

Thomas P. DiNapoli, State Comptroller



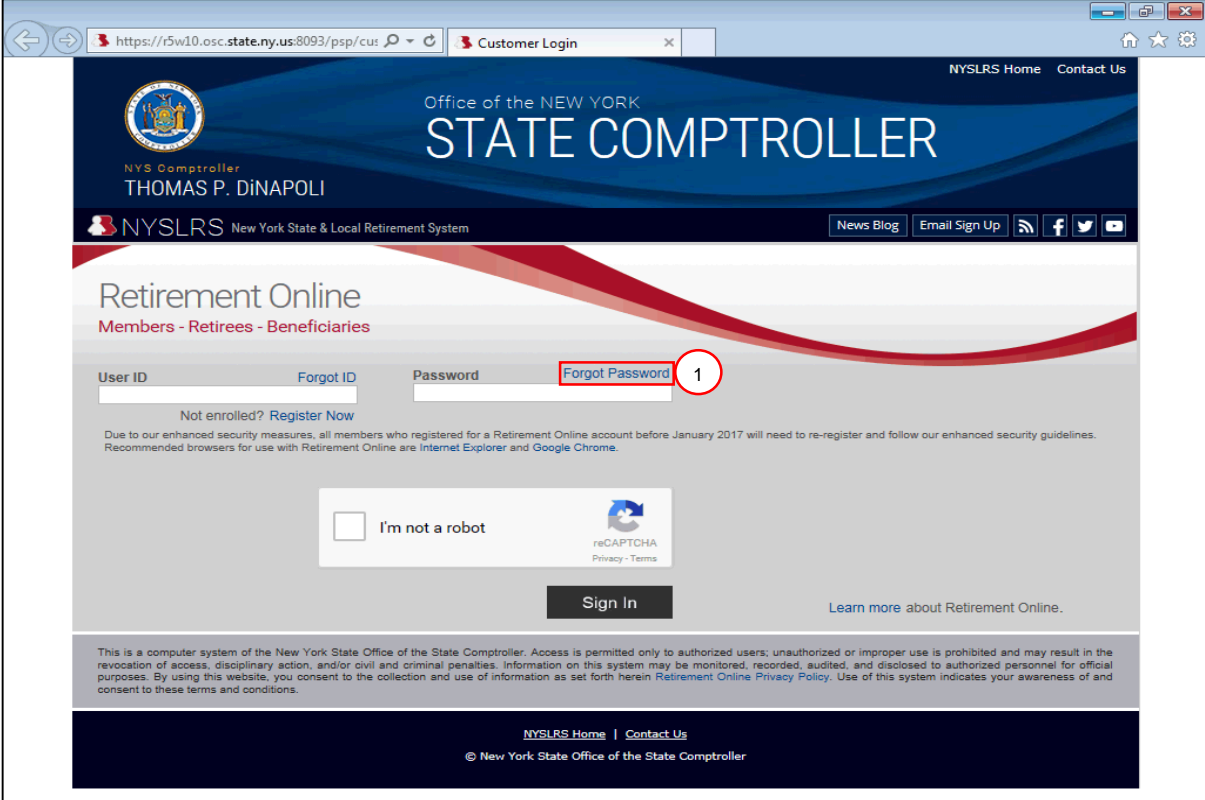
Forgot Password

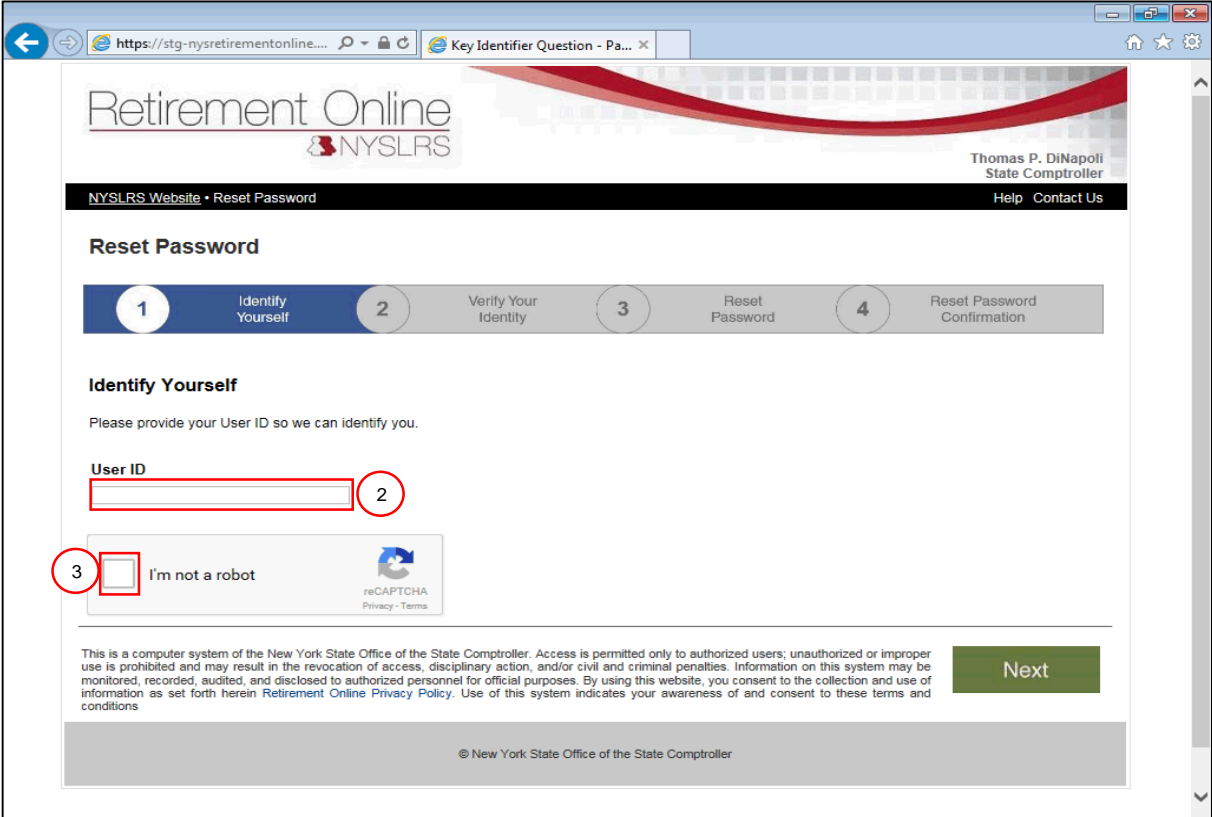
This guide shows you (as a member, retiree, or beneficiary) how to reset your password so you can sign in to Retirement Online.


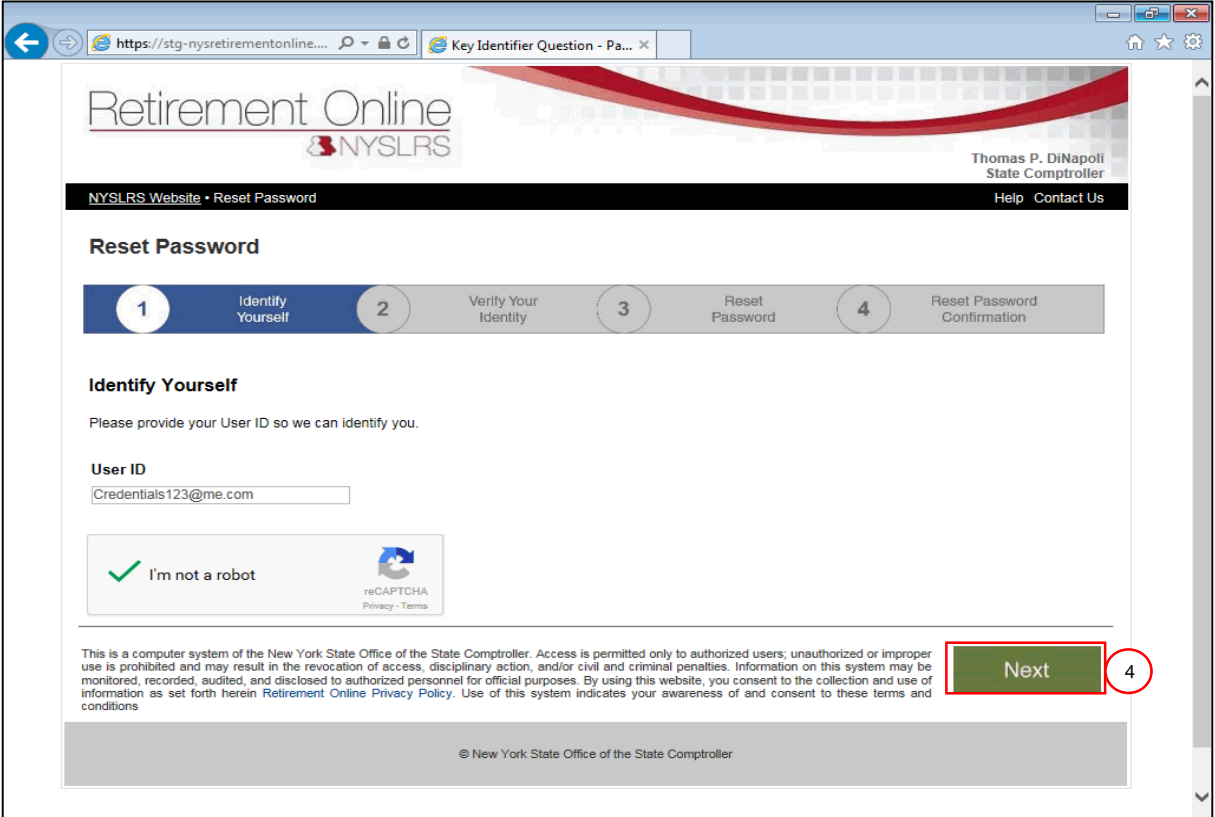
Scroll to the next page to begin.

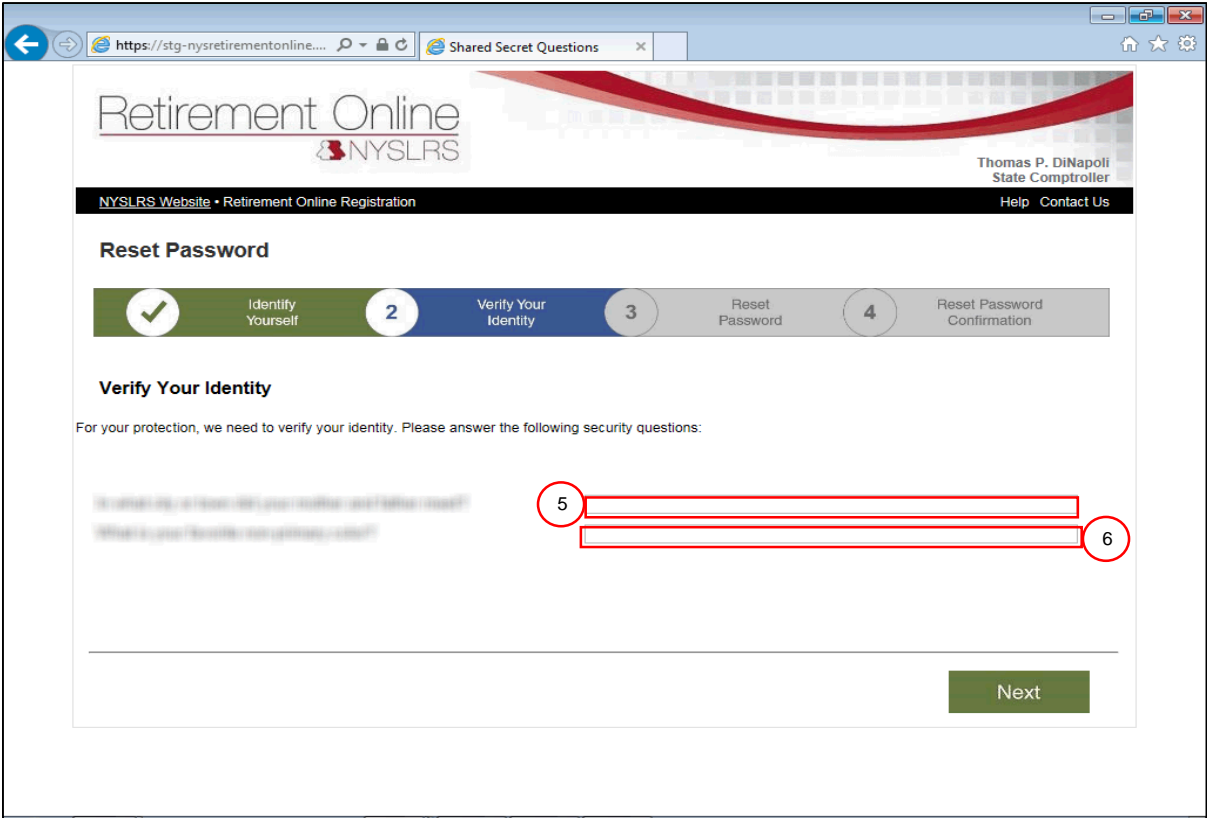
Next Page

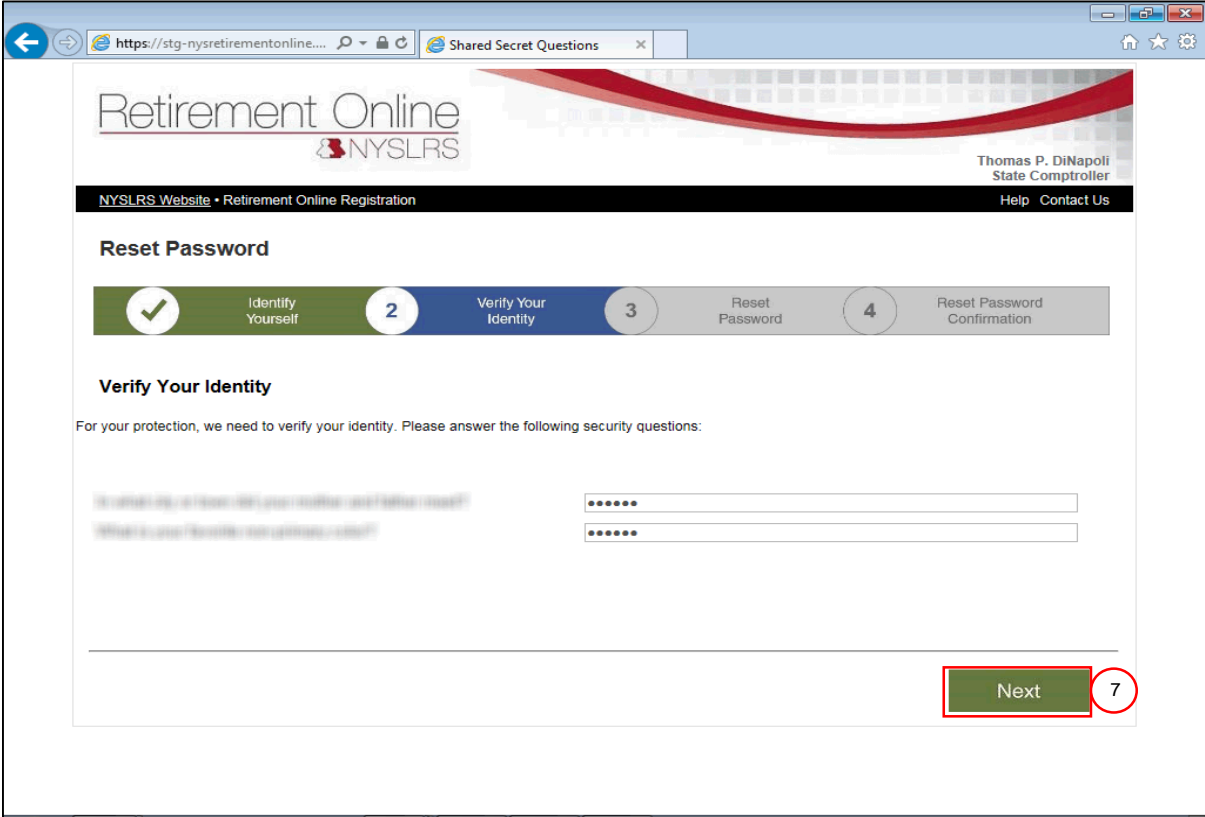


Step	Action
<p>1.</p>	<p>On the <i>Retirement Online Sign In</i> page, click Forgot Password.</p>  <p>The screenshot shows the Retirement Online sign-in page. At the top, it identifies the Office of the New York State Comptroller, Thomas P. DiNapoli, and the NYSLRS (New York State & Local Retirement System). The main heading is 'Retirement Online' with sub-headings for 'Members - Retirees - Beneficiaries'. There are input fields for 'User ID' and 'Password'. The 'Forgot Password' link is highlighted with a red box and a circled '1'. Below the fields is a 'Register Now' link for non-enrolled users, a reCAPTCHA 'I'm not a robot' checkbox, and a 'Sign In' button. A footer contains a disclaimer and contact information.</p>

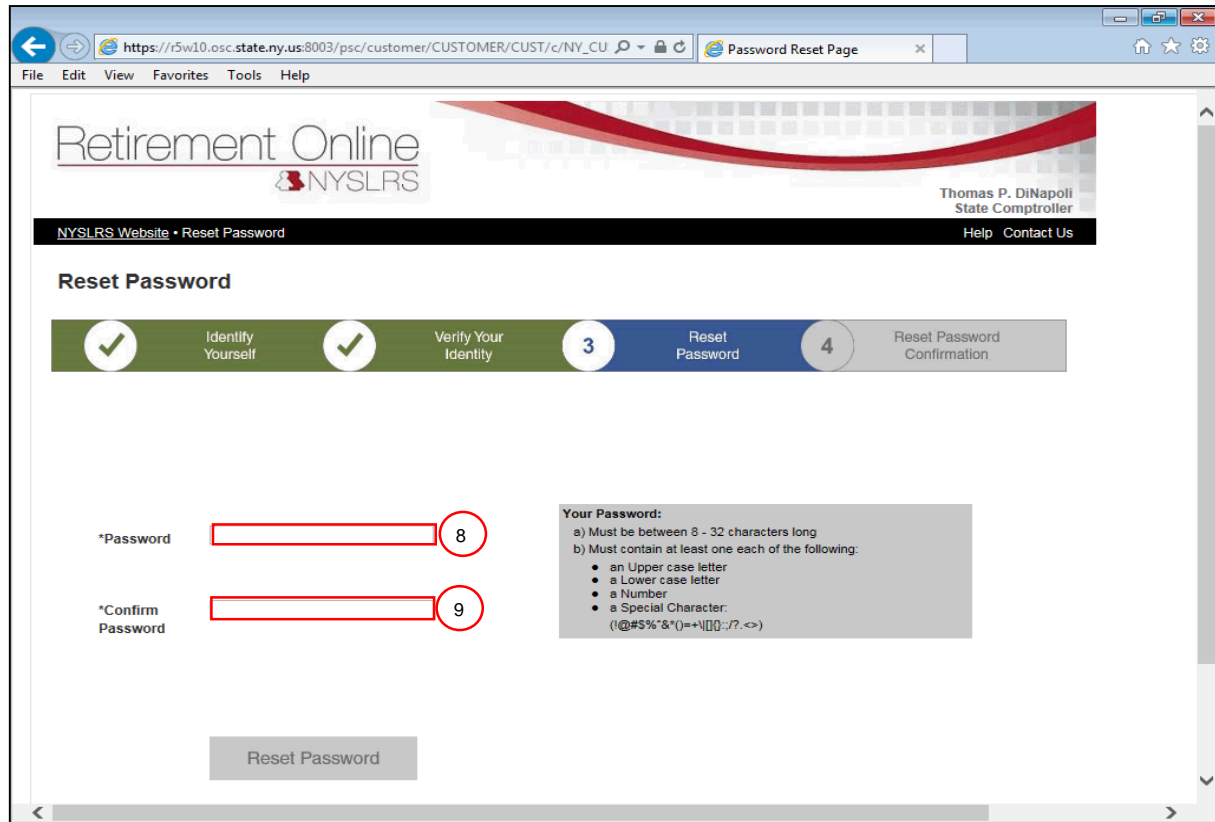
Step	Action	
2.	<p>The <i>Identify Yourself</i> page will display. Click in the User ID field and enter your User ID.</p> <div data-bbox="260 349 617 381" style="border: 1px solid black; width: 170px; height: 20px; margin: 5px 0;"></div> <p>Note: This is a required field. In this example, we will use: Credentials123@me.com</p>	
3.	<p>Select the I'm not a robot checkbox.</p> <div data-bbox="260 657 323 717" style="border: 1px solid black; width: 30px; height: 37px; margin: 5px 0;"></div> <p>Note: This is a security step to ensure only people can access Retirement Online.</p>	

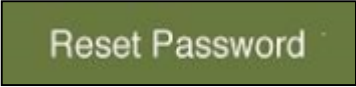
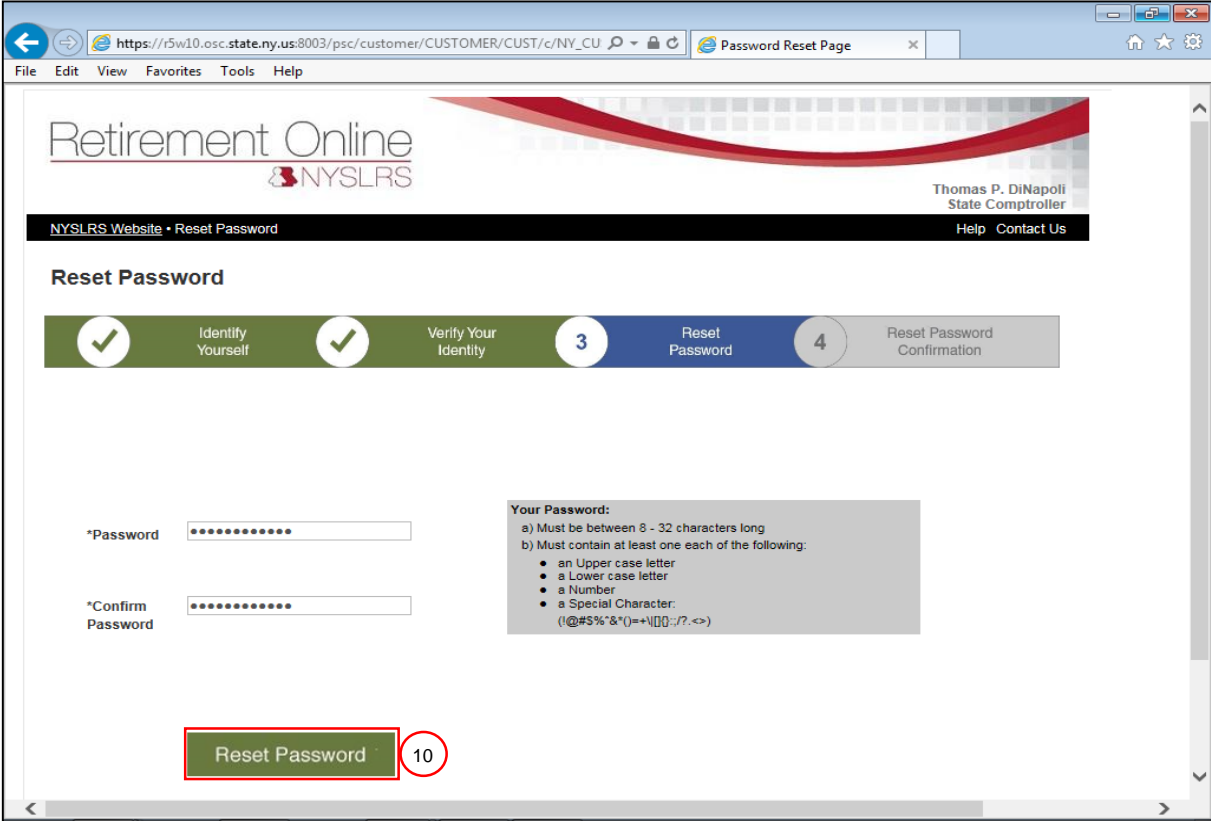
Step	Action	
<p>4.</p>	<p>Click Next.</p> 	 <p>The screenshot shows a web browser window with the URL https://stg-nysretirementonline.... The page title is "Retirement Online NYSLRS" and it is for Thomas P. DiNapoli, State Comptroller. The page is titled "Reset Password" and features a progress bar with four steps: 1. Identify Yourself (active), 2. Verify Your Identity, 3. Reset Password, and 4. Reset Password Confirmation. Under the "Identify Yourself" section, there is a text input field containing "Credentials123@me.com" and a reCAPTCHA widget with the text "I'm not a robot". At the bottom right of the page, a green "Next" button is highlighted with a red border, and a circled "4" is placed next to it. A disclaimer at the bottom states: "This is a computer system of the New York State Office of the State Comptroller. Access is permitted only to authorized users; unauthorized or improper use is prohibited and may result in the revocation of access, disciplinary action, and/or civil and criminal penalties. Information on this system may be monitored, recorded, audited, and disclosed to authorized personnel for official purposes. By using this website, you consent to the collection and use of information as set forth herein Retirement Online Privacy Policy. Use of this system indicates your awareness of and consent to these terms and conditions." The footer includes "© New York State Office of the State Comptroller".</p>

Step	Action	
<p>5.</p>	<p>The <i>Verify Your Identity</i> page will appear. The security questions you selected when you first signed in to Retirement Online will appear. Click in the First Question field and enter the answer to the question.</p> <div data-bbox="266 570 621 605" style="border: 1px solid black; height: 22px; width: 169px;"></div> <p>Note: You will always be asked two of the five security questions you selected. For security purposes, your answer will appear as black dots as you type.</p>	
<p>6.</p>	<p>Click in the Second Question field and enter the answer to the question.</p> <div data-bbox="266 1065 621 1101" style="border: 1px solid black; height: 22px; width: 169px;"></div> <p>Note: For security purposes, your answer will appear as black dots as you type.</p>	

Step	Action
7.	<p>Click Next.</p> 

Step	Action
8.	<p>The <i>Reset Password</i> page will appear. Click in the Password field and enter a new password.</p> <div data-bbox="268 349 625 386" style="border: 1px solid black; height: 23px; width: 170px;"></div> <p>Note: This is a required field. You must create a password following the guidelines listed in the gray box. For security purposes, your password will appear as black dots as you type.</p>
9.	<p>Click in the Confirm Password field and enter the same password you entered in the Password field.</p> <div data-bbox="268 917 625 954" style="border: 1px solid black; height: 23px; width: 170px;"></div> <p>Note: This is a required field. If your passwords do not match, you will receive an error message and will need to retype your passwords. For security purposes, your password will appear as black dots as you type.</p>



Step	Action	
10.	Click Reset Password . 	

Step	Action	
<p>11.</p>	<p>The <i>Reset Password Confirmation</i> page will appear. You have now completed resetting your Retirement Online password.</p> <p>Click Return to Log In to return to the <i>Retirement Online Sign In</i> page.</p> <p>Return to Log In</p>	