

Retirement Online

Troubleshooting

Internet Browsers

The software program you use to view content on the internet is called a *browser*. The most common browser is Internet Explorer, which is found on most Windows computers and mobile devices. Other browsers include Safari, Google Chrome and Firefox.

Retirement Online works best when you use Internet Explorer and Google Chrome.

You can download Internet Explorer or Google Chrome for your computer at the following links:

Internet Explorer: <https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>

Google Chrome: <https://www.google.com/chrome/browser/desktop/index.html>

Identity Verification Questions

You are asked a series of security questions when you register for *Retirement Online*.

These questions are provided to NYSLRS by a trusted third-party source to verify your identity so that your account is protected. This security measure provides protection against those who may have gained access to portions of your personal information.

NYSLRS does not store or maintain these questions or your responses.

Users of the Old *Retirement Online* System

Our original *Retirement Online* system was taken out of service in December 2016 and replaced with a new suite of tools for members and retirees. If you created a *Retirement Online* account prior to January 2017, you must re-register for the new *Retirement Online*. The new *Retirement Online* gives you a convenient and secure way to view and manage your benefits. We think you'll like the improvements, and we hope you register for an account at www.osc.state.ny.us/retire/retirement_online/customers.php.