

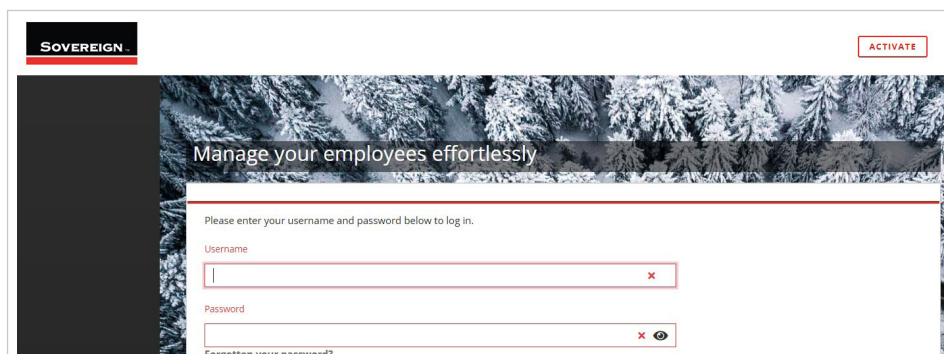


Existing Employer Self-Service (ESS) User migration to MFA

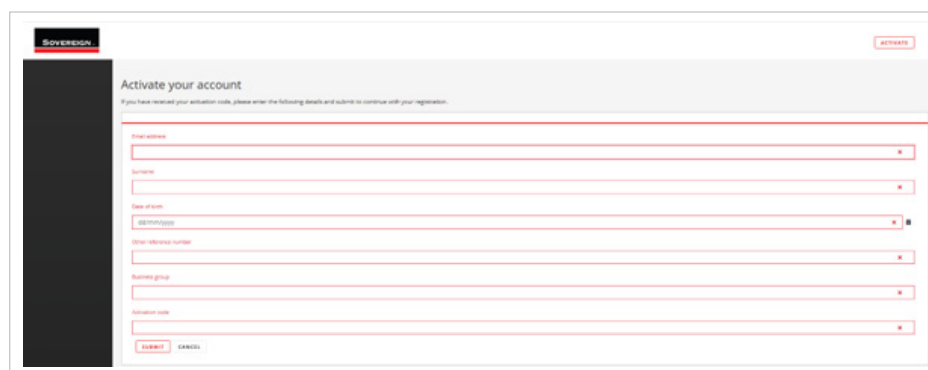
Exciting news! As we continue to enhance our service we are changing how you log into the Employer Self-Service Portal.

Sovereign will send you an email on the weekend of 3rd/4th October to your registered email address, with the information you need to re-register and share the activation link.

You will arrive at the ESS portal landing page.



On the top right, you see 'Activate' button. Click the same to get the following page.



Ensure to have all the required information for registration:

- Your email address
- Surname
- DOB
- **Other reference number**
- **Business Group &**
- **Activation Code**

Note: Sovereign will be providing the data in **bold** via an email.

Complete the relevant fields and click on 'Register' button.

Once you have entered all the correct information, system will take you to the Registration page.

Registration

Username, passwords and security responses are case sensitive so please take care when entering them.

- **Username** : Should be a minimum of 8 characters, maximum 20 characters and must contain both letters and numbers. Special characters are not permitted.
- **Password** : Should be a minimum of 10 characters, maximum 128 characters and must contain at least one letter, one number and a special character.

If you are unable to register, please ensure your responses match and your answers meet the validation required.

If you are still having difficulty, please contact your pensions administrator.

Username

Enter new password

Passwords must be between 10 and 128 characters long, and must contain at least one letter, one number and one special character. Remember that usernames and passwords are case-sensitive.

Confirm new password

Password hint

Set up authenticator app

You must set up your authenticator app to allow account access.

Using an authenticator app (such as Google Authenticator, Microsoft Authenticator, Authy or iPassword), scan this QR code.

Your authenticator app will generate a 6-digit code for you to enter below.

Scan not working? Enter this code manually into your authenticator app to generate your 6-digit code.
ZSXW LRHF QKES CAGI CRRN UDLG ZMS7 H14

6-Digit Code

REGISTER **CANCEL**

Follow the instructions on the Registration page.

You can use your existing username, but you will need to reset your password and password hint.

Make sure you create a password that uses all the data requirements as instructed and click on 'Register' button.

Please remember:

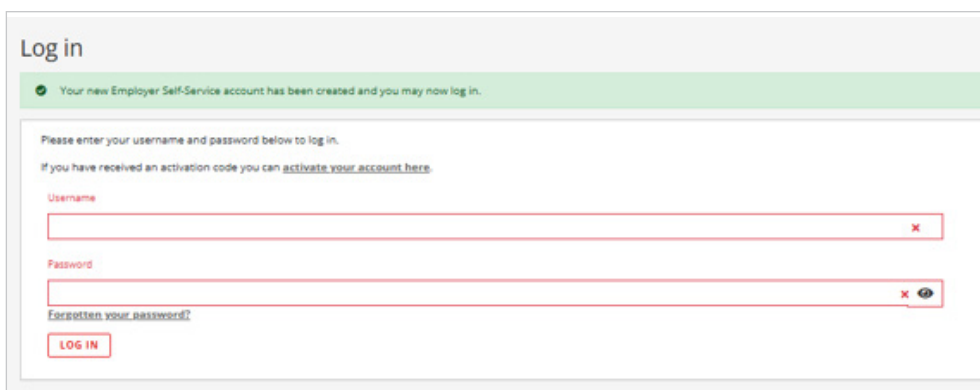
- » That your username and password are case sensitive.
- » That you pick a good password hint to remind you!

In this same screen, there's a QR code shown, using the Authenticator app in your phone, scan this QR code to add a new account.

You can use an authenticator app of your choice. The most popular are Google Authenticator or Microsoft Authenticator. If you don't currently have one, you can download one of these via your mobile phone using PlayStore (Android) or iStore (Apple).

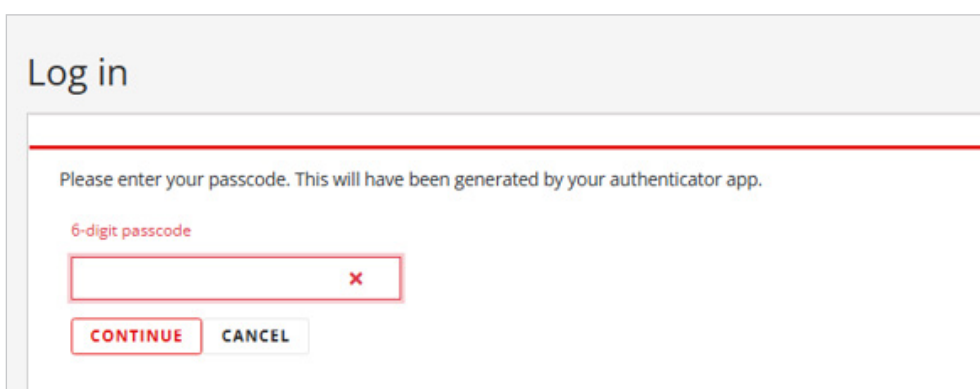
Once the account is added, Authenticator will generate a 6 digit code every 30 seconds. Insert that code in to the screen above to complete the registration.

This process is now complete. You can now login to the portal.



The screenshot shows a 'Log in' page with a light gray header. Below the header is a green banner with a checkmark icon and the text: 'Your new Employer Self-Service account has been created and you may now log in.' Below the banner, the text 'Please enter your username and password below to log in.' is displayed. A link 'If you have received an activation code you can [activate your account here](#).' is provided. There are two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the password field is a link 'Forgotten your password?'. At the bottom is a red 'LOG IN' button.

After entering valid credentials, the system will prompt you to enter the 6 digit code.



The screenshot shows a 'Log in' page with a light gray header. Below the header is a red banner with the text: 'Please enter your passcode. This will have been generated by your authenticator app.' Below the banner, the text '6-digit passcode' is displayed. There is a single input field for the passcode. Below the input field are two buttons: 'CONTINUE' (red) and 'CANCEL' (gray).

Once you enter the valid 6-digit code, you are allowed to enter into ESS portal.

The information provided in this document does not constitute advice to clients or any third party and no responsibility will be accepted for any loss occasioned directly or indirectly as a result of persons acting, or refraining from acting, wholly or partially in reliance upon it other than for its intended purpose.

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