

Dear Employer/Payroll provider

If you use an external payroll provider, please ensure this email is forwarded on to them.

This email is to let you know of some important changes we are imminently making to both our Member Portal and Employer Hub. Following feedback from members and to increase security, we are changing the way that both members and employers log on to our online services.

Although the current way of logging on is very secure, the new logon process adds another layer of security which makes it much less likely of someone being able to guess logon details and access accounts.

The changes are being implemented on Thursday 16th December 2021.

There will be no downtime for these changes to be made, however during this day you may see things have changed.

Employer Hub – What is changing?

When you login to the Employer Hub, employers currently need to sign in using their username, password and answer to their security question, which was selected when their account was first set up.

Once the changes are implemented, you will need to enter your username and password, a one-time passcode will then be generated and emailed to your registered email address. You will then be able to use this one-time passcode to complete your login. One-time passcodes are valid for 30 minutes. For many this will be a familiar process to logging into many other government online accounts or simply your own bank.

There are no changes to the forgotten user details process on the Employer Hub, where to be reminded of either your username or password, you will need to still answer your security question.

If you do have any issues in signing into the Employer Hub, please email pensions.employer@hants.gov.uk

Member Portal – What is changing?

Like the Employer login, currently members need a username and password to log on. They would then be asked to answer a security question that they selected when they first registered for the Portal.

With One-time passcode, members still need to enter their username and password, but instead of a security question, we will email out a one-time code to input. This means members will have less information to remember each time they log onto the Portal and less chance of being locked out of their account.

At the same time, we are updating the process for resetting a members username or password through forgotten user details, where a one-time code will also be provided, as opposed to the requirement to answer the security question.

One-time codes are sent to the members registered email address, therefore it is important that a member does update their account to a personal email address wherever possible to ensure when they leave their employment, they do not need to contact us to access their account. ***We would also like to remind employers, that when providing us with a leaver form, a personal email address should be provided.***

If members do have any problems in logging into their account they should contact us by emailing pensions@hants.gov.uk or call us on 01962 845588.

We hope that these changes will improve both Members and Employers experience of using our online services.

Kind regards

Employer Services

Hampshire Pension Services

E-mail: pensions@hants.gov.uk **Web:** www.hants.gov.uk/pensions

Hampshire Pension Services, The Castle, Winchester, SO23 8UB

How are we doing? Click [here](#) to let us know.

Have you registered to view your pension details on our Member Portal?

