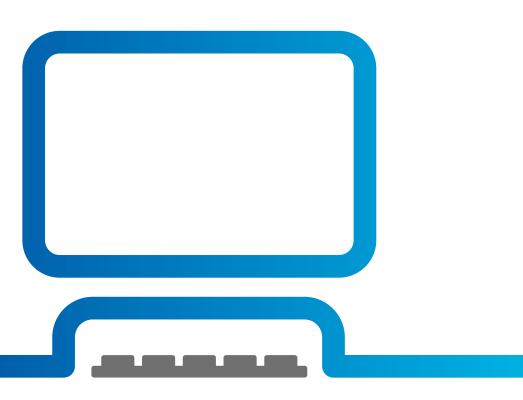
Online Services

B&CE

A quick guide - how to change your policy and your employees' details.

This short guide gives you an overview of our Online services for ELC and EAC. It is designed to walk you through how you can manage your policy and your employee's details.



Contents

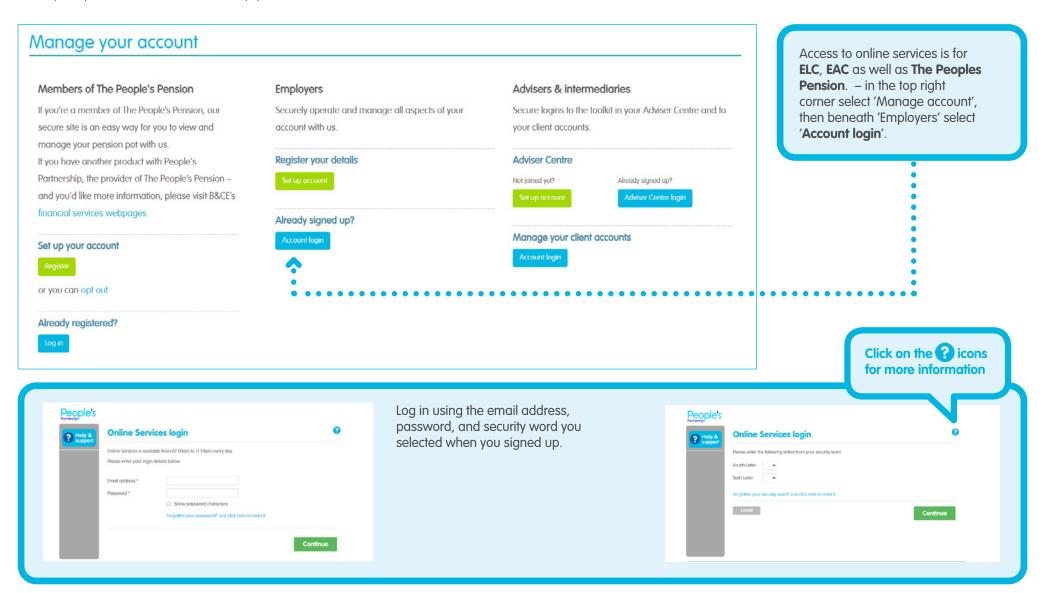
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Online Services A quick guide 2

Logging in

Access your account by visiting the website homepage bandce.co.uk and clicking 'Manage account' in the top right-hand corner of the screen.

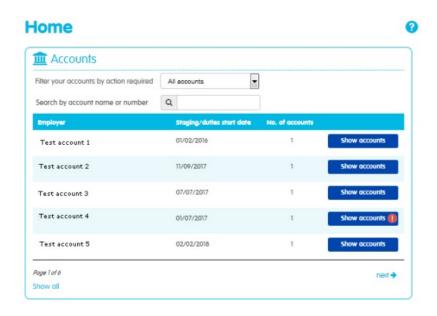
When you open a new account, we set up your Online services. You can add different users online.

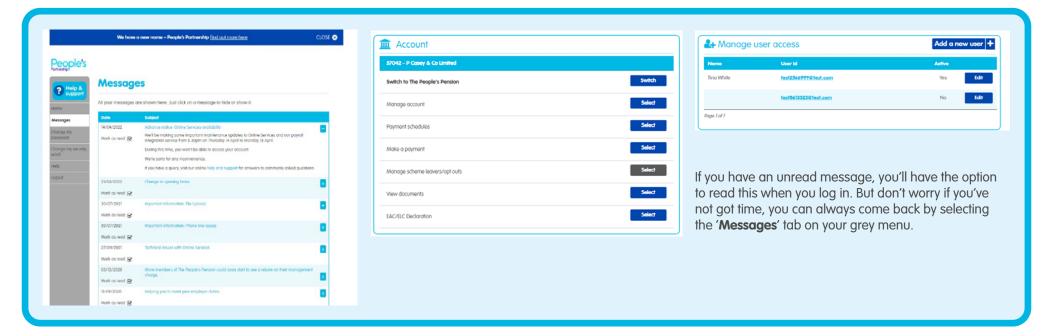


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Welcome home

We'll list all the employer accounts you have access to. Select 'show accounts' to see the admin account for that employer. Click on the cog icon beside the admin account. If you have just one account with us, you'll see all the functions you use regularly. Click on the 'Select' button beside the option you'd like to change.

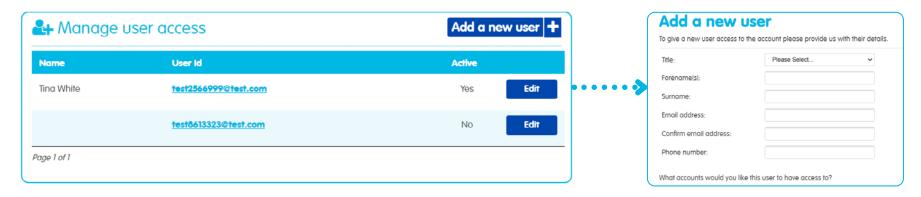




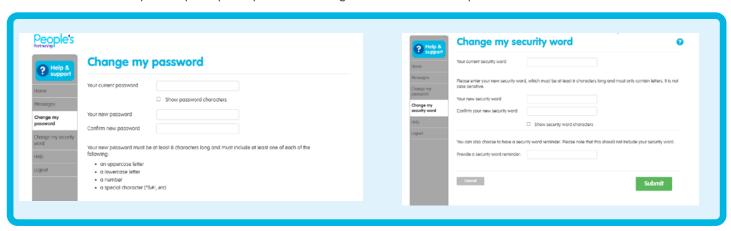
Manage users and security details

Give access to another person in your team, who may need to have permission to navigate and carry out administrative tasks on this platform, by selecting "Add a new user". Provide their email address and we'll email information about registering for an Online Services account. You'll need to tick the boxes beside the accounts you'd like this person to have access to.

If you want to amend a user's access, click '**Edit**' beside the person's details. You'll then be able to tick or untick the boxes beside the accounts you'd like this person to have access to.



Don't forget to review users' information and access rights regularly, updating as required. If someone doesn't need access anymore –perhaps they've left or changed roles – make sure you edit their access.

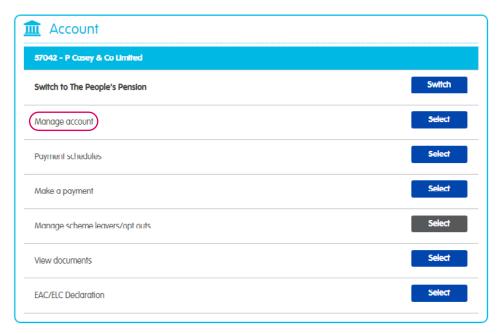


Online Services A quick guide



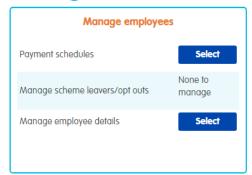
Manage account - How to add a new employee or enter a leave date

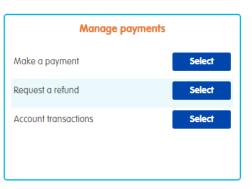
After you've selected an account, you'll reach 'Manage account' where you can carry out your ongoing admin. This section explains the main administrative functions available in your account.



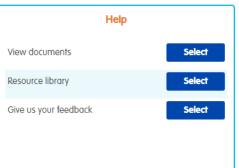
By selecting the Payment schedules, you can see the details of your account transactions for the last 12 months and your outstanding schedule.

Manage account





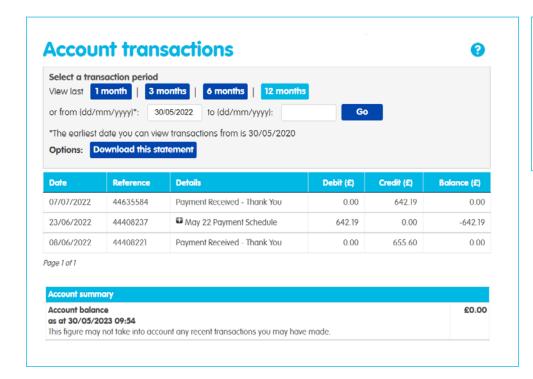






Manage account – How to add a new employee or enter a leave date

Account transactions: You can review the details of all payments.





Payment schedule: Check the next schedule to be processed, add a new employee, or enter a leave date in this section

Outstanding schedule. Clicking on view will display details of the next Payment **schedule**. The system produces a schedule each month and the employer or administrator can add new starters and mark off leavers on the current schedule before its processed.

EAC/ELC accounts are processed automatically each month in arrears, on the 23rd of the month. You can check past schedules but cannot change them - for example, the March 2023 schedule will be processed on or around 23 April 2023. The Direct Debit will be collected from your bank account 10 working days later.

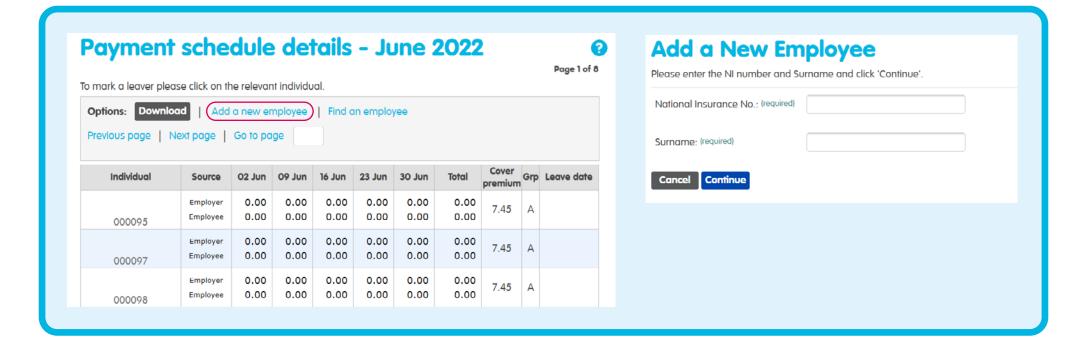


Manage account – How to add a new employee or enter a leave date

Processed schedules: check detail of the schedules processed.



Before your timetable is processed on the 23rd of each month, you can modify it by following the steps below. Click 'Add a new employee' and enter their National Insurance Number and surname.

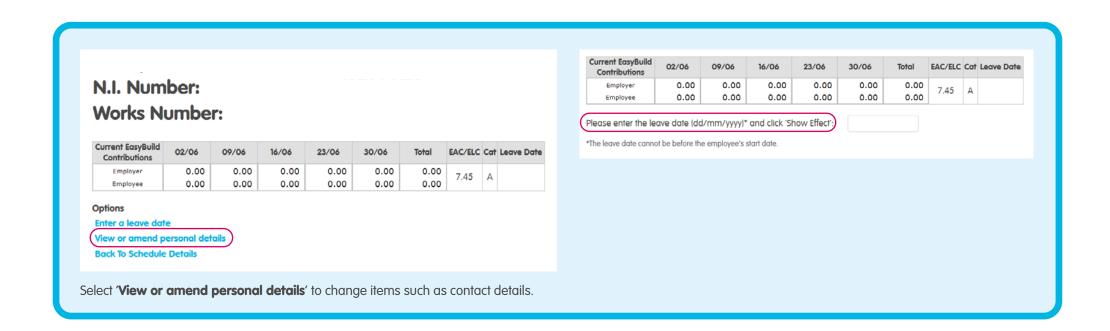


A quick quide Online Services



Manage account - How to add a new employee or enter a leave date

To enter a leave date, select the name of the employee you want to remove from the pending list, using 'Find your employees' or by clicking on the employee's name in the table screen. Then enter the date on which their leaving will take effect.



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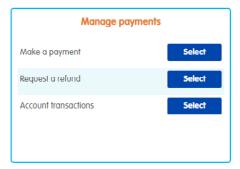


Manage Account – how to amend your company details

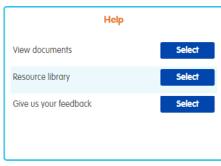
The menu 'Company details' allows you to review your details and administrative contact information. To change your company details, we need you to send us an email to EAC.ELC@bandce.co.uk. You can change your administration contact for an existing one or add a new one by clicking on 'Select an existing contact' or 'Add a new contact'.

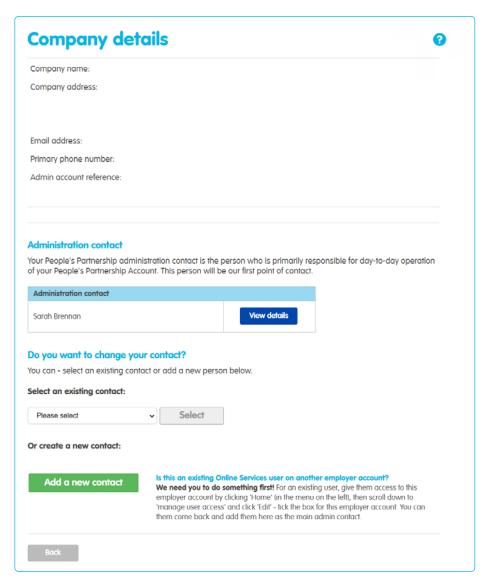
Manage account











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Manage Account – how to make your annual declaration

In this menu, you can do your annual ELC/EAC declaration. There is a document which explains in further detail what this declaration is for and how to complete it. EACELC-OT-0003.0422-FAQ-EACELC-declaration v7.pdf (bandce.co.uk).

Frequently asked questions



Employee Accident Cover (EAC) and Employee Life Cover (ELC) declaration

Why do I need to complete an online declaration?

As you offer EAC/ELC, you need to make sure your employees meet the eligibility rules and 'actively at work' criteria. This includes every time you add an employee into your EAC/ELC and make any cover updates for ELC.

By completing this declaration, you're confirming that you're meeting the requirements under the EAC Policy Conditions and the

If you won't be completing the declaration yourself, an authorised person will need to do this.

I don't understand the 'actively at work' definition, what does this mean?

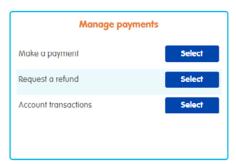
The term 'actively at work' refers to your employees being physically and mentally able to complete their work from when their EAC/ELC begins, or you update their ELC.

For more information about this term and any others, please read the following sections in the documents below:

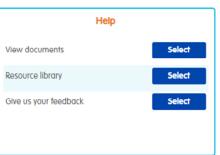
- 'EAC Policy Conditions' section 2.1a and 2.2 on page 2 and section 16 from page 13
- 'ELC Rules'- section 2.1 on page 2 and the definitions from page 8

Manage account









A quick quide Online Services