Member Self Service
User Guide

Contents

About this booklet

This booklet is to assist members to access and use the Government of Jersey's Pension Self Service portal.

Introduction

The Member Self Service portal gives members access information relating to their pension benefits.

You can find more detailed information on the Jersey Teachers Superannuation Fund or the Career Average Scheme and the Final Salary Scheme of the Public Employees Pension Fund on our webpages www.gov.je/yourpension.

Notifying the Pensions Team

Please remember to keep the Pensions Team informed of any changes to your circumstances, this includes any change of your address, to ensure that we can keep in contact with you at any point. Any change can only be made by email or in writing.
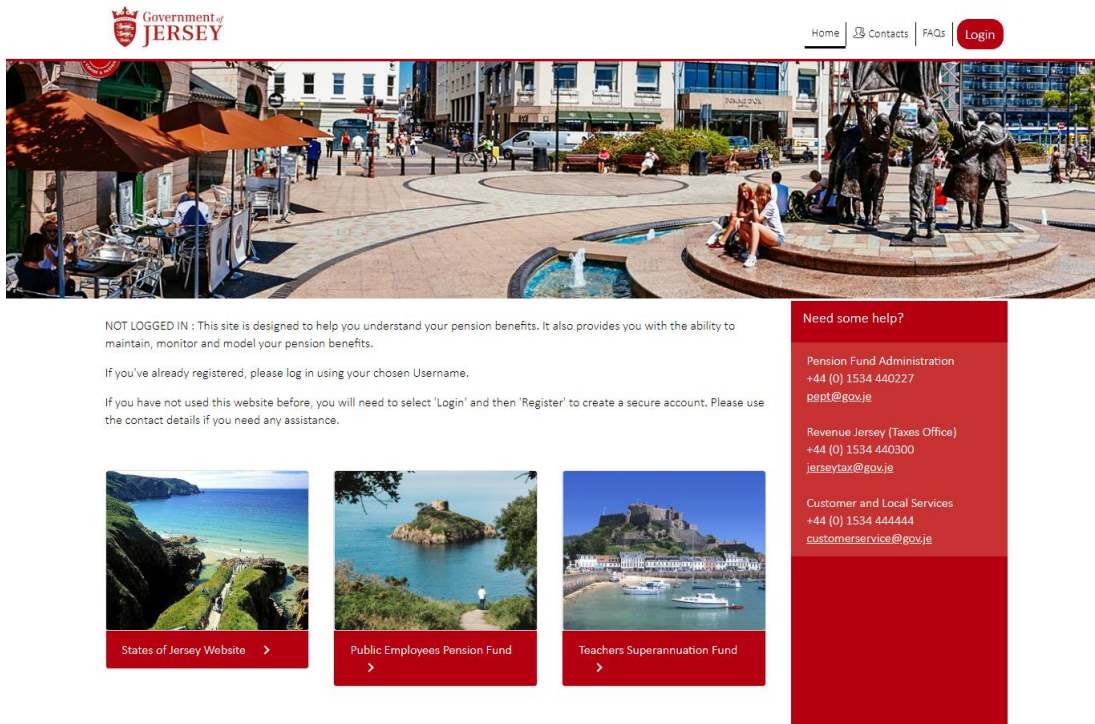
Benefits are not guaranteed

Your future benefits in the Scheme are not guaranteed. As the scheme is not a traditional balance of cost pension scheme, where a defined level of benefits would be guaranteed by your employer, if there is a deficit in the Fund employee benefits may be reduced in order to bring the Fund back to a balanced position.

Your benefits are dependent on the financial position of the pension fund remaining satisfactory. The financial position of the pension fund is determined every 3 years when the Scheme Actuary undertakes an actuarial valuation.

Home page

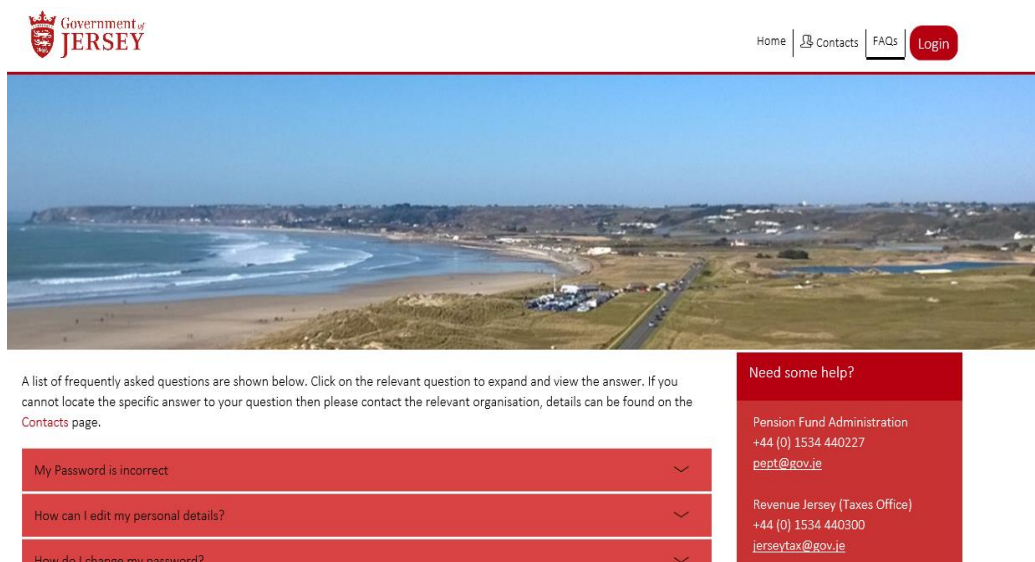The web address to access the Self Service portal is https://pept.gov.je/. This will take you to the following page.

On the home page there are links back to the Government Website and the pension scheme webpages. There are also contact details for the pension's team, the Social Security office and the Jersey Tax department.

There is also a page that gives you answers to the most Frequently Asked Questions. The FAQ's on the home page are generic for all schemes.

For FAQ's specific to your scheme, please login and view the FAQ's on your Pension Self Service.

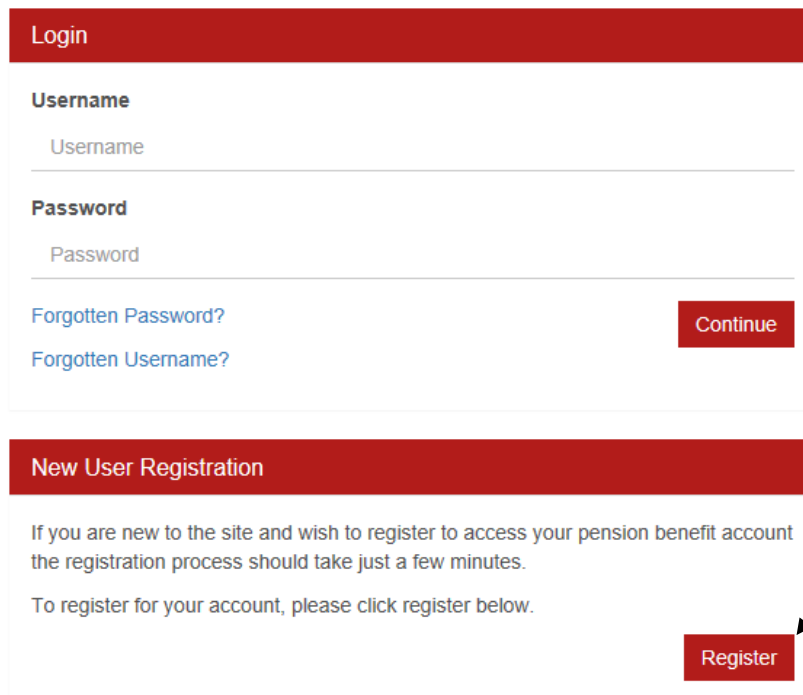# Registering your pension self-service account

Before you can access the self-service portal you will need to receive your registration details through the post. The Pensions Team will issue letters to all eligible members to allow them to register on the Self Service Portal.

To begin the registration process you need to click the **Login** button the home page.

It will bring you to the login page where you will have the option to register under New User Registration.

You will need to enter your Registration Code and Personal Identification Code, these are only available by post from the Pensions Team. The Registration Code will always be **_GOJ_** but the Personal Identification Code is individual to you.

Once you have entered the Registration Code and Personal Identification Code, click Continue .
You will then be asked to verify your personal information.

Once you have entered your personal information you will need to create your username and password.

If the username is already taken it will not show a green cross.

If the password does not meet requirements it will not show a green cross.

The password needs to be **at least eight characters long** and contain **at least one uppercase letter, one number** and one of the following **special characters**: *@#$%^&+=*

You will also need to enter a valid email address to validate your account and for account recovery, should it be needed in the future. You will also receive a notification by email when any documents are uploaded to your pension self-service.

Email Address ✖

We need your email address so that you can complete your registration and for account recovery should you need it in the future.

person@gov.je

Once you have entered a valid email you will be asked to set up three security questions. The questions need to be chosen from the dropdown menu and your answers typed in manually.

Security Questions ✔

Please select three different security questions and provide answers for each

What is your mother's middle name? ⌄

Edna

Who was your childhood hero? ⌄

Batman

In what city or town was your first job? ⌄

London

Complete Registration   **⊕ Exit**

Once you have completed your security question click **Complete Registration**

✔ IDENTIFY   ✔ VERIFY   ✔ CREATE

Registration Complete!

You will receive an activation link to your email address. Please click the link provided in the email to complete the registration process. You will then be able to login to your self-service pension account.

Login

You will then receive an automated email, to the email you provided during the registration, to finalise the setup of your self-service record.

Click the link in the email to finalise the process.

↩ Reply   ↩ Reply All   → Forward   ···

N   no-reply@pept.gov.je
To   I

Fri 06/11/2020 12:17

ⓘ Follow up. Start by 13 November 2020. Due by 13 November 2020.

Your email address requires confirmation.

Please click the following link, or copy and paste it into your browser address bar

https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fu9689145.ct.sendgrid.net%2Fls%2Fclick%3Fupn%3DSjJONzTEiiQsRHE5LcrYehFa14rc-2Fwq6ow1XC84-2FVFWZMQPb1yrF1UxOxbDsEi7e18OjN2SAImU2yLJbXisTKaC-2FpqKdU7L9R2m4ibnyMUDhqSuAaCHdngJEFeclST6hCKWOiCxOUiU5y2mQOtH2rCXn4EsX0S1A5JqgqWkKYdlnas3ce3M6W837XM1ehKCl9NuHf4IFX7B0Q0NyIDKm6r3O-2BkdojYRnYkoELV2ysMQUTgavd72-2Fp86KXhvPx34CnIEM_wgsuM8qul4rn2HnRDz8NSEL776Tt-2FR-2BCiq35sPaste4a8LX1lDdzSYKbLfTn-2BgFulrW2KAggQQBcG1rW4tJqKBc-2FQvRTX-2F15FyNXzmi4Y0FRm200iJKtTKjshY5C61GrNVhLi3GUIDM3Jwl5ctRWZclT0fhN4bBzz1rXte91Vf1M-2BKQxbNE7g9se8hdXfHGJCUmxyb-2FOnXn26fxV3j1kNN7wD66EqN4xxaPSJZZq9lY-3D&data=04%7C01%7C%7Cbe629a1ada45492663a808d8824de46c%7C2b5615117ddf495c8164f56ae776c54a%7C0%7C0%7C637402618610602622%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000&sdata=KV0P4Ko8dAya4ukaoaVUac%2FdqsvIXbropVDt6f5CDY0%3D&reserved=0

Thanks!

You will then be ready to login to your pension self-service account.

Logging in to your Pension Self - Service account

On the home page you will find the Login button, to login to your Pension Self-Service click here. You will then be bought to the login page as shown below in which you will have to enter your login details created during the registration stage.

You will then be taken to your Dashboard. Depending on whether you are an active or deferred member will depend on what your Dashboard looks like.

Members with more than one record

If you have multiple pension records you will have the same login for all and will be able to view the information for all records by clicking the 👤⁺ symbol on your dashboard when you login in.

Once you click on 👤⁺ the symbol it will bring up the following page:

You can click on the pension record you wish to view and it will take you to the active or deferred dashboard.

Active Members: Active Member Dashboard

On the Dashboard you can see the links to:

- Your scheme information;
- Contact details for the Public Employees Pension Team;
- Other Personal Information we hold for you;
- Any messages that have been uploaded for you;
- Pension Documentation that has been uploaded such as your annual statements.

You can click on the pension record you wish to view and it will take you to the active or deferred dashboard.

Whenever a new document is uploaded to the *new documents folder* you will receive an email notification informing you to log on to the portal in order to view the new document.

Your Details Page

If you click on the *Your Details* tab it brings up the below following page:

If you notice any information is incorrect please visit one.gov.je to update your details.
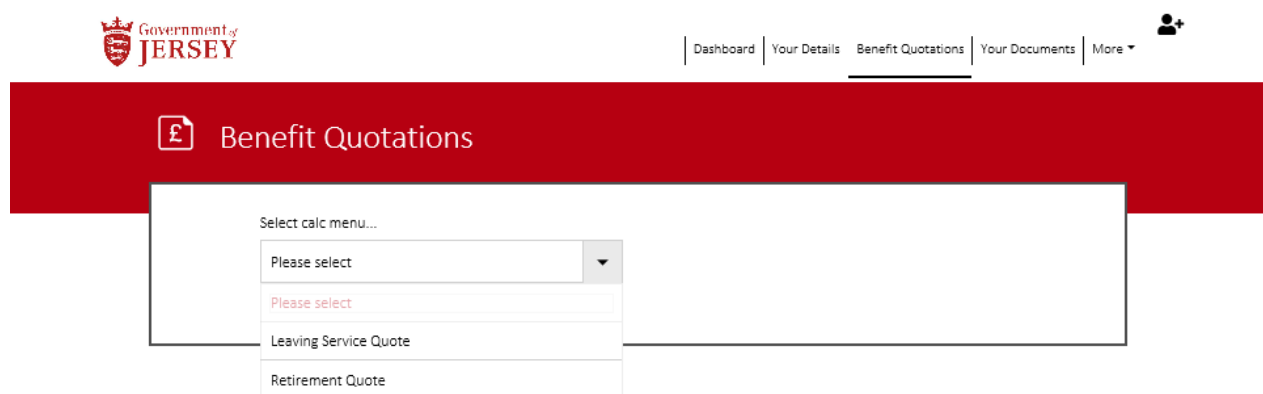
Benefit Quotations

If you are a member of the **Jersey Teachers Superannuation Fund (JTSF)** or the **Final Salary Scheme of the Public Employees Pension Fund** you have the facility to run a leaving service quote or retirement quote on Your Pension Self Service.

For members of the **Career Average Scheme of the Public Employees Pension Fund,** you will only be able to view a quotation of benefits as at the date on which you run the quotation calculation.

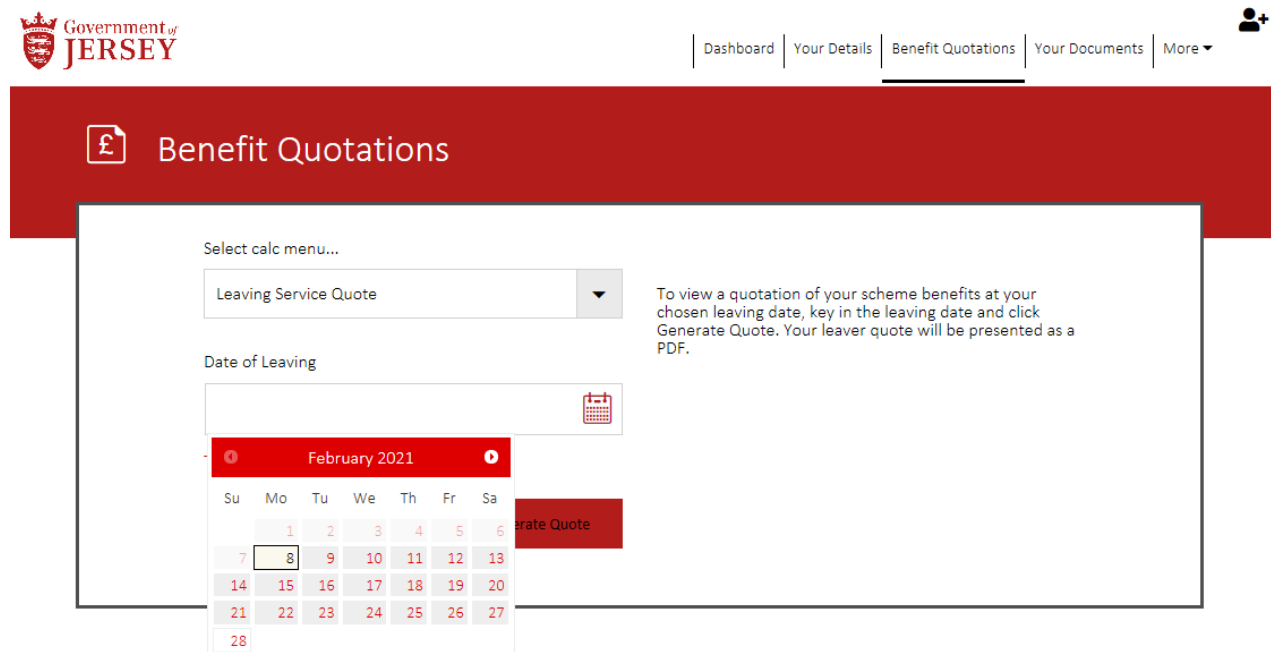**For quotations of benefits in the JTSF or the Final Salary Scheme**

To see a quotation of your benefits, click on the *Benefit Quotation* tab and follow the below steps.

Select either *Leaving Service Quote* or *Retirement Quote*

Select the relevant date as shown below:

Once you have selected the date you want to run your quotation on you will have to then click on Generate Quote. This will bring up a message saying that you are about to download a file from the website. Click on Continue to download the quotation.,

Once you have clicked on continue a menu bar will appear at the bottom of the screen.

You can open or save the quotation:

Do you want to open or save **LeaverPECRS_20200907_094409.pdf** (206 KB) from **soj-bat.compendiahosting.co.uk**?   Open   Save ▾   Cancel   ✕

Please Note: If you are using a mobile device the document may just appear without any option to open or save.

Please be aware that any quotation given by the self-service portal are for information purposes only and do not confer a right to any level of benefit shown on the quoted estimate. If you are considering retiring or leaving the scheme please contact the Public Employees Pensions Team in the first instance.

For quotations of benefits in the Career Average Scheme

For members with benefits in the Career Average Scheme, you can only select the date on which you are running the calculation
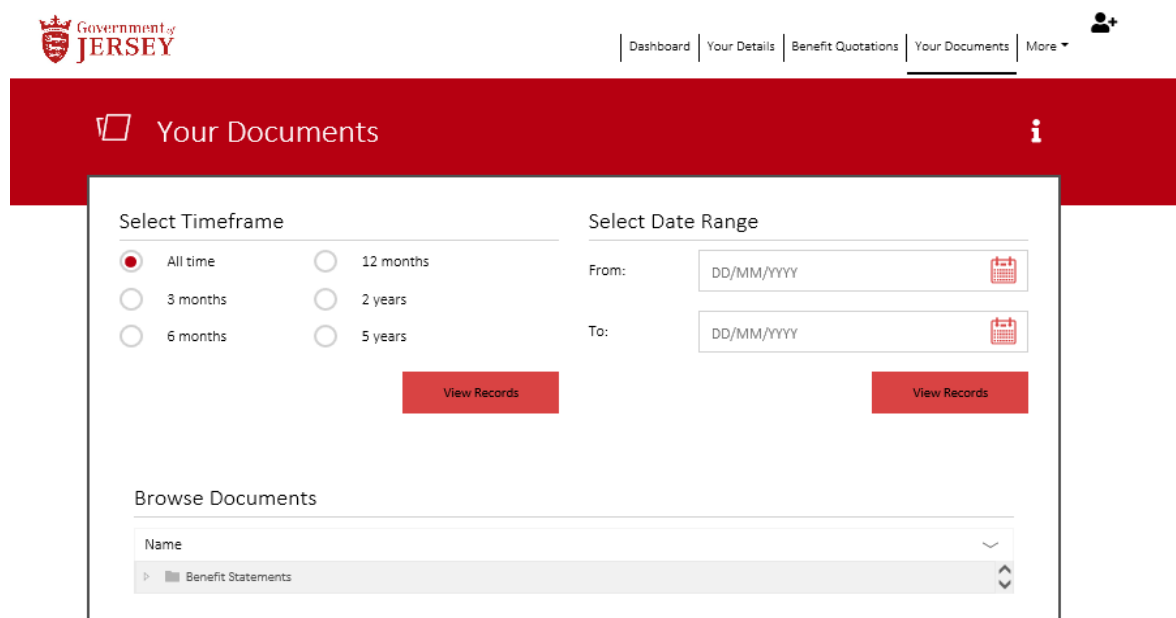

Once you have selected the date you want to run your quotation on you will have to then click on Generate Quote. This will bring up a message saying that you are about to download a file from the website. Click on Continue to download the quotation in the same way as the JTSF or the Final Salary Scheme.
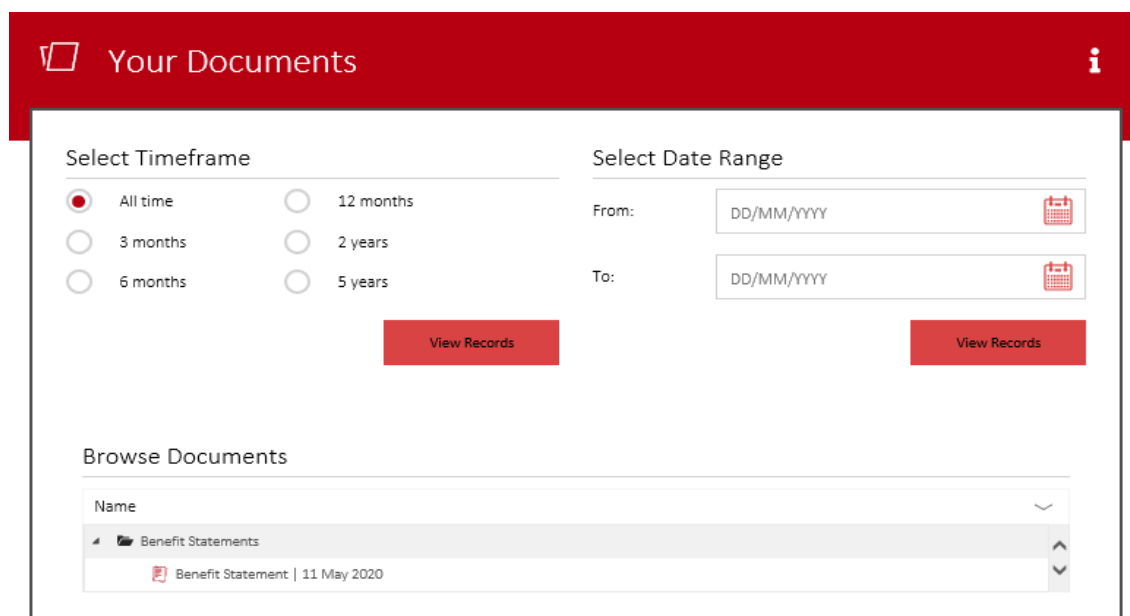
Your Documents

You can view any documents that have been uploaded to Your Pension Self Service.

Please note: only documents from September 2020 will be uploaded and if you wish to view any historic documents you will need to write to the Public Employees Pension Team, our contact details are at the end of this booklet or can be found online.

You can then open the relevant folder and your document statement will show.

The document can be opened to view.

Deferred Members:

Deferred Members Dashboard

On the deferred member dashboard you can view:

- Your Membership Information;
- Pension Details, including the date you become a pensioner, the lump sum amount received, your original annual pension amount;
- Your Pension, which gives you the annual pension amount you currently receive and the Pension Increase date;
- Your Current Address;
- Any messages that have been uploaded for you;
- Pension Documentation that has been uploaded such as your deferred annual statements.

Your Details Page

If you click on the *Your Details* tab it brings up the below following page:

Your Documents

You can view any documents that have been uploaded to Your Pension Self Service.

Please note: only once the system has gone live will documents be uploaded to the Self-Service Portal gone live. If you wish to view any historic documents you will need to write to the Public Employees Pension Team, our contact details are at the end of this booklet or can be found online.

More Information:

Frequently Asked Questions:

If you click on the *more* tab, you can view the most Frequently Asked Questions relevant to your pension scheme as shown below:

It then brings up the FAQ's.

You will have to click on the question for the answer to appear.

Your Account

If you click on the *Your Account* tab it brings up the following page:

On this page you can change your account information.

Changing email address

To change your email address click *change* next to the email address. You will then need to enter your passport.

You will then receive an automated email to the email address given to confirm the email change. You will need to click on the link provided on the email

If you then click on Return to Account Management it will update your email.

Setting up Two Factor Authentication

Two Factor Authentication allows you to set up an additional security feature when logging in to Your Pension Self Service. To be able to use Two Factor Authentication when logging in to your account you will need to have access to the Microsoft Authenticator app. This can be downloaded on your mobile phones app store.

To set up Two Factor Authentication please click the *change* button.

You will then need to enter your password:

It will then ask you to confirm you want to set up Two Factor Authentication:

You need to select Authenticator and it will bring up the following page, you then need to click *Enable Two Factor Authentication*:

It will bring up the following page, at this point you will need to open your Authenticator App.

Your Two Factor Authentication will now be enabled.

Once you have set up Two Factor Authentication your recovery codes will be produced. You will need to save these in a safe place.

The recovery codes are used if you lose access to your authenticator device.

Recovery Codes can be used if you lose access to your Two Factor Authentication device. Each code be used once. Please download these codes and store them in a safe place

Two Factor Authentication Recovery Codes

4q5r6u3i53vb

yfsu3calumdp

4ew2bwejpc1f

n6ww6cftinyq

ux5ba2pvs22u

audbd6ejz2l2

arnq4lv12ydj

mkg4jnttehqz

Download   Regenerate

It is important to download and save these codes in the event you are locked out of the system.

Disabling Two Factor Authentication

To disable two factor authentication, click change and disable:

Two Factor Authentication

Disabled   Two Factor Authentication is currently off   Enable Two Factor Authentication

Return to Account Management

Changing Your Password

To change your password, click *change* next to password. You will then be required to enter your current password:

Please re-enter your credentials in order to continue

Re-enter your password to continue

Password

Password

Continue

You will then be asked to enter your new password details:

Please re-enter your credentials in order to continue

Re-enter your password to continue

Password

••••••••••

Continue

Your password will then be changed.

Changing Your Email Address

To change your email address, click *change* next to email. You will then be required to enter your current password:

Please re-enter your credentials in order to continue

Re-enter your password to continue

Password

●●●●●●

Continue

You can then enter the new email address and click *update.*

Email Address

In order to securely use features such as password reset and providing username reminders, we require an email address.

This email address will only be used as part of security features and not for general communications.

The email address you provide may however be the same as one we already hold on record for you, that is used for general communication purposes.

Please visit the relevant section of the application to update your general communication preferences.

Email

person2@gov.je   ✕

A confirmation email will be sent to the email address entered. The link supplied must be activated before the email address can be used for password reset and username reminders.

Update

Return to Account Management

You will receive a confirmation email to complete the email change, it is important you click the authorisation link to be able to use this email for account recovery and any other account changes.

Setting up your Mobile Phone Number

The Mobile number authenticator is another security feature of your pension self-service.

When activated the authenticator app links to the mobile number on your account. You will only be able to authenticate your account at login using the phone the mobile number is linked to.

The feature will only work if you have Two Factor Authentication applied to your account.

To set up the mobile phone security feature click *change* next to Mobile.

You will then be asked to put in your password:

Please re-enter your credentials in order to continue

Re-enter your password to continue

Password

●●●●●●●●●●

Continue

Enter your mobile phone number:

Mobile

This is the mobile number that we would use for sending Two Factor Authentication SMS codes, if enabled.

Mobile

07797712345   ✕

Update

Return to Account Management

Your mobile phone number will then be updated.

Please note once you have entered a mobile phone number a number will always be need to be entered. To turn off the security feature you will need to disable Two Factor Authentication.

Contact Details

Who can help me if I have a query or complaint?

If you have any questions or issues about your benefits, the Jersey Teachers Superannuation Fund, the Final Salary Scheme or the Career Average Scheme of the Public Employees Pension Fund, or pensions in general, you should contact the Pensions Team through the following means

Postal Address ONLY
Public Employees Pension Team
Treasury & Exchequer,
PO Box 353,
19-21 Broad Street,
St Helier,
Jersey,
JE2 3RR

Telephone: +44 (0) 1534 440227 - **Email:** pept@gov.je - **Website:** www.gov.je/yourpension