



## EMPLOYER PENSION CONTRIBUTIONS ONLINE

### STEP BY STEP GUIDE



SPPA Finance Section  
7 Tweedside Park  
Galashiels  
TD1 3TE

Tel 01896 893000 and ask for 'Contributions'  
Email [EmployerContributions@scotland.gsi.gov.uk](mailto:EmployerContributions@scotland.gsi.gov.uk)

16 October 2013

## Welcome to SPPA Employer Pension Contributions Online

### Getting Started

<https://employercontributions.sppa.gov.uk>

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# 1. Registration for first time user

Before you can use this service you need to complete a registration process

Step 1 - you **must** select Register from the Menu Bar

Need help?  
Hover over these icons for more information

- Type your e-mail address in the box (Note: this will be your Username for future logins)
- Type your Employer Reference number in the box  
If you do not know this select Contact Us
- You should have received an email with your unique Registration Token code
- Type this code in the box exactly as shown including capitals and numbers  
If you have not received this code please select Contact us
- Click Next – if you experience any problems select Contact Us

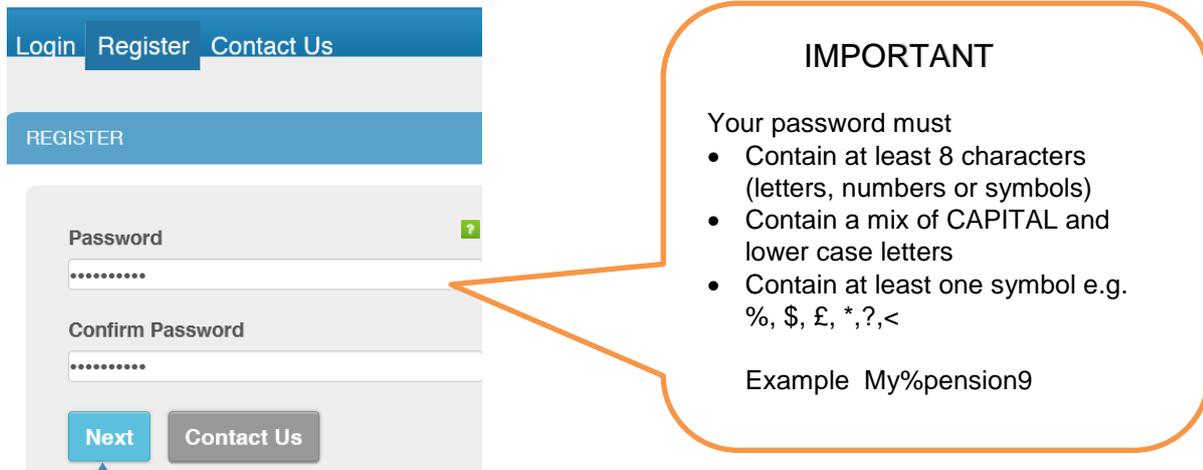
# Step 2

- Please check and amend details shown if required by overtyping with correct information  
- Your name and contact telephone number will be stored in the system as Your Details

Click Next

### Step 3 - Now you must set up your password

You will need to use this password in the identical format every time you login



The screenshot shows the 'REGISTER' page with a navigation bar containing 'Login', 'Register', and 'Contact Us'. The 'REGISTER' button is highlighted. Below it, there are two password input fields: 'Password' and 'Confirm Password', both with masked characters. A blue arrow points to the 'Next' button, and a grey 'Contact Us' button is also visible. A large orange callout box on the right contains the following text:

**IMPORTANT**

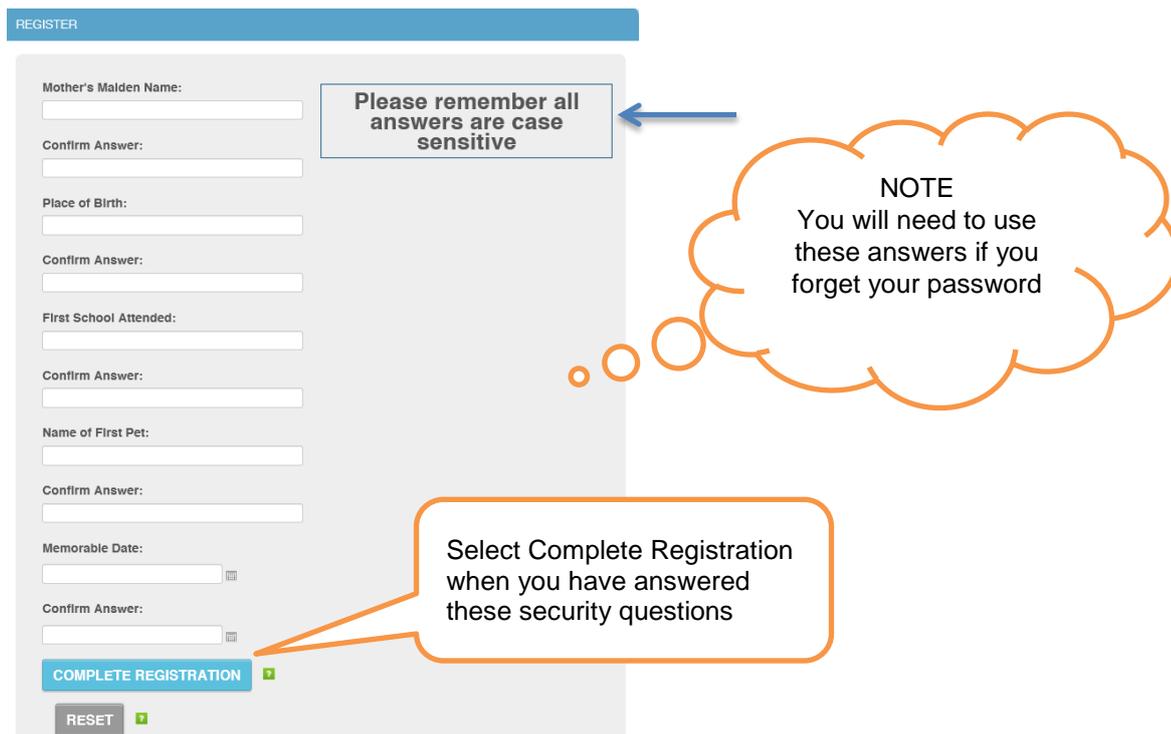
Your password must

- Contain at least 8 characters (letters, numbers or symbols)
- Contain a mix of CAPITAL and lower case letters
- Contain at least one symbol e.g. %, \$, £, \*, ?, <

Example My%pension9

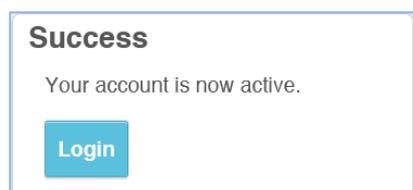
Click Next – however, if you have any problems setting your password please click Contact Us

### Step 4 - You must now answer 5 security questions



The screenshot shows the 'REGISTER' page with a list of five security questions, each with a 'Confirm Answer' field. The questions are: 'Mother's Maiden Name:', 'Place of Birth:', 'First School Attended:', 'Name of First Pet:', and 'Memorable Date:'. A blue arrow points to a box that says 'Please remember all answers are case sensitive'. A thought bubble on the right says 'NOTE You will need to use these answers if you forget your password'. A callout box at the bottom points to the 'COMPLETE REGISTRATION' button and says 'Select Complete Registration when you have answered these security questions'. A 'RESET' button is also visible at the bottom.

### Step 5 - After you have registered you should receive the message below

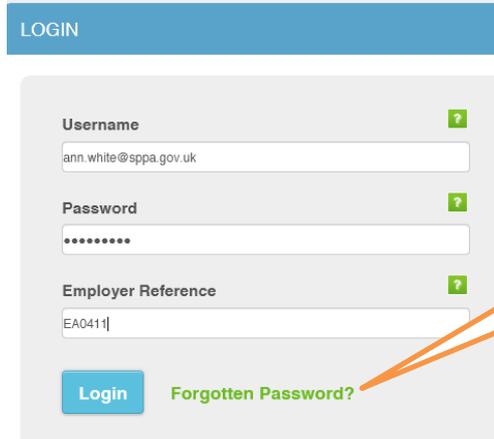
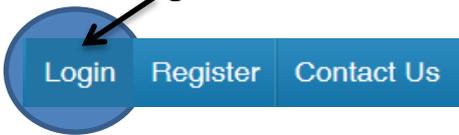


The screenshot shows a 'Success' message box with the text 'Your account is now active.' and a blue 'Login' button below it.

If you have any problems registering please select Contact Us or telephone SPPA Finance

## 2. Login after you have registered

Select Login from the menu bar

A screenshot of a login form titled 'LOGIN'. It contains three input fields: 'Username' with the value 'ann.white@sppa.gov.uk', 'Password' with masked characters, and 'Employer Reference' with the value 'EA0411'. Below the fields are two buttons: 'Login' and 'Forgotten Password?'. A callout box points to the 'Forgotten Password?' link.

### Forgotten Password?

You will be asked to answer your security questions to reset your password

### Your e-mail address is now your Username

- Type your e-mail address in the box
  - Enter the password you selected when you registered
- Please note
- Your password is case sensitive and must include at least one capital letter and symbol
  - You will be locked out of the system if you enter the incorrect password on 3 occasions
  - If you can't remember your password or become locked out click Forgotten Password
  - You will have to answer your security answers to unlock your account
  - Your Primary User can unlock your account if you have forgotten your security answers (but you must know your password to then log back in to the system)
  - If you are still unable to log in then select Contact Us
  - If you are the Primary User and have any problems, please select Contact Us
- Type in your Employer Reference number then click Login

You will see this screen the first time you login after registering

A screenshot of a 'Successful Registration' message box. It contains the text: 'You have successfully registered on the site.' and 'Your account is associated with the following employers:'. Below this is a table with three columns: 'Name', 'Reference', and 'Role'. The table has one row: 'Aberdeenshire Council', 'EA0411', and 'Basic Employer User'. At the bottom left is a 'Close' button. A callout box points to the table.

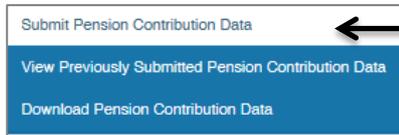
Check your details and click Close

If you have any problems with Login please select Contact Us or telephone SPPA Finance

**Please note your online session will time out after 20 minutes if not being used**

### 3. Submit pension contribution data

Click Pension Contribution Data on the menu bar



- Select Submit Pension Contribution Data on the dropdown menu
- System displays the online form – select the financial year and month
- Complete all relevant fields by typing in amounts to 2 decimal places e.g. £1000.50
- You can use the tab key → on your keyboard to move to the next field on the form
- Click Submit – system performs validation checks on your information
- **Red asterix warnings \*** are shown on web page if you have missed or incorrectly entered information
- Correct erroneous fields then click Submit
- Validation warnings (see below) are shown if your data amounts fail the validation rules
- Select Edit/Review, check for any errors and make amendments to data if appropriate
- Once your check is complete click Submit Data

#### SUBMIT CONTRIBUTION ADVICE

- **Employee Contributions must be less than the Employer Contributions**

#### Validation Warnings

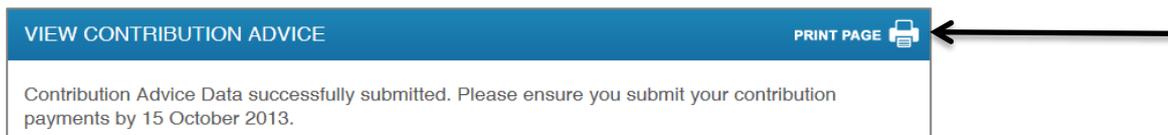
One or more of the data fields have warnings against them. To recheck the information entered please select 'Edit/Review Data', otherwise please select 'Submit Data'

- The contribution data is not being submitted in month order. Please check that you have submitted all returns for previous months
- The total payment of contributions for this month differs to that submitted for last month by more than 10%

[Edit/Review Data](#) [Submit Data](#)

You can also print out the completed form **once you have submitted the data**

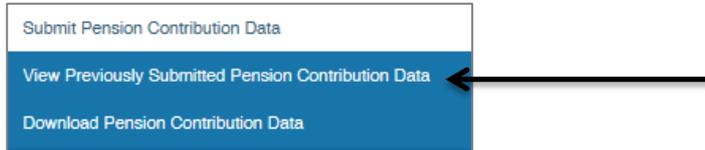
Look for the icon at the top right of page



- You will see an automatic message with a reminder about your contribution payments and dates
- You will receive a confirmation email from SPPA when you successfully submit your Contribution Data

#### 4. View and/or download previously submitted contribution data

To View – click Pension Contribution Data on Menu Bar



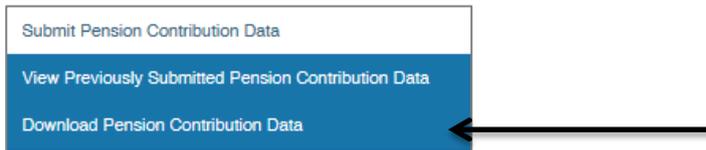
- Select View Previously Submitted Pension Contribution Data on dropdown menu
- Use the search criteria to filter your data by year/month or dates submitted
- Select View to open your previously submitted data – see below

Submitted	Fiscal Year	Month	Part	Version Number	Total Net Payment	View	Resubmit
21/05/2013 16:25:37	2013/2014	May		1	£113.00		
04/06/2013 16:21:59	2013/2014	June		1	£7,475.00		

➤ When you are in View option you can print a submission out by clicking Print Page button

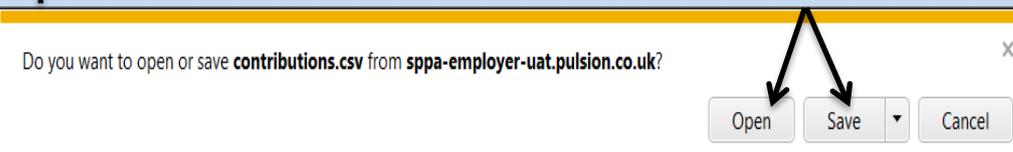


To Download – click Pension Contribution Data on Menu Bar



- Select Download Pension Contribution Data from drop down menu
- Use the search criteria to filter your data by year/month or dates submitted
- Select Export to download your previously submitted data – see below
- Your data is downloaded as a CSV file to MS Excel
- Select Open or Save to view/save the downloaded contributions data file

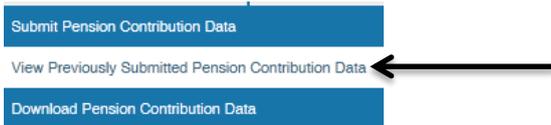
Submitted	Fiscal Year	Month	Part	Version Number	Total Employee Contributions	Total Employer Contributions	Total Payment	Total Net Payment	View	Resubmit
21/05/2013 16:25:37	2013/2014	May		1	£90.00	£1,200.00	£1,313.00	£113.00		
04/06/2013 16:21:59	2013/2014	June		1	£1,050.00	£5,025.00	£8,675.00	£7,475.00		



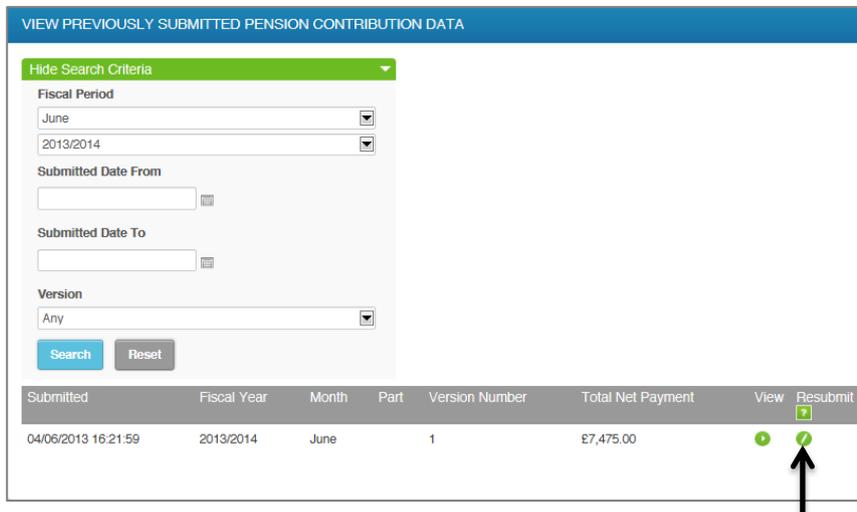
## 5. Resubmit your contribution data

This facility should only be used in **exceptional** circumstances where you have submitted the wrong contribution information for a period. For example, where the prior month's figures have been duplicated in error or they don't match the payment because of a keying mistake. Any arrears or overpayments of contributions relating to previous months should be included in the current month's submission.

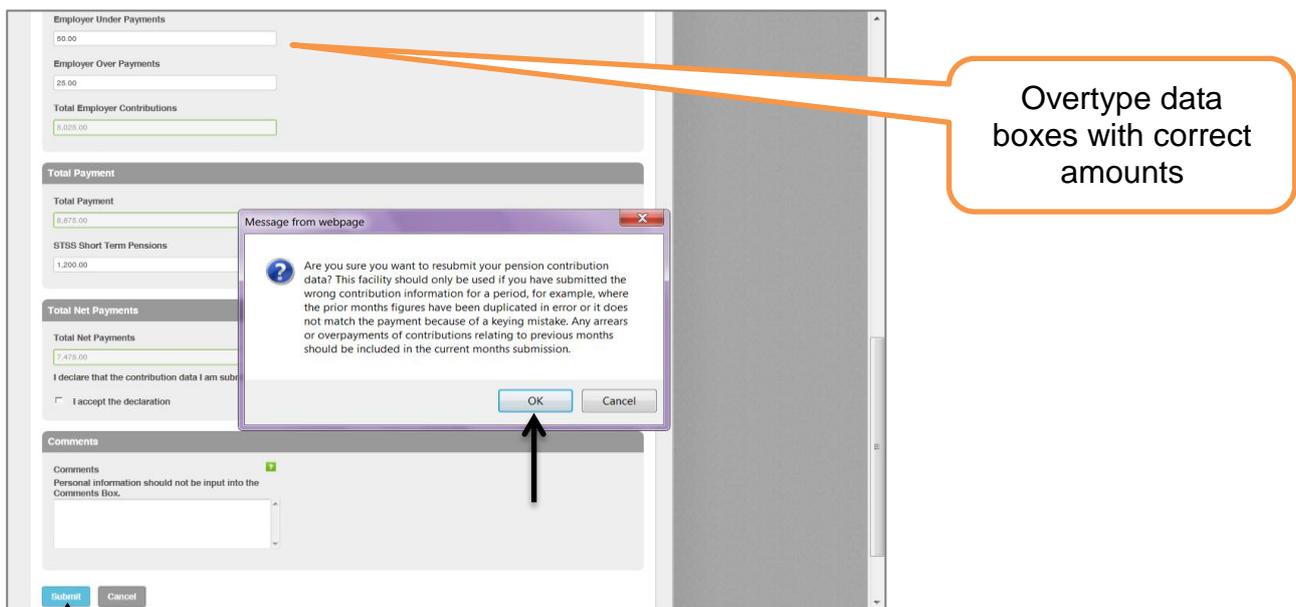
- Click Pension Contribution Data then Select 'View Previously Submitted Pension Contribution Data'



- Use the search criteria to find your data by year/month or date submitted



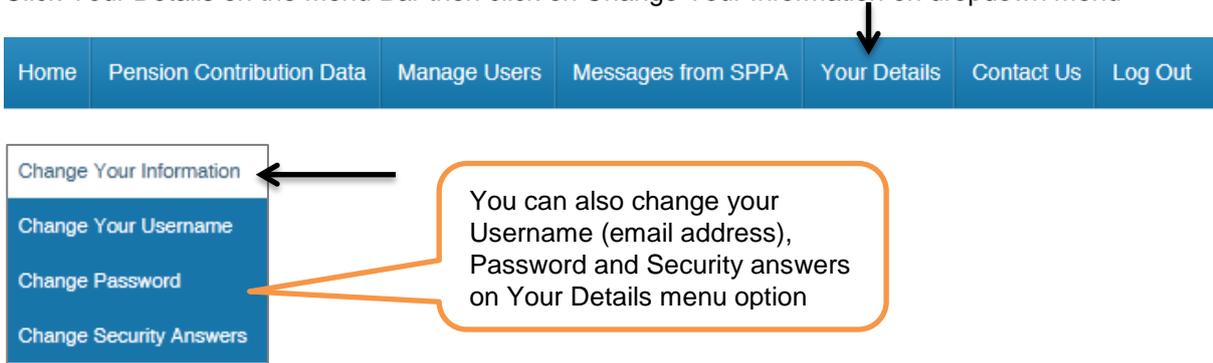
- Click Resubmit to open your previously submitted data form



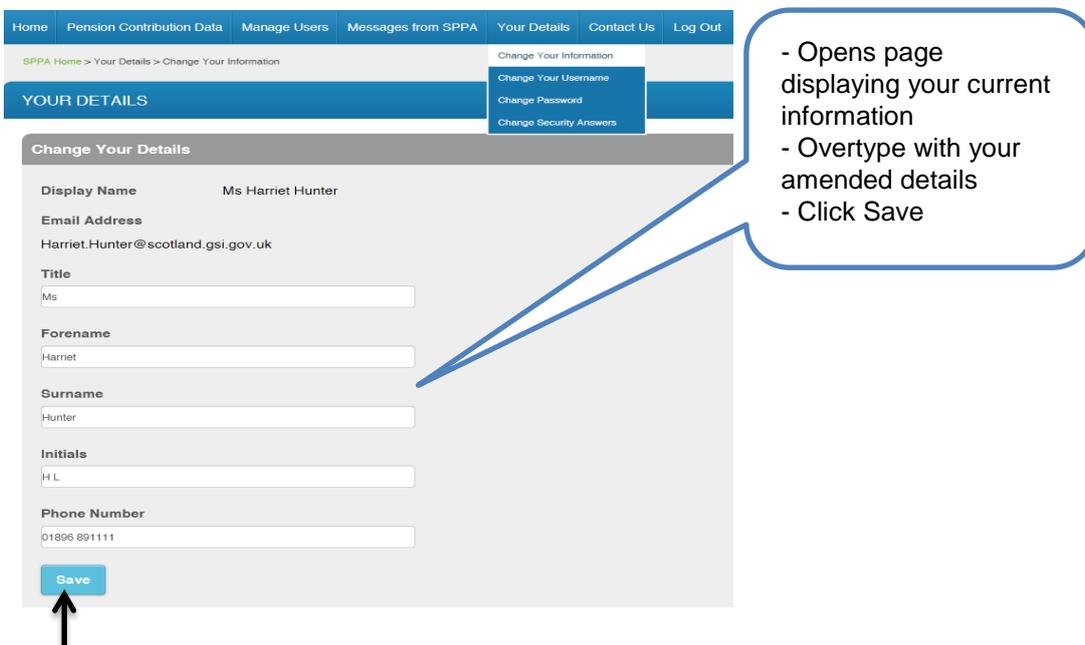
- Click Submit and click OK on the warning message once you have read it and are content that this facility is being used appropriately

## 6. Change/edit your details

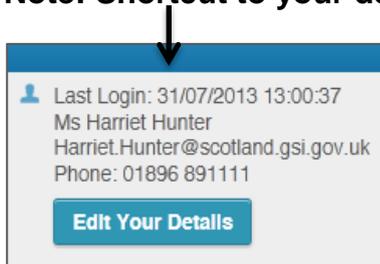
Click Your Details on the Menu Bar then click on Change Your Information on dropdown menu



Select Change your Information on the dropdown menu



**Note: Shortcut to your details – click on box at top right of web page**



## 7. Change/edit your employer name



Go to box at top right of web page  
Click Edit Employer Name



Overtyping with amended Employer Name  
Click Save

## 8. Set up another user in your organisation (Primary Users only)

Primary user can set up additional users within their organisation. These users are defined as Basic Users

The screenshot shows the 'LIST USERS' page. At the top, there is a navigation bar with links: Home, Pension Contribution Data, Manage Users, Messages from SPPA, Your Details, Contact Us, and Log Out. Below the navigation bar, the page title is 'SPPA Home > Manage Users'. The main content area is titled 'LIST USERS' and contains a 'Show Search Criteria' dropdown menu. Below this is a table with the following data:

Forename	Surname	Username	Locked	Registered	Deactivated	View/Edit
ANN	WHITE	Ann.White@sppa.gov.uk				
BASIC	USER	basic.user@sppa.gov.uk				
DIANE	GLADSTONE	diane.gladstone@sppa.com				
Harriet	Hunter	Harriet.Hunter@scotland.gsi.gov.uk				

At the bottom left of the table, there is a blue 'Add User' button.

- Click Manage Users on the menu bar
- System displays a list of current Users in your organisation
- You can select Search Criteria to filter the list
- Select Add User

Enter the new Basic User details then click Save

The screenshot shows the 'ADD NEW BASIC USER' form. The form has the following fields and values:

- Title: MRS
- Forename: ANN
- Surname: WHITE
- Initials: A
- Phone Number: 01896893111
- Email Address: Ann.White@sppa.gov.uk

At the bottom of the form, there are two buttons: 'Save' (highlighted) and 'Cancel'.

The user account has been created but is not yet approved. The user will be sent a registration token via email. They will need to complete the registration process in order to fully enable their account.

Return

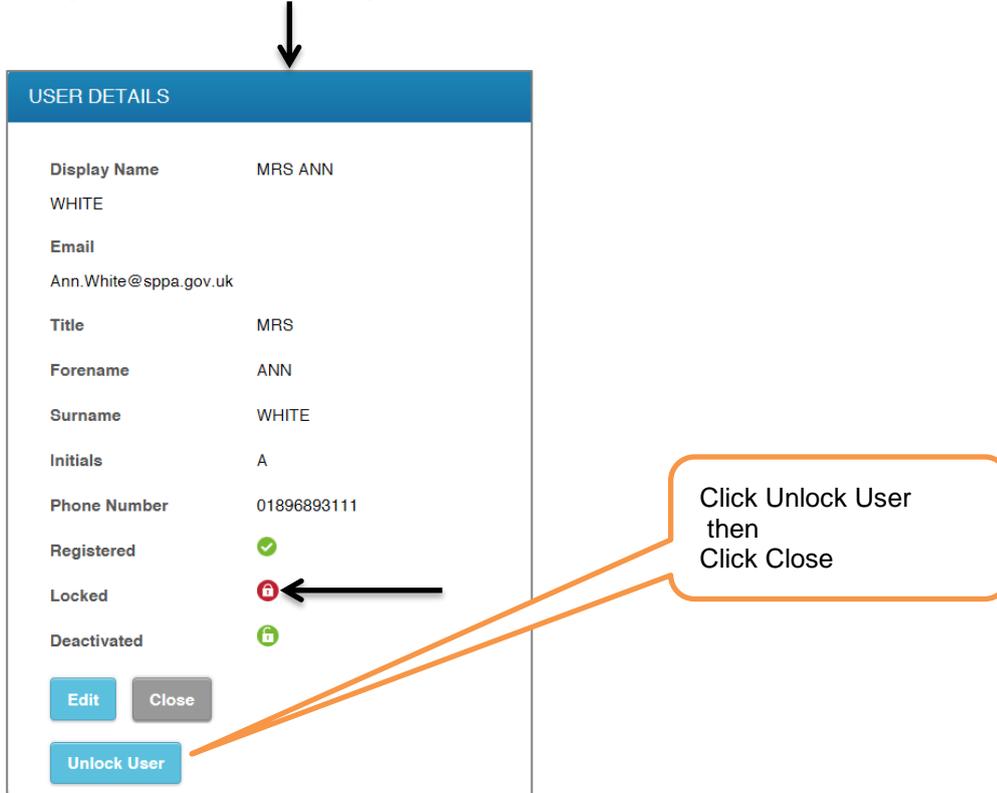
- Click Return - SPPA will e-mail the new user with a Registration Token code
- The new user can then register and set their own password as per Section 1

## 9. Primary Users – how to unlock other users in your organisation

Click Manage Users on Menu bar



- You can see Ann White is Locked out by the RED padlock
- Select View to show User Details – see below



Locked padlock turns **GREEN**



- You can unlock other users if they know their password (e.g. the user may have incorrectly entered their password 3 times)
- Users can then log back in as per Section 2 using the same password
- If the user has forgotten their password they should use the forgotten password link on the main login screen – they will be asked to answer 3 of their security questions
- If they are still unable to login they should contact SPPA

## 10. Contact Us

If your query is urgent please phone SPPA using the telephone number 01896 893000  
Remember to ask for 'Contributions' when prompted

You can use the Contact Us facility to send SPPA a message where:

- You are having problems with web pages
- You wish to submit a miscellaneous query

Click Contact Us on menu bar

The screenshot shows a navigation menu with the following items: Home, Pension Contribution Data, Manage Users, Messages from SPPA, Your Details, Contact Us, and Log Out. An arrow points to the 'Contact Us' item. Below the menu, the 'CONTACT US' form is displayed. It has a title bar 'CONTACT US' and two columns of text. The left column says 'Please select a reason for contacting SPPA' and contains a dropdown menu with options: 'Problem With Web Pages', 'Please select...', 'Problem With Web Pages', and 'Miscellaneous'. An arrow points to the second 'Problem With Web Pages' option. To the right of the dropdown is a 'Confirm' button. The right column says 'If you need to contact us urgently, please telephone on 01896 893000 and ask for 'Contributions''. Below this is the address: 'Address: SPPA, Finance, 7 Tweedside Park, Tweedbank, Galashiels, TD1 3TE'.

- Select the appropriate option from the drop down menu and click Confirm

The screenshot shows the 'CONTACT US' form with the following fields and annotations:

- Name:** Ms Harriet. **Telephone:** 01896 891111. **Address:** SPPA, Finance, 7 Tweedside Park, Tweedbank, Galashiels, TD1 3TE. An orange callout bubble points to the address field with the text: "If you want us to contact you on a different telephone number or email address please overtype the boxes".
- Hunter:** EA0411
- Employer Ref:** EA0411
- Telephone:** 01896 891111
- Email Address:** Harriet.Hunter@scotland.gsi.gov.uk
- Details:** A large text area for entering the message. An orange callout bubble points to this area with the text: "- Type your message in the Details box", "- If your message is urgent please telephone 01896 893000 ask for Contributions".
- Buttons:** 'Submit' and 'Cancel'.

- Then click Submit

**SPPA Finance will then contact you by e-mail or telephone**

## 11. Change the name of Principal GP – GP Practices only

Click Principal GP on menu bar



Title	Dr
Forename	Jim
Surname	New
Telephone	01111568956
Email Address	jim.new@doctors.com

[Edit](#)



Click Edit then overwrite new details

Title	Dr
Forename	Jim
Surname	New
Phone	01111568956
Email Address	jim.new@doctors.com

[Save](#) [Cancel](#)



Click Save

## 12. Make it easier to read your web pages



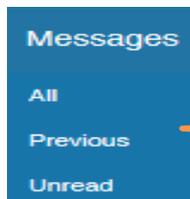
You can change the look of your screens

- Increase Font Size
- Or
- Change Contrast to High Contrast for black text on white background

## 13. Manage your Messages from SPPA



- You will see a pop up window when you have a new message
- You can choose to read the message now or leave it until later
- To go back to your messages select Messages on the Menu Bar



Then select options All, Previous or Unread on dropdown menu

## 14. Other useful information

You need to contact SPPA to do the following:

- To change an Employer Primary User
- When a Primary User is locked out and is unable to answer their security questions
- To de-activate a user when someone leaves and/or changes jobs