

# Member Self Service User Guide



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## 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](http://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.

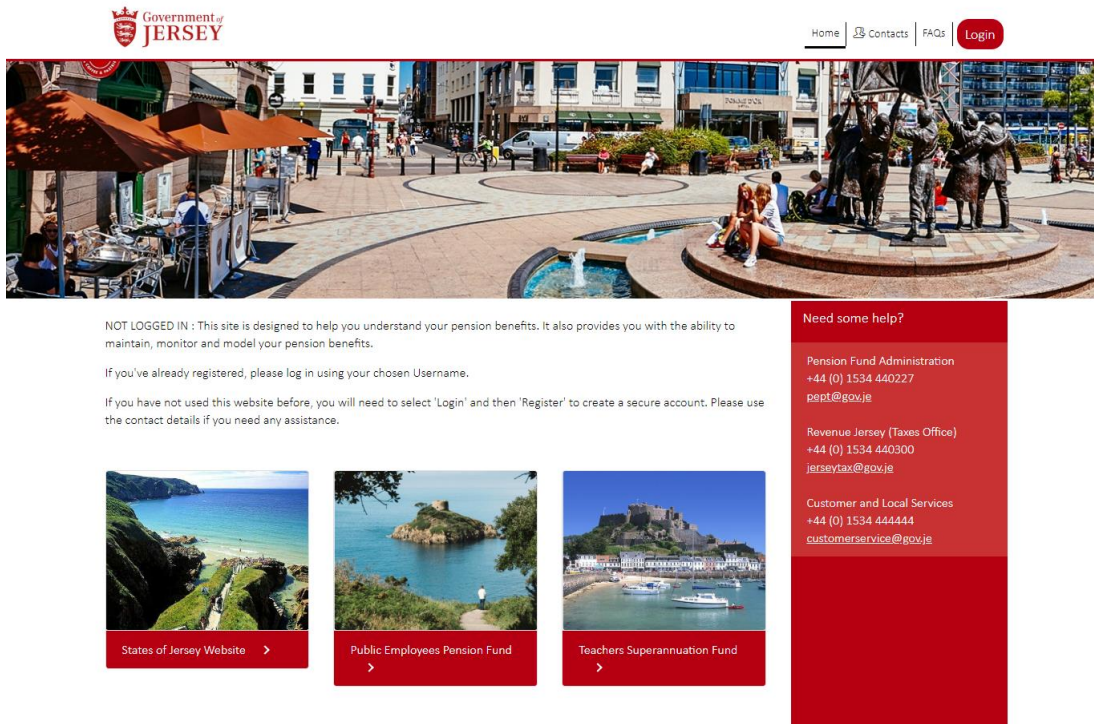
## Benefits are not guaranteed

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.



Government of JERSEY

Home | [Contacts](#) | [FAQs](#) | [Login](#)

NOT LOGGED IN : This site is designed to help you understand your pension benefits. It also provides you with the ability to maintain, monitor and model your pension benefits.

If you've already registered, please log in using your chosen Username.

If you have not used this website before, you will need to select 'Login' and then 'Register' to create a secure account. Please use the contact details if you need any assistance.

Need some help?

Pension Fund Administration  
+44 (0) 1534 440227  
[pept@gov.je](mailto:pept@gov.je)

Revenue Jersey (Taxes Office)  
+44 (0) 1534 440300  
[jerseytax@gov.je](mailto:jerseytax@gov.je)

Customer and Local Services  
+44 (0) 1534 444444  
[customerservice@gov.je](mailto:customerservice@gov.je)

States of Jersey Website >

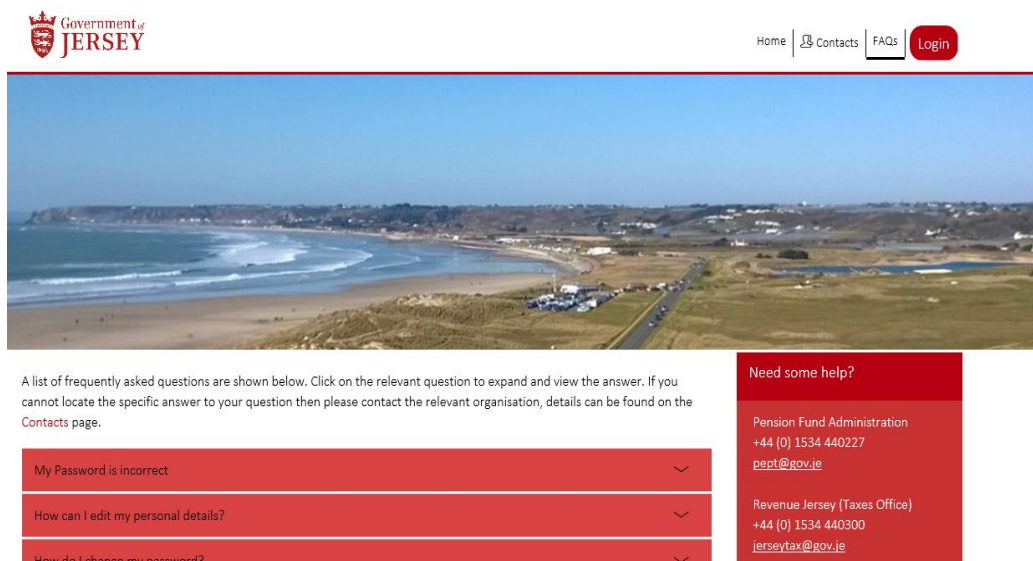
Public Employees Pension Fund >

Teachers Superannuation Fund >

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.



Government of JERSEY

Home | [Contacts](#) | [FAQs](#) | [Login](#)

A list of frequently asked questions are shown below. Click on the relevant question to expand and view the answer. If you cannot locate the specific answer to your question then please contact the relevant organisation, details can be found on the [Contacts](#) page.

My Password is incorrect >

How can I edit my personal details? >

How do I change my password? >

Need some help?

Pension Fund Administration  
+44 (0) 1534 440227  
[pept@gov.je](mailto:pept@gov.je)

Revenue Jersey (Taxes Office)  
+44 (0) 1534 440300  
[jerseytax@gov.je](mailto:jerseytax@gov.je)

## 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.



[Home](#) | [Contacts](#) | [FAQs](#) | **Login**

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

**Login**

**Username**

**Password**

[Forgotten Password?](#)  
[Forgotten Username?](#)

**Continue**

**New User Registration**

If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.

**Register**

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.

1

2

3

IDENTIFY

VERIFY

CREATE

**Step 1 - Identify your registration** **i**


Please provide the following identification codes supplied by your Pensions Administration team.

**Registration Code**


**Personal Identification Code**

**Continue** **Exit**

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



IDENTIFY      **2**      3  
VERIFY           CREATE

**Step 2 - Verify your details** 

Please provide the following personal details.

**Date of Birth**  
01/01/1970

**Social Security Number**  
AA123456A


**Member Number**  
2969

[Continue](#)   [Exit](#)


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.




IDENTIFY      **2**      **3**  
VERIFY           CREATE

**Step 3 - Create your new account** 

Please create your own username and password.

**Username**   
HelenTest1

**Password**   
Your new password must meet the following requirements: Your password must be at least 8 characters long and contain at least one upper case letter, one lower case letter and one number  
\*\*\*\*\*

**Confirm Password**  
\*\*\*\*\*

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.



no-reply@pept.gov.je

To: I

 Follow up. Start by 13 November 2020. Due by 13 November 2020. Reply Reply All Forward

Fri 06/11/2020 12:17

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%2F%2Fclick%3Fupn%3DSjJONzTEiiQsRHE5LcrYehFa14rc-2Fwg6ow1XC84-2FVFWZMQPb1yrF1UxOxbDsEi7e18QjN2SAImU2yLjBxiSTKaC-2FpgKdU7L9R2m4ibnyMUDhgSuAaCHdngJEFecIST6hCKW0iCxoUiiU5y2mQOTH2rCXn4EsX0S1A5JggqWkKydlnas3ce3M6W837XM1ehKCI9NuHf4iFX7B0Q0NYlDKm6r3O-2BkdjYRnYkoELV2ysMQUTgavd72-2Fp86KXhvPx34CnIEM\\_wgsuM8qul4rn2HnRDz8NSEL776Tt-2FR-2BCiq35sPaste4a8LX1lDdzSYKbLFTn-2BgFulrW2KAggQQBcG1rW4tjqKbc-2FQvRTX-2F15FyNXzmi4Y0FRm200UJKtTKjshY5C61GrNVhLi3GUIDM3Jwl5ctRWZclTOfhN4bBzz1rXte91Vf1M-2BKQxbNE7g9se8hdXfHGJCUmxyb-2FOnXn26fxv3j1kNN7wD66EqN4xxaPSJZZq9lY-3D&data=04%7C01%7C%7Cbe629a1ada45492663a808d8824de46c%7C2b5615117ddf495c8164f56ae776c54a%7C0%7C0%7C637402618610602622%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAILCjQljoiv2luMzliLjB1I6k1haWwILCjXVCi6Mn0%3D%7C2000&data=KV0P4Ko8dAya4uka0aVUac%2FdqsvlXbropVDt6f5CDY0%3D&reserved=0](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fu9689145.ct.sendgrid.net%2F%2Fclick%3Fupn%3DSjJONzTEiiQsRHE5LcrYehFa14rc-2Fwg6ow1XC84-2FVFWZMQPb1yrF1UxOxbDsEi7e18QjN2SAImU2yLjBxiSTKaC-2FpgKdU7L9R2m4ibnyMUDhgSuAaCHdngJEFecIST6hCKW0iCxoUiiU5y2mQOTH2rCXn4EsX0S1A5JggqWkKydlnas3ce3M6W837XM1ehKCI9NuHf4iFX7B0Q0NYlDKm6r3O-2BkdjYRnYkoELV2ysMQUTgavd72-2Fp86KXhvPx34CnIEM_wgsuM8qul4rn2HnRDz8NSEL776Tt-2FR-2BCiq35sPaste4a8LX1lDdzSYKbLFTn-2BgFulrW2KAggQQBcG1rW4tjqKbc-2FQvRTX-2F15FyNXzmi4Y0FRm200UJKtTKjshY5C61GrNVhLi3GUIDM3Jwl5ctRWZclTOfhN4bBzz1rXte91Vf1M-2BKQxbNE7g9se8hdXfHGJCUmxyb-2FOnXn26fxv3j1kNN7wD66EqN4xxaPSJZZq9lY-3D&data=04%7C01%7C%7Cbe629a1ada45492663a808d8824de46c%7C2b5615117ddf495c8164f56ae776c54a%7C0%7C0%7C637402618610602622%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAILCjQljoiv2luMzliLjB1I6k1haWwILCjXVCi6Mn0%3D%7C2000&data=KV0P4Ko8dAya4uka0aVUac%2FdqsvlXbropVDt6f5CDY0%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




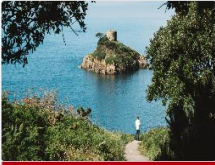

[Home](#)
[Contacts](#)
[FAQs](#)
[Login](#)



NOT LOGGED IN : This site is designed to help you understand your pension benefits. It also provides you with the ability to maintain, monitor and model your pension benefits.

If you've already registered, please log in using your chosen Username.

If you have not used this website before, you will need to select 'Login' and then 'Register' to create a secure account. Please use the contact details if you need any assistance.

Need some help?

Pension Fund Administration  
+44 (0) 1534 440227  
[pept@gov.je](mailto:pept@gov.je)

Revenue Jersey (Taxes Office)  
+44 (0) 1534 440300  
[jerseytax@gov.je](mailto:jerseytax@gov.je)

Customer and Local Services  
+44 (0) 1534 444444  
[customerservice@gov.je](mailto:customerservice@gov.je)

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

### Login

**Username**

**Password**

[Forgotten Password?](#)
[Forgotten Username?](#)

[Continue](#)

### New User Registration


If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.


[Register](#)

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.



Dashboard | Your Details | Benefit Quotations | Your Documents | More 


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



Select Membership <span>X</span>		
Joined	Scheme	Status
14/05/2001	PECRS New (1989) Regs	Active
19/07/1999	PECRS New (1989) Regs	Pensioner

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



Dashboard | Your Details | Benefit Quotations | Your Documents | More 

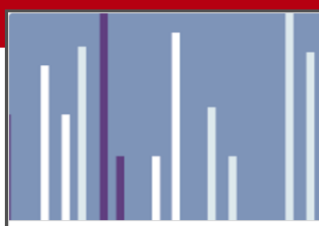

**Your Benefit Summary**


Your Information


Member Number  
12968

Scheme  
PECRS New (1989) Regs

Date Joined  
14 May 2001



Contact Details >



More Personal Details >

Current Address

Last Updated:  
28 June 2019

ADLIN1  
ADLIN2  
ADLIN3  
ADLIN4  
ADLIN5  
RH10 1UH

Messages

No messages

New Documents

No new documents

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:




[Dashboard](#)
[Your Details](#)
[Benefit Quotations](#)
[Your Documents](#)
[More](#)






### Your Details



#### Your personal details


Member Number:	12968	Pensionable Service Commencement Date:	14 / 5 / 2001
Surname:	SURNAME	Normal Retirement Date:	23 / 1 / 2019
Forename:	FORENAMEONE	Salary: (Hold to show)	Hidden
First Middle Name:	FORENAMETWO	Completed Nomination Form?:	Yes
Second Middle Name:	FORENAMETHREE	Do we hold details of retained benefits?:	No
Payroll number:	44290	Current Status	Active
Date of Birth:	23 / 1 / 1954		
Date Joined Company:	14 / 5 / 2001		
Date Joined Scheme:	14 / 5 / 2001		

#### Your contact details



##### Address

ADLIN1  
ADLIN2  
ADLIN3  
ADLIN4  
ADLIN5  
RH10 1UH



##### Telephone 1


No information available

##### Telephone 2

No information available

##### Telephone 3

No information available



##### Email address 1

No information available

#### Your service details

Start Date	End Date	Scheme	Scheme Category
1 / 7 / 2002	current	PECRS New (1989) Regs	New Member Regs - Non Uniformed
14 / 5 / 2001	30 / 6 / 2002	PECRS New (1989) Regs	New Member Regs - Non Uniformed

#### Your part time hours details

Start Date	End Date	Full time hours	Part time hours
1 / 8 / 2005	current	37	37
14 / 5 / 2001	31 / 7 / 2005	37	19.5

If you notice any information is incorrect please visit [one.gov.je](http://one.gov.je) to update your details.

## Benefit Quotations

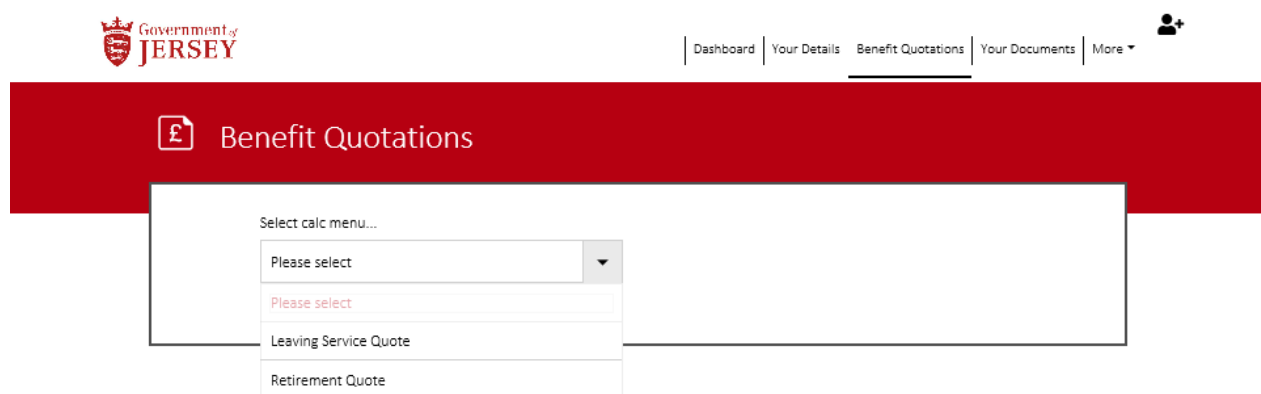
If you are a member of the **Jersey Teachers Superannuation Fund (JTSF)** or the **Final Salary Scheme of the Public Employees Pension Fund** you have the facility to run a leaving service quote or retirement quote on Your Pension Self Service.

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

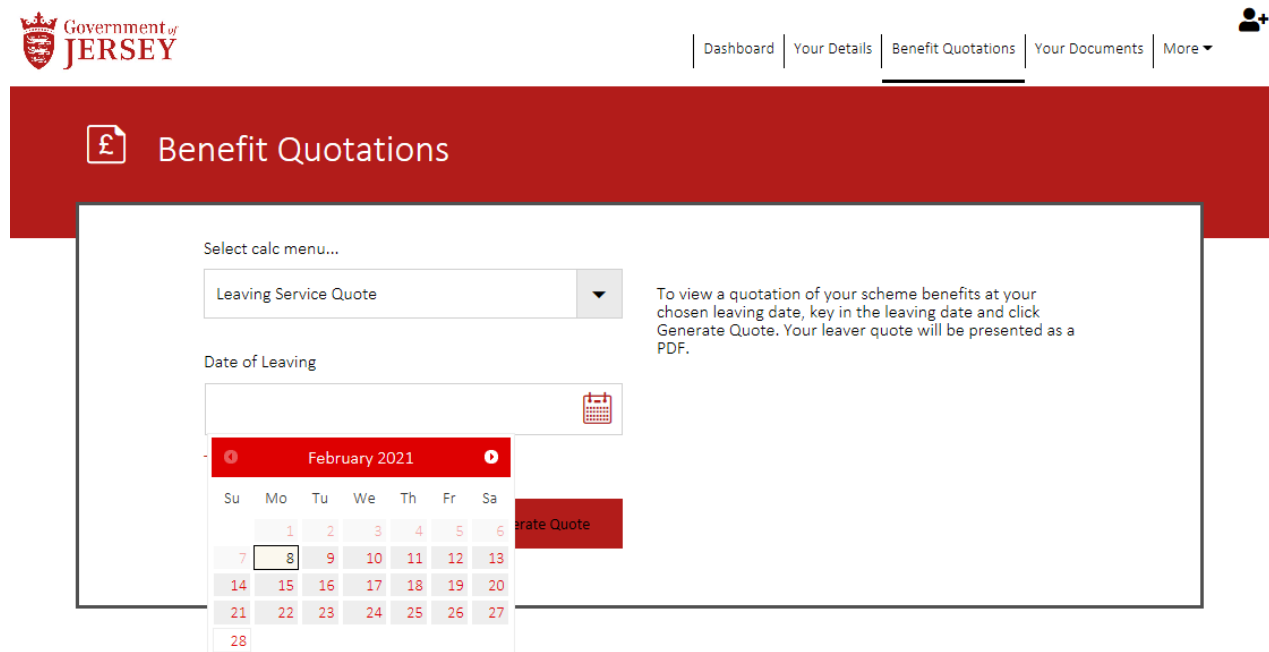
To see a quotation of your benefits, click on the [Benefit Quotation](#) tab and follow the below steps.

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



The screenshot shows the 'Benefit Quotations' page with a red header. Below the header is a white box with a dropdown menu labeled 'Select calc menu...'. The dropdown is open, showing three options: 'Please select', 'Leaving Service Quote', and 'Retirement Quote'.

Select the relevant date as shown below:



The screenshot shows the 'Benefit Quotations' page with the 'Leaving Service Quote' option selected in the dropdown menu. Below the dropdown is a 'Date of Leaving' section with a calendar icon. A calendar for February 2021 is displayed, with the 8th selected. To the right of the calendar, there is a text box that reads: 'To view a quotation of your scheme benefits at your chosen leaving date, key in the leaving date and click Generate Quote. Your leaver quote will be presented as a PDF.' Below the calendar is a red button labeled 'Generate Quote'.

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:




**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




[Dashboard](#)
[Your Details](#)
[Benefit Quotations](#)
[Your Documents](#)
[More](#)





## Benefit Quotations




February 2021

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

To view a quotation of your scheme benefits at **today's date**, please select the date and click Generate Quote. Your quotation will be presented as a PDF.

**Generate Quote**



To view a quotation of your scheme benefits at **today's date**, please select the date and click Generate Quote. Your quotation will be presented as a PDF.

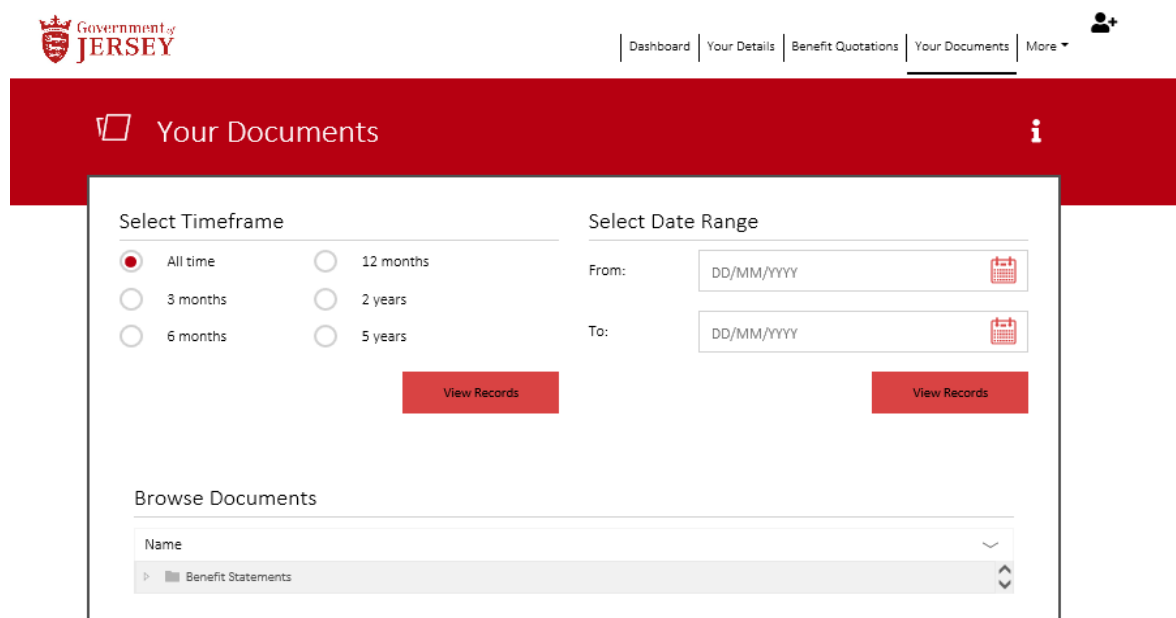
**Generate Quote**

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

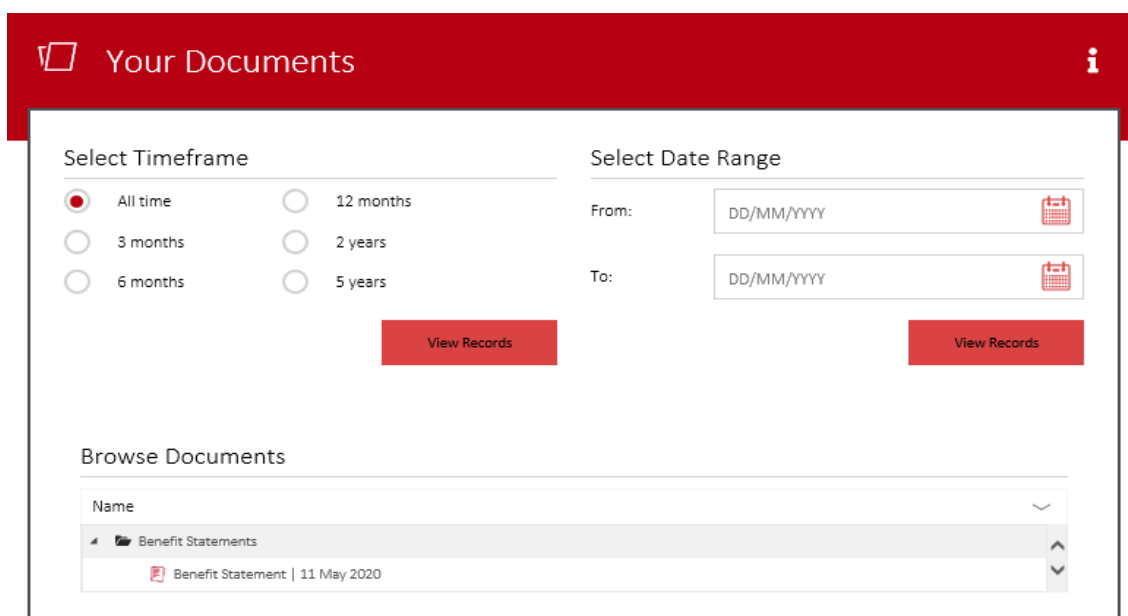
You can view any documents that have been uploaded to Your Pension Self Service.

**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.



The screenshot shows the 'Your Documents' page. At the top, there is a navigation bar with the Government of Jersey logo and links for Dashboard, Your Details, Benefit Quotations, Your Documents (active), and More. Below the navigation bar is a red header with 'Your Documents' and an information icon. The main content area contains two sections: 'Select Timeframe' and 'Select Date Range'. The 'Select Timeframe' section has radio buttons for 'All time' (selected), '3 months', '6 months', '12 months', '2 years', and '5 years'. Below these are two 'View Records' buttons. The 'Select Date Range' section has 'From:' and 'To:' date pickers, each with a 'View Records' button. Below these sections is a 'Browse Documents' section with a search bar and a list of documents. The list shows a folder icon and the text 'Benefit Statements'.

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




This screenshot shows the 'Your Documents' page with the 'Benefit Statements' folder expanded. The 'Browse Documents' section now shows a list of documents. The first document is 'Benefit Statement | 11 May 2020', which is highlighted. The 'Select Timeframe' and 'Select Date Range' sections remain the same as in the previous screenshot.


The document can be opened to view.


## Deferred Members:

### Deferred Members Dashboard




[Dashboard](#) | 
 [Your Details](#) | 
 [Your Documents](#) | 
 [Contacts](#) | 
 [More](#)





#### Your Benefit Summary



##### Membership Information

Member Number  
12943

National Insurance Number  
AA319003A

Date Joined Scheme  
19 July 1999

##### Pension Details


Date you became a pensioner  
24 January 2014

Pension Amount  
£456.80

Lump Sum  
£2,055.65

##### Your Pension

£528.18 pa



Increase date: 01 Jan 2020

##### Current Address

Last Updated:  
28 June 2019

ADLIN1  
ADLIN2  
ADLIN3  
ADLIN4  
ADLIN5  
RH10 1UH

##### Messages

No messages

##### New Documents


No new documents


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:





Dashboard | Your Details | Your Documents | Contacts | More 

 Your Details 


Your personal details 

Member Number:	12943	Date Joined Scheme:	19 / 7 / 1999
Surname:	SURNAME	Pensionable Service	19 / 7 / 1999
Forename:	FORENAMEONE	Commencement Date:	
First Middle Name:	FORENAMETWO	Verified your date of birth?:	Yes
Second Middle Name:	FORENAMETHREE	Completed Nomination Form?:	Yes
Payroll number:	63519	Do we hold details of retained benefits?:	No
Date of Birth:	23 / 1 / 1954	Current Status	Pensioner
Date Joined Company:	19 / 7 / 1999		

Your contact details 

 Address

ADLIN1  
ADLIN2  
ADLIN3  
ADLIN4  
ADLIN5  
RH10 1UH

 Telephone 1


No information available

**Telephone 2**


No information available

**Telephone 3**


No information available

 Email address 1

No information available

Your service details 

Start Date	End Date	Scheme	Scheme Category
19 / 7 / 1999	12 / 12 / 2003	PECRS New (1989) Regs	New Member Regs - Non Uniformed

Your part time hours details 

Start Date	End Date	Full time hours	Part time hours
19 / 7 / 1999	12 / 12 / 2003	38	16.25



## 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.


### Your Documents


#### Select Timeframe

- ☒ All time
- ☐ 12 months
- ☐ 3 months
- ☐ 2 years
- ☐ 6 months
- ☐ 5 years

[View Records](#)





#### Select Date Range

From:  

To:  

[View Records](#)

#### Browse Documents

Name	
 Benefit Statements	
 General Correspondence   28 Jan 2021	
 Benefit Statement   12 Jun 2020	
 Benefit Statement   03 Jun 2020	

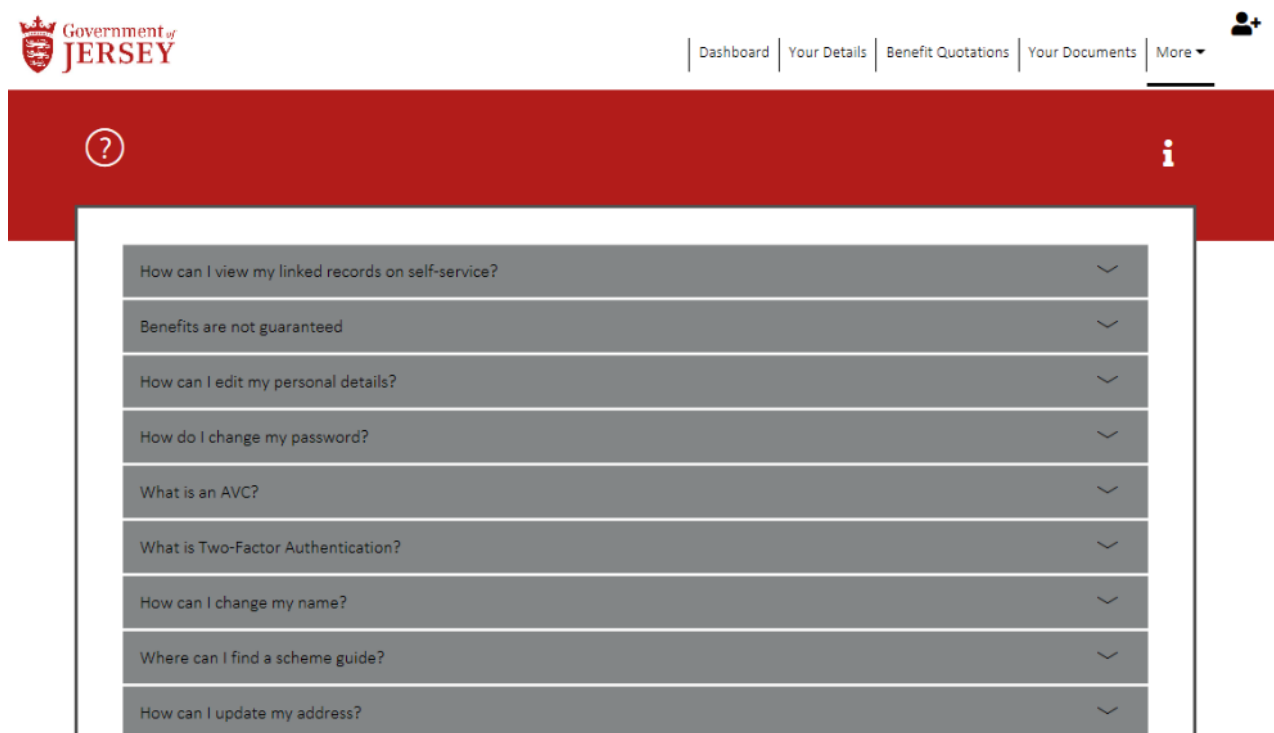
## More Information:

## 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:

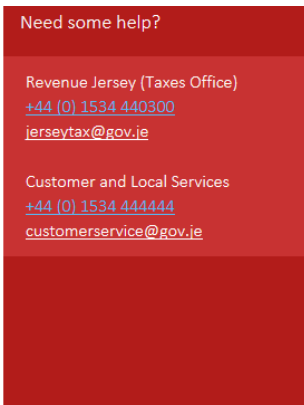
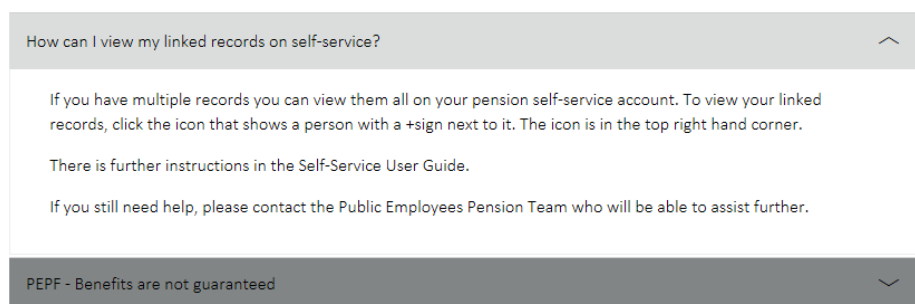


It then brings up the FAQ's.



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

A list of frequently asked questions are shown below. Click on the relevant question to expand and view the answer. If you cannot locate the specific answer to your question then please contact the relevant organisation, details can be found on the [Contacts](#) page.



## Your Account

[Dashboard](#) | [Your Details](#) | [Your Documents](#) | [Contacts](#) | [More](#) 

MORE

FAQs

Your Account

Logout

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

Password & Sign-in Method		
Password	Last Changed: 24/08/2020 15:52:42	<a href="#">Change</a>
Two Factor Authentication	Status: off	<a href="#">Change</a>
PIN	Last Changed: 24/08/2020 15:53:00	<a href="#">Change</a>

Account Details/Recovery		
Email	people@gov.je	<a href="#">Change</a>
Mobile		<a href="#">Change</a>
Security Questions	Status: set	<a href="#">Change</a>

Signin Location History		
-------------------------	--	--

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.

Please re-enter your credentials in order to continue

Re-enter your password to continue

Password

Continue

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.

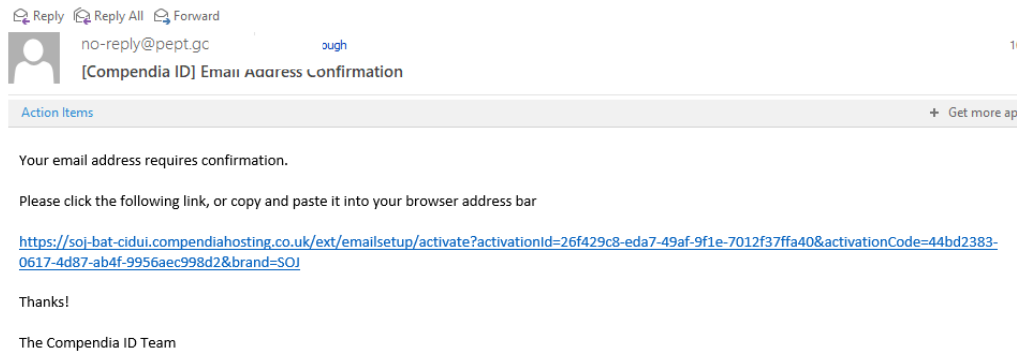
Please visit the relevant section of the application to update your general communication preferences.

Email

X

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

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:

Please re-enter your credentials in order to continue

**Re-enter your password to continue**

**Password**

**Continue**

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

Would you like to setup Two Factor Authentication before continuing?

**Two Factor Authentication Setup**

Want to add extra security with Two Factor Authentication? If you choose this, you'll be asked additional information each time you log in.  
Two Factor Authentication can be set up using an Authenticator App on your smartphone, such as "Google Authenticator"

**Please select how you wish to set up Two Factor Authentication:**

**Authenticator** **Not now**

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

**Two Factor Authentication**

<b>Disabled</b>	Two Factor Authentication is currently off	<b>Enable Two Factor Authentication</b>
-----------------	--	---

Return to Account Management

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

Would you like to setup Two Factor Authentication before continuing?

**Two Factor Authentication Setup**

Want to add extra security with Two Factor Authentication? If you choose this, you'll be asked additional information each time you log in. Two Factor Authentication can be set up using an Authenticator App on your smartphone, such as "Google Authenticator"


**Please select how you wish to set up Two Factor Authentication:**

Authenticator

Not now

You have chosen to use an Authenticator App to authenticate your log-in. Please follow the steps below:

1. If the Authenticator App has an option to scan a QR Code, scan the code below:



Or manually enter the following code in the app: TKUIEH5B5Z6ADDL7KMBJER242ILYO7TX

2. Enter the code from the Authenticator App and click 'Continue'

Six-digit code from the Authenticator App:

074061

×

Continue

Your Two Factor Authentication will now be enabled.

**Two Factor Authentication**

<b>Enabled</b>	Two Factor Authentication is currently on	<b>Disable Two Factor Authentication</b>
----------------	---	--

<b>Two Factor Authentication Method</b>	Authenticator App	<b>Reconfigure</b>
---	-------------------	--------------------

<b>Recovery Codes</b>	8 Recovery Codes Available	<b>View</b>
-----------------------	----------------------------	-------------

**Approved Devices**

Return to Account Management

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  
mkg4jnttehgz

[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**[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](mailto:pept@gov.je) - **Website:** [www.gov.je/yourpension](http://www.gov.je/yourpension)