

St. Christopher & Nevis Social Security Board

Web Portal



Striving for Social Justice

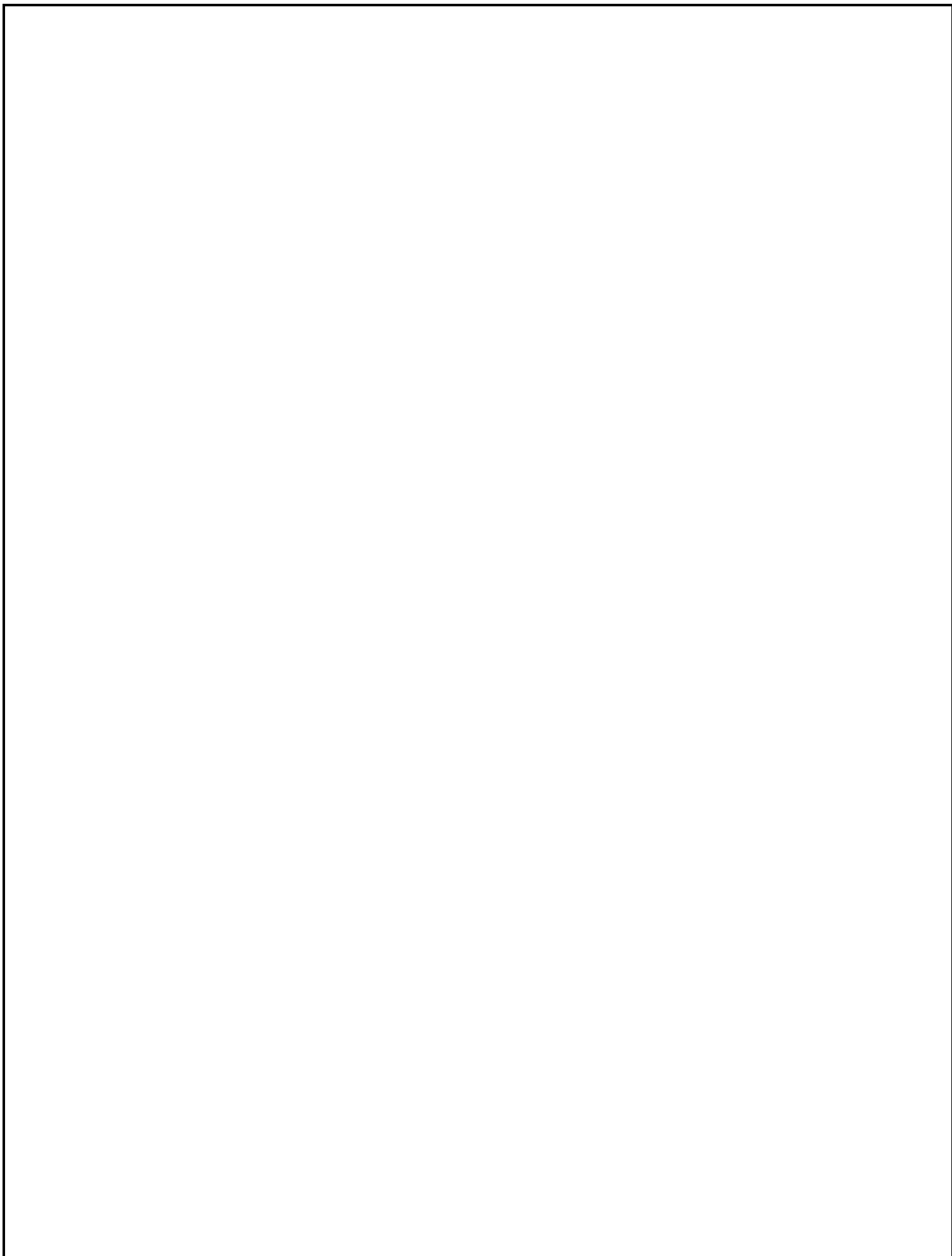
EC3 Upload User Manual



St. Christopher and Nevis Social Security Board
P. O. Box 79
Robert L. Bradshaw Building
Basseterre, St. Kitts
Phone 869.465.2535 • Fax 869.465.5051

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INTRODUCTION

The St. Christopher & Nevis Social Security Board Data Service Web Portal allows you to upload your Electronic C3 Files via the Web. This Manual gives step by step instructions on how to use this service. These include application, registration and the actual upload of the Electronic C3 file.

HOME PAGE LAYOUT

Open a Web Browser. Type in <https://www.ssbervices.net> in the URL



The screenshot shows the home page of the St. Christopher and Nevis Social Security Board Web Portal. The page has a green header with the board's logo on the left, which includes the text "ST CHRISTOPHER AND NEVIS SOCIAL SECURITY BOARD" and "Striving for Social Justice". To the right of the logo is the title "St.Christopher and Nevis Social Security Board Web Portal" and a horizontal strip of six small photographs of people. Below the header, the main content area is white. On the left, there is a welcome message: "Welcome to the St. Christopher & Nevis Social Security Board e-service portal for uploading of your electronic C3 files. Please note that a valid username and password are required." followed by instructions for first-time users and a note about security purposes. On the right, there is a login section with fields for "UserId(Email)" and "Password", "Login" and "Clear" buttons, and a "Change Password" link. Below the login section is a button that says "Click [here](#) to sign up". Further down on the right, there is a box with the "C3 Wizard" logo and a link to download the new C3 wizard with updated deduction rates. At the bottom of the page, there is a green footer containing the text "Terms of Use: [Contact Us](#)" and "copyright 2011 The St.christopher and Nevis Social Security Board. all rights reserved". An arrow points from the "Contact Us" link in the footer to a text box below the screenshot.

St.Christopher and Nevis Social Security Board
Web Portal

Welcome to the St. Christopher & Nevis Social Security Board e-service portal for uploading of your electronic C3 files.
Please note that a valid username and password are required.

If you are a first time user of this service, please sign up using our online [application form](#). After completing this form you will be required to visit our Compliance Office at Bay Road, Basseterre, St. Kitts or at Ivor Stevens Building Chapel Street, Charlestown, Nevis within four (4) business days in order to complete your request. This is necessary for security purposes .

If you are already a registered user please login.

UserId(Email)
Password
[Change Password](#)

here to sign up"/>


click [here](#) to download the new c3 wizard with the new deduction rates for the housing and social development levy that is effective from january 1st 2011.

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You can **Contact Us** through our Contact Page

CONTACT US

Contact Page

**St. Christopher and Nevis Social Security Board
Web Portal**

Home

CONTACT INFORMATION

HEAD OFFICE	BRANCH OFFICE
Robert Llewellyn Bradshaw Building p.o. box 79 bay road, basseterre st. kitts tel: (869) 465-2535 / 2536 fax: (869) 465-5051	ivor stevens building p.o. box 667 chapel street, charlestown nevis tel: (869) 469-5245 / 0204 fax: (869) 469- 1046

You can email us with any issues it relates to this service at eservices@socialsecurity.kn

[Terms of Use](#)
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APPLICATION PROCESS

Once the Webpage Opens the User would have to **Apply** to use the Web Services. They can do this by filling the Application Form by clicking on the Links located by the arrows

St.Christopher and Nevis Social Security Board
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Striving for Social Justice

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If you are already a registered user please login.

Userld(Email)
Password
[Change Password](#)

here to sign up"/>


click [here](#) to download the new c3 wizard with the new deduction rates for the housing and social development levy that is effective from January 1st 2011.

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Click the link "Application Form" to apply

Click the link "here" to apply

A blank Application Form would open and then the User has to fill the Application Form with the necessary information. All Fields with an * must be filled in as well as the terms and conditions should be accepted. Once all the fields are filled then the User hits the Apply Button to complete the Application Process. By Clicking on the Terms of Use link a window opens showing our terms

**St.Christopher and Nevis Social Security Board
Web Portal**

Home

APPLICATION FORM

The St.Christopher and Nevis Social Security Board Online Electronic C3 Submission is the ultimate way to upload your Electronic C3, wherever you are and it's FREE! To begin, you need to create an account.

You are creating an account to upload your Electronic C3s. Please complete the Application Form below and click the Apply button.

Please ensure all fields with an * are filled in. A contact number must also be filled in, either the Land Line or Mobile, or both.

*First & *Last Name	John	Doe
*Email	doe@mail.com	
*Email Confirmation	doe@mail.com	
*Employer Number & *Name	655555	John's Construction
Trade Name	J'S Construction	
*Employer Address	Sandy Point	
*Country	St.Kitts	
*Land Line and/or *Mobile	869-465-2222	869-263-1111
*Terms of Use	<input checked="" type="checkbox"/>	

Apply Reset

Terms of use Link

Clicking the Apply button submits the application form

The **Reset** Button clears all Fields

**St.Christopher and Nevis Social Security Board
Web Portal**

Home

APPLICATION FORM

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You are creating an account to upload your Electronic C3s. Please complete the Application Form below and click the Apply button.

Please ensure all fields with an * are filled in. A contact number must also be filled in, either the Land Line or Mobile, or both.

*First & *Last Name	<input type="text"/>	<input type="text"/>
*Email	<input type="text"/>	
*Email Confirmation	<input type="text"/>	
*Employer Number & *Name	<input type="text"/>	<input type="text"/>
Trade Name	<input type="text"/>	
*Employer Address	<input type="text"/>	
*Country	<input type="text" value="St.Kitts"/>	
*Land Line and/or *Mobile	<input type="text"/>	<input type="text"/>
*Terms of Use	<input type="checkbox"/>	
<input type="button" value="Apply"/> <input type="button" value="Reset"/>		

The Reset
Button clears the

If the Form is not filled properly then the relevant fields will be highlighted in “Red” as well as an error message telling the User why the field was highlighted.

Narrative saying
why field has an
error

Fields will turn red
if there is an error

**St.Christopher and Nevis Social Security Board
Web Portal**

Home

APPLICATION FORM

The St.Christopher & Nevis Social Security Board Online Electronic C3 Submission is the ultimate way to upload your Electronic C3 wherever you are and it's FREE! To begin, you need to create an account.

You are creating an account to upload your Electronic C3s. Please complete the Application Form below and click the Apply button.

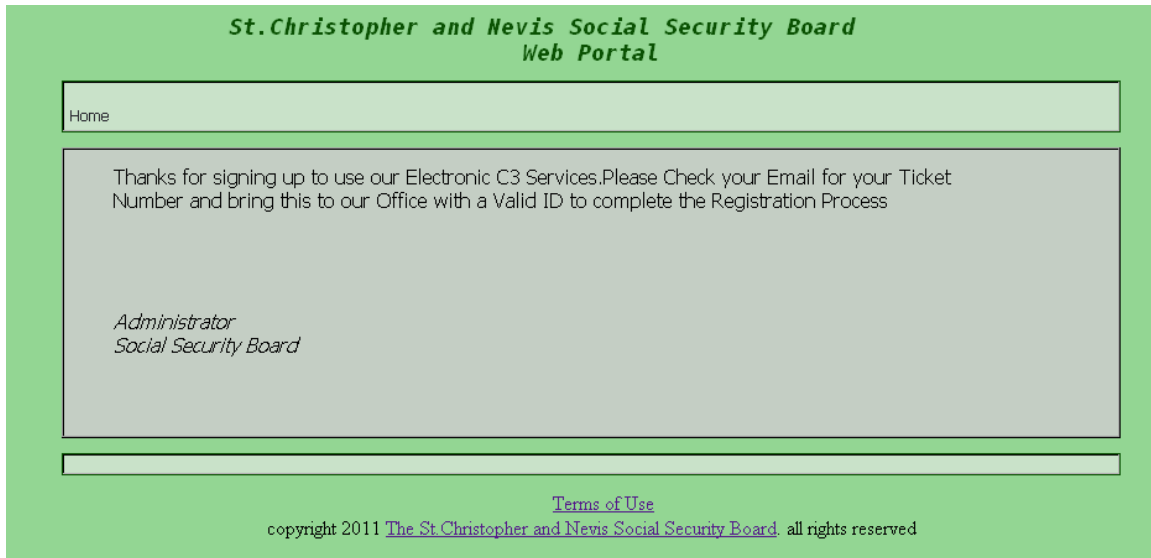
Please ensure all fields with an * are filled in. A contact number must also be filled in, either the Land Line or Mobile, or both.

LastName: Field cannot be empty.
Email: Field cannot be empty.
EmailConfirmation: Field cannot be empty.
EmployerNumber: Field cannot be empty.
EmployerName: Field cannot be empty.
EmployerAddress: Field cannot be empty.
Please enter landline or cell.
Please enter landline or cell.

*First & *Last Name	John	
*Email		
*Email Confirmation		
*Employer Number & *Name		
Trade Name		
*Employer Address		
*Country	St.Kitts	
*Land Line and/or *Mobile		
*Terms of Use	<input type="checkbox"/>	

Apply Reset

Once the Form is filled in properly and the user hits the Apply Button then he/she would be navigated to a Thank you page that tells the user to check his or email for the Ticket Number



Application Email

An email will be sent to the User's email account as provided via the Application form as with the example shown below:

"Thank you for signing up for our online Electronic C3 Submission service.

Your ticket number is **10201032** and you have **four (4)** Business days to visit our Office to complete the registration Process. Your ticket is valid until **13/12/2010**. Failure to visit our office by the specified date would result in cancellation of your application, after which you will be required to re-apply.

Thanks for your Compliance

Administrator (Electronic C3)
Social Security Board "

REGISTRATION PROCESS

Registration Email

Once the Application process is completed, bring the Ticket Number to our Office with a valid ID. The User would have to Sign the Application form to verify the Information Provided. Once the Registration Process is completed an Email would be sent to the user with a password and their username as shown below

“Thank you **John Doe** for completing the Registration Process for our online Electronic C3 Submission service. Your username is **doe@mail.com** and your password is **9b3c7dh4**. However you would be required to change your password at the initial login

Login by [clicking this link](#)

If you experience any difficulties please email us at eservices@socialsecurity.kn

Administrator (Electronic C3)
Social Security Board ”

CHANGE PASSWORD PROCEDURE

The User would be prompted to change his/her password by using the change password feature. The user would then enter His/Her email address then click on the change password link

Enter
password
sent to you in
email

Enter Email
address here

The screenshot displays the web portal for the St. Christopher and Nevis Social Security Board. At the top left is the board's logo, a circular emblem with a flag and the text 'ST CHRISTOPHER AND NEVIS SOCIAL SECURITY BOARD' and 'Striving for Social Justice'. To the right of the logo is a banner with the text 'St.Christopher and Nevis Social Security Board Web Portal' and a collage of people. Below the banner, the text reads: 'Welcome to the St. Christopher & Nevis Social Security Board e-service portal for uploading of your electronic C3 files. Please note that a valid username and password are required.' A login section contains two input fields: 'UserId(Email)' and 'Password'. Below these fields are buttons for 'Login' and 'Clear', and a link for 'Change Password'. A box below the login section says 'Click [here](#) to sign up'. At the bottom right, there is a section for the 'C3 Wizard' with a logo and text: 'click [here](#) to download the new c3 wizard with the new deduction rates for the housing and social development levy that is effective from January 1st 2011.' The footer contains the text: 'Terms of Use: [Contact Us](#) copyright 2011 The St.christopher and Nevis Social Security Board. all rights reserved'.

St.Christopher and Nevis Social Security Board
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St. Kitts or at Ivor Stevens Building Chapel Street, Charlestown,
Nevis within four (4) business days in order to complete your request.
This is necessary for security purposes .

If you are already a registered user please login.

UserId(Email)
Password
[Change Password](#)

Click [here](#) to sign up


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The User would then be required to change the password he/she would have to enter a new password (of at least 6 characters) and then confirm the new password. The user is free to change his/her Password at anytime

Default Password

New Password

Re-Enter New Password



The image shows a screenshot of the St. Christopher and Nevis Social Security Board Web Portal. The header features the board's logo on the left, which includes a flag and the text 'ST CHRISTOPHER AND NEVIS SOCIAL SECURITY BOARD' and 'Striving for Social Justice'. To the right of the logo is the title 'St.Christopher and Nevis Social Security Board Web Portal' and a horizontal strip of photos showing various people. Below the header, there is a welcome message: 'Welcome to the St. Christopher & Nevis Social Security Board e-service portal for uploading of your electronic C3 files. Please note that a valid username and password are required.' This is followed by instructions for first-time users to sign up using an online application form and for registered users to login. On the right side of the page, there is a password change form with three input fields: 'Original Password', 'New Password', and 'Confirm Password'. Above the 'Original Password' field, a red message says 'Password has Expired'. Below the input fields are 'Change' and 'Clear' buttons. At the bottom right, there is a box with a wizard icon and text: 'Click here to sign up' and 'click here to download the new c3 wizard with the new deduction rates for the housing and social development levy that is effective from January 1st 2011.'

St.Christopher and Nevis Social Security Board
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St. Kitts or at Ivor Stevens Building Chapel Street, Charlestown,
Nevis within four (4) business days in order to complete your request.
This is necessary for security purposes .

If you are already a registered user please login.

Password has Expired


Original Password

New Password

Confirm Password

Change Clear

Click [here](#) to sign up

 Wizard

click [here](#) to download the new c3 wizard with
the new deduction rates for the housing and social
development levy that is effective from January 1st
2011.

Once the Password has been changed, the user would see a message saying “**password changed**”



St.Christopher and Nevis Social Security Board
Web Portal



Serving for Social Justice

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St. Kitts or at Ivor Stevens Building Chapel Street, Charlestown,
Nevis within four (4) business days in order to complete your request.
This is necessary for security purposes .

If you are already a registered user please login.

Password Changed

User Id (Email)

Password

[Change Password](#)

here to sign up"/>



C3 Wizard

click [here](#) to download the new c3 wizard with
the new deduction rates for the housing and social
development levy that is effective from January 1st
2011.

LOGGING INTO THE WEB SITE

The user can now login


Enter User Name

Enter password



Serving for Social Justice

St.Christopher and Nevis Social Security Board Web Portal



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Nevis within four (4) business days in order to complete your request.
This is necessary for security purposes .

If you are already a registered user please login.

Userid(Email)
Password

.....
[Change Password](#)

Login Clear

[Click here to sign up](#)



[click here](#) to download the new c3 wizard with
the new deduction rates for the housing and social
development levy that is effective from january 1st
2011.

UPLOADING OF FILES

Upon the initial Login, the user would be directed to the File Upload page

The screenshot shows a web portal interface for the St. Christopher and Nevis Social Security Board. At the top, a green header bar contains the text "St. Christopher and Nevis Social Security Board Web Portal". Below this, a navigation bar includes links for "Upload File", "Files Uploaded", and "Logout". The main content area is titled "Electronic C3 File Upload" and features a welcome message for "John Doe (Employer: 655555 John's Costruction)". A paragraph explains the file upload process. Below the text is a "File Upload" form with a "File Name" input field and a "Browse..." button. A "Notes" section with a large text area is also present. At the bottom of the form are "Upload" and "Reset" buttons.

**St. Christopher and Nevis Social Security Board
Web Portal**

Upload File Files Uploaded Logout

 **Electronic C3 File Upload**

Welcome : John Doe (Employer: 655555 John's Costruction)

You may upload electronic C3 files to our database as well as view files that have already been uploaded by using the upload feature below. The notes area maybe used to put any short narration as it pertains to the file being uploaded.

File Upload


File Name

Notes

Once the file doesn't meet the upload specifications, it will be rejected.

St.Christopher and Nevis Social Security Board
Web Portal

Upload File Files Uploaded Logout

 **Electronic C3 File Upload**

Welcome : John Doe (Employer: 655555 John's Costruction)

You may upload electronic C3 files to our database as well as view files that have already been uploaded by using the upload feature below.The notes area maybe used to put any short narration as it pertains to the file being uploaded.

The file must be a .C3 file

File Upload

File Name


Notes

Once The File has been uploaded correctly, the user gets a message stating, the file that was uploaded and the date it was uploaded.

Upload
Message

**St.Christopher and Nevis Social Security Board
Web Portal**

Upload File Files Uploaded Logout

 **Electronic C3 File Upload**

Welcome : John Doe (Employer: 655555 John's Costruction)

You may upload electronic C3 files to our database as well as view files that have already been uploaded by using the upload feature below.The notes area maybe used to put any short narration as it pertains to the file being uploaded.

[655555122012.C3 was uploaded
on 01/03/2011 13:55:58](#)

File Upload

File Name

Notes

VIEWING TABLE LIST OF FILES UPLOADED

The Files Uploaded Page shows all the Files that have been uploaded by the User. The User can also Preview and print Files He/She has uploaded.

Files Uploaded

**St.Christopher and Nevis Social Security Board
Web Portal**

Upload FileFiles UploadedLogout

Logged In : John On :04/03/2011 @ 09:12:17

Files Uploaded

This view shows all the Files that have been uploaded by the Registered Users.You may search by the date the File was uploaded or the Name of the File that was Uploaded.

Search

Period

📅

File Name

Clear Search CriteriaSearch

Records: 3

File Uploaded	Date/Time Uploaded	Employer Number	Employer Name	Status
655555122012.C3	04-Mar-11 09:11	655555	John's Construction	Pending
655555102011.C3	04-Mar-11 09:11	655555	John's Construction	Pending
655555092010.C3	03-Mar-11 15:24	655555	John's Construction	Completed

LOGOUT OF WEB SITE

The users can Logout of the Application by clicking logout on the menu bar or whenever the user closes the browser he/she is automatically logged out of the Application

Logout Page

**St.Christopher and Nevis Social Security Board
Web Portal**


Upload File Files Uploaded Logout

Logged In : John On :04/03/2011 @ 09:12:17

Files Uploaded

This view shows all the Files that have been uploaded by the Registered Users.You may search by the date the File was uploaded or the Name of the File that was Uploaded.

Search

Period 

File Name

[Clear Search Criteria](#)

Records: 3

File Uploaded	Date/Time Uploaded	Employer Number	Employer Name	Status
655555122012.C3	04-Mar-11 09:11	655555	John's Construction	Pending
655555102011.C3	04-Mar-11 09:11	655555	John's Construction	Pending
655555092010.C3	03-Mar-11 15:24	655555	John's Construction	Completed

Once the user logs out, the application is defaulted to the Home

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Serving for Social Justice

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If you are already a registered user please login.

User Id (Email)
Password

[Change Password](#)

 **CS Wizard**

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