



CSPS Transition: Employer Readiness Checklist

To help you prepare for the changes being introduced from 1 December 2025, we've created this checklist to keep you on track and aware of the actions you'll need to take to ensure employer readiness.

While this is the checklist for everything you'll need to do before 1 December 2025, we've highlighted those with deadlines that you need to look at now. We'll contact you when the remaining tasks are available for you to complete.

Whitelisting of key URLs – deadline end of September

Complete whitelisting of the Civil Service Pension Scheme website URL and the two temporary URLs you will need to access the Employer Portal

- ☐ www.civilservicepensionscheme.org.uk
- ☐ <https://portal.cspspension.co.uk> *
- ☐ <https://cspsprod.b2clogin.com> *

If you're receiving any of the following errors, this means that your whitelisting has been successful:

- The resource you are looking for has been removed
- The resource you are looking for has changed its name or is temporarily unavailable
- A 403 error.

If you're receiving a different error, please provide the information in the Employer Readiness Survey (Q7).

Survey – deadline end of September

- ☐ Complete the Employer Readiness survey.

Key documents to read – deadline end of September

All users should familiarise themselves with the following documents and share them with their payroll provider or shared service (where appropriate):

- ☐ Statement of Work sample template
- ☐ Employer Portal User Matrix (to be shared w/c 8 September)
- ☐ Employer Interface Process Maps

Interface Guidance Documents

- ☐ Business Scenarios Guidance
- ☐ Data Validation Guidance
- ☐ Manual Interface Guidance ☐ N/A
- ☐ Standard Interface Guidance ☐ N/A

Employer Process Maps

- ☐ Process for sending forms (member processes)
(to be shared w/c 8 September)
- ☐ Process for Multi Factor Authentication (employer processes)
(to be shared w/c 15 September)

Drop-in sessions

As new documents become available on the Transitional Website, we'll set up drop in sessions for you to attend to give you the opportunity to ask any questions you may have. Employers, payroll providers and shared service are all welcome to talk in an open safe environment.

- ☐ Book through our booking tool to attend an online drop in session
(if you have a question).

Training – deadline end of October

- Book and attend the free online Employer Portal training. These will cover:
 - ☐ User account set-up
 - ☐ Systems training including access management, sending Interface files, secure messaging, sending documents and member search
- The online training will be available for you to attend from 15 September so please register using our **online booking tool**. Alternatively you can request a recording of one of the training sessions, which will be available for you to request from the end of September, via **cspsevents@capita.com**.

Employer Portal set up actions

We'll contact you with the full details when this is available to complete.

- ☐ Set up your individual super user access
- ☐ Confirm payroll provider/shared service have also completed website and training actions
- ☐ Complete contact details
- ☐ Set up at least one additional user from your organisation
- ☐ If you're using a payroll provider or shared service, nominate your provider to allow access to the Employer Portal
- ☐ N/A if no PP/SS
- ☐ Ensure all colleagues who need to contact us through the Employer Portal are set up to get access and have the correct tier assigned to them
- ☐ Ensure all parties are aware of the correct procedures for using the Employer Portal by signposting to the **information on our website**.

Further support

- Make sure you check the Transitional Website when you receive the email from MyCSP to advise of updates and any actions required
- Contact us via our **online feedback form** or email **cspsevents@capita.com** with any questions you may have.

What to do if you are not going to meet a deadline

Contact us via **cspsevents@capita.com**, explaining why the deadline(s) cannot be met and any issues you are experiencing.