

Welcome to our first CSPS monthly bulletin.



We've introduced this monthly update to keep you up to date with the key steps and support available leading up to 1 December 2025.

It will help you to be fully prepared for the transition of the administration of the Scheme from MyCSP to Capita.

Transitional Website

Our website is the place for you to keep up to date with the transition. We also have resources to help you understand the changes from 1 December and explain tasks you need to do before then.

- Employer Process – Sending forms
- Employer Process – Registration and Multi-Factor Authentication (MFA)
- Employer Role Matrix – outlining the various tiers and tasks which can be completed
- Employer Readiness checklist – to help you understand what you need to do and the resources available
- Updated FAQs structure – to make it easier for you to find answers to the questions

Transition Training

Employer Portal Training sessions started in September and continue into October. These are important as they cover how you set up your account, send your Interface file and deliver daily tasks. 49% of you have already registered. If you haven't already registered, then please book your place today.

If you're unable to attend a training session virtually, please request a recording of the training, by emailing: cspsevents@capita.com

Employer Readiness

Our Business and Employer Readiness teams are working to ensure all the necessary activities are in place to support the transition.

- An Employer Readiness Checklist has been produced to help you prepare
- Additionally a short survey has been created to help us understand how we can support you more

Data

The migration of Data from MyCSP to Capita is one of the most important processes that will be undertaken and we're taking great care in this area.

To ensure that any risks are mitigated, a reconciliation exercise will be carried out, based on the data mitigated by MyCSP and the data loaded to Hartlink by Capita. For example if there are 1 million salary entries on MyCSPs database then there should be 1 million salary entries loaded to Hartlink. These are tracked and reconciled at all stages of the migration, and through each migration environment. This work is being conducted by Intellica, who have previous experience of this work and specifically on our Scheme.

Employer Portal and Interface

The build for the Employer Portal and Interface is well underway to meet the 1 December deadline. The Employer Portal section of the website will give you an overview of what to expect, while the Interface Guidelines give you detailed information.

Testing

We have received lots of interest to support the testing of the Employer Portal and Interface process and will contact those of you who want to take part.

Regional Employer Forums

Preparation for the November REFs is underway, they will take place on 4 November in Cardiff, 5 November in London, and 12 November in Edinburgh. We look forward to seeing you there!

Reminders

- Continue to check out the Transitional Website for the latest information
- Please raise any questions you have about the transition to cspsevents@capita.com