



GETTING STARTED MANUAL

*Your guide on how to
navigate the member app*

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Table of **Contents**

Introduction

Installing the Application

Accessing the Application

Navigating the Application

Introduction

The EPPF Member mobile application has been developed in order to provide members of the Eskom Pension and Provident Fund real time, reliable access to their fund values and other personal information. By installing the application on a smart phone, you will at any time be able to view your information.



Installing the Application

You will need to own a Smart Phone in order to access the application. Locate the relevant App Store on the phone. Search for the EPPF Member Application. The icon below is an illustration of what you will see on Google Play.

You will use your same log in details that you use for the member portal in order to access personal member records. Alternatively, you can contact the **EPPF Call Centre on the toll-free 0800 11 45 48** to obtain your log in details.



Figure 2

Tap on the **“Install”** icon to load the application on the phone.

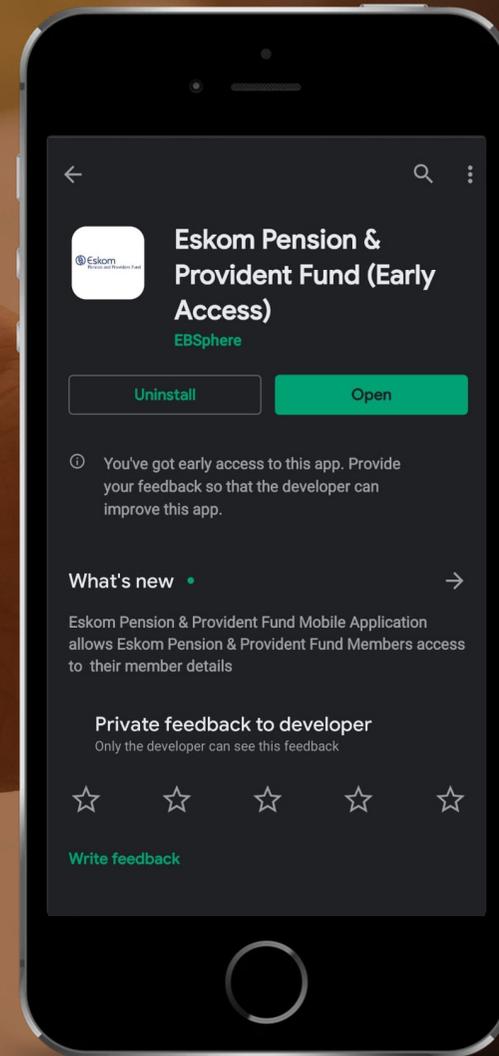


Figure 1

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Accessing the Application

A log in page will appear as per the figure 3.

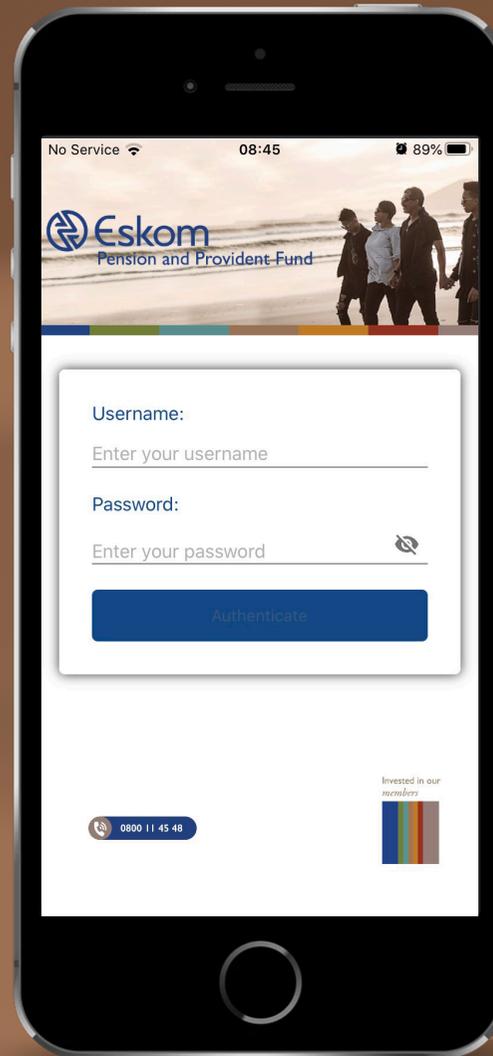


Figure 3

Insert the Username and Password provided and tap on the “Authenticate” icon.

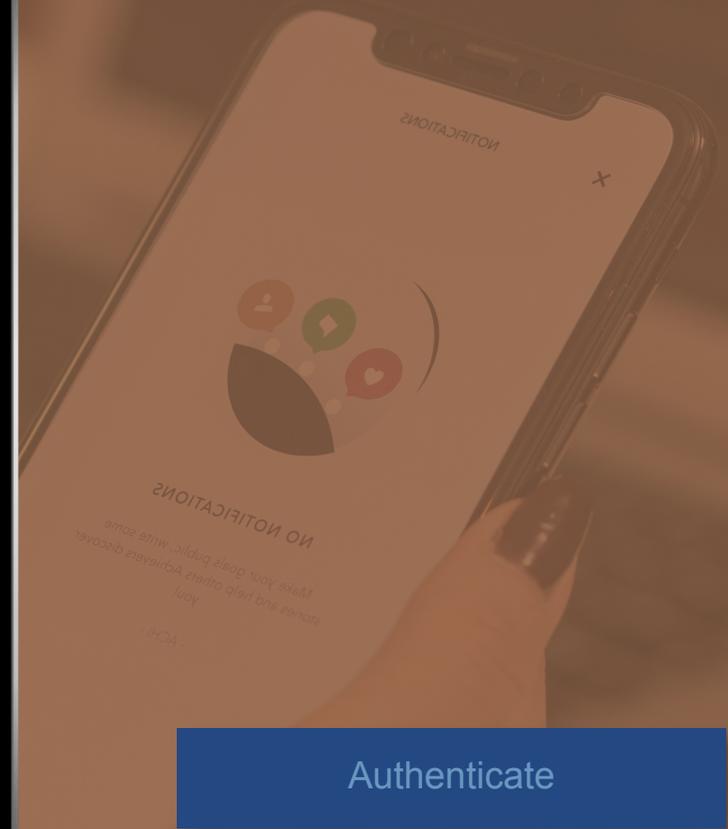


Figure 4

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Navigating the Application

Once you have successfully logged in, the screen depicted in Figure 5 will appear:



Figure 5

You are now able to navigate through the application to view information. In order to view specific information simply tap on the relevant icon.



Accessing personal details

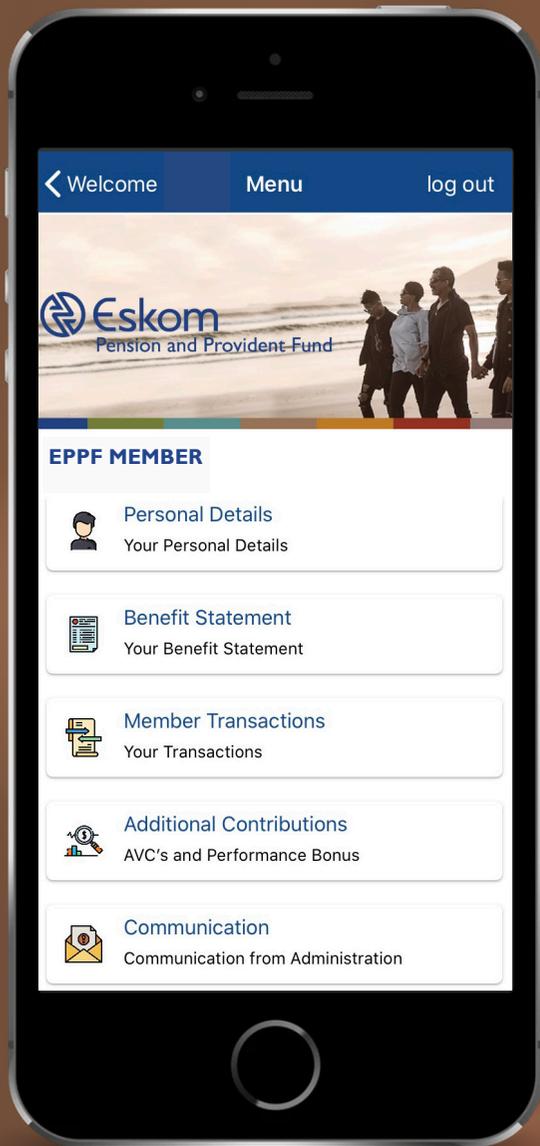


Figure 6

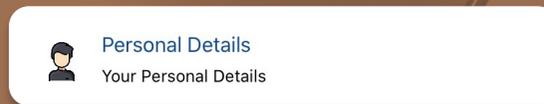


Figure 7

In order to view detailed personal information, tap on the “**Personal Details**” icon.

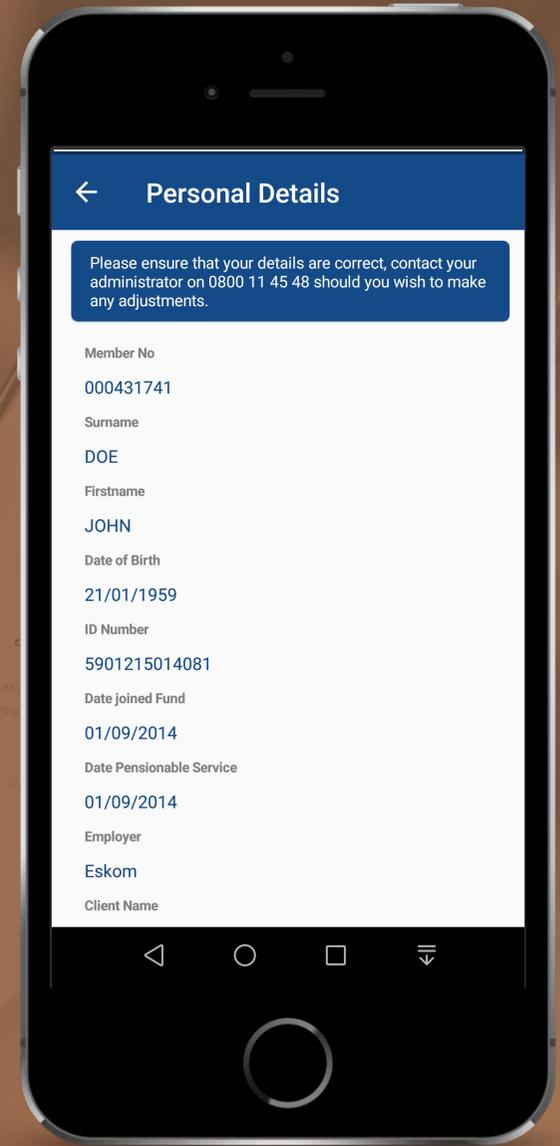
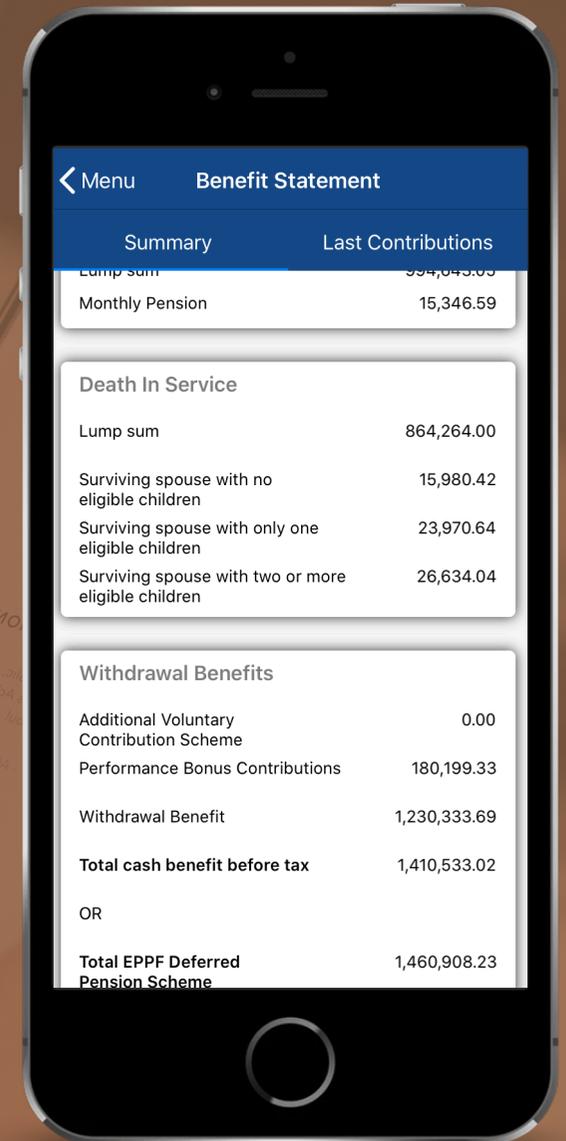
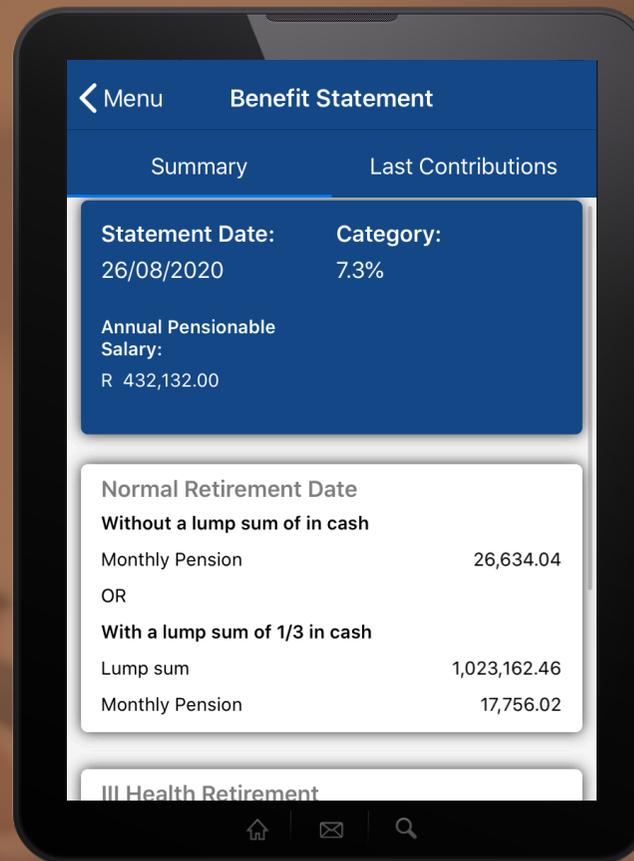


Figure 8

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Viewing your benefit statements



Benefit Statement
Your Benefit Statement

Figure 9

In order to view detailed statements, tap on the “**Benefit Statement**” icon.



Accessing communication resources



Figure 10

In order to view any communication or notes that have been recorded, tap on the “**Communication**” icon.

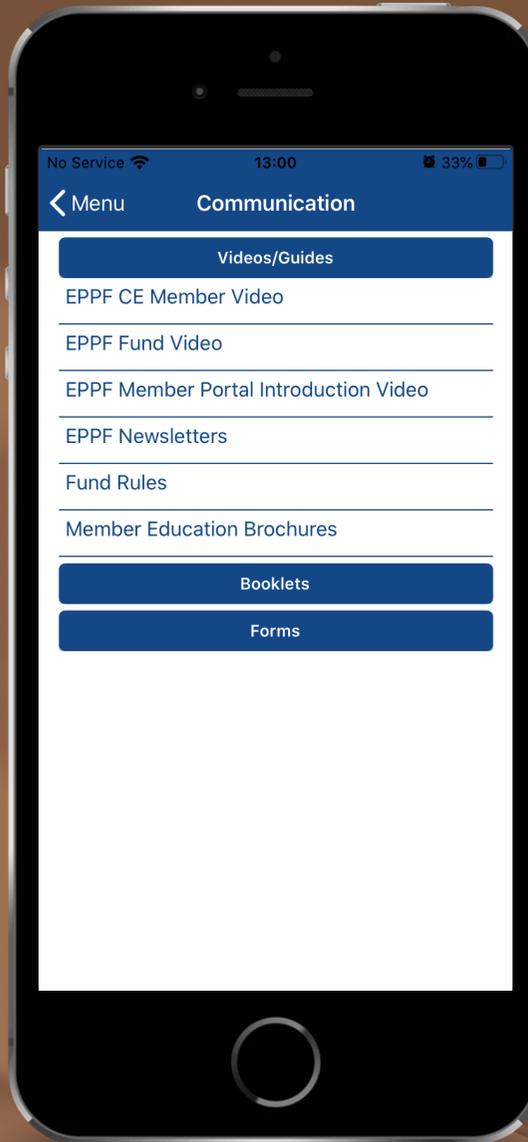
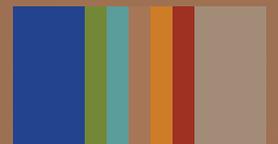


Figure 11

In order to exit the application, tap on the “**Log out**” icon.



Accessing payslip

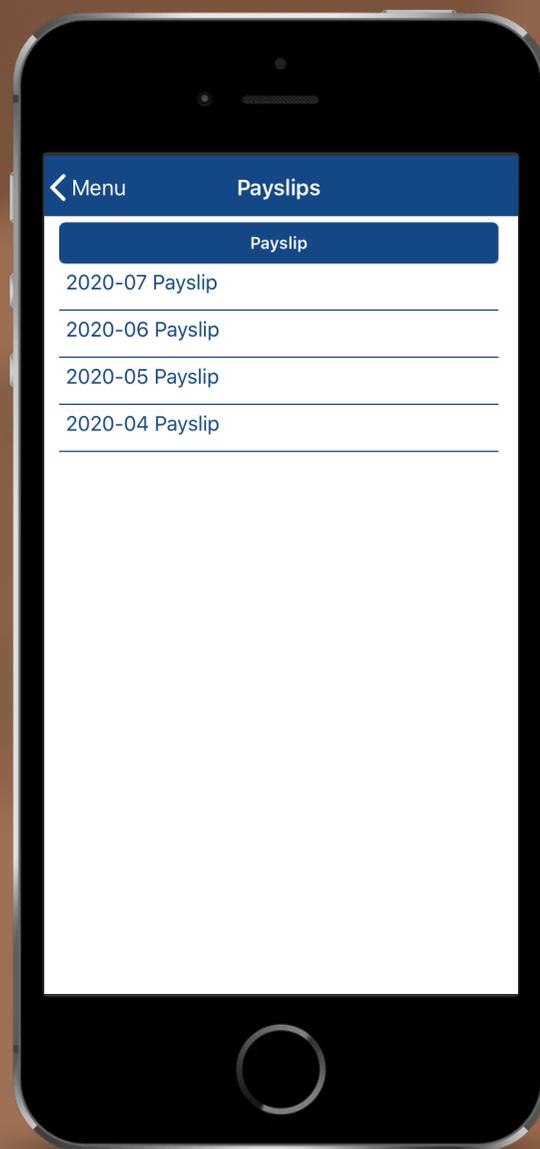


Figure 12

In order to view your payslip, tap on the **“Payslip”** icon.





Contact us

If you have problems related to the app, please contact the **EPPF Call Centre on the toll-free 0800 11 45 48 or email info@eppf.co.za**

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