

A decorative horizontal bar at the top of the page, featuring a blue background with a green gradient on the left side.

# NHS Pensions Online (POL) Guide

## 2. Frequently asked questions

Once you have accessed “N3 Pensions Online” the link to “Frequently Asked Questions” is displayed at the bottom of the page:

The screenshot shows the N3 Pensions Online website interface. On the left is a blue navigation menu with links for 'Exit Online Services', 'PC Requirements', and 'Site Update'. The main content area has a header 'POL (Pensions Online) is an online tool based on the internal NHS Network (N3) which gives employers the facility to update and amend member's records.' Below this is a message: 'Please check for any newly posted messages below before accessing POL. All messages will be reviewed regularly and removed when no longer required.' A section titled 'IMPORTANT INFORMATION PLEASE READ' contains two messages. The first message, dated March 2018, is about the 'TRS Annual Refresh' and states that data cut will occur on Friday 22nd June 2018. The second message, also dated March 2018, is about 'Important HMRC changes for providing certificates of protection from lifetime allowance charges' and notes that the certificate number has been lengthened from 8 to 15 digits. At the bottom, there is a section 'Please select one of the following options:' with a sub-section 'Employers:' containing three links: 'Register', 'Sign In', and 'Frequently Asked Questions'. A black arrow points to the 'Frequently Asked Questions' link.

Once this link is selected the page covers the following issues:

- Connection Issues
- Registration Issues
- E Forms Issues
- Pol Estimates
- General Issues

Each section then includes links to a list of frequently asked questions for that area of Pensions Online.

Welcome to the NHS Pension Scheme ONLINE  
Pensions Online (Including e-forms) Frequently Asked Questions

[Exit Online Services](#)

[PC Requirements](#)

[Pensions Online](#)

### Pensions Online (Including e-forms) Frequently Asked Questions

**How does our Organisation notify the Agency of a change to our Local System Administrator ?**

Either the existing Local System Administrator, or his/her replacements must write to:

PoL Registrations  
Communications Centre Room 070  
200-220 Broadway  
FLEETWOOD  
Lancs. FY7 8LG.

The letter must detail all changes, in particular the existing Administrator's details and the full name and NHSnet e-mail address of the new Administrator. The letter must include the Employer Code for the Organisation for which the change is being made. The letter should be signed, or countersigned, by a board level member, or in the case of a GP Practice, by a senior partner in the Practice.

**CONNECTION ISSUES:**

[How do I access your NHSnet site?](#)

[What do I do if I can access other NHSnet \(or Welsh VPN\) sites but your NHSnet home page at <http://www.pensionsagency.nhs.uk> does not work?](#)

[What do I do if I can access your NHSnet home page at <http://www.pensionsagency.nhs.uk> but cannot access Pensions Online?](#)

[I can access your home page at <http://www.pensionsagency.nhs.uk> but the screen 'freezes' when I try to register?](#)

[Although my place of work is connected to NHSnet \(or Welsh VPN\) I do not have access to it so how can I submit the forms Online?](#)

[I work for a Direction Body / 3rd Party Payroll Provider. Can I get access to NHSnet \(or Welsh VPN\)?](#)

[We do not have NHSnet \(or Welsh VPN\) yet. What should I do with my returns for this year?](#)

**REGISTRATION ISSUES:**

[Why can't I print out the registration form?](#)

At the top left hand side of the page there are links present to take you to the following areas:

- **Pensions Online** - this takes you back to the previous page
- **PC Requirements** – which gives details of the PC specification required to access Pensions Online
- **Exit Online Services** – this takes you out of the service completely