

INSTANT ACCESS AT YOUR FINGERTIPS

HOW TO ACCESS THE EMPLOYER SELF-SERVICE PORTAL (ESS)

We have provided Employers with a dedicated portal so that you can carry out your servicing requirements at your convenience and access data via a secure environment.

We have also provided your Employee Members with a similar service via the Member Self-Service Portal (MSS), so that they are in control and become familiar with their benefit and have the responsibility to keep their information up to date.

The purpose is to provide efficient and streamlined servicing for all.

HOW TO ACTIVATE YOUR EMPLOYER ACCESS FOR THE FIRST TIME

There are five easy steps:

1. Complete the Employer Access Registration Form and ask an authorised signatory to email this to your Sovereign contact.
2. We will issue you with a Welcome email which will include a link to the portal and provide you with a **once only** activation code.
3. Log on to our website, using the link from the email and select the "ACTIVATE" button that can be found on the top right hand side of the screen.
4. Complete the "Activate your account" screen. Each field must be populated and will be verified when the box turns green and a tick will appear. Copy the activation code in the last box and make sure you have copied it across with no spaces at the beginning or the end. All the information on this screen is **case sensitive** so make sure you remember what and how you've entered the information.
5. Press Submit. If all is OK you will receive a confirmation message on the screen that your account has been successfully activated.

QUESTIONS AND ANSWERS

Q: What happens if I entered the activation code incorrectly?

A: The code can be used for one successful activation. Therefore if you have input it incorrectly, don't worry, you can re-input the correct activation code and try again. It may be that when you copied it across you included a space. If you are having difficulty please get in touch with your Sovereign contact.

Q: What if I've forgotten my username or password?

A: Please get in touch with your Sovereign contact who will reset your information. If you click on the "forgotten your password" it will take you to the Sovereign office contact information. Once they have reset your password, when you log in for the first time you will be taken to the "Change your password" screen so that you can set a new password that will be meaningful to you. These are **case sensitive** so make sure you remember what and how you answered. Once you press Submit, there will be a message on screen to confirm the change has been successful.

Q: What if I've forgotten my security question?

A: Please follow the "Forgotten your security information" link and complete the next page: Surname and Date of Birth in the correct format and Other Reference Number and press Submit. The Other Reference Number can be found on your original Welcome email and is our system-generated unique identifier. You will then be able to re-select the security questions and the answers to those questions. These are **case sensitive** so make sure you remember what and how you answered. Once you press Submit, there will be a message on screen to confirm the change has been successful.

Q: What is my "Other Reference Number"?

A: The Other Reference Number can be found on your original Welcome email and is our system-generated unique identifier.