

NHS Pensions Online Guide

2. Frequently Asked Questions

Once you have accessed “N3 Pensions Online” the link to “Frequently Asked Questions” is displayed at the bottom of the page:

The screenshot shows the NHS Pensions Online interface. On the left is a blue navigation menu with the following items: [Exit Online Services](#), [PC Requirements](#), and [Site Update](#). The main content area has a white background with a blue header. The content includes:

- New Functionality**: A section explaining that GP practices will be presented with a new page to capture the responsible PCT for the forthcoming choice exercise. It asks for the "GP code" and PCT name, and notes that once provided, the screen will not be shown again. It also thanks the user for their co-operation.
- Important information - Non-Updated Records**: A note that as of 1st October 2009, all employments not updated to 31st March 2009 will be listed on the Non Updated Employments page.
- Important information - Electronic AW8 Lump Sum Choice**: A note that it is extremely important for employers to obtain the correct lump sum requirements from members and to input the correct amount of lump sum when submitting an AW8 on-line. It also states that NHS Pensions will not amend the percentage of a lump sum once the benefits are in payment.
- [Pensions Online E-Forms Changes](#): A link to a page about changes to e-forms.
- Pol Estimate Calendar length service more than 45 years**: A section explaining that users will need to refer any cases to NHS Pensions where an estimate has been processed on pol and the calendar length service exceeds 45 years and above. It provides an email address [Awards@nhsps.gov.uk](mailto: Awards@nhsps.gov.uk) and requests that users do not issue the estimate until confirmed it is okay to do so.
- Please select one of the following options:**
 - Employers:**
 - [Register](#)
 - [Sign In](#)
 - [Frequently Asked Questions](#)

An arrow points to the [Frequently Asked Questions](#) link in the bottom right of the main content area.

Once this link is selected the page covers the following issues:

- Connection Issues
- Registration Issues
- E Forms Issues
- Pensions Online Estimates
- General Issues

Each section then includes links to a list of frequently asked questions for that area of Pensions Online.

Welcome to the NHS Pension Scheme ONLINE
Pensions Online (Including e-forms) Frequently Asked Questions

NHS
Pensions Agency

[Exit Online Services](#)
[PC Requirements](#)
[Pensions Online](#)

Pensions Online (Including e-forms) Frequently Asked Questions

How does our Organisation notify the Agency of a change to our Local System Administrator?

Either the existing Local System Administrator, or his/her replacements must write to:

PoL Registrations
Communications Centre Room 070
200-220 Broadway
FLEETWOOD
Lancs. FY7 8LG.

The letter must detail all changes, in particular the existing Administrator's details and the full name and NHSnet e-mail address of the new Administrator. The letter must include the Employer Code for the Organisation for which the change is being made. The letter should be signed, or countersigned, by a board level member, or in the case of a GP Practice, by a senior partner in the Practice.

CONNECTION ISSUES:

[How do I access your NHSnet site?](#)

[What do I do if I can access other NHSnet \(or Welsh VPN\) sites but your NHSnet home page at <http://www.pensionsagency.nhs.uk> does not work?](#)

[What do I do if I can access your NHSnet home page at <http://www.pensionsagency.nhs.uk> but cannot access Pensions Online?](#)

[I can access your home page at <http://www.pensionsagency.nhs.uk> but the screen 'freezes' when I try to register?](#)

[Although my place of work is connected to NHSnet \(or Welsh VPN\) I do not have access to it so how can I submit the forms Online?](#)

[I work for a Direction Body / 3rd Party Payroll Provider. Can I get access to NHSnet \(or Welsh VPN\)?](#)

[We do not have NHSnet \(or Welsh VPN\) yet. What should I do with my returns for this year?](#)

REGISTRATION ISSUES:

[Why can't I print out the registration form?](#)

At the top left hand side of the page there are links present to take you to the following areas:

- **Pensions Online** - this takes you back to the previous page
- **PC Requirements** – which gives details of the PC specification required to access Pensions Online
- **Exit Online Services** – this takes you out of the service completely