

Employer Hub User Guide

June 2024

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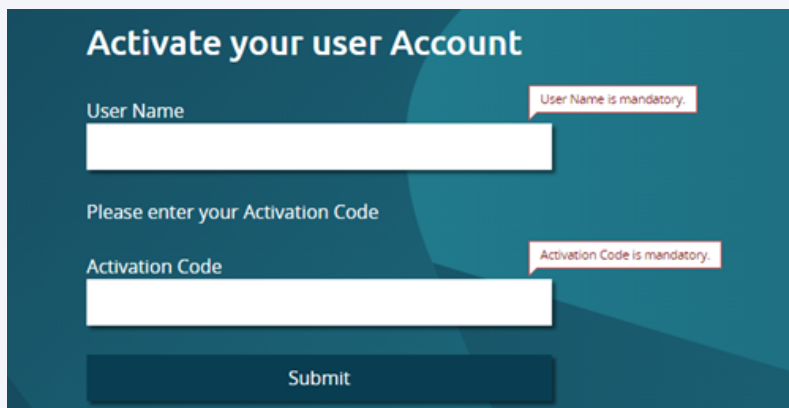
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NEW HUB USERS: ACTIVATING YOUR HUB ACCOUNT

NEW USERS: You will need to complete and return a Web Access Request Form before you can access the Employer Hub. The form can be found on our website here [Employer Web Access Request Form](#).

PLEASE NOTE: Activation codes sent to the new user will expire within **10 calendar days** from the day it has been emailed. Once it expires, you will need to contact cheshirepfinbox@cheshirewestandchester.gov.uk so we can assist you in completing the set-up of the account.

1. The first email you will receive will include your Username and the link to activate your account (<https://www.cheshireemployerhub.org/activateuser.html>)
2. A subsequent email will contain your Activation Code.
3. Enter the Username and Activation Code at the activation link:



Activate your user Account

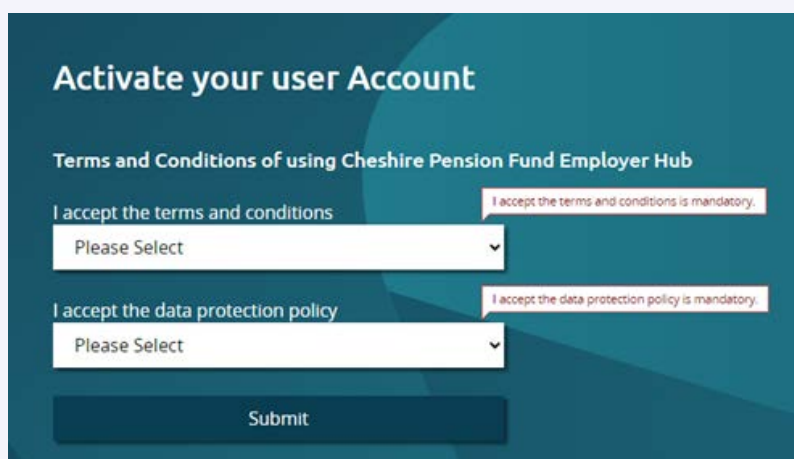
User Name User Name is mandatory.

Please enter your Activation Code

Activation Code Activation Code is mandatory.

Submit

4. You will need to read through the Terms and Conditions and the Data Protection statement, accept the terms and then click 'Submit' at the bottom of the page:



Activate your user Account

Terms and Conditions of using Cheshire Pension Fund Employer Hub

I accept the terms and conditions I accept the terms and conditions is mandatory.

Please Select

I accept the data protection policy I accept the data protection policy is mandatory.

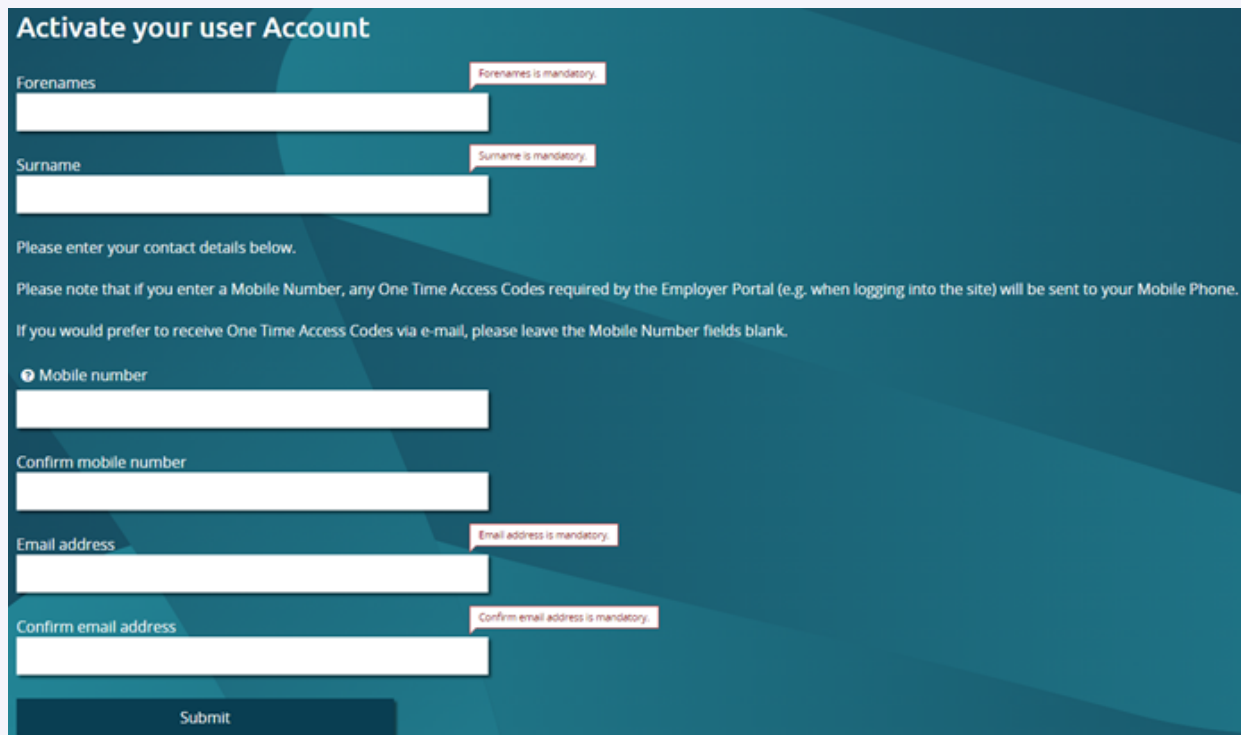
Please Select

Submit

5. Enter your telephone number and click 'Submit'. The work phone number field is mandatory:

PLEASE NOTE: We have changed the way you can log in. When you input a mobile number on this page, you will be able to receive your one-time code to your mobile phone instead of by email.

If you would still like to receive your one-time code only to your email address, please **do not** input anything in the mobile number fields on this page.

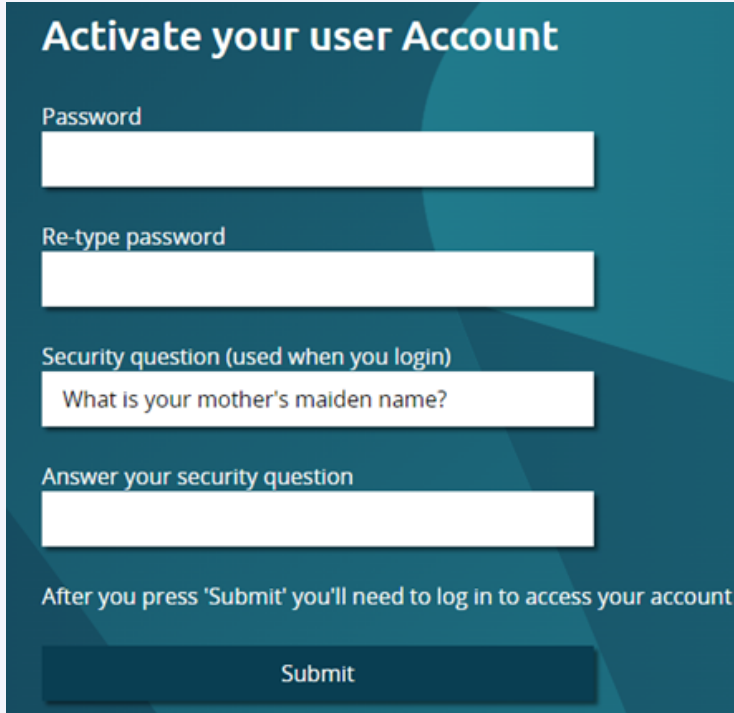
The screenshot shows a web form titled "Activate your user Account" on a teal background. The form includes several input fields: "Forenames" with a red error message "Forenames is mandatory", "Surname" with a red error message "Surname is mandatory", "Mobile number" with a red error message "Mobile number is mandatory", "Confirm mobile number", "Email address" with a red error message "Email address is mandatory", and "Confirm email address" with a red error message "Confirm email address is mandatory". Below the input fields is a "Submit" button. There is also a note about One Time Access Codes being sent to a mobile phone or via email.

When inputting a mobile number, please ensure it does not start with +44 or include any spaces.

The Forename, Surname and Email Address fields are automatically completed on this screen. If you would like to change this information, you can action this after you have activated and logged into your account by clicking on the 'Change My Account' tile on your homepage.

6. On the next screen, you will then need to choose your password. The password must be 15 characters long, and contain upper case, lower case and a number. It is highly recommended that this be made up of 3 completely unrelated words. Symbols can be used to make passwords even stronger.

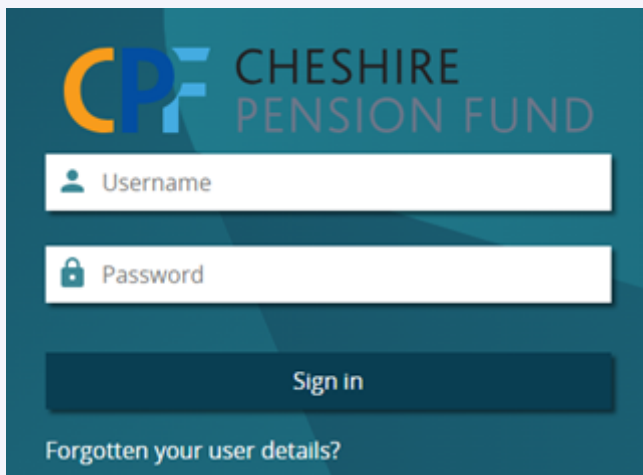
7. You will also need to choose a main security question and answer, plus two further questions and answers (these security question and answers will be used when requesting a forgotten username or password from the system). Click 'Submit' at the bottom once completed:



The screenshot shows a form titled "Activate your user Account" on a teal background. It contains four input fields: "Password", "Re-type password", "Security question (used when you login)" with the example text "What is your mother's maiden name?", and "Answer your security question". Below the fields is a message: "After you press 'Submit' you'll need to log in to access your account". At the bottom is a dark blue "Submit" button.

PLEASE NOTE: once you have activated your account, you will need to wait at least 24 hours before you can log in, there will be a reminder of this in your activation code email.

8. You are then taken to the main login screen to enter your recently set up username and password. You will be asked to enter a One Time Code. This code has either been emailed to your email address or texted to your mobile number, depending on what you inputted when activating your Hub account. You will now have access to your Hub account.



The screenshot shows the login screen for the Cheshire Pension Fund. It features the logo "CPF CHESHIRE PENSION FUND" at the top. Below are two input fields: "Username" with a person icon and "Password" with a lock icon. A dark blue "Sign in" button is positioned below the fields. At the bottom, there is a link that says "Forgotten your user details?".

HOW TO LOGIN TO YOUR EMPLOYER HUB ACCOUNT

1. Go to <https://www.cheshireemployerhub.org>
2. Enter your Username (not case sensitive)
3. Enter your Password (case sensitive)
4. When prompted, enter the One Time Code which has either been emailed to your email address or texted to your mobile number, depending on what you selected when you activated your account.
5. Click 'Sign in'

HOW TO REQUEST YOUR FORGOTTEN LOGIN DETAILS

1. Click on 'Forgotten your user details?' link on the Hub login page
2. Select the appropriate option from the drop-down menu e.g. 'I have forgotten my... Password':

Forgotten your user details?

I have forgotten my

Please Select

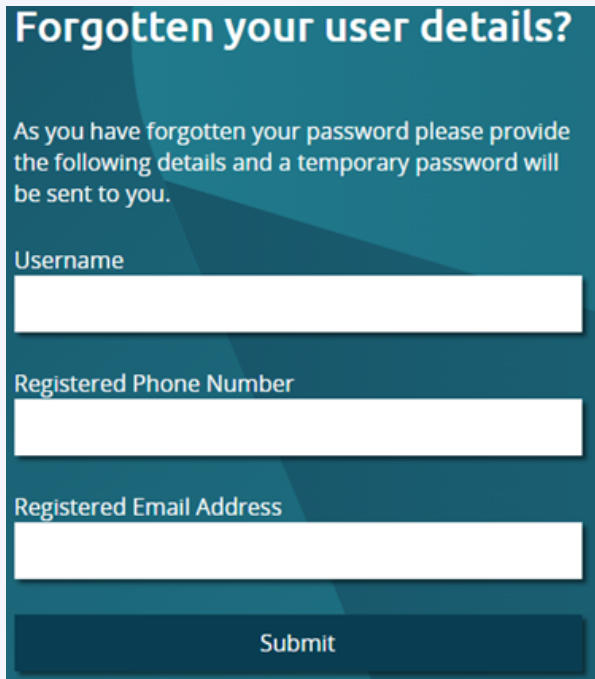
Please Select Password

Please Select Username

I have forgotten my is mandatory.

[Back to Login](#)

3. Follow the instructions when prompted e.g. when selecting forgotten password, it will ask you to provide the following information for a temporary password to be emailed to you:



Forgotten your user details?

As you have forgotten your password please provide the following details and a temporary password will be sent to you.

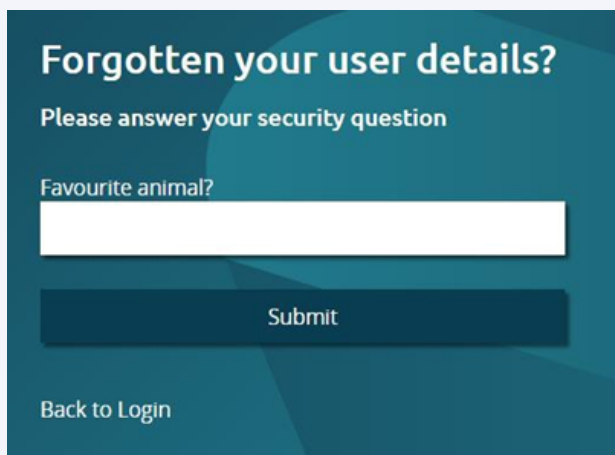
Username

Registered Phone Number

Registered Email Address

[Submit](#)

4. It will then request you enter your security answer (**case sensitive**). Please note: your security question will be abbreviated to give you a hint at your answer (e.g. FIRSTPET, CHILDMIDDLENAME etc.)



Forgotten your user details?

Please answer your security question

Favourite animal?

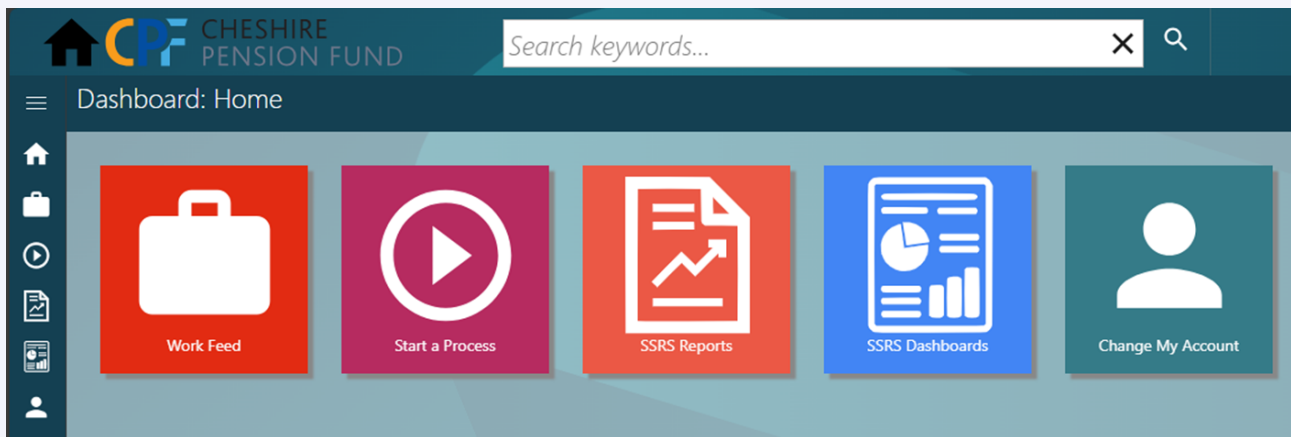
[Submit](#)

[Back to Login](#)

NAVIGATION

HOW TO NAVIGATE YOUR 'DASHBOARD'

Your Dashboard acts as your homepage and contains four sections: 'Work Feed', 'Start a Process', 'SSRS Reports', 'SSRS Dashboards' and 'Change My Account'. You can navigate to each section by clicking on the icons as below:



This menu on the left-hand side of the screen will show different options depending on which area of site you are in.

Please note that if you need to go back to your Dashboard at any point, you will need to click the top-left of the screen beside the search box where it displays the **home icon and CPF Logo**. When hovering over this, it will say 'Go to Home page':



HOW TO SEARCH FOR A MEMBER (EMPLOYEE) AND VIEW THEIR DETAILS

1. In the 'Search keywords...' search box at the top of screen, type in the **National Insurance Number, Surname** or Membership Number (folder reference number) of the member (employee) and select "enter" on your keyboard (or select the search button to the right of the box):

AA123789A

MEMBERSHIPS (1 ... [VIEW ALL RESULTS FOR "AA123789A" IN MEMBERSHIPS](#))

Mrs Oliver Smith AA123789A 1 20056679

[VIEW ALL RESULTS FOR "AA123789A"](#)

2. It will show the results of the search below the box. Select the member you would like to view.
3. If you do not have the full National Insurance Number, you can type in part of the number and put an asterisk [*] before or after (depending on which part you are missing), and it will show the relevant search results:

AA123*

MEMBERSHIPS (1 OF 1) [VIEW ALL RESULTS FOR "AA123*" IN MEMBERSHIPS](#)

Mrs Oliver Smith AA123789A 1 20056679

[VIEW ALL RESULTS FOR "AA123*"](#)

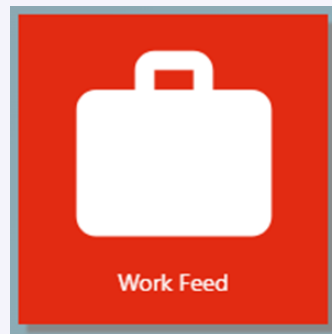
4. Once you have selected a member from the search results, you will then be able to view their personal details and pension folder details on a separate page:

Membership Details: Mrs Oliver Smith AA123789A 1 20056679

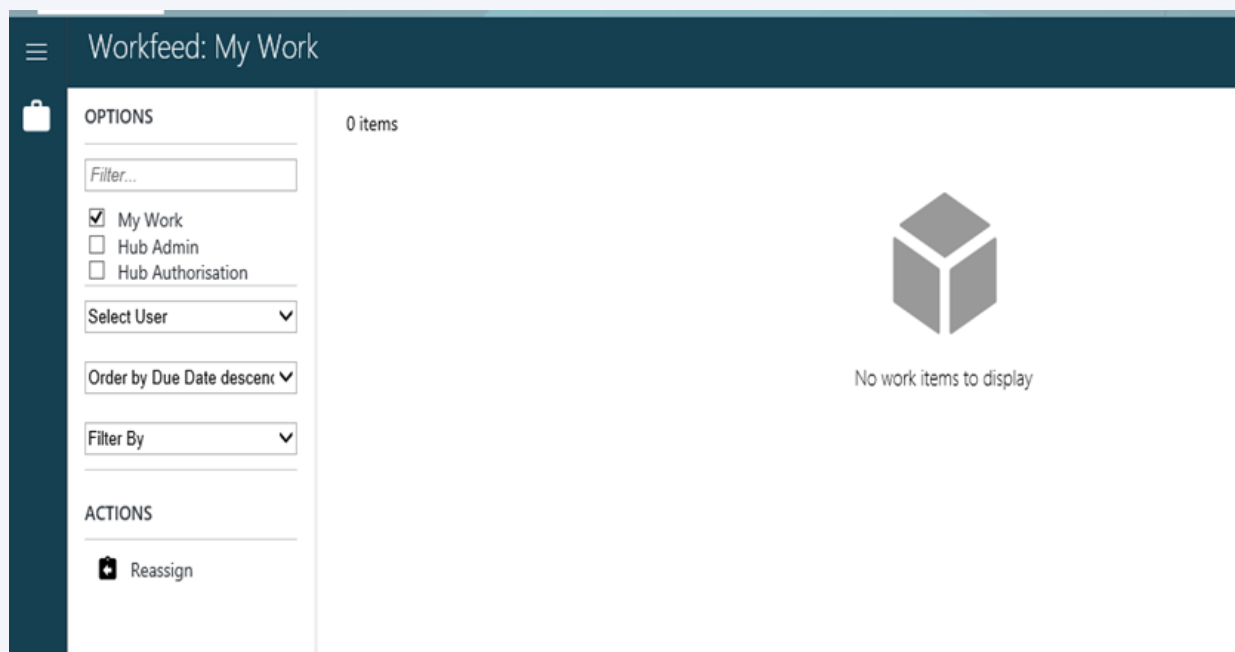
ACTIONS	Basic Details	Folder Details
★ View Member History	Basic Details Full Name: Mrs Oliver Smith Gender: Female Date of Birth: 20/02/1989 (35 Years) National Insurance Number: AA123789A State Retirement Date: 20/02/2057 Communication: Letter 🏠 123 Maple Street, Apt 48, Greenview District, Westfield Town, Berkshire, United Kingdom, AB1 2CD ✉ null	Folder Details Membership Number: 20056679 Status: Active Company Name: The LG Pension Fund (PF) Employer Name: Test Employer Date Joined Employer: 01/10/2021 Scheme Retirement Date: 19/02/2054 Impossible Case: No

HOW TO NAVIGATE AND ACTION ITEMS ON YOUR 'WORK FEED' (VIEW ONLY)

1. On your Dashboard, click on the 'Work Feed' icon:

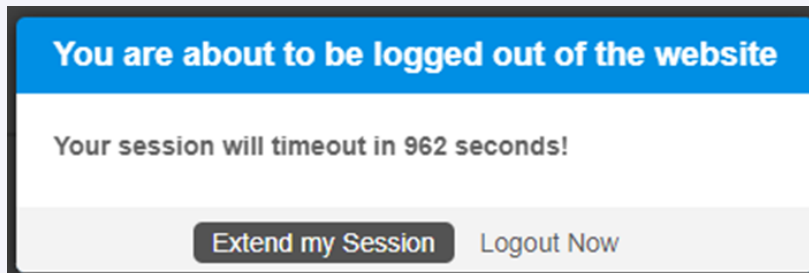


2. The Work Feed screen appears, which shows what (if any) items are to be actioned on the right-hand side with the due date. The left-hand side of the screen has a few filters you can use to filter the items in your feed:

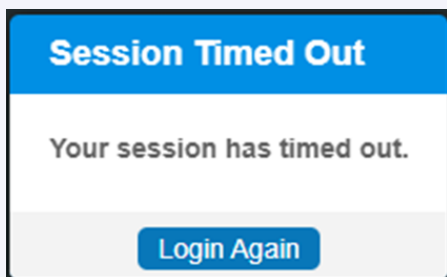


HOW TO EXTEND YOUR EMPLOYER HUB SESSION

1. A 'pop-up' box will appear when your Employer Hub session is near the time out limit. This box appears after 10 minutes of inactivity on your account. You can choose to either extend your session or log out of your session if you have finished your tasks:



2. If you do not respond within seconds stated on this message popping up, your session will then be automatically timed out and you will need to log back in again:



HOW TO RUN EMPLOYER REPORTS

1. On your Dashboard, click on the 'SSRS Reports' icon:



2. There is currently 1 report you can run:
 - **List of Members by Employer** – A list of your Active employees
 More reports are going to be added in the future as they are developed.
3. Select the report you require by clicking on the corresponding tile. Make your selections in the report (for example, choose an employer or a folder status), and click on the 'View Report' button to generate your report.
4. You can then export the report from the Hub to multiple file types and save a copy if you wish. You can also print the report from the Hub:

SSRS Reports & Dashboards: List of Members by Employer

Employer(s)

FolderStatus(s)

<

1

of 1

>

↺

↻

↷

100%

▼

📁

▼

🖨

Find | Next

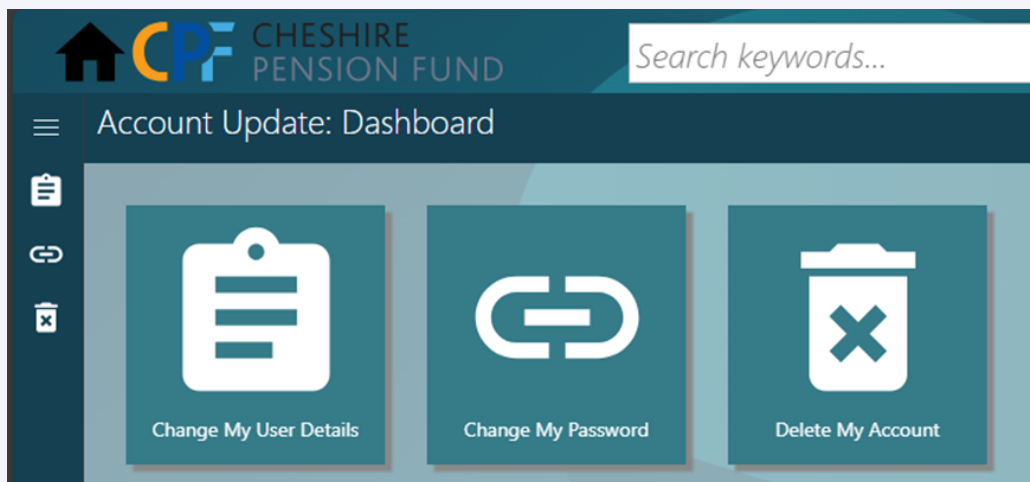
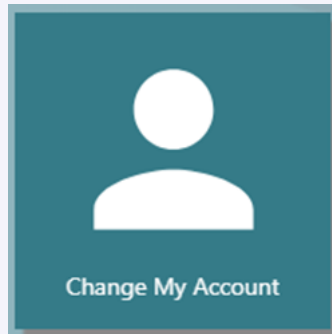
🔍

List of Members

Employer	NINO	FORENAMES	S	Word	FOLDER STATUS
Test Employer	AA123789A	Oliver	S	Excel	Active
Test Employer	AB123789B	Emma	Jc	PowerPoint	Active
Test Employer	AC123789C	Liam	B	PDF	Active
Test Employer	BA123789A	Ava	T	TIFF file	Active
Test Employer	BB123789B	Noah	A	MHTML (web archive)	Active
Test Employer	BC123789C	Sophia	T	CSV (comma delimited)	Active
Test Employer	CC123789A	William	J	XML file with report data	Active
Test Employer	CA123789B	Isabella	V	Data Feed	Active
Test Employer	CA123789C	James	H		Active
Test Employer	CB123789B	Mia	N		Active
Test Employer	CC123789C	Benjamin	T		Active
Test Employer	PA123789A	Charlotte	G		Active
Test Employer	PB123789B	Lucas	N		Active
Test Employer	PC123789C	Amelia	Robinson	06/03/1985	Active
Test Employer	GA123789A	Henry	Clark	07/09/1976	Active
Test Employer	GA123789B	Evelyn	Lewis	06/12/1982	Active
					TOTAL 16

HOW TO CHANGE YOUR LOGIN DETAILS OR PERSONAL DETAILS

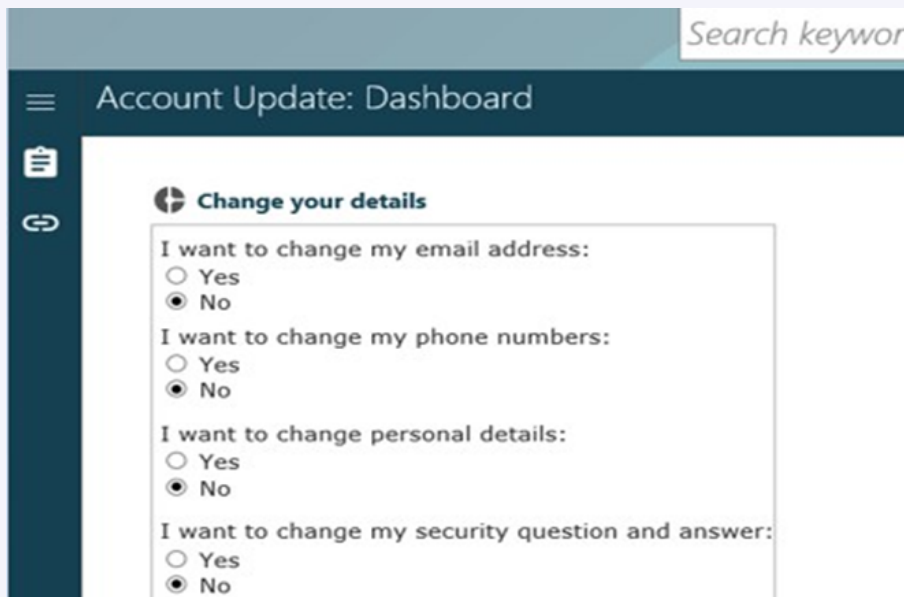
1. Login to your Hub account
2. On the 'Dashboard: Home' page, click on the 'Change My Account' section:



3. Click on 'Change My User Details' for changing any one of following details:
 - Security question & answer
 - Email address
 - Phone number
 - Other personal details

Or click on 'Change My Password' for change of password.

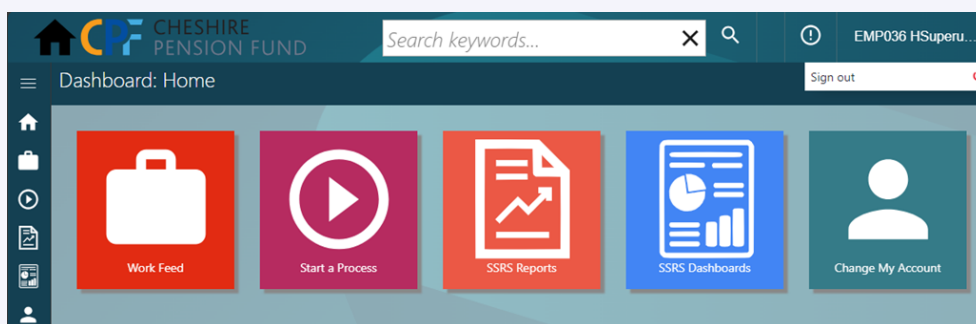
When you click on 'Change My User Details', you will need to select 'Yes' to any of the options that you would like to change and select 'Submit' and then follow the next instructions as prompted:



The screenshot shows a web interface titled 'Account Update: Dashboard'. On the left is a dark sidebar with icons for a menu, a clipboard, and a refresh button. The main content area is titled 'Change your details' and contains four sections, each with a heading and two radio button options: 'Yes' and 'No'. The 'No' option is selected in all four sections. The sections are: 'I want to change my email address:', 'I want to change my phone numbers:', 'I want to change personal details:', and 'I want to change my security question and answer:'. A search bar is visible at the top right of the dashboard area.

HOW TO SECURELY LOG OUT OF YOUR EMPLOYER HUB SESSION

1. Navigate to the top-right corner of your screen and click on the area where it says your username and then 'Sign Out':

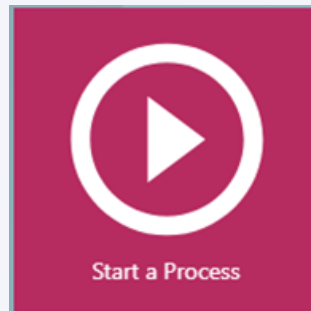


Your session will then end, and you will return to the login screen.

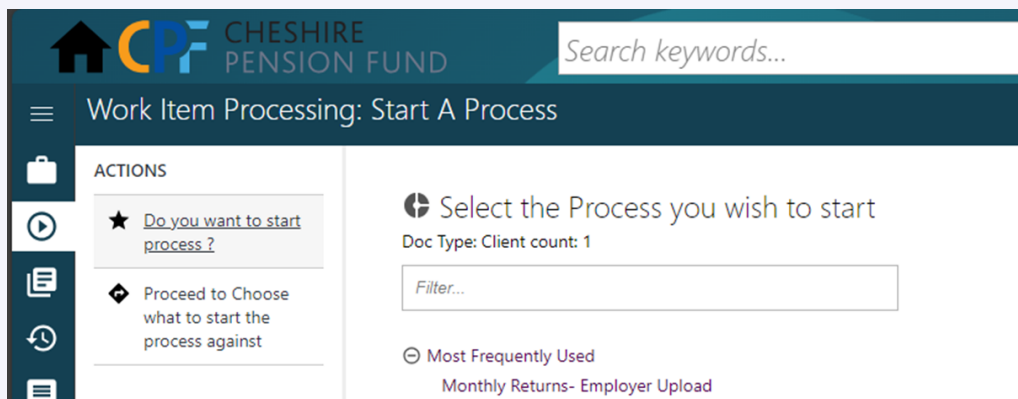
SUBMITTING YOUR MONTHLY INTERFACING FILE

STARTING THE MI PROCESS

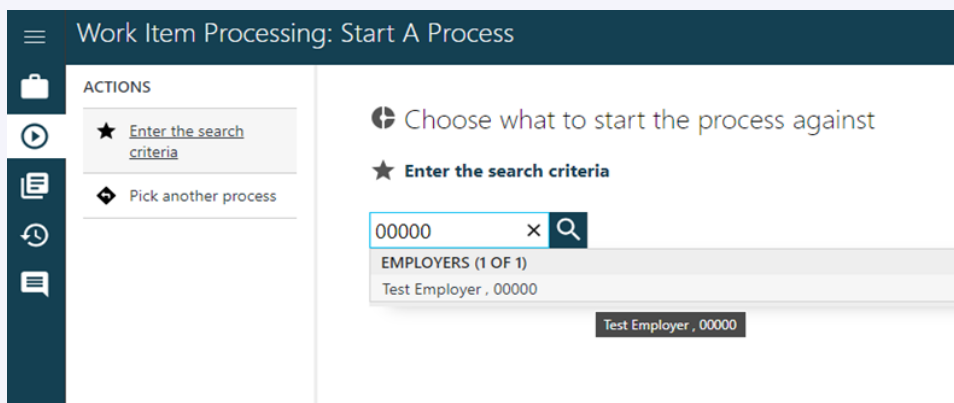
1. To start the Monthly Interfacing Upload process please click the 'Start a Process' tile on your Dashboard:



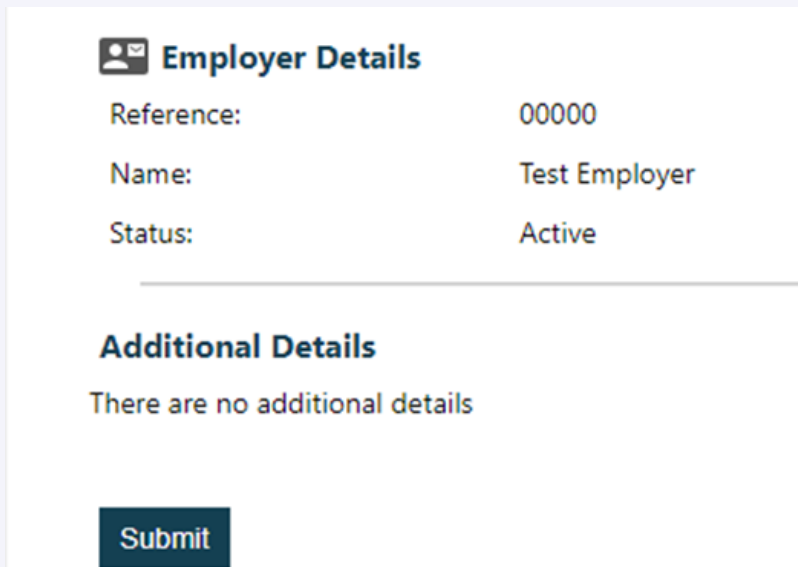
2. Once open then proceed to click 'Monthly Returns – Employer Upload'



3. In the search field; enter your 5 digit employer code you would like to start the process against.



4. Proceed to Click the respective employer and enter the submit button as shown below:



The screenshot shows a web form titled "Employer Details" with a person icon. It contains three fields: "Reference:" with the value "00000", "Name:" with the value "Test Employer", and "Status:" with the value "Active". Below these fields is a horizontal line, followed by the section header "Additional Details" and the text "There are no additional details". At the bottom left of the form is a dark blue "Submit" button.

Reference:	00000
Name:	Test Employer
Status:	Active

Additional Details

There are no additional details

Submit

5. The process should then open automatically, if it does not open then simply go to the Work Feed and the process should be there for you to open.

STAGE 1 – UPLOADING THE MI CSV FILE

1. You will first be prompted to select the month of the file you are trying to upload. Here you need to select the month end date. E.g. 31/03/2024. Once selected press 'OK'

Work Item Processing: Monthly Returns - Employer Upload
UPMPPaylocation: Test Employer , 00000

ACTIONS

- ★ [Enter the end date for this monthly return](#)

Stage 1 - Upload the file

PLEASE ENSURE THAT ONLY 1 PROCESS IS COMPLETED AND SUBMITTED PER MONTH
Enter the payroll period end date (last day of relevant month) and load the CSV file.
The data validations will be run against the file to perform the formatting checks on the data file.
Any questions please contact Cheshire Pension Fund on CheshirePFIInbox@cheshirewest.gov.uk

★ **Enter the end date for this monthly return**

Enter end date of the payroll period in the following format DD/MM/YYYY

31/03/2024

OK

2. In the Actions section, click on the 'Click here to upload data file...' box and press Add

★ Click here to upload data file (Please ensure the file is in CSV format)

3. Add your MI file from your computer by clicking 'Add File(s)':

★ Click here to upload data file (Please ensure the file is in CSV format)

Please ensure the file is in CSV format

Add File(s)

Submit

4. Once added click the submit button:

★ Click here to upload data file (Please ensure the file is in CSV format)

Please ensure the file is in CSV format

00000 - MI Template.csv Remove

Add File(s)

Submit

5. The size of the file may affect the time it takes to process the file (up to 10 minutes). Once complete click 'Proceed to Uploaded Data' as shown opposite:

➡ Proceed to Uploaded Data

STAGE 2 – DATA CORRECTION

- Any issues with the data will be displayed under Error Messages (below).

ACTIONS

- ★ [View/Edit Data on the file](#)
- ◆ [Reject and Rollback Imported Data](#)

Stage 2 - Data Correction

The data has been validated. Please check for any errors and edit the data where necessary. All errors should be resolved before proceeding to the next stage. Please ensure any data errors (X) and any post validation errors are cleared. If any warnings (!) appear please check you are happy with this data before submitting.

[Click here to view our user guides and troubleshooting videos.](#)

★ [View/Edit Data on the file](#)

If you correct any errors you will need to revalidate each row

Add row	Edit row	Delete row	Close		
Select	Valid?	Line	Error Messages	Executed	Modified?
☐	X	17	Error: DOA must be present for joiners (58)		
☐	✓	2			
☐	✓	3			
☐	✓	4			
☐	✓	5			

- If you only have a small number of errors, amend them by clicking 'Edit Row' on each line item. **(When amending each line please do not amend the 'ID' number quoted in the first field when correcting errors).**

Add row

Edit row

Delete row

Close

Select	Valid?	Line	Error Messages
☒	X	17	Error: DOA must be present for joiners (58)

- Once you open a line a notification will appear listing the data issues present:

Notifications

Warning

Error: DOA must be present for joiners (58)

- As you correct each line with error/s, scroll to the bottom and click 'Save & Validate'.

Save

Save&Validate

Cancel

5. Repeat the above for all lines of data with errors. Once you have resolved all the errors, all rows should have a tick ✓. You'll then be able to submit the file. Press 'Close'.

★ **View/Edit Data on the file**

If you correct any errors you will need to revalidate each row

Add row **Edit row** **Delete row** **Close**

Select	Valid?	Line	Error Messages	Executed	Modified?
☐	✓	2			
☐	✓	3			
☐	✓	4			

6. Click 'Proceed to Submit the Data' in the Actions section.

 **Proceed to Submit the Data**

Please note: lines could be missing multiple fields which require completion. If you save and validate the line after resolving the initial errors stated, there may be additional errors as a result of the information you have provided. Please ensure these new errors are also corrected.

If you require further information regarding any of the errors for the various fields stated in the file, please refer to your MI Template under the Important Information sheet or the latest Monthly Interfacing Specification. Both can be obtained from our [MI Webpage](#). If you require any additional information then please refer to the Contact Us section at the end of this guide.

STAGE 3 – SUBMIT THE DATA

- 1. The following screen will appear again to ensure all errors have been cleared accordingly. If every line has a tick then click 'Close':

ACTIONS

★ View/Edit Data on the file

🔍 Stage 3 - Submit the Data

Ensure there are no errors remaining before you formally submit the validated file to the Pension Fund and produce the remittance advice.

★ View/Edit Data on the file

Add rowEdit rowDelete rowClose

Select	Valid?	Line	Error Messages	Executed	Modified?
☐	✓	2			
☐	✓	3			

- 2. Click 'Submit the Data' in the Actions section.

★ Submit the Data

- 3. Click 'Proceed to Validate Remittance' in the Actions section.

🔍 Proceed to Validate Remittance

STAGE 4 – VALIDATING THE REMITTANCE ADVICE

1. Click 'Save and Validate the Remittance Advice...' in the Actions section.

★ Save and VALIDATE the Remittance Information (Edit Row, Save and Validate)

2. Select the row and then 'Edit' Row. If you have multiple rows to validate, you will need to do each of these individually.

★ Save and VALIDATE the Remittance Information (Edit Row, Save and Validate)

Add row Edit row Delete row Close								
Select	Valid?	Line	EMPLOYERNO	APCSEMPLOYEEEREGULAR	APCSEMPLOYEEELUMPSUM	APCSEMPLOYERREGULAR	APCSEMPLOYERLUMPSUM	ADDYRSCONTSUM
☐	✗		00000	0	0	0	0	0

3. Select 'Save&Validate' (**Please do not amend the 'ID' number quoted when validating the remittance line**):

★ Save and VALIDATE the Remittance Information (Edit Row, Save and Validate)

ID

Save Save&Validate Cancel

4. Press 'Close'

Select	Valid?	Line	EMPLOYERNO
☐	✓		00000

5. From the Check list, select 'Have the Remittance Information been Validated'. The following options will pop up:

CHECK LIST

★ [Has the Remittance Information been Validated \(Green Tick\)](#)

ACTIONS

✓ Transfer the data into the Remittance Advice

✓ Save and VALIDATE the Remittance Information (Edit Row, Save and Validate)

✖ Reject

🔄 Stage 4 - Validate Remittance Advice

The remittance data entry (or entries) should be checked carefully.
If after checking the remittance advice totals, any discrepancies are found, and
If Remittance Advice is all correct - this MUST be Validated (Green Tick next to

★ **Has the Remittance Information been Validated (Green Tick)**

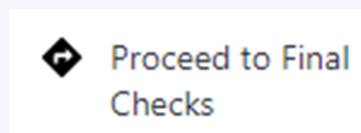
☐ No

☐ Yes

Submit

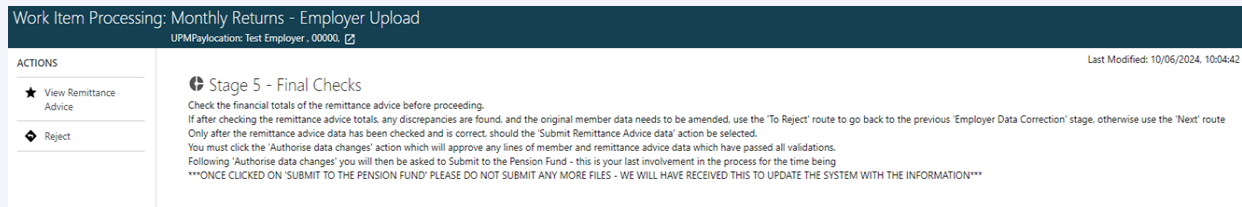
Select 'Yes' and click 'Submit'.

6. From the Actions click 'Proceed to Final Checks':

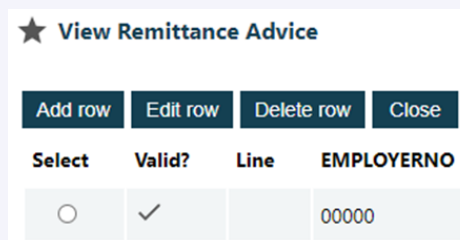


STAGE 5 – FINAL CHECKS

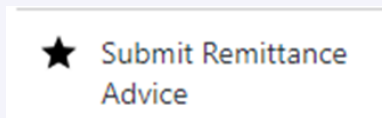
1. You'll be presented with the following screen. Here click 'View Remittance Advice' from the Actions section ensuring that all the lines are validated accordingly:



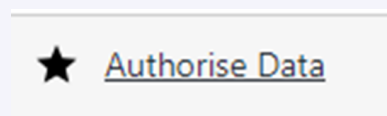
2. Select 'Close'



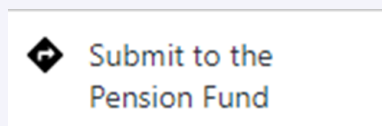
3. From the Actions select 'Submit Remittance Advice'



4. From the Actions select 'Authorise Data'



5. Click Submit to Pension Fund.



Your return will be submitted to CPF and you will be taken back to your Work feed.

CPF will now process your file. You will receive an automated confirmation once the file has been processed by CPF.

CONTACT US

Support is available Monday to Thursday 9am to 5pm & Fridays 9am to 4pm excluding Bank Holidays.

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