your organisation.

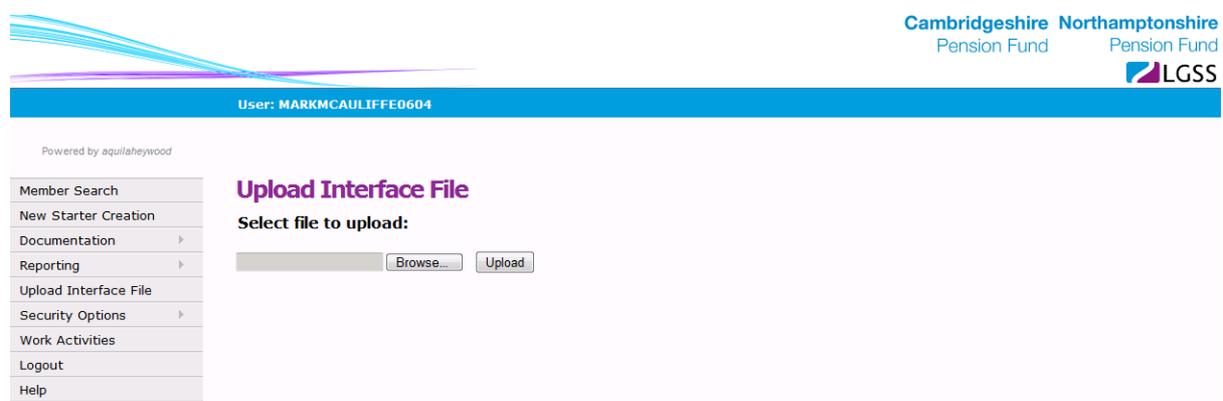
You can display a list of work activities. Selecting a specific work activity from the list displays the history of that item, and enables you to change the status to 'In Progress' or 'Completed', as appropriate. When a work activity's status is updated, you can add comments for future reference.

Pension scheme administrators are able to view a complete list of current work activities, details of individual work activities, and any comments added by you or other Employer Services users.

The screenshot shows the 'Assigned Work Activities' page in the Employer Services system. The user is identified as 'CHRISHOWARD'. The page features a navigation menu on the left with options like 'Member Search', 'Documentation', 'Reporting', 'Upload Interface File', 'Security Options', 'Work Activities', 'Logout', and 'Help'. The main content area is titled 'Assigned Work Activities' and contains an 'Information' box stating 'There are no Work Activities for the current selection'. Below this, there are filters for 'Period' (set to 'August 2012') and 'Status' (with radio buttons for 'Assigned/In Progress', 'Completed', and 'All'). A 'Retrieve' button is located below the status filters. At the bottom, there is a table header with columns: 'Current Status', 'Assigned To', 'Last Updated', 'Type', and 'Description'. Navigation buttons for 'Previous' and 'Next' are also visible.

## 9 Uploading Interface Files

Using the 'Upload Interface File' option, you can upload interface data directly for processing by LGSS Pensions Service.



If you send interface data via the above please also email [PenEmployers@northamptonshire.gov.uk](mailto:PenEmployers@northamptonshire.gov.uk) and tell LGSS Pensions Service what you have done.

## 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: MARKMAULIFFE0604

Powered by aquilaheywood

- Member Search
- New Starter Creation
- Documentation
- Reporting
- Upload Interface File
- Security Options
- Work Activities
- Logout
- Help

### 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

## 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.

User: MARKMCAULIFFE0604

Powered by *squlleheywood*

- Member Search
- New Starter Creation
- Documentation ▶
- Reporting ▶
- Upload Interface File
- Security Options ▶
- Work Activities
- Logout
- Help

### Change Security Responses

You can select new security questions and responses, or you can change the responses to your existing security questions. Click Submit to confirm your changes.

**Security Question\***

**Response\***

**Confirm Response\***

**Security Question 2\***

**Response 2\***

**Confirm Response 2\***

**E-mail Address\***

You are required to enter your password to confirm security question and response changes.

**Enter Current Password\***

\*Required

## 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](mailto: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](mailto: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](mailto:Pensions@northamptonshire.gov.uk)

Employers Team: [PenEmployers@northamptonshire.gov.uk](mailto:PenEmployers@northamptonshire.gov.uk)

Postal address:

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