A guide to
updating your admin contact

You can change or amend your admin contact details by logging in to Online Services on our website **https://onlineservices.bandce.co.uk**. Once you've logged in, select the account you would like to change the admin contact on.

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the people's pension
B&CE

WEEK53@BANDCE.CO.UK
User guide Weekly - 205361

Manage account

Help & support

Home
Account home
Manage employees
Manage payments
Manage employer
Help
Logout

Manage employees

Submit employee data	Select
Manage scheme leavers/opt outs	None to manage
Manage employee details	Select ⚠

Manage payments

Make a payment	Select
Request a refund	Select
Account transactions	Select
Automated collection	Activate

Manage employer

Manage worker groups	Select
Company details	Select
Declaration of compliance	Select ⚠

Help

View documents	Select
Resource library	Select
Give us your feedback	Select

B&CE website

From your account home screen, select 'Company details'

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Company details ❓

Company name:	Employer 1 Group Employer 1 A
Company address:	Manor Royal CRAWLEY W Sussex RH10 9QP
Email address:	
Primary phone number:	
Admin account reference:	187656
Staging date:	**01/12/2016**

Administration contact

Your B&CE administration contact is the person who is primarily responsible for day-to-day operation of your B&CE Account. This person will be our first point of contact.

Administration contact	
User Guide	**View or amend details**

Select this if you need to update details for the current admin contact

Do you want to change your contact?

Add a new contact

Is this an existing Online Services user on another employer account?
We need you to do something first! For an existing user, give them access to this employer account by clicking 'Home' (in the menu on the left), then scroll down to 'manage user access' and clic[...] them come back and add the[...]

Click here to add a new user as the admin contact

After you've selected 'Add a new contact' you'll see the following screen.
Here we'll double check the user you're adding isn't already registered.

Change administration contact ❓

New contact details

Please provide an email address and name for your new administration contact. We'll check if they're already registered with us.

Title	Please select ▾
Forename(s)	
Surname	
Email address	

Cancel   Continue

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Add contact details ❓

Please enter details for your new administration contact below

New contact details

Title	Mrs ⌄
Forename(s)	User
Surname	Support
Email address	usersupport@bandce.co.uk

If this is a new user, we'll ask you for their contact details. You'll be able to use the employer's details by selecting the blue buttons. This will auto-fill the form for you.

Address [Use employer address] ◀ ....

-- or add new

Town/City	
County	
Postcode	

Telephone [Use employer numbers] ◀ ....

-- or add new

Daytime phone number:	
Evening phone number:	
Mobile phone number:	
Fax number:	

[Cancel]   [Reset] [Confirm change]

Once you've confirmed the change, the admin contact will be updated.
We'll email both the old admin contact and the new admin contact to let them know.