

A thick blue horizontal bar with a slight wave-like shape in the center, spanning the width of the page.

# **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.**

You access Pensions Online via the home page of the NHSBSA website, [www.nhsbsa.nhs.uk/nhs-pensions](http://www.nhsbsa.nhs.uk/nhs-pensions), you will find the link to the portal within the employer hub section of the website



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. Once registration is completed then other users can be added. More information on this can be found in the POL guide 7 – administer employer access

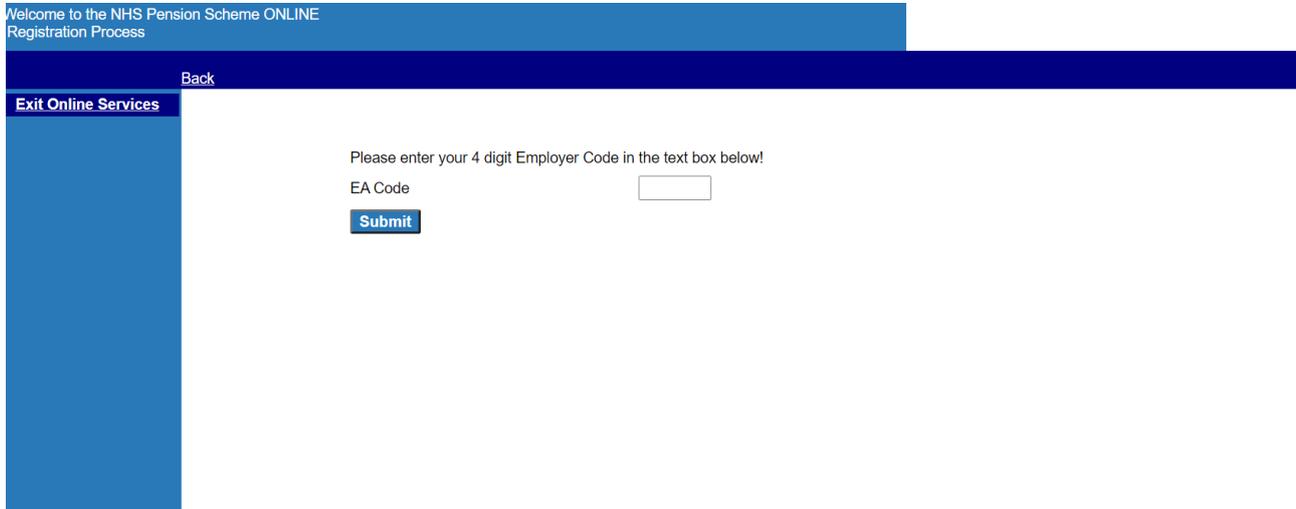
The electronic registration form is available via the '**Register**' link

**Please select one of the following options:**

**Employers:**

- ▶ [Register](#)
- ▶ [Sign In](#)
- ▶ [Frequently Asked Questions](#)

Once selected you will be asked to insert your Employing Authority code or GP Practice code (EA code), as follows:



Welcome to the NHS Pension Scheme ONLINE  
Registration Process

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Exit Online Services

Please enter your 4 digit Employer Code in the text box below!

EA Code

Submit

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

Welcome to the NHS Pension Scheme ONLINE  
Registration Process

**NHS**  
Pensions Agency

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[Exit Online Services](#)

\*\* 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.

Please enter your 4 digit Employer Code in the text box below!

EA Code

If this is the first registration you will continue to the next stage, as follows:

NHS Pensions Online - Application for Registration by an Employer

Employer Code <small>(e.g. GP/EA Code)</small>	9999
Organisation Name	AN Other
Address	
Post Code	
Full name of nominated Local Pensions Online Administrator	<input type="text"/>
Job Title	<input type="text"/>
Contact Address (if different)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Post Code	<input type="text"/>
Telephone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>

We can only accept NHSnet e-mail addresses

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 scanned and e-mailed to [nhsbsa.polhd@nhs.net](mailto:nhsbsa.polhd@nhs.net)

Example of confirmation page:



**NHS Pensions Online - Application for Registration by an Employer**

[Print](#)

**Your registration details have now been submitted. Please take a printed version of this form for authorisation as directed at Part 2 and post to the following address:**

Communications Centre Helpdesk  
NHS Pensions Agency  
Room 070  
200-220 Broadway  
Fleetwood  
Lancashire FY7 8LG

**Part 1**

Employer Code <small>(e.g. G/REA Code)</small>	9999
Organisation Name	COMPLETE GUIDE TO PENSIONS ONLINE
Address	
Post Code	
Full name of nominated Local Pensions Online Administrator	COMPLETE GUIDE
Job Title	PENSIONS
Contact Address (if different)	
Telephone Number	
Fax Number	
Email Address	

**Part 2**

To be completed by the nominated Local Pensions Online Administrator's Board level manager or Principal Practitioner:

Organisation Name	COMPLETE GUIDE TO PENSIONS ONLINE
Address	
Post Code	
Full name of nominated Local Pensions Online Administrator	COMPLETE GUIDE
Job Title	PENSIONS
Contact Address (if different)	
Telephone Number	
Fax Number	
Email Address	

**Part 2**

To be completed by the nominated Local Pensions Online Administrator's Board level manager or Principal Practitioner:

I hereby confirm that the above person is the nominated **NHS Pensions Online** Local System Administrator for our Organisation. I also confirm that we meet with the minimum PC specification requirements in order to use the services, including NHS-net connectivity.

Signature:.....	Date:.....
Print name:.....	Position:.....
Contact telephone number:.....	

For NHSPA use only - application verified

Signed:

[Exit](#)

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'.

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. Once you have received your PIN number please e-mail pensions online helpdesk confirming you pin number and they will provide the password You should change the password to one that you will easily remember, which you should then keep safe and never divulge to any one else.

Once a copy of the registration form is received by the NHSBSA it generally takes 3-4 working days before you can get access to the system.

**Important note:** If you have any problems with the registration process please contact the Pensions Online Helpdesk via e-mail. [nhsbsa.polhd@nhs.net](mailto:nhsbsa.polhd@nhs.net)

For employers or third party administrators that have access the the HSCN network, that do not have access to a NHS.net e-mail account please e-mail the POL helpdesk, who will assist you with accessing the system.