

Online Services



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.



B&CE has a new name – People's Partnership. We will continue to support the construction industry through our Employee Accident Cover and Employee Life Cover products under the B&CE name.

Profit for people

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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.

Manage your account

Members of The People's Pension

If you're a member of The People's Pension, our secure site is an easy way for you to view and manage your pension pot with us.

If you have another product with People's Partnership, the provider of The People's Pension – and you'd like more information, please visit B&CE's [financial services webpages](#).

Set up your account

[Register](#)

or you can [opt out](#)

Already registered?

[Log in](#)

Employers

Securely operate and manage all aspects of your account with us.

Register your details

[Set up account](#)

Already signed up?

[Account login](#)

Advisers & intermediaries

Secure logins to the toolkit in your Adviser Centre and to your client accounts.

Adviser Centre

Not joined yet?

[Set up account](#)

Already signed up?

[Adviser Centre login](#)

Manage your client accounts

[Account login](#)

Access to online services is for **ELC, EAC** as well as **The Peoples Pension**. – in the top right corner select 'Manage account', then beneath 'Employers' select 'Account login'.

Click on the  icons for more information

People's
Partnership

 Help & support

Online Services login

Online Services is available from 07:00am to 11:59pm every day.
Please enter your login details below.

Email address *

Password *

☐ Show password characters

[Forgotten your password? Just click here to reset it.](#)

[Continue](#)

Log in using the email address, password, and security word you selected when you signed up.

People's
Partnership

 Help & support

Online Services login

Please enter the following letters from your security word:

Fourth letter

Sixth letter

[Forgotten your security word? Just click here to reset it.](#)


[Cancel](#)

[Continue](#)

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.

Home

 **Accounts**


Filter your accounts by action required All accounts

Search by account name or number


Employer	Staging/duties start date	No. of accounts	
Test account 1	01/02/2016	1	Show accounts
Test account 2	11/09/2017	1	Show accounts
Test account 3	07/07/2017	1	Show accounts
Test account 4	01/07/2017	1	Show accounts 
Test account 5	02/02/2018	1	Show accounts

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Show all


next 

We have a new name - People's Partnership [Find out more here](#)

 **Messages**

All your messages are shown here. Just click on a message to hide or show it.

Date	Subject	
14/04/2022	Advance notice: Online Services availability	
Mark as read	We'll be making some important maintenance updates to Online Services and our payroll integration service from 8.30pm on Thursday 14 April to Monday 18 April. During this time, you won't be able to access your account. We're sorry for any inconvenience. If you have a query, visit our online help and support for answers to commonly asked questions.	
29/03/2022	Change in opening times	
Mark as read		
30/07/2021	Important information: File Upload	
Mark as read		
30/07/2021	Important information: Theme line saves	
Mark as read		
27/04/2021	Technical issues with Online Services	
Mark as read		
03/12/2020	More members of The People's Pension could soon start to see a rebate on their management charge.	
Mark as read		
15/08/2020	Helping you to meet your employer duties	
Mark as read		

 **Account**

57042 - P Casey & Co Limited

Switch to The People's Pension Switch

Manage account Select



Payment schedules Select

Make a payment Select

Manage scheme leavers/opt outs Select

View documents Select

EAC/ELC Declaration Select

 **Manage user access** Add a new user 

Name	User Id	Active	
Tina White	test2566997@test.com	Yes	Edit
	test06133323@test.com	No	Edit


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If you have an unread message, you'll have the option to read this when you log in. But don't worry if you've not got time, you can always come back by selecting the **'Messages'** tab on your grey menu.

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.

 **Manage user access**

Add a new user 

Name	User id	Active
Tina White	test2566999@test.com	Yes Edit
	test8613323@test.com	No Edit

Page 1 of 1

Add a new user

To give a new user access to the account please provide us with their details.

Title:

Forename(s):

Surname:


Email address:


Confirm email address:

Phone number:

What accounts would you like this user 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.

**Change my password**

**Help & support**

[Home](#)
[Messages](#)
[Change my password](#)
[Change my security word](#)
[Help](#)
[Logout](#)

Your current password


☐ Show password characters


Your new password

Confirm new password

Your new password must be at least 8 characters long and must include at least one of each of the following:

- an uppercase letter
- a lowercase letter
- a number
- a special character (*&@, etc)

**Change my security word**

**Help & support**

[Home](#)
[Messages](#)
[Change my password](#)
[Change my security word](#)
[Help](#)
[Logout](#)

Your current security word

Please enter your new security word, which must be at least 8 characters long and must only contain letters. It is not case sensitive.

Your new security word

Confirm your new security word

☐ Show security word characters


You can also choose to have a security word reminder. Please note that this should not include your security word.

Provide a security word reminder:

Cancel **Submit**

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.

 Account

57042 - P Casey & Co Limited

Switch to The People's Pension

Switch

Manage account

Select

Payment schedules

Select

Make a payment

Select

Manage scheme leavers/opt outs

Select

View documents

Select

EAC/ELC Declaration

Select

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 employees

Payment schedules

Select

Manage scheme leavers/opt outs

None to manage

Manage employee details


Select

Manage employer

Company details

Select

Info required for EAC/ELC declaration

Select 

Manage payments

Make a payment

Select

Request a refund

Select

Account transactions

Select

Help

View documents

Select

Resource library

Select

Give us your feedback

Select

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

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

Account transactions


Select a transaction period

View last **1 month** | **3 months** | **6 months** | **12 months**

or from (dd/mm/yyyy)*: to (dd/mm/yyyy): **Go**

*The earliest date you can view transactions from is 30/05/2020

Options: **Download this statement**

Date	Reference	Details	Debit (£)	Credit (£)	Balance (£)
07/07/2022	44635584	Payment Received - Thank You	0.00	642.19	0.00
23/06/2022	44408237	 May 22 Payment Schedule	642.19	0.00	-642.19
08/06/2022	44408221	Payment Received - Thank You	0.00	655.60	0.00

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Account summary

Account balance
as at 30/05/2023 09:54

This figure may not take into account any recent transactions you may have made.

£0.00

Payment schedules

Outstanding schedules

Date	Reference	Schedule total (£)	Employer contribution (£)	Employee contribution (£)	Cover premium	Options
Jun 22	44635600	797.15	0.00	0.00	797.15	View

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.

Processed schedules

Date range	Reference	Schedule total (£)	Employer contribution (£)	Employee contribution (£)	Cover premium	Options
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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.

Payment schedule details - June 2022



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To mark a leaver please click on the relevant individual.

Options: **Download** | **Add a new employee** | Find an employee

[Previous page](#) | [Next page](#) | Go to page

Individual	Source	02 Jun	09 Jun	16 Jun	23 Jun	30 Jun	Total	Cover premium	Grp	Leave date
000095	Employer	0.00	0.00	0.00	0.00	0.00	0.00	7.45	A	
	Employee	0.00	0.00	0.00	0.00	0.00	0.00			
000097	Employer	0.00	0.00	0.00	0.00	0.00	0.00	7.45	A	
	Employee	0.00	0.00	0.00	0.00	0.00	0.00			
000098	Employer	0.00	0.00	0.00	0.00	0.00	0.00	7.45	A	
	Employee	0.00	0.00	0.00	0.00	0.00	0.00			

Add a New Employee

Please enter the NI number and Surname and click 'Continue'.

National Insurance No.: (required)

Surname: (required)

Cancel

Continue

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.

N.I. Number:

Works Number:

Current EasyBuild Contributions	02/06	09/06	16/06	23/06	30/06	Total	EAC/ELC	Cat	Leave Date
Employer	0.00	0.00	0.00	0.00	0.00	0.00	7.45	A	
Employee	0.00	0.00	0.00	0.00	0.00	0.00			

Options

[Enter a leave date](#)

[View or amend personal details](#)

[Back To Schedule Details](#)

Current EasyBuild Contributions	02/06	09/06	16/06	23/06	30/06	Total	EAC/ELC	Cat	Leave Date
Employer	0.00	0.00	0.00	0.00	0.00	0.00	7.45	A	
Employee	0.00	0.00	0.00	0.00	0.00	0.00			

Please enter the leave date (dd/mm/yyyy)* and click 'Show Effect':

*The leave date cannot be before the employee's start date.

Select 'View or amend personal details' to change items such as contact details.


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

Manage employees	
Payment schedules	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

Manage employer	
Company details	Select
Info required for EAC/ELC declaration	Select 

Help	
View documents	Select
Resource library	Select
Give us your feedback	Select

Company details

Company name:

Company address:

Email address:

Primary phone number:

Admin account reference:

Administration contact

Your People's Partnership administration contact is the person who is primarily responsible for day-to-day operation of your People's Partnership Account. This person will be our first point of contact.

Administration contact	
Sarah Brennan	View details

Do you want to change your contact?

You can - select an existing contact or add a new person below.

Select an existing contact:

Please select  [Select](#)

Or create a new 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 click 'Edit' - tick the box for this employer account. You can then come back and add them here as the main admin contact.

[Back](#)

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 ELC Rules.

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

Manage employees

Payment schedules	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

Manage employer

Company details	Select
Info required for EAC/ELC declaration	Select

Help

View documents	Select
Resource library	Select
Give us your feedback	Select