



Pensioners Self Service Portal User Guide

by **ICT & Database Team**

A Pensioners Self Service Portal (PSSP) is an online platform that allows retired members of our pension scheme to easily access and manage their pension information. Through the portal, pensioners can view their monthly payments, update personal details like beneficiaries or bank information, download pay slips or P9 forms, and make inquiries all without needing to visit the office. It offers convenience, transparency, and secure access to important retirement information anytime, anywhere.

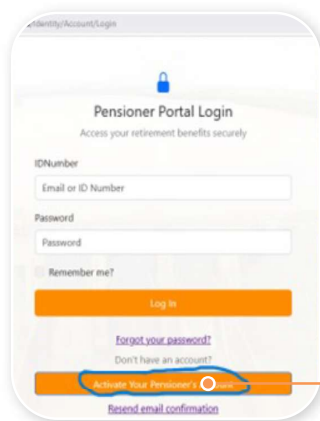
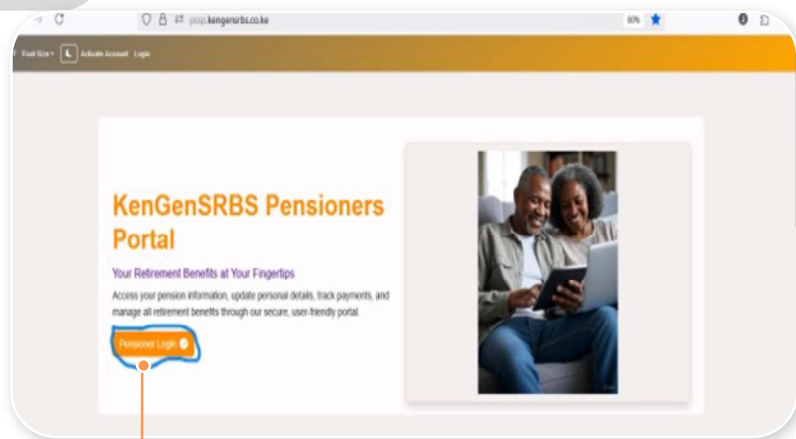
Below is a guide on how to access the pensioners self-service portal for our retired membership.

Step 1:

Click on the following link to access the pensioners self-service portal

<https://pssp.kengensrbs.co.ke/>

which will take you to the below page then click on the 'Pensioner Login' button.

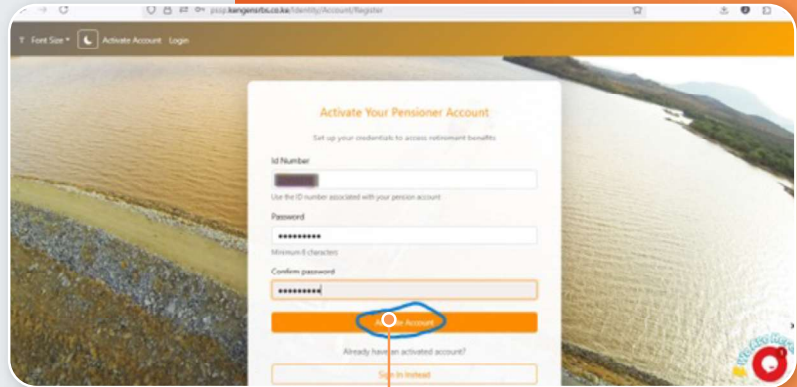


Step 2:

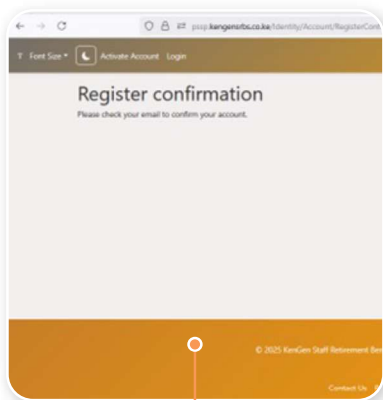
First time users will require to click 'Activate Your Pensioners Account'. Button.

Step 3:

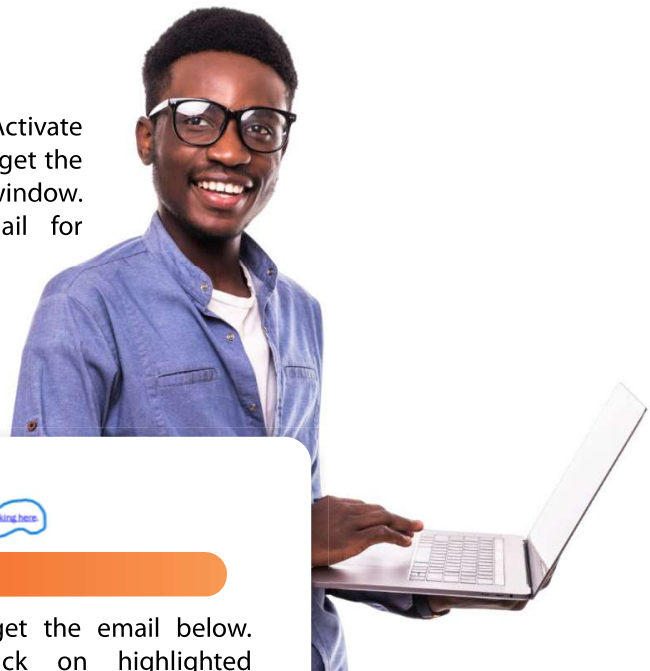
You shall be taken to the below window where you shall be required to input your ID number as per our records. You also need to input a password and confirm it. The length should be a minimum of six and maximum of 15. Please note that it should be alphanumeric i.e. have at least one capital or small letter, one number and one special character. Once done click on the 'Activate Account' button.



Step 4:

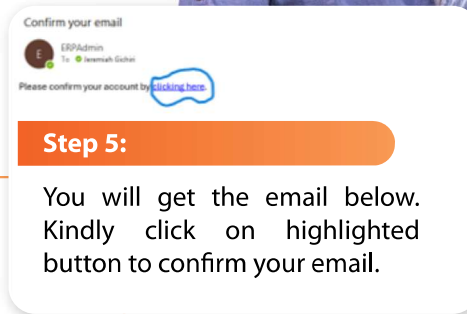


Once you click the 'Activate Account' button you will get the below confirmation window. Kindly check your email for communication.



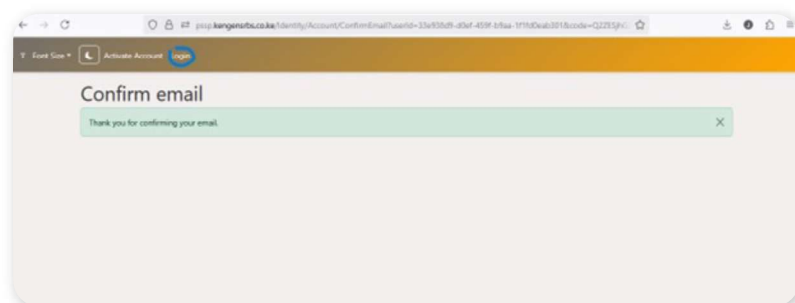
Step 5:

You will get the email below. Kindly click on highlighted button to confirm your email.



Step 6:

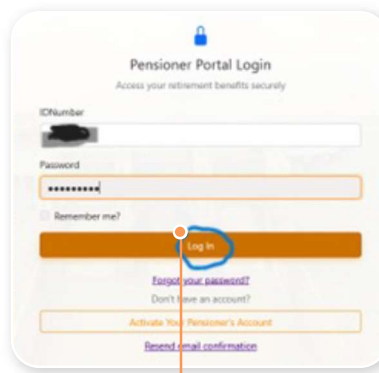
You will get the below confirming the email has been confirmed. Kindly click on the login button highlighted to go back to that page.





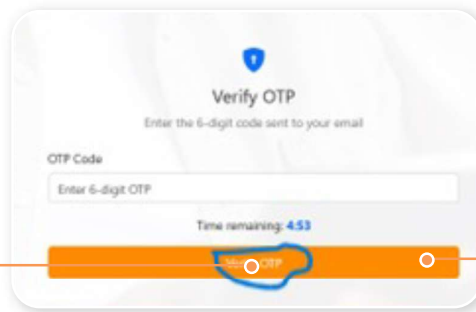
Step 7:

Kindly input your ID number and the password that you set and click on the 'Log In' button.



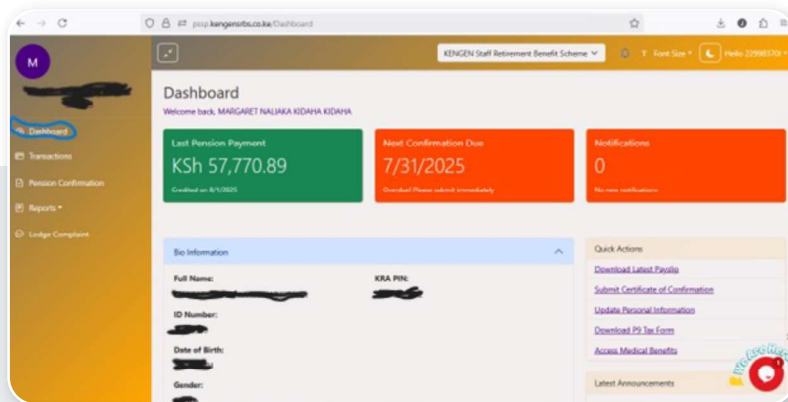
Step 8:

You will be taken to the page below requiring you to input a One Time Password (OTP) which shall be sent to both SMS and Email You have up to five (5) minutes to input the same and click on 'Verify OTP'.



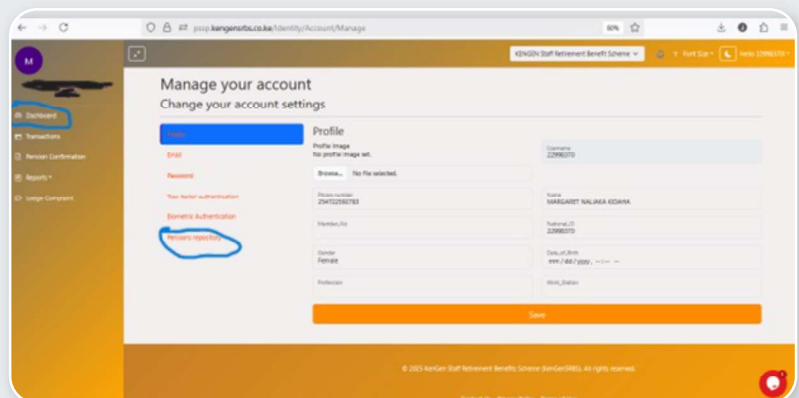
Step 9:

You shall land on the landing page below which gives you a brief overview of your information.



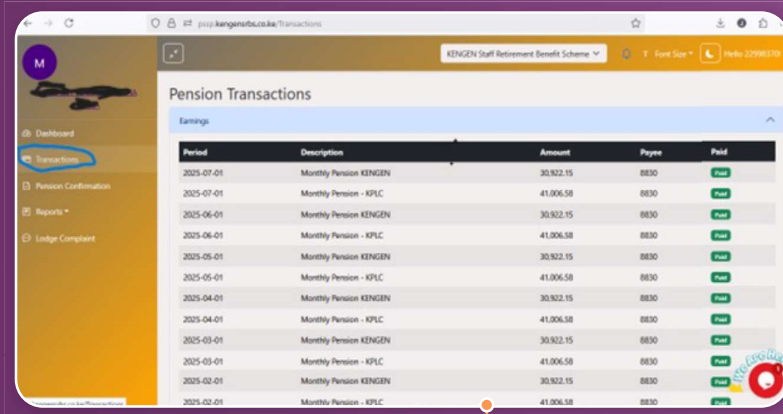
Step 10:

The first tab on dashboard allows one to manage and change account details and details. It also allows access to pensions repository where one can upload and save sensitive documents for future access.



Step 11:

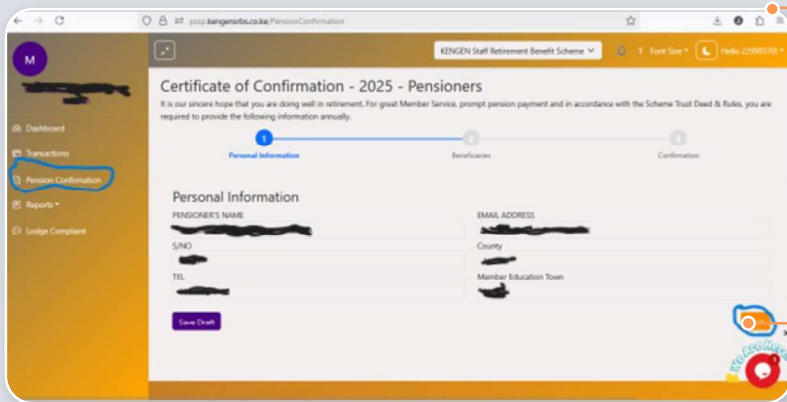
The second tab on transactions shows you the latest monthly pension payments.



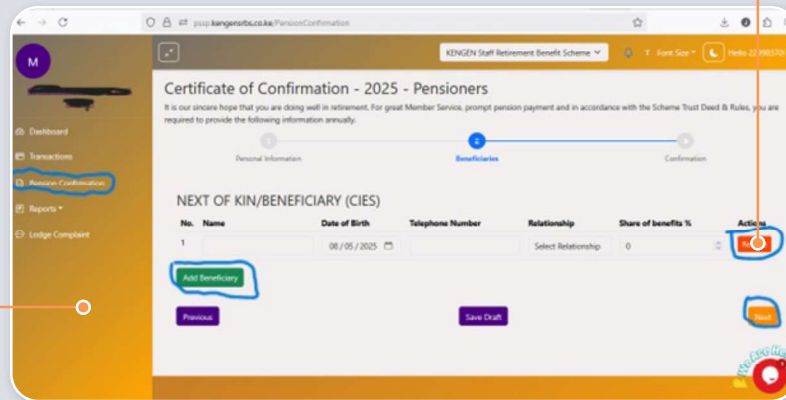
Step 12:

The third tab is on pension confirmation allowing pensioners file their certificate of confirmation online.

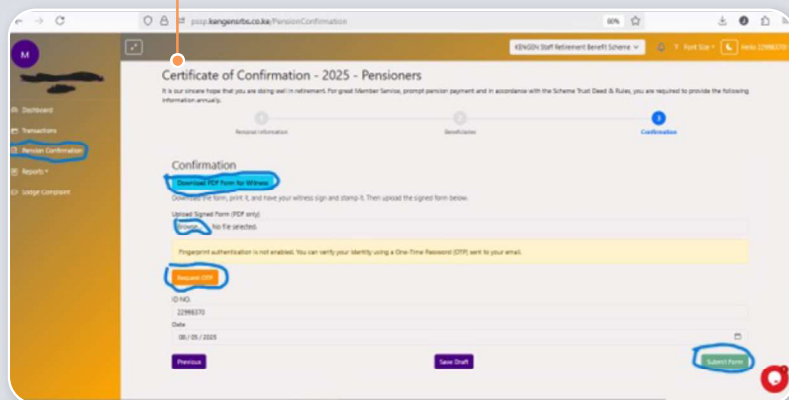
a. First page shows personal information before clicking next.

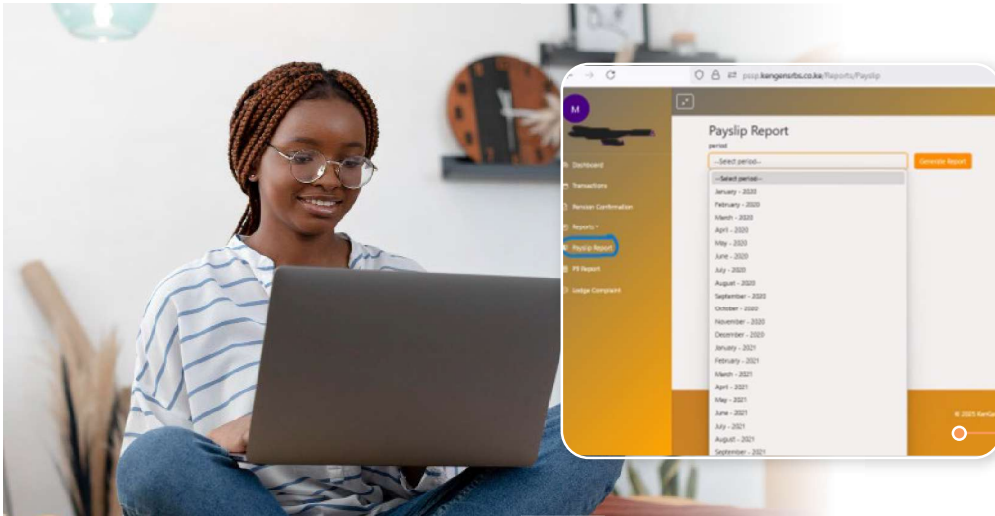


b. Second page allows you to edit, remove or add beneficiaries before clicking next.



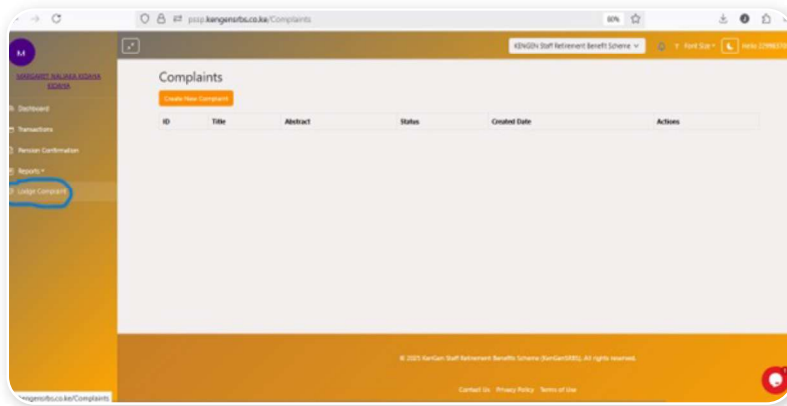
c. The third and last page allows one to download the form, have it witnessed and then upload. The portal will not allow one to submit form until they request for an OTP, input which is received either via email or SMS and needs to be done within five (5) minutes.





Step 13:

The fourth tab allows one to access their individual pay slip report for any period that they wish to and generate and download the report.



Step 14:

The last and fifth tab allows one to lodge any complaints that need to be addressed.

You may also download our mobile application KenGenSRBS PSSP from Google Play Store or Apple Appstore. In case of any challenges kindly reach out to pensions@kengensrbs.co.ke or call us for free on **0800 724 705**.

