



# Employer Hub Guide

## Contents

|   |    |
|---|----|
| New Hub users: Activating your Hub Account .....                      | 3  |
| How to login to your Employer Hub account .....                       | 6  |
| Forgotten Your Password? .....  | 7  |
| Forgotten Your Username? .....  | 9  |
| How to change your login details or personal details .....            | 12 |
| How to securely log out of your Employer Hub session.....             | 13 |
| How to extend your Employer Hub session.....                          | 13 |
| How to navigate your 'Dashboard' .....                                | 14 |
| How to search for a member (employee) and view their details.....     | 15 |
| Search for a member .....   | 15 |
| Viewing the member's details .....                                    | 17 |
| How to navigate and action items on your 'Work Feed' (View only)..... | 18 |
| How to set up a process on a member's pension record .....            | 19 |
| Service Level Agreements.....   | 19 |
| Making amendments after submitting .....                              | 19 |
| 50/50 Section Membership .....  | 20 |
| AVC Commencement .....  | 22 |
| Change of Hours.....  | 25 |
| Absence Breaks .....  | 28 |
| Change of Payroll Number/Job Description .....                        | 31 |
| Change of Personal Details.....                                       | 34 |
| Notification of Joiner .....  | 37 |
| Notification of Leaver .....  | 40 |
| Employer Retirement Quotes (add-on) .....                             | 43 |
| Hub Employer Retirement Quote .....                                   | 43 |
| Hub Upload Document.....  | 47 |
| Starting the Upload Document Process.....                             | 47 |
| EIRA form upload .....  | 49 |

|  |    |
|--|----|
| Ill Health Certificate Form Upload .....                   | 51 |
| Leaver Form Upload.....                                    | 53 |
| Opt-Out Form Upload.....                                   | 54 |
| Employer Estimate Form Upload .....                        | 55 |
| CETV Form Financial Planning .....                         | 56 |
| Divorce Request CETV .....                                 | 57 |
| 5050 Section Membership Form .....                         | 58 |
| How to view documents on an employee's pension record..... | 59 |
| How to run Employer Reports .....                          | 60 |
| How to run your active membership report. ....             | 62 |
| Trouble Shooting:.....                                     | 64 |
| How to clear cache and cookies.....                        | 64 |
| Contact Us .....   | 67 |

## New Hub users: Activating your Hub Account

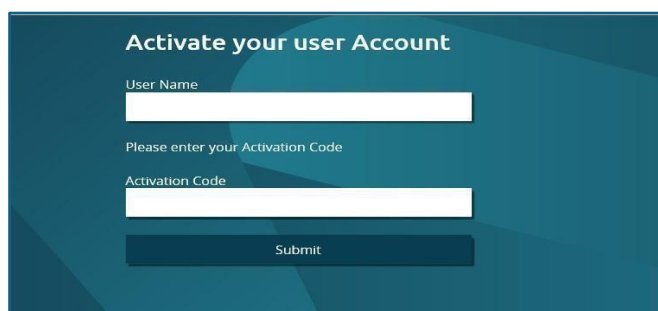
### PLEASE NOTE:

Activation codes sent to the new user will expire within 10 calendar days from the day it has been emailed. Once it expires, you will need to contact us on [pensions.employer@hants.gov.uk](mailto:pensions.employer@hants.gov.uk) so we can assist you in completing the set-up of the account.

1. The first email you will receive will include your User Name and the link to activate your account:

<https://employerhub.hants.gov.uk/activateuser.html>

2. A subsequent email will contain your Activation Code.
3. Enter the User Name and Activation Code at the activation link:



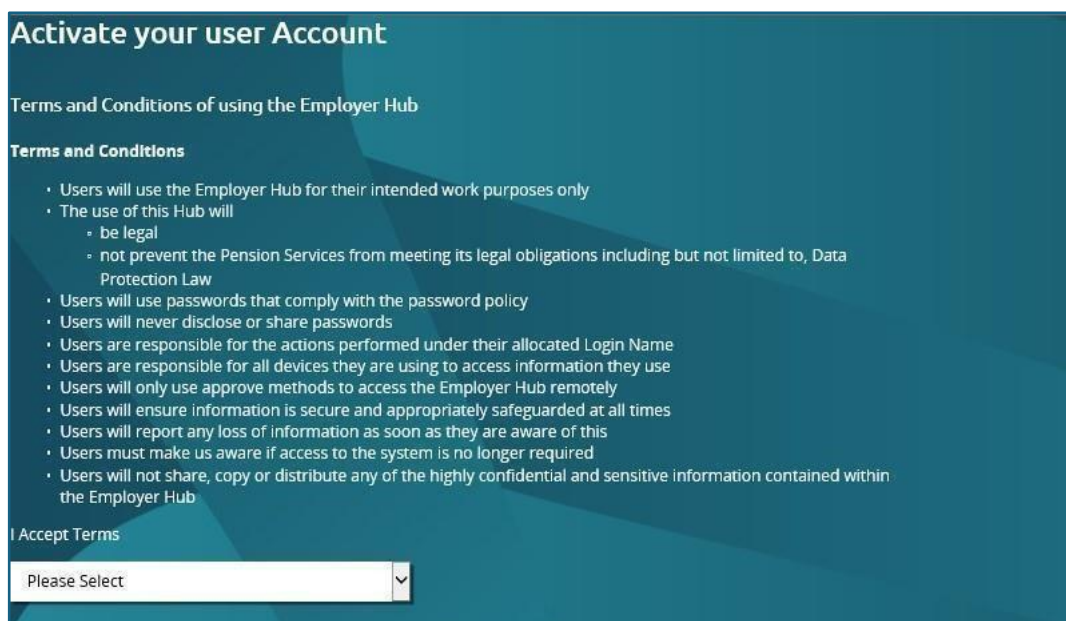
**Activate your user Account**

User Name

Please enter your Activation Code

Activation Code

4. You will need to read through the Terms and Conditions and the data protection statement, accept the terms and then click 'Submit' at the bottom of the page:



**Activate your user Account**

Terms and Conditions of using the Employer Hub

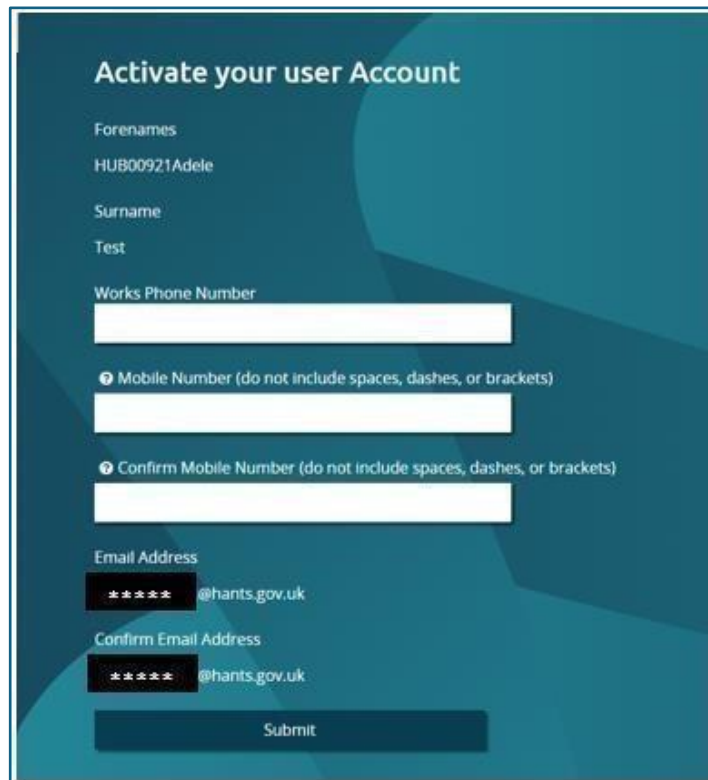
**Terms and Conditions**

- Users will use the Employer Hub for their intended work purposes only
- The use of this Hub will
  - be legal
  - not prevent the Pension Services from meeting its legal obligations including but not limited to, Data Protection Law
- Users will use passwords that comply with the password policy
- Users will never disclose or share passwords
- Users are responsible for the actions performed under their allocated Login Name
- Users are responsible for all devices they are using to access information they use
- Users will only use approved methods to access the Employer Hub remotely
- Users will ensure information is secure and appropriately safeguarded at all times
- Users will report any loss of information as soon as they are aware of this
- Users must make us aware if access to the system is no longer required
- Users will not share, copy or distribute any of the highly confidential and sensitive information contained within the Employer Hub

I Accept Terms

Please Select

5. You will then see the following page:



The screenshot shows a form titled "Activate your user Account" on a teal background. The form contains the following fields and labels:

- Forenames: HUB00921Adele
- Surname: Test
- Works Phone Number: [Empty text input field]
- Mobile Number (do not include spaces, dashes, or brackets): [Empty text input field]
- Confirm Mobile Number (do not include spaces, dashes, or brackets): [Empty text input field]
- Email Address: [Masked input field] @hants.gov.uk
- Confirm Email Address: [Masked input field] @hants.gov.uk
- Submit: [Submit button]

**PLEASE NOTE:**

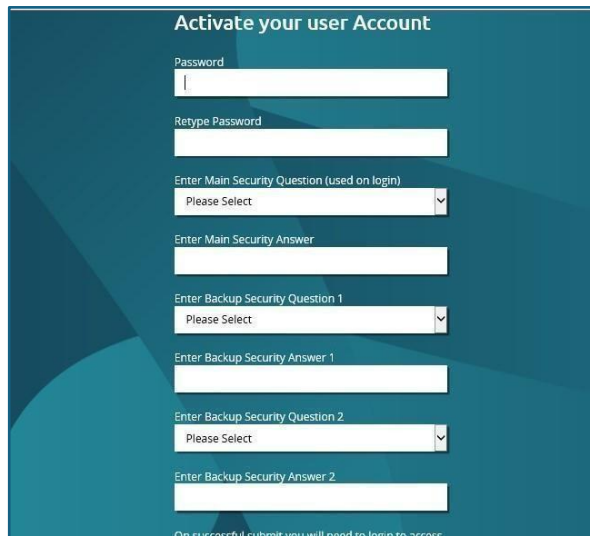
We have changed the way you can log in. When you input a mobile number on this page, you will be able to receive your one-time code to your mobile phone instead of by email. If you would still like to receive your one-time code to your email address, please do not input anything in the mobile number fields on this page.

6. When inputting a mobile number, please ensure it does not start with +44 or include any spaces.

7. The Forename, Surname and Email Address fields are automatically completed on this screen. If you would like to change this information, you can action this after you have activated and logged into your account by clicking on the 'Change My Account' tile on your homepage. Please see the [How to change your login details or personal details](#) section for further guidance on this.

8. On the next screen, you will then need to choose your password. The password must be 15 characters long, and contain upper case and lower case letters, and a number. It is highly recommended that this be made up of 3 completely unrelated words. Symbols can be used to make passwords even stronger.

9. You will also need to choose a main security question and answer, plus two further questions and answers (these security question and answers will be used when requesting a forgotten username or password from the system). Click 'Submit' at the bottom once completed:



The screenshot shows a form titled "Activate your user Account" with the following fields:

- Password:
- Retype Password:
- Enter Main Security Question (used on login):
- Enter Main Security Answer:
- Enter Backup Security Question 1:
- Enter Backup Security Answer 1:
- Enter Backup Security Question 2:
- Enter Backup Security Answer 2:

At the bottom of the form, there is a small text that reads: "On successful submit you will need to login to access".

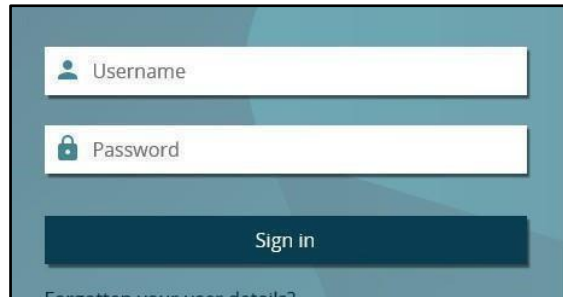
**PLEASE NOTE:**

Once you have activated your account, you will need to wait at least 24 hours before you can log in, there will be a reminder of this in your activation code email.

10. You are then taken to the main login screen to enter your recently set up username and password. You will be asked to enter a One Time Code. This code has either been emailed to your email address or texted to your mobile number, depending on what you inputted when activating your Hub account. You will now have access to your Hub account.

## How to login to your Employer Hub account

1. Go to <https://employerhub.hants.gov.uk>
2. Enter your User Name (not case sensitive)
3. Enter your Password (case sensitive)

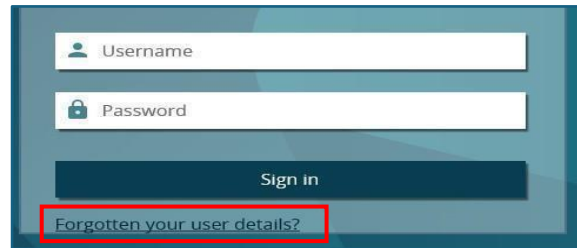
A screenshot of the Employer Hub login interface. It features a light blue background with a white login form. The form has two input fields: the top one is labeled 'Username' with a person icon, and the bottom one is labeled 'Password' with a lock icon. Below the password field is a dark blue button with the text 'Sign in' in white. At the bottom of the form, there is a small, faint link that says 'Forgot your username or password?'.

Forgot your username or password?

4. When prompted, enter the One Time Code which has either been emailed to your email address or texted to your mobile number, depending on what you selected when you activated your account. (See: [New Hub Users: Activating Your Hub Account](#)). Do not enter your password in the One Time Code field.
5. Click 'Sign in'.

## Forgotten Your Password?

1. Click on 'Forgotten your user details?' link on the Hub login page



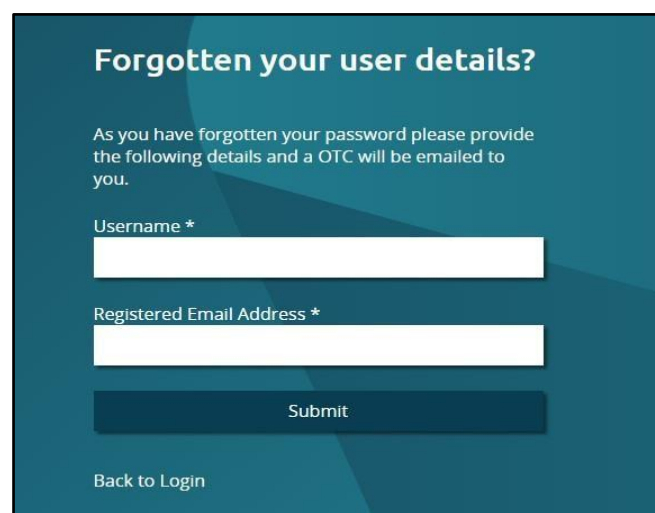
A screenshot of the Hub login page. It features a 'Username' field with a person icon, a 'Password' field with a lock icon, and a 'Sign in' button. Below these fields is a link labeled 'Forgotten your user details?' which is highlighted with a red rectangular border.

2. Select the appropriate option from the drop-down menu e.g. 'I have forgotten my: Password':



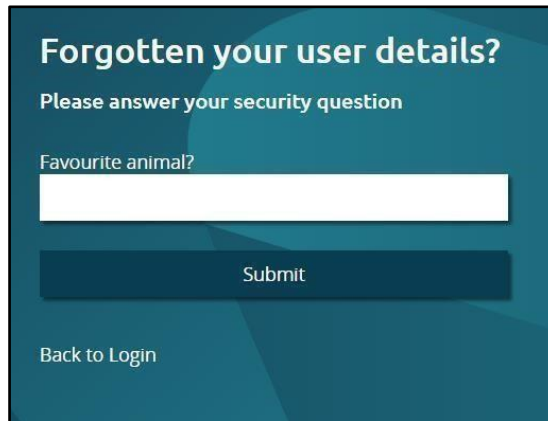
A screenshot of the 'Forgotten your user details?' page. The title is 'Forgotten your user details?'. Below it is the text 'I have forgotten my' followed by a drop-down menu. The menu is open, showing three options: 'Answer to my security question', 'Password', and 'Username'. At the bottom of the page is a 'Back to Login' link.

3. Follow the instructions when prompted:



A screenshot of the 'Forgotten your user details?' page. The title is 'Forgotten your user details?'. Below it is the text 'As you have forgotten your password please provide the following details and a OTC will be emailed to you.' followed by two input fields: 'Username \*' and 'Registered Email Address \*'. Below these fields is a 'Submit' button. At the bottom of the page is a 'Back to Login' link.

4. It will then request you enter your security answer (case sensitive). **Please note:** your security question will be abbreviated to give you a hint at your answer (e.g. FIRSTPET, CHILDMIDDLENAME etc.)



**Forgotten your user details?**

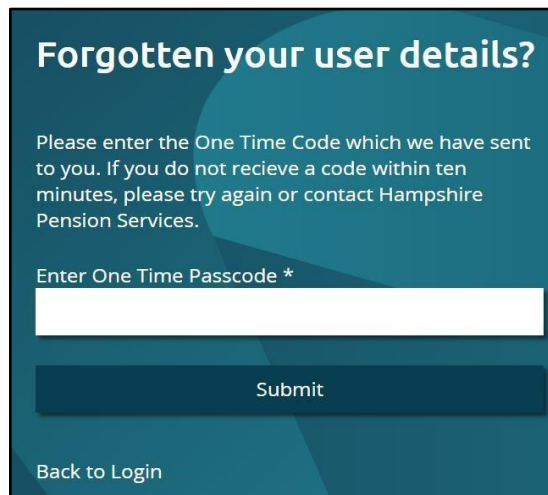
Please answer your security question

Favourite animal?

Submit

[Back to Login](#)

5. A One Time Code will be sent to your email.



**Forgotten your user details?**

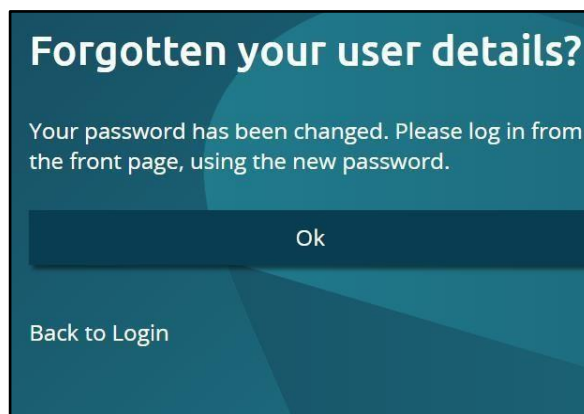
Please enter the One Time Code which we have sent to you. If you do not receive a code within ten minutes, please try again or contact Hampshire Pension Services.

Enter One Time Passcode \*

Submit

[Back to Login](#)

6. Enter the One Time Passcode. You will then be asked to enter a new password and to confirm it. Once you have successfully updated your password you will see this screen:



**Forgotten your user details?**

Your password has been changed. Please log in from the front page, using the new password.

Ok

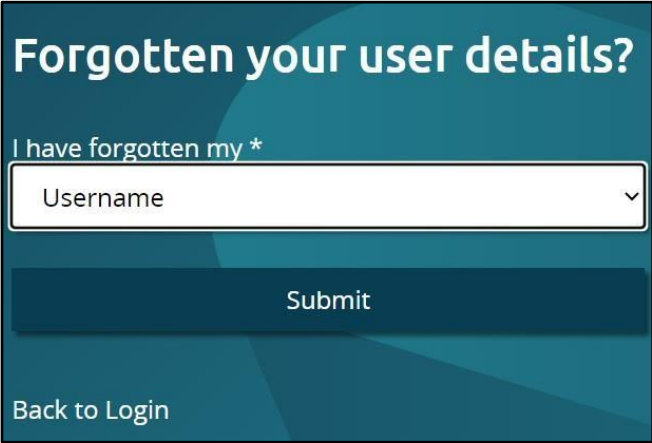
[Back to Login](#)

7. You will also receive an email headed **\*Hampshire Pension Services – Credentials Updated\*** to confirm that your password has been updated.

8. You can now click on the “Back to Login” link and enter your username and new password to log onto your Employer Hub account.

### Forgotten Your Username?

1. Click on ‘Forgotten your user details?’ link on the Hub login page.
2. Select the appropriate option from the drop-down menu e.g. ‘I have forgotten my: Username’:



**Forgotten your user details?**

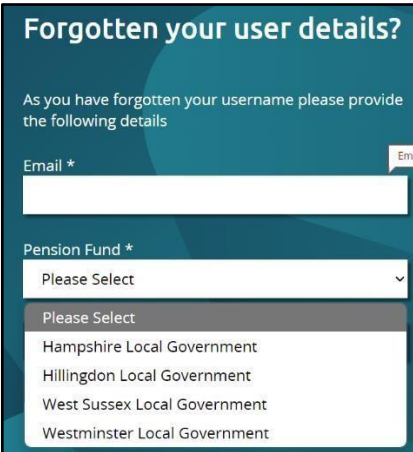
I have forgotten my \*

Username

Submit

[Back to Login](#)

3. On the next screen please enter your email address and click on the correct pension fund from the 4 options:



**Forgotten your user details?**

As you have forgotten your username please provide the following details

Email \*

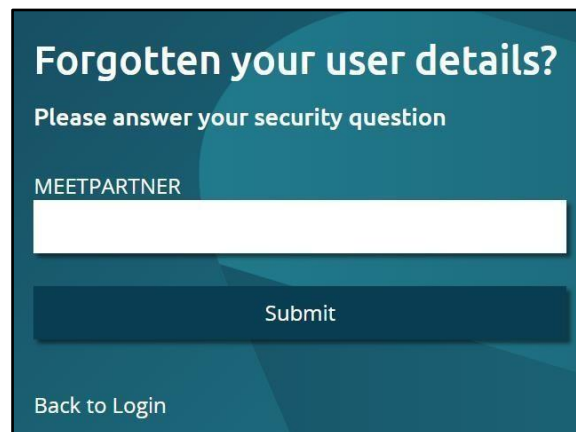
Pension Fund \*

Please Select

Please Select

- Hampshire Local Government
- Hillingdon Local Government
- West Sussex Local Government
- Westminster Local Government

4. It will then request you enter your security answer (case sensitive). **Please note:** your security question will be abbreviated to give you a hint at your answer (e.g. FIRSTPET, CHILDMIDDLENAME etc.)



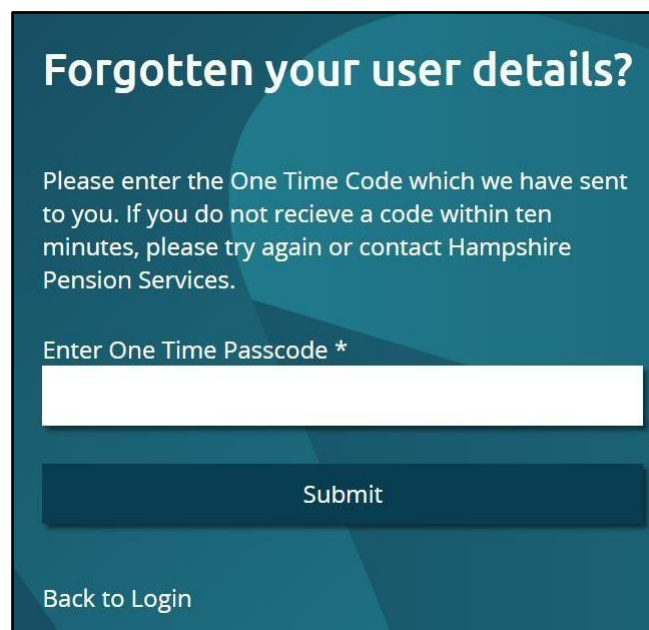
**Forgotten your user details?**  
Please answer your security question

MEETPARTNER

Submit

[Back to Login](#)

5. You will then receive a One Time code to your email address. Enter this code.



**Forgotten your user details?**

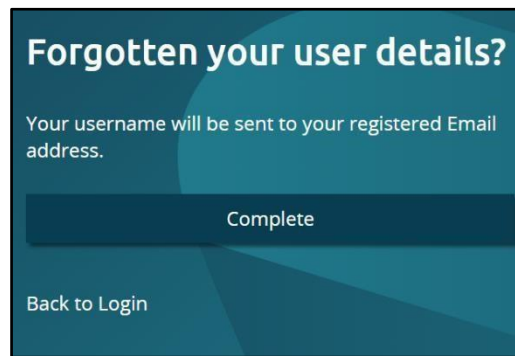
Please enter the One Time Code which we have sent to you. If you do not receive a code within ten minutes, please try again or contact Hampshire Pension Services.

Enter One Time Passcode \*

Submit

[Back to Login](#)

6. You will then see this:



7. You will receive an email confirming your username.

8. You can now click on the back to Login link and enter your username and password to log onto your Employer Hub account

## How to change your login details or personal details

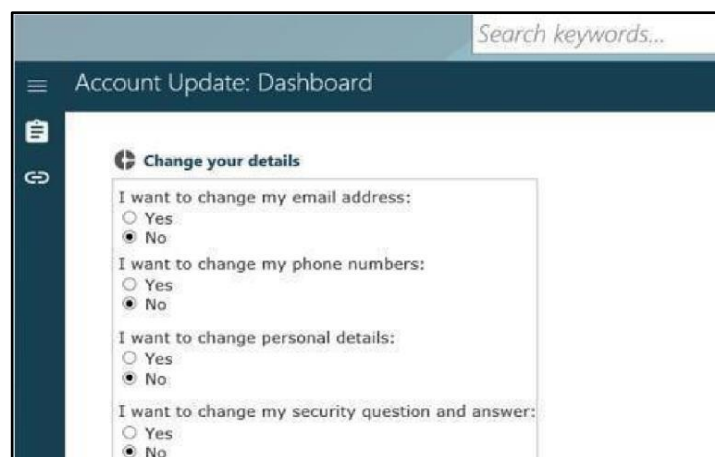
1. Login to your Hub account
2. On the 'Dashboard: Home' page, click on the 'Change My Account' section:



3. Click on 'Change My User Details', or on 'Change My Password' for change of password



4. When you click on 'Change My User Details', you will need to select 'Yes' to any of the options that you would like to change and select 'Submit' and then follow the next instructions as prompted:

A screenshot of the 'Change your details' form. The page has a dark blue header with a hamburger menu icon and the text 'Account Update: Dashboard'. On the left side, there is a vertical sidebar with icons for a clipboard and a link. The main content area contains a form titled 'Change your details' with a search bar at the top right. The form has four sections, each with a radio button for 'Yes' and 'No':  
I want to change my email address:  
 Yes  
 No  
I want to change my phone numbers:  
 Yes  
 No  
I want to change personal details:  
 Yes  
 No  
I want to change my security question and answer:  
 Yes  
 No

**Please note:**

if you change your password, you will now receive an email notification that your password has been changed.

## How to securely log out of your Employer Hub session

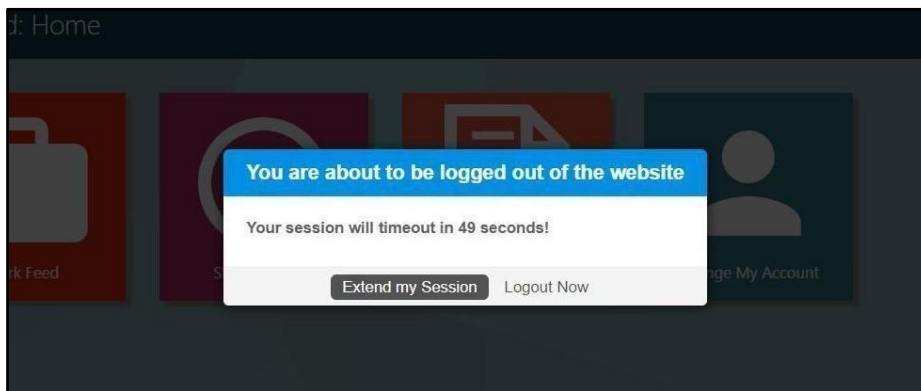
1. Navigate to the top-right corner of your screen and click on the area where it says your name and then 'Sign Out':



2. Your session will then end, and you will return to the login screen.

## How to extend your Employer Hub session

1. A 'pop-up' box will appear when your Employer Hub session is near the time out limit. This box appears after 25 minutes of inactivity on your account. You can choose to either extend your session or log out of your session if you have finished your tasks:



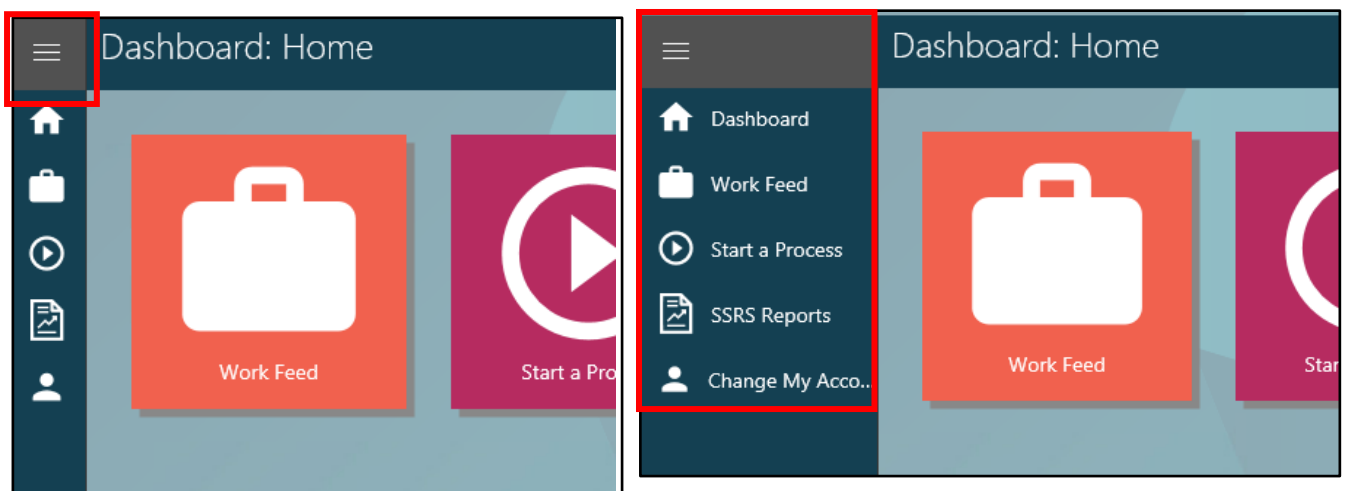
2. If you do not respond within 60 seconds of this message popping up, your session will then be automatically timed-out and you will need to log back in again.

## How to navigate your 'Dashboard'

1. Your Dashboard acts as your homepage and contains four sections: 'Work Feed', 'Start a Process', 'SSRS Reports' and 'Change My Account'. You can navigate to each section by clicking on the icons as below:



2. Alternatively, you can click on the three horizontal lines on the top-left of your screen to open the same options on the left-hand side of your screen. You can also simply select the icons on the left-hand menu to get to the same options:



3. This menu on the left-hand side of the screen will show different options depending on which area of your account you are in.

### **Please note**

If you need to go back to your Dashboard at any point, you will need to click the top-left of the screen beside the search box where it says "**Home**". When hovering over this, it will say 'Go to Home page':

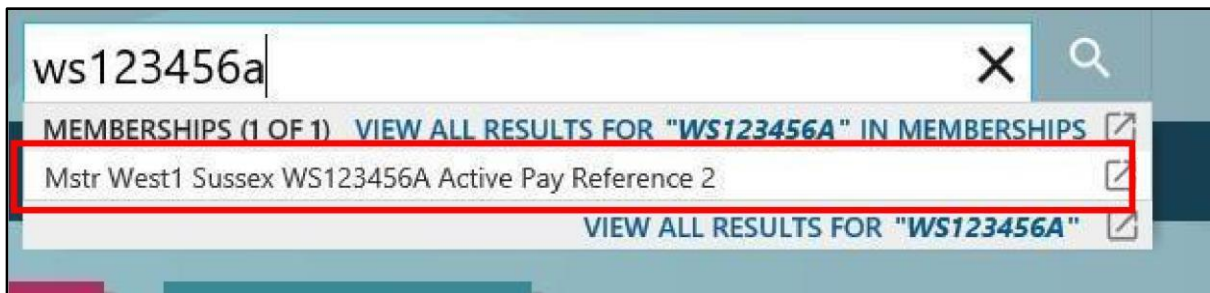
## How to search for a member (employee) and view their details

### Search for a member

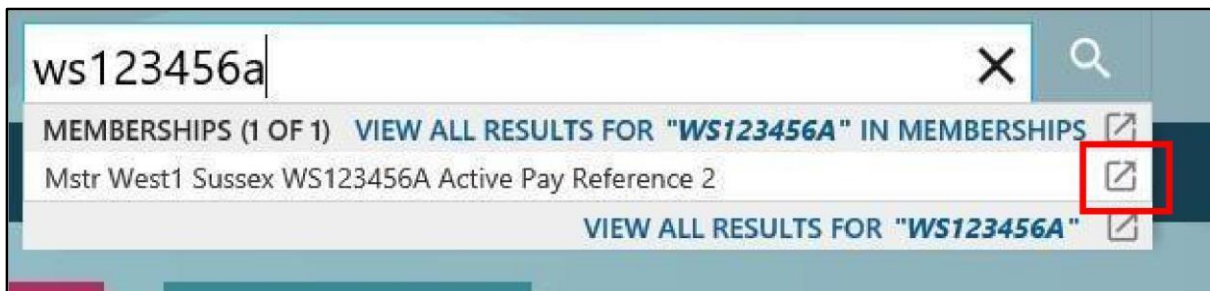
1. In the 'Search keywords...' search box at the top of the screen, type in the **National Insurance Number, Surname, Member's Pay Reference** or Membership Number (folder reference number) of the member (employee) and select "enter" on your keyboard (or select the search button to the right of the box):



2. It will show the results of the search below the box. Select the member you would like to view:



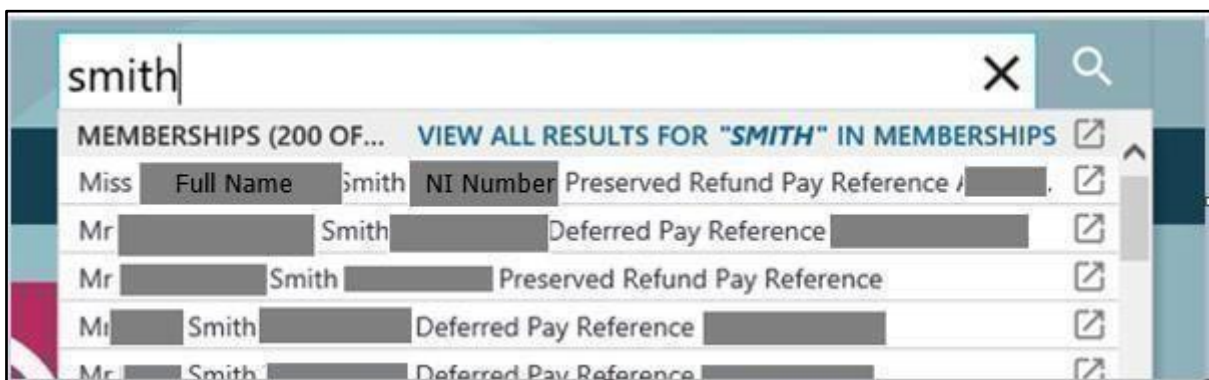
3. You can also open the member's details in a new tab if you wish by clicking on the icon on the right-hand side of the search:



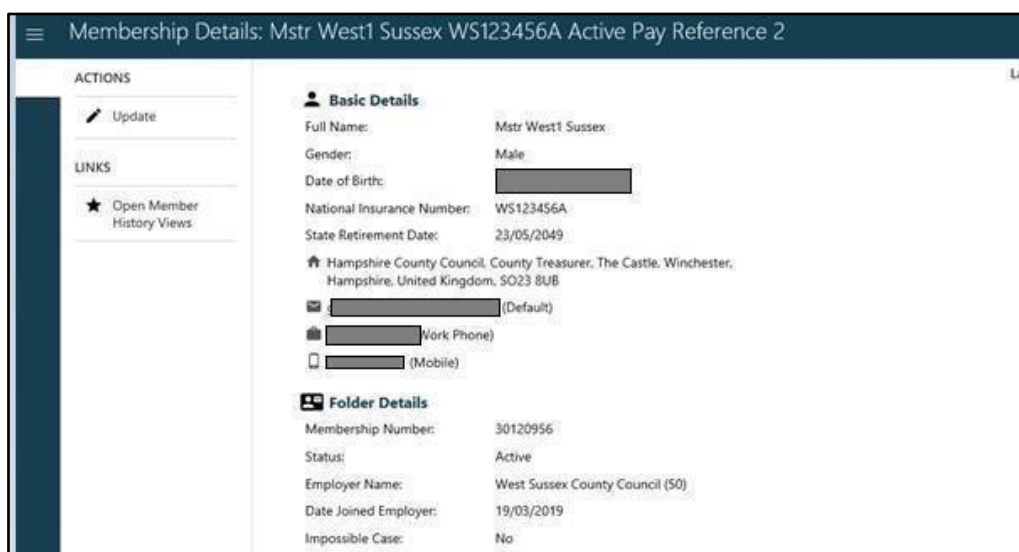
4. If you do not have the full National Insurance Number, you can type in part of the number and put an asterisk [\*] before or after (depending on which part you are missing), and it will show the relevant search results:



5. In the search results, you will be able to view the full name, National Insurance Number, the Status (i.e., Active or Non-Member) of their pension record and the member's pay reference:



6. Once you have selected a member from the search results, you will then be able to view their personal details and pension folder details on a separate page:



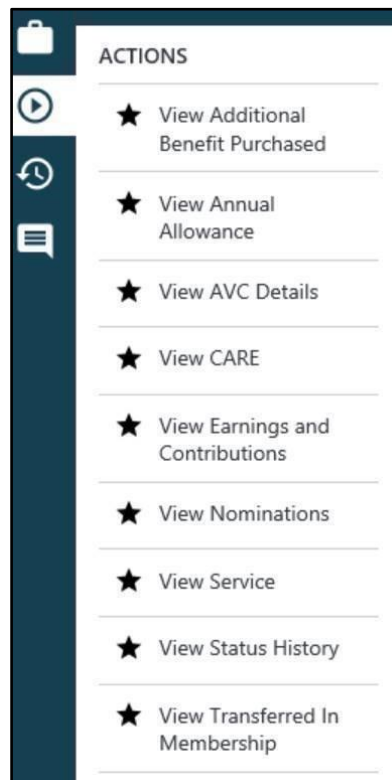
## Viewing the member's details

7. On the left-hand side of this page, select 'Open Member History Views'.



8. In this section, you can view:

★ Additional Benefits ★ Annual Allowance ★ AVCs ★ CARE details ★ Earnings and Contributions ★ Nominations ★ Service ★ Status History ★ Transferred-in membership for the selected employee. Click on each area on the left-hand menu to view these details:

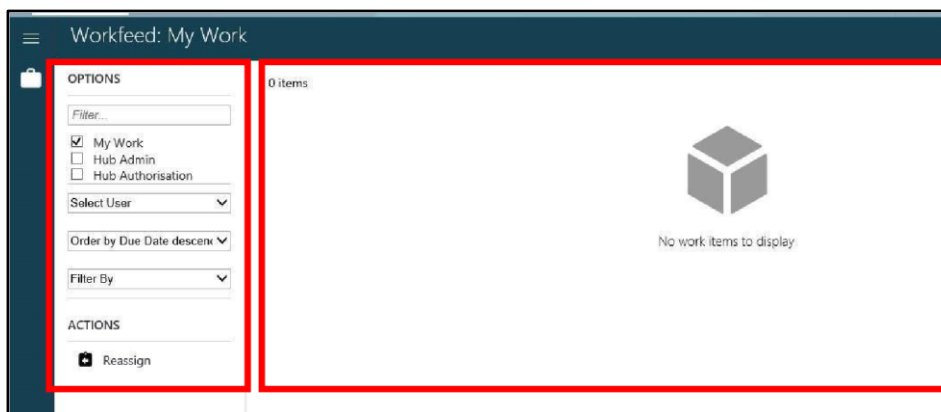


## How to navigate and action items on your 'Work Feed' (View only)

1. On your Dashboard, click on the 'Work Feed' icon:

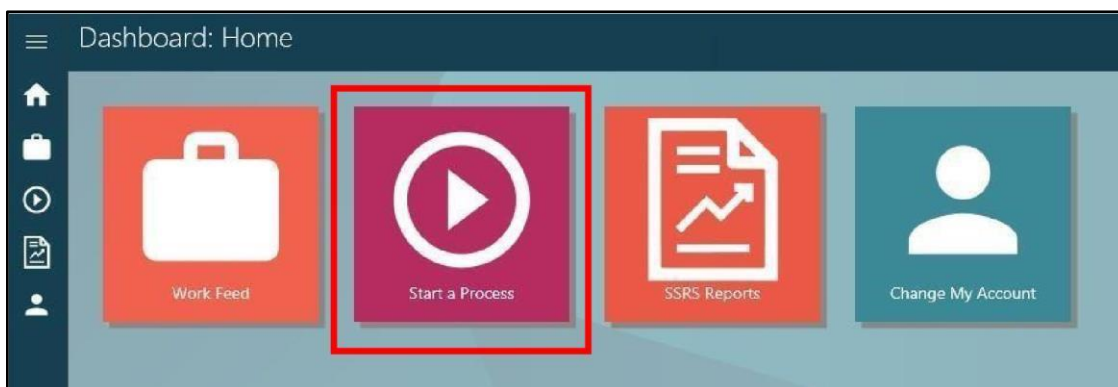


2. The Work Feed screen appears, which shows what (if any) items are to be actioned on the right-hand side with the due date. The left-hand side of the screen has a few filters you can use to filter the items in your feed:



## How to set up a process on a member's pension record

1. • On your Dashboard, click the 'Start a Process' icon:



2. You will be presented with the following options (click to navigate to each section):  
These forms have recently been developed to lessen the likelihood of your Employer Hub account timing out before you can fully submit the form.

[Hub 5050 Section Membership](#)

[Hub AVC Commencement](#)

[Hub Change of Hours and Notify Details of Absence](#)

[Hub Change of Payroll No – Job Description](#)

[Hub Change of Personal Details](#)

[Hub Notification of Leaver](#)

[Hub Notification of Joiner](#)

## Service Level Agreements

Please refer to the following web page to understand our Service Level Agreement for each process type once you have submitted it on the Hub: [Local Government Pension Scheme \(LGPS\) | How Are We Doing?](#)

## Making amendments after submitting

If you notice an error on any of your forms or processes after submitting, please email [pensions.employer@hants.gov.uk](mailto:pensions.employer@hants.gov.uk) in the first instance, with information about the error.

## 50/50 Section Membership

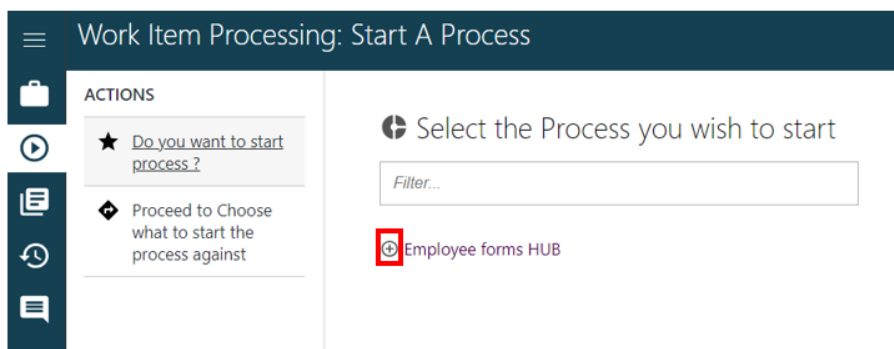
**Please note:**


if you have a 5050 Section Election Form from the Member, please upload that form using the [Employer Hub Upload Function](#). You do not need to complete this HUB 5050 Section Membership process if you upload the 5050 Section Election Form

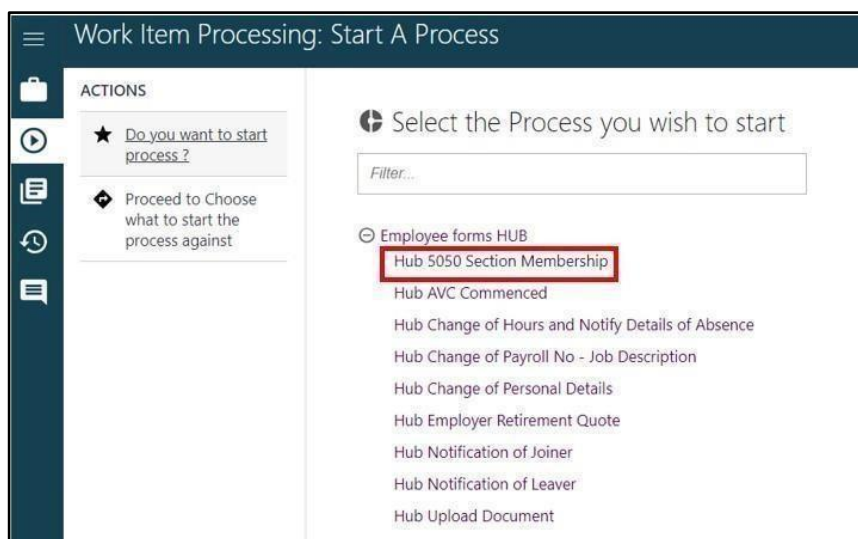
**Please note:**

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

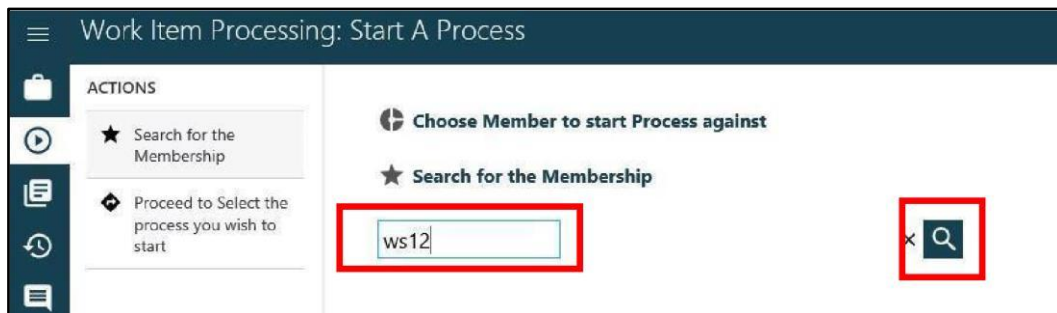
1. Once you have selected 'Start a Process', it will display the following:



2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub 5050 Section Membership':

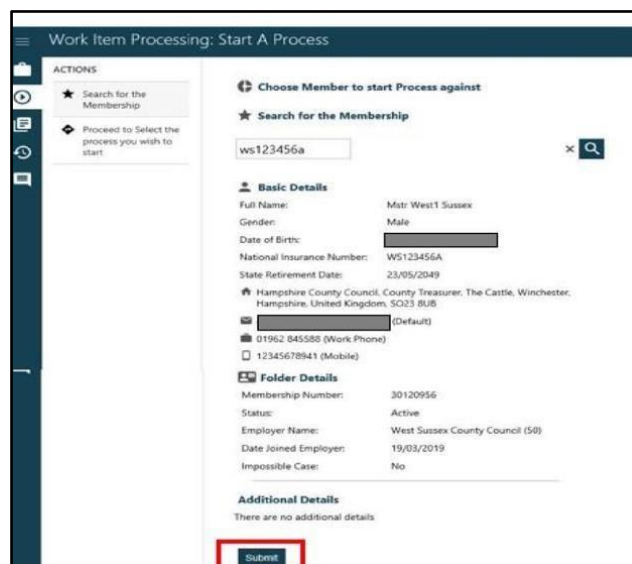


4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the record you would like to set up the process on.

6. It will then ask you to review the member's details and click 'Submit' at the bottom of the page:



7. It will now start the process.

8. Complete the blank fields on this page and click "**Submit**". If you are not ready to submit this right away, you can click "**save**" and pick this up later from your Workfeed and proceed with the submission. If you also click away from this page, it will save the process in your Workfeed to pick up later.


9. There are no further actions for you to do as this is now attached to the member's pension record and Pension Services are notified.

## AVC Commencement

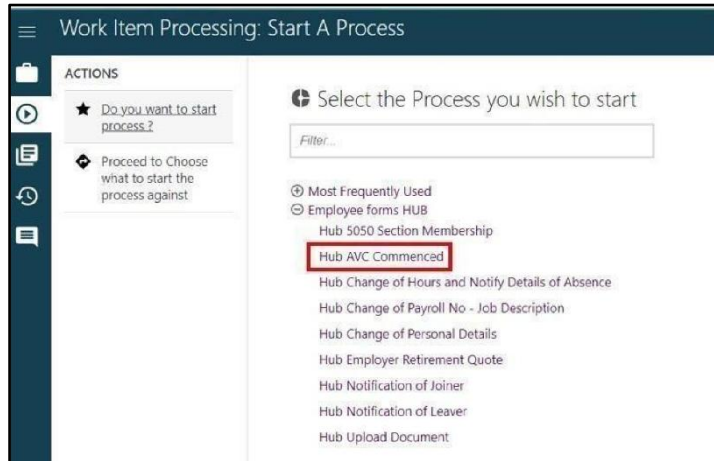
### Please note:

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

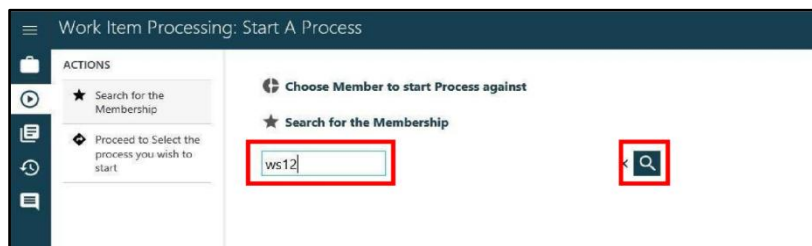
1. Once you have selected 'Start a Process', it will display the following:

2. Click on the  button to the left of 'Employee forms HUB'

3. Click on 'Hub AVC Commenced':

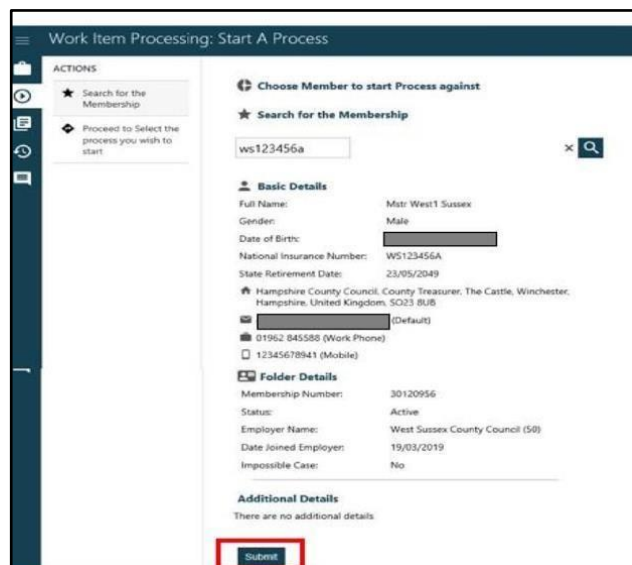


4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the record you would like to set up the process on.

6. It will then ask you to review the member's details and click '**Submit**' at the bottom of the page:



7. It will now start the process.

8. Complete the blank fields on this page and click **“Submit”**. If you are not ready to submit this right away, you can click “save” and pick this up later from your Workfeed and proceed with the submission. If you also click away from this page, it will save the process in your Workfeed to pick up later.

The screenshot shows a web application interface for processing work items. The main heading is "Work Item Processing: Hub AVC Commenced". Below this, there is a navigation menu on the left with "Complete AVC Commenced form" selected. The main content area is titled "Complete DataForm" and contains a form for "Complete AVC Commenced form". The form fields include: "Employee Name" (with a dropdown menu), "Employer" (with a dropdown menu), "Employer County Council" (with a dropdown menu), "Employer Information" (with a dropdown menu), "Member Name" (with a dropdown menu), "Alpha Beta" (with a dropdown menu), "Type of Role" (with a dropdown menu), "Location" (with a dropdown menu), "Job Description" (with a dropdown menu), "Payroll Number" (with a dropdown menu), "KID/DA" (with a dropdown menu), "National Insurance Number" (with a dropdown menu), "AVC Commenced" (with a dropdown menu), "Name of Provider" (text input), "Date Commenced" (calendar icon), "Monthly Contribution" (text input), and "£ 0.00" (text input). Below the form, there is a section for "Employer Contact Details" with "Completed By" (dropdown menu), "Date" (calendar icon), and "The above is a correct and complete statement of the member's position derived on behalf of the employee." At the bottom, there are "Save" and "Submit" buttons.

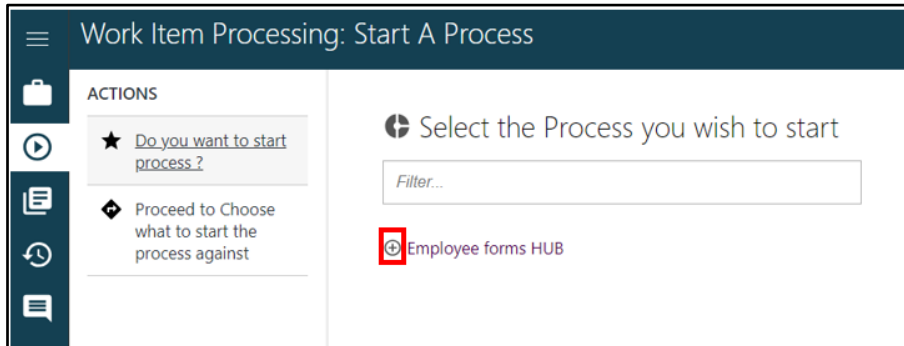
9. There are no further actions for you to do as this is now attached to the member’s pension record and Pension Services are notified.


## Change of Hours

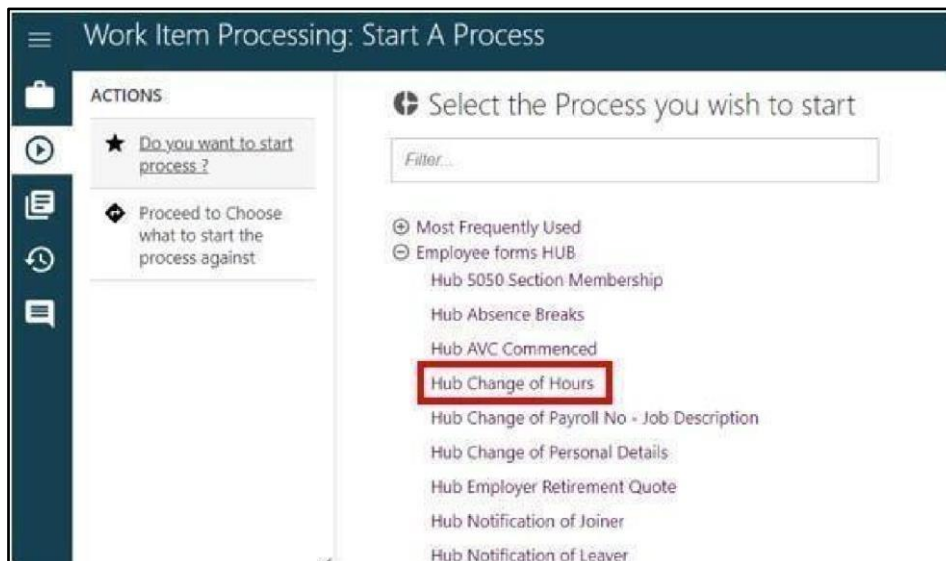
### Please note:

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

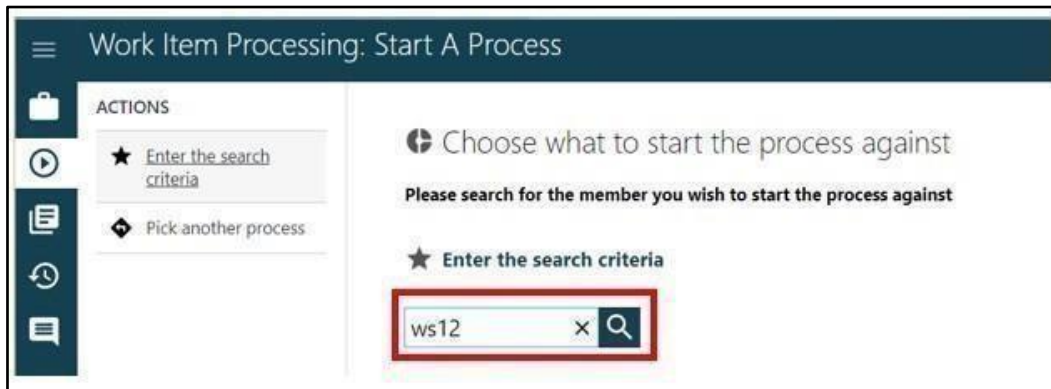
1. Once you have selected 'Start a Process', it will display the following:



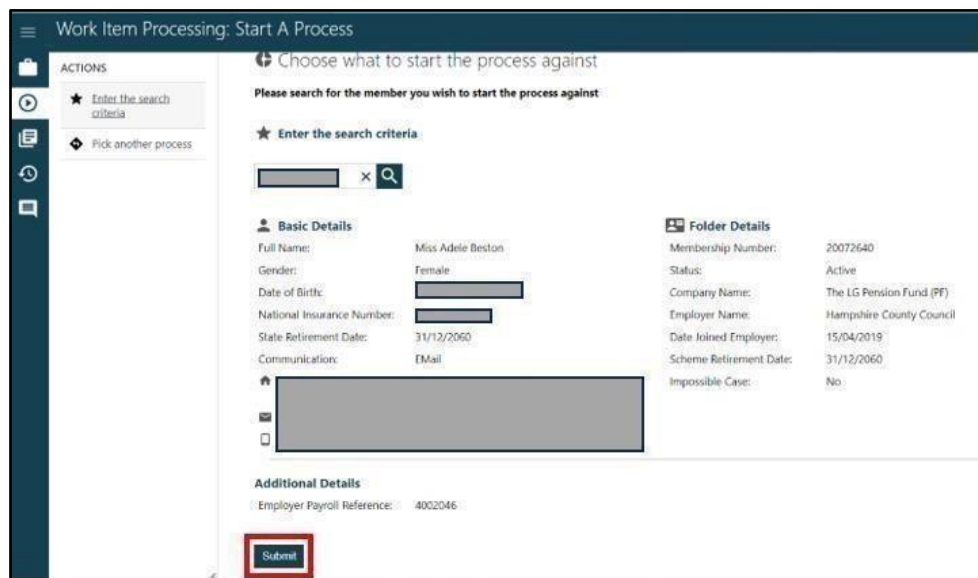
2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub Change of Hours':



4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the record you would like to set up the process on.
6. It will then ask you to review the member's details and click **'Submit'** at the bottom of the page:



7. It will now start the process. The first page of the process will show the member's employment information, scroll to the bottom of the page and click **'Next'**
8. If, at any point of the process, you are not ready to submit this right away, you can click **'Save'** at the bottom of the page and pick this up later from your 'Workfeed' and proceed with the submission. If you also click away from this page, it will save the process in your 'Workfeed' to pick up later.
9. On the next page, you will need to input the details of the change of hours. If you select 'Part-time' under the 'Employment Status' drop-down box, it will also ask you to complete a part-time hour percentage. Complete the appropriate fields on these pages and click **'Next'** to move onto the last page.

10. On the last page of the submission, it will ask you to submit the process. Click **'Submit'**.

Work Item Processing: Hub Change of Hours and Notify Details of Absence  
UPMFolder: Miss Adele Beston, 10094508: 20072640, (Status: Active), Hampshire LGPS / Councillors: Scheme LGPS

ACTIONS

★ Enter Process Data (DataForm)

Complete DataForm

★ Enter Process Data (DataForm)

Completed by \*  
HUB00001Adele Beston

Date  
15/08/2023

The above is a correct and complete statement of the member's position certified on behalf of the employer.

Save Back **Submit**

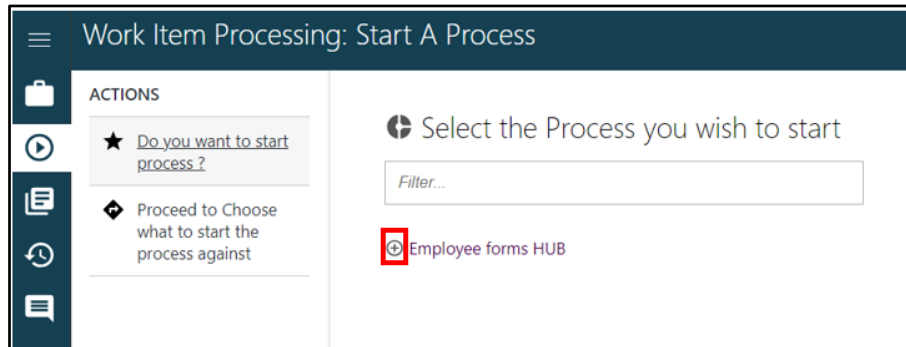
11. There are no further actions for you to do as this is now attached to the member's pension record and Pension Services are notified.


## Absence Breaks

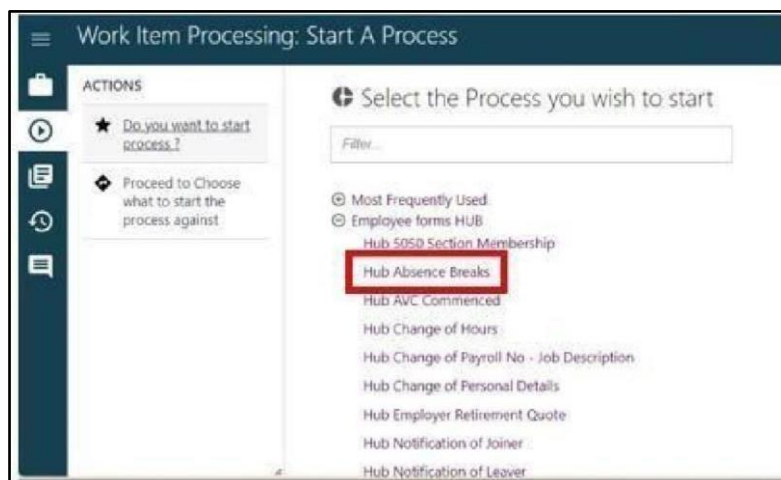
### Please note:

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

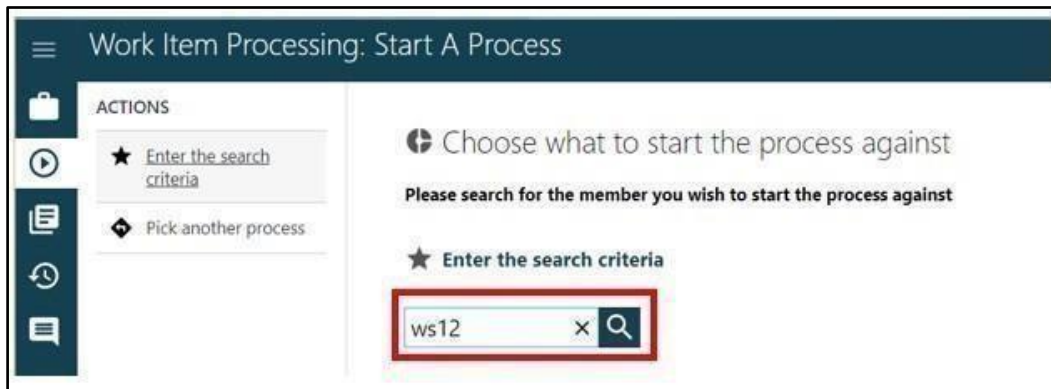
1. Once you have selected 'Start a Process', it will display the following:



2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub Absence Breaks':

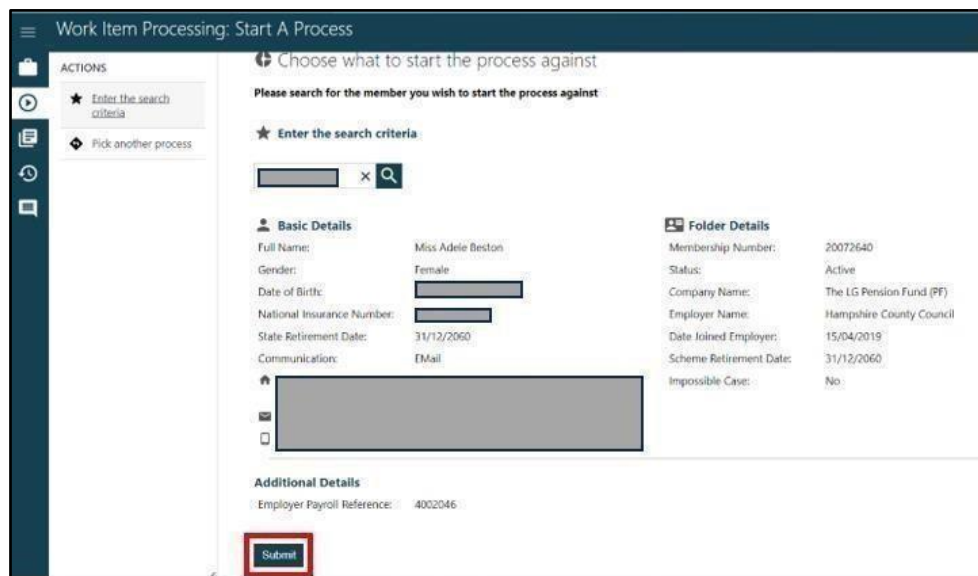


4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the record you would like to set up the process on.

6. It will then ask you to review the member's details and click **'Submit'** bottom of the page:



7. It will now start the process. The first page of the process will show the member's employment information, scroll to the bottom of the page and click **'Next'**

8. If, at any point of the process, you are not ready to submit this right away, you can click **'Save'** at the bottom of the page and pick this up later from your 'Workfeed' and proceed with the submission. If you also click away from this page, it will save the process in your 'Workfeed' to pick up later.

9. On the next page, you will need to input the details of the absence breaks. Complete the appropriate fields on these pages and click **'Next'** to move onto the last page.

10. On the last page of the submission, it will ask you to submit the process. Click **'Submit'**.

Work Item Processing: Hub Change of Hours and Notify Details of Absence  
UPMFolder: Miss Adele Beston, 10094508: 20072640, (Status: Active), Hampshire LGPS / Councillors: Scheme LGPS

ACTIONS

★ Enter Process Data (DataForm)

Complete DataForm

★ Enter Process Data (DataForm)

Completed by \*  
HUB00001Adele Beston

Date  
15/08/2023

The above is a correct and complete statement of the member's position certified on behalf of the employer.

Save Back **Submit**

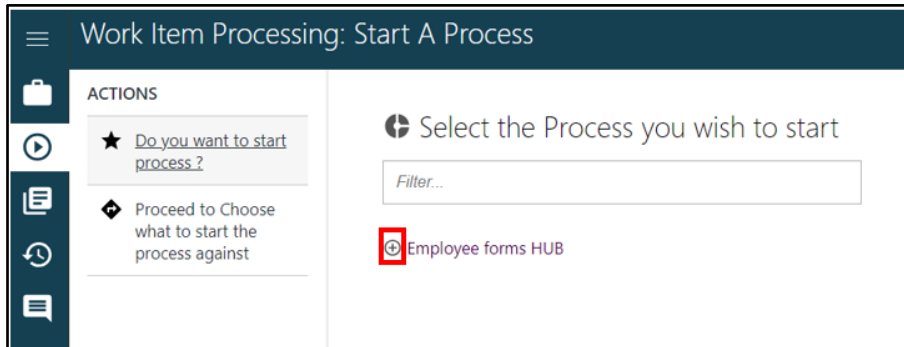
11. There are no further actions for you to do as this is now attached to the member's pension record and Pension Services are notified.


## Change of Payroll Number/Job Description

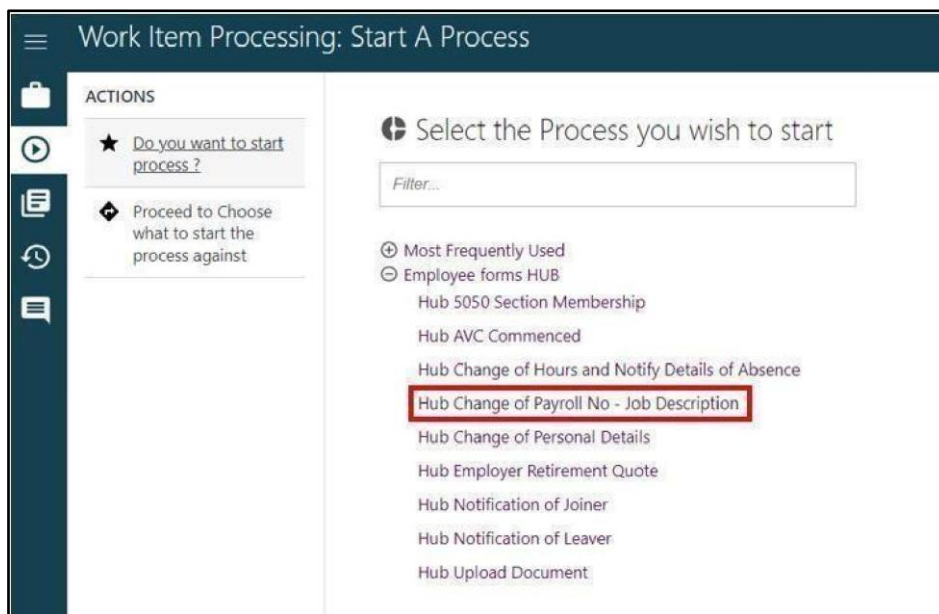
### Please note:

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

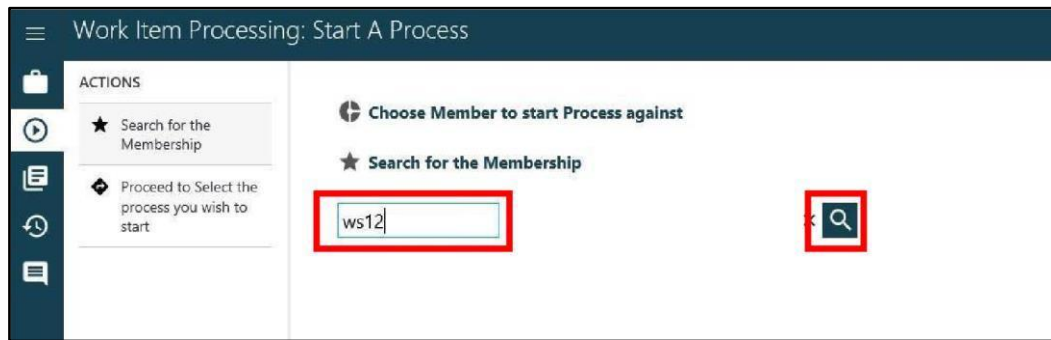
1. Once you have selected 'Start a Process', it will display the following:



2. Click on the  button to the left of 'Employee forms HUB'
3. Click 'Hub Change of Payroll No - Job Description':

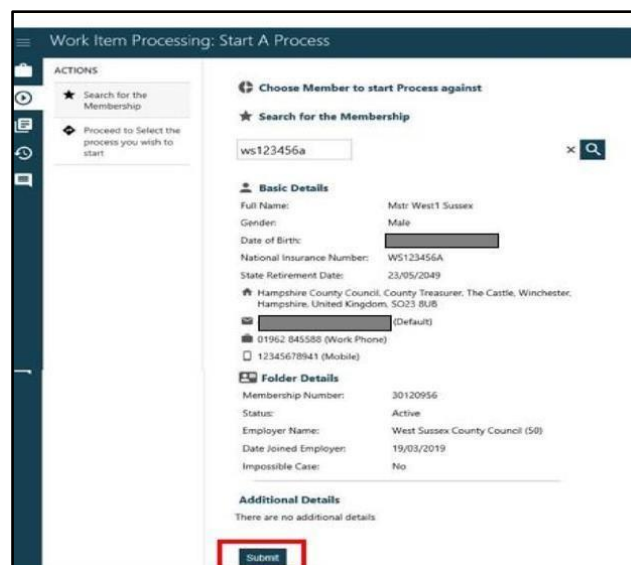


4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the you record you would like to set up the process on.

6. It will then ask you to review the member's details and click '**Submit**' bottom of the page:



7. It will now start the process. The first page of the process will show the member's employment information, scroll to the bottom of the page and click '**Next**'

8. If, at any point of the process, you are not ready to submit this right away, you can click '**Save**' at the bottom of the page and pick this up later from your 'Workfeed' and proceed with the submission. If you also click away from this page, it will save the process in your 'Workfeed' to pick up later.

9. On the next page, you will need to input the details of the change of payroll number/job description. Complete the appropriate fields on this page and click '**Submit**'.

Work Item Processing: Hub Change of Payroll No - Job Description  
LPM/Member: Miss Adele Beston, 10294509-20072640 (Status: Active) / Humberline LGPS / Councilors: Scheme LGPS

**ACTIONS**

- ★ Enter Process Data (DataForm)

**Complete Dataform**

★ Enter Process Data (DataForm)

**Employee Information**

Members Name  
Adele Beston

National Insurance Number

Date of Birth

Update us of change of payroll number

Current Payroll Number  
4200046

New Payroll Number

Update us of change of job description

Current Job Description

New Job Description (Maximum of 12 characters)

Maximum of 12 characters

Update us of 2nd job description

Current 2nd job description

New 2nd job description (Maximum of 12 characters)

Please enter any information that will help identify the member - this could be location reference.

**Employer Contact Details**

Completed By  
HU80001Adele Beston

Date  
15/06/2023

The above is a correct and complete statement of the member's position certified on behalf of the employer.

10. There are no further actions for you to do as this is now attached to the member's pension record and Pension Services are notified.

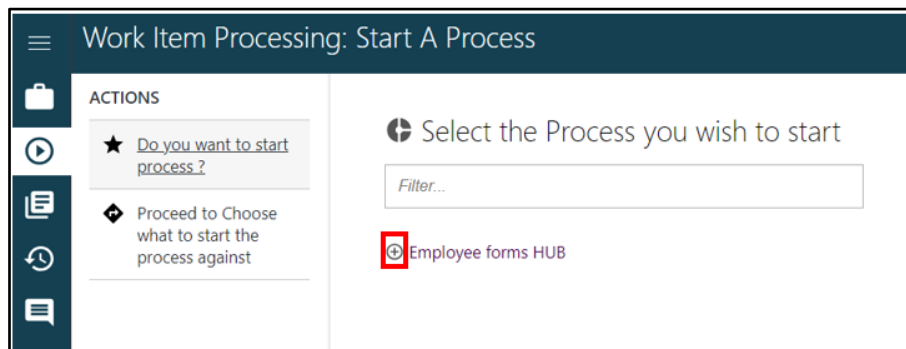
## Change of Personal Details


Change of personal details processes only need to be completed on **one** of a member's roles. Once the process has been finalised, the updated details will automatically be reflected across all roles the member holds with us.

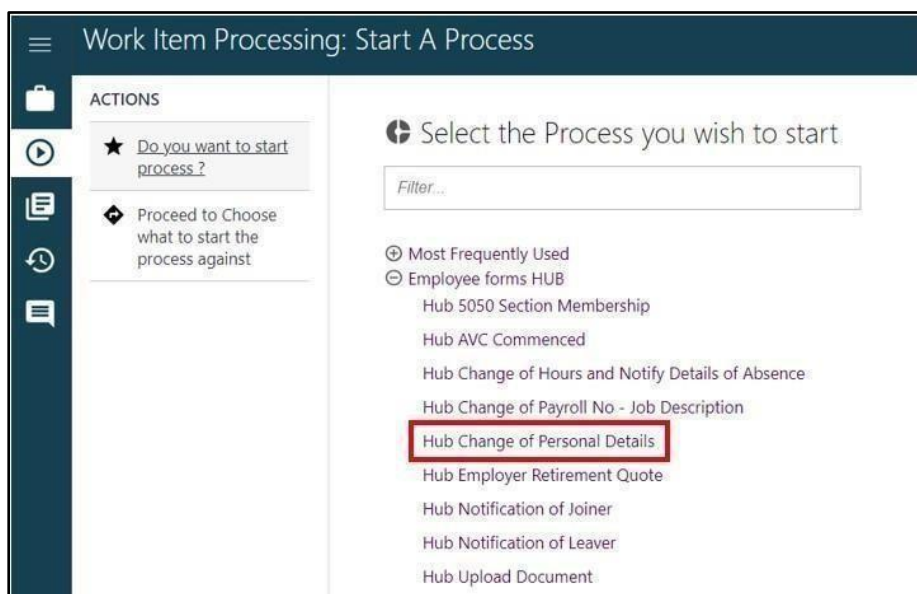
### Please note

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

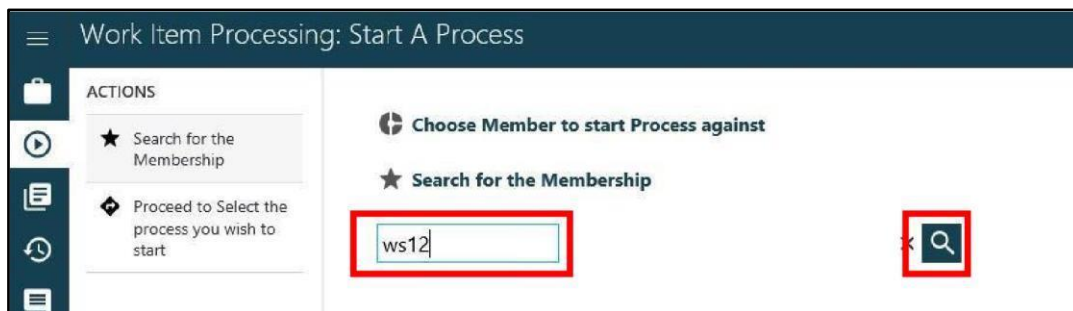
1. Once you have selected 'Start a Process', it will display the following:



2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub Change of Personal Details':

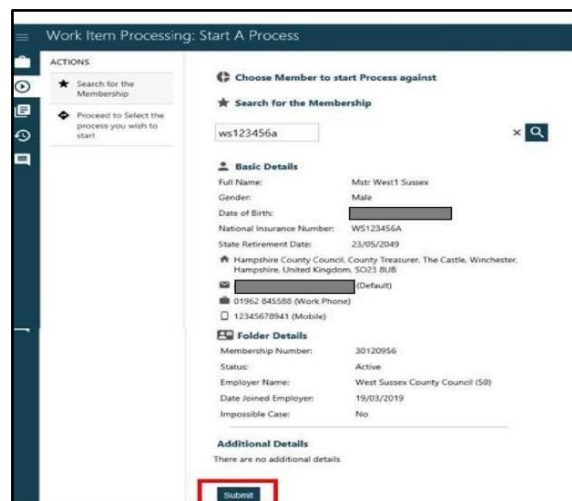


4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the record you would like to set up the process on.

6. It will then ask you to review the member's details and click '**Submit**' at the bottom of the page:



7. It will now start the process. The first page of the process will show the member's employment information, scroll to the bottom of the page and click '**Next**'

8. If, at any point of the process, you are not ready to submit this right away, you can click '**Save**' at the bottom of the page and pick this up later from your 'Workfeed' and proceed with the submission. If you also click away from this page, it will save the process in your 'Workfeed' to pick up later.

9. Edit the personal details fields on this page and ensure that you complete the dropdown menu eg 'Is this a change in Marital Status?'. Please ensure that you **only** complete the fields where the member's details have changed. Then click '**Submit**'.

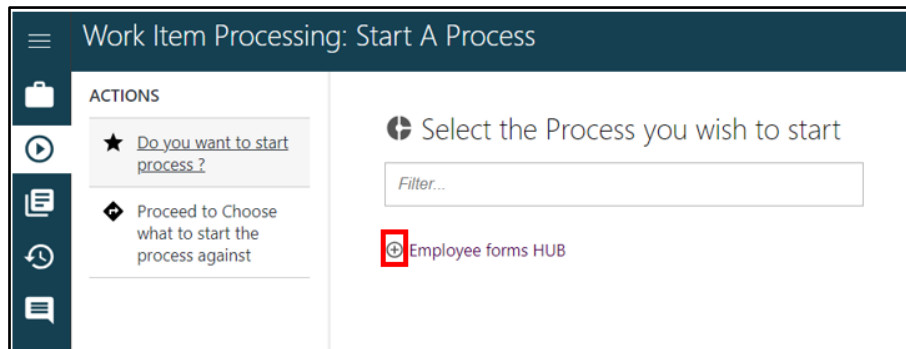



## Notification of Joiner

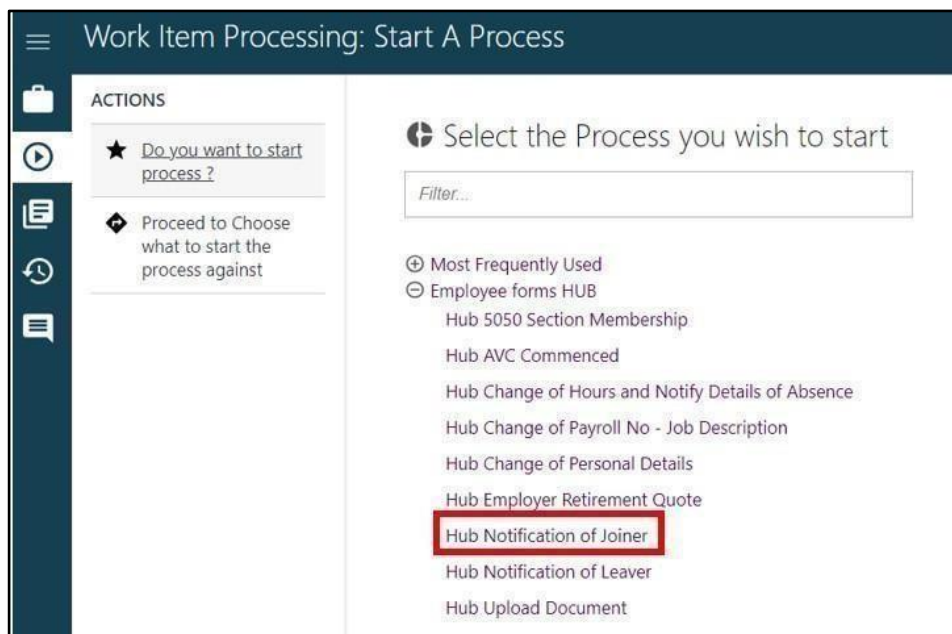
### Please note:

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

1. Once you have selected 'Start a Process', it will display the following:

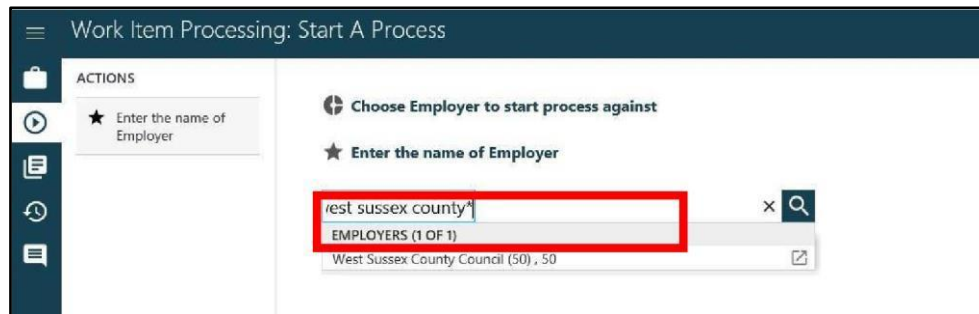


2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub Notification of Joiner':



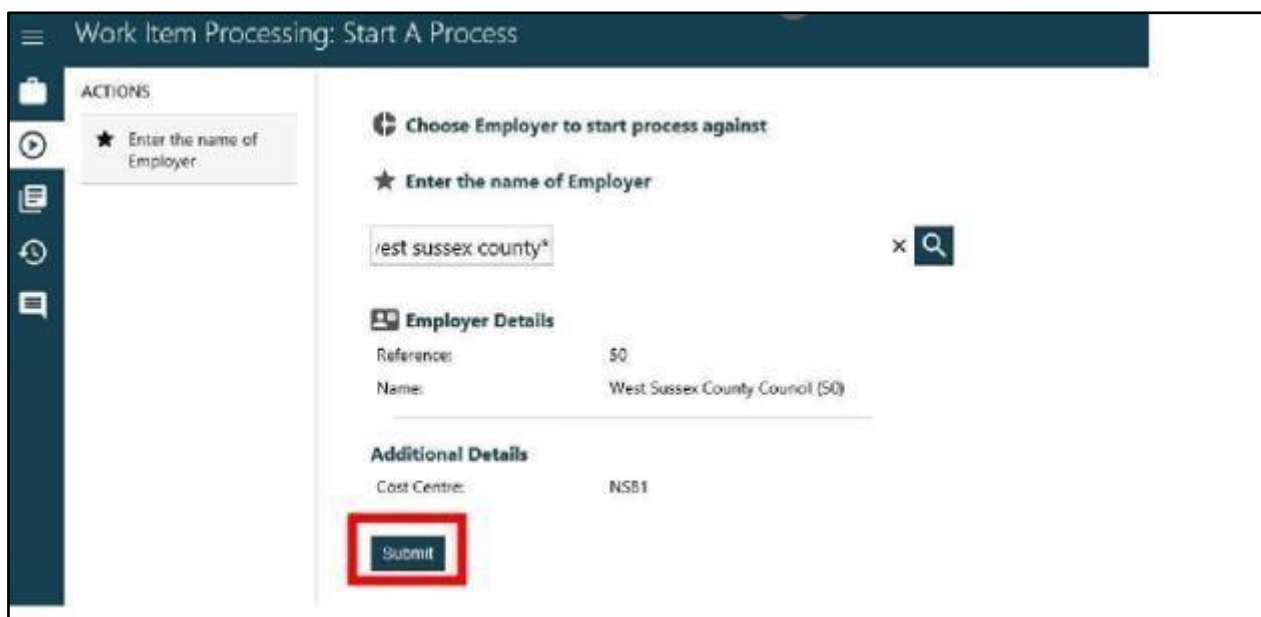
4. Input the **employer** name that you would like to set up a new joiner in. For ease, you can type part of the employer name and input an asterisk after the name (i.e., West Sussex County\*) to save you from typing the full employer name. (Please note, if your

employer forms part of an Academy or Trust please put an asterisk **before** the Academy or Trust name):



5. When the employer details appear below the search bar, click on the one you would like to set up the process on.

6. It will then ask you to review the details of the employer and click '**Submit**' at the bottom of the page:




7. It will now start the process. Complete the information on this page and ensure you complete all the required fields. Then click "**next**". If you are not ready to submit this right away, you can click '**Save**' and pick this up later from your 'Workfeed' and proceed with the submission. If you also click away from this page, it will save the process in your 'Workfeed' to pick up later.

8. On the next few pages, the joiner form is split across separate pages. Complete the appropriate fields on these pages and click **'Next'** to move onto the next page.

9. On the last page of the submission, it will ask you to submit the process. Click **'Submit'**.

10. There are no further actions for you to do as Pension Services are notified and will create a new member record within the [SLA](#), attaching this information to the record.

11. Once you have submitted the joiner, you will receive an email confirmation to the email address associated with your Employer Hub account. This confirmation will contain the employer, payroll number and job title of the new joiner you have submitted. It will also confirm our statutory obligation timeframe in which to process the joiner. Once this timeframe has been completed, you can then view this record on your Employer Hub account. Please check your junk emails if you have not received this confirmation email within 10 minutes of submission.



**HAMPSHIRE**  
PENSION FUND

Thank you for submitting Notification of Starter Form.

**What happens next?**

We will process within 20 working days and once processed you will be able to access the record on the Employer Hub.

**Member Details**

Employer: Hampshire County Council  
Payroll Number: 245  
Job Title: Admin Asst

Kind regards

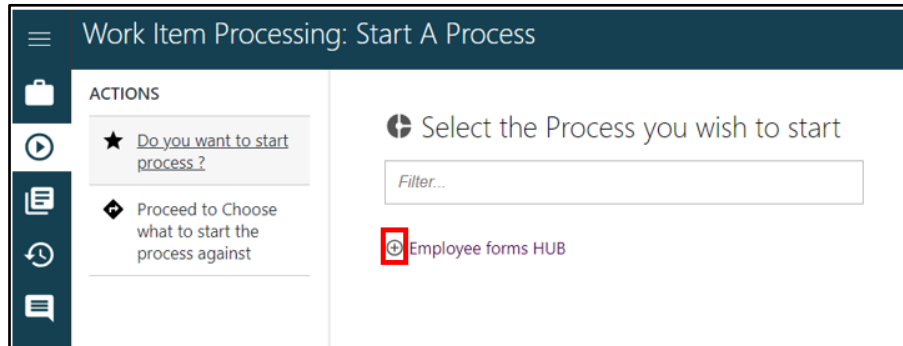
Hampshire Pension Services  
E-mail: [pensions@hants.gov.uk](mailto:pensions@hants.gov.uk) | Tel: 01962 845588  
Web: [www.hants.gov.uk/pensions](http://www.hants.gov.uk/pensions)  
Hampshire Pension Services, The Castle, Winchester, SO23


## Notification of Leaver

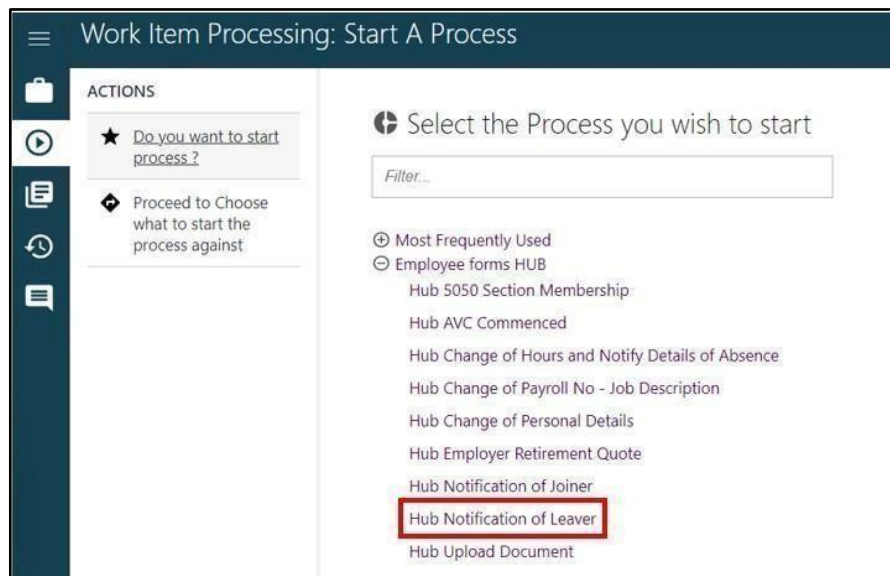
### Please note:

You will be unable to view these changes until we have processed the information you have submitted. Please refer to our [Service Level Agreements](#) for more information

1. Once you have selected 'Start a Process', it will display the following:



2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub Notification of Leaver':

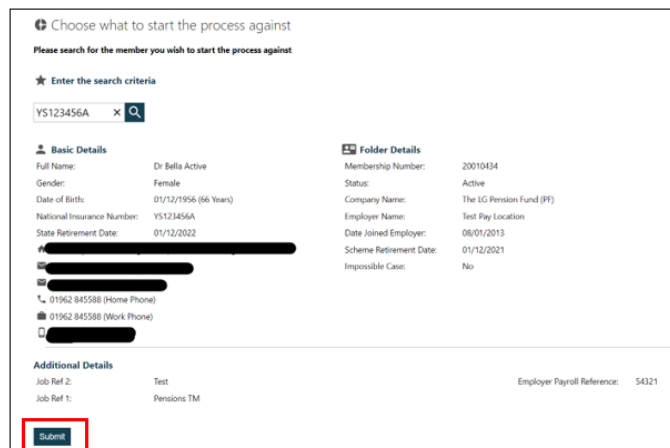


4. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:

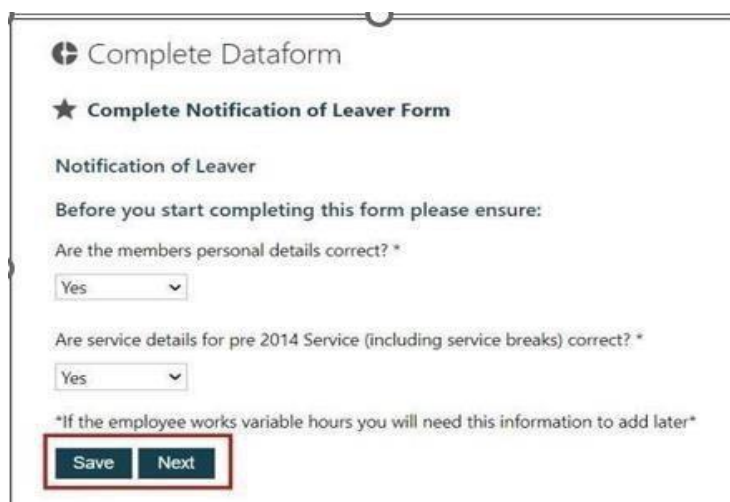


5. When the member's details appear below the search bar, click on the one you would like to set up the process on.

6. It will then ask you to review the member's details and click **'Submit'** at the bottom of the page:



7. It will now start the process. Complete the leaver information in this page and ensure you complete all the required fields.

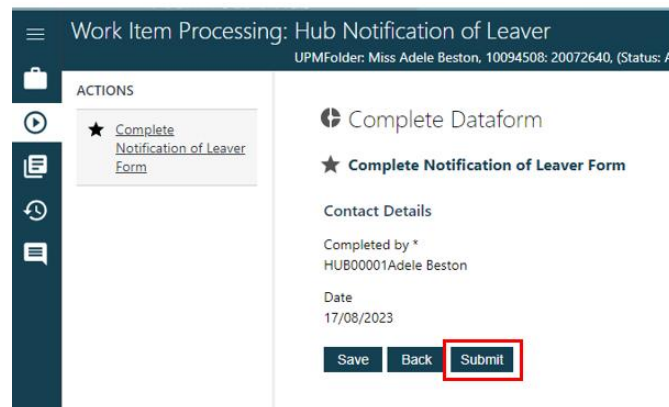


8. Then click **'Next'**.

9. The leaver form is split over multiple pages to allow you time to complete each section.

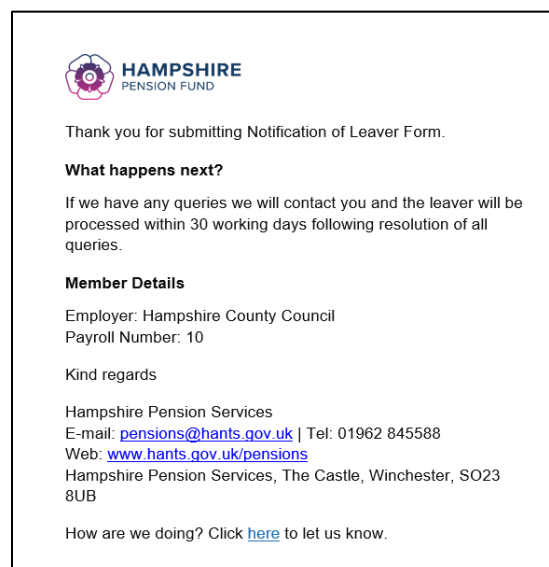
10. If, at any point of the process, you are not ready to submit this right away, you can click 'Save' at the bottom of the page and pick this up later from your 'Workfeed' and proceed with the submission. If you also click away from this page, it will save the process in your 'Workfeed' to pick up later.

11. On the last page of the process, it will have prefilled your details and the current date. Click on 'Submit' when you are ready to submit the leaver.



12. There are no further actions for you to do as this is now attached to the member's pension record and Pension Services are notified.

13. Once you have submitted the leaver, you will receive an email confirmation to the email address associated with your Employer Hub account. This confirmation will contain the employer, payroll number and job title of the leaver you have submitted. It will also confirm our maximum statutory obligation timeframe in which to process the leaver. Please note, if we have any queries we need to resolve before we can process this leaver, the timeframe will start from when the query has been resolved. Once this timeframe has been completed, you can then view the changes on your Employer Hub account. Please check your junk emails if you have not received this confirmation email within 10 minutes of submission.

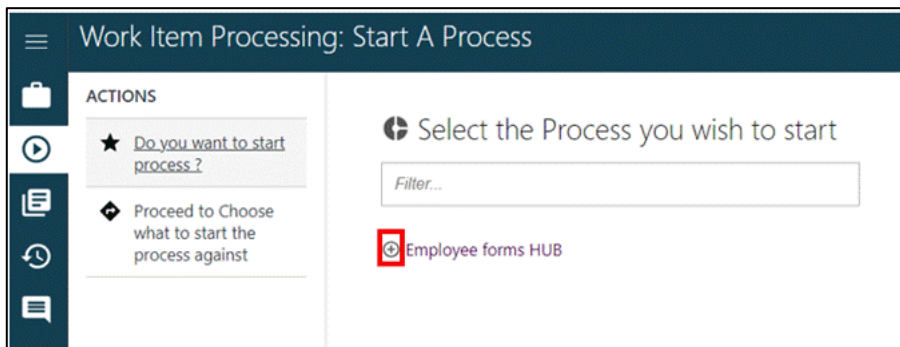



## Employer Retirement Quotes (add-on)

Employers can have access to run their own pension estimates for their employees. This means employers can immediately generate the information on a members' pension entitlements, as well as any associated employer strain charges. If this is something you are interested in, please [email us](#) to enable us to set you up with access and organise some additional training and support.

### Hub Employer Retirement Quote

1. Once you have attended our Estimate training, you will be given additional estimate access. Email [pensions.employer@hants.gov.uk](mailto:pensions.employer@hants.gov.uk) if you require training.
2. Once you have selected 'Start a Process', it will display the following:



3. Click on the  button to the left of 'Employee forms HUB'
4. Click on 'Hub Employer Retirement Quote'

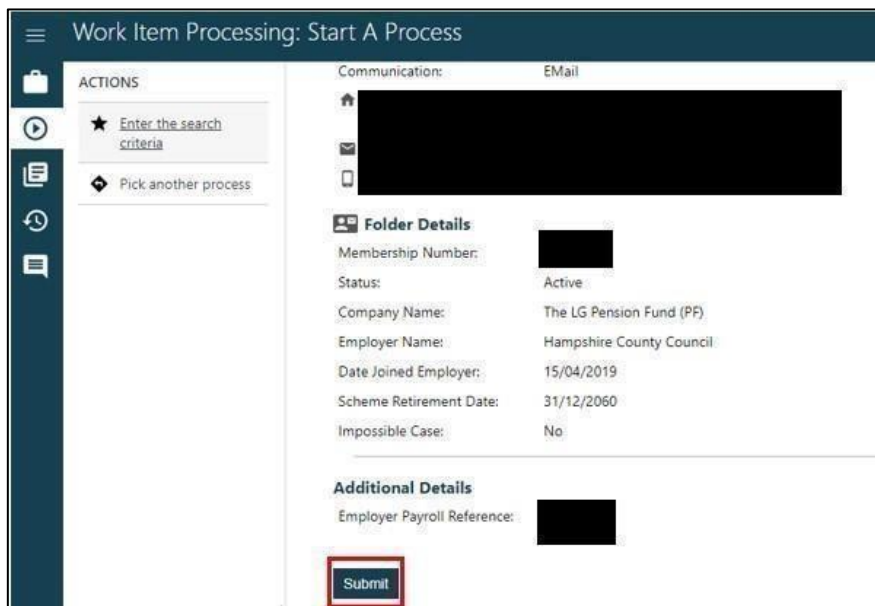


5. It will take you to a screen where you need to choose the member (employee) to start the process against. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:

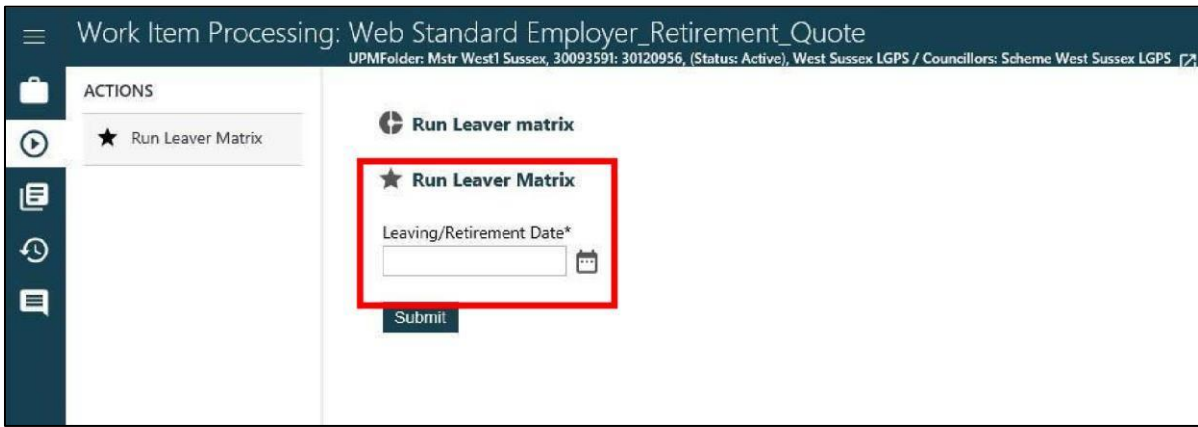


6. When the member's details appear below the search bar, click on the one you would like to set up the process on

7. It will then ask you to review the member's details and click '**Submit**' at the bottom of the page:



8. Input the leaving/retirement date of the member. Use the calendar icon beside the box to select a date and click 'Submit':

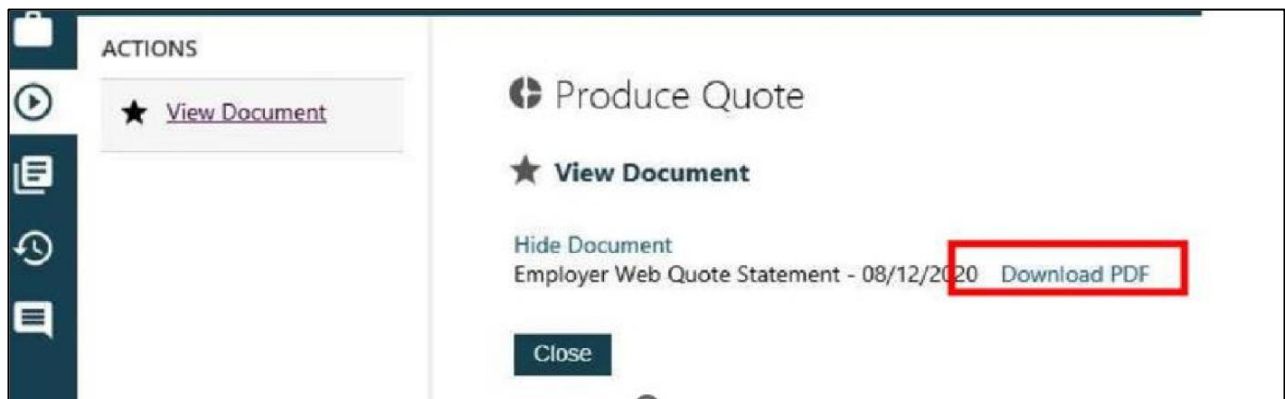
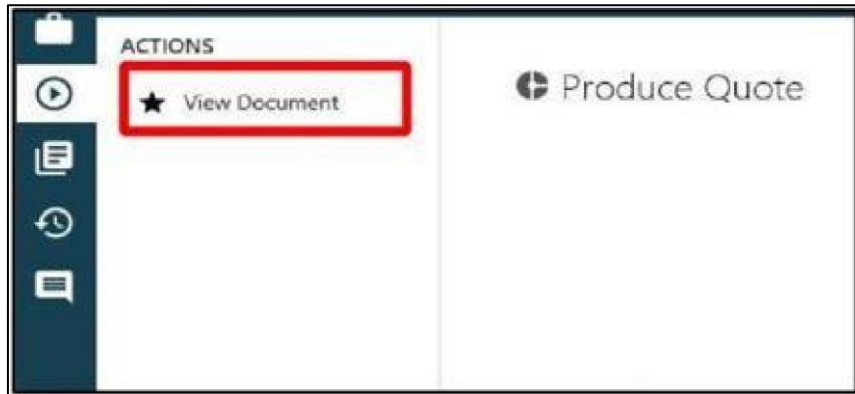


9. It will now start the process. Complete the information on this page and ensure that you complete all the required fields. Then click **'Submit'**.



10. It will then take a few seconds to calculate the retirement estimate. Once completed it will ask you to produce the document for the estimate. Select **"view document"** to view the estimate:

11. Then click “**show document**” and then “**Download PDF**”. You can then save this document



12. Once you have viewed and downloaded the document, press ‘**Close**’ to end the process.

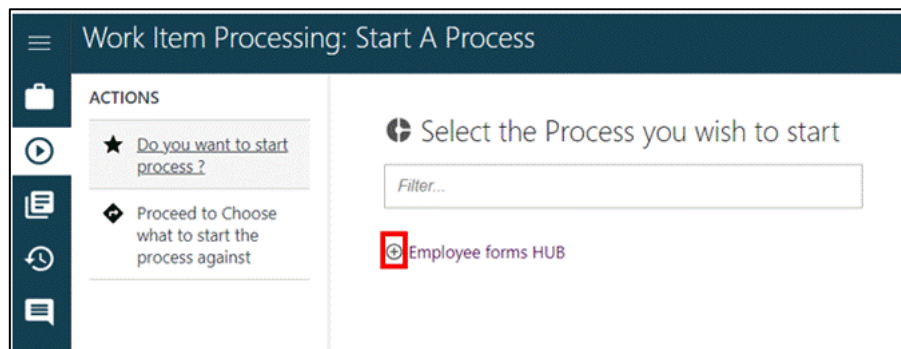
## Hub Upload Document


This feature can be used to upload the following completed paper documents to a member's record:

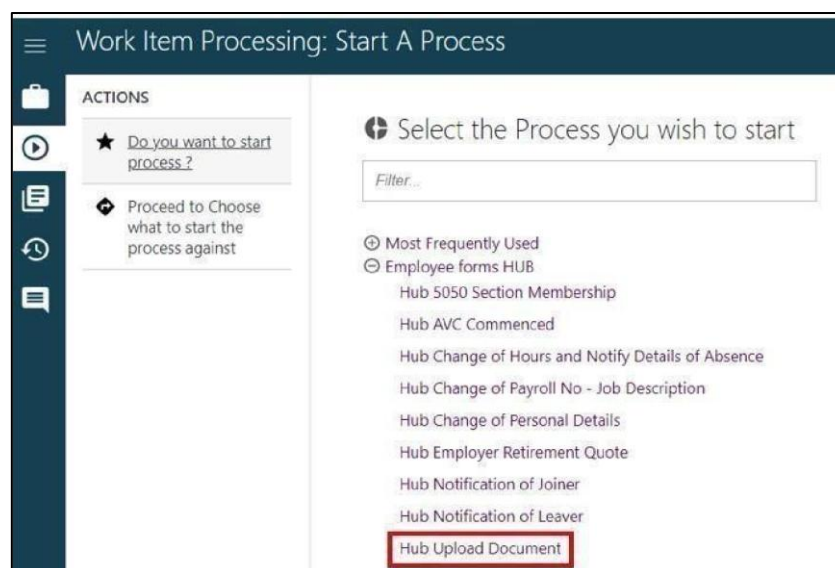
- [Ill Health Certificate](#)
- [Leaver form](#)
- [Employer Initiated Retirement Authorisation \(EIRA\) form](#)
- [Opt out Form](#)
- [Employer Estimate Form](#)
- [CETV Form Financial Planning](#)
- [Divorce Request CETV](#)

### Starting the Upload Document Process

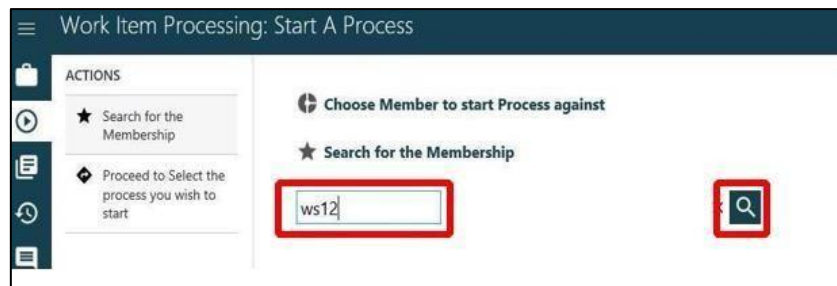
1. Once you have selected 'Start a Process', it will display the following:



2. Click on the  button to the left of 'Employee forms HUB'
3. Click on 'Hub Upload Document':

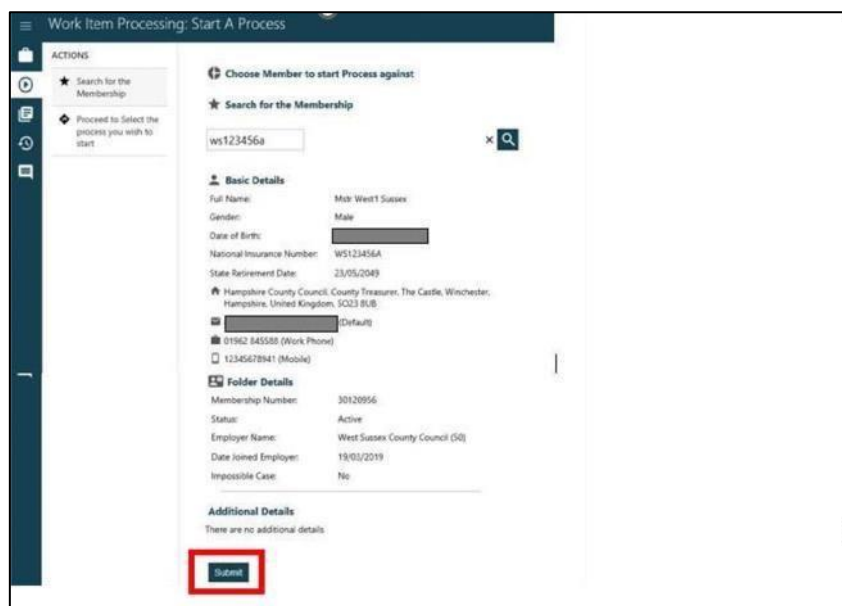


4. It will take you to a screen where you need to choose the member (employee) to upload the document for. Type the full or partial National Insurance Number or the full name of the employee or the pay reference in the search bar and click search:



5. When the member's details appear below the search bar, click on the one you would like to upload the document on.

6. It will then ask you to review the member's details and click 'Submit' at the bottom of the page:



7. From the drop-down list, select which document you would like to upload:

Upload Document

★ View picklist options

Which form would you like to upload?

Please select a form from the list Please select a form from the list is mandatory.

Please Select

Please Select

5050 Section Membership Form

CETV Form Financial Planning

Divorce Request CETV

EIRA

Employer Estimate Form

Ill Health Certificate

Leaver Form

Opt Out Form

8. If you are uploading an ill health certificate or EIRA form, please ensure you have submitted a leaver form separately.
9. Once the form has been uploaded you will receive an email confirmation to the email address associated with your Employer Hub account.

## EIRA form upload

1. Follow the instructions from: [Starting the Upload Document Process](#) to set up the process. Once you have selected EIRA from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select 'Upload EIRA form' on the left-hand side of the screen:

Work Item Processing: Hub Upload Document

UPMFolder: Miss Adele Beston, 10094508: 20072640, (Status: Active), Hampshire LGPS / Councillors: Scher

ACTIONS

★ Upload EIRA Form

Upload EIRA

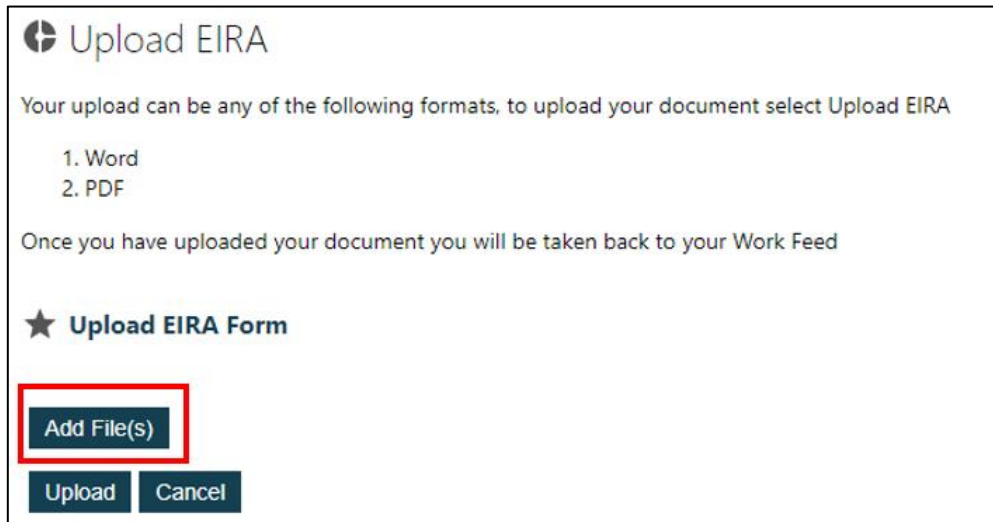
Your upload can be any of the following formats, to upload your document select Upload EIRA

1. Word
2. PDF

Once you have uploaded your document you will be taken back to your Work Feed

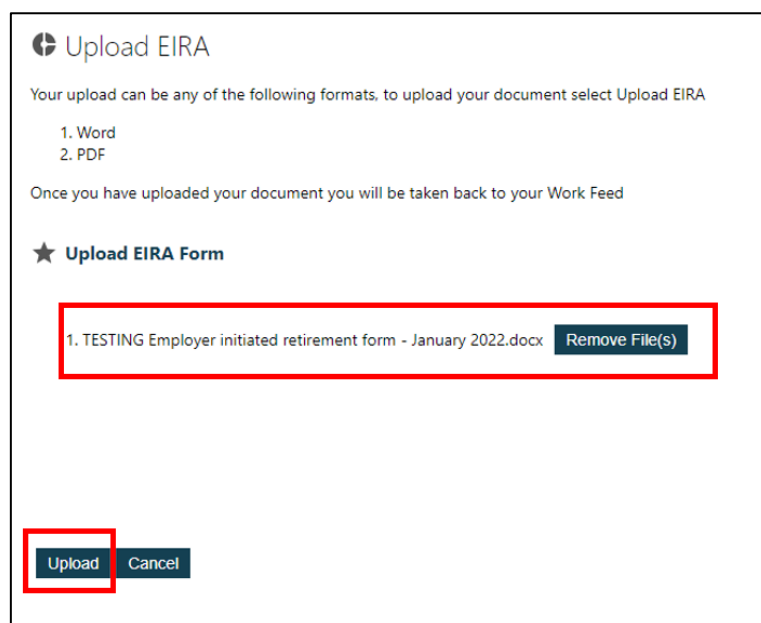
2. The document needs to be saved in either a PDF or Word Document format before uploading

3. Once you select 'Upload EIRA Form', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File':



4. It will then open your own documents menu from your computer. Find the EIRA form document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.

5. Once you have done this, it will show the name of the file on the Hub page, as below. If you are happy this is the correct file, select 'Upload'



6. The document has now been uploaded to the member's record and it will take you back to your Workfeed page.

7. If you would like to view this document once submitted, you can view this by clicking on the member's documents list. Please see: [How to view documents on an employee's pension record](#) for further information on this.

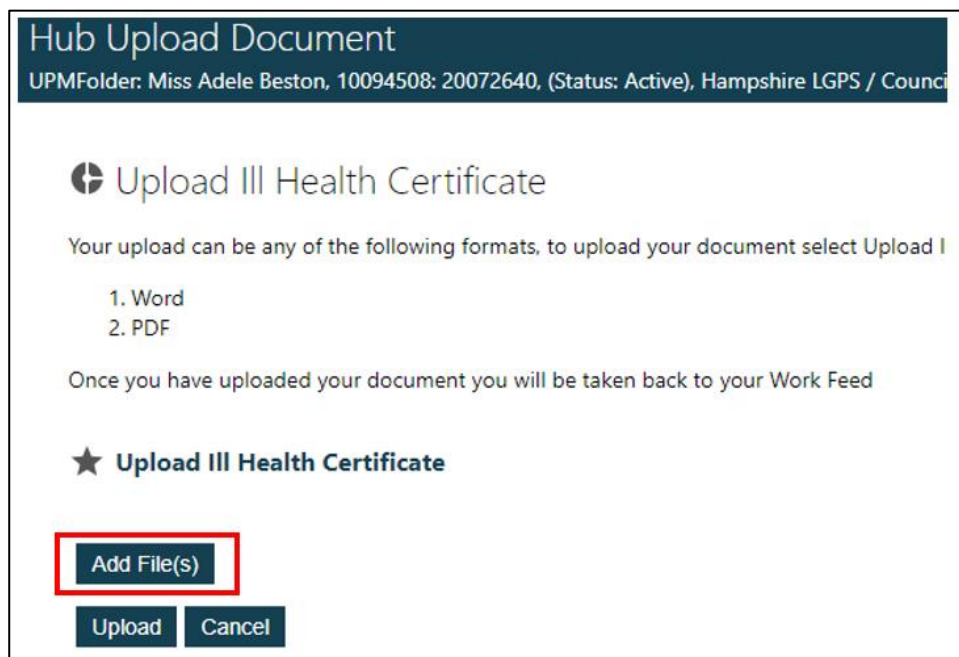
### Ill Health Certificate Form Upload

1. Follow the instructions from: [Starting the Upload Document Process](#) to set up the process. Once you have selected Ill-Health Certificate from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select 'Upload Ill-Health Certificate form' on the left-hand side of the screen:



The document needs to be saved in either a PDF or Word Document format before uploading

2. Once you select 'Upload Ill Health Certificate', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File':



3. It will then open your own documents menu from your computer. Find the Ill Health certificate document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.

4. Once you have done this, it will show the name of the file on the Hub page, as below.

If you are happy this is the correct file, select 'Upload'

Upload Ill Health Certificate

Your upload can be any of the following formats, to upload your document select Upload Ill Health Certificate

1. Word
2. PDF

Once you have uploaded your document you will be taken back to your Work Feed

★ Upload Ill Health Certificate

1. TEST employer-form-ill-health-certificate-current-active-member (1).doc Remove File(s)

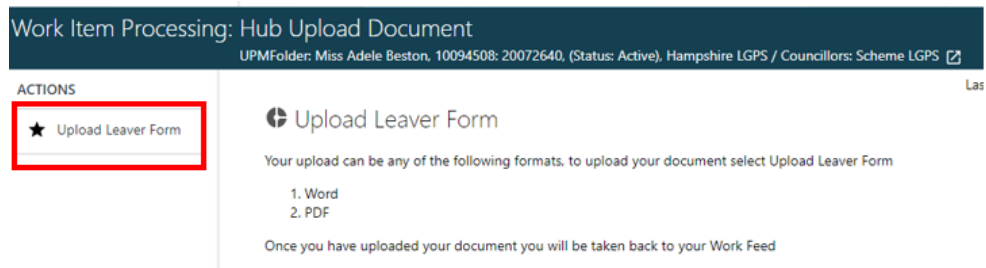
Upload Cancel

5. The document has now been uploaded to the member's record and it will take you back to your Workfeed page. This document will be sent to our retirements team to process an ill health estimate.

6. If you would like to view this document once submitted, you can view this by clicking on the member's documents list. Please see: [How to view documents on an employee's pension record](#) for further information on this.

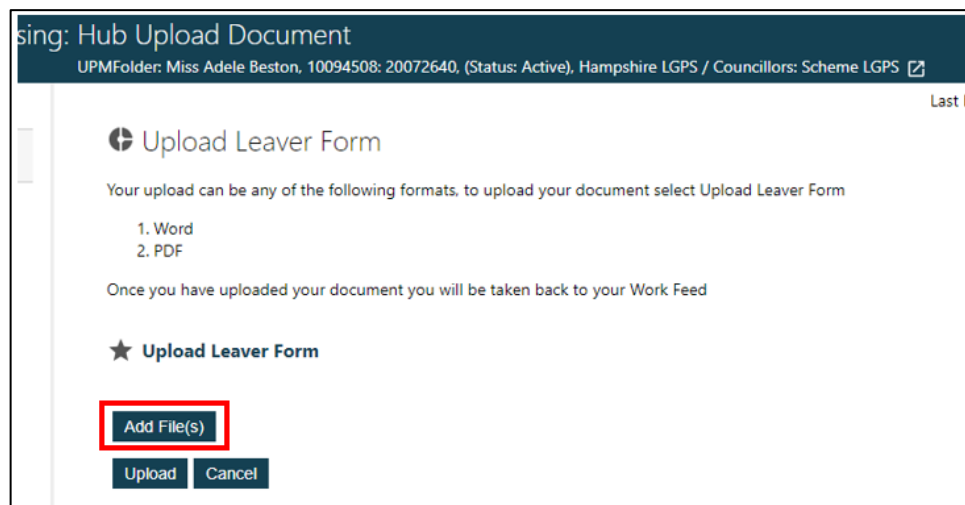
## Leaver Form Upload

1. Follow the instructions from: [Starting the Upload Document Process](#) to set up the process. Once you have selected Leaver Form from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select 'Upload Leaver form' on the left-hand side of the screen:



The document needs to be saved in either a PDF or Word Document format before uploading

2. Once you select 'Upload Leaver Form', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File':



3. It will then open your own documents menu from your computer. Find the Leaver Form document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.
4. Once you have done this, it will show the name of the file on the Hub page, as below. If you are happy this is the correct file, select 'Upload'

5. The document has now been uploaded to the member’s record and it will take you back to your Workfeed page. This document will be sent to our leavers team to process the leaver form.

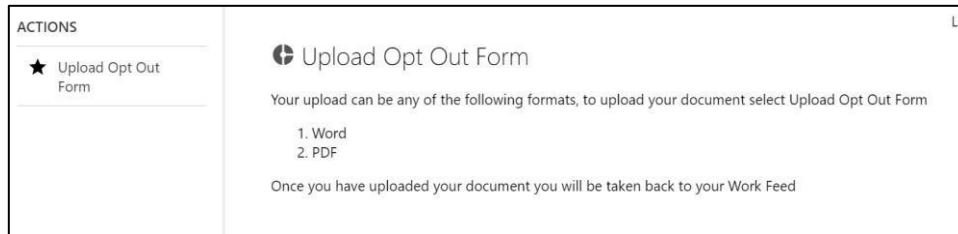
6. If you would like to view this document once submitted, you can view this by clicking on the member’s documents list. Please see: [How to view documents on an employee’s pension record](#) for further information on this.

## Opt-Out Form Upload

1. Follow the instructions from: [Starting the Upload Document Process](#) to set up the process. Once you have selected Opt-Out from the drop-down list and clicked ‘Submit’, it will take you to a new page where you will need to select ‘Upload Opt-Out form’ on the left-hand side of the screen

The document needs to be saved in either a PDF or Word Document format before uploading

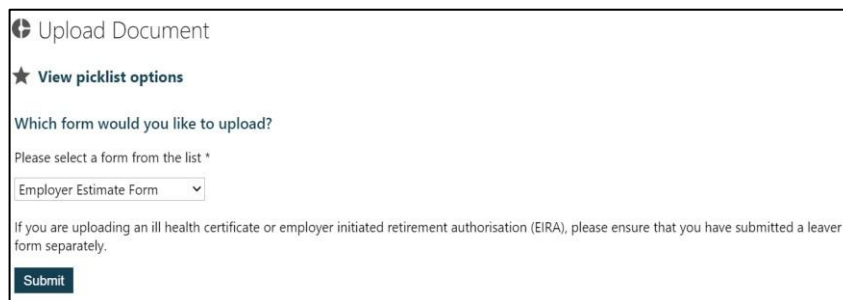
2. It will then open your own documents menu from your computer. Find the Opt-Out Form document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.
3. Once you select 'Upload Opt Out Form', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File'



4. The document has now been uploaded to the member's record and it will take you back to your Workfeed page.
5. If you would like to view this document once submitted, you can view this by clicking on the member's documents list. Please see: [How to view documents on an employee's pension record](#) for further information on this.

## Employer Estimate Form Upload

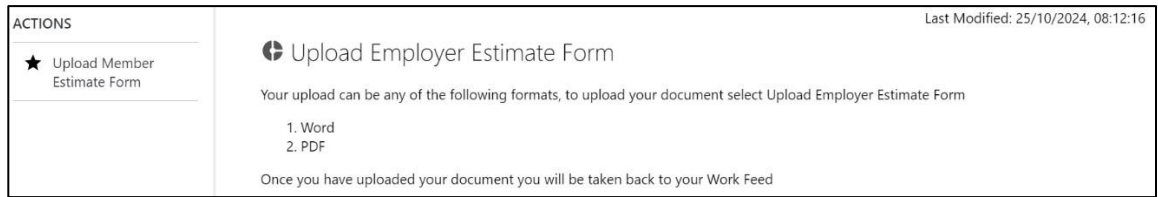
1. Follow the instructions from: [Starting the Upload Document Process](#) to start the process. Once you have selected Employer Estimate form from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select 'Upload Employer Estimate form' on the left- hand side of the screen



The document needs to be saved in either a PDF or Word Document format before uploading.

2. It will then open your own documents menu from your computer. Find the Employer Estimate document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.

3. Once you select 'Upload Employer Estimate form, an 'Add File' option will appear towards the bottom of the screen, click on 'Add File'



ACTIONS

★ Upload Member Estimate Form

Upload Employer Estimate Form

Your upload can be any of the following formats, to upload your document select Upload Employer Estimate Form

1. Word
2. PDF

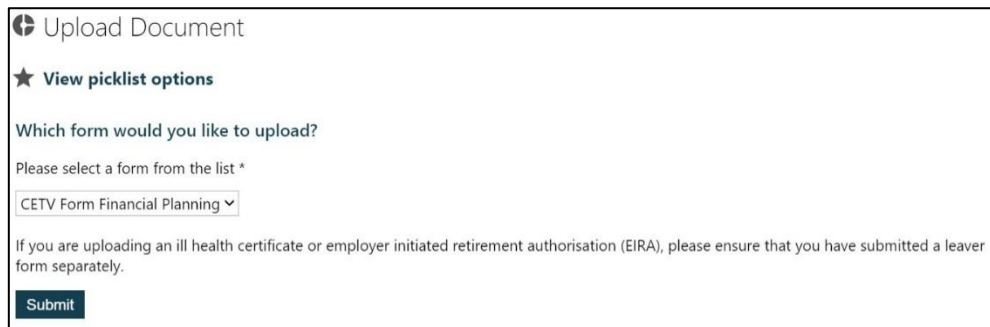
Once you have uploaded your document you will be taken back to your Work Feed

Last Modified: 25/10/2024, 08:12:16

4. The document has now been uploaded to the member's record and it will take you back to your Workfeed page.
5. **The Employer Estimate form cannot be viewed on the member's documents list.**

## CETV Form Financial Planning

1. Follow the instructions from: [Starting the Upload Document Process](#) to start the process. Once you have selected CETV Form Financial Planning form from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select 'CETV Form Financial Planning' on the left- hand side of the screen:



Upload Document

★ View picklist options

Which form would you like to upload?

Please select a form from the list \*


CETV Form Financial Planning

If you are uploading an ill health certificate or employer initiated retirement authorisation (EIRA), please ensure that you have submitted a leaver form separately.

Submit

The document needs to be saved in either a PDF or Word Document format before uploading.

2. It will then open your own documents menu from your computer. Find the CETV Form Financial Planning document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.

|   |  |
|---|--|
| <p>ACTIONS</p> <ul style="list-style-type: none"> <li>★ Upload CETV Form Financial Planning</li> </ul>  | <p>Last Modified: 18/11/2024, 09:20:45</p> |
| <p> Upload CETV Form Financial planning</p> <p>Your upload can be any of the following formats, to upload your document select Upload CETV Form - Financial Planning Form - we will provide an estimate of current benefits and a cash equivalent value only, members cannot transfer out of the LGPS whilst contributing to the scheme</p> <p>1. Word<br/>2. PDF</p> <p>Once you have uploaded your document you will be taken back to your Work Feed</p> |  |


3. Once you select 'Upload CETV Form Financial Planning', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File'

4. The document has now been uploaded to the member's record and it will take you back to your Workfeed page.

## Divorce Request CETV


1. Follow the instructions from: [Starting the Upload Document Process](#) to start the process. Once you have selected Divorce Request CETV form from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select

2. 'Upload Divorce Request CETV' form on the left- hand side of the screen

|   |  |
|---|--|
| <p>ACTIONS</p> <ul style="list-style-type: none"> <li>★ Upload Divorce Request Form CETV</li> </ul>   | <p>Last Modified: 18/11/2024, 09:21:49</p> |
| <p> Upload Document</p> <p>★ View picklist options</p> <p>Which form would you like to upload?</p> <p>Please select a form from the list *</p> <p>Divorce Request CETV</p> <p>If you are uploading an ill health certificate or employer initiated retirement authorisation (EIRA), please ensure that you have submitted a leaver form separately.</p> <p><input type="button" value="Submit"/></p> |  |

The document needs to be saved in either a PDF or Word Document format before uploading.

3. It will then open your own documents menu from your computer. Find the Divorce Request CETV document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.

|  |  |
|--|--|
| <p>ACTIONS</p> <ul style="list-style-type: none"> <li>★ Upload Divorce Request Form CETV</li> </ul>  | <p>Last Modified: 18/11/2024, 09:21:49</p> |
| <p> Upload Divorce Request Form CETV</p> <p>Your upload can be any of the following formats, to upload your document select Upload Divorce Request Form CETV - we will provide information in our standard format together with a schedule of charges that apply for work carried out in relation to divorce and pension sharing</p> <p>1. Word<br/>2. PDF</p> <p>Once you have uploaded your document you will be taken back to your Work Feed</p> |  |

4. Once you select 'Divorce Request CETV form', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File'

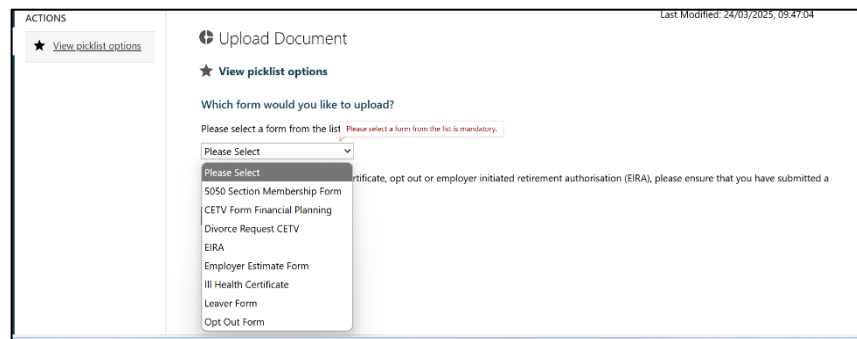
5. The document has now been uploaded to the member's record and it will take you back to your Workfeed page.

## 5050 Section Membership Form

### Please note

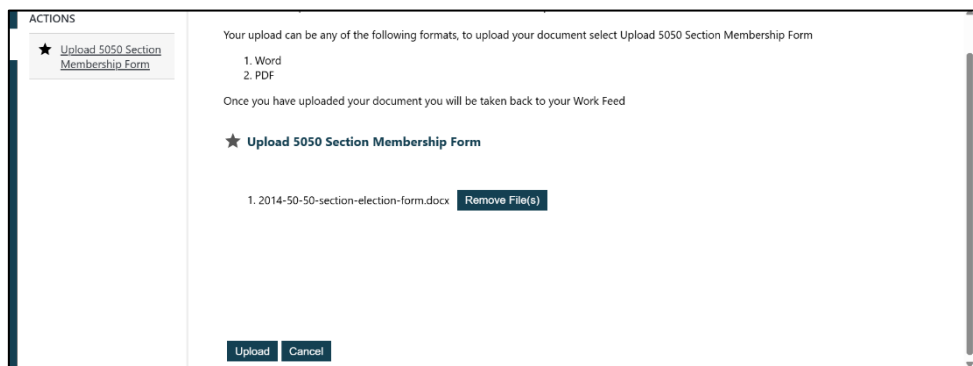
If you have a 5050 Section Election Form from the Member you do not need to complete the HUB 5050 Section Membership process as well

1. Follow the instructions from: Starting the Upload Document Process to start the process. Once you have selected 5050 Section Membership form from the drop-down list and clicked 'Submit', it will take you to a new page where you will need to select Upload 5050 Section Membership form on the left- hand side of the screen



The document needs to be saved in either a PDF or Word Document format before uploading.

2. It will then open your own documents menu from your computer. Find the 5050 Section Membership document you have completed and saved and either double click into it or click 'Open' on your documents menu to upload it.



3. Once you select '5050 Section Membership form', an 'Add File' option will appear towards the bottom of the screen, click on 'Add File'

4. The document has now been uploaded to the member's record and it will take you back to your Workfeed page.

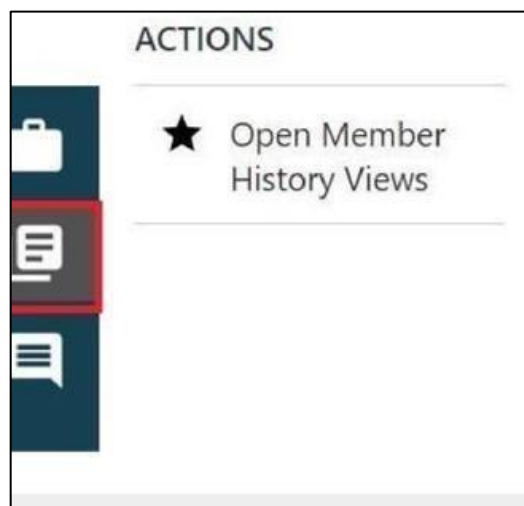
## How to view documents on an employee's pension record

You can use these instructions to view a process you have submitted on the Hub. You can also see documents we have produced for the employee (e.g., Annual Benefit Statements) and documents submitted by the employee or employer (e.g., Leaver form, Starter form, change of personal details etc.)

1. Search for the employee using the search bar along the top of your Dashboard page. You can search using the National Insurance Number, surname, pay reference or folder reference number (if known):



2. On the left-hand side of the screen, you can then click on the icon with 2 pages, which will show the member's documents:

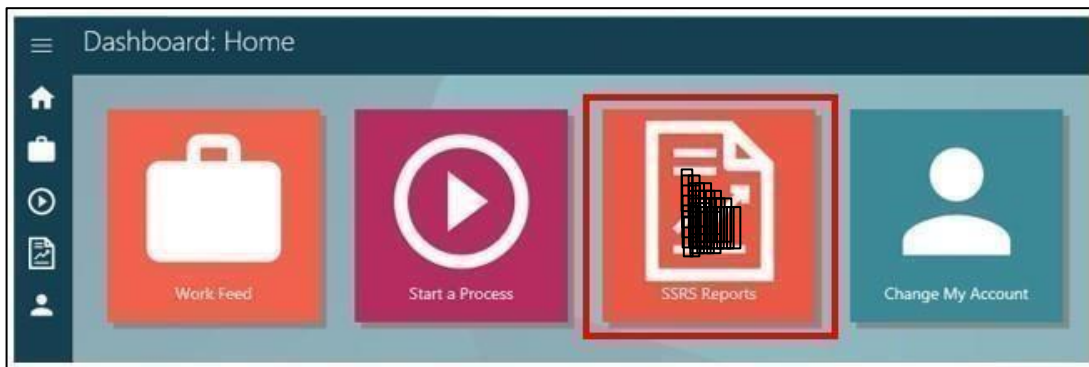


3. The list then appears which shows the documents on the member's record, including any processes you have submitted. You can then click in here and view all your inputs. If a document shows in here, you can be sure it has come through to our system.

4. The only document you cannot view immediately is a starter form. This is because the pension record has not been created yet for a document to assign to. However, once the record has been created, you will be able to view the submission in the same way as above.

## How to run Employer Reports

1. On your Dashboard, click on the 'SSRS Reports' icon:



2. There are several reports you can run:

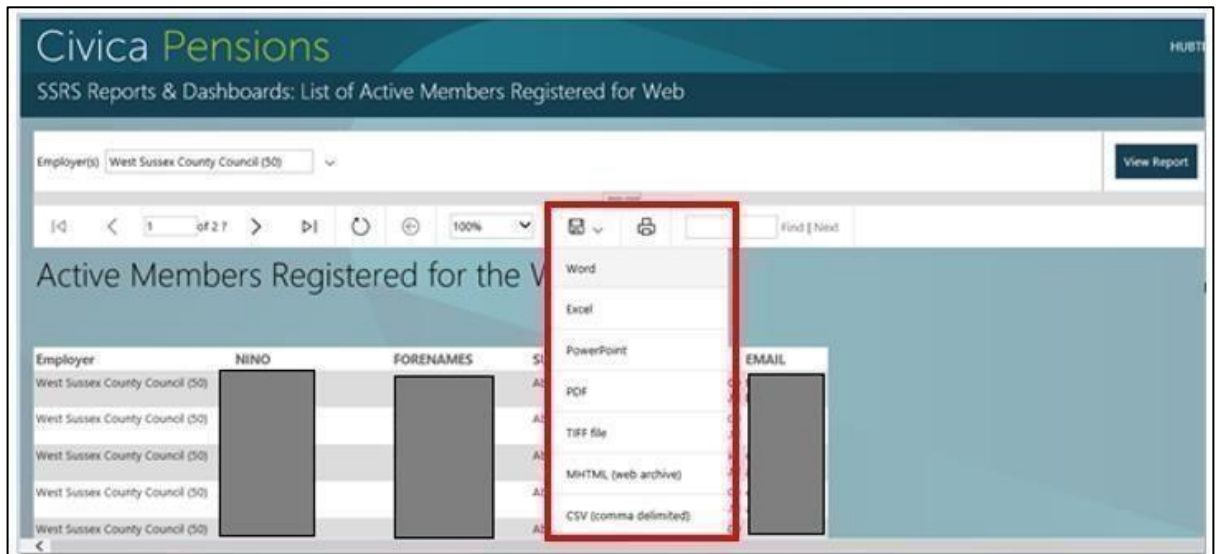
- **List of Active Members Not Registered for Web** – A list of your employees who have not registered for the Member Portal
- **List of Active Members Registered for Web** – A list of your employees who have registered for the Member Portal
- **List of Members by Employer** – A list of your employees with the option to choose different types of pension folder statuses:

|                       |                      |
|-----------------------|----------------------|
| Active                | No Retained Benefits |
| Beneficiary Pensioner | Non Member           |
| Deferred              | Pensioner            |
| Deferred Ex Spouse    | Pensioner Ex Spouse  |
| Full Refund           | Preserved Refund     |
| No Liability          | Transfer Out         |

- **List of Members missing Death Grant Expression of Wish** – A list of your employees who have not completed their death grant expression of wish nomination.

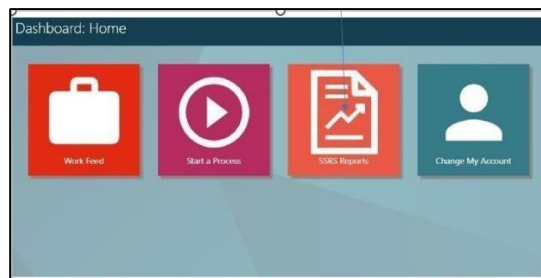


3. Select the report you require by clicking on the corresponding tile. Make your selections in the report (for example, choose an employer or a folder status), and click on the 'View Report' button to generate your report.
4. You can then export the report from the Hub to multiple file types and save a copy if you wish. You can also print the report from the Hub:



## How to run your active membership report.

1. From the Employer Hub Dashboard, click on the 'SSRS Reports' tile



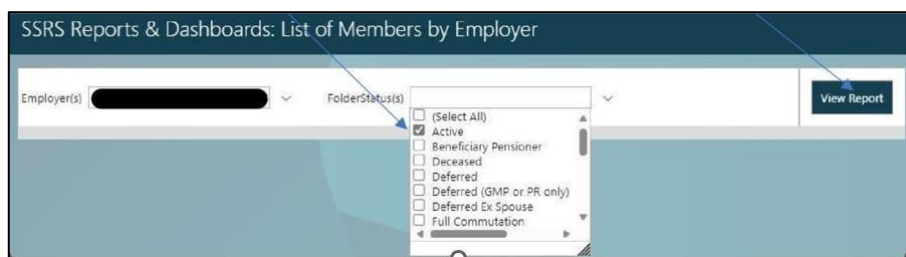
2. Click on the list of members by employer tile:



3. If you support more than one employer, choose the required employer or group of employers to run the report for:



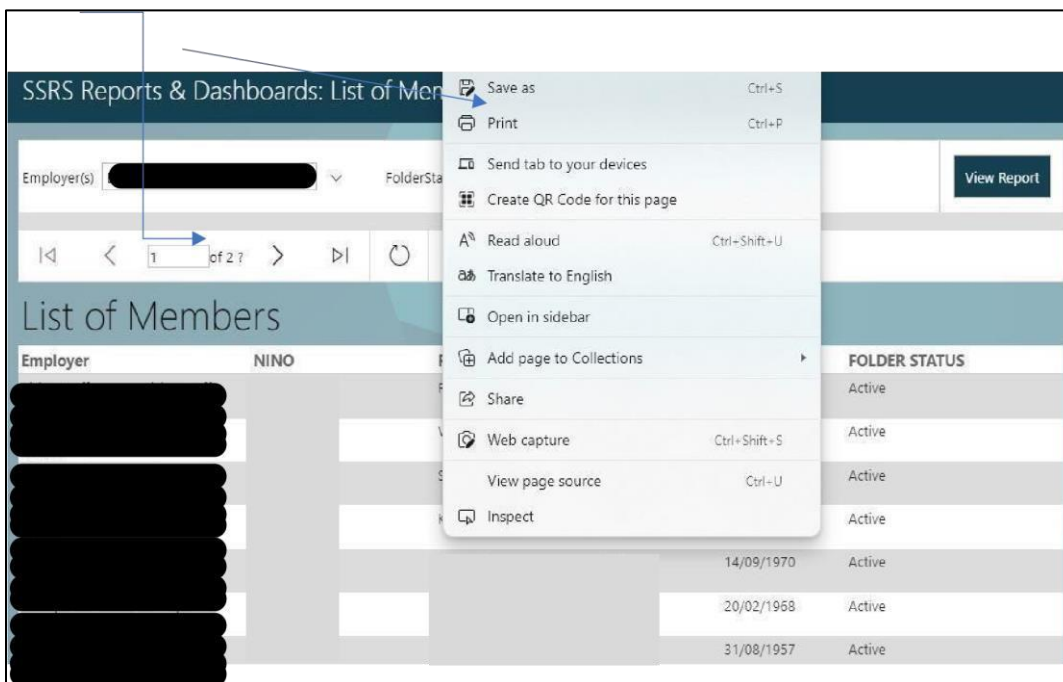
4. Under the folder status option tick active then click on the view report button:



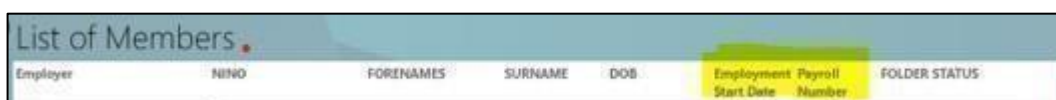
5. Under the folder status option tick active then click on the view report button:



6. The report will display. Please note there may be more than one visible page of data. Use the left and right arrows to move between pages. 'Right click' anywhere on the data to show the 'pop up menu' to print the data or save as an Excel workbook:



7. The List of Members by Employer reports now include the Employment Start Date and the Payroll Reference as below:



## Trouble Shooting:

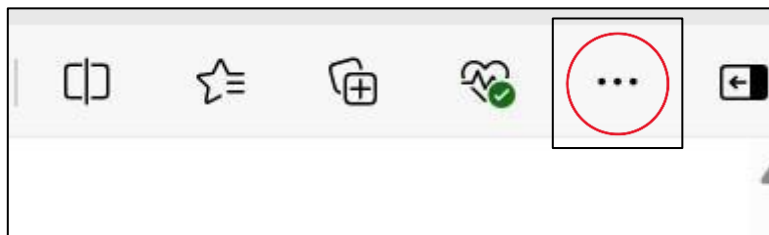
1. Clicking on the Forgotten details link, however immediately taken back to the Employer HUB home page.

Normally taking the following action in your browser will resolve this:

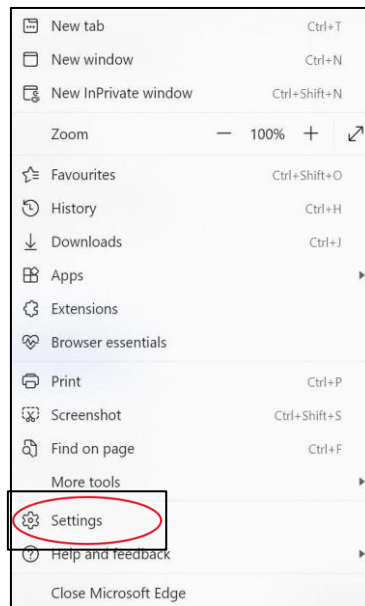
- Clear all browser history and cookies/cached files – please choose “All Time” in the options, rather than the common default “Last Hour” (please see guidance below on how to do this)
- Close all browser windows
- Reload the browser window
- Go back onto the Employer Hub Homepage
- For good measure, please do a hard-refresh when you are on the Employer HUB homepage – hold CTRL key and press F5 key

### How to clear cache and cookies

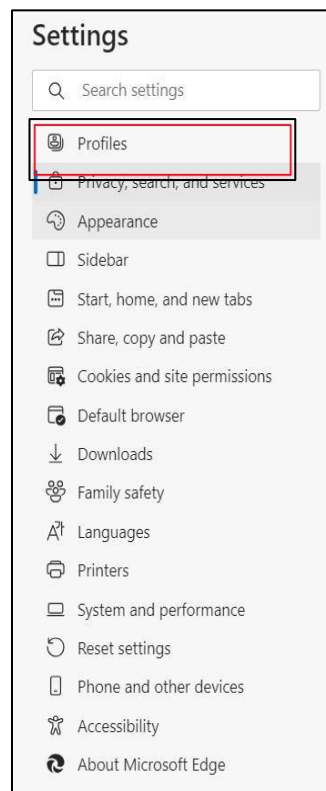
1. When in Microsoft Edge, go to Settings > Privacy > Clear browsing data
2. You can find Settings by clicking on the three dots in the top-right corner of the tab.



3. This takes you to the following menu. Click on **Settings**.



4. This takes you to the following menu. Click on **Privacy search and services**.



5. Scroll down until you find the following option.

## Clear browsing data for Internet Explorer

This includes history, passwords, cookies and more. Chosen data for Internet Explorer and Internet Explorer mode will be deleted.

Clear browsing data now

Choose what to clear

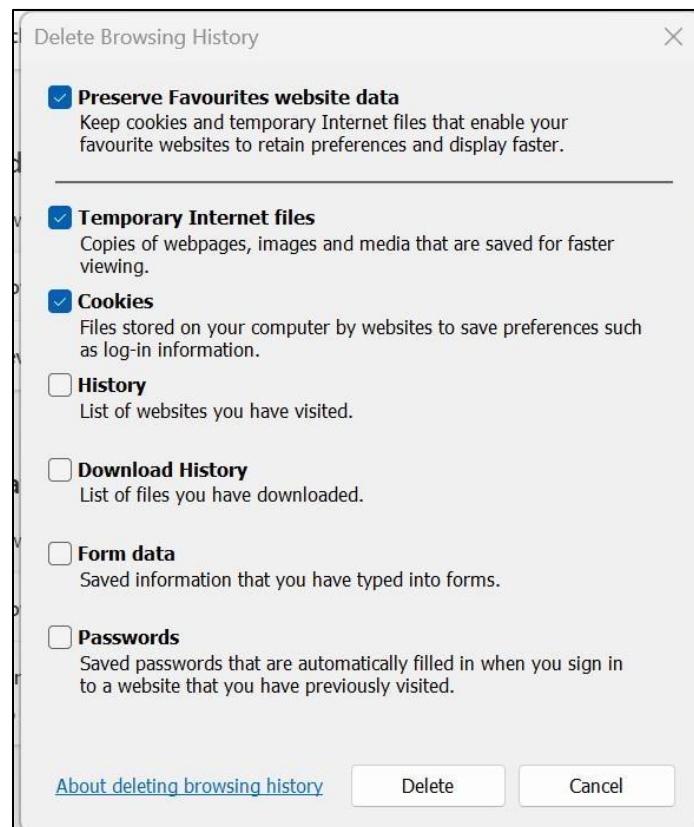
Clear chosen data for Internet Explorer and Internet Explorer mode every time you exit Microsoft Edge



To choose what to clear, go to the [delete browsing history](#) menu

6. Click on Choose what to clear.

7. You then get the following menu, where you can select what you would like deleted.



8. Click on **Delete**.

## Contact Us

Support is available Monday to Thursday 8.30am to  
5pm

Friday 8.30am to 4pm



Telephone: [01962 845588](tel:01962845588)



Email: [pensions.employer@hants.gov.uk](mailto:pensions.employer@hants.gov.uk)