NHS Pensions Online (POL) Guide

3. Registration process
For those employers who do not yet have access to Pensions Online, select the ‘Register’ link and this will take you through the online registration process.

Only one registration per National Health Service Business Services Authority (NHSBSA) employer is allowed and this initial registration **must** be completed by the Pensions Manager or other nominated person with suitable authority.

The electronic registration form is available via the ‘Register’ link and once selected you will be asked to insert your Employing Authority code or GP Practice code (EA code), as follows:

If you select this link and your Authority or GP Practice already has access to Pensions Online you will receive the following onscreen message:

> **Sorry, it appears that we already hold a registration for this EA Code, please check your entry and try again. Should you continue to get this error message please contact the Agency.**
If this is the first registration you will continue to the next stage, as follows:

Once you have fully completed the form and selected ‘verify’ at the bottom of the page you will receive a confirmation page requesting that you print the page and arrange for it to be countersigned by the Local Pensions Online Administrator’s Board level manager or Principal Practitioner, for GP Practices.

The countersigned form should then be posted to:

Pensions Online Helpdesk
NHS Pensions
PO BOX 2269,
Bolton,
BL6 9JS
The NHSBSA will then verify the application and you will be issued with a pin and password. Details of how you can then register other users are contained in the guide ‘Administer Employer Access’, in the section for ‘Add New Access Rights’.

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You will then receive an email with details of your pin number containing an icon called ‘Read Me’ – click on this icon for further details. You will also receive a letter with details of your password. You should change the password to one that you will easily remember, which you should then keep safe and never divulge to anyone else.

Once the paper registration form is received by The NHSBSA it generally takes 3-4 days before you get access to the system.

**Important note:** If you have any problems with the registration process please contact the Pensions Online Helpdesk on 0870 011 7108