

Thomas P. DiNapoli, State Comptroller



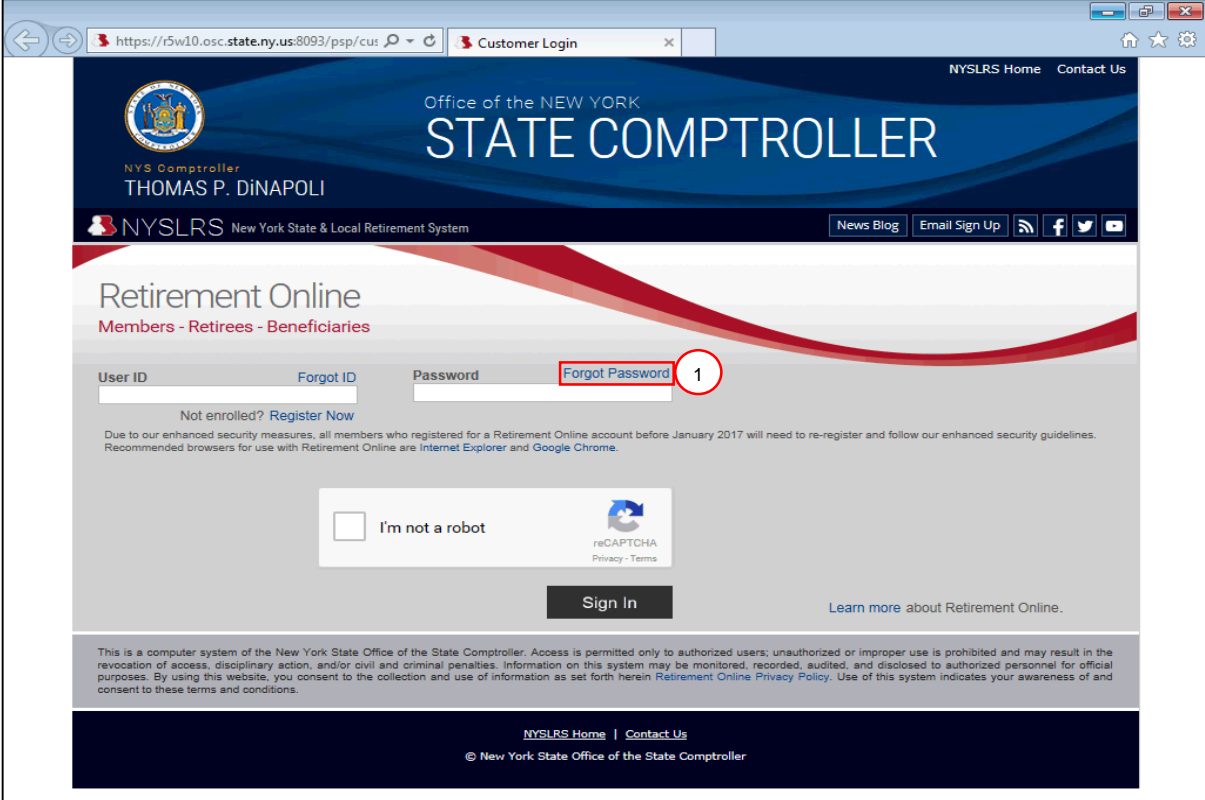
## Forgot Password

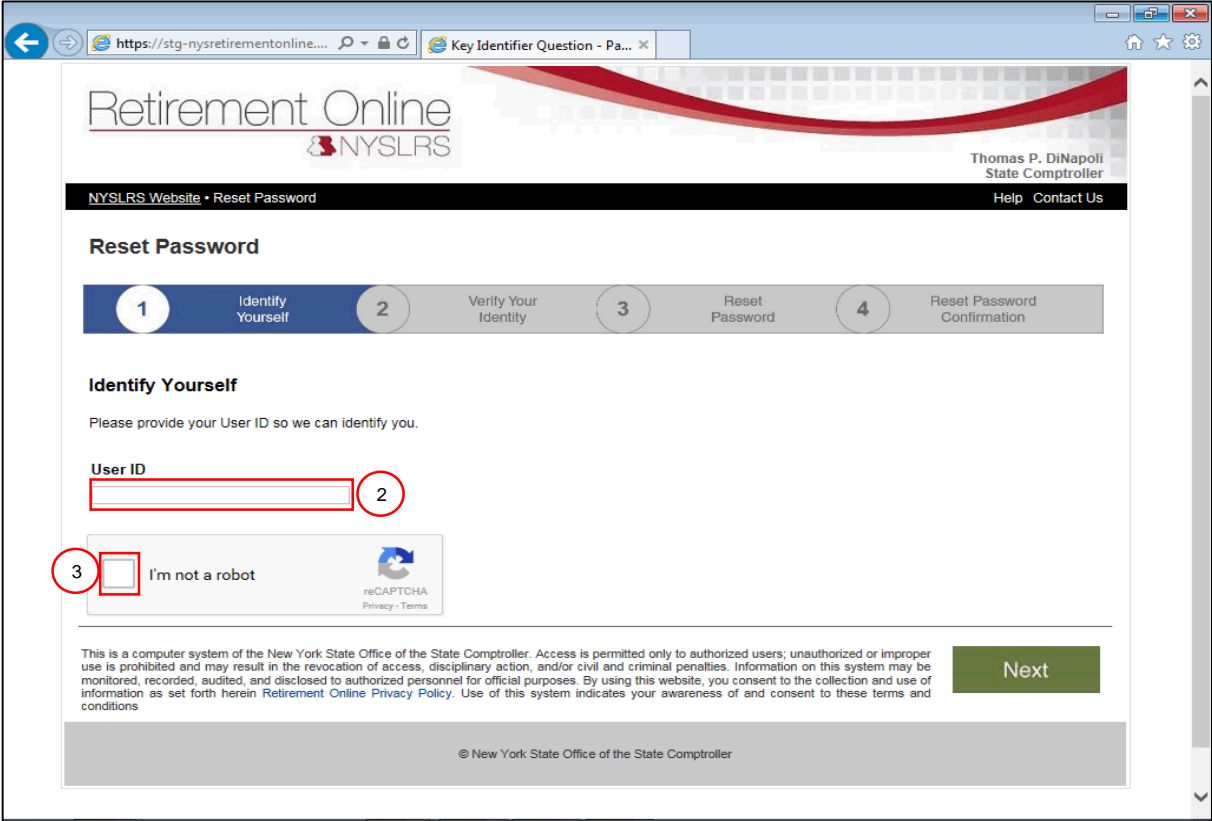
This guide shows you (as a member, retiree, or beneficiary) how to reset your password so you can sign in to Retirement Online.


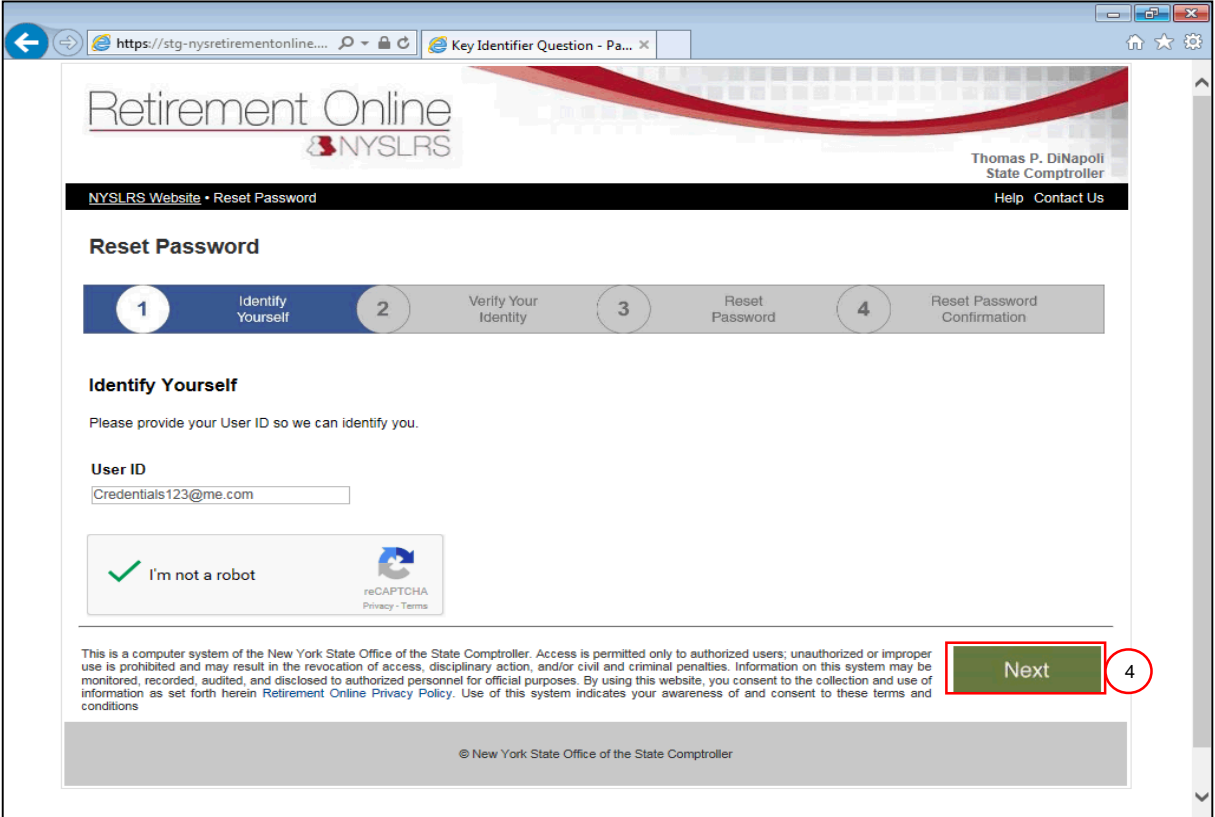
**Scroll to the next page to begin.**

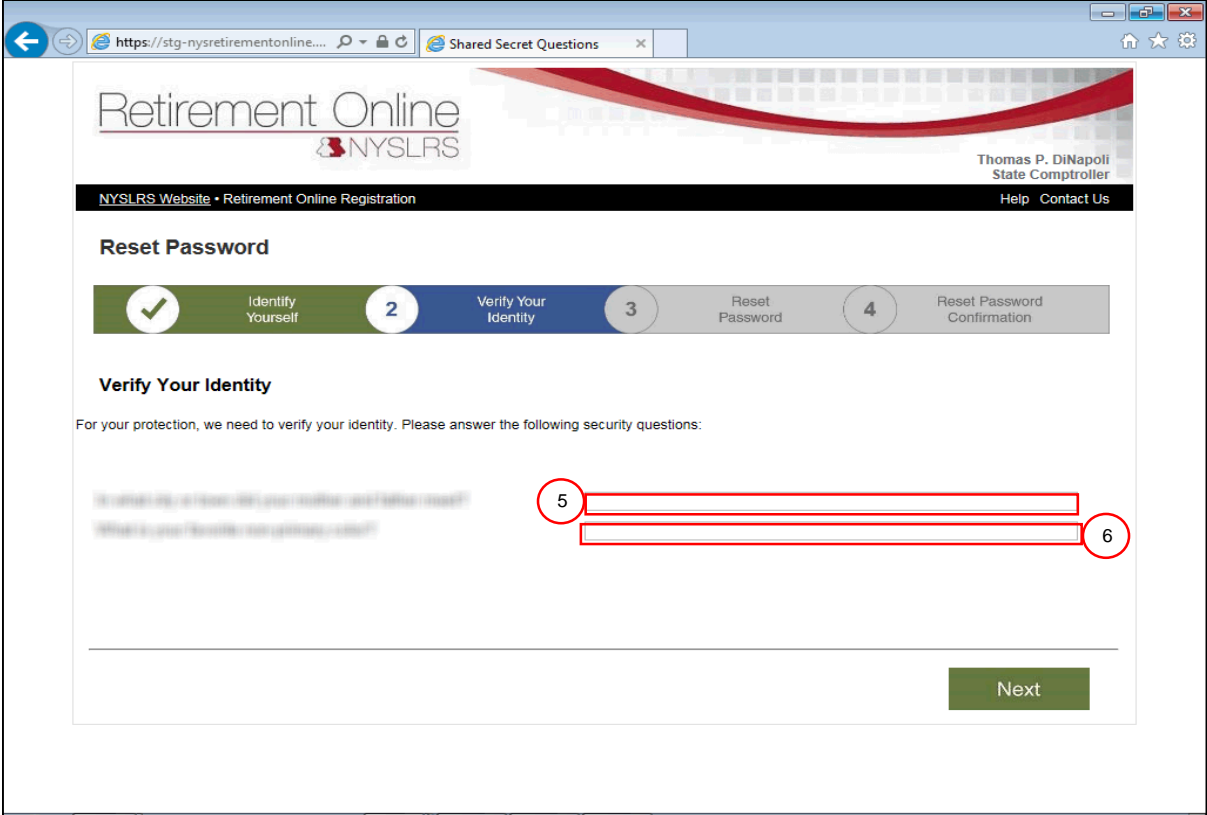
**Next Page**

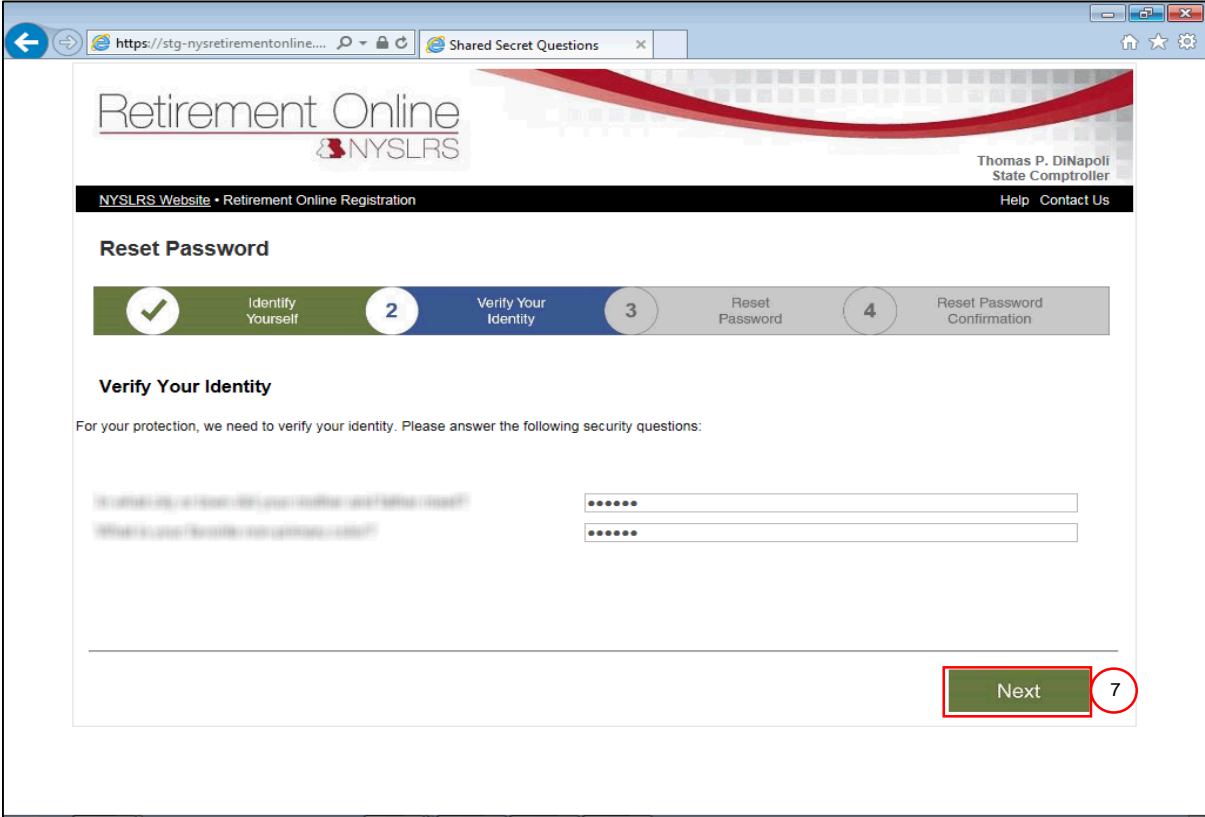


Step	Action
1.	<p>On the <i>Retirement Online Sign In</i> page, click <b>Forgot Password</b>.</p>  <p>The screenshot shows the Retirement Online sign-in page. At the top, it identifies the Office of the New York State Comptroller, Thomas P. DiNapoli, and the NYSLRS system. The main heading is 'Retirement Online' with sub-links for 'Members - Retirees - Beneficiaries'. The sign-in form includes fields for 'User ID' and 'Password'. The 'Forgot Password' link is highlighted with a red box and a circled '1'. Below the form is a reCAPTCHA 'I'm not a robot' checkbox and a 'Sign In' button. A footer contains a disclaimer and contact information.</p>

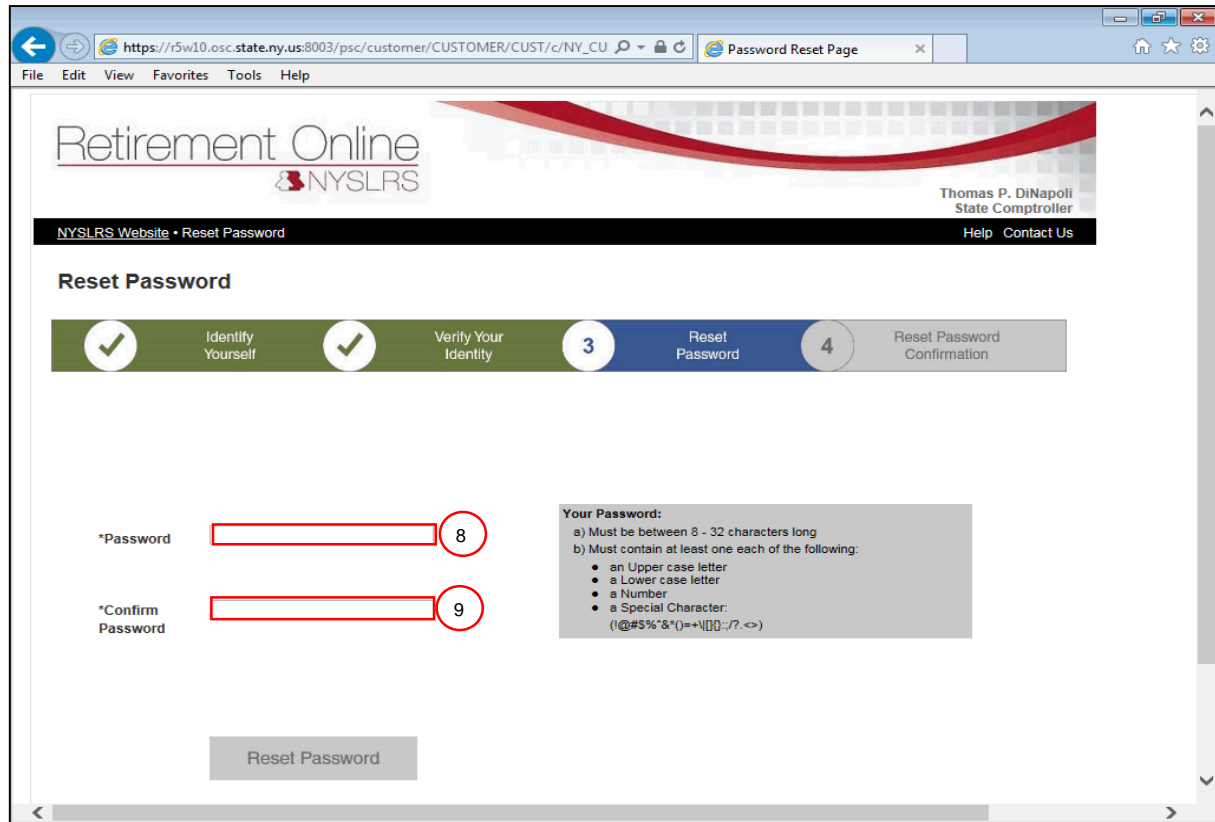
Step	Action	
2.	<p>The <i>Identify Yourself</i> page will display. Click in the <b>User ID</b> field and enter your User ID.</p> <div data-bbox="260 350 617 383" style="border: 1px solid black; width: 170px; height: 20px; margin: 5px 0;"></div> <p><b>Note:</b> This is a required field. In this example, we will use: Credentials123@me.com</p>	
3.	<p>Select the <b>I'm not a robot</b> checkbox.</p> <div data-bbox="260 659 323 721" style="border: 1px solid black; width: 30px; height: 38px; margin: 5px 0;"></div> <p><b>Note:</b> This is a security step to ensure only people can access Retirement Online.</p>	

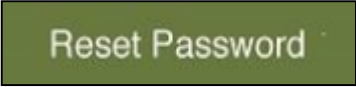
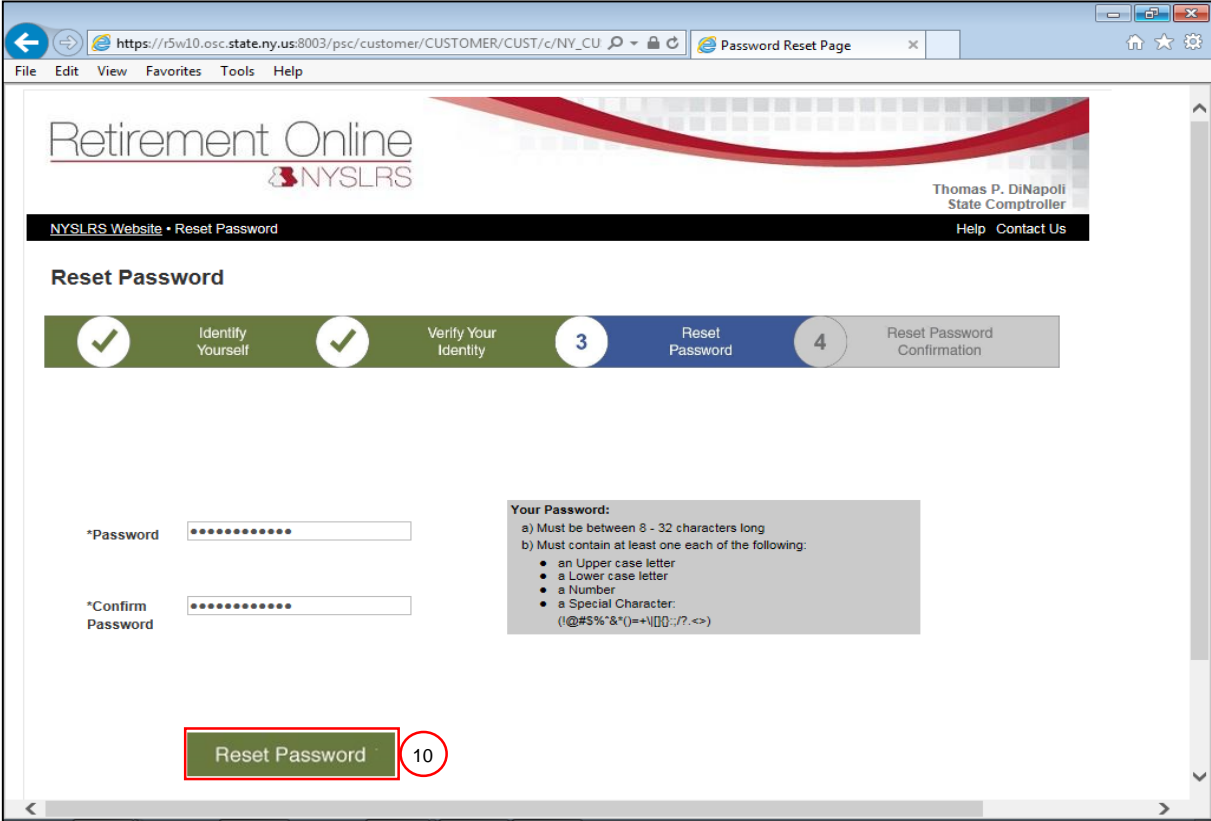
Step	Action	
<p>4.</p>	<p>Click <b>Next</b>.</p> 	 <p>The screenshot shows a web browser window with the URL <a href="https://stg-nysretirementonline...">https://stg-nysretirementonline...</a>. The page title is "Retirement Online NYSLRS" and it is for Thomas P. DiNapoli, State Comptroller. The page is titled "Reset Password" and shows a progress bar with four steps: 1. Identify Yourself (active), 2. Verify Your Identity, 3. Reset Password, and 4. Reset Password Confirmation. Under "Identify Yourself", there is a text input field containing "Credentials123@me.com" and a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". At the bottom right, a green "Next" button is highlighted with a red border, and a circled "4" is 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 contains "© 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 <b>First Question</b> field and enter the answer to the question.</p> <div data-bbox="268 570 621 605" style="border: 1px solid black; height: 22px; width: 168px;"></div> <p><b>Note:</b> 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 <b>Second Question</b> field and enter the answer to the question.</p> <div data-bbox="268 1065 621 1101" style="border: 1px solid black; height: 22px; width: 168px;"></div> <p><b>Note:</b> For security purposes, your answer will appear as black dots as you type.</p>	

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

Step	Action
8.	<p>The <i>Reset Password</i> page will appear. Click in the <b>Password</b> 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><b>Note:</b> 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 <b>Confirm Password</b> 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><b>Note:</b> 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 <b>Reset Password</b> . 	 <p>The screenshot shows the 'Password Reset Page' in a browser window. The URL is https://r5w10.osc.state.ny.us:8003/psc/customer/CUSTOMER/CUST/c/NY_CU. The page header includes 'Retirement Online' and 'NYSLRS'. A navigation bar shows 'Thomas P. DiNapoli, State Comptroller' and 'Help Contact Us'. The main heading is 'Reset Password'. A progress bar indicates the current step is '3 Reset Password'. Below the progress bar, there are two input fields: '*Password' and '*Confirm Password'. To the right of the input fields, there is a 'Your Password:' section with instructions: 'a) Must be between 8 - 32 characters long' and 'b) Must contain at least one each of the following: an Upper case letter, a Lower case letter, a Number, a Special Character: (!@#%*&amp;()*=+~ []:./?.&lt;-&gt;'. At the bottom of the page, a 'Reset Password' button is highlighted with a red box and a circled '10'.</p>



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 <b>Return to Log In</b> to return to the <i>Retirement Online Sign In</i> page.</p> <p><b>Return to Log In</b></p>	