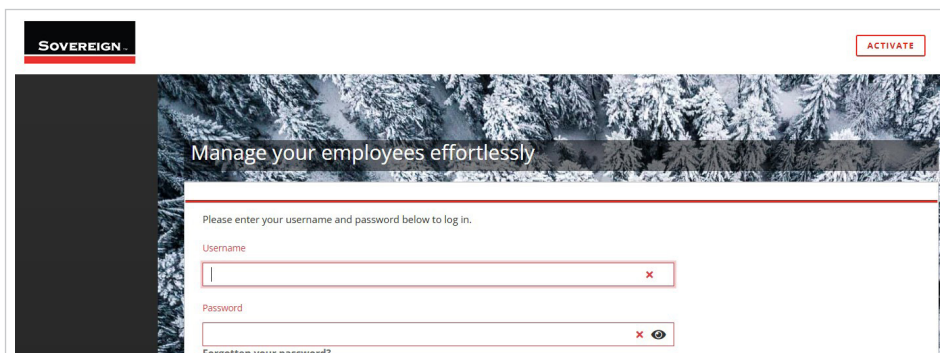


How to register and gain access to your Employer Self-Service (ESS) Portal

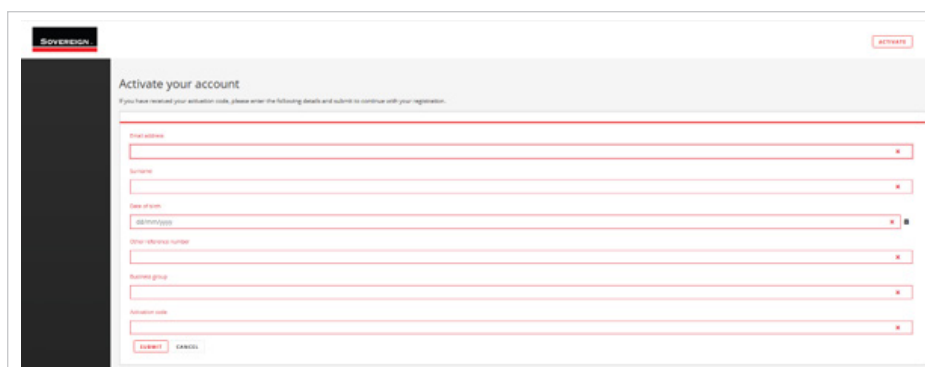
The Employer Self-Service portal provides secure, 24/7 online access so that you can complete servicing and view and export information on the scheme. The link to the portal is here [Welcome - Employer Self-Service](#)

When you go to register, make sure you have your Portal access email that has been sent from Sovereign as it has information you will need to gain access. If you have not received it, please check your spam.

You will arrive at the ESS portal landing page.

The screenshot shows the login page of the Sovereign ESS portal. At the top left is the Sovereign logo. At the top right is an 'ACTIVATE' button. The main heading is 'Manage your employees effortlessly'. Below this, it says 'Please enter your username and password below to log in.' There are two input fields: 'Username' and 'Password'. The 'Password' field has a red 'x' icon and an eye icon. Below the password field is a link that says 'Forgotten your password?'. The background of the login area shows a snowy forest scene.

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

The screenshot shows the account activation page of the Sovereign ESS portal. At the top left is the Sovereign logo. At the top right is an 'ACTIVATE' button. The main heading is 'Activate your account'. Below this, it says 'If you have received your activation code, please enter the following details and submit to continue with your registration.' There are several input fields: 'Email address', 'Surname', 'Date of birth', 'Other reference number', 'Business group', and 'Activation code'. Each field has a red 'x' icon. At the bottom left of the form are 'SUBMIT' and 'CANCEL' buttons.

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.

Once you have entered all the correct information, system will take you to the Registration page and prompt you to create your:

- Username
- Password
- Password Hint

Make sure you create a username and 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!

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.

Z5XW LRHF QKES CAGI CRRN UDLG ZM57 H04

6-Digit Code

✖

REGISTER

CANCEL

Follow the instructions on the Registration page. 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.

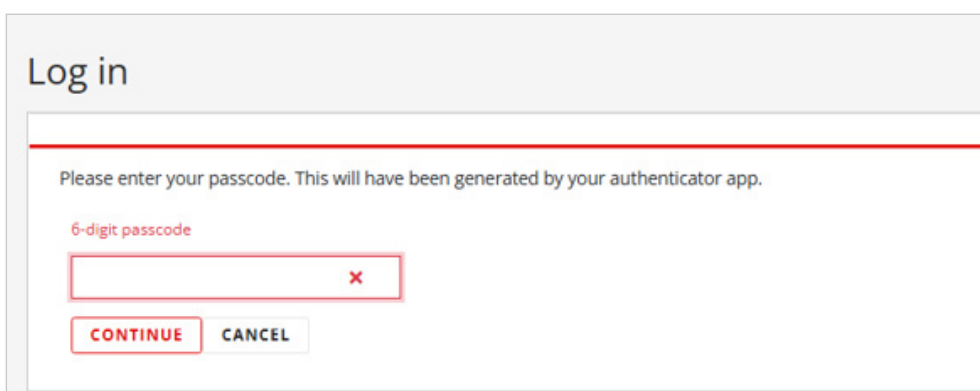
You can use an authenticator app of your choice. The most popular are Google Authenticator or Microsoft Authenticator. If you don't currently have one, you can down one of these via your mobile phone using PlayStore (Android) or iStore (Apple).

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.

activate your account here.' There are two input fields: 'Username' and 'Password'. The 'Password' field has a red 'x' icon on the right and a toggle icon. Below the password field is a link: 'Forgotten your password?'. At the bottom left of the form is a red 'LOG IN' button." data-bbox="185 270 802 444"/>

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



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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