Employer Hub User Guide

Additional Functions

There are some additional functions you can access, including:

- Accessing the Employer Folder
- Accessing a Member Folder
- Deleting a Hub user's account

Accessing the Employer Folder

The employer's folder allows you to view information about any employer whose pension scheme you administer. It also allows you to see documents like contribution statements, participation agreements, scheme summaries, plus saves any responses to queries you have made via HUB about a particular employer.

Search for the employer in the search bar at the top of your HUB screen.
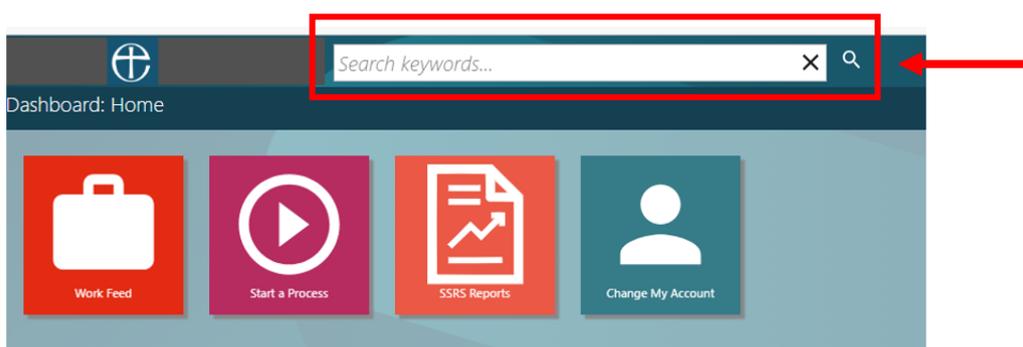
Once you have selected the relevant employer, you will be taken to the Employer Folder. Down the left-hand side there will be different icons/tabs.
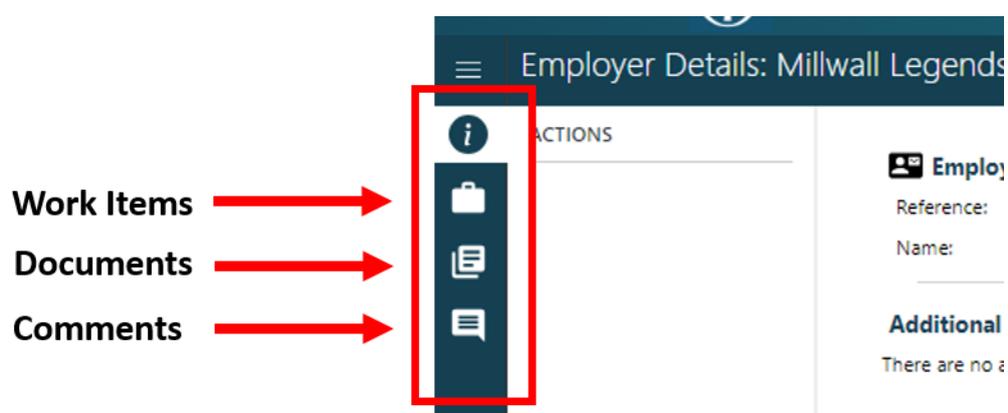
Work Items: This will bring up any outstanding Work Items (processes) that need to be actioned by the employer. You'll find this is usually empty as employer do not action Work Items, this is done by Hub users.

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Documents: If you click on the documents icon/tab, you will be taken to all the documents relating to that employer. These will appear in date order, but you can use the filter options on the left to find anything specific. Documents you should find in this area are:

- Monthly Contribution Statements
- Participation Agreement
- Direct Debit Mandate
- Response to Queries made via HUB
- FRS 102 Accounting Report
- Scheme Summaries

Comments: These will be historical notes that we (Church of England Pensions Board) made on this person's record.

Accessing a Member Folder

Member Folders give you the chance to view information about a person in one of the pension schemes that you administer, plus saves any responses to queries you have made via HUB about a particular person.

Search for the person in the search bar at the top of your HUB screen. You can search by name, reference number or national Insurance number.
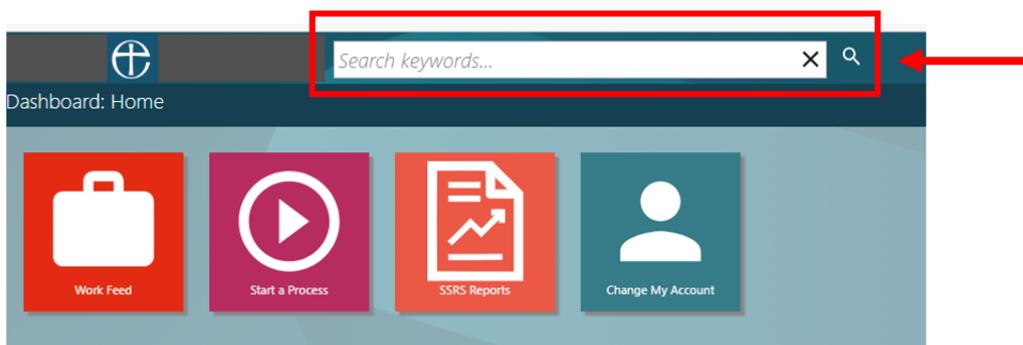
You will then be able to see the basic information of the person you have selected. Down the left-hand side there will be different icons/tabs.
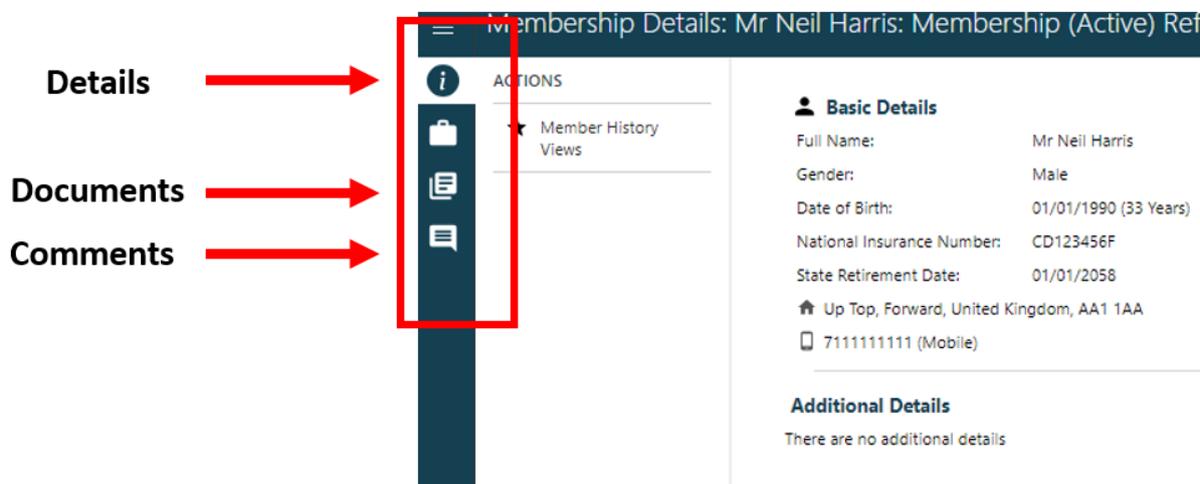
Details: This tab will give you all the information about the person and their membership in our pension scheme. If you click on 'Member History Views' in the action pane, a list of more details information appears.
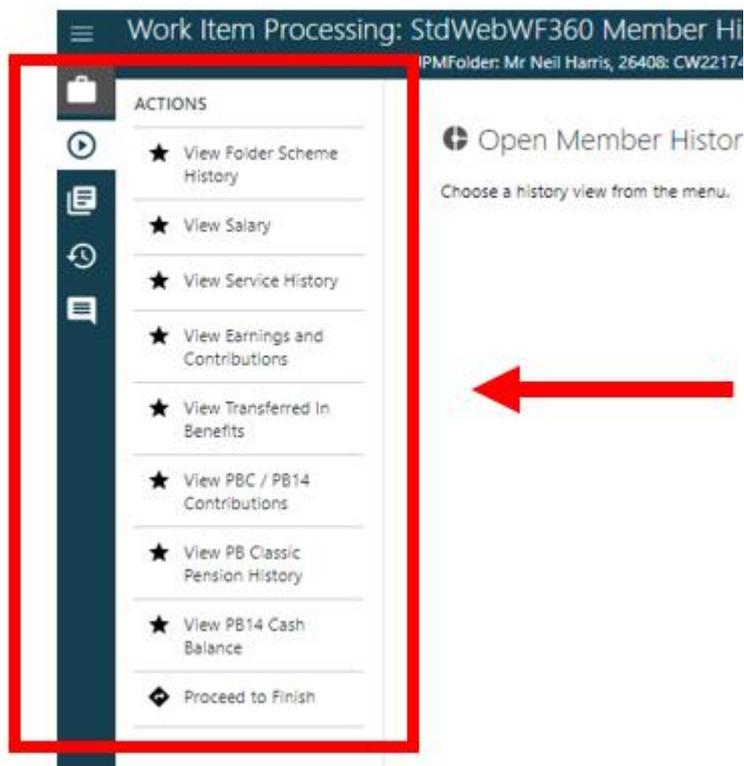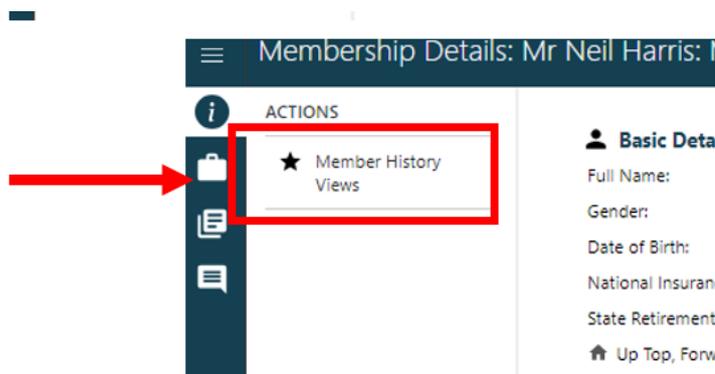
View Folder Scheme History: this shows the date they joined the pension scheme.
View Salary: this shows their pensionable salary history.
View Service History: this shows their service history, including any part-time service etc.
View Transferred In Benefits: this shows any pensions they have transferred in. We stopped allowing transfers in from October 2008.
View PBC / PB14 Contributions: this shows all the contributions paid in.
View PB Classic Pension History: if they have a PB Classic pension, this shows how much annual pension they have built up so far.
View PB14 Cash Balance: if they have a PB 2014 pension, this shows their current PB 2104 pot value.

Documents icon/tab: If you click on the documents icon/tab you'll find any responses to queries made via HUB about this person.

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Comments: These will be historical notes that we (Church of England Pensions Board) made on this person's record.

Deleting a Hub user's account

If a Hub user will no longer be using the site, then they can delete their own account so anything in their Work Tray that is not actioned will automatically reassign back into the employer's Work Tray. This is to ensure that people do not leave any incomplete work.

If you need to delete someone's account because they have left employment or for security reasons, please contact us and we will do this for you.
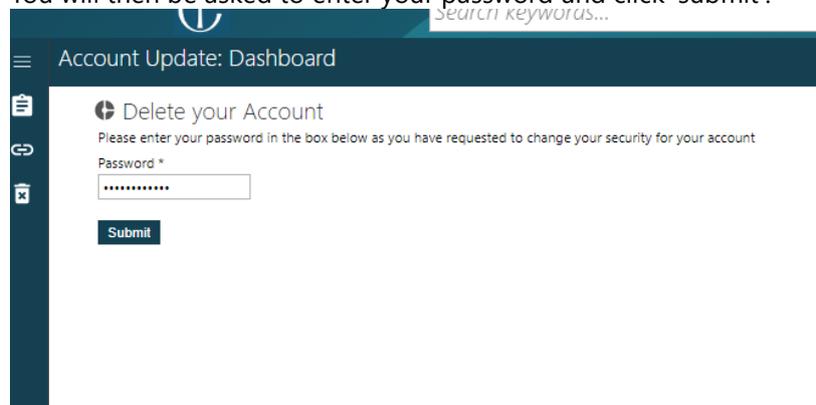
From the home page, select the **'Change My Account'** tile.
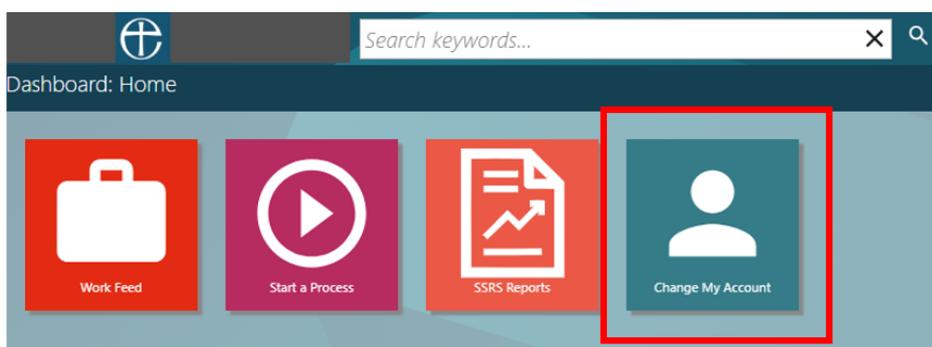
Then choose the **'Delete My Account'** tile.
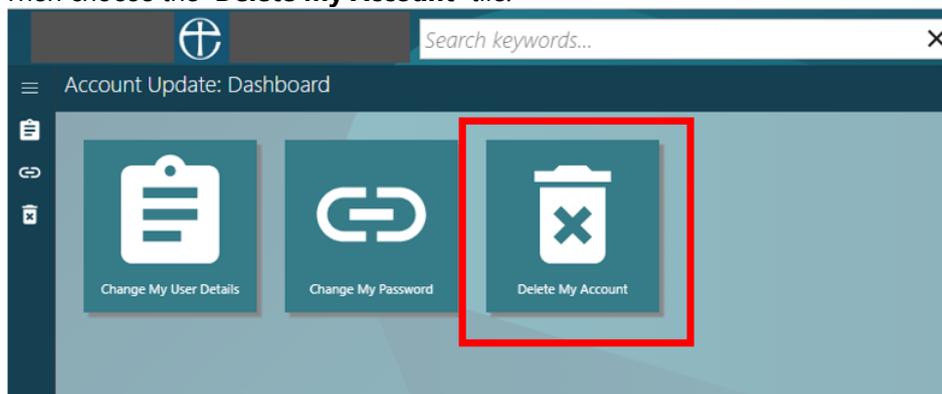
You will then be asked to enter your password and click 'submit'.

Your account will then be deleted and you will no longer have access to your account.