



Important information for users of the CSS/PSS Employer Services Online (ESO) portal or those responsible for staff using this service.

If you have not already done so, please log in to ESO as soon as possible and update your password to meet the new requirements.

From **Tuesday 11 November**, ESO passwords must be **at least 14 characters** long to strengthen our cybersecurity in line with the Australian Signals Directorate's (ASD) Information Security Manual (ISM).

Why this change is important

In response to recent [directions](#) from the Australian Prudential Regulation Authority (APRA) and continued cyber threats targeting the superannuation industry and government data, implementing stronger authentication mechanisms and stronger passwords are key defences in protecting sensitive information.

What to expect

Password update required. On your first login from **Tuesday 11 November**, you will be prompted to update your password to meet the new requirements.

Your new password must be a minimum of 14 characters, maximum of 30 characters and include at least:

- 1 capital letter;
- 1 lower case letter and
- 1 number.

To make the change, access the CSS/PSS ESO log in page as normal, click on the link for forgotten password as highlighted below and follow the prompts.



[contact us](#) | [privacy](#) | [help](#)

Employer Access

To gain secure access to Employer Services Online, please enter your Employer ID, User ID, Date of Birth and your Password/ Access Number below.

When you first log in, you will be asked to change your Password/ Access Number to a new one with a minimum of eight characters, use at least one capital and one lowercase letter, and at least one number and not be a commonly used word; choose one you can remember. You will also be asked to enter two secret questions and their answers. Choose questions only you can answer and that you will always remember the answer to.

If you have forgotten your Password/ Access Number you will need to enter your reference number. Your reference number is your Employer ID and User ID entered as one string of characters with no spaces. [Click here to enter your reference number.](#)

If you do not have a Password/ Access Number please call Employer Services on 1300 338 240 or [email us](#).

If you need any help, click on Help in the bottom left-hand or top right-hand corner of this screen.

Employer ID

This is the 5 digit Employer ID contained in your Welcome email.
If you have not received this email please call Employer Services on 1300 338 240.

User ID

This is the User ID contained in your Welcome email.
If you have not received this email please call Employer Services on 1300 338 240.

Date of Birth

Please use this format: DDMMYYYY (for example 01071987).

Password/
Access Number

This is the code supplied by CSC.

[Login](#)

Please contact us if you have any difficulties.

Please note if your current password already meets these requirements, you are not required to change it again.

No impact to system functionality. This change will not affect any other features or functionality of the ESO portal.

What's next

We are also working to further enhance ESO security controls including the planned introduction of **multi-factor authentication (MFA)**. This initiative is aligned with ASD's Essential Eight and APRA's cyber uplift directives. We'll provide more information on this in the near future.

Thank you for your continued support as we work together to strengthen our collective cyber resilience. If you have any questions, please contact us on **1300 338 240** or email employer.service@contact.csc.gov.au.

Warm regards
The CSC Team

Your privacy is important to us
We're committed to protecting your privacy. We collect your personal information for the purposes of providing superannuation services to you, improve our products and to keep you informed. We will only share your personal information where necessary for providing superannuation services to you. This may include disclosing your personal information to our scheme administrator, service providers or government or regulatory bodies. Your personal information may be accessed overseas by our service providers. Please see our privacy policy for full details. Your personal information will not be otherwise used or disclosed unless required or permitted under law. A full copy of our privacy policy as well as the privacy complaint process is available at www.csc.gov.au/privacy

General Advice
Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the

appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Target Market Determination

To ensure that CSC is keeping customers at the centre of our approach to the design and distribution of our products, a Target Market Determination (TMD) has been made for ADF Super, PSSap and CS Cri. A TMD describes the types of customers a financial product is appropriate for based on their likely needs, objectives and financial situation (target market), and it establishes the conditions and restrictions in relation to how the product can be distributed to customers. The TMD also describes our reporting requirements, and events or circumstances where we may need to review the TMD. CSC TMD's can be found on our website csc.gov.au/tmd.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397
Trustee of Commonwealth Superannuation Scheme (CSS)ABN: 19 415 776 361 RSE: R1004649
Military Superannuation and Benefits Scheme (MilitarySuper) ABN: 50 925 523 120 RSE: R1000306
Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893 RSE: R1004595
Public Sector Superannuation Accumulation Plan (PSSap) ABN: 65 127 917 725 RSE: R1004601
Defence Force Retirement and Death Benefits Scheme (DFRDB Scheme) ABN 39 798 362 763
ADF Super ABN: 90 302 247 344 RSE: R1077063

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