

Glossary of useful terms

Dashboard – a personalised landing page when visiting the Employer Portal which shows key tasks and activities.

Employer Portal - is the system used for securely exchanging data about pension scheme members between us and employers/shared services. It also provides the facility for online applications from members to be administered.

Employer secure messaging - the ability to securely send and receive messages from us via the Employer Portal.

Hartlink - the administration platform we use to manage pensions.

Member Portal – an online secure portal for all members of the Civil Service Pension Scheme. It gives access to important scheme documentation, the ability to update details and securely contact us.

Member search – the ability to search for individual members in your organisation and view their details. The information you have access to will depend on whether the member is a current or previous employee and the level of access you have been assigned by the super user.

Multi Factor Authentication (MFA) - an additional layer of security that is added to the log in process to protect users' data online.

Super user - the main contact/s for pension administration. They are responsible for setting up new users, determining access levels across the team, and removing access.

Task manager - a tool to help employers manage and streamline administrative tasks via the Employer Portal. This will be available from April 2026.