

NSSF MOBILE APPLICATION GUIDE

[Go to selfservice.nssf.or.ke](http://selfservice.nssf.or.ke)

1. Installing the Application

- Go to the Google Play Store Application on your mobile and Search for NSSF. Tap on download then install the application on your phone
- Press Open to launch the application

2. Create offline credentials

- Enter a username and password of your choice to create your offline credentials and press the "Save Offline Login" button
- You will get the notification "Login Saved" on successful creation of the offline login. Click "OK" button and proceed to login
- Enter the Username and Password you had selected and click on "Login"
- On successful login, you will be presented with a menu indicating "**Members**" & "**Employers**" categories

3. Employer Transactions

- From the home page, select the "**Employers**" category to proceed to the employers' form

4. Adding Employer

- Press the button 'Add New Employer'
- Enter your *Employer Number*, *E-Services user name* and *E-Services password*
- If not registered on *e-Services*, click button 'Not registered? Register'.
- Ensure that your mobile data is on before proceeding.
- Press on *Verification to authenticate your details*
- Press 'Yes' to confirm the addition and you will get a confirmation notification indicating *Employer created*, press OK.
- Press on the employer name to access the functionality page as an employer

5. Adding Employees

- Press the button +Add new employee
- Enter the details on the form accurately
- Press +Add Employee once it is highlighted
- Once added, employees will all have a 'not verified' notation

6. Verifying Employees

- Press the back button and then Verify Employees
- Enter employer *E-Services username* and *E-Services password*
- Then press the +Verify Employees button
- You will receive a confirmation message that the employees' verification has been successful

7. SF24 Submission

- Press on the "**Employer**" to go to the employer's menu and press *SF24 submissions*.
- Press +Create submission period
- Press on request type and select either 'Create new SF24' or 'Get outstanding UPN'
- Select Tier either 'Tier 1', 'Tier 1 + Tier 2', or 'Old rates'
- Select Contribution Year
- Select Contribution Month
- Enter the employer *E-Services username* and *E-Services password*
- Press the button +Submit Payroll File
- You will receive a confirmation message that the payroll has been successfully created
- You will receive a UPN, and the total amount to be contributed, with a breakdown of employee and employer account

9. Member Transactions

- Select the "**Members**" category to proceed to the members' form.
- Press on Add New Member
- Enter your *Member Number*, *e-Services username* and *e-Services password*.
- If not registered on *e-Services*, click button 'Not registered? Register'.
- Ensure that your mobile data is on before proceeding.
- Press on Add Member
- Once your details are validated, the mobile app will prompt you to confirm the addition. Press 'Yes' to confirm and you will get a confirmation notification indicating '**Member created**', press OK
- Press on the member name to access the functionality page as a member

10. View Statement

- Press *View Statement* to download your statement if you have been a contributing member

11. Pay Voluntary Contributions

- Press on *Pay Contributions* enter the amount you want to contribute and press *Contribute*
- Enter your mobile number and press **Ok**
- Enter your service pin or press 0 to set up a new one

You will be notified that the amount you want to pay for will be deducted from your MPESA account so respond with **1** to **Accept** or **2** to **Decline**.

You will receive a notification indicating that the request has been successful or failed

You will receive 3 messages from your transaction

1. From M-PESA indicating that a certain amount has been sent to National Social Security Fund for account 16*****
2. From *Safaricom* an online checkout containing the M-PESA receipt number
3. From NSSF indicating that the payment has been received

8. Pay Contributions

- To proceed with payment via M-PESA, press on 'Pay'.
 - Enter your mobile number and press *Ok*
 - Enter your service pin or press 0 to set up a new one
 - You will be notified that the amount you want to pay for will be deducted from your MPESA account so respond with a **1** to **Accept** or **2** to **Decline**.
 - You will receive a notification indicating that the request has been successful or failed
You will receive 3 messages from your transaction
1. From M-PESA indicating that a certain amount has been sent to National Social Security Fund to account 16***** which in this case is the UPN number of the return you had filed
 2. From *Safaricom* containing the receipt number and the UPN
 3. From NSSF indicating that the payment has been received

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Now on Google Play Store



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