NSSF MOBILE APPLICATION GUIDE

Go to 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 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 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