Public Sector Pensions Scheme use of Tell Us Once: High-Level Overview of On-Boarding Activities

Introduction

The purpose of this document is to provide a high-level overview of the actions required by Public Sector Pension Schemes to successfully and securely gain access to information presented through the Tell Once Service.

It is not a detailed technical guide – and provides a simple overview to demonstrate to Scheme partners that the actions required are not onerous or costly.

Overview of On-Boarding Activities

Tell Us Once (TUO) death notifications will be delivered to Public Sector Pensions recipients via the Canopy Secure Messaging Service (CSMS).

TUO will transmit death notifications to the CSMS, along with a header that contains the appropriate (selected by the reportee) pension scheme administrator recipient(s). CSMS will route the death notifications to a queue for each recipient(s). A user working for each recipient will logon to a web portal via a browser, and download the messages from the queue for that recipient.

For data security and administrative purposes - each recipient must initially be on-boarded to CSMS as a valid endpoint for TUO notifications. The on-boarding process includes:

- Capturing the name; email address and Internet Provider (IP) address range of the organisational administrator(s) for the recipient;

- Configuring a service desk portal account for the organisational administrator(s) (for raising incidents and interacting with the service desk (where appropriate);

- Securing the organisational administrator client connection to the Canopy Secure Messaging Service;

- The recipient (PSPS partner) guided by instructions from TUO will create a certificate / key pair, and upload the key to the CSMS portal (note that this process is platform dependant and generally requires admin privileges. A recipient may have to co-ordinate with their ICT team to confirm the preferred mechanism for creating and installing certificates). They will contact the service desk to confirm validity of the certificate. The organisational administrator will then create user accounts for that recipient, using the CSMS portal;

- Securing recipient user client connections to CSMS. A certificate / key pair will be required for each client device or individual accessing CSMS, but in this case the organisational administrator will verify them.

Once a recipient has on-boarded user accounts, then those users can logon to the notification web portal to download messages sent from TUO. The web portal can be accessed from all common desktop browsers, including Internet Explorer, Chrome Firefox and Safari. Older versions of those browsers may give a degraded user experience.

A more detailed on-boarding guide, showing steps and examples for major operating systems and browsers will be made available.