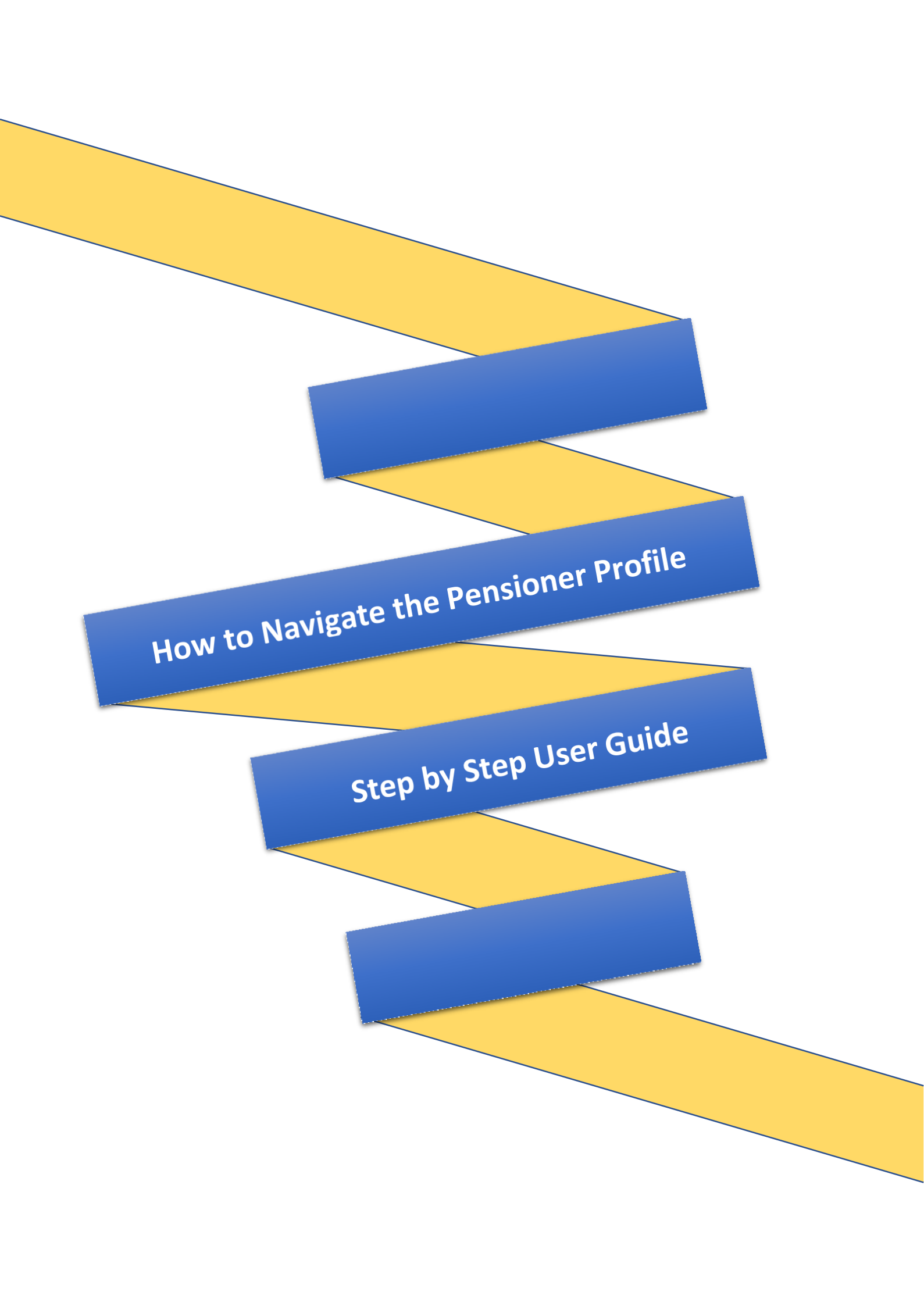


A decorative graphic consisting of a yellow ribbon that zig-zags across the page. The ribbon has several blue rectangular segments interspersed along its length. The text is placed within two of these blue segments.

How to Navigate the Pensioner Profile

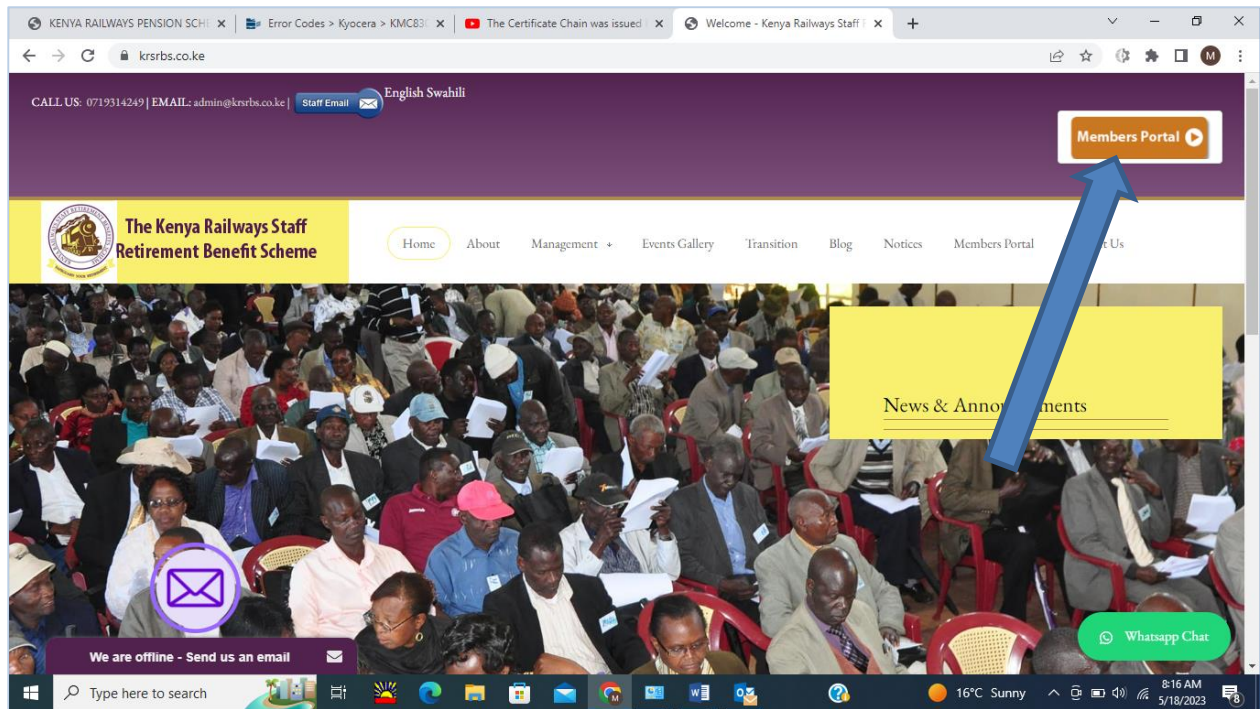
Step by Step User Guide

Content

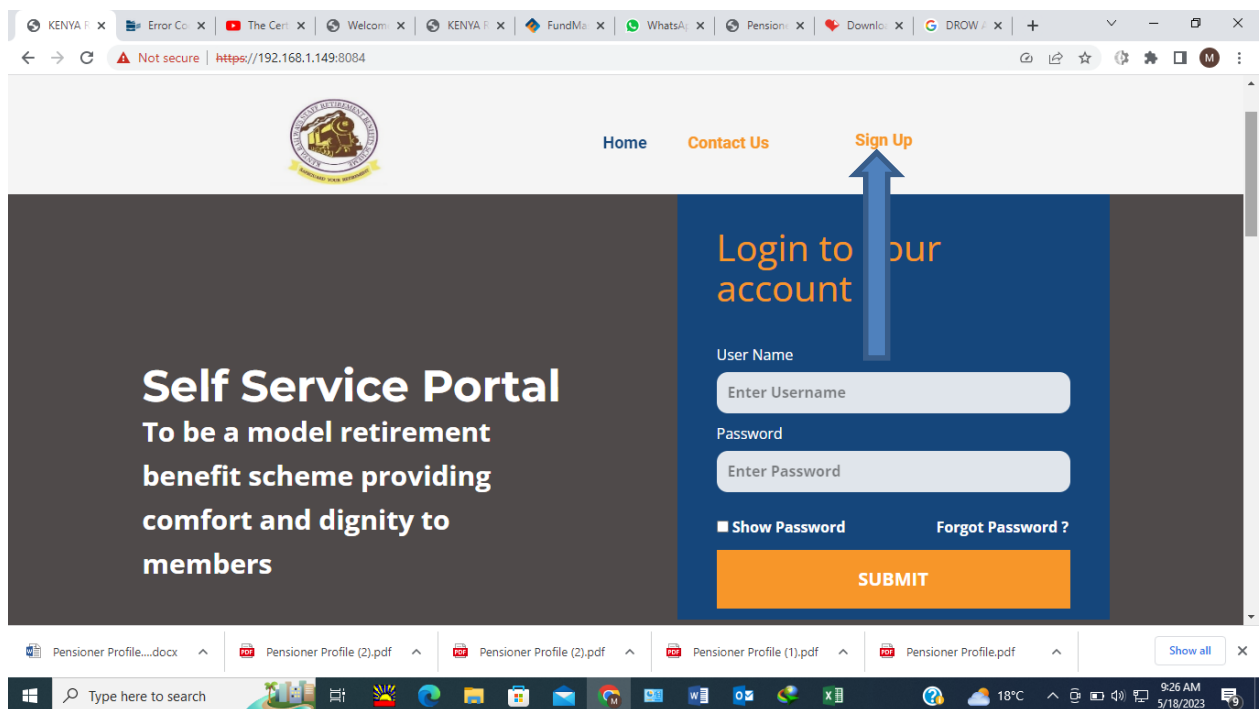
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PLEASE VISIT WWW.KRSRBS.CO.KE

NAVIGATE TO MEMBER PORTAL



NAVIGATE TO HOME THEN SIGN UP



THIS LEADS YOU TO REGISTRATION PAGE PLEASE SELECT YOUR PROFILE THAT IS (PENSIONER)

Home

Sign Up to your Profile

You must be a registered user or member in the core system to register.
Select the account type and enter your email address to proceed.

Account Type

Select...

- Select...
- MEMBER
- SPONSOR
- PENSIONER
- CRM
- CRE
- PRINCIPAL OFFICER
- DEPENDENT
- DEFERRED MEMBER

PROVIDE YOUR COUNTRY CODE (+254 (KENYA))PHONE NUMBER WHICH WAS PROVIDED IN CENSUS FORM

Home

Sign Up to your Profile

You must be a registered user or member in the core system to register.
Select the account type and enter your email address to proceed.

Account Type

PENSIONER

Enter Phone Phone

Submit

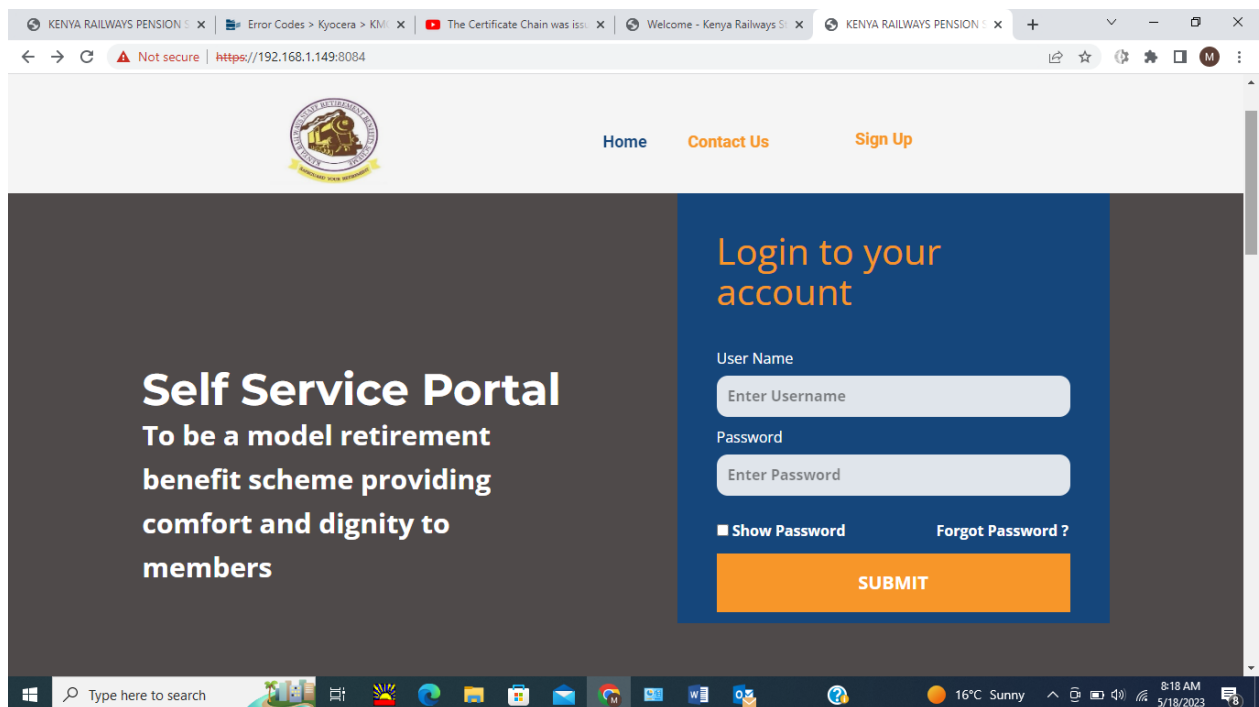
Ghana (Gaana) +233

- +254
- +91
- +1

CLICK ON SUBMIT BUTTON AFTER ENTERING YOUR PHONE NUMBER AND A PASSWORD WILL BE SENT TO YOUR PHONE

NOW GO TO LOGIN TO YOUR ACCOUNT AND ENTER YOUR PHONE NUMBER STARTING WITH 254 HAS USER NAME AND THE PASSWORD PROVIDED VIA SMS

CLICK ON SUBMIT



The screenshot shows a web browser window displaying the Kenya Railways Pension Self Service Portal. The browser's address bar shows a "Not secure" warning and the URL "https://192.168.1.149:8084". The page features a header with the Kenya Railways Pension logo and navigation links for "Home", "Contact Us", and "Sign Up". The main content area is split into two sections. On the left, a dark grey box contains the text "Self Service Portal" and "To be a model retirement benefit scheme providing comfort and dignity to members". On the right, a blue box titled "Login to your account" contains a login form. The form has two input fields: "User Name" with the placeholder "Enter Username" and "Password" with the placeholder "Enter Password". Below the password field are two links: "Show Password" and "Forgot Password?". At the bottom of the blue box is an orange "SUBMIT" button. The Windows taskbar is visible at the bottom of the browser window, showing the search bar, various application icons, and system information including "16°C Sunny" and the date "5/18/2023".

Pensioners Profile

Pensioners use this profile within the portal to access important information related to their pension, deductions, beneficiaries, and other interactions within the portal as demonstrated in this user guide.

Dashboard Components

Upon logging in as a pensioner, you will be directed to the pensioner's home page which displays a dashboard with links to important information such as payrolls, deductions, and beneficiaries, among other forms of interaction. Refer to the screenshot below:

The screenshot shows the Pensioner Profile User Guide dashboard. It features a top navigation bar with a menu bar (1), a scheme selector (2), an FAQ link (3), and a pensioner profile icon (4). The main content area includes a home section with three cards: Payrolls (34), Total Pay (1,006,816.00), and Open Tickets (0). Below this is a table titled 'A record of payrolls. (Ksh)' with columns for Month, Year, Gross, Deductions, Tax, NetPension, Arrears, TaxOnArrears, and PaidPension. The table shows data for February 2021, January 2021, December 2020, and November 2020. At the bottom, there is a 'Beneficiaries' section (7) with a table of beneficiaries and a 'Beneficiaries entitlements' section (8) showing a large green circle representing the total entitlement. A '9 Add Beneficiary' button is also present.

Month	Year	Gross	Deductions	Tax	NetPension	Arrears	TaxOnArrears	PaidPension
February	2021	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00
January	2021	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00
December	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00
November	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00

The Pensioners dashboard contains several key components as described below. The corresponding numbered sections are highlighted in the screenshot above.

Part Description

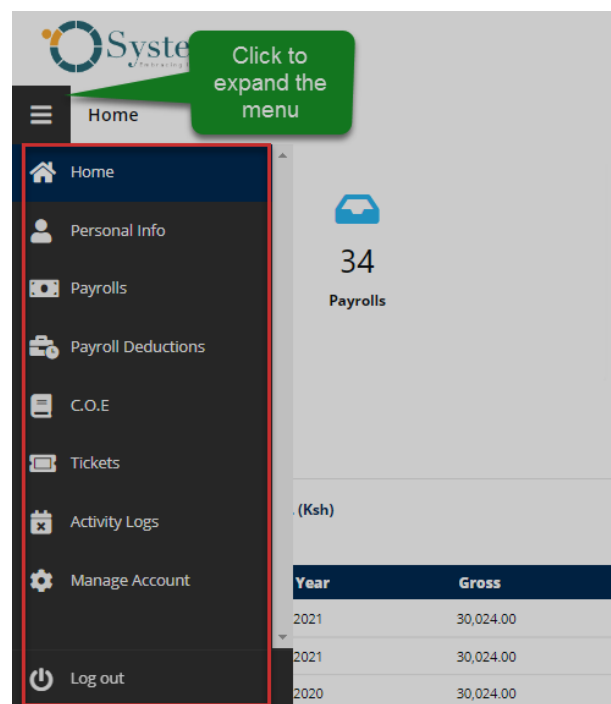
1. **Menu Bar:** This provides quick access to various items within the portal. Click on the menu bar icon on the top to expand it.
2. **Scheme Selector:** This drop-down menu allows pensioners to select their scheme.
3. **FAQs:** This is a shortcut to view frequently asked questions within the portal.

4. **User Account:** This section displays the pensioner's profile picture and username. A drop-down menu is also provided with links to the user profile, notifications, and log out button.
5. **Account Activities Summary:** This section gives a summary of the pensioner's key information in figures, including payrolls, payments made, and open tickets.
6. **Payroll List:** This section displays a list of payroll records, including the monthly replacement salary that the pensioner has received so far.
7. **Beneficiaries Details:** This section provides a preview of the pensioner's beneficiaries' records and allows pensioners to add new beneficiaries.

Dashboard Menu

Clicking the menu bar icon will expand the panel to reveal menu items as shown in the screenshot below: The user can click each item to open a specific page. The menu comprises links to the following pages:

- Personal info
- Payrolls
- Payroll deductions
- C.O.E
- Tickets
- Activity Logs
- Manage Accounts
- Log out Button



Action: Click the **Home** tab to expand the menu bar. Otherwise, click on a menu item to open the respective page.

Personal Info

The **Personal Info** menu item on the portal displays the pensioner's personal information, as seen in the screenshot provided. On the left side, the essential details captured on the system are displayed, while the right side shows the pensioner's bank account information and other details.

The screenshot displays the 'Personal Info' portal. It is divided into two main sections: 'Pensioner Details' on the left and 'Other Details' on the right. The 'Pensioner Details' section contains fields for Name (Ila a Jakubowski), Member Number (823), Pensioner Number (42570), Scheme ID (6737), ID Number (3.331932457), Tax Number (A527644414H), Date Of Birth (Nov 3, 1958), and Gender (Female). The 'Other Details' section contains fields for email (ekeely78@hotmail.com), Primary Phone No. (0741753780), Secondary Phone No. (0741753780), BANK (Barclays), BANK BRANCH (Nairobi West), ACCOUNT NAME (DEVISON MOPOLO), and ACCOUNT NUMBER (DEVISON MOPOLO).

Payroll

Clicking on the **Payroll** menu item opens a page displaying a list of all the payrolls, in the form of monthly salary, that the pensioner has received so far. This list also includes other details, such as any deductions that were made. See the screenshot below:

The screenshot displays the 'Payrolls' portal. At the top, there is a header 'Payrolls' and a sub-header '1 A record of payrolls. (Ksh)'. Below this, there are two dropdown menus: 'Pick Month' and 'pick year', both labeled with a green circle '1'. To the right of these dropdowns are two buttons: a search button (magnifying glass icon) and a refresh button (circular arrow icon), both labeled with a green circle '2'. Below the filters is a table with the following columns: Month, Year, Gross, Deductions, Tax, NetPension, Arrears, TaxOnArrears, PaidPension, and Paid. The table contains 12 rows of data, showing monthly payrolls from May 2020 to February 2021. A green callout box with a red arrow pointing upwards is overlaid on the table, containing the text 'Scroll to view more records'.

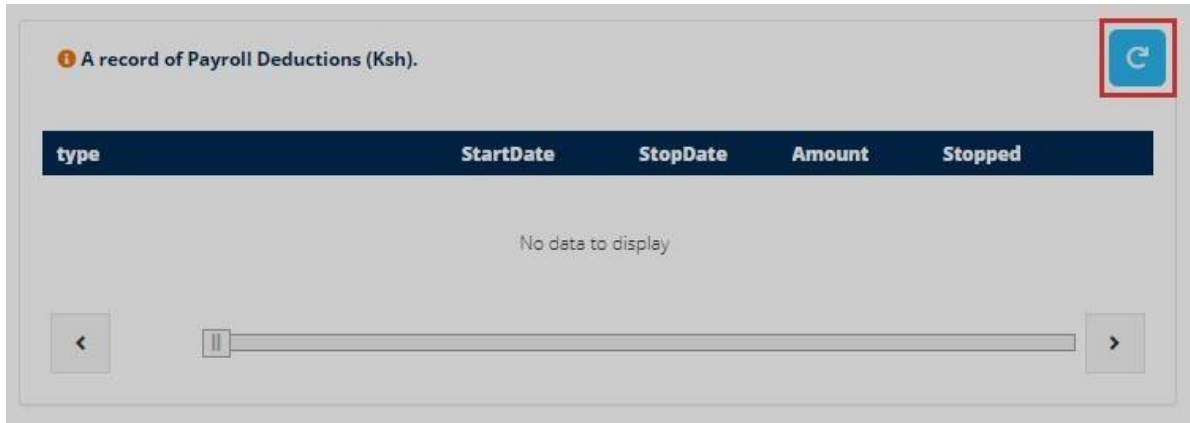
Month	Year	Gross	Deductions	Tax	NetPension	Arrears	TaxOnArrears	PaidPension	Paid
February	2021	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
January	2021	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
December	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
November	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
October	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
September	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
August	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
July	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
June	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
June	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No
May	2020	30,024.00	(0.00)	(0.00)	30,024.00	0.00	0.00	30,024.00	No

Action: Click the buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to select month and year for filtering.
- ✓ Label 2: click to refresh records.

Payroll Deductions

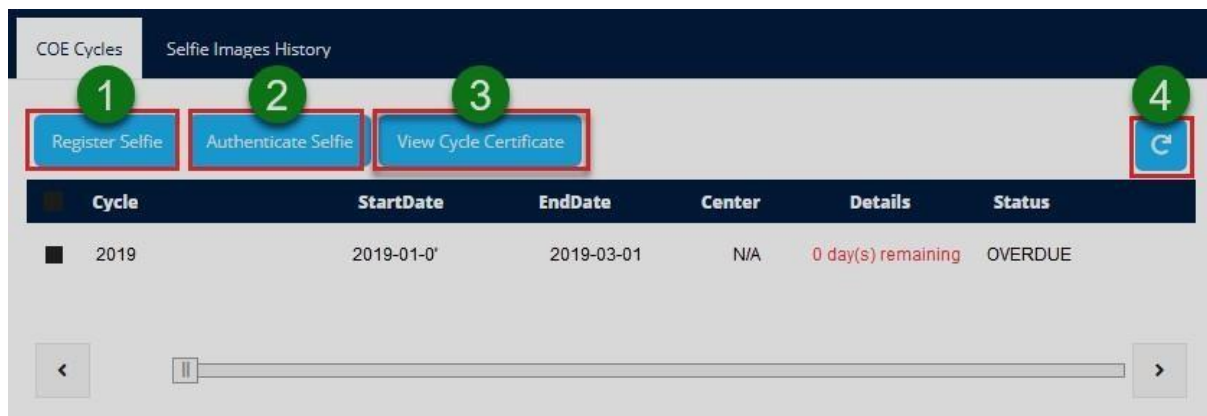
Clicking on the **Payroll Deduction** menu item will lead the user to a page that displays a list of all deductions made on the different payroll records. This page contains relevant details such as the date, amount deducted, and the reason for the deduction.



Action: Click the **Refresh** button in the upper right corner to repopulate records

Certificate of Existence (C.O.E)

Clicking the **C.O.E** menu item on the left pane will open a page with a list of certificates of existence cycles. From this page, a user can register a selfie, authenticate, and view a cycle certificate as shown in the following screenshot:



Action: Click the buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to begin the process of selfie registration.
- ✓ Label 2: click to authenticate selfie.
- ✓ Label 3: click to view the cycle certificate.

Note: Consider the following facts for a successful set up of selfie authentication of process:

- i. A cycle is a regular time period during which a pensioner must verify their identity to continue receiving their pension. The cycle status is indicated as pending, overdue, or received.
 - ✓ A pending cycle means the pensioner has not yet submitted a selfie or fingerprint, if required.
 - ✓ An overdue cycle means the pensioner has not submitted a Certificate of Existence (COE) and the end date has passed.
 - ✓ A received cycle means the pensioner has submitted a COE and cannot verify that cycle again.
- ii. To authenticate a cycle, the pensioner needs to select a cycle first and the process will follow as the registration process or selfie update. If the Certificate of Existence (COE) is received, the pensioner can view and download a COE certificate.

Viewing Selfie Images History

Clicking the **View Selfie History** tab will allow a user to review the history of selfie taken for a particular pensioner. See screenshot below:



Action: Click the buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to view the details of a selected selfie record
- ✓ Label 2: click to repopulate the records

Selfie Details

By clicking on the **View Selfie** button as displayed in the preceding screenshot, a form will appear, showcasing a comparison between the image that was used for registration and the one that was used in circle authentication.

The selfie identification engine will examine the two images based on two parameters: Liveness check and confidential level. Please refer to the screenshot below for a visual representation.

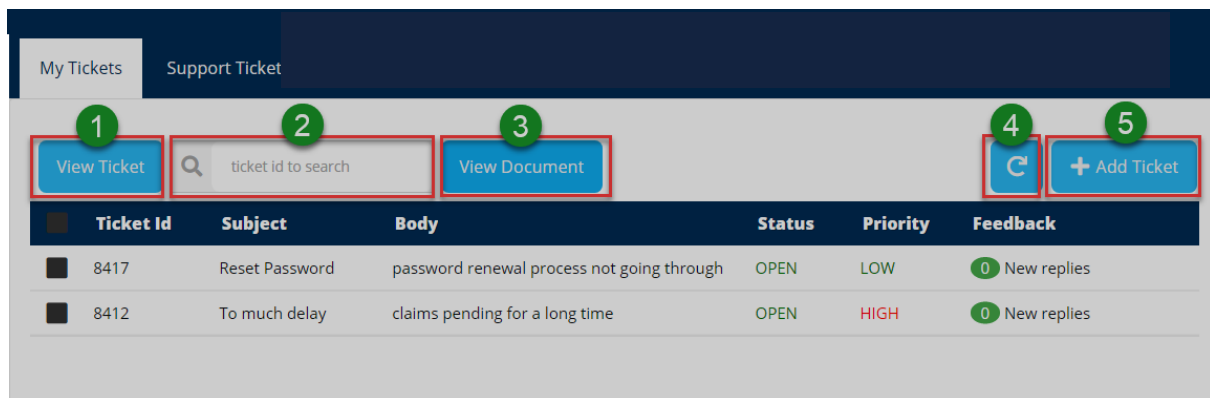
The screenshot displays a 'Selfie Details' window. At the top, there are two side-by-side image placeholders labeled 'Current Image' and 'Registered Image'. Below these are six data fields arranged in two columns. The first column contains 'Liveness Check' (Passed), 'Selfie Purpose' (AUTHENTICATION), and 'Date Taken' (Nov 09, 2021). The second column contains 'Confidence Level' (99), 'Taken From' (MSS), and 'Date Processed' (Nov 09, 2021). Each field has a small 'x' icon to its right. At the bottom right, there is a blue button with a circular arrow icon and the text 'close', which is highlighted with a red rectangular box.

Field	Value
Liveness Check	Passed
Confidence Level	99
Selfie Purpose	AUTHENTICATION
Taken From	MSS
Date Taken	Nov 09, 2021
Date Processed	Nov 09, 2021

Action: Click the **Close** button to shut the window

Ticket

Clicking the **Manage Tickets** menu item will open a page showing a list of all the tickets sent from the pensioner's profile. From this page, a user can quickly search for tickets from the list using keywords, adding new tickets among other activities as demonstrated in this section. See the screenshot below:



Action: Click on the text fields and buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to see all details of a selected ticket.
- ✓ Label 2: click to type a ticket ID to search it quickly.
- ✓ Label 3: click to see all documents attached to a ticket.
- ✓ Label 4: click to repopulate all records.
- ✓ Label 5: click to add a new ticket.

Add Ticket

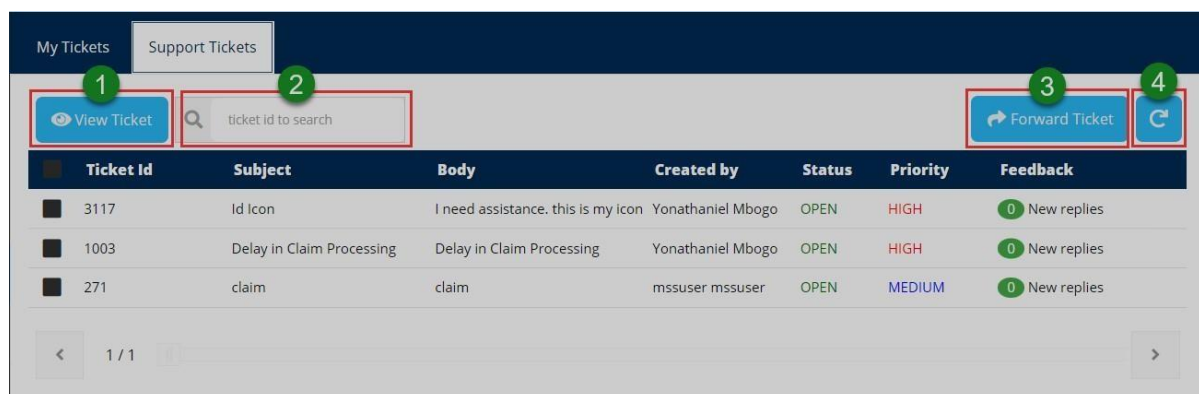
Clicking the **Add Ticket** button, as seen in a previous screenshot, will open a form whereby one is able to prepare a ticket by providing details pertaining to the ticket such as selecting the issue, priority, subject and attaching a document if need be. See the screenshot below:

Action: After identifying the issue, ticket priority and typing in the subject, click on the buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to select a document from your device to accompany the ticket.
- ✓ Label 2: click to save the ticket for routing within the system.
- ✓ Label 3: click to close the form.

Support Ticket

Clicking the **Support Tickets** tab display a list of all support tickets raised for pensioner to attend within the portal. A user can select a ticket record from the list and view details. Besides being able to search for a ticket using ticket ID, a user can also forward a ticket to another profile to be handled there. See the screenshot below:



Action: Click on the text fields and buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to see all details of a selected ticket.
- ✓ Label 2: click to type a ticket ID to search it quickly.
- ✓ Label 3: click to see all documents attached to a ticket.
- ✓ Label 4: click to repopulate all records.

Forward Ticket

Clicking the **Forward Ticket** button shown in a previous screenshot will allow a user to send a selected ticket from his/her list of tickets to another profile within the portal. A window from which a target profile is selected is launched at a click, as shown in the screenshot below:

Action: Click the **Submit** buttons to send the ticket. Otherwise, click the **Cancel** button to terminate the process.

Manage Account

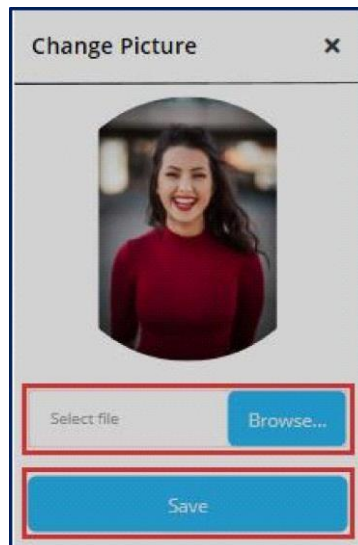
Clicking the **Manage Account** menu will a page showing the personal details of the logged-in user. One can also change the profile picture and password details, as shown in the screenshot below:

Action: Click the buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to change profile picture.
- ✓ Label 2: click to fill in new password details.
- ✓ Label 3: click to confirm all changes.

Account Picture

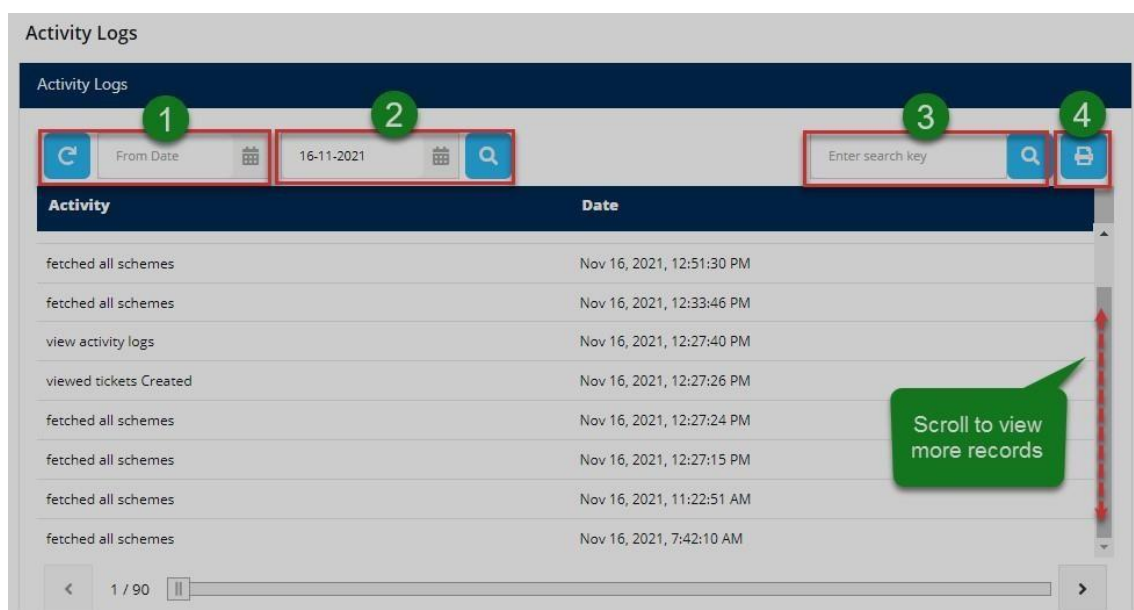
Click the **Add/Change Picture** button as shown in the previous screenshot to upload a picture as shown below:



Action: Click the **Browse** button to select a picture from your device. Then click the **Save** button to upload the image. Otherwise, exit the window.

Activity Logs

Clicking the **Activity Logs** menu will open a page showing a record of all the activities by all users who logged into the portal in the recent past. One can search records for specific periods through filtering by date as shown below:

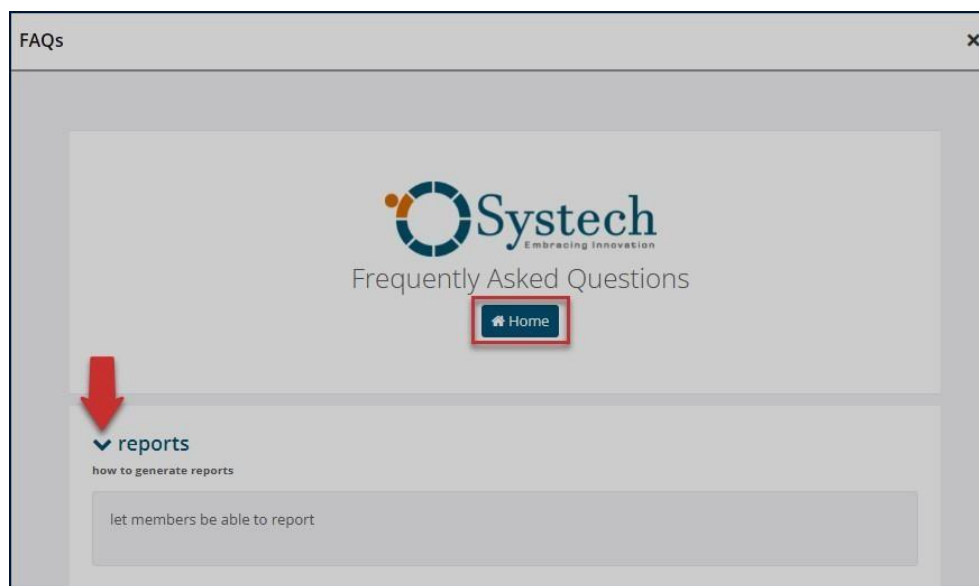


Action: Click the buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to reload the activity records.
- ✓ Label 2: click to set start and end dates for filtering.
- ✓ Label 3: click to type keywords to search records quickly.
- ✓ Label 4: click to print a copy.

FAQs

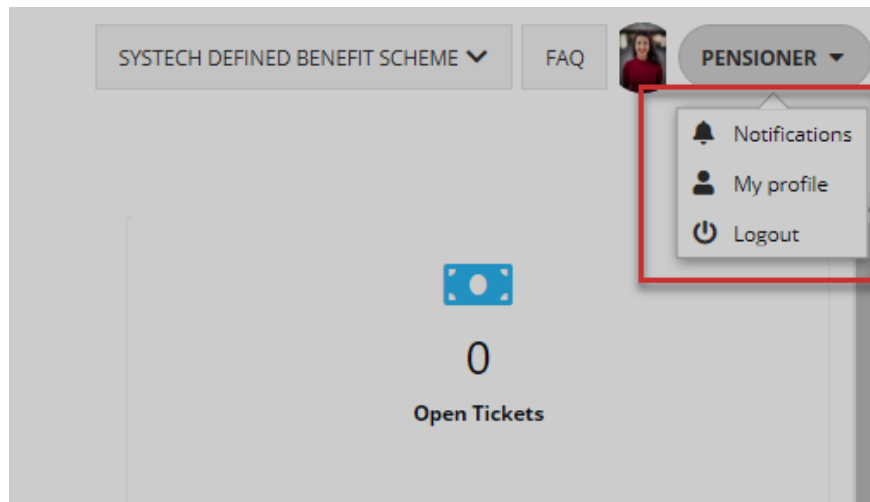
Clicking the **FAQs** tab, in the upper right corner, will open a window showing a report of the frequently asked questions in the portal. See the screenshot below:



Action: Click the **Text links** to display the list of questions in accordion style. Click the **Home** tab to return to the portal home page. Otherwise, close the window.

User Account

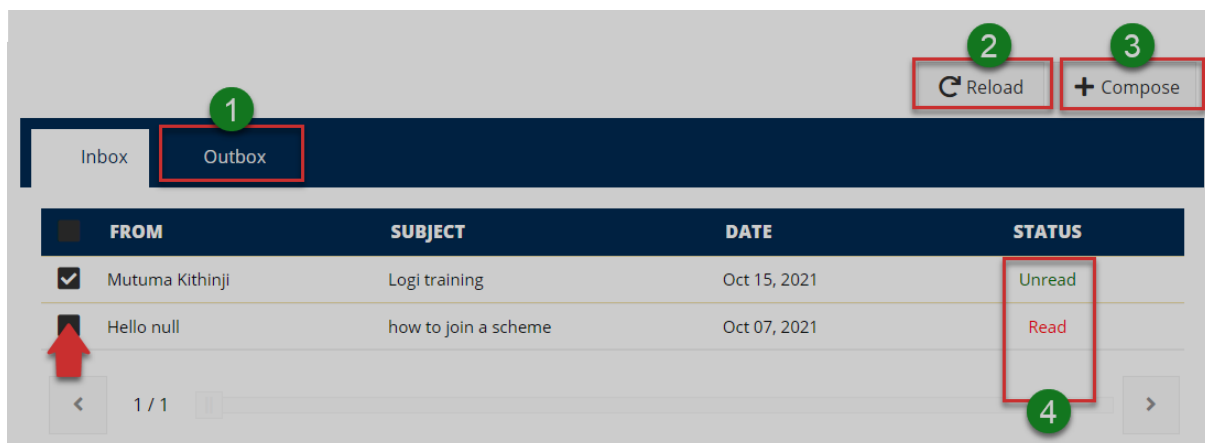
The logged-in users' details are displayed through a drop-down menu that provides shortcut access to notifications, user profile, and a button to log out of the portal. See screenshot below:



Action: Click on the enclosed **text links** to open respective pages. Otherwise, click the **Logout** button to exit the portal.

Notifications

Clicking the **Notifications** text link from the profile drop-down menu, located in the upper right corner, will open a page showing a list of messages sent from within the portal. They are grouped into Inbox and Outbox messages. One can select to read individual messages and compose. See the screenshot below:

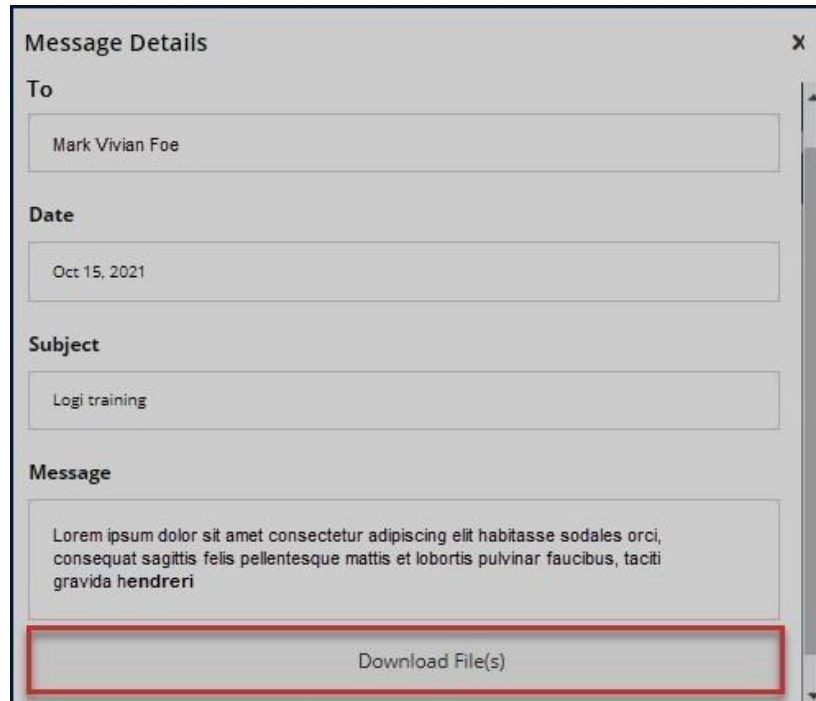


Action: Click on the text fields and buttons labeled with green numbered circles to do the following:

- ✓ Label 1: click to view Outbox messages.
- ✓ Label 2: click to repopulate records.
- ✓ Label 3: click to compose a message.
- ✓ Label 4: click to read a message.

Read a Notification

Check the box of the record with the message you want to read, then click the status text link on the right to open a new window displaying the message details as shown below: You can also download the message.



The screenshot shows a 'Message Details' window with the following fields:

- To:** Mark Vivian Foe
- Date:** Oct 15, 2021
- Subject:** Logi training
- Message:** Lorem ipsum dolor sit amet consectetur adipiscing elit habitasse sodales orci, consequat sagittis felis pellentesque mattis et lobortis pulvinar faucibus, taciti gravida hendrerit

At the bottom of the window, there is a button labeled 'Download File(s)' which is highlighted with a red border.

Action: Click the **Download File** link to save the message file on your device. Otherwise, close the window.

My profile

Clicking the **Profile** link text will open a Manage Account page (which can also be accessed on the menu bar) showing the personal details of the logged-in user. One can change profile picture, download membership certificate, and change password details. Refer to the Manage Account menu for the screenshots.