

# 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.

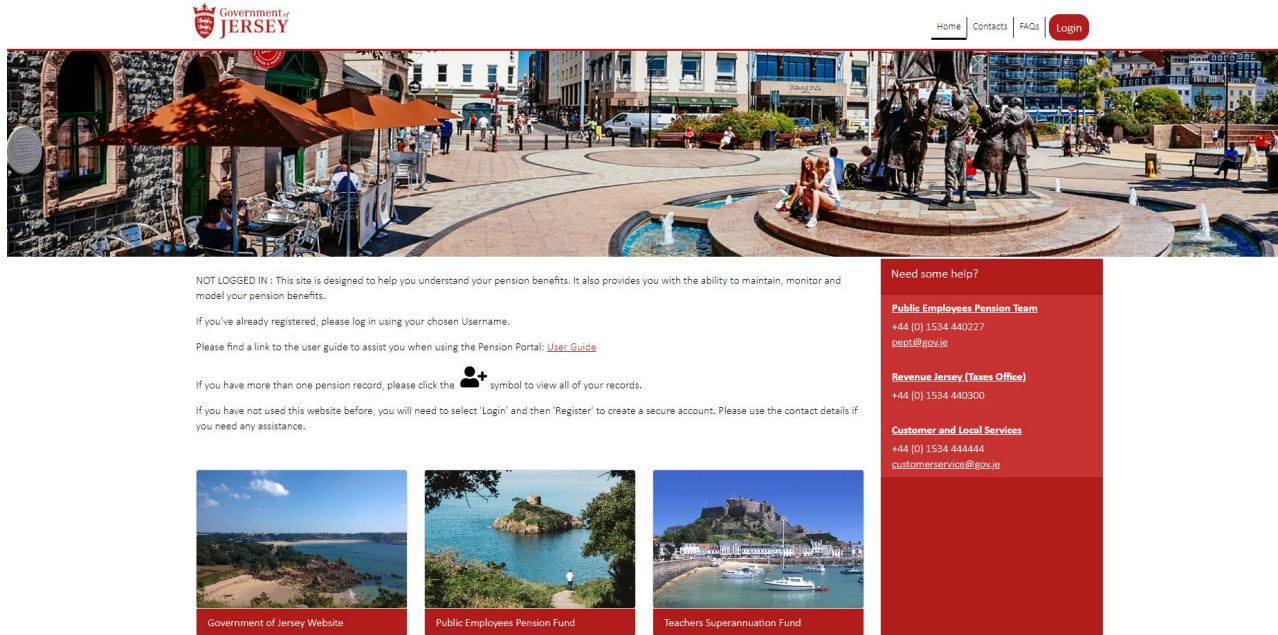
## Benefits are not guaranteed

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.

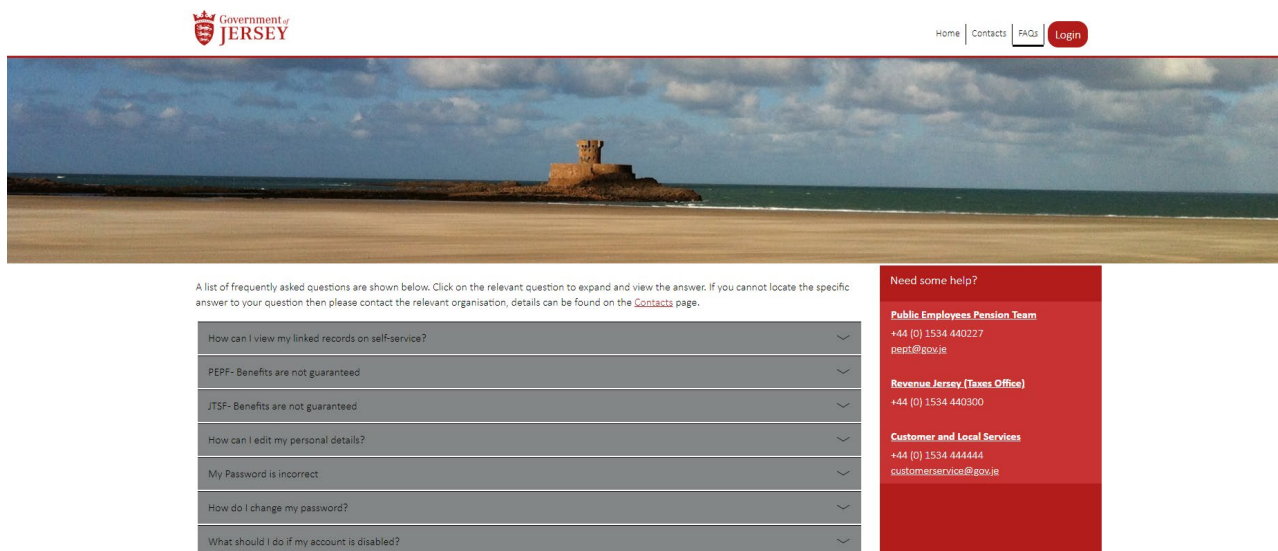


The screenshot shows the PEPT home page. At the top left is the Government of Jersey logo. To the right are navigation links: Home, Contacts, FAQs, and a Login button. Below the navigation is a large banner image of a public square with a fountain and a statue. Underneath the banner, there is a 'NOT LOGGED IN' message and instructions for logging in or registering. To the right of the main content is a red sidebar with contact information for the Public Employees Pension Team, Revenue Jersey (Taxes Office), and Customer and Local Services. At the bottom of the main content area are three small images with captions: 'Government of Jersey Website', 'Public Employees Pension Fund', and '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.



The screenshot shows the PEPT FAQ page. At the top left is the Government of Jersey logo. To the right are navigation links: Home, Contacts, FAQs, and a Login button. Below the navigation is a large banner image of a coastal landscape with a stone tower on a cliff. Underneath the banner, there is a message about the list of frequently asked questions. Below this message is a list of questions with expandable answers. To the right of the main content is a red sidebar with contact information for the Public Employees Pension Team, Revenue Jersey (Taxes Office), and Customer and Local Services.

How can I view my linked records on self-service?	▼
PEPF- Benefits are not guaranteed	▼
JTSF- Benefits are not guaranteed	▼
How can I edit my personal details?	▼
My Password is incorrect	▼
How do I change my password?	▼
What should I do if my account is disabled?	▼

## 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 on 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?](#) [Continue](#)  
[Forgotten Username?](#)

### 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 IDENTIFY — 2 VERIFY — 3 CREATE

### Step 1 - Identify your registration ?


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**      CREATE

### Step 2 - Verify your details i

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      VERIFY      **3**

### Step 3 - Create your new account i

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

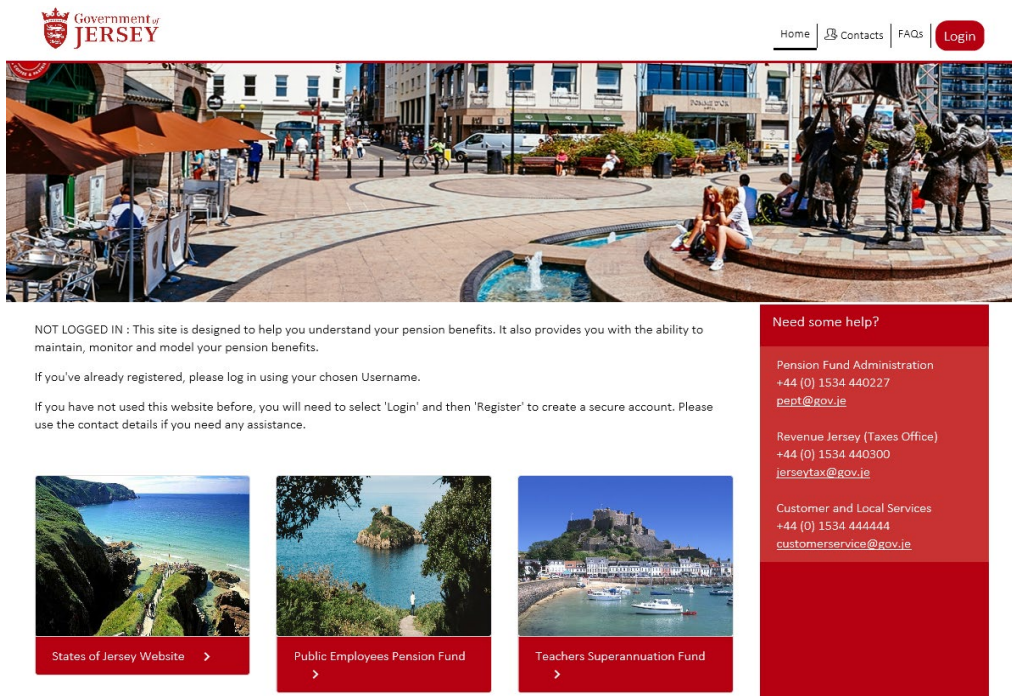
[https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fu9689145.ct.sendgrid.net%2F%2Fclick%3Fupn%3DSjJONzTEiiQsRHE5LcrYehFa14rc-2Fwg6ow1XC84-2FVFWZMQPb1yrF1UxOxbDsEi7e18QjN2SAImU2yLjBxiSTKaC-2FpqKdU7L9R2m4ibnyMUDhqSuAaCHdngJEFecLST6hCKW0iCxOUIU5y2mQOth2rCXn4EsX0S1A5JggqWkKydInas3ce3M6W837XM1ehKCl9NuHf4iFX7B0Q0NYlDKm6r3O-2Bkd0jYRnYkoELV2ysMQUTgavd72-2Fp86KXhvPx34CniEM\\_wgsuM8qul4rn2HnRDz8NSEL776Tt-2FR-2BCiq35sPaste4a8LX1lDdzSYKblFTn-2BgFulrW2KAggQQbcG1rW4tjqKbc-2FQvRTX-2F15FyNXzmi4Y0FRm200JkTKjshY5C61GrNVhLi3GUiDM3Jw5ctRWZctOfhn4bBzz1rXte91Vf1M-2BKQxbNE7g9se8hdXfHGJCUmxyb-2FOnXn26fxv3j1kNN7wD66EqN4xxaPSJZzq9ly-3D&data=04%7C01%7C%7Cbe629a1ada45492663a808d8824de46c%7C2b5615117ddf495c8164f56ae776c54a%7C0%7C0%7C637402618610602622%7CUnknown%7CTWFpbGZsb3d8eyJWIjojMC4wLjAwMDAilCjQjoiV2luMzliLjB1IjE6IjhaWwllCjXVCl6Mn0%3D%7C2000&data=KV0P4Ko8dAya4ukaoaVUac%2FdqsvIXbropVDt6f5CDY0%3D&reserved=0](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fu9689145.ct.sendgrid.net%2F%2Fclick%3Fupn%3DSjJONzTEiiQsRHE5LcrYehFa14rc-2Fwg6ow1XC84-2FVFWZMQPb1yrF1UxOxbDsEi7e18QjN2SAImU2yLjBxiSTKaC-2FpqKdU7L9R2m4ibnyMUDhqSuAaCHdngJEFecLST6hCKW0iCxOUIU5y2mQOth2rCXn4EsX0S1A5JggqWkKydInas3ce3M6W837XM1ehKCl9NuHf4iFX7B0Q0NYlDKm6r3O-2Bkd0jYRnYkoELV2ysMQUTgavd72-2Fp86KXhvPx34CniEM_wgsuM8qul4rn2HnRDz8NSEL776Tt-2FR-2BCiq35sPaste4a8LX1lDdzSYKblFTn-2BgFulrW2KAggQQbcG1rW4tjqKbc-2FQvRTX-2F15FyNXzmi4Y0FRm200JkTKjshY5C61GrNVhLi3GUiDM3Jw5ctRWZctOfhn4bBzz1rXte91Vf1M-2BKQxbNE7g9se8hdXfHGJCUmxyb-2FOnXn26fxv3j1kNN7wD66EqN4xxaPSJZzq9ly-3D&data=04%7C01%7C%7Cbe629a1ada45492663a808d8824de46c%7C2b5615117ddf495c8164f56ae776c54a%7C0%7C0%7C637402618610602622%7CUnknown%7CTWFpbGZsb3d8eyJWIjojMC4wLjAwMDAilCjQjoiV2luMzliLjB1IjE6IjhaWwllCjXVCl6Mn0%3D%7C2000&data=KV0P4Ko8dAya4ukaoaVUac%2FdqsvIXbropVDt6f5CDY0%3D&reserved=0)

Thanks!

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



## Logging in to your Pension Self - Service account



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 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.

## What to do if you forget your username or password

You can easily reset your Username and Password on the self-service home page. Go to the log in page and click either Forgotten Username or Forgotten Password:

**Login**

**Username**  
BDO\_TESTING

**Password**  
Password

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

[Forgotten Username?](#)

**Forgotten Password:** click forgotten password

Please enter your username to begin the password reset process

**Reset Password - Part 1**

**Username**  
BDO\_TESTING

[Continue](#)

Confirm your username:

Click Continue and the below box will show:

If you have verified your email address then a code has been sent to your registered email address. Please enter it below to continue the password reset process

**Reset Password - Part 2**

**Reset Password Code**  
code

[Continue](#)

You will then get the below email address:

From: [no-reply@pept.gov.je](mailto:no-reply@pept.gov.je)  
Date: 4 April 2023 at 13:22:32 BST  
To: [REDACTED]  
Subject: [Compendia ID] Password Reset

You (or someone else) requested a password reset for Compendia ID.

Enter the following code to continue the process: 946334

(This is an automatically generated email which was sent from an unmonitored address, please do not respond to this message)

Many thanks,

Public Employees Pension Team

Telephone: +44 (0)1534 440227

Email [pept@gov.je](mailto:pept@gov.je)

Enter the code into the box on the self-service page and click continue:

[Click here to return to the login page Login](#)

If you have verified your email address then a code has been sent to your registered email address. Please enter it below to continue the password reset process

### Reset Password - Part 2

Reset Password Code

Continue

Enter the answer to the security questions you set at registration stage and click continue:

You are required to provide the answer to a security question before continuing

### Reset Password - Part 3

Please supply the answer to your following security question

In what city does your nearest sibling live?

Continue

Change your new password:

Please provide (and confirm) your new password

### Reset Password - Part 4

New Password

Confirm New Password

Update

Click update and your new password will be applied. You can then continue to log in.

**Forgotten Username:** click forgotten username:

Enter the email address you used to register your account and click send username:

[Click here to return to the login page Login](#)

Please enter your registered security email address. If it exists on record then your username will be sent to this address.

**Forgotten Username**

**Email Address**

test@gov.je|

**Send Username**

You will then get an email confirming your Username. You can then proceed to log in.

**From:** [no-reply@pept.gov.je](mailto:no-reply@pept.gov.je)  
**Date:** 4 April 2023 at 13:37:25 BST  
**To:** [kattmcgough95@icloud.com](mailto:kattmcgough95@icloud.com)  
**Subject:** [Compendia ID] Username Reminder

You (or someone else) requested a reminder for your username from Compendia ID.

Username: KATTMCGOUGH

(This is an automatically generated email which was sent from an unmonitored address, please do not respond to this message)

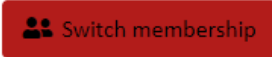
Many thanks,

Public Employees Pension Team

Telephone: +44 (0)1534 440227

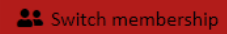
Email [pept@gov.je](mailto:pept@gov.je)

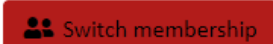
## Members with more than one record

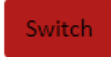
If you have multiple pension records you will have the same login for all and will be able to view the information for all records by clicking  on your dashboard once you have logged in.



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



Once you click on  the following is displayed

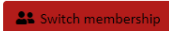
Switch membership <span style="float: right;">✕</span>		
Scheme Name	Date Joined	Status
Career Average Scheme - Ordinary	01/09/2022	Active
Final Salary Scheme	03/03/2021	Deferred <span style="float: right;"></span>

You can click on the pension record you wish to view and it will take you to either record.



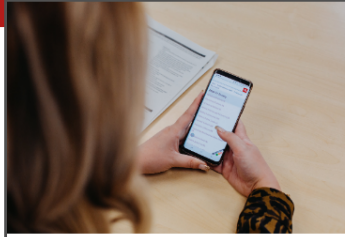
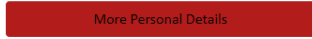
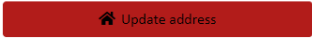
## Active Members: Active Member Dashboard



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



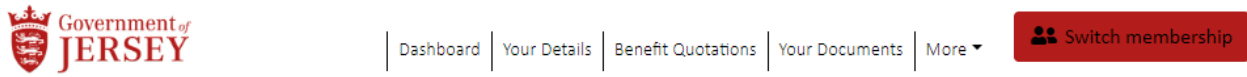
### Your Benefit Summary i

<p><b>Your Information</b></p> <p>Scheme Career Average Scheme- Ordinary</p> <p>Member Number 46055</p> <p>Date Joined 01 September 2022</p>	 <p></p>	 <p></p>
<p><b>Current Address</b></p> <p>Last Updated: 06 January 2023</p> <p>123 Test House Test Lane Test City TE5 1ST</p> <p></p>	<p><b>Messages</b></p> <p>No messages</p>	<p><b>New Documents</b></p> <p>No new documents</p>

On the Dashboard you can see the links to:

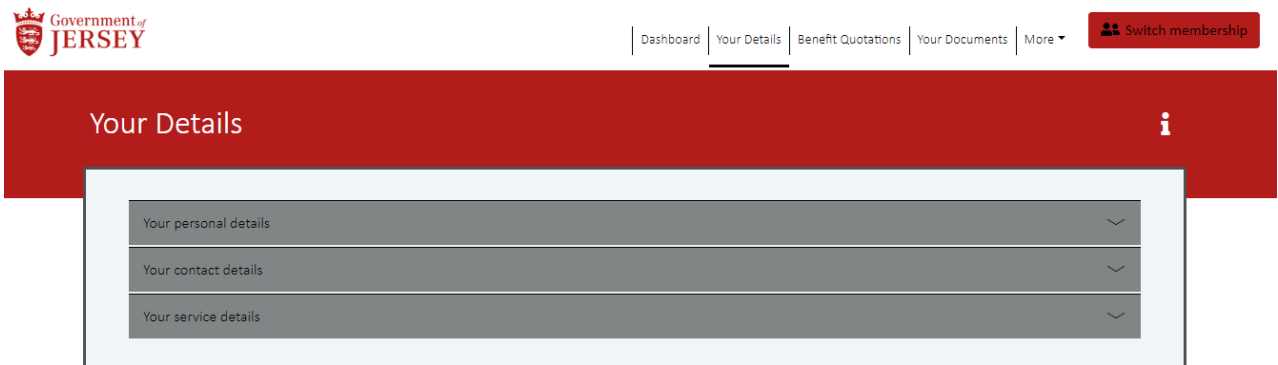
- Your information;
- Contact details for the Public Employees Pension Team;
- Other Personal Information we hold for you;
- Any messages that have been uploaded for you;
- Pension Documentation that has been uploaded such as your annual statements.
  - Whenever a new document is uploaded to the new documents folder you will receive an email notification informing you to log on to the portal in order to view the new document.

You also have tabs along the top:

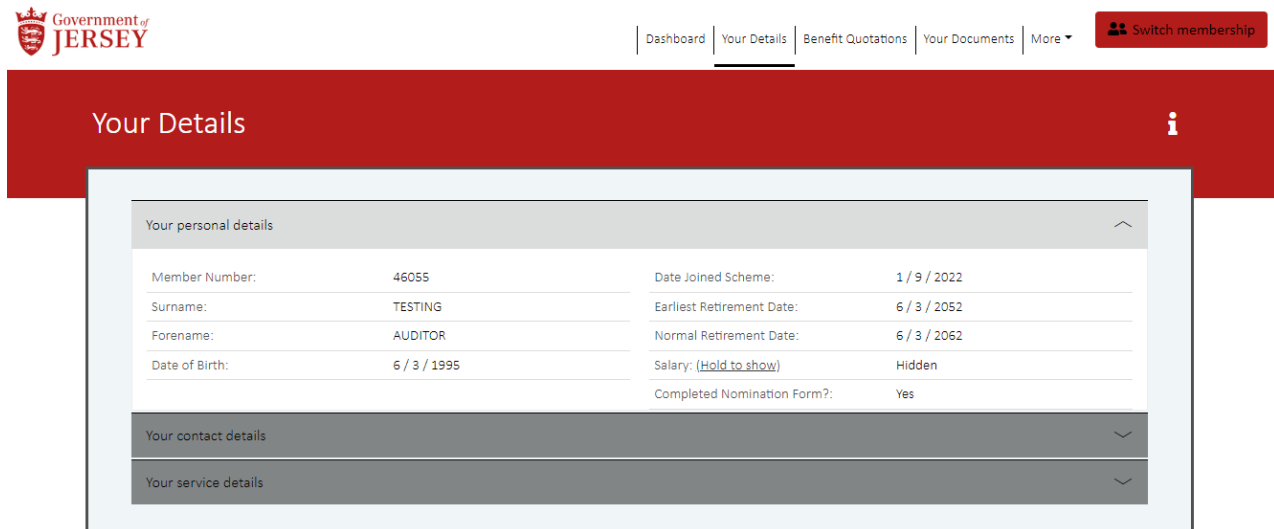


## Your Details

On your details you are shown



Your Personal Details show your scheme information. You can hover over your 'Salary' to show the current salary we hold for you.



Your Contact Details show the contact information we currently hold for you.

## Your Details



Your personal details

Your contact details

**Edit**

**Address**  
House 1  
Test Road  
Jersey  
JE1 3SX  
JERSEY

**Home**  
No information available

**Work**  
No information available

**Mobile**  
No information available

**Edit**

**Email address**  
No information available

If any of this information needs updating, click on the *edit* button and enter your details. This will then update your details on our pension administration system:

Your Details

Your personal details

Your contact details

**Edit**

**Address**  
  
  
  
  
  
**Post Code**  
  
**Country**

**Home**


**Work**

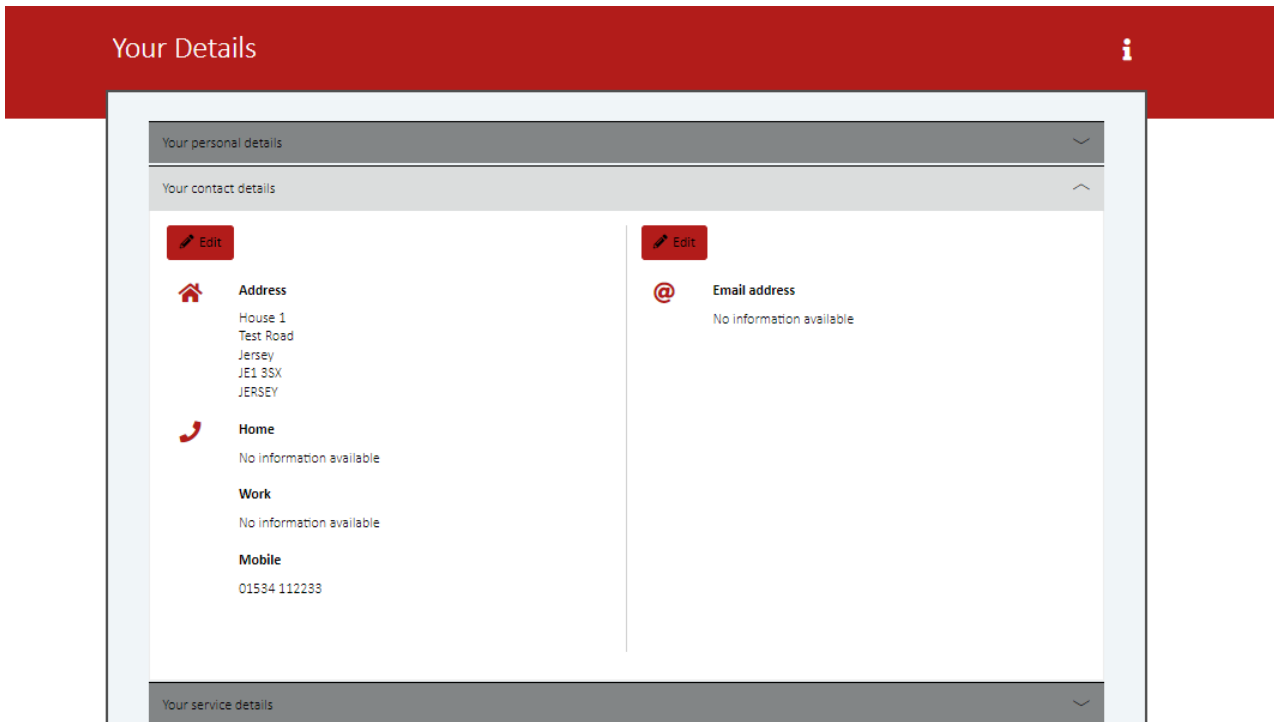
**Mobile**

**Edit**

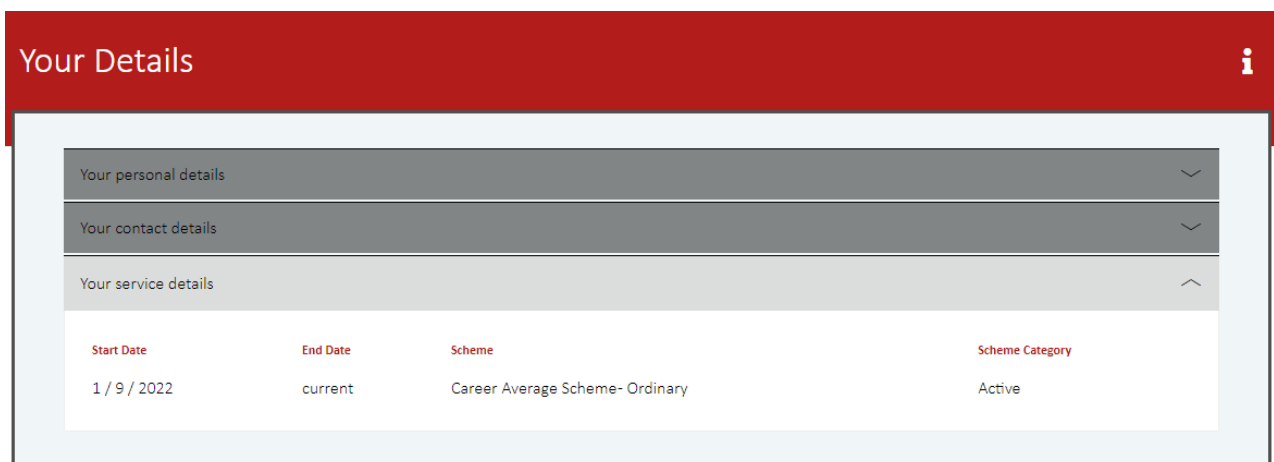
**Email address**  
No information available

**Cancel** **Save**

Once you click  the information will save. It will also automatically update any linked records on your portal login.



**Your service details** will show when you started in your pension scheme and whether you have any breaks or changes.



## 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*

## Benefit Quotations

Select calc menu...

Select quotation type ▾

Select quotation type

Leaving Service Quote

Retirement Quote

Select the relevant date as shown below:

## Benefit Quotations

Select calc menu...

Leaving Service Quote ▾

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.

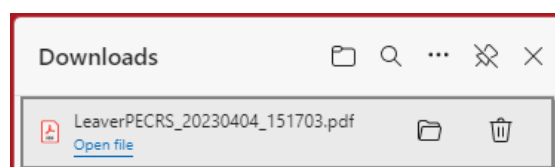
Date of Leaving

Calendar for April 2023. The date 4 is highlighted.

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	29
30						

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 allowing you to open the file, the folder it has been saved in or to delete the downloaded file.



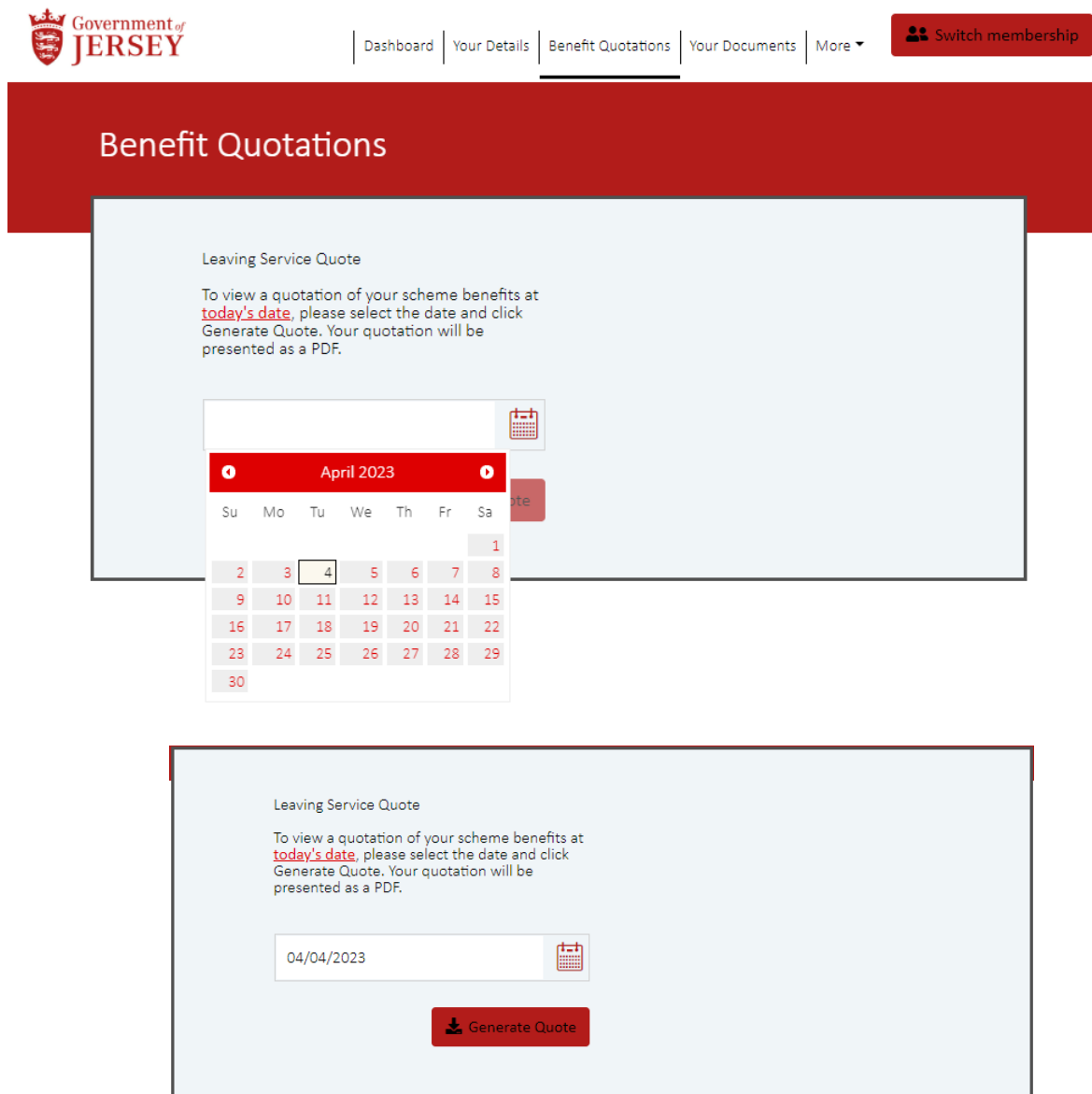
This may be different dependant on your web browser. The above is from Microsoft Edge

**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



Government of  
**JERSEY**

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

Switch membership

## Benefit Quotations

Leaving Service 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.

April 2023

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	29
30						

Leaving Service 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.

04/04/2023

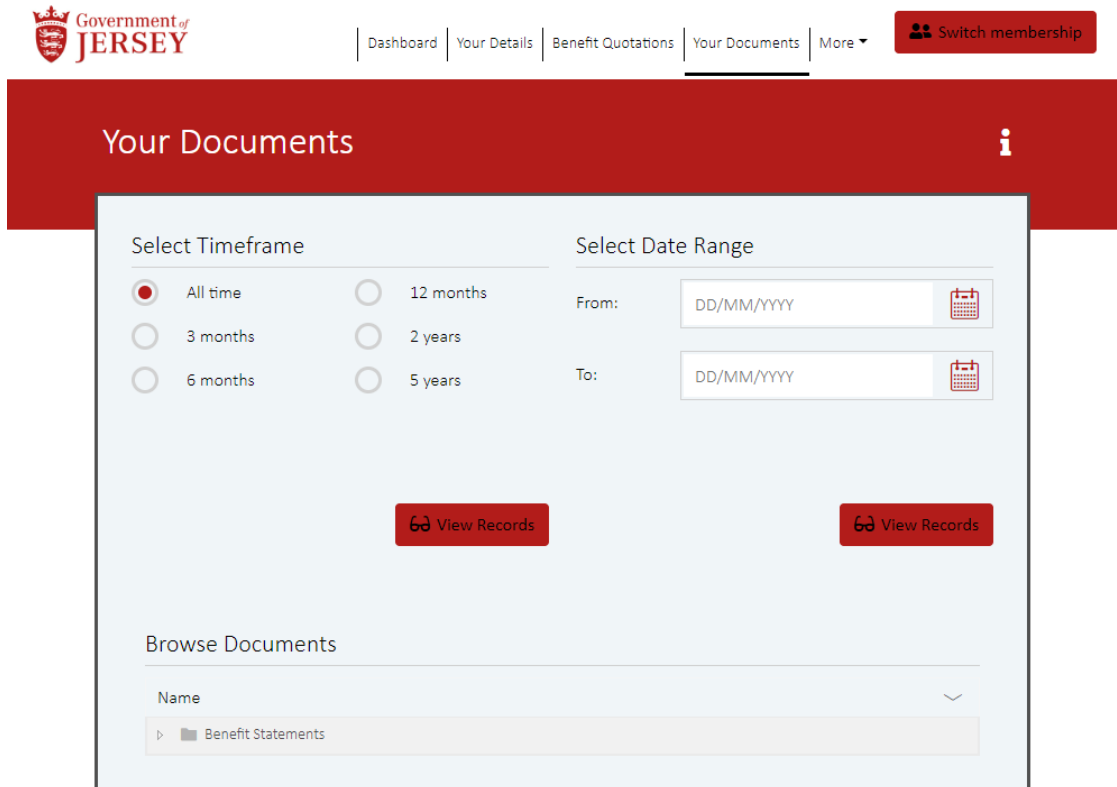
Generate Quote

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

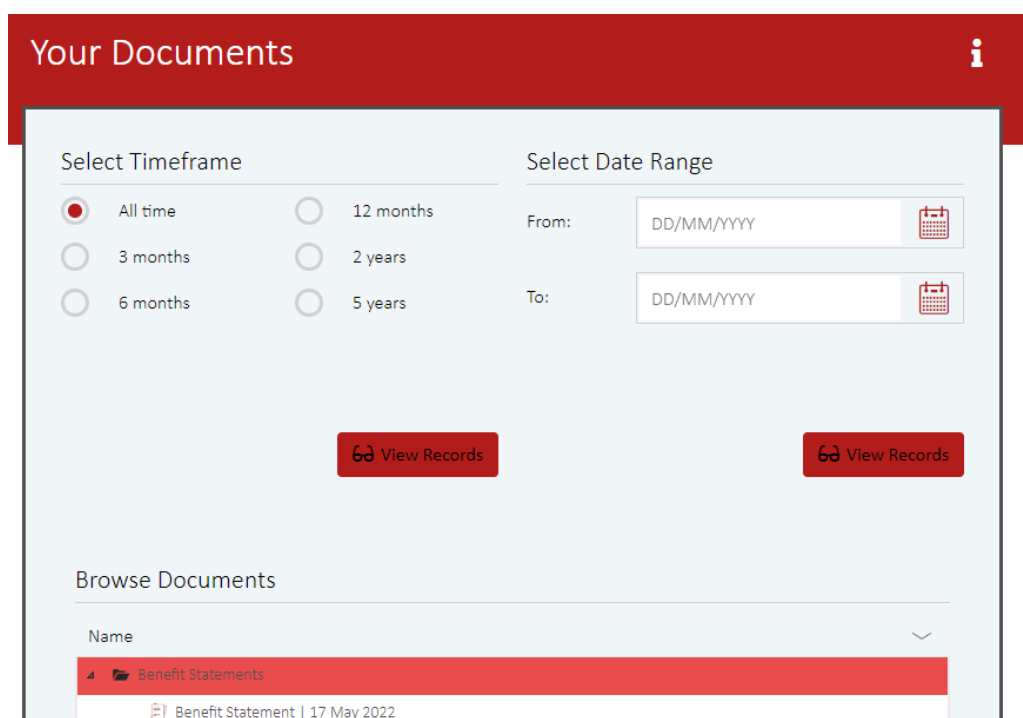
You can view any documents that have been uploaded to Your Pension Self Service.

**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 with a navigation bar at the top containing 'Dashboard', 'Your Details', 'Benefit Quotations', 'Your Documents', and 'More'. A 'Switch membership' button is also present. The main content area has a red header with 'Your Documents' and an information icon. Below this are two filter sections: 'Select Timeframe' with radio buttons for 'All time', '3 months', '6 months', '12 months', '2 years', and '5 years'; and 'Select Date Range' with 'From:' and 'To:' date pickers. Two 'View Records' buttons are located below the filters. At the bottom, a 'Browse Documents' section shows a dropdown menu with 'Benefit Statements' selected.

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

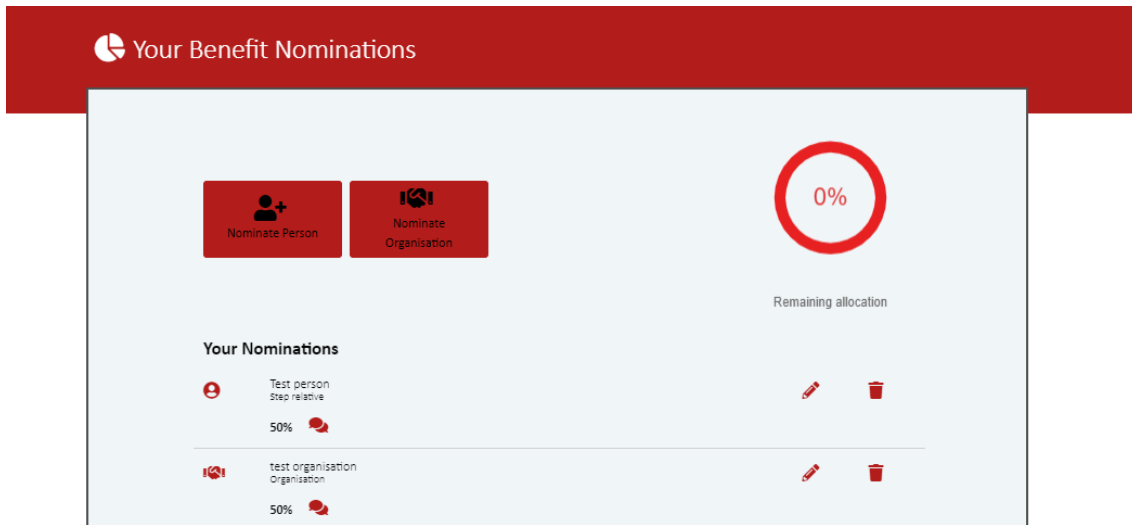


This screenshot is similar to the previous one but shows the 'Benefit Statements' folder selected in the 'Browse Documents' section. The folder is highlighted in red, and a document titled 'Benefit Statement | 17 May 2022' is visible below it.


Click on the document to download it.

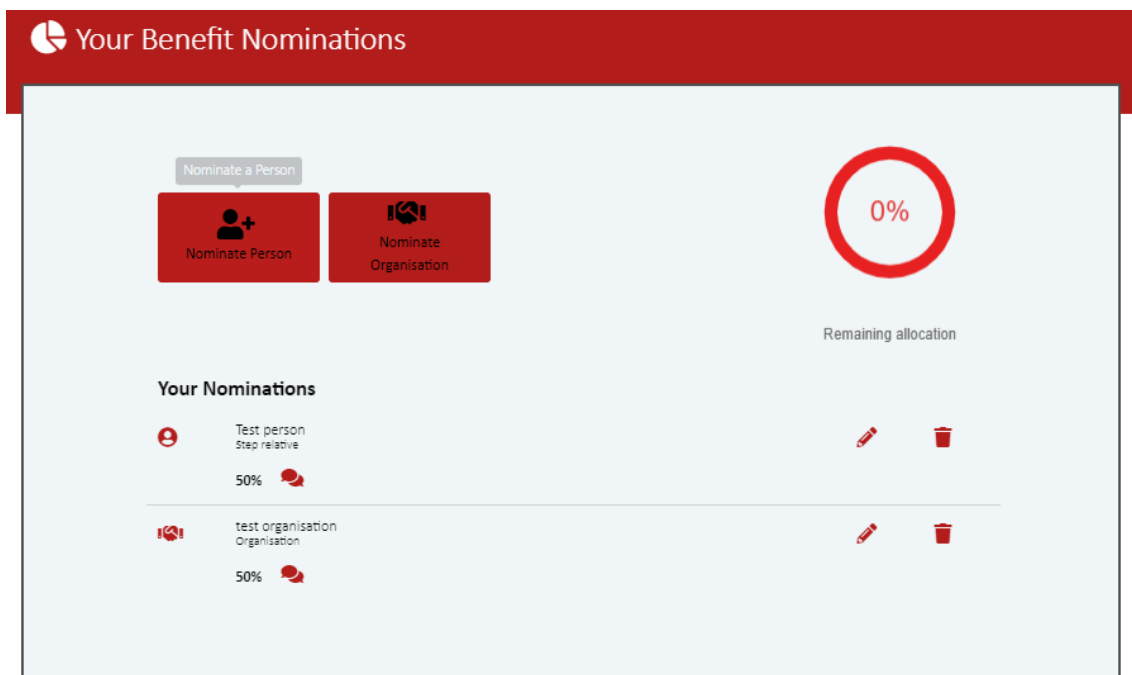
## Nominations: Updating your nomination details

You can now view your current nominees on the self-service portal as well as update any named nominees.

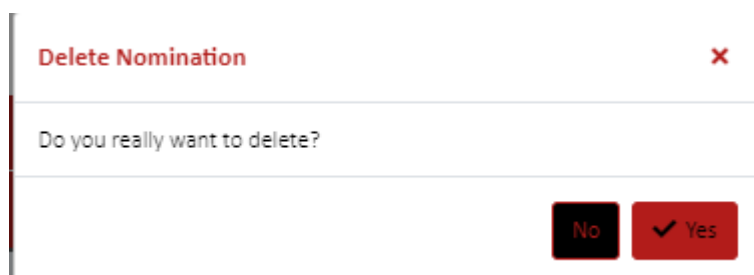


Your allocation must always equal 100% for it to save.

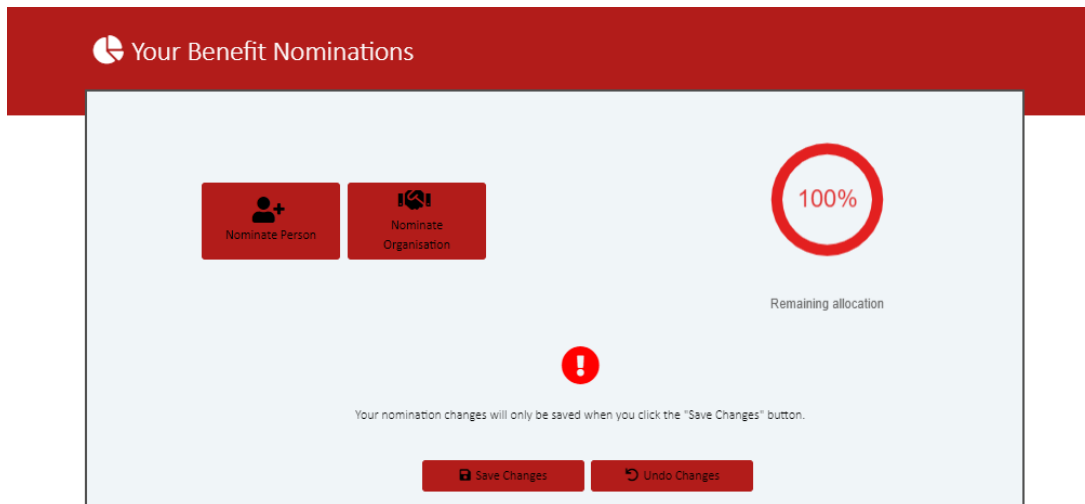
If your allocation is already at 100% you need to delete the information we hold by clicking the  symbol next to the nominee:



It will ask if you wish to delete this nomination and click yes:

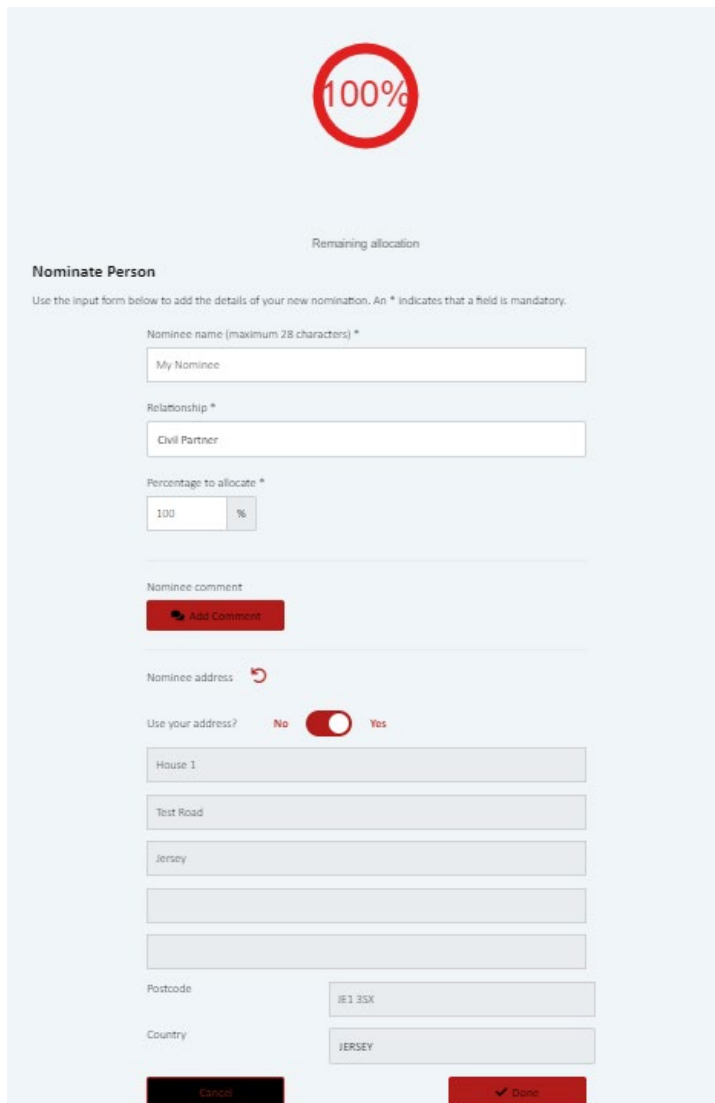


Once your current Nominees are deleted, your remaining allocation will show at 100%



To nominate a person click the 'Nominate Person' button and to nominate an organisation, such as a charity click the 'Nominate Organisation' button.

**Nominating a Person:** Enter all the details, choose the percentage to allocate and click done.



You then need to click 'Save Changes' for the changes o allocate:

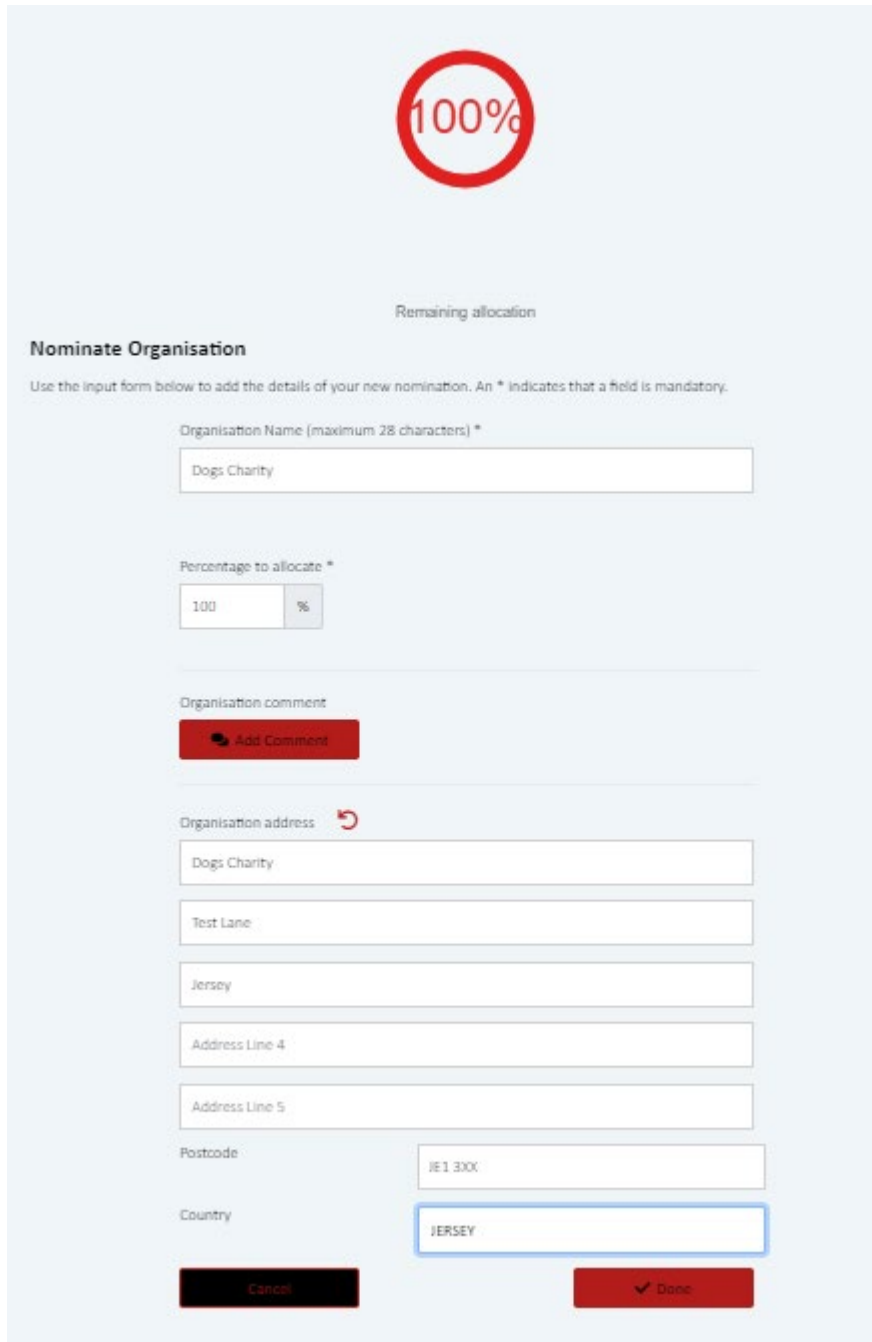
The screenshot displays the PEPT nomination interface. At the top left, there are two red buttons: "Nominate Person" and "Nominate Organisation". To the right, a large red circle contains "0%", with the text "Remaining allocation" below it. Under the heading "Your Nominations", there is one entry: "My Nominee Civil Partner" with a "100%" allocation. To the right of this entry are edit and delete icons. In the center, a red circle with a white exclamation mark is displayed above the text: "Your nomination changes will only be saved when you click the 'Save Changes' button." At the bottom, there are two red buttons: "Save Changes" and "Undo Changes".

You will then get notification that your details have been changed:

This screenshot shows the same PEPT nomination interface as above, but with a success message. The red exclamation mark has been replaced by a green circle with a white checkmark. The text below the checkmark reads: "You have successfully saved your changes." All other elements, including the "Nominate Person" and "Nominate Organisation" buttons, the "0% Remaining allocation" indicator, the "Your Nominations" list, and the "Save Changes" and "Undo Changes" buttons, remain the same.

Your pension record will be automatically updated.

**Nominating a Organisation:** Enter all the details, choose the percentage to allocate and click done.



100%

Remaining allocation

### Nominate Organisation

Use the input form below to add the details of your new nomination. An \* indicates that a field is mandatory.

Organisation Name (maximum 28 characters) \*

Dogs Charity

Percentage to allocate \*

100 %

Organisation comment

Add Comment

Organisation address ↻

Dogs Charity

Test Lane

Jersey

Address Line 4

Address Line 5

Postcode

JE1 3XX

Country

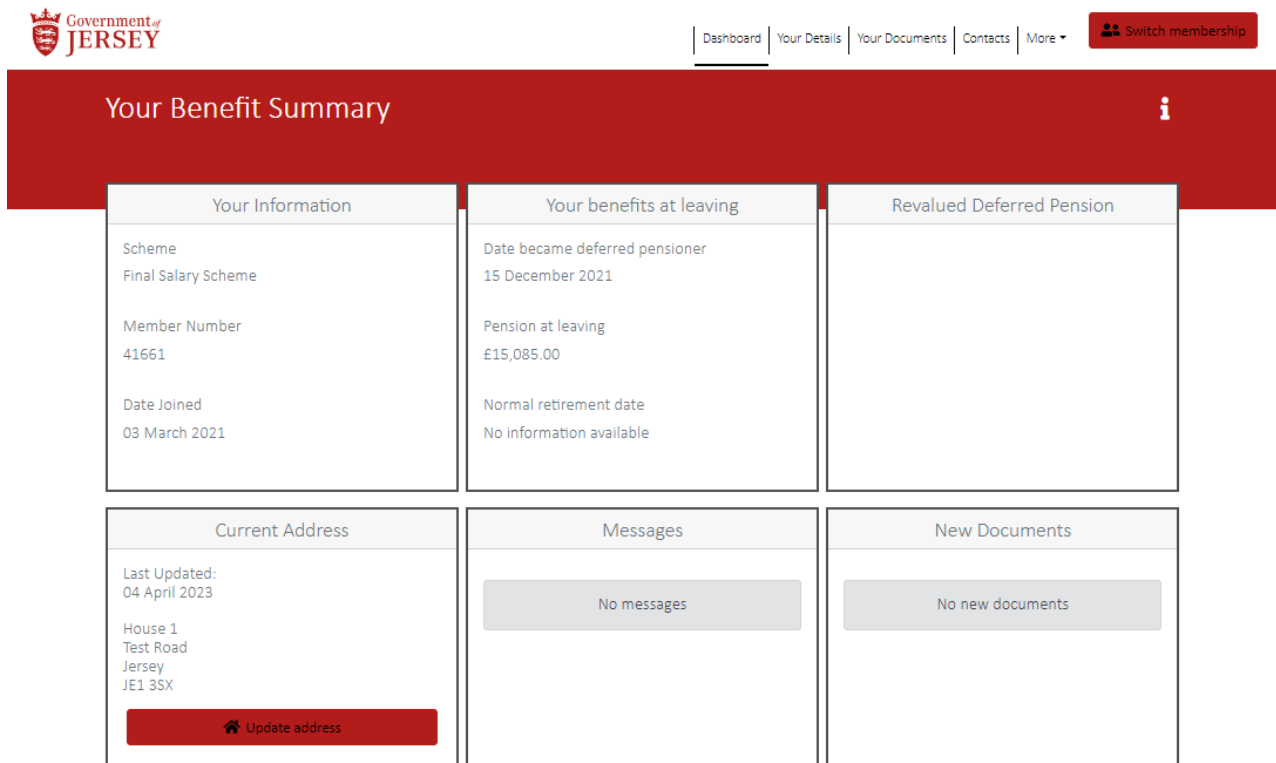
JERSEY

Cancel Done

If you wish to nominate more than one person or organisation, split the nomination details accordingly and make sure all allocations account to 100%.

## Deferred Members:

### Deferred Members Dashboard



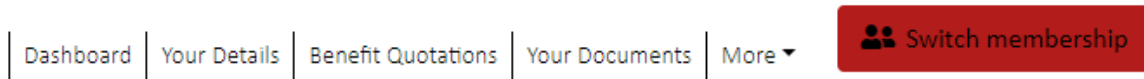
The dashboard features a navigation bar with the following items: Dashboard (active), Your Details, Your Documents, Contacts, More, and a Switch membership button. The main content area is titled 'Your Benefit Summary' and contains six panels:

Your Information	Your benefits at leaving	Revalued Deferred Pension
<p>Scheme Final Salary Scheme</p> <p>Member Number 41661</p> <p>Date Joined 03 March 2021</p>	<p>Date became deferred pensioner 15 December 2021</p> <p>Pension at leaving £15,085.00</p> <p>Normal retirement date No information available</p>	
Current Address	Messages	New Documents
<p>Last Updated: 04 April 2023</p> <p>House 1 Test Road Jersey JE1 3SX</p> <p><a href="#">Update address</a></p>	<p>No messages</p>	<p>No new documents</p>

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.

You also have tabs along the top:



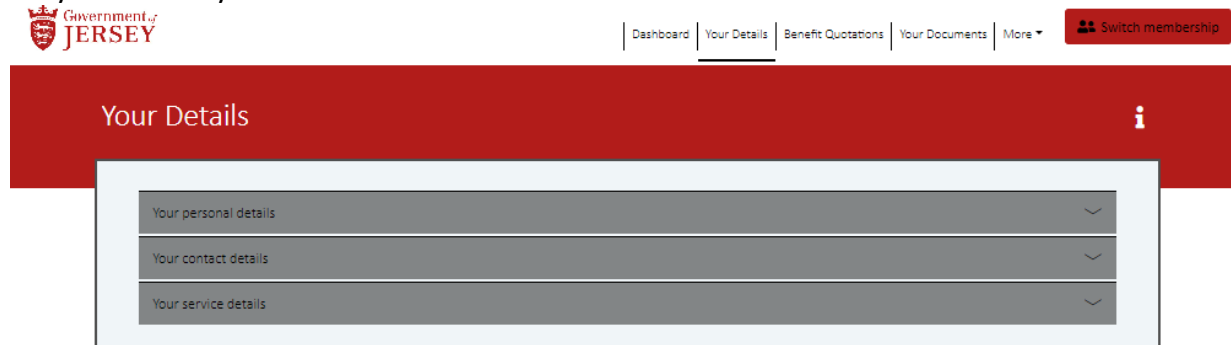
The navigation tabs are: Dashboard (active), Your Details, Benefit Quotations, Your Documents, More, and a Switch membership button.

Each of these tabs open.



## Your Details

On your details you are shown

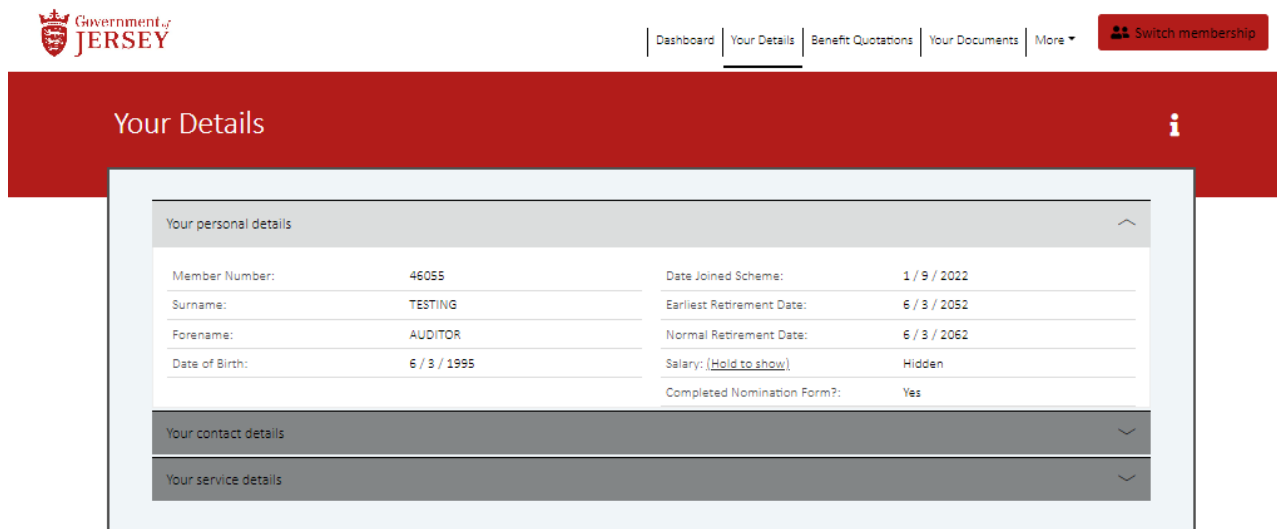


Government of JERSEY | Dashboard | Your Details | Benefit Quotations | Your Documents | More ▾ | [Switch membership](#)

**Your Details** ⓘ

- Your personal details ▾
- Your contact details ▾
- Your service details ▾

Your Personal Details show your scheme information. You can hover over your 'Salary' to show the current salary we hold for you.



Government of JERSEY | Dashboard | Your Details | Benefit Quotations | Your Documents | More ▾ | [Switch membership](#)

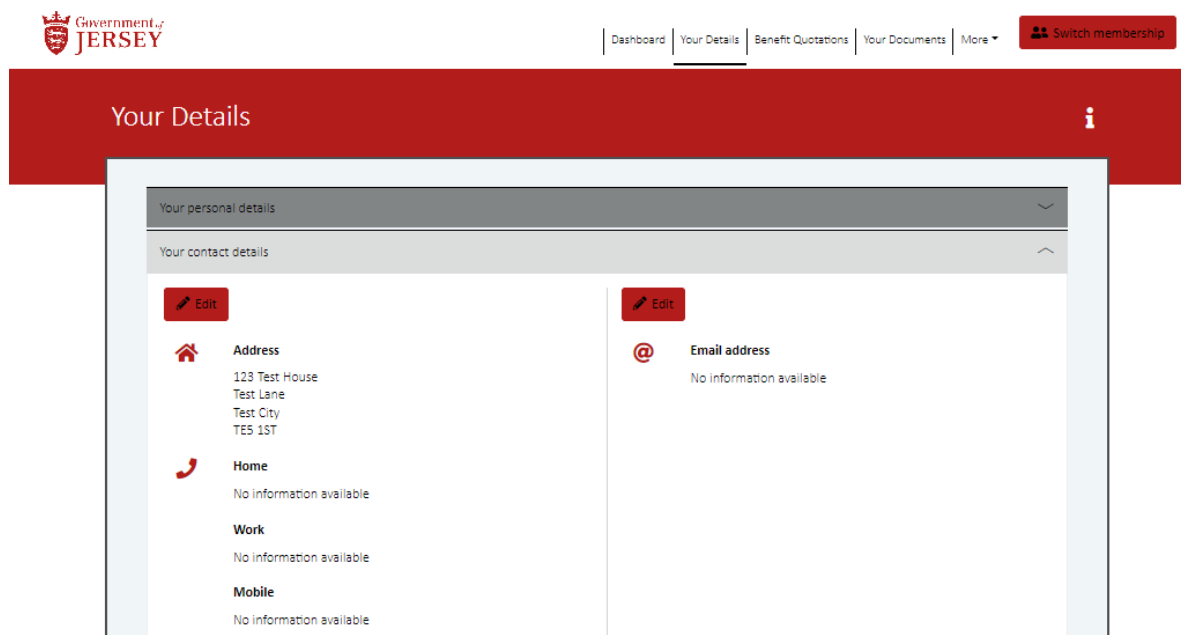
**Your Details** ⓘ

Your personal details

Member Number:	46055	Date Joined Scheme:	1 / 9 / 2022
Surname:	TESTING	Earliest Retirement Date:	6 / 3 / 2052
Forename:	AUDITOR	Normal Retirement Date:	6 / 3 / 2062
Date of Birth:	6 / 3 / 1995	Salary: <a href="#">(Hold to show)</a>	Hidden
		Completed Nomination Form?:	Yes

- Your contact details ▾
- Your service details ▾

Your Contact Details show the information we currently hold for you.



Government of JERSEY | Dashboard | Your Details | Benefit Quotations | Your Documents | More ▾ | [Switch membership](#)

**Your Details** ⓘ

Your personal details ▾

Your contact details ▾

[Edit](#)

**Address**  
123 Test House  
Test Lane  
Test City  
TES 1ST

**Home**  
No information available

**Work**  
No information available

**Mobile**  
No information available

[Edit](#)

**Email address**  
No information available

If any of this information needs updating, click on the *edit* button and enter your details. This will then update your details on our pension administration system:

Your Details
**i**

Your personal details

Your contact details

**Address**

House 1

Test Road

Jersey

**Post Code**

JE1 3SX

**Country**

JERSEY

**Home**

**Work**

**Mobile**

01534 112233

**Edit**

**Email address**

No information available

Cancel Save

Once you click save, the information will save. It will also automatically update any linked records

Your Details
**i**

Your personal details

Your contact details

**Edit**

**Address**

House 1  
Test Road  
Jersey  
JE1 3SX  
JERSEY

**Home**

No information available

**Work**

No information available

**Mobile**

01534 112233

**Edit**

**Email address**

No information available

## 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
<ul style="list-style-type: none"> <li>Benefit Statements               <ul style="list-style-type: none"> <li>General Correspondence   28 Jan 2021</li> <li>Benefit Statement   12 Jun 2020</li> <li>Benefit Statement   03 Jun 2020</li> </ul> </li> </ul>

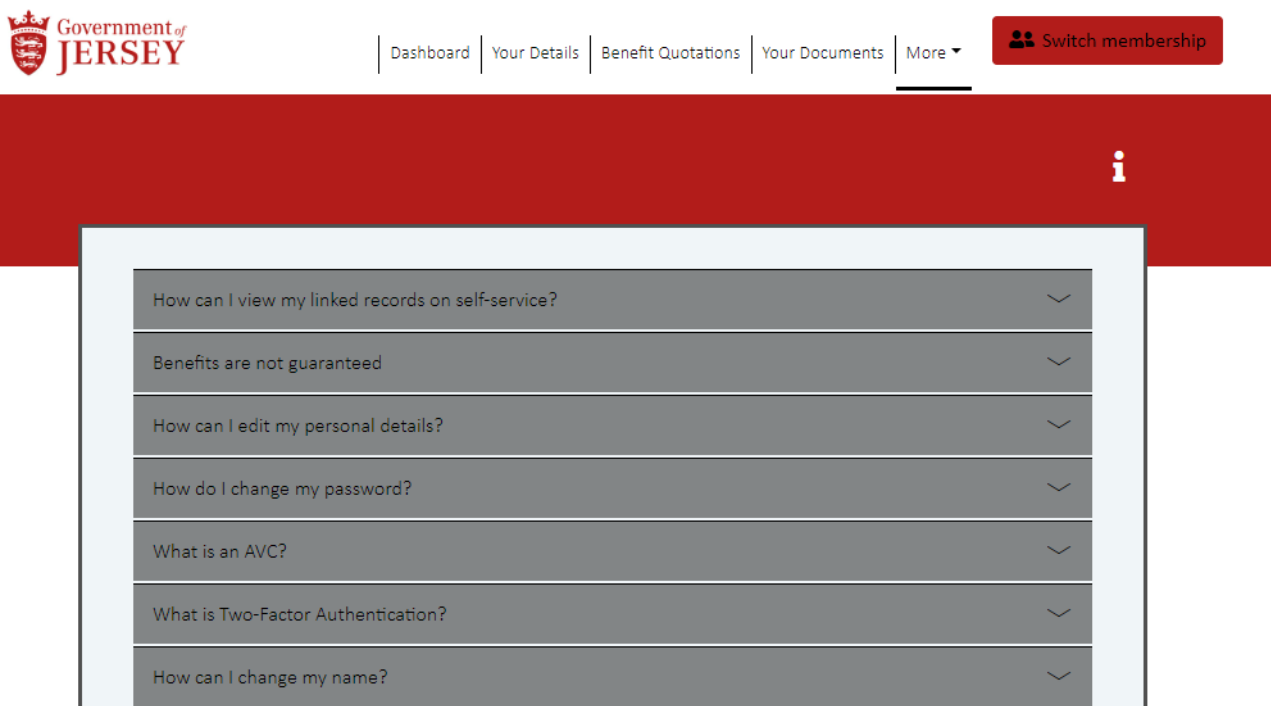
## More Information:

## Frequently Asked Questions:

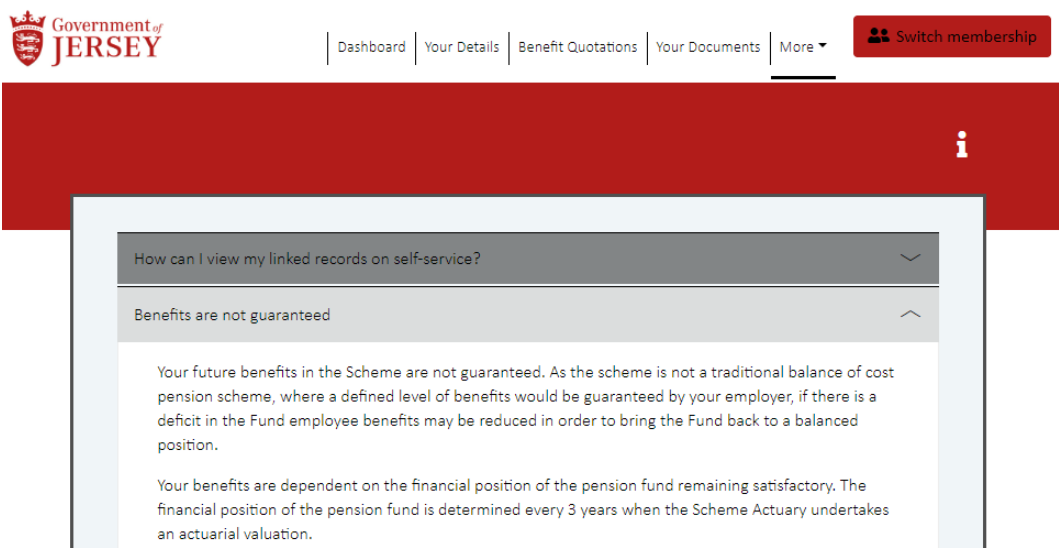
If you click on the *more* tab, you can view the most Frequently Asked Questions relevant to your pension scheme as shown below:



Clicking on FAQs brings up the below page



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



## 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.

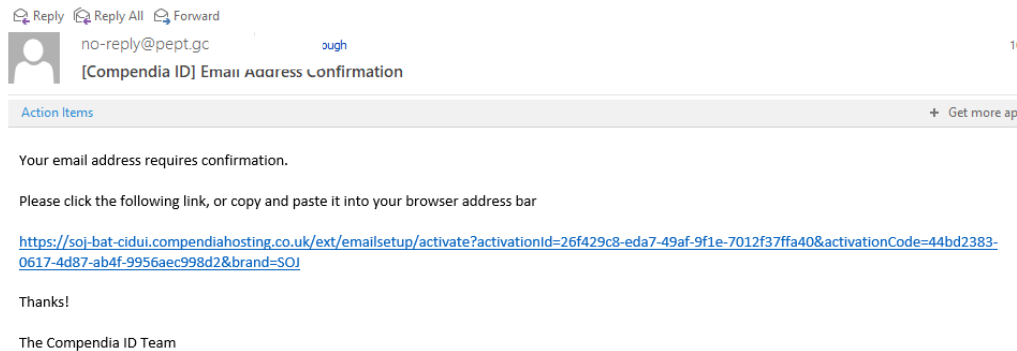
The email address you provide may however be the same as one we already hold on record for you, that is used for general communication purposes.

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

Email

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



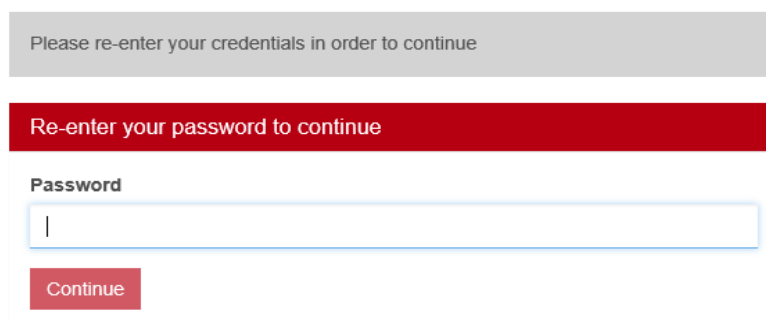
If you then click on **Return to Account Management** it will update your email.

## Setting up Two Factor Authentication

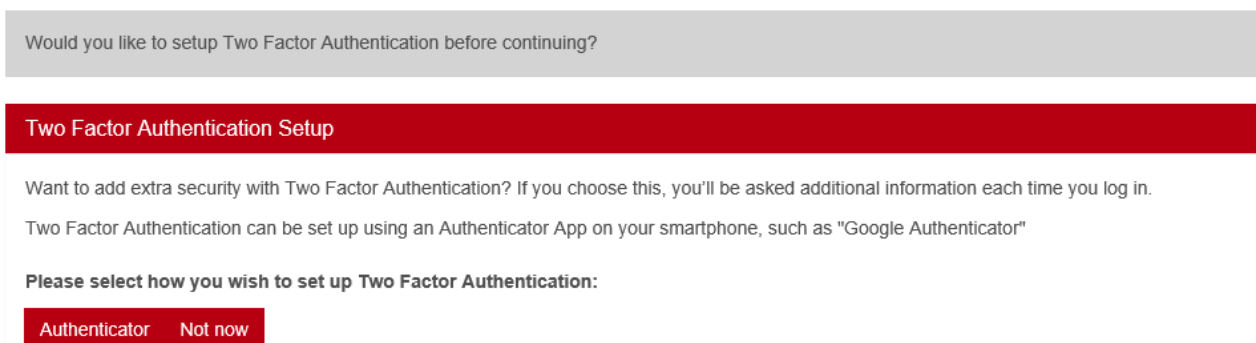
Two Factor Authentication allows you to set up an additional security feature when logging in to Your Pension Self Service. To be able to use Two Factor Authentication when logging in to your account you will need to have access to the Microsoft Authenticator app. This can be downloaded on your mobile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

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

You will then need to enter your password:



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



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

**Two Factor Authentication**

**Disabled** Two Factor Authentication is currently off **Enable Two Factor Authentication**

**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:

Your Two Factor Authentication will now be enabled.

**Two Factor Authentication**

**Enabled** Two Factor Authentication is currently on **Disable Two Factor Authentication**

**Two Factor Authentication Method** Authenticator App **Reconfigure**

**Recovery Codes** 8 Recovery Codes Available **View**

**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 can be used once. Please download these codes and store them in a safe place

#### Two Factor Authentication Recovery Codes

4q5r6u3i53vb

yfsu3ca1umdp

4ew2bwejpc1f

n6ww6cftinyq

ux5ba2pvs22u

audb6ejz2l2

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**

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

 ✕

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

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)