Frequently asked questions

Group Pensions Zone – Help and support

Standard Life

Part of Phoenix Group

We've listed a few commonly asked questions here

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3. details breakdown?
4. What does the export button do?

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If you still have a question that's not covered, simply contact us on 0800 634 7479

Calls may be monitored and/or recorded to protect you and us and help with our training. Call charges will vary.

Phone lines open: 0900 to 1700 hours (Mon – Fri)

Problems viewing the site:

1. Why can't I log in?

If you are having problems logging in to our website, try following the steps below. Remember, once you have made any changes to your computer settings, make sure you close down any open internet browser pages and then re-open them once the changes have been made.

Bookmarks:

If you have problems linking to any of our website pages, check that you're going through the main site www.grouppensionzone.com, instead of using bookmarked pages (sometimes bookmarks store old data by mistake and the page may have expired).

Clearing your Cookies and cache memory:

Clearing a browser's Cookies and cache memory can help with a lot of computer issues. Follow the separate instructions for Cookies and cache memory below to find out if this will help solve your problem:

How to clear Cookies in various web browsers:

Google Chrome

Open Chrome. At the top right, click More and then Settings. Click Privacy and security and then Cookies and other site data. Click See all site data and permissions and then Clear all data. To confirm, click Clear.

Microsoft Edge

Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services. Under Clear browsing data, select Choose what to clear. Select "Cached images and files" and "Cookies and other site data" check box and then select Clear.

Internet Explorer

Open Internet Explorer, select the Tools button, point to Safety, and then select Delete browsing history. Select the Cookies and website data check box, and then select Delete.

Mozilla Firefox

Open Firefox, in the Menu bar at the top of the screen, click Firefox and select Preferences. Click the menu button. and select Settings. Select the Privacy & Security panel and go to the Cookies and Site Data section. Click the Clear Data button. The Clear Data dialog will appear. Click Clear.

Safari

Open Safari on your Mac, choose Safari > Settings, then click Privacy. Click Manage Website Data. Select one or more websites, then click Remove or Remove All.

Clearing a browser's Cookies and Cache Memory can help with a lot of computer issues.

How to clear the Cache in various web browsers:

Google Chrome

Open Chrome. At the top right, click More. Click More tools. Clear browsing data. At the top, choose a time range. To delete everything, select All time.

Next to "Cookies and other site data" and "Cached images and files," check the boxes. Click Clear data.

Microsoft Edge

Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services. Under Clear browsing data, select Choose what to clear. Select "Cached images and files" and "Cookies and other site data" check box and then select Clear.

Internet Explorer

Open Internet Explorer, Click on the Settings menu in the upper-right corner. Click Internet options. Under the General tab on the upper-left-hand side, scroll down to Browsing history. Select Delete. Check the Temporary Internet files and website files, Cookies and website data, History, and Download History boxes. Select Delete.

Mozilla Firefox

Open Firefox. Click the menu button to open the menu panel. Click History and select Clear Recent History. Next to Time range to clear, choose Everything from the drop-down menu, select Cache in the items list, make sure other items you want to keep are not selected and then click the OK button.

Safari

Go to the Safari menu and select Empty Cache. Once there, click Empty to confirm that you want to empty the cache.

How to ensure Cookies are accepted in various browsers:

Google Chrome

Open Chrome. At the top right, click More. Settings. Under "Privacy and security," click Site settings. Click Cookies. From here, you can: Turn on cookies: Next to "Blocked," turn on the switch. Turn off cookies: Turn off Allow sites to save and read cookie data.

Microsoft Edge

Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Site permissions > Cookies and site data. Turn on "Allow sites to save and read cookie data (recommended)" to unblock cookies.

Mozilla Firefox 3.0

Click the Tools menu in Firefox. From here select Options and then Change to Privacy Settings. In this menu you will be able to tick Accept Cookies From Sites.

Safari

Click on the Edit menu option. From here select Preferences and then Security from the drop-down menu. In this tab you will be able to tick Accept Cookies: Only from sites You Navigate To.

Additional information	
Other factors affecting performance of our site	For optimum performance, interactive areas on our site will run more efficiently using the following:

- ► Latest version of Chrome, Edge, Firefox or Safari browser
- ► 56kbps modem or broadband
- ► Pentium processor and at least 128Mb RAM

2. Why isn't the site displaying properly?

Group Pensions Zone has been designed to be viewed on the latest mainstream web browsers, Chrome, Edge, IE, Firefox and Safari, and allows the use of magnification and speech browser functionality for the visually impaired.

My screen looks squashed or stretched:

You may need to alter your screen resolution. Please refer to your browser or operating system for instructions on how to do this.

I'm having trouble displaying a page:

From time to time a web page may not display properly, e.g. you may find some graphics are missing. This is usually caused by images or other elements of the page being stored from a previous visit (known as Caching).

If you are experiencing this problem, it's usually best to completely refresh your page. To do this, just hold down the Control key (Ctrl) and press F5. You can also, close the active page web page and the Group Pension Zone login page, then simply launch a new browser and login to Group Pension Zone again.

I'm having trouble viewing text:

If you find the text on our screen either too large or too small to read, you need to adjust your font size. Please refer to your browser or operating system for instructions on how to do this.

3. Why am I having trouble downloading something?

All the guides and application forms that are available to download from the site can be viewed using Adobe Acrobat® Reader which you can obtain from the Adobe website. If you have accessibility problems viewing these documents, you can also use the accessibility tools provided by Adobe Access.

Wherever possible, ensure that your version of Adobe Acrobat® Reader is the most recent. You can also save the document when viewing a PDF document. To do this, click on the disk icon within the Adobe Acrobat® window.

4. Why am I having trouble uploading something?

Problems with uploading can occur if the data has been input in the wrong format or if additional characters have been added to a file when they are not required, eg spaces after National Insurance numbers.

Check that the file saved is the one that you are trying to upload. It is also important that the file being sent has been correctly converted to a CSV file type.

Assessment communications and joining:

1. Why won't my file validate?

There must a problem with the information supplied when filling out your details. If your information is not fully correct, new members cannot be added to the scheme. Please refer to the error or warning message (usually displayed in red at the top of the page) for details on where the error may have occurred.

You will need to make the necessary changes on your template and then convert it into a CSV file. To make sure the validation works, the conversion to a CSV file type must be made by selecting either the 'Create bulk join file' or 'Eligibility file' button to re-generate the file before sending it to Standard Life.

2. Why won't my template open or work correctly?

This may be because Macros are currently disabled on your PC.

A macro is a piece of software that can be built into a Microsoft® Excel spreadsheet to perform a repetitive task. The template uses a number of macros, so you will need to have them enabled before you can use it.

To enable Macros in Excel 2003:

- ► Select the **Tools** menu, go to **Macro**, then select **Security**
- ► Select the **Security Level** tab
- ► Select **Low**

To enable Macros in Excel 2007:

- ► Click the **Microsoft Office Button**, then select **Excel Options**
- ► Select **Trust Centre** and click the **Macro Settings**
- ► Select **Enable All Macros**

To enable Macros in Excel 2010:

- ► Click the **Microsoft Office Button**, then select **Excel Options**
- ► Select **Trust Centre** and then click on **Trust Centre Settings**
- ► Choose **Macro Settings** and select **Enable All Macros**

To enable Macros in Excel 2013

- ► Click Options
- ► Select Trust Centre, **Click Macro Settings**
- ► Select **Enable all Macros**
- ► Select **OK**
- ► Reboot the computer following this action

3. What is the communications option?

If you select the communication option Standard Life will issue regulatory communications to your employees on behalf of your company. You can choose this option on the online QWPS form or if your scheme has already been converted to a QWPS, you can request regulatory communications by getting in touch with your usual Standard Life contact. You can choose to send regulatory communications to existing members and new members.

Make payments questions:

1. What is a Comma Separated Value (CSV) file?

Comma Separated Value (CSV) is a special file format intended for use by a variety of applications; e.g., Microsoft® Excel. It is also the file format we require any new payment schedules to be supplied in.

2. How do I create a CSV file?

The easiest way to create a CSV file is to use our Download Schedule option on 'Create a New Payment'. This will create a CSV file for you, which contains a payment schedule based on the information we currently hold. You can then save this on your computer, make any necessary changes, and send it back to us online using the Send Schedule option on 'Create a New Payment'.

Alternatively you can create a spreadsheet yourself, using an application such as Microsoft® Excel and use that to set up your payment schedule. Once your schedule is complete select **File** then **Save as...** Enter your chosen file name and select **CSV (comma delimited)** from the **Save as type:** drop-down menu, and then click **Save**.

3. What do I do if the wrong amounts are shown on the payment schedule?

If you are editing a downloaded schedule, just overtype the amount with the correct value.

When you are viewing the schedule online, select the name of the first member you need to change. This will open the 'Edit member' page, which allows you to change the details for the member. Once updated, click on 'Save' to return to the main schedule which will display the updated totals. Repeat the process until all of the payment amounts are correct.

4. What do I do if a member is missing from my schedule?

A member will not appear until they have been joined via the 'Join Members' section on the website. A new member will not be displayed until the start date of their policy.

If you need to include a member earlier than the start date already advised or recommence someone who has been on a payment holiday, just select the **Include another member** button at the bottom of the schedule. This will open the add member form which allows you to add details for members who are not on your schedule.

If your scheme is set up on a multi-site basis the **Include another member** is where you would go to if you need to advise of a site move. A member may not be showing because we have already been notified that they have left the company or have taken their retirement benefits. We can provide you with more information if you contact us.

5. Why is the next collection date two weeks in the future?

When a scheme paying by direct debit changes their bank details, it takes up to two weeks for their bank to set up the direct debit mandate. Standard Life sets the collection date to two weeks from the date the bank details changed to ensure the mandate will be active and the collection will be successful.

Recommencement – Became eligible

1. When should I use the 'Recommencement – Became eligible' option?

You should use this option when the eligibility assessment indicates that an employee who already has a plan in your pension scheme but isn't paying into becomes eligible for auto-enrolment.

2. What happens when I use this option?

Using the 'Recommencement – Became eligible option means that payments to the employee's existing plan will be restarted under their existing plan number. They will be given opt out rights as a result of payments restarting. If the employee decides to opt out, any payments made since the plan restarted will be refunded.

Scheme management fee questions:

1. Why can't I see any fees?

There are no fees showing because:

a) No fee applies to this scheme

b) No members have been joined to the scheme yet

c) Members have been joined however, the first fee will not be collected until the 5th of the month

d) No fee applies to this product

2. Why are there gaps in my fee payment details breakdown?

This should accurately reflect the fees we have collected. If this is not the case please contact us.

3. What does the export button do?

This allows you to download a list of fees paid for the date range chosen in CSV file format.

Find out more

If you still have a question that's not covered,
simply contact us on:

0800 634 7479

We're open Monday to Friday, 9am to 5pm. Calls may be monitored
and/or recorded to protect you and us and help with our training.
Call charges will vary.

www.standardlife.co.uk