GETTING STARTED MANUAL
Your guide on how to navigate the member portal
The Eskom Pension and Provident Fund (‘Fund’) offers its members and pensioners a revamped website and portal with world-class user experience. This secure online facility is aimed at enhancing the service we provide and to ensure real-time access to users in order to fast track how we serve them.

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
- Member benefit statements
- Pensioner payslips
- Pensioner IRP5s
Registration

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.
Registration continued

To register, you will need to fill in your unique number, Identity Document number or Passport number as indicated by the arrows below. Once you enter the required number, other fields will be active in order for you to complete your registration. When capturing your unique number, you do not need to capture the zero prefix as the system will auto-complete that for you.

Should your registration not succeed, please ensure that you have entered the correct surname, ID number or Passport number that is consistent with what the EPPF has on its records. 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.
Ensure that you complete all fields (as shown below) 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. Particularly, enter a reachable mobile number and email address as your OTP will be sent to either your mobile number (default delivery method) or email address in the event that no mobile number has been provided or is available on EPPF records. It is important to ensure that you choose the correct country code for your mobile number, for example, +27 for South Africa. You will need your OTP for verification.
As part of registration and security, you will be required to select a security question and provide an answer. This will be used to reset your password in case you have forgotten the password.

In the instance where you have forgotten your Security Answer, the EPPF Call Centre must be contacted and the answer will be sent to you upon successful verification.
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 Fund website and member portal are located at www.eppf.co.za.

In order to access this, visit the above address (URL) on your desktop or mobile phone browser.

**Login for a registered User**

If you are already a registered member, click Login and fill in your login details (Unique number and password) that you used to register on the website portal.

You need not capture the zero prefix of the unique number as the system auto-completes this for you.

**Blocked password after 3 attempts**

If you have attempted to log in with an incorrect password three times, your user account will be locked. At this point, you will need to contact the EPPF Call Centre and undergo a verification to ensure it is in fact you, then your account will be unlocked and your password reset.
Login continued

You also have the option to log in with your ID or Passport number (instead of a unique number) as shown below. Insert the type of identification and click on continue to log in.

You have the option of selecting the OTP delivery method when you login with this option.
One-Time Pin (OTP)

The OTP is used to provide you with increased security. Once you have inserted your Unique number and Password and clicked ‘Log in’, you will receive an OTP via SMS/Email for validation to ensure that it is in fact you. Enter the OTP in the required field in order to complete your login. Note that the OTP expires in 15 minutes. If you have not received your OTP or it has expired, you may click on ‘Get new OTP’.

A OTP will be generated in the following instances: Registration, Login, Forgot Password, Change Password and Member Detail updates.

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 OTPs and notifications.
Resetting your password

If you have forgotten your Password, click on Forgot password in the login window. You will be required to complete a security verification with the answer to the question you chose at registration. Once you enter your type of identification, the security question that you provided at registration will auto-populate. Fill in the answer and click submit as shown below. A temporary password will be sent to you.

Login with the temporary password and thereafter you will be immediately prompted to update your password to a more personalised one.
1. **My Personal Details**
View your personal information and update contact details.

2. **My Statement**
Generate your estimate statement to print or download.

3. **Documents**
Access important documents such as publications, Fund Rules, forms, brochures etc.

4. **Benefits**
View a summarised version of your benefits.

5. **Send Us A Message**
Send an email to directly from the member portal.

6. **Logout**
Logs you out of the current session

7. **Change Password**
Update your password
For security, you may proactively change your password when you need to at any point in time, by clicking on the Change Password button located in the Member Portal.

A few change password validations have been enforced for additional security, these are:

- Your password should be a minimum of 8 characters in length.
- Your password should contain at least one numeric value, one UPPER case character, one lower case character and one special character (for example, !@#$%^& etc.).
- A previously used password cannot be re-used.
Contact us

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