



2018

## **Member Portal User Guide**

By

**Kingsland Court Benefits Services Limited**

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## CLIENT PORTAL

This is the portal we have designed to enhance the convenience at which our members can be able to access their information conveniently. It makes things easier for both our members and the team that serves them.

## REGISTRATION AND PORTAL SIGN UP

Provided that you are a member of any scheme under Kingsland Court, one should be able to register easily to the portal system and enjoy the ease of access and benefits that come with the portal.

The URL address is; <https://pensionscloud.azurewebsites.net>

### Sign Up (Registration)

To sign up or register click on **Sign up button**



Ensure you sign up by providing the correct and appropriate details for example your email address, ID number and mobile number. Once you have filled all the details, click on “Accept Our Terms of Use and Privacy Policy”. Finally click on “Submit Request”.

Join iBusiness

Your privacy is important to us. Please take a moment to read our [Privacy Policy](#)

Enter the following information to create an account

Full names: EVANS MWENDA KIRIMI

Email :\* evansmwenda10@gmail.com

MobileNo:\* 0720000001

Scheme: Kingsland Court

Employer: Kingsland Court

IDNumber:\* 30510

Password :\* .....

Confirm Password:\* .....

Accept Our Terms of Use and Privacy Policy

Submit Request

Log in Button

Sign Up Details

### Log In (Access)

Once you have submitted your sign up request, it is approved by the administrators. You can now go ahead and login using the same credentials you had filled during sign up. Click on **Log in button** to access your member portal.

### Forgot Password

In a situation where one forgets their password, they can always recover their password using the “Forgot Password” button that is usually on the “log in” page.

One's email address will be needed during sign up

## MEMBER SERVICES



Member services are the pages that we have designed to provide the members with access to their information. It allows our members to update their scheme information. Member Services has the following modules:

### [Update Member Information](#)

This page allows one to edit their basic information, which might have been captured wrongly but this has to go through an approval process. To edit your information, kindly make the necessary changes on the appropriate fields and click Submit.

### [Benefits statement](#)

This is a report that details a member's benefits and it can be viewed in different formats, that is PDF, Excel etc. The report contains two pages where the first one displays the benefits and the second one displays the contributions and their types arranged as per monthly contributions.

One selects the date up to when they want to view the benefits statement.

### [Detailed Contributions Statement](#)

This page provides the detailed monthly contribution for a member as from a certain date to a certain date and the totals are arranged as per the type of contribution.

### [Estimate Benefits](#)

This is a page where one is able to check the estimate of the benefits they would get or access on different withdrawal types. To estimate, select the withdrawal type (With.Type) and click Estimate to view estimated benefits.

### [Member beneficiaries](#)

In the scheme one is able to nominate one or more beneficiaries. To add a beneficiary, type the details of the beneficiary in the fields provided and then click Save. The details of the beneficiary will appear down on the grid once the information has been saved. Repeat the process to add more beneficiaries.

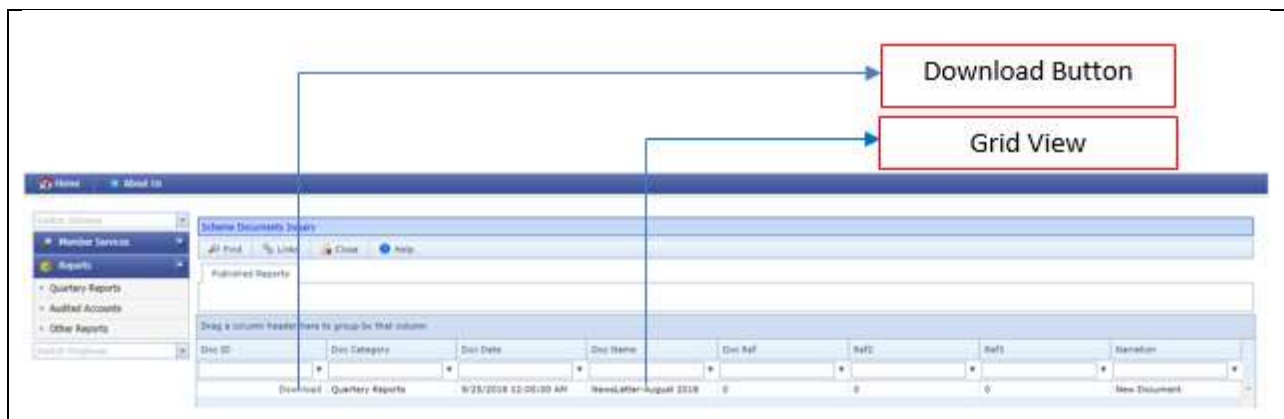
## REPORTS



Reports are the pages we have designed to provide a channel of communication to members. As the member you can download different reports that we have published periodically. There are three reports submodules:

### Quarterly Reports

Quarterly Reports are the reports we as the scheme administrators publish. These reports may include; Newsletters. To access the quarterly reports click Download on the grid view. Upon clicking the button, the selected report downloads into your computer.



### Audited Accounts

The audited accounts report is a report that details the opinion of an auditor regarding the scheme's financial statements.

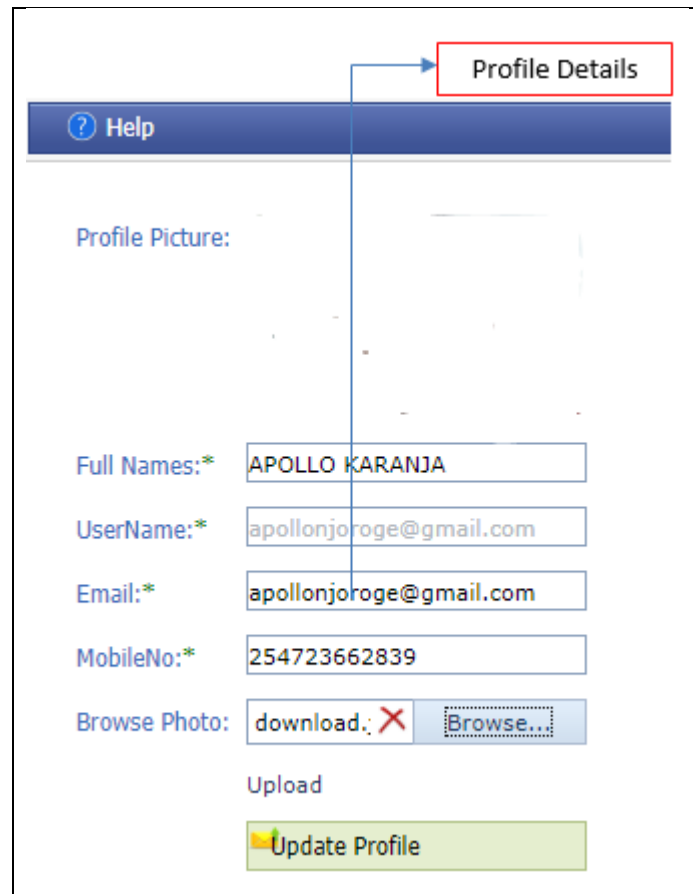
### Other Reports

This page contains any other reports the scheme administrators have published for access by the members. Click Download on the grid view to download a selected report into your computer

## UPDATING PROFILE

### Edit Profile

You can edit your profile details in the edit profile menu that appears in the drop down menu under “My Profile”. After filling in the new profile details click on “Update Profile” for your changes to be saved



The screenshot shows a web application interface for editing profile details. At the top, there is a dark blue header with a question mark icon and the word "Help". Below the header, the page title "Profile Details" is highlighted with a red box. The main content area contains a "Profile Picture:" label and a large, empty rectangular box. Below this, there are several input fields with labels and asterisks indicating they are required: "Full Names:\*" with the value "APOLLO KARANJA", "UserName:\*" with "apollonjoroge@gmail.com", "Email:\*" with "apollonjoroge@gmail.com", and "MobileNo:\*" with "254723662839". There is also a "Browse Photo:" label followed by a "download; X" button and a "Browse..." button. Below these fields is an "Upload" label and a green "Update Profile" button.

### Reset Password

One can also edit their password in the Reset Password field that appears in the drop down menu under “My profile”

### Sign Out

To sign out of the system, click “Sign Out” button that is on the top-right corner of the home page