

# Your LGPS Contacts

## User Guide

**Your LGPS Contacts** (<http://lgpsregs.org/fundcontacts/login.php>) is a web-based system via which LGPS administering authorities in England, Scotland and Wales can maintain and update the following contacts held by the Local Government Association (LGA):

- Pensions manager details for display on [www.lgpsregs.org](http://www.lgpsregs.org) and [www.scotlgpsregs.org](http://www.scotlgpsregs.org)
- Administration contracts for our administration distribution list e.g. for the monthly bulletin
- Scheme member contacts for display on [www.lgpsmember.org](http://www.lgpsmember.org) (and [www.scotlgpsmember.org](http://www.scotlgpsmember.org) once launched)
- Finance and investment contacts for our finance and investments distribution list
- Political contacts (pensions committees and local pension boards).

This document sets out how LGPS administering authorities can make the most of the service and ensure that everyone in your organisation can stay up to date with developments in their area. If you have any queries on the content of this document or wish to provide feedback or comments on the system itself, please contact the [LGA pensions team](#).

## Contents

- [1. The basics](#)
- [2. Logging in, resetting your password and logging out](#)
- [3. Pensions manager contacts](#)
- [4. Administration contacts](#)
- [5. Scheme member website contacts](#)
- [6. Finance and investment contacts](#)
- [7. Political contacts](#)
- [8. Contact us](#)

### 1. The basics

**Your LGPS Contacts** has been developed by the Local Government Association pensions team as part of the service paid for by the LGPC subscription. The system

is designed to put the management and maintenance of your administering authority's contacts back in your hands.

The contact details provided via **Your LGPS Contacts** will not be shared with any third party without the prior approval of your pensions manager.

In using **Your LGPS Contacts**, LGPS administering authorities are responsible for regularly reviewing the contact details held on the system and updating these as and when necessary. No responsibility will be assumed by the LGA for any inaccurate or outdated information held on your section of the website.

### **First time around**

On logging in for the first time, we suggest you review the information already held on the system in all areas to check that this is accurate and, if necessary, to update this.

## **2. Logging in, resetting your password and logging out**

To use **Your LGPS Contacts**, you will have been supplied with a fund ID, a password and a PIN.

The **fund ID** is a fixed, four digit number which is unique to your fund. It is used to log in to the system and to reset your password.

The **password** is used in conjunction with your fund ID to log in. Your password should be held by only those with a need to use **Your LGPS Contacts** but, at a minimum, by at least two people in your fund.

The **PIN** is a fixed, three or four digit number which is unique to your administering authority. It is only needed in order to validate an attempt to reset the fund password when this has been forgotten. Your PIN should be held by only those with a need to use **Your LGPS Contacts** but, at a minimum, by at least two people in your fund.

On visiting the **Your LGPS Contacts** homepage (<http://lgpsregs.org/fundcontacts/login.php>) for the first time, use the fund ID and password supplied to log in to your section of the website.



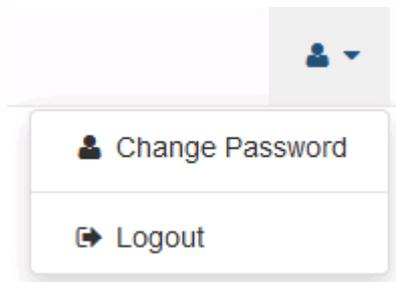
## Login

Username:

Password:

[Forgot Password?](#)

If you know your password and want to change it, log in, click on the logo in the top right of the screen and select **Change Password**. This will take you to <http://lgpsregs.webdigi.co.uk/fundcontacts/funds/change-password.php> where you can choose a new password - first re-insert your current password then type your new password in twice.



### First time around

On first use, we suggest you change your password from the default password supplied.

If, in the future, you find you have forgotten your password and cannot log in to the system, select **Forgot Password?** on the **Your LGPS Contacts** homepage and you will be taken to the [Forgot Password?](#) page where you can reset this using your fund ID and PIN.

When you have finished using **Your LGPS Contacts**, don't forget to hit the logo in the top right hand of the page and select 'Logout'.

### 3. Pensions manager contacts

#### What's this information used for?

The pensions manager for each fund will be displayed on [www.lgpsregs.org](http://www.lgpsregs.org) and [www.scotlgpsregs.org](http://www.scotlgpsregs.org) under LGPS Pensions Managers [England and Wales - <http://lgpsregs.org/managercontacts.php>, Scotland - <http://www.scotlgpsregs.org/managercontacts.php>].

These contact details are supplied on the website to enable LGPS pension managers to be contacted directly, usually by other pension managers and sometimes by scheme employers.

The pensions manager contact details supplied will also be used by the LGA pensions team as the primary contact for your LGPS administering authority. If the LGA pensions team wishes to contact a named individual in your fund regarding a matter regarding the governance or administration of the scheme, it will probably be the pensions manager we contact in the first instance.

#### Who should I list as my pensions manager?

The pensions manager you supply should be a named individual with decision making responsibilities regarding the administration of the scheme in your administering authority. For many funds, this will be the individual with the job title 'pensions manager' but this is not required – it is more important that we have the details for the most appropriate person, no matter who that may be in your fund.

If your pensions administration is outsourced or otherwise provided by a third party, **Your LGPS Contacts** gives you the opportunity to include contact details for both an internal contact and an external contact, an internal contact only or an external contact only.

The pensions manager(s) for each LGPS administering authority will also be included on the administration distribution list by default and therefore their details do not need to be separately listed in that section of **Your LGPS Contacts** (see below for more information).

#### How do I update these details?

When logged in, click on **Pensions manager contacts** in the left-hand menu to edit the details held on the system.

Under the 'Type' dropdown, make sure the category selected correctly reflects the details of the pensions managers you wish to be displayed on the websites – *in-house only*, *external only* or *in-house & external*.

Review and, as necessary, edit the remainder of the form and hit 'Save'. Any changes will be saved and the page will show the last updated date and time.

When the form is saved, an automated email will be sent to the individual named as your administering authority's pensions manager informing them that amendments have been made to **Your LGPS Contacts**.

#### **First time around**

On logging in for the first time, please check that the pensions manager listed for your pension fund is a named individual (or are named individuals if you have both an internal and an external contact).

## **4. Administration contacts**

### **What's this information used for?**

The administration contacts you supply will be included on the LGA's administration distribution list and will receive email notifications from the LGA pensions team regarding scheme developments, updates to LGA guides, the issue of monthly bulletins, circulars and more.

Additionally, if you are an English or Welsh administering authority, you will be sent relevant mailings by the secretariat of the Scheme Advisory Board for the LGPS in England and Wales.

Each LGPS fund is also required to have at least one contact for the LGPS Database and Tell Us Once (although the contacts for each do not have to be the same person). These contacts will be sent email updates by the LGA pensions team regarding both services. Occasionally, these emails will require action to be taken and so it is preferred that at least one of your contacts for the LGPS Database and Tell Us Once have decision making powers relating to both services.

### **How do I update these details?**

When logged in, click on **Administration distribution list** in the left-hand menu to edit the details held on the system.

Review and, as necessary, edit the details of those you wish to include on the distribution list. You will note that your pensions manager details are listed at the top of the page and are already, by default, included on the list. Hit 'Save' when finished. Any changes will be saved and the page will show the last updated date and time.

Please note that if you try to save this form without listing at least one contact for each of the LGPS Database and Tell Us Once, an error message will be displayed.

When the form is saved, an automated email will be sent to the individual named as your administering authority's pensions manager informing them that amendments have been made to **Your LGPS Contacts**.

#### **First time around**

When you first log in to **Your LGPS Contacts**, the majority of funds will not have a contact listed for either the LGPS Database or Tell Us Once. Please select at least one contact for each to avoid the chance of missing any relevant emails sent out in relation to either service.

### **5. Scheme member website contacts**

#### **What's this information used for?**

The contact details provided will be displayed on the respective national member websites, [www.lgpsmember.org](http://www.lgpsmember.org) for the LGPS in England and Wales and [www.scotlgpsmember.org](http://www.scotlgpsmember.org) for the LGPS in Scotland (once launched). The details supplied should therefore be appropriate for scheme members, prospective members and beneficiaries to be able to direct enquiries towards the relevant LGPS fund – for example, the email address supplied should be for an account that is regularly monitored.

#### **How do I update these details?**

When logged in, click on **Member website contacts** in the left-hand menu to edit the details held on the system.

Review and, as necessary, edit the form and hit 'Save'. Once saved, the updated details will immediately be displayed on the scheme member website and the member website contacts page on **Your LGPS Contact** will show the last updated date and time.

When the form is saved, an automated email will be sent to the individual named as your administering authority's pensions manager informing them that amendments have been made to **Your LGPS Contacts**.

### **6. Finance and investment contacts**

#### **What's this information used for?**

The contacts supplied will be included on the LGA's finance and investments distribution list and will receive email notifications from the LGA pensions team regarding scheme news and developments in the area of finance and investments. The majority of these emails will be sent by the secretariat of the Scheme Advisory Board for the LGPS in England and Wales. Finance and investment contacts will also receive the LGA's monthly bulletin.

Because this form is primarily for use in relation to emails sent by the English and Welsh Scheme Advisory Board, funds in Scotland can choose whether they wish to provide their local details on this section of **Your LGPS Contacts** or leave this page empty.

#### [How do I update these details?](#)

When logged in, click on **Finance and investment contacts** in the left-hand menu to edit the details held on the system.

Review and, as necessary, edit the form and hit 'Save'. Any changes will be saved and the page will show the last updated date and time.

When the form is saved, an automated email will be sent to the individual named as your administering authority's pensions manager informing them that amendments have been made to **Your LGPS Contacts**.

#### **First time around**

On first use, please ensure the contact 'type' for each of your existing finance and investment contacts is correct. By default, these contacts have all been set as 'pensions finance'.

If your authority's section 151 officer is not on the existing list, please insert their details and ensure that they are categorised as the 'S151 officer' in the 'type' dropdown box.

## **7. Political contacts**

#### [What's this information used for?](#)

The details of chairs and vice chairs of pensions committees and local pension boards held on this form will be used for relevant mailings sent out by the LGA pensions team, primarily those by the secretariat of the Scheme Advisory Board for the LGPS in England and Wales.

If you wish, details of a contact officer for your pensions committee and local pension board can also be included on this page and any mailings sent to your committee and/ or board will also be sent to this person.

Because this form is primarily for use in relation to the English and Welsh Scheme Advisory Board, funds in Scotland can choose whether they wish to provide their local details on this section of **Your LGPS Contacts** or leave this page empty.

### How do I update these details?

When logged in, click on **Political contacts** in the left-hand menu to edit the details held on the system.

Review and, as necessary, edit the form and hit 'Save'. Any changes will be saved and the page will show the last updated date and time.

When the form is saved, an automated email will be sent to the individual named as your administering authority's pensions manager informing them that amendments have been made to **Your LGPS Contacts**.

## 8. Contact us

If you have any queries on using the system or ideas for developing **Your LGPS Contacts** further, please contact the [LGA pensions team](#).