

GETTING STARTED MANUAL

Your guide on how to navigate the member portal



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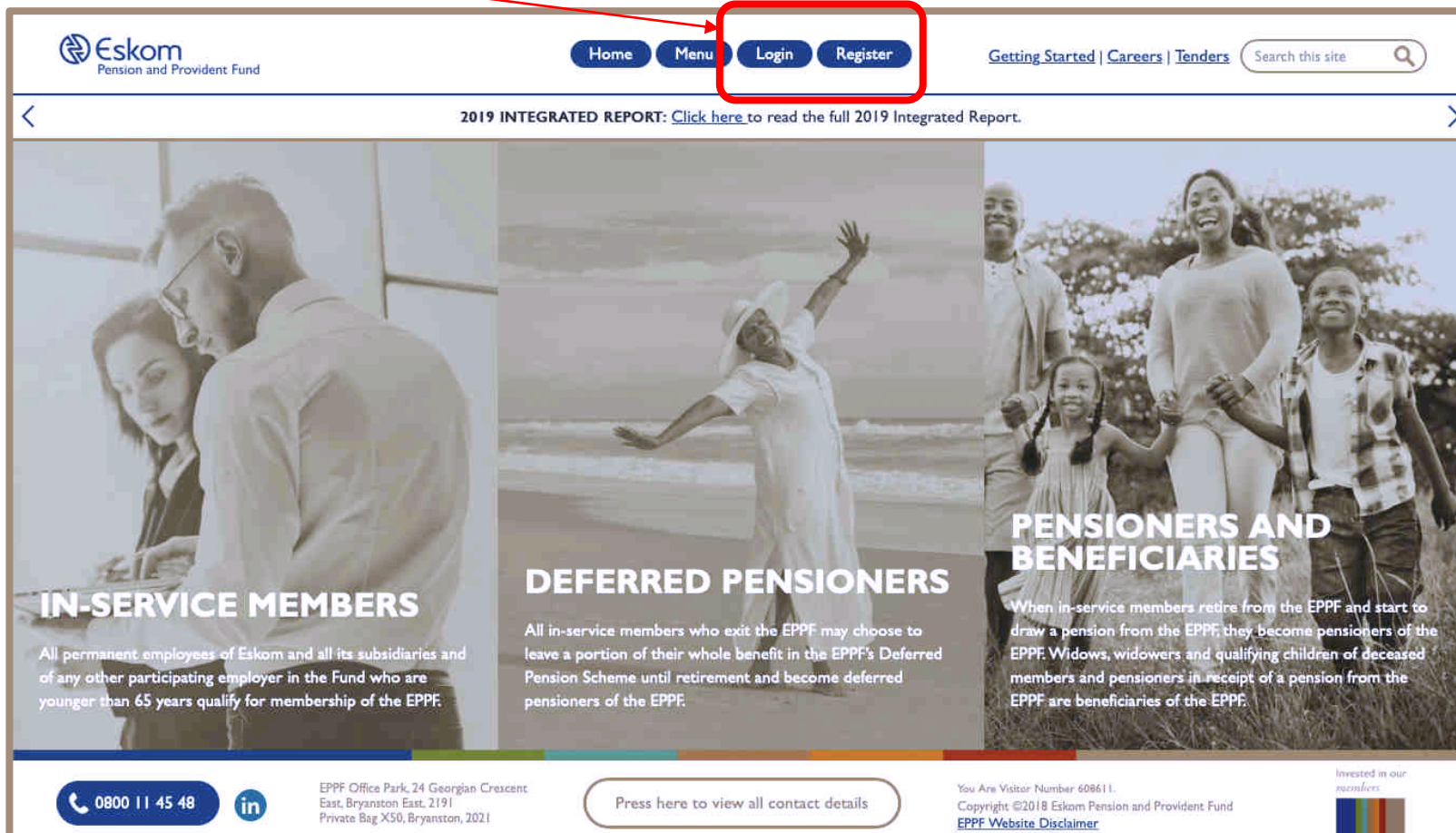
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Purpose

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 Eskom Pension and Provident Fund website. At the top, the Eskom logo is on the left, and navigation links 'Home', 'Menu', 'Login', and 'Register' are in the center. The 'Login' and 'Register' buttons are highlighted with a red box, and a red arrow points to them from the text above. To the right of these buttons are links for 'Getting Started', 'Careers', and 'Tenders', along with a search bar. Below the navigation bar, a banner for the '2019 INTEGRATED REPORT' is displayed. The main content area features three columns: 'IN-SERVICE MEMBERS' with a photo of a man and woman, '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, a copyright notice, and a disclaimer.

Eskom
Pension and Provident Fund


[Home](#) [Menu](#) [Login](#) [Register](#) [Getting Started](#) [Careers](#) [Tenders](#)

2019 INTEGRATED REPORT: [Click here](#) to read the full 2019 Integrated Report.

IN-SERVICE MEMBERS
All permanent employees of Eskom and all its subsidiaries and of any other participating employer in the Fund who are younger than 65 years qualify for membership of the EPPF.


DEFERRED PENSIONERS
All in-service members who exit the EPPF may choose to leave a portion of their whole benefit in the EPPF's Deferred Pension Scheme until retirement and become deferred pensioners of the EPPF.

PENSIONERS AND BENEFICIARIES
When in-service members retire from the EPPF and start to draw a pension from the EPPF, they become pensioners of the EPPF. Widows, widowers and qualifying children of deceased members and pensioners in receipt of a pension from the EPPF are beneficiaries of the EPPF.

0800 11 45 48  EPPF Office Park, 24 Georgian Crescent
East, Bryanston East, 2191
Private Bag X50, Bryanston, 2021

Press here to view all contact details

You Are Visitor Number 608611.
Copyright ©2018 Eskom Pension and Provident Fund
[EPPF Website Disclaimer](#)

Invested in our members 



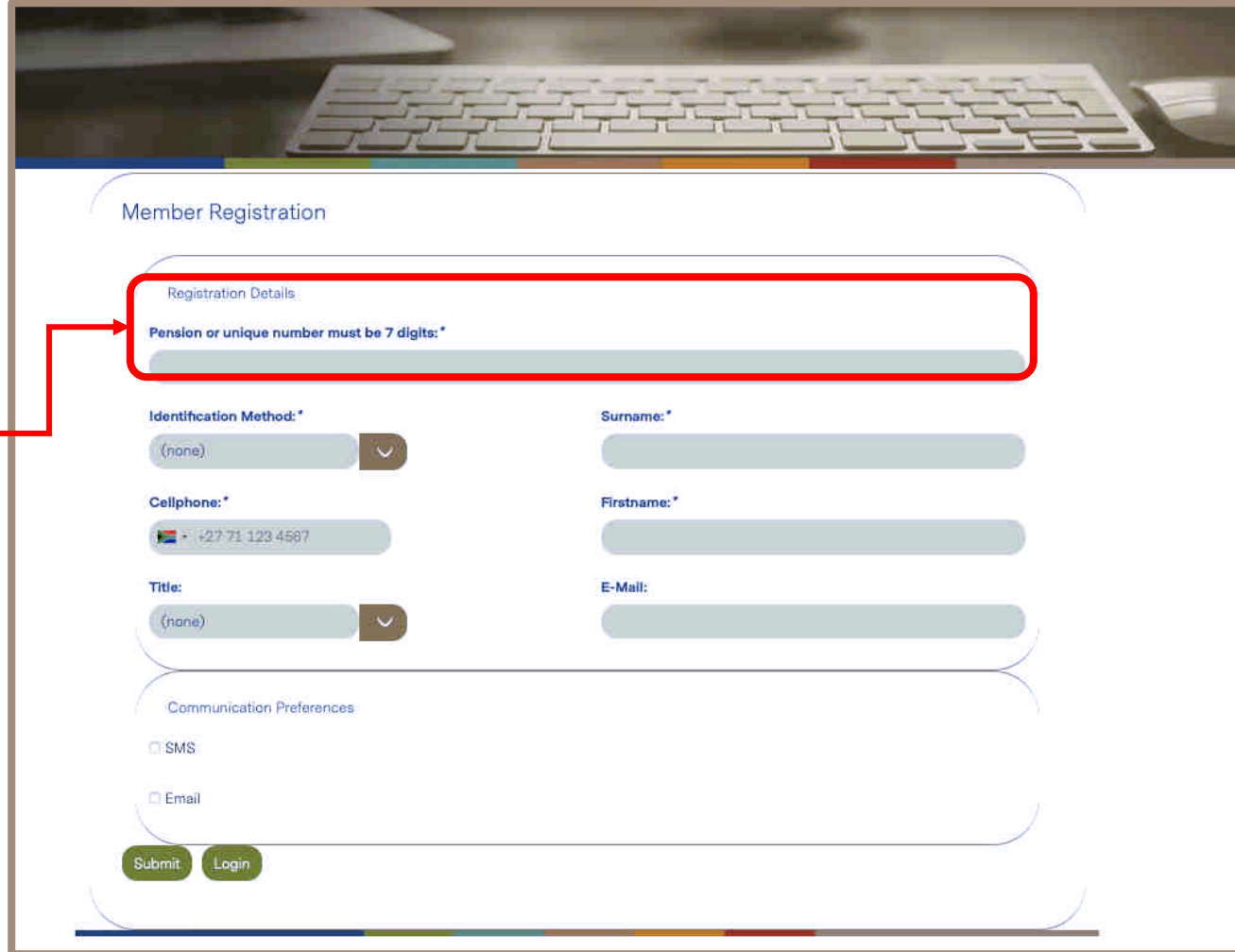
PART A: FIRST TIME REGISTRATION

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members



Registration

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 4567

Title:

(none) ▼

Surname: *

Firstname: *

E-Mail:

Communication Preferences

☐ SMS

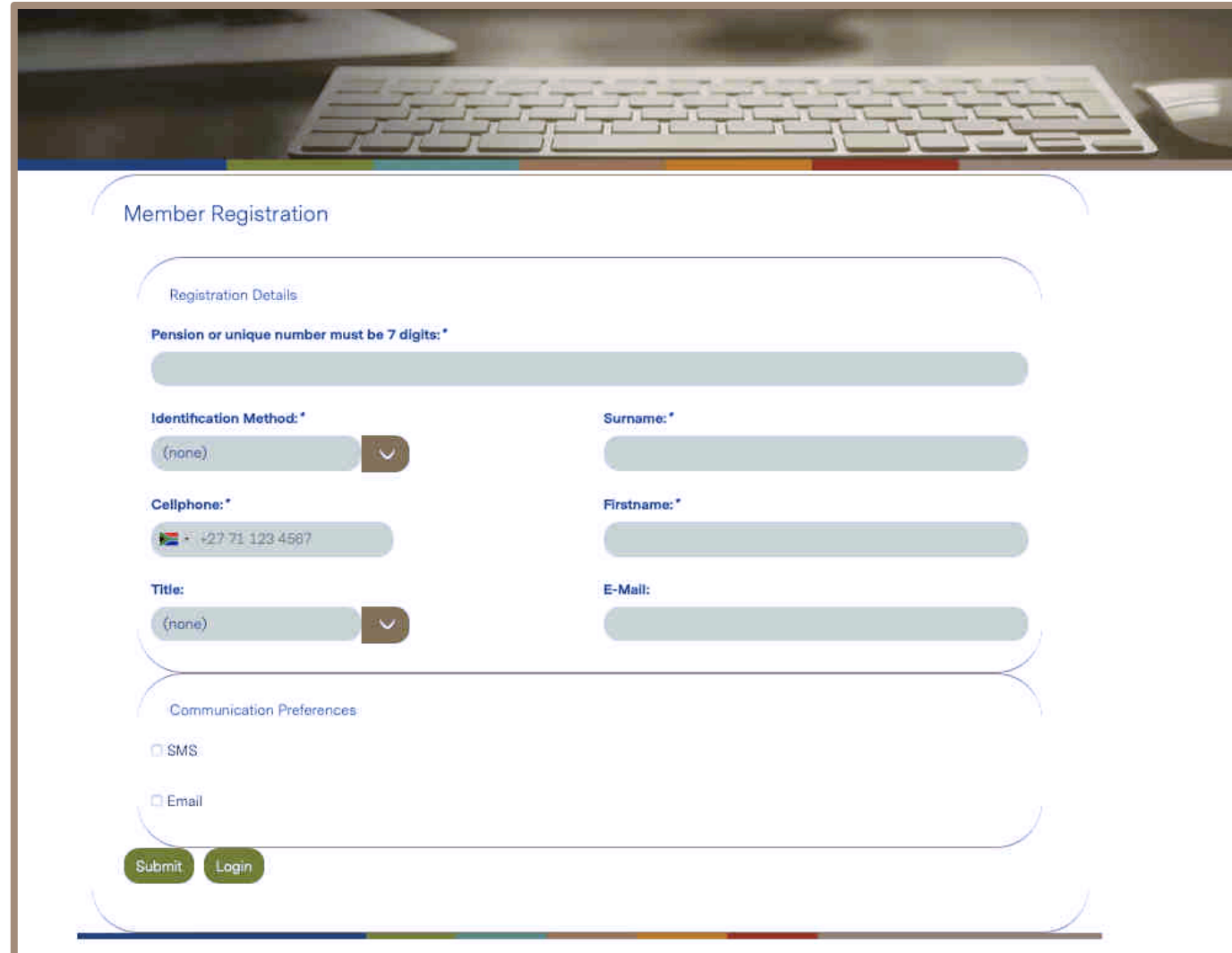
☐ Email

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.



Member Registration

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

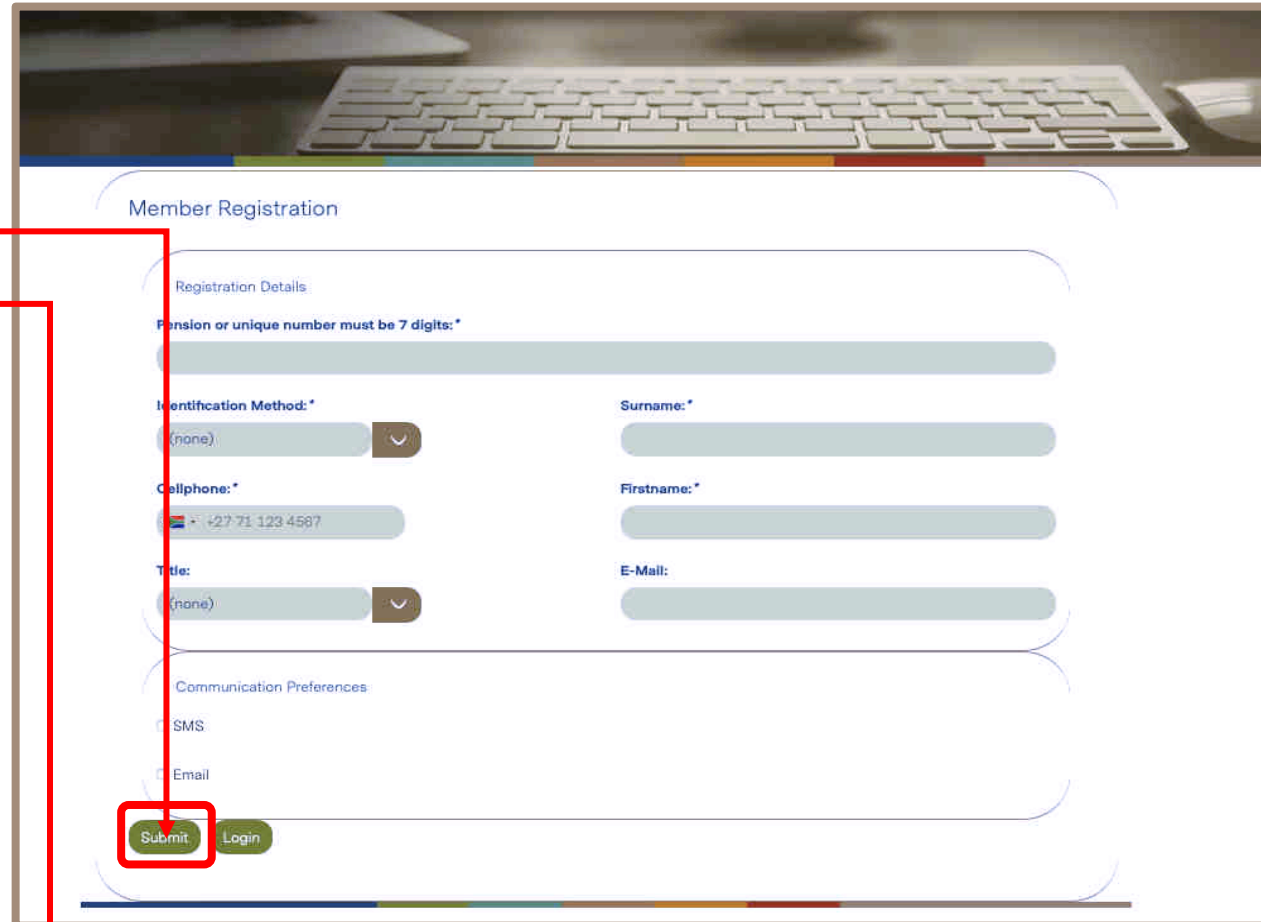
☐ Email

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 the 'Member Registration' form. It includes sections for 'Registration Details' and 'Communication Preferences'. The 'Registration Details' section has fields for 'Pension or unique number must be 7 digits:', 'Identification Method:' (dropdown), 'Surname:', 'Cellphone:' (with a country code dropdown), 'Firstname:', 'Title:' (dropdown), and 'E-Mail:'. The 'Communication Preferences' section has checkboxes for 'SMS' and 'Email'. At the bottom of the form, there are two buttons: 'Submit' and 'Login'. A red box is drawn around the 'Submit' button. A red line originates from the 'Submit' button and points to a pop-up message box at the bottom of the screen.

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.

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.

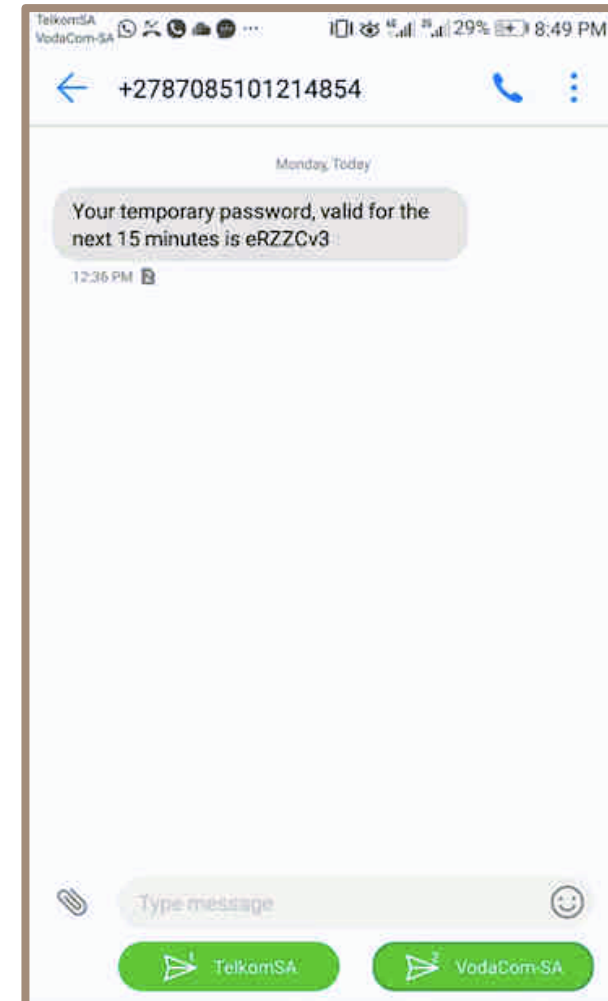
Regards,

Eskom Pension and Provident Fund



Disclaimer:

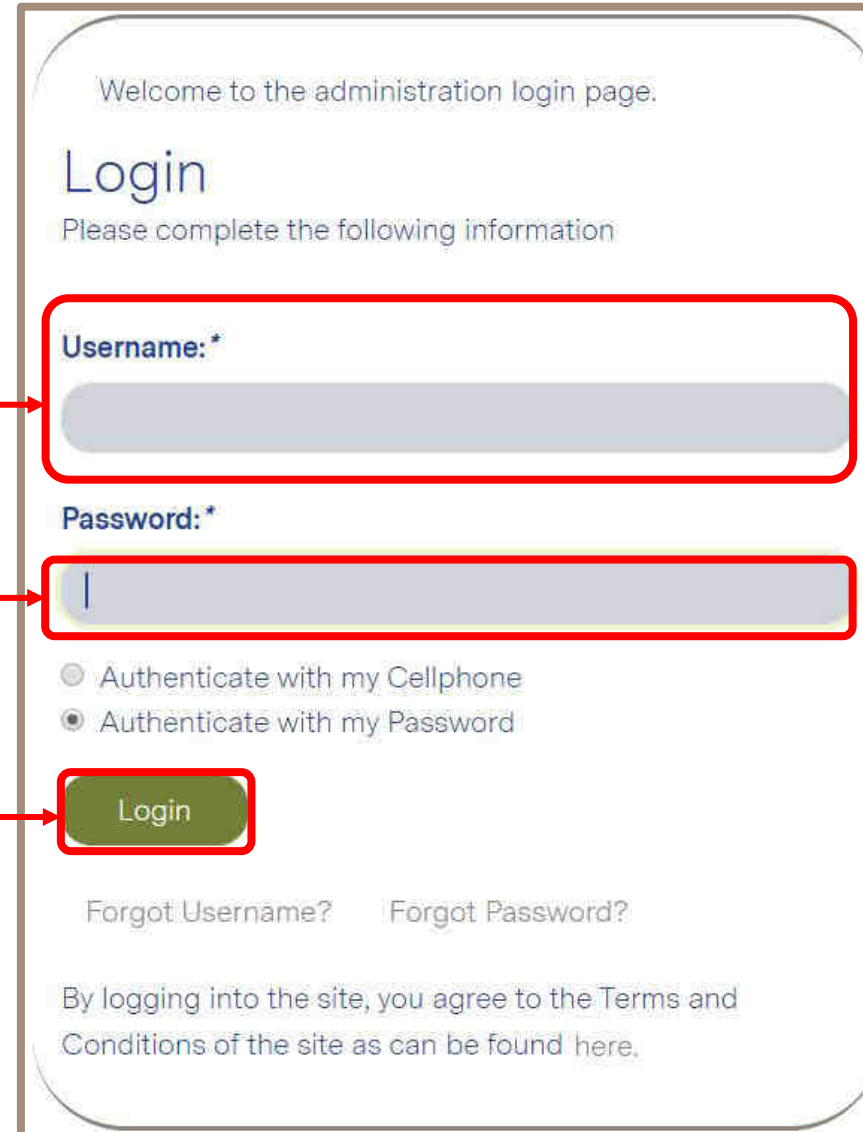
This is an automated email. Please do not forward any account related queries to this email address.



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

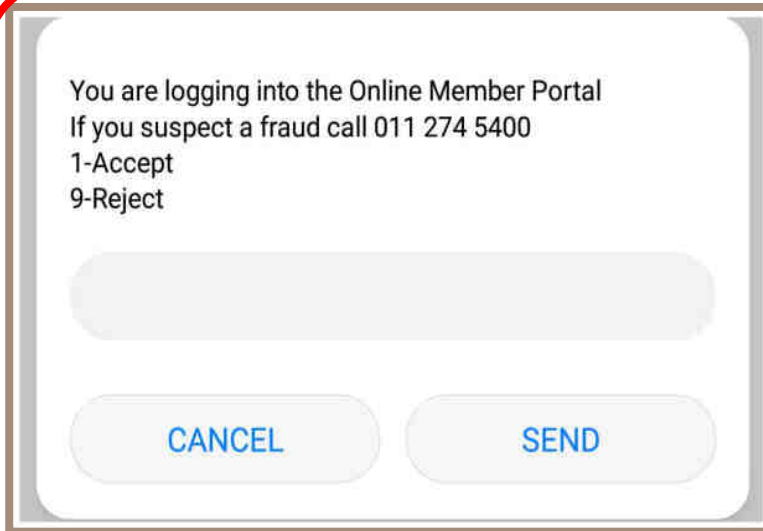
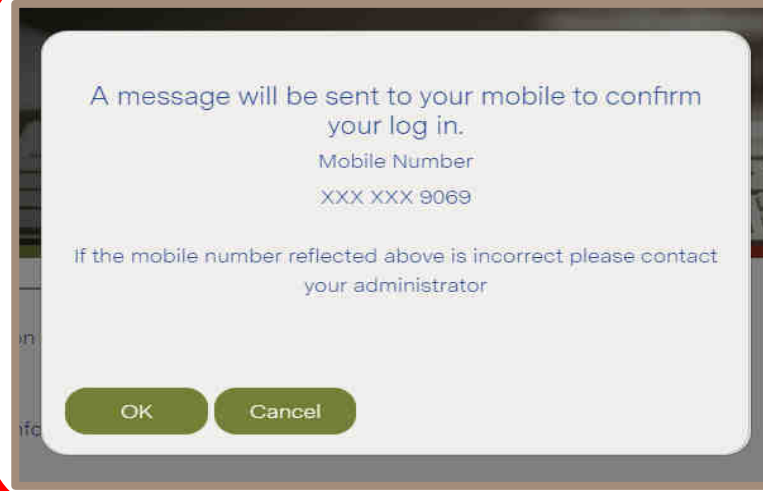
[Forgot Username?](#) [Forgot Password?](#)

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.

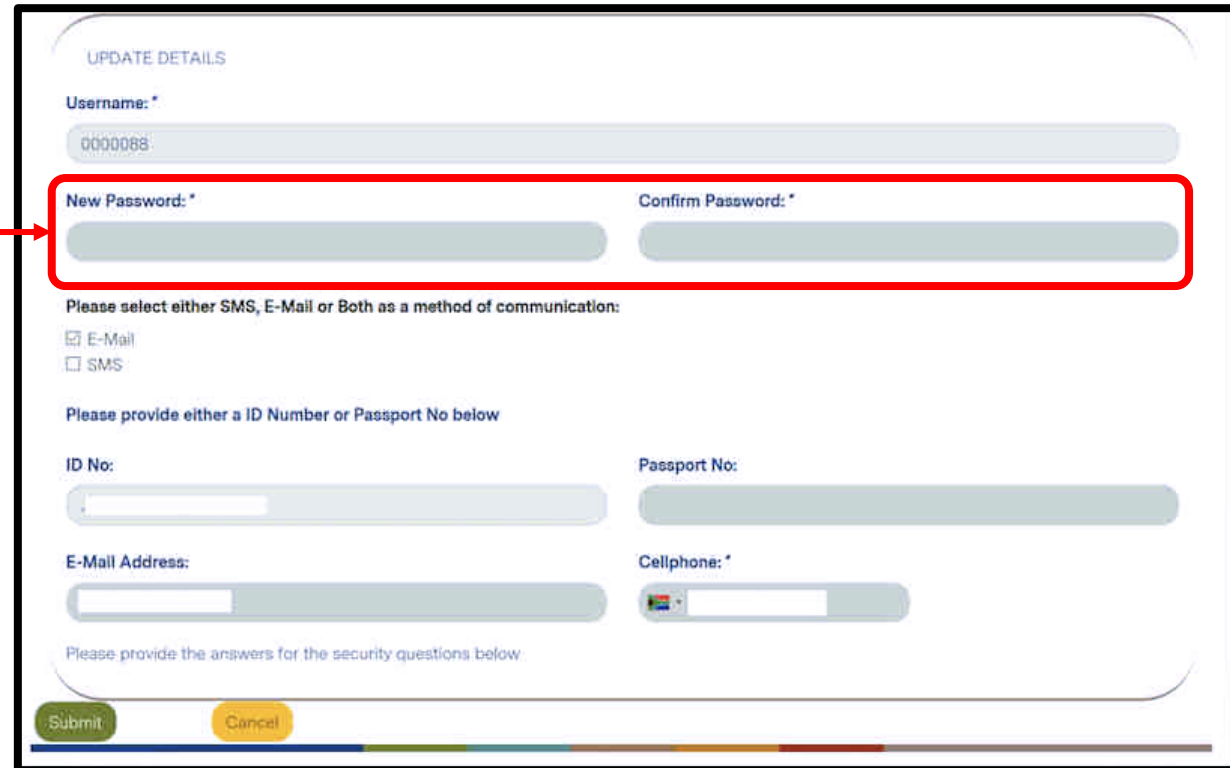
You will now receive an "Unstructured Supplementary Service Data" (USSD) notification via SMS with an option to accept (1) or decline (9). The USSD verification is used to provide you with increased security. Enter 1 to Accept and press Send to proceed with login. It is important to note that if you 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.).



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:

Submit Cancel

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

PART B: REGISTERED USERS

Invested in our
members



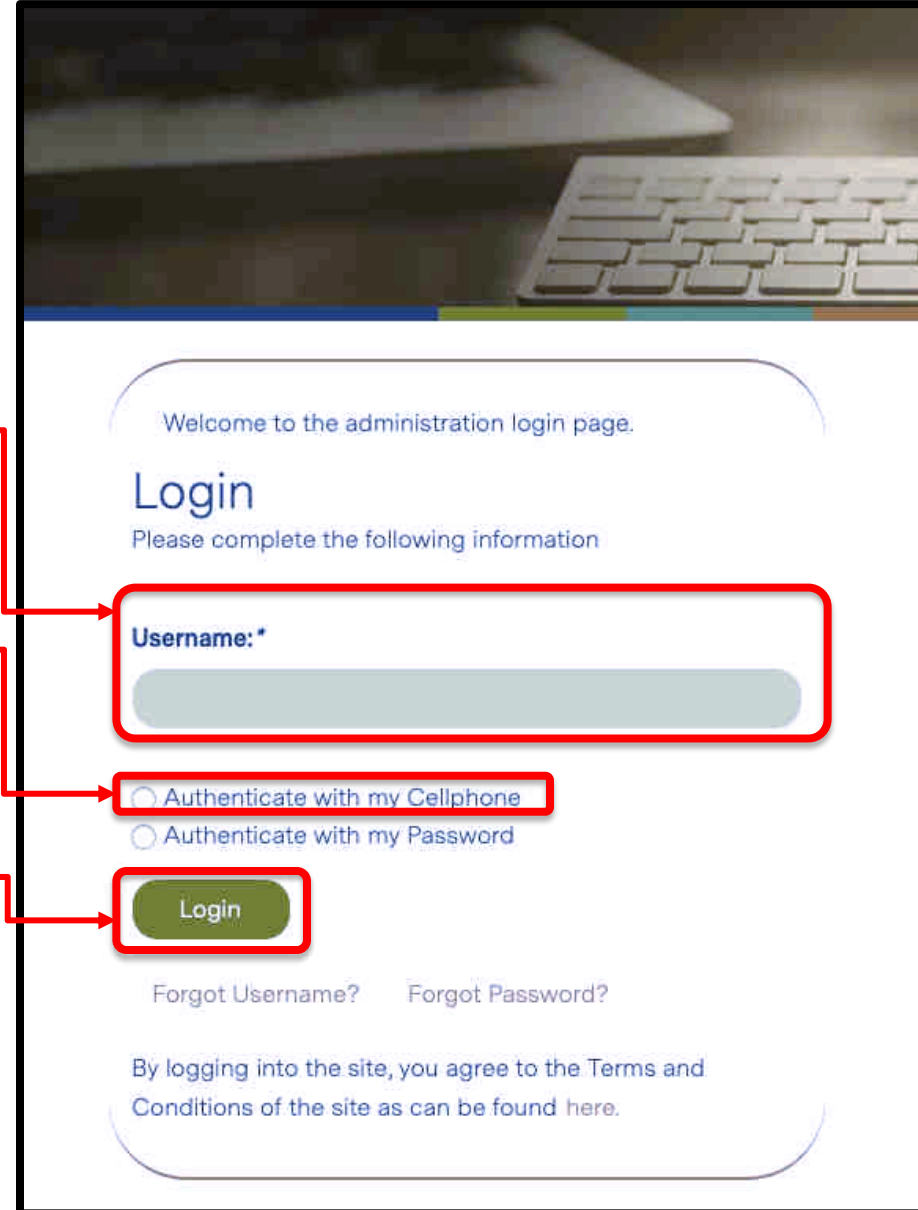
Login Option 1

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

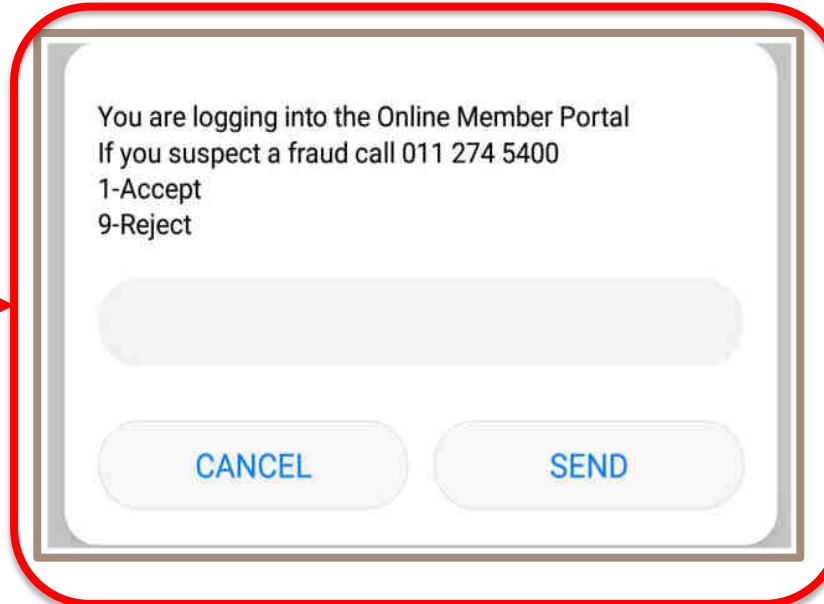
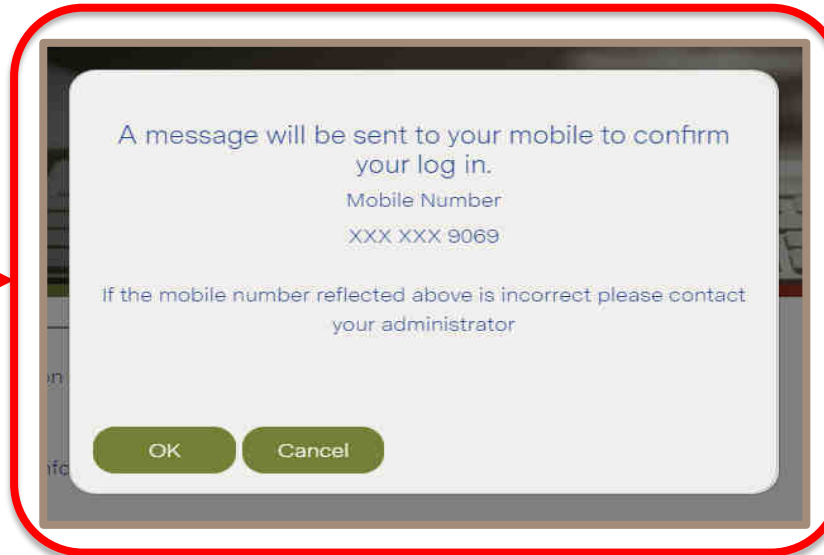
[Forgot Username?](#) [Forgot Password?](#)

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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.

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.

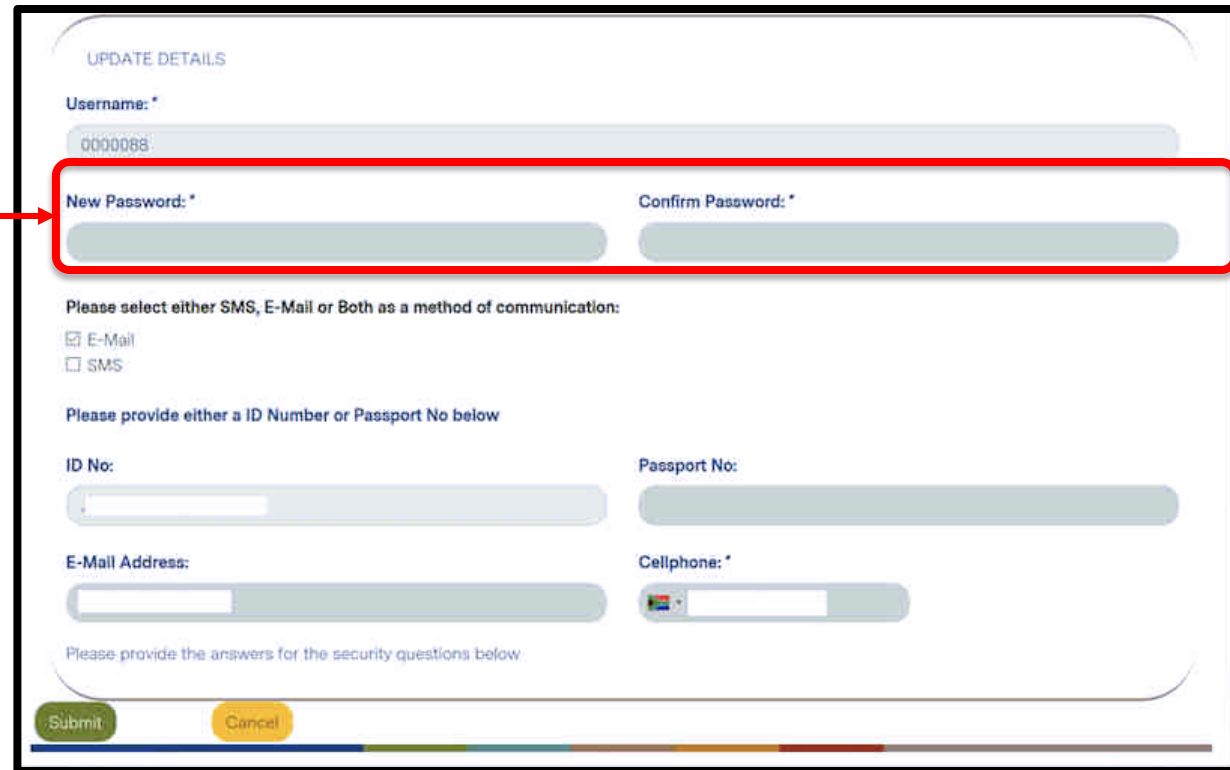


Password

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:

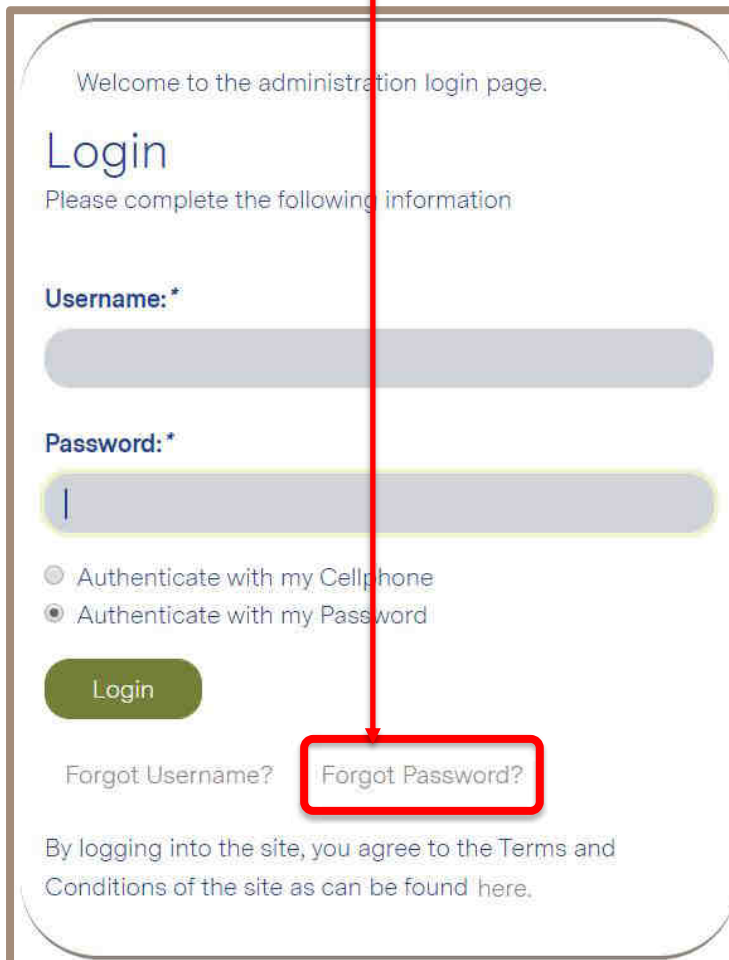
- Be a minimum of 8 characters in length
- Contain at least one numeric value, one UPPER case character, one lower case character and one special character (for example, !@#\$%^&. etc.).



The screenshot shows the 'UPDATE DETAILS' form. A red rectangular box highlights the 'New Password: *' and 'Confirm Password: *' input fields. Below these fields, there are checkboxes for 'E-Mail' and 'SMS' under the heading 'Please select either SMS, E-Mail or Both as a method of communication:'. Further down, there are input fields for 'ID No:' and 'Passport No:' under the heading 'Please provide either a ID Number or Passport No below'. Below these are input fields for 'E-Mail Address:' and 'Cellphone: *'. At the bottom, there is a section for security questions with the heading 'Please provide the answers for the security questions below:'. At the very bottom of the form are two buttons: 'Submit' and 'Cancel'.

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

[Login](#)

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

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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 

[Submit](#) [Back](#)

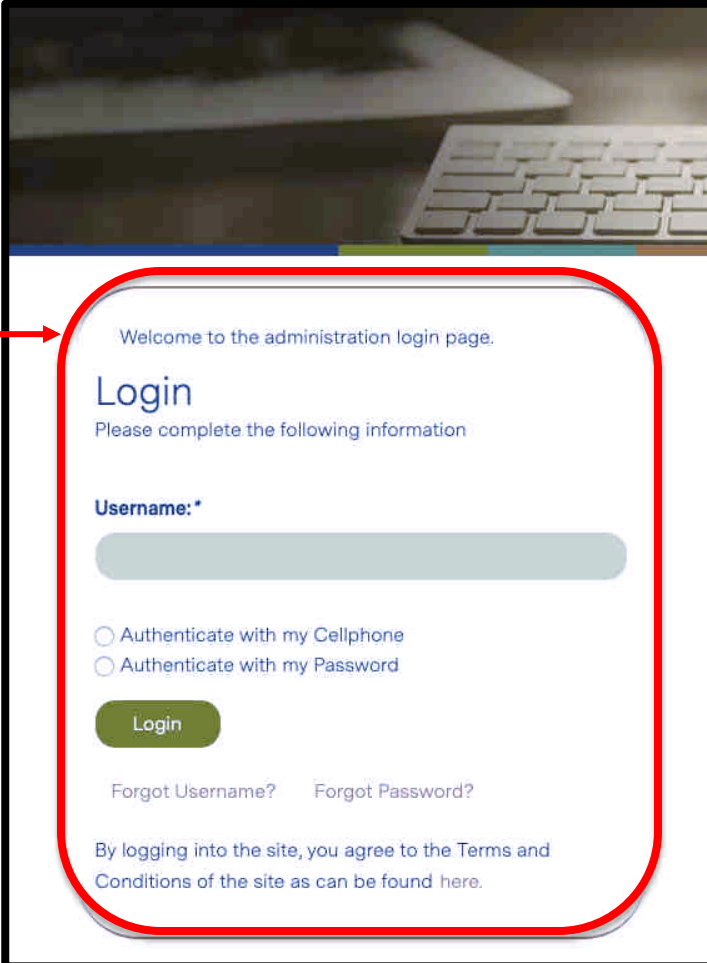
Login Option 2 continued

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

Login

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

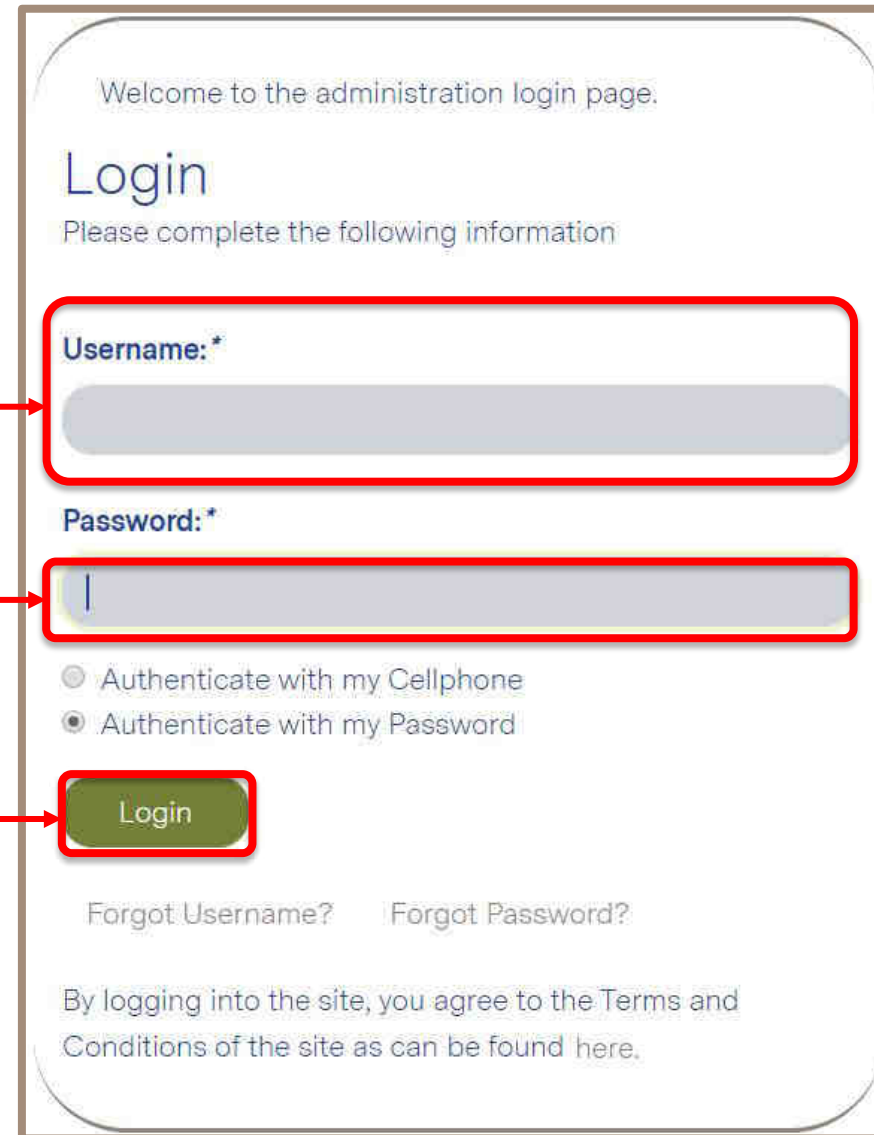
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Login Option 2 continued

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

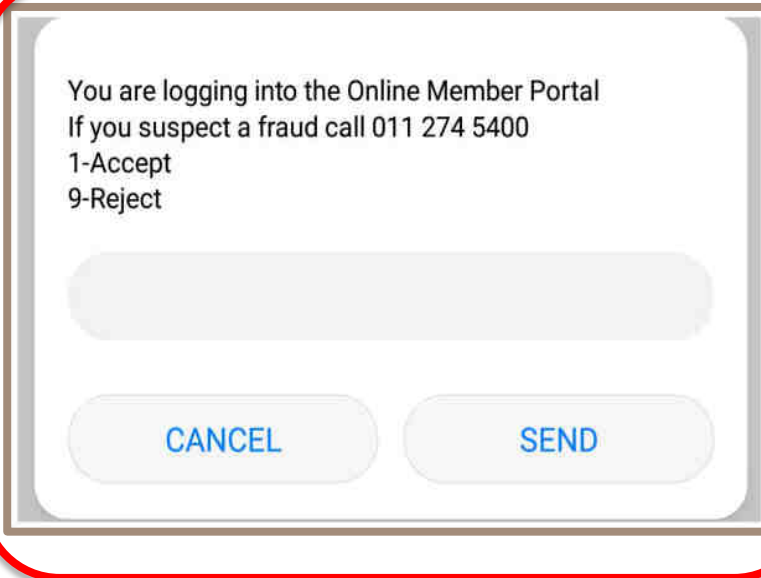
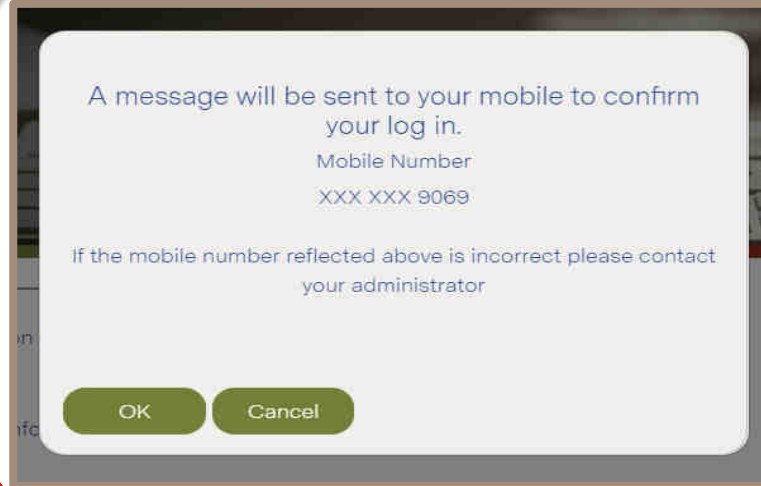
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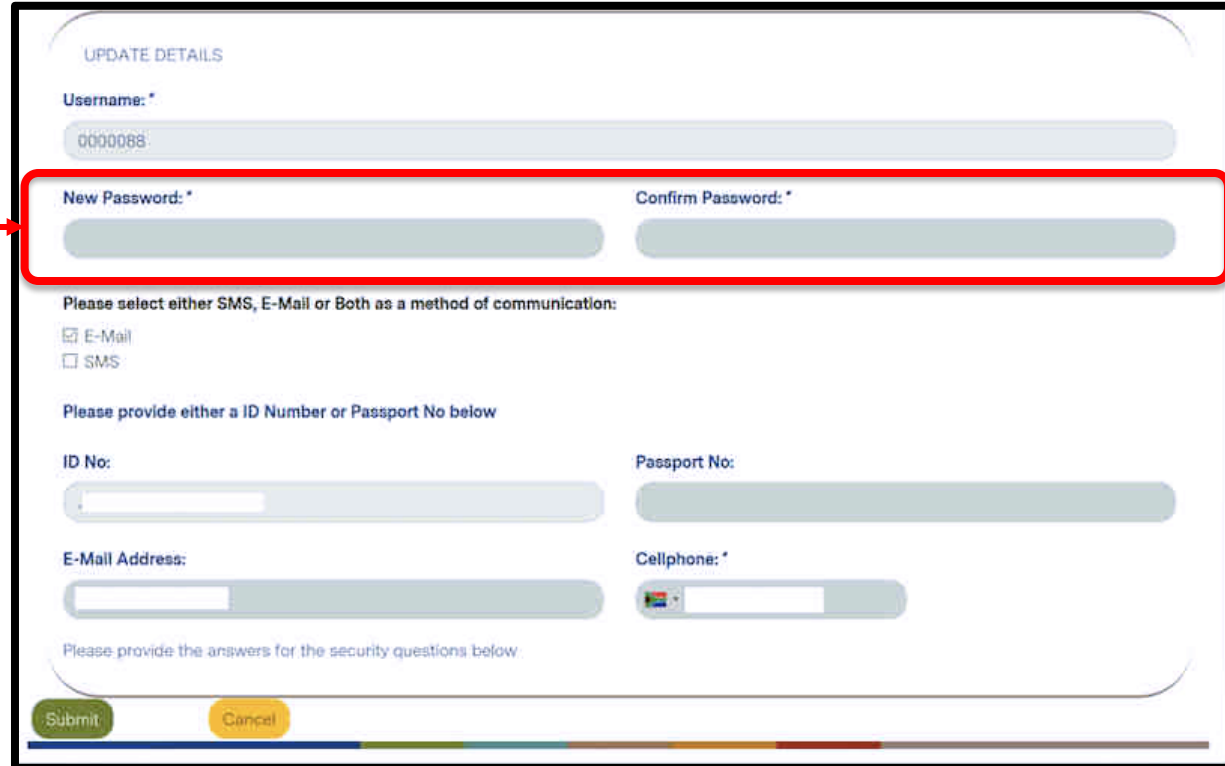


Password

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The screenshot shows the 'UPDATE DETAILS' form. A red rectangular box highlights the 'New Password: *' and 'Confirm Password: *' input fields. Below these fields, there are checkboxes for 'E-Mail' (checked) and 'SMS'. Further down, there are input fields for 'ID No:', 'Passport No:', 'E-Mail Address:', and 'Cellphone: *'. At the bottom, there are 'Submit' and 'Cancel' buttons. A red arrow points from the text on the left towards the highlighted password fields.

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

