



GETTING STARTED MANUAL

Your guide on how to navigate the member portal



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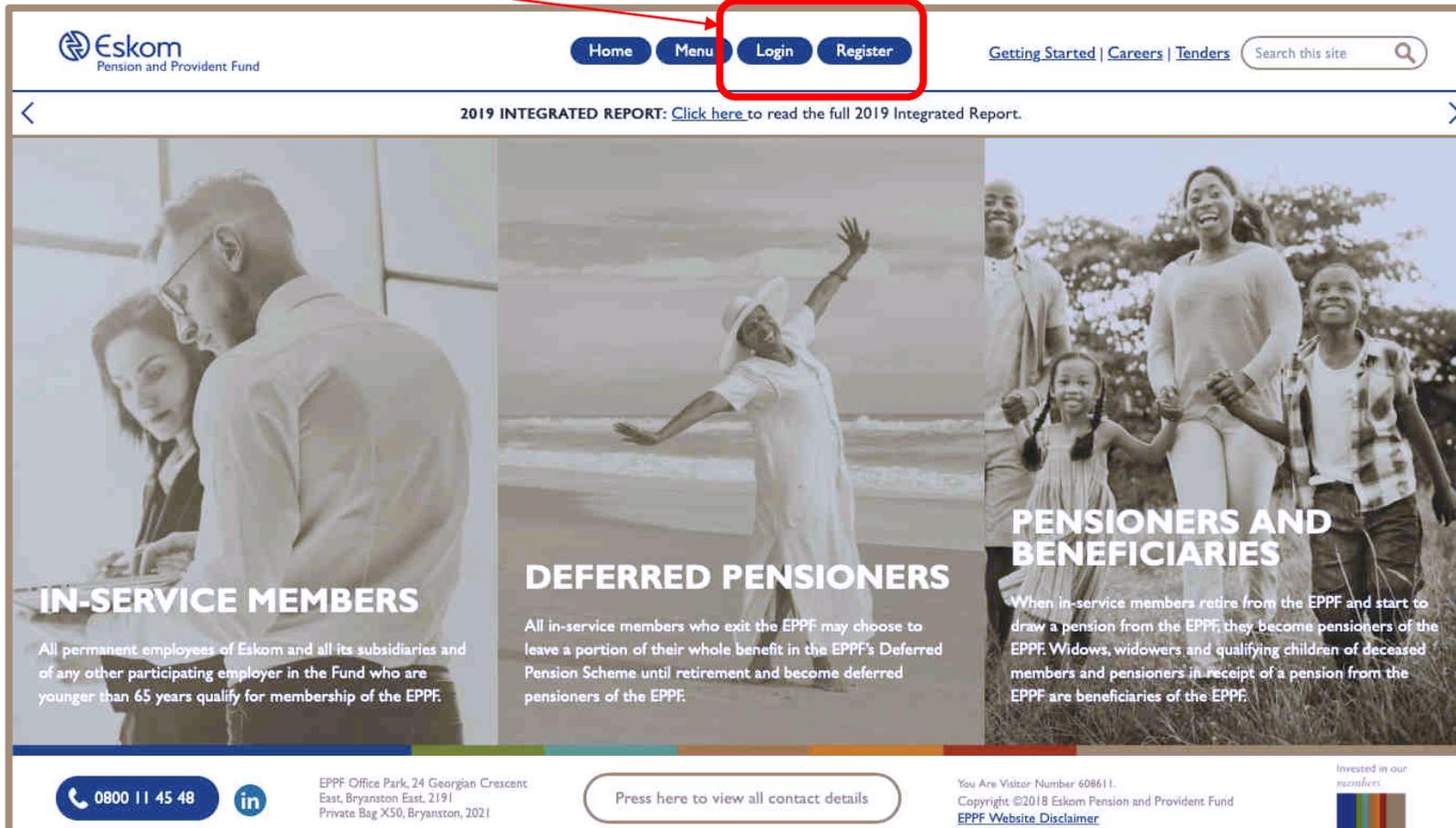
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Purpose

The Eskom Pension and Provident Fund ('Fund') introduces a new user-friendly member portal. It is best-in-class, modern, efficient and able to deliver service to members faster, more efficiently and more accurately. Some of the key service offerings that our online users will have access to include:

- New registrations
- Password reset and changes
- Updating of contact details
- Benefit statements
- Benefit enquiry
- Pensioner payslips
- Communications page (Booklets and Forms)

Only in-service members, deferred members and pensioners can register on the member portal. Note that contractors will not be able to register. The Fund website and member portal are located at www.eppf.co.za. Visit this URL on your phone or PC browser in order to login if you are already registered as a user or to complete a new user registration. You will have to click on either 'Login' or 'Register' to continue to the portal. If you are new user, proceed to Part A of this guide. If you are already registered as a user, proceed to Part B of this guide.



The screenshot shows the website header with the Eskom logo on the left. In the center, there are navigation buttons for 'Home', 'Menu', 'Login', and 'Register'. The 'Login' and 'Register' buttons are enclosed in a red rectangular box, and a red arrow points from the top left towards this box. To the right of these buttons are links for 'Getting Started', 'Careers', and 'Tenders', along with a search bar labeled 'Search this site'. Below the header, a banner for the '2019 INTEGRATED REPORT' is visible. The main content area features three columns: 'IN-SERVICE MEMBERS' with a photo of a man and woman looking at a laptop; 'DEFERRED PENSIONERS' with a photo of a woman on a beach; and 'PENSIONERS AND BENEFICIARIES' with a photo of a family. Each column has a brief description of the category. The footer contains contact information, including a phone number (0800 11 45 48), social media icons, and a copyright notice.

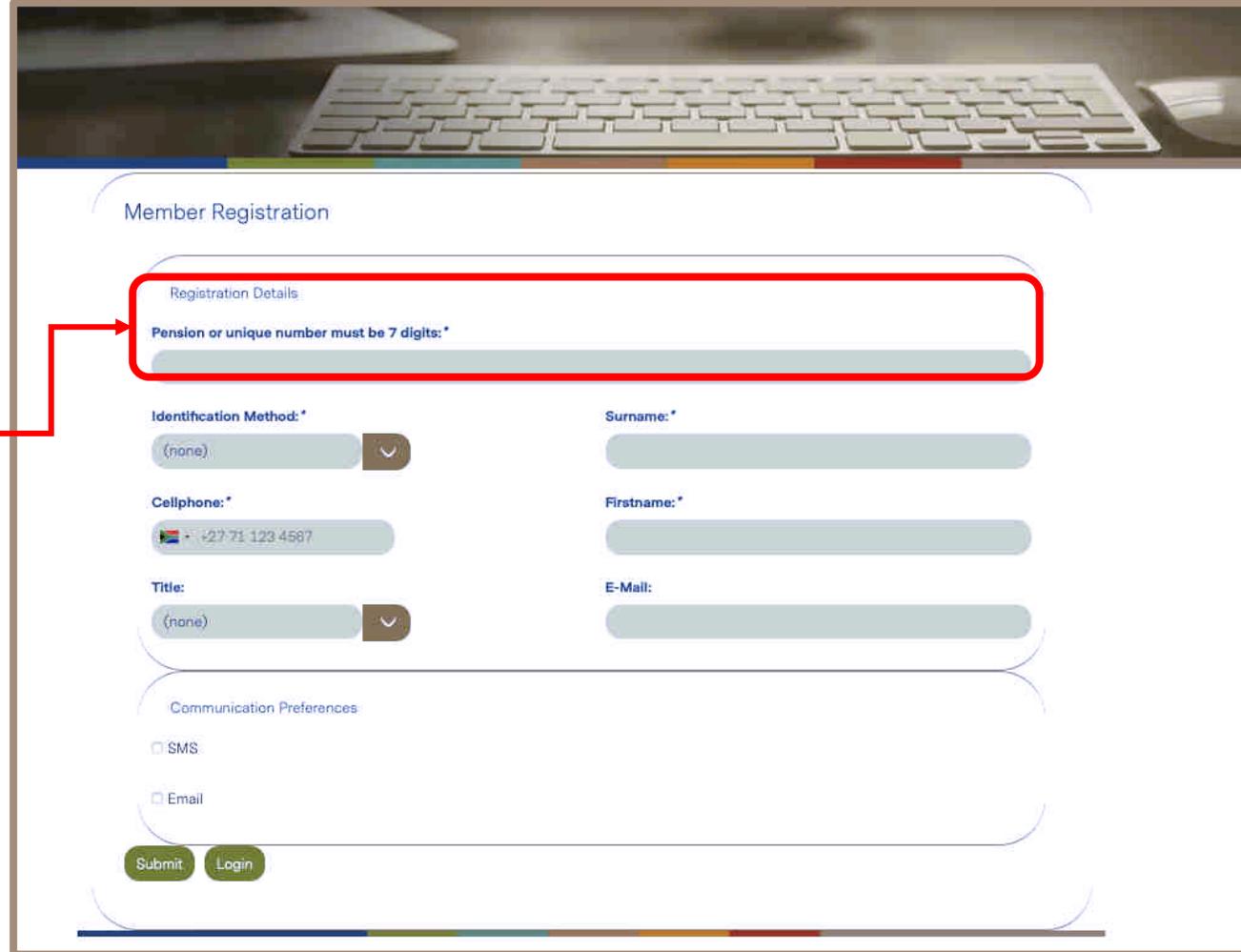


PART A: FIRST TIME REGISTRATION

Invested in our
members



To register, you will need to fill in your unique number, Identity Document number or Passport number. Once you enter the required number, other fields will be active in order for you to complete your registration.



Member Registration

Registration Details

Pension or unique number must be 7 digits: *

Identification Method: *
(none) ▾

Cellphone: *
+27 71 123 4587

Title: *
(none) ▾

Surname: *

Firstname: *

E-Mail: *

Communication Preferences

SMS

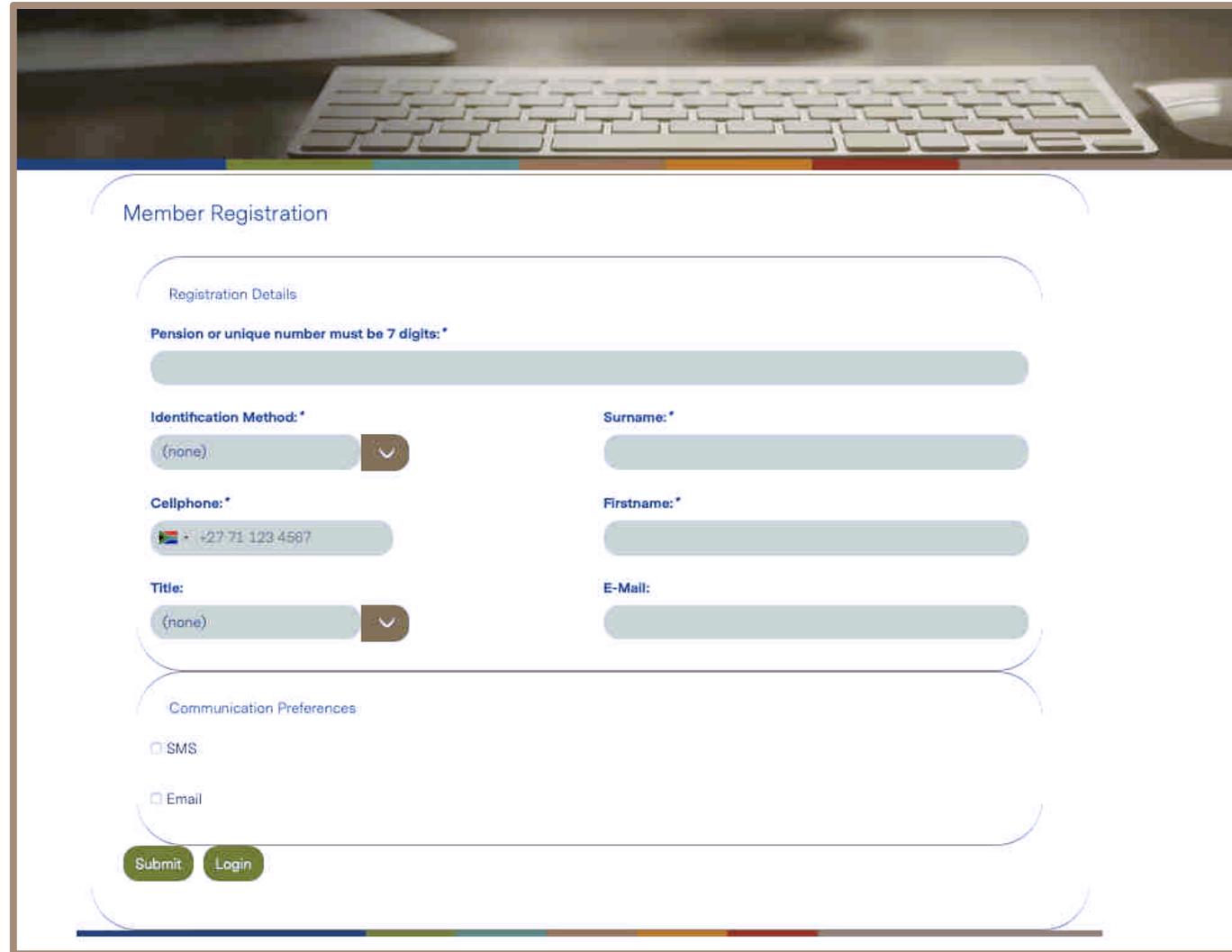
Email

Submit Login

Registration continued

Ensure that you complete all fields that are marked with an asterisk (*) in order to be able to proceed with your registration.

It is important to ensure that you complete the registration with contact information that is up to date as a notification will be sent to you based on your communication preference (email/SMS). Ensure that you choose the correct country for your mobile number, for example, +27 for South Africa.



The screenshot shows a web form titled "Member Registration" with a background image of a keyboard. The form is divided into two main sections: "Registration Details" and "Communication Preferences".

Registration Details:

- Registration Details:** A section header.
- Pension or unique number must be 7 digits:*** A text input field.
- Identification Method:*** A dropdown menu with "(none)" selected.
- Surname:*** A text input field.
- Cellphone:*** A text input field with a country code dropdown set to South Africa and the number "+27 71 123 4567".
- Firstname:*** A text input field.
- Title:** A dropdown menu with "(none)" selected.
- E-Mail:** A text input field.

Communication Preferences:

- SMS
- Email

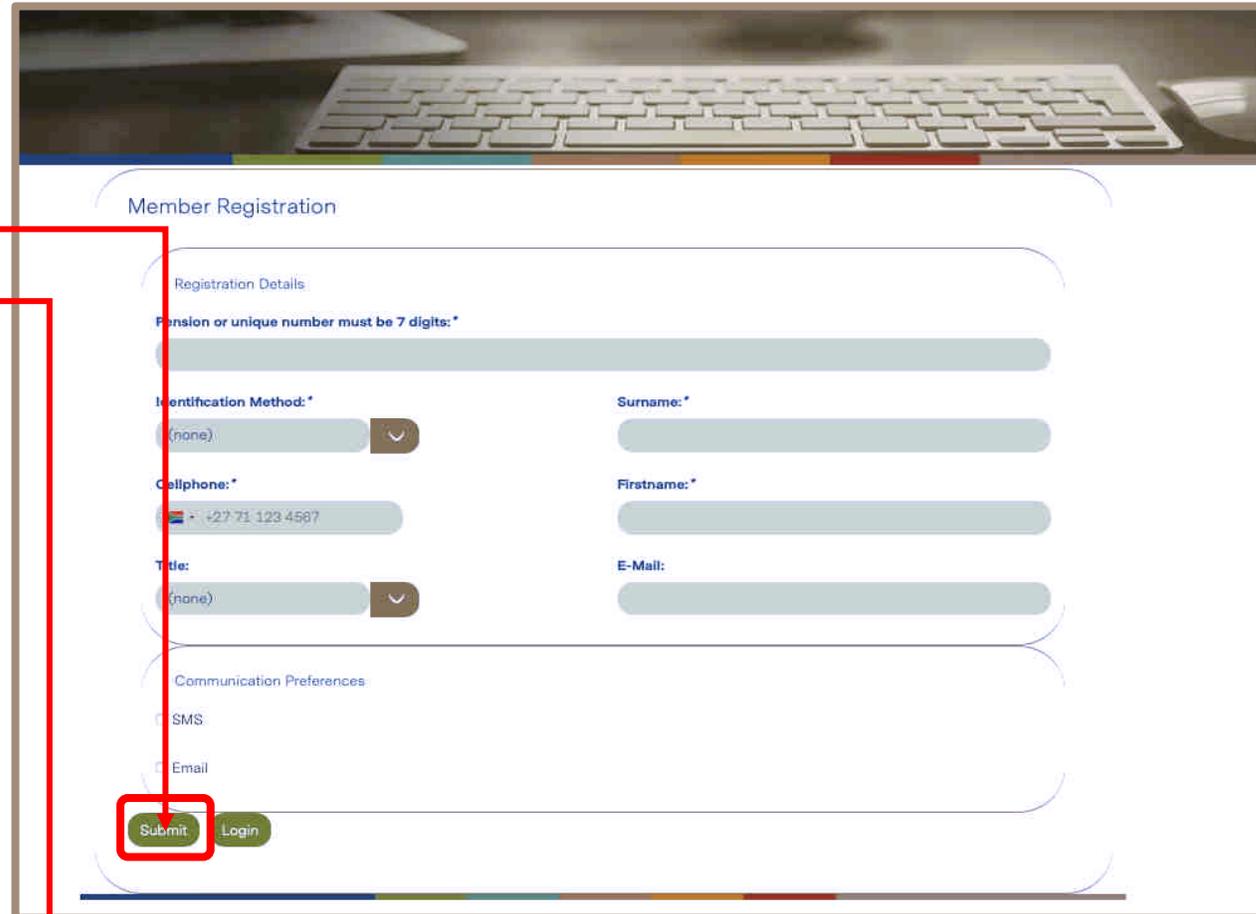
At the bottom of the form are two buttons: "Submit" and "Login".

Registration continued

Once you have filled in all the required fields marked with an asterisk, click on the Submit button

A pop-up message will appear on your screen after clicking the Submit button and you will receive confirmation within 15 minutes via email/SMS with a temporary password.

If your registration is unsuccessful, you would need to contact the EPPF Call Centre to have your record updated prior to being able to register on the website.



The screenshot shows a 'Member Registration' form with the following fields:

- Registration Details
- Pension or unique number must be 7 digits: *
- Identification Method: * (none)
- Cellphone: * (+27 71 123 4567)
- Title: * (none)
- Surname: *
- Firstname: *
- E-Mail: *
- Communication Preferences: SMS, Email
- Submit button (highlighted with a red box)
- Login button

A temporary password was sent to you via your selected communication preferences. If you don't receive your temporary password within the next 15 minutes, please call us on 0800 114 548 for assistance. x

Registration continued

This is an example of the temporary password notification that you will receive via either email or SMS.



Dear

On 27/04/2020 9:42:01 AM you register on the Eskom Pension and Provident website for access to the member portal. Your registration details are as follows

Username: 001235250
Password: ZpGrfX7#

All Fund correspondence will be sent from this No-Reply@epf.co.za email address. Therefore, please ensure that your email settings always allow incoming mail from this email address to be delivered directly to your inbox, and not to be diverted to your "spam" folder or "junk mail" folder.

It is also important to note that the mailbox of this email address is not monitored. Therefore, if you have any enquiries, please contact the Fund Call Centre either by emailing info@epf.co.za or calling our toll-free number on 0800 11 45 48.

Regards,
Eskom Pension and Provident Fund



Disclaimer:
This is an automated email. Please do not forward any account related queries to this email address.

TelkomSA
VodaCom-SA

+2787085101214854

Monday, Today

Your temporary password, valid for the next 15 minutes is eRZZCv3

12:36 PM

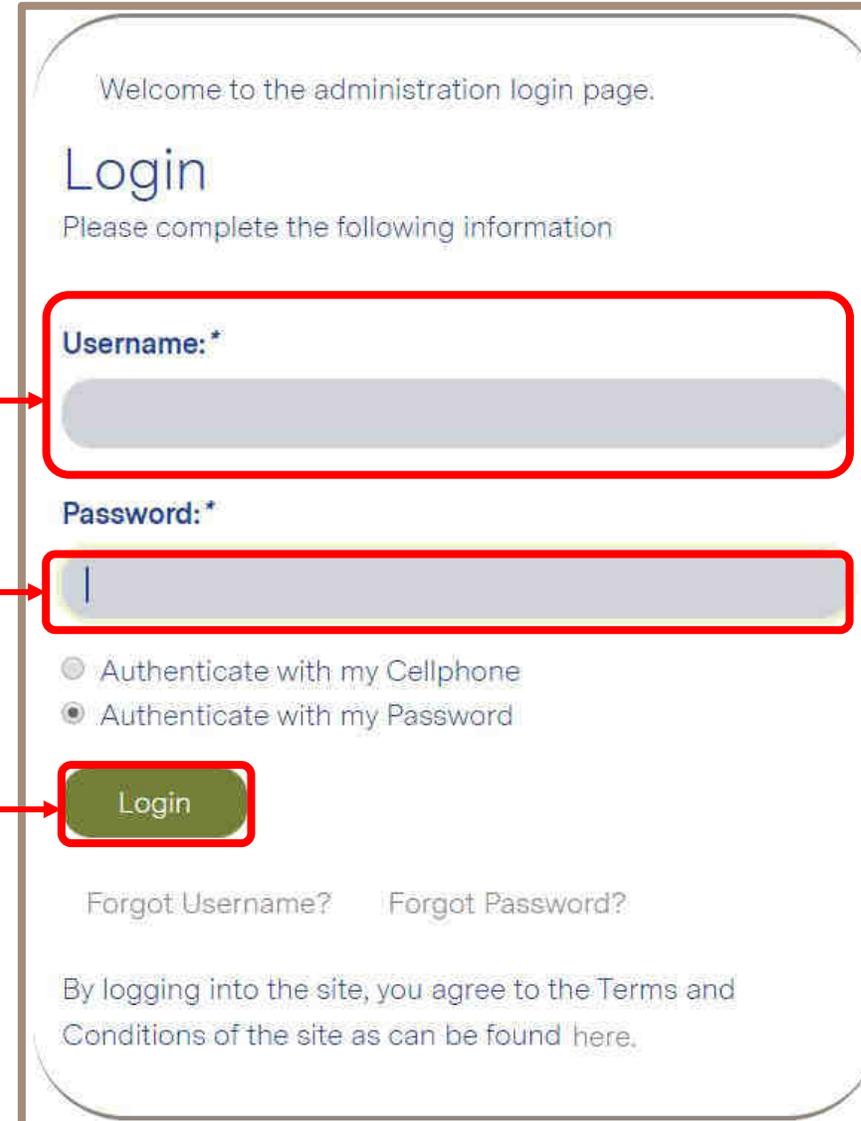
Type message

TelkomSA VodaCom-SA

Go back to the Login page and, fill in your Unique number.

Capture the temporary password that you received.

Once you have done this, click on the Login button.



Welcome to the administration login page.

Login

Please complete the following information

Username:*

Password:*

Authenticate with my Cellphone
 Authenticate with my Password

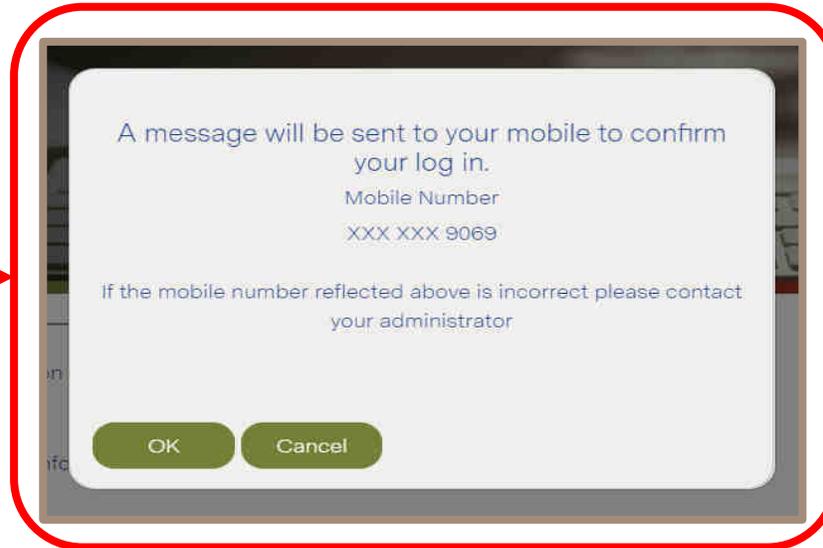
Login

[Forgot Username?](#) [Forgot Password?](#)

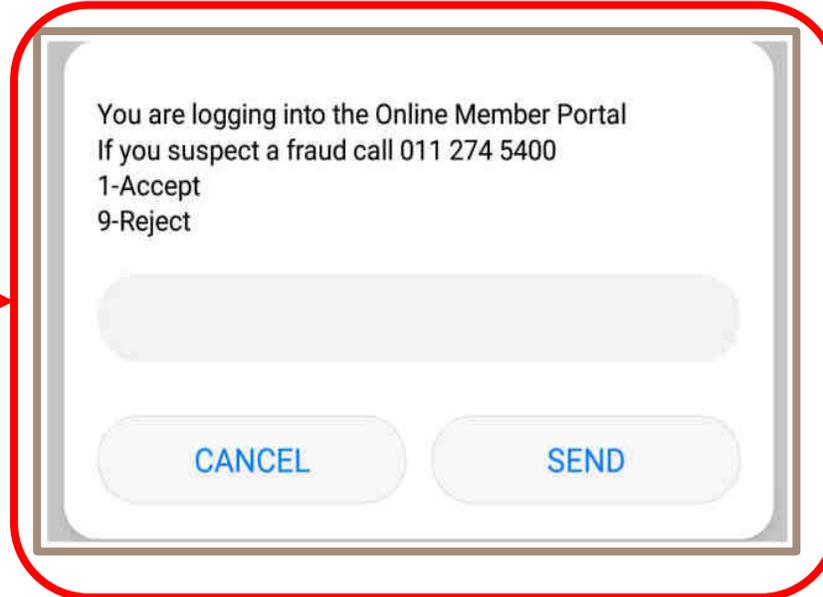
By logging into the site, you agree to the Terms and Conditions of the site as can be found [here](#).

USSD Verification

Once you have inserted your 'Unique number', inserted your 'Password' and clicked 'Login', you will see a pop-up on your screen.



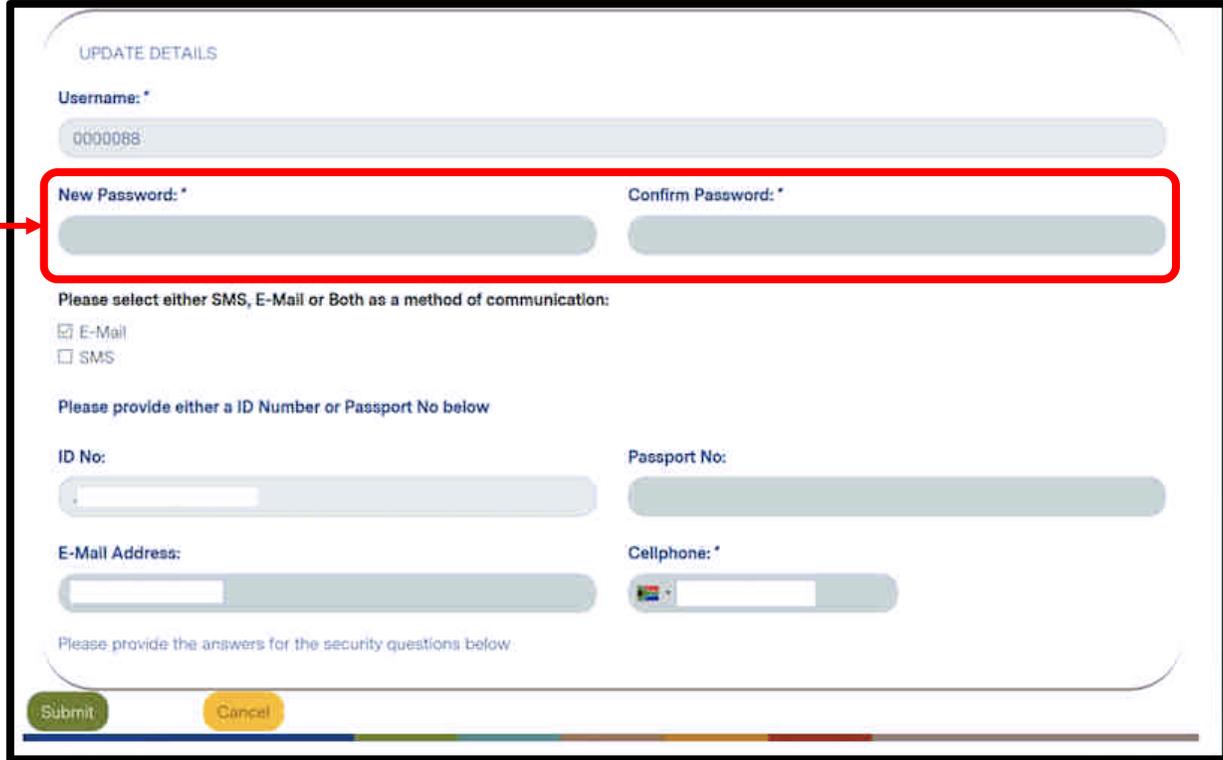
You will now receive an "Unstructured Supplementary Service Data" (USSD) notification via SMS with an option to accept (1) or decline (9). The USSD verification is used to provide you with increased security. Enter 1 to Accept and press Send to proceed with login. It is important to note that if you have captured an incorrect mobile number or email address at registration, you will need to contact the EPPF Call Centre to have your contact information updated in order for you to receive the USSD notification.



You will now be directed to the Update Details screen where you will need to update your password.

In an attempt to further ensure that your information is safeguarded against potential intruders, we have enhanced the password requirements. Passwords must align as follows:

- Be a minimum of 8 characters in length
- Contain at least one numeric value, one UPPER case character, one lower case character and one special character (for example, !@#\$\$%^&. etc.).



The screenshot shows a web form titled "UPDATE DETAILS". It contains several input fields: "Username: *" with the value "0000088", "New Password: *" and "Confirm Password: *" (both highlighted with a red box), "Please select either SMS, E-Mail or Both as a method of communication:" with checkboxes for "E-Mail" (checked) and "SMS", "Please provide either a ID Number or Passport No below" with fields for "ID No:" and "Passport No:", "E-Mail Address:" and "Cellphone: *" (with a country code dropdown). At the bottom, there is a "Submit" button and a "Cancel" button. A red arrow points from the text on the left to the password fields.

CONGRATULATIONS!
**You have successfully logged
in to the new portal and now
have access to various
features.**



PART B: REGISTERED USERS

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members



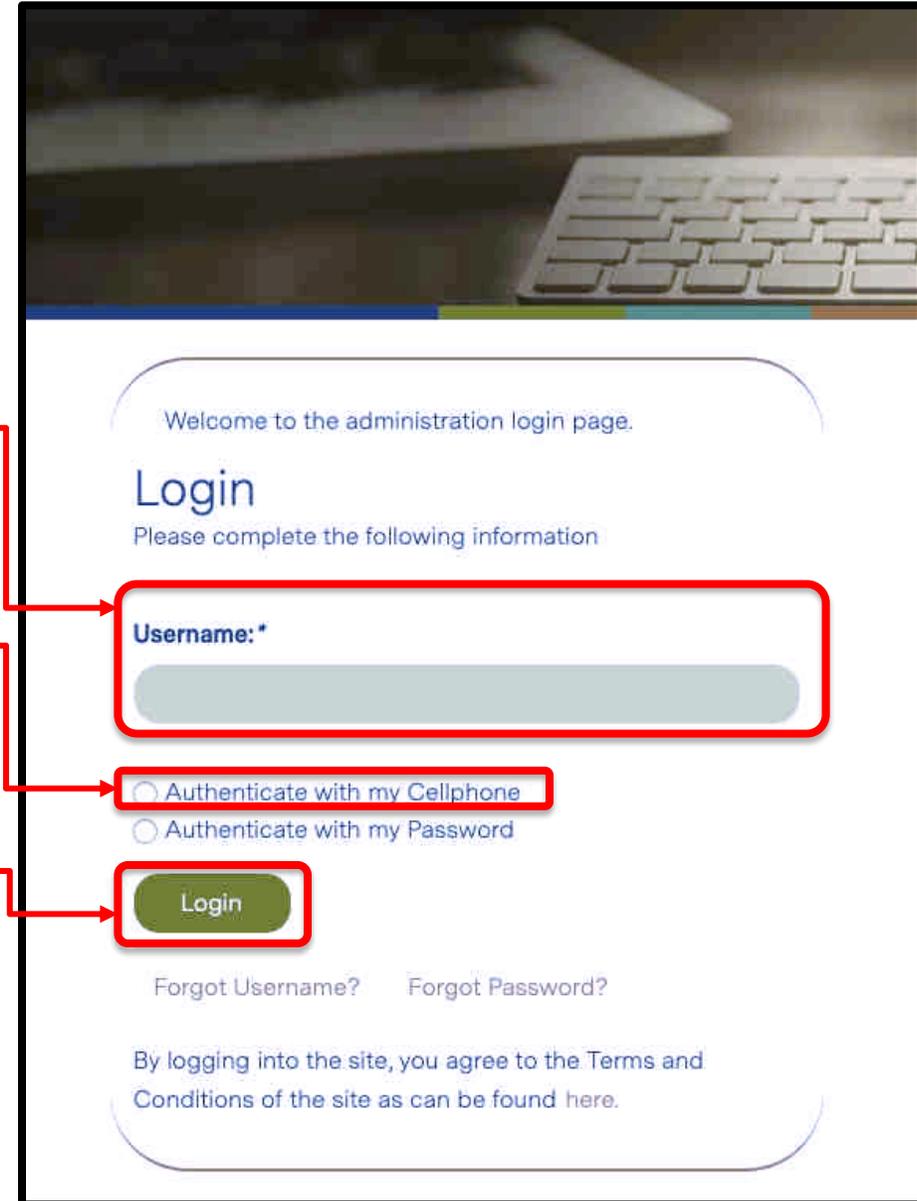
Login Option 1

As a registered User, we have your details in the new portal, but require you to go through an authentication process for security reasons.

Go to the Login page and, fill in your Unique number.

Select "Authenticate with my Cell phone"

Once you have done this, click on the Login button.



Welcome to the administration login page.

Login

Please complete the following information

Username: *

Authenticate with my Cellphone
 Authenticate with my Password

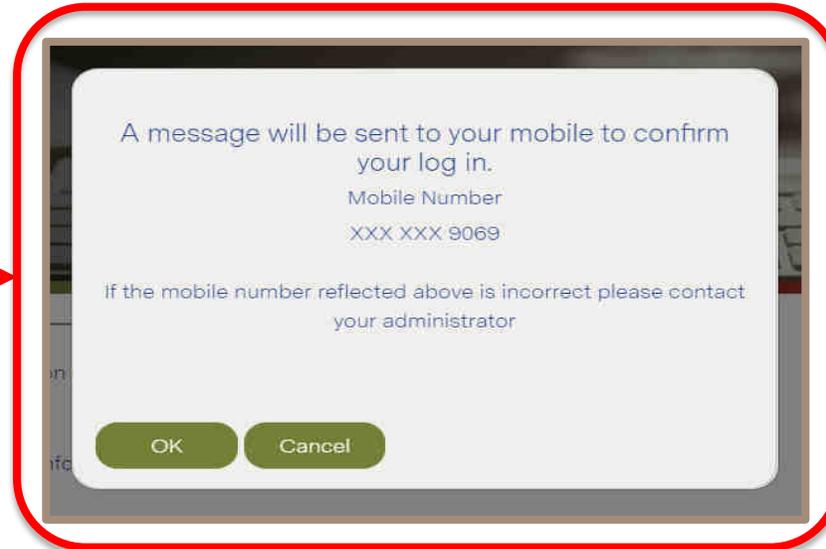
Login

[Forgot Username?](#) [Forgot Password?](#)

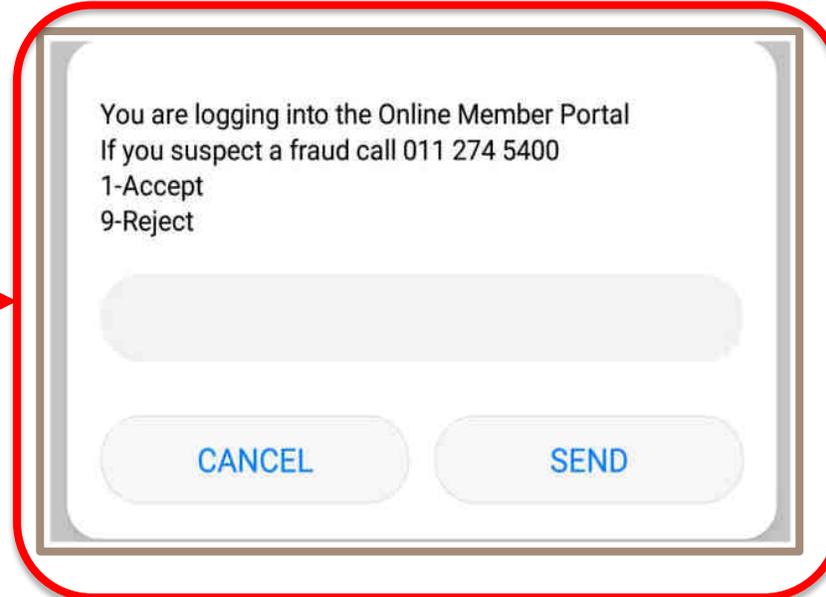
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USSD Verification

Once you have inserted your 'Unique number', inserted your 'Password' and clicked 'Login', you will see a pop-up on your screen.



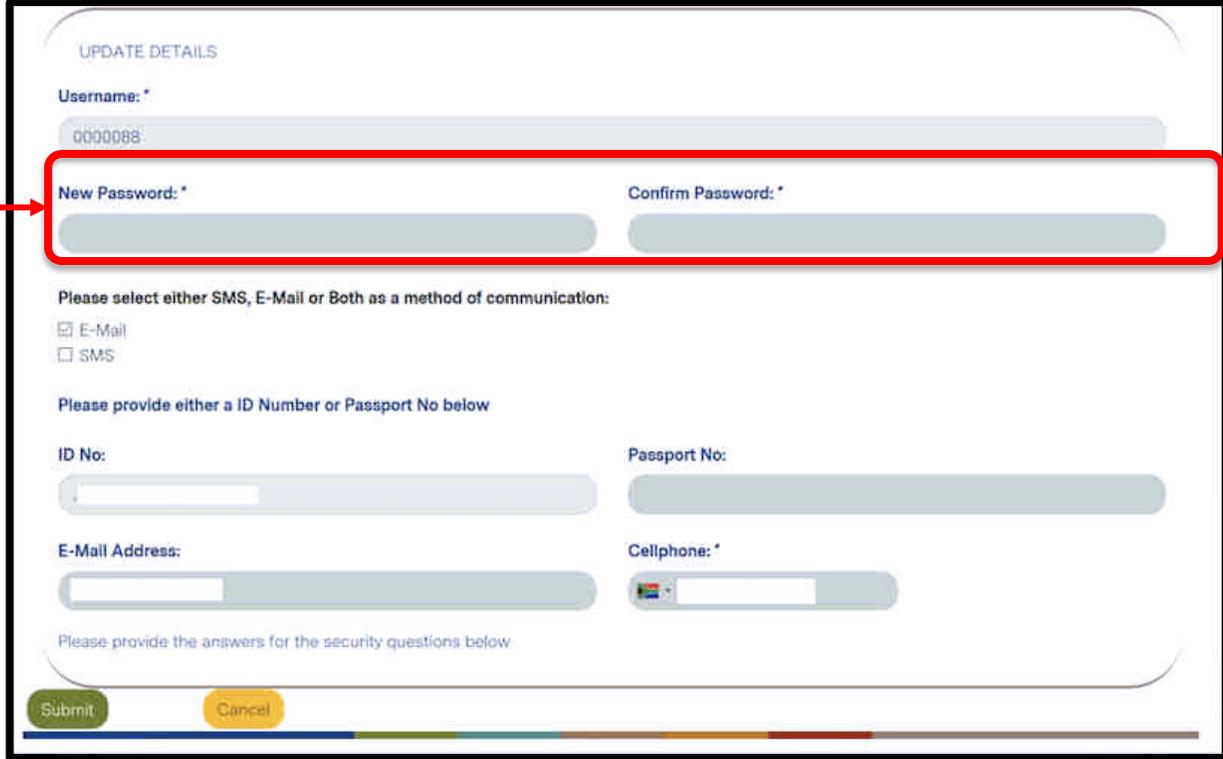
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UPDATE DETAILS

Username: *
0000088

New Password: * **Confirm Password: ***

Please select either SMS, E-Mail or Both as a method of communication:
 E-Mail
 SMS

Please provide either a ID Number or Passport No below

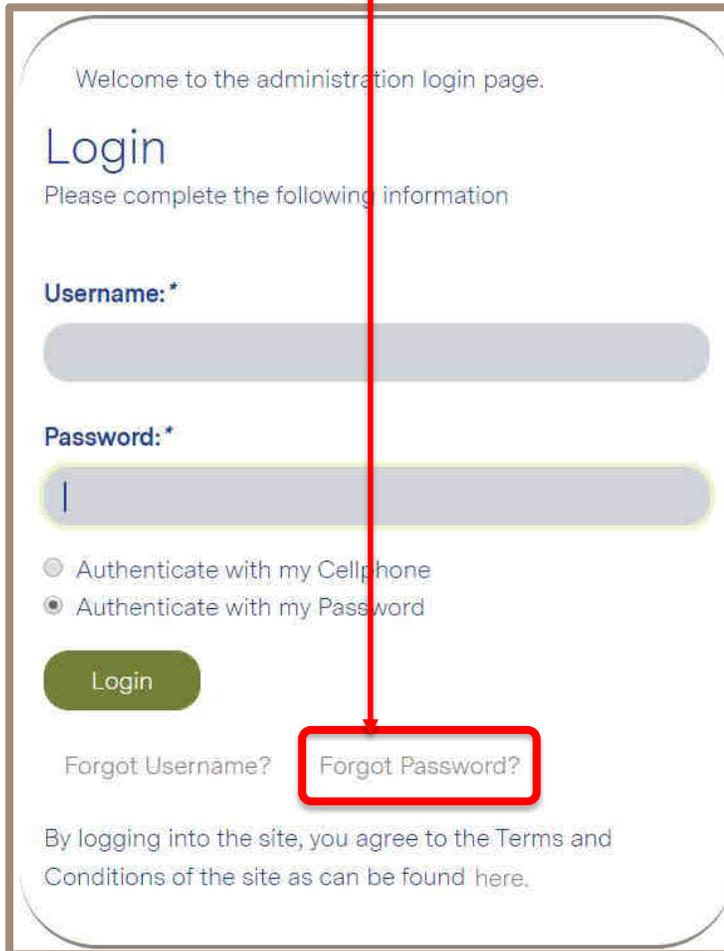
ID No: Passport No:

E-Mail Address: Cellphone: *

Please provide the answers for the security questions below:

Login Option 2

You can go directly to the forgot password option by clicking on the 'Forgot Password' text.



Welcome to the administration login page.

Login

Please complete the following information

Username:*

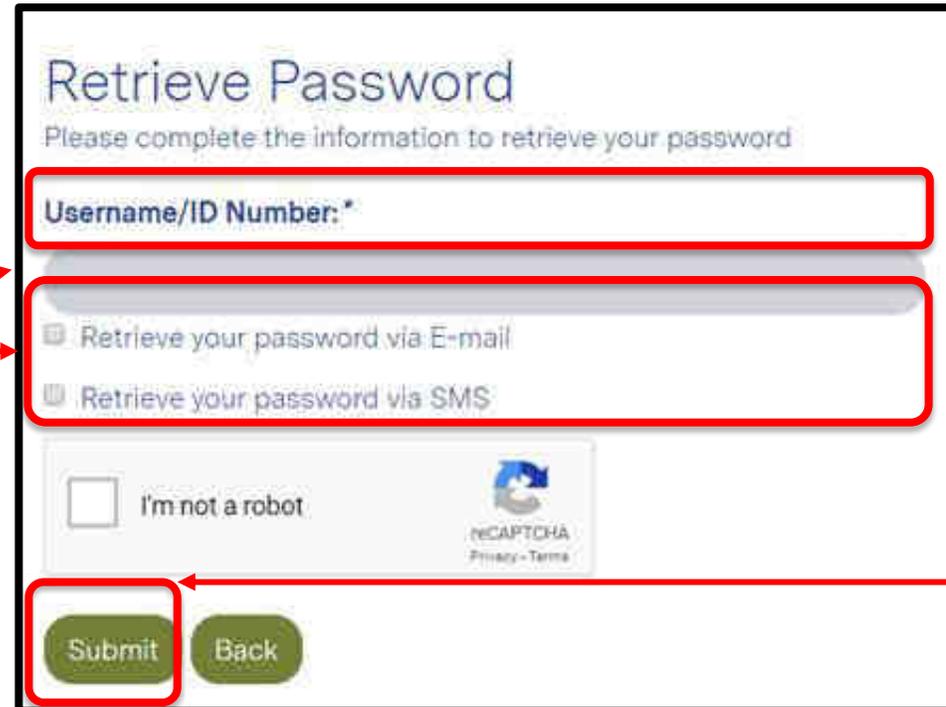
Password:*

Authenticate with my Cellphone
 Authenticate with my Password

[Forgot Username?](#) [Forgot Password?](#)

By logging into the site, you agree to the Terms and Conditions of the site as can be found [here](#).

Once you have clicked on 'Forgot Password', you will be directed to the Retrieve Password page, where you can fill in your Unique number or ID number and select whether you want to receive your password via email or SMS. Once you have made this choice, click on the 'Submit' button.



Retrieve Password

Please complete the information to retrieve your password

Username/ID Number:*

Retrieve your password via E-mail
 Retrieve your password via SMS

I'm not a robot 

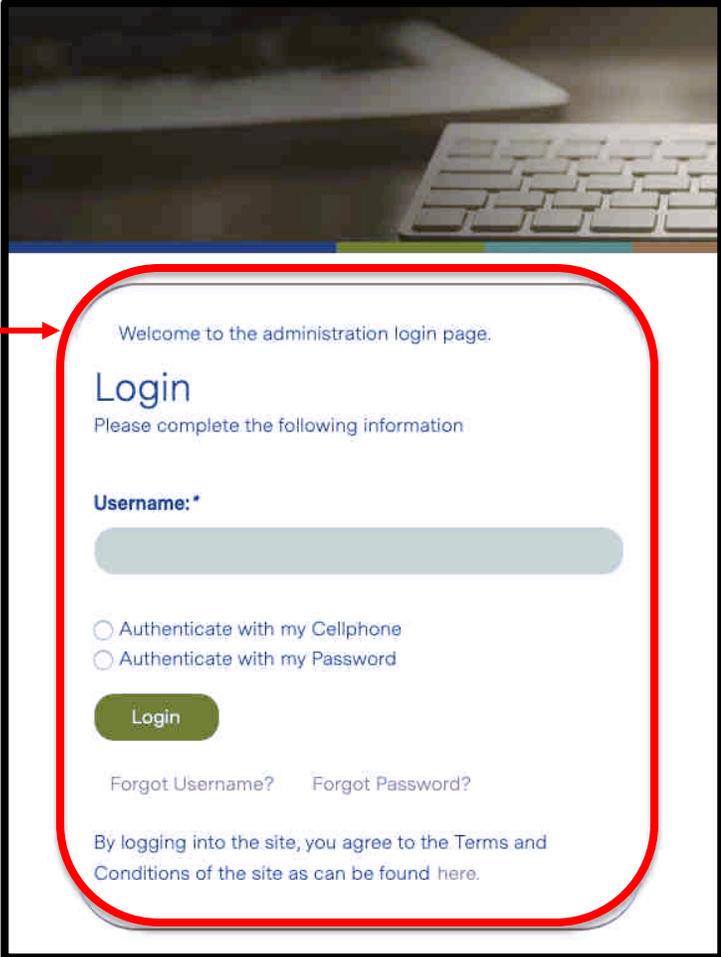
Login Option 2 continued

Once you have clicked on the Submit button, a pop-up message will appear on your screen and you will receive confirmation within 15 minutes via email/SMS with a temporary password.

You can now proceed back to the Login page.

If you do not receive a temporary password within 15 minutes, you will need to contact the EPPF Call Centre.

A temporary password was sent to you via your selected communication preferences. If you don't receive your temporary password within the next 15 minutes, please call us on 0800 114 548 for assistance. ✕



Welcome to the administration login page.

Login

Please complete the following information

Username:*

Authenticate with my Cellphone
 Authenticate with my Password

[Forgot Username?](#) [Forgot Password?](#)

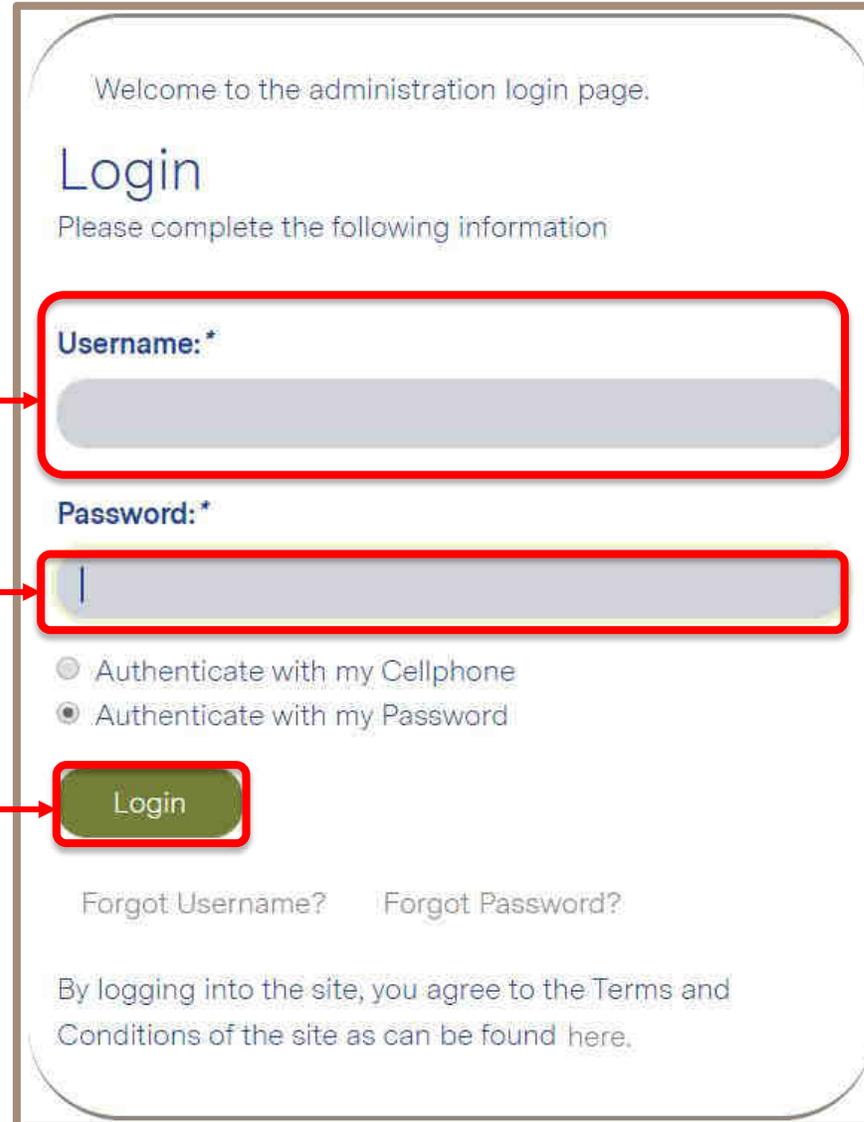
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Login Option 2 continued

Go back to the Login page and, fill in your Unique number.

Capture the temporary password that you received.

Once you have done this, click on the Login button.



Welcome to the administration login page.

Login

Please complete the following information

Username:*

Password:*

Authenticate with my Cellphone
 Authenticate with my Password

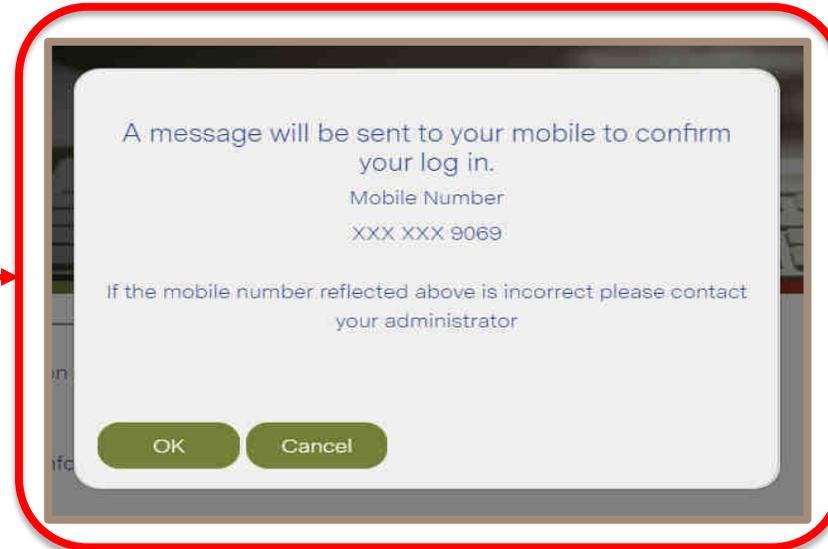
Login

[Forgot Username?](#) [Forgot Password?](#)

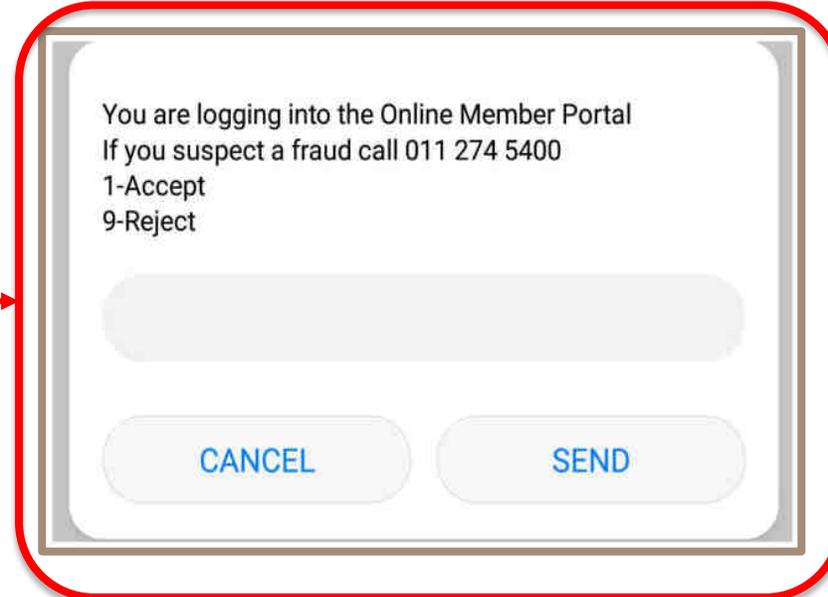
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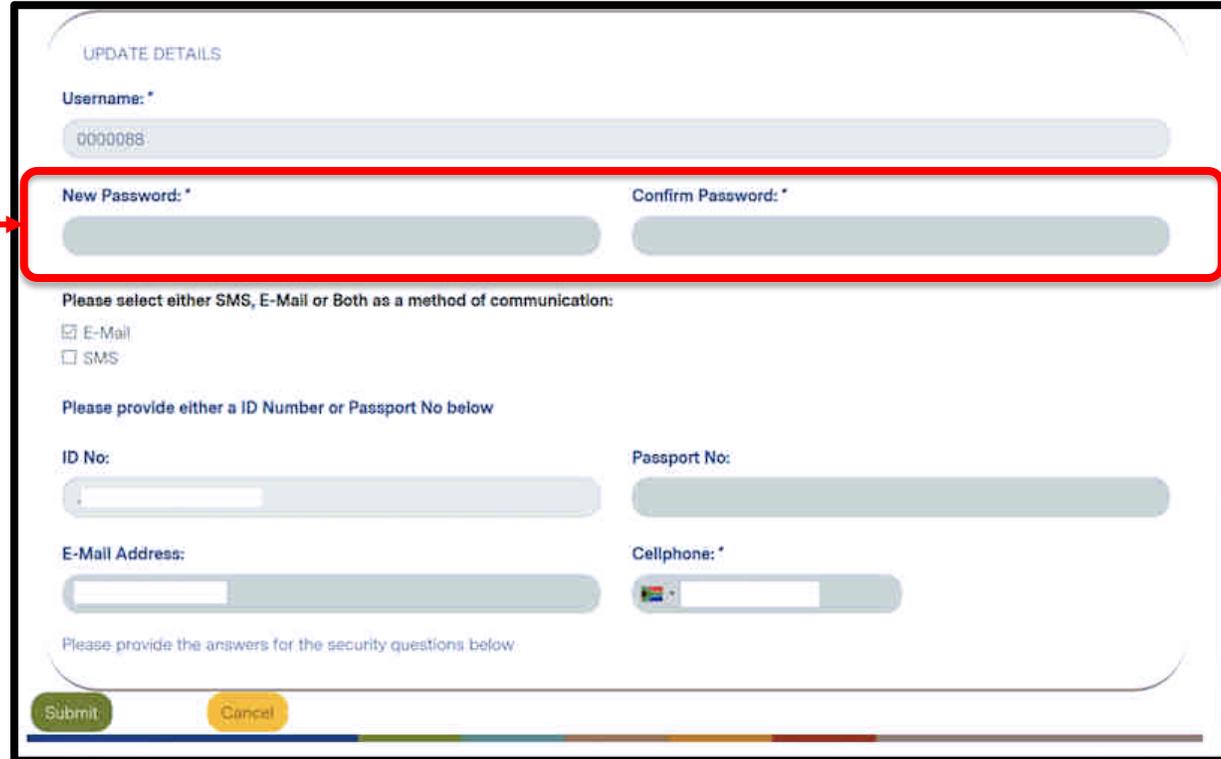
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CONGRATULATIONS!
**You have successfully logged
in to the new portal and now
have access to various
features.**

Contact us

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

Invested in our
members

