

Thomas P. DiNapoli, State Comptroller



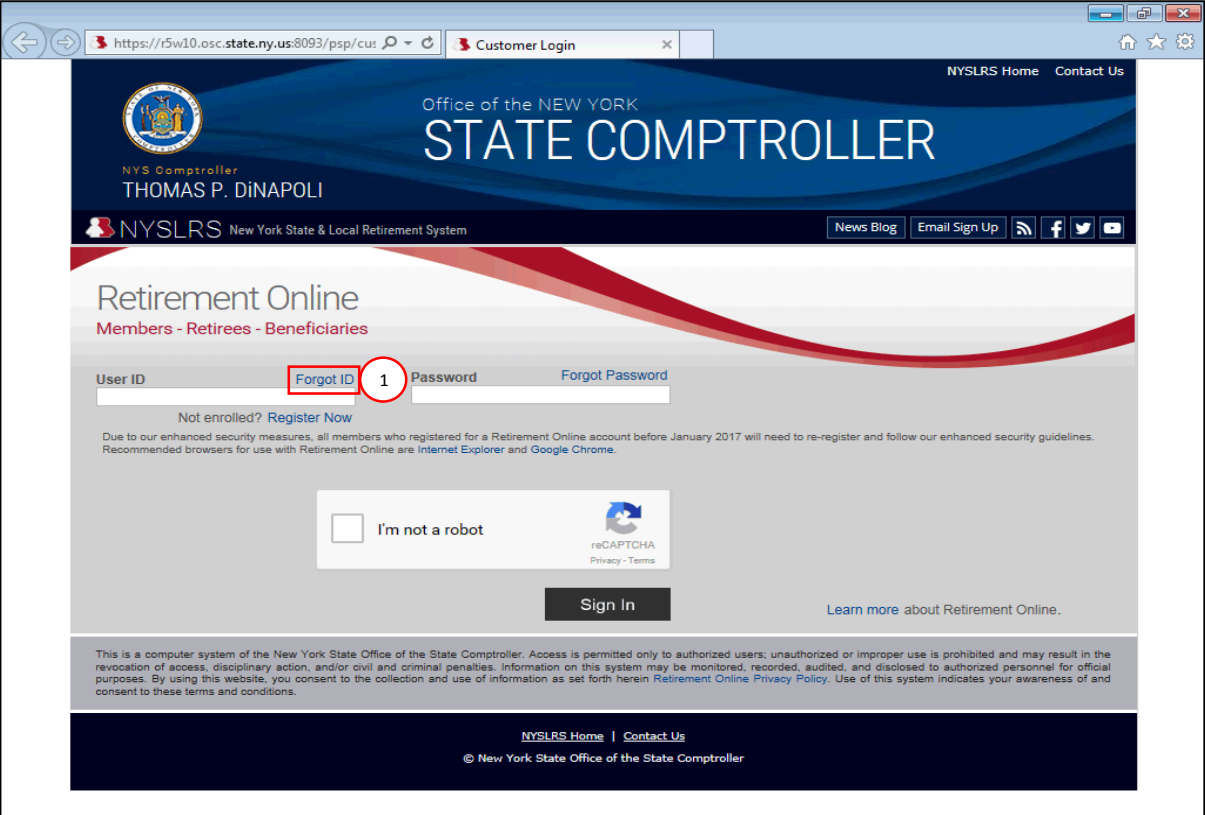
Forgot User ID

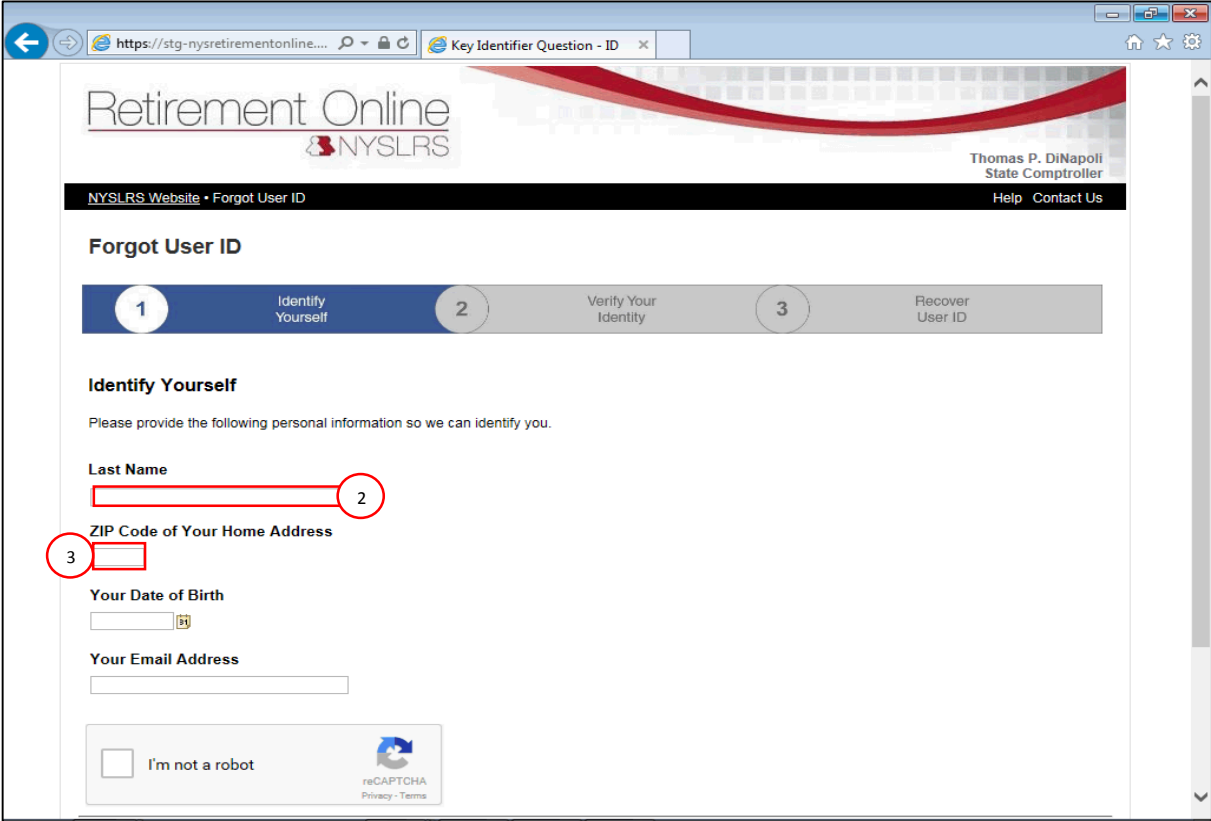
This guide shows you (as a member, retiree, or beneficiary) how to retrieve your User ID so you can sign in to Retirement Online.

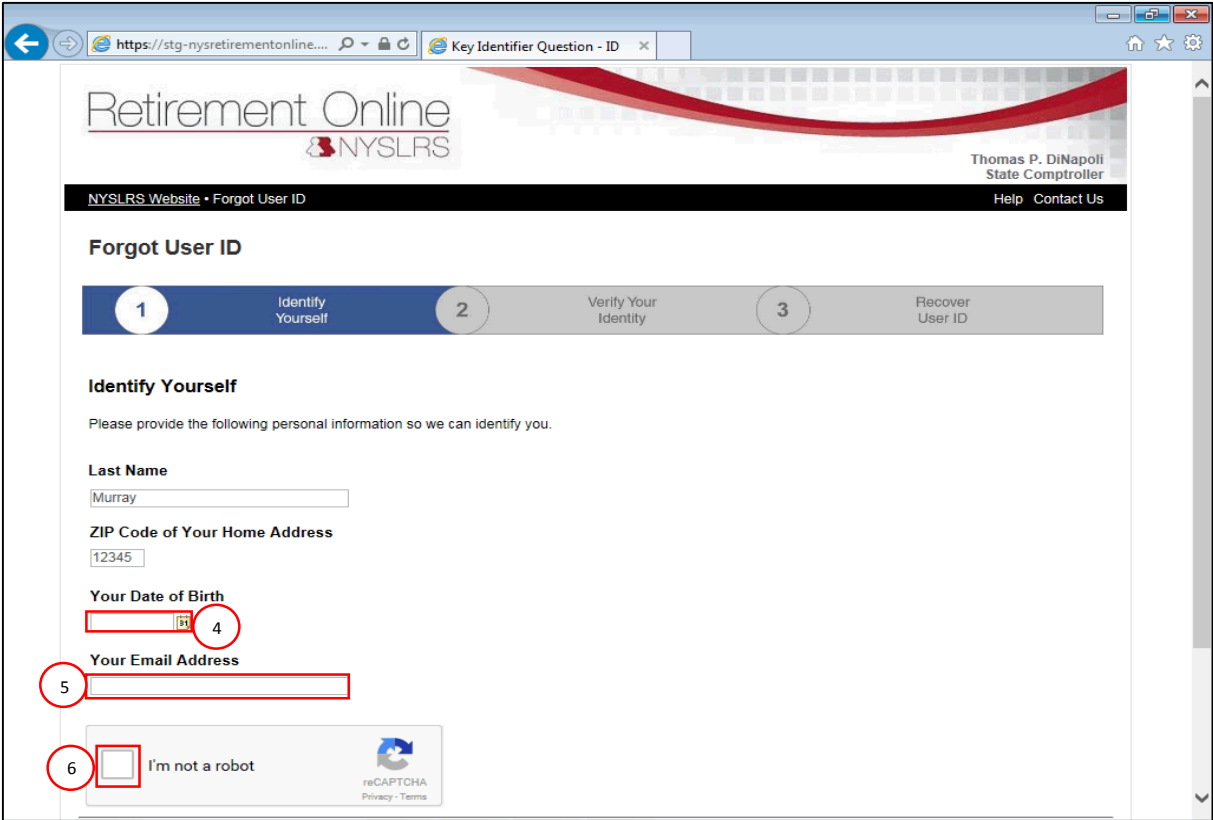
Scroll to the next page to begin.

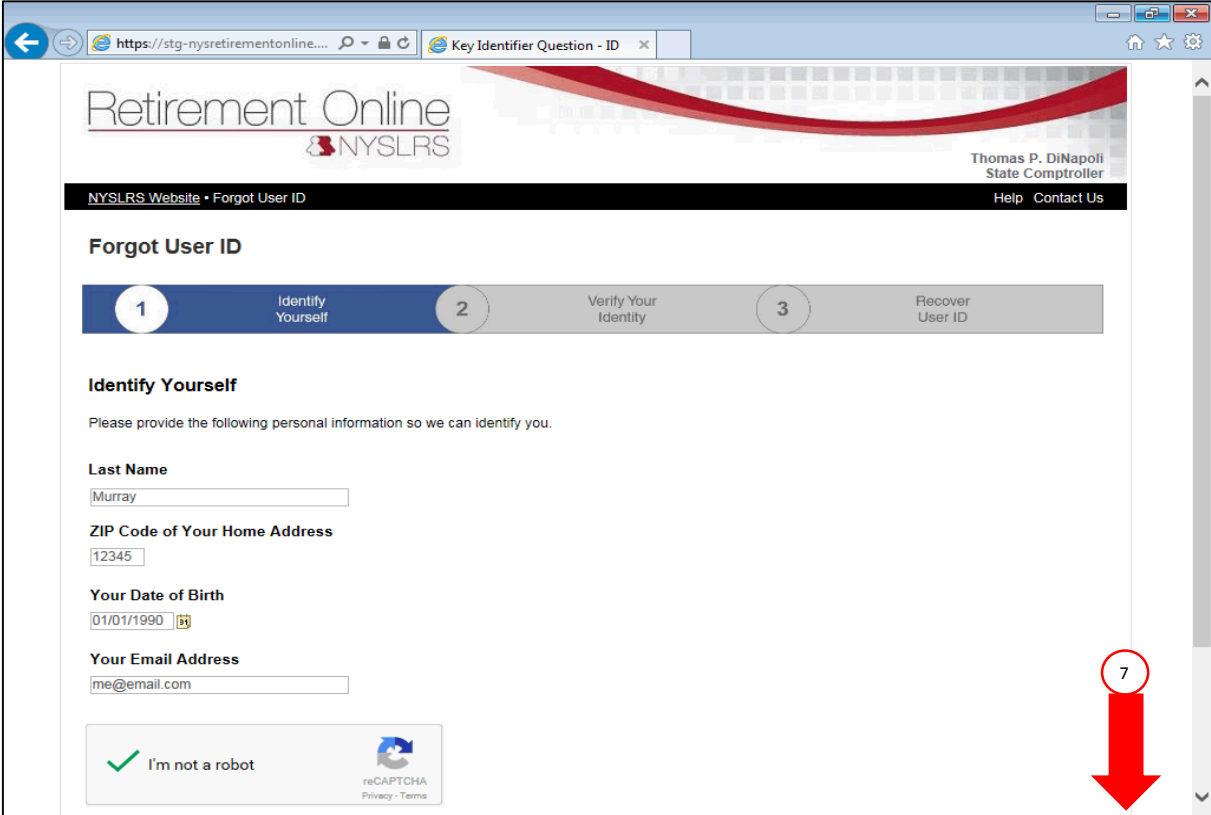
Next Page

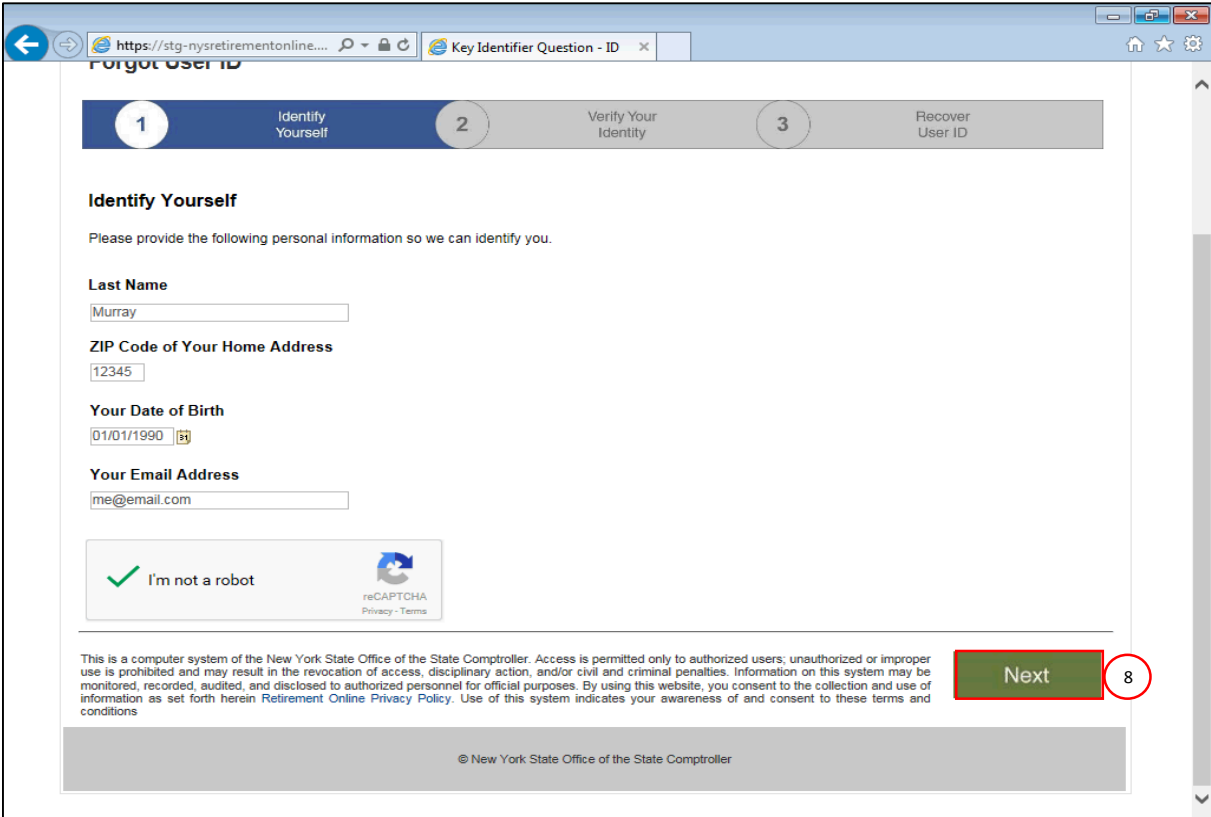


Step	Action
1.	<p>On the <i>Retirement Online Sign In</i> page, click Forgot ID.</p> <p>Forgot ID</p>  <p>The screenshot shows the Retirement Online sign-in page. At the top, it says 'Office of the NEW YORK STATE COMPTROLLER' and 'NYS Comptroller THOMAS P. DINAPOLI'. Below that is the 'Retirement Online' header with 'Members - Retirees - Beneficiaries'. The sign-in form has two input fields: 'User ID' and 'Password'. The 'Forgot ID' link is highlighted with a red box, and a circled '1' is placed next to the 'Password' field. There is also a 'Forgot Password' link. Below the form is a reCAPTCHA 'I'm not a robot' checkbox and a 'Sign In' button. At the bottom, there is a disclaimer and footer information.</p>

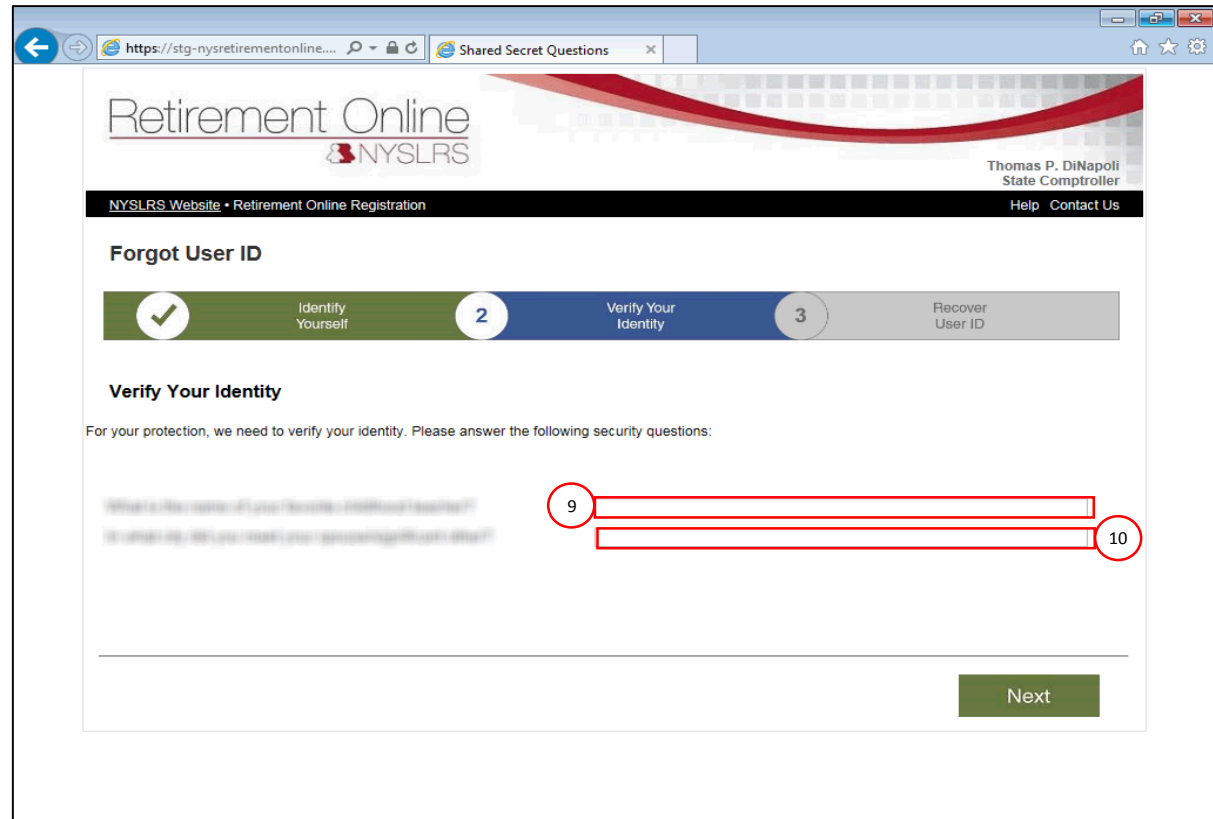
Step	Action	
2.	<p>The <i>Identify Yourself</i> page will display. Click in the Last Name field and enter your last name.</p> <div data-bbox="258 350 598 381" style="border: 1px solid black; width: 162px; height: 19px; margin-bottom: 10px;"></div> <p>Note: This is a required field. In this example, we will use: Murray.</p>	
3.	<p>Click in the ZIP Code of Your Home Address field and enter the ZIP code of your home address.</p> <div data-bbox="258 727 357 771" style="border: 1px solid black; width: 47px; height: 27px; margin-bottom: 10px;"></div> <p>Note: This is a required field. In this example, we will use: 12345.</p>	

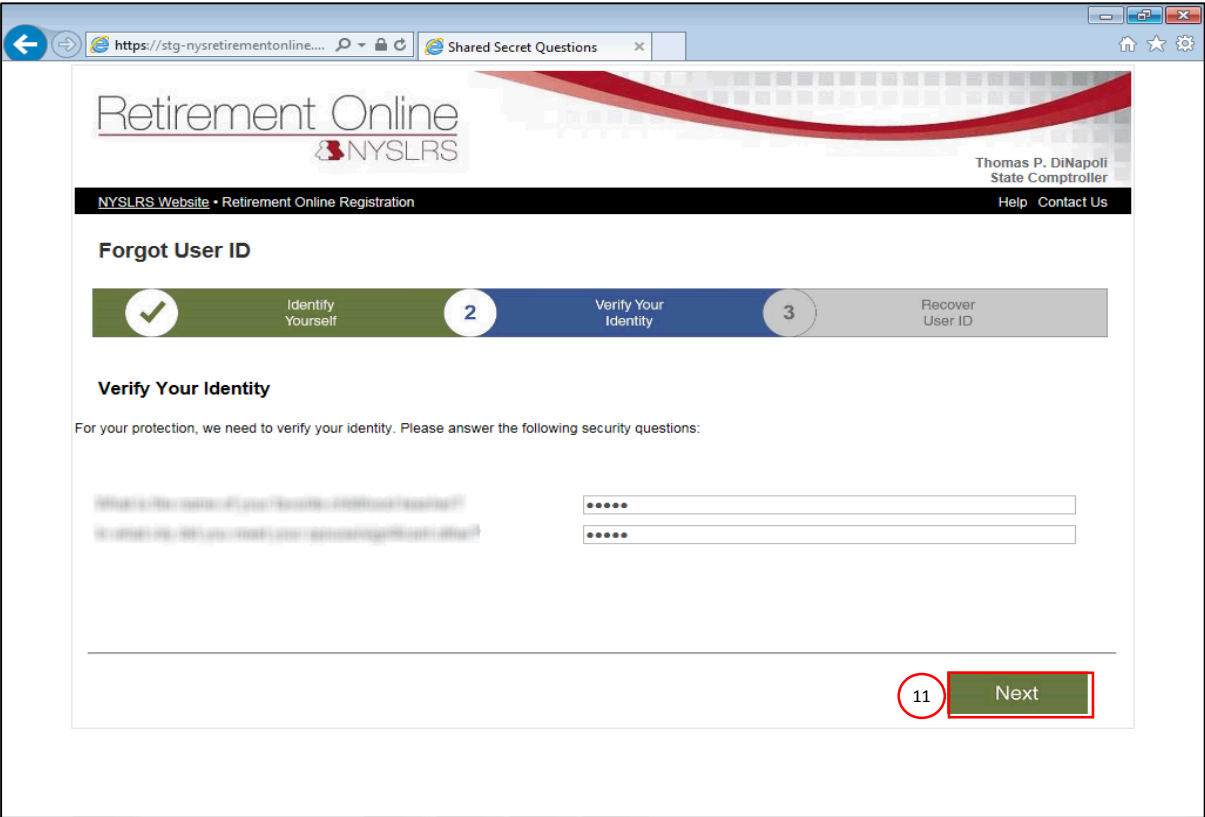
Step	Action	
4.	<p>Click in the Your Date of Birth field and enter your date of birth.</p> <input data-bbox="254 305 390 345" type="text"/> <p>Note: This is a required field. You can use the calendar icon to view a calendar pop-up and select your date of birth, or you can type it in. If using the calendar, choose the year first, then month and day. In this example, we will use: 01/01/1990.</p>	
5.	<p>Next, click in the Enter Email Address field and enter your email address.</p> <input data-bbox="254 914 602 946" type="text"/> <p>Note: This is a required field. In this example, we will use: me@email.com.</p>	
6.	<p>Select the I'm not a robot checkbox.</p> <input data-bbox="254 1149 317 1206" type="checkbox"/> <p>Note: This is a security step to ensure only people can access Retirement Online.</p>	

Step	Action
7.	<p data-bbox="247 199 562 264">Scroll down until you see the Next button.</p> 

Step	Action
<p>8.</p>	<p>Click Next.</p> 

Step	Action
<p>9.</p>	<p>The <i>Verify Your Identity</i> screen will appear. The security questions you selected when you first signed in to <i>Retirement Online</i> will appear. Click in the First Question field and enter the answer to the question.</p> <div data-bbox="254 527 611 565" style="border: 1px solid black; height: 23px; width: 170px;"></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>10.</p>	<p>Click in the Second Question field and enter the answer to the question.</p> <div data-bbox="254 1047 611 1084" style="border: 1px solid black; height: 23px; width: 170px;"></div> <p>Note: For security purposes, your answer will appear as black dots as you type.</p>



Step	Action
<p>11.</p>	<p>Click Next.</p> 

Step	Action
<p>12.</p>	<p>The <i>User ID Found</i> page will appear and list your User ID. You have now completed retrieving your Retirement Online User ID.</p> <p>Click Return to Customer Sign in to return to the <i>Retirement Online Sign In</i> page.</p> <p>Return to Customer Sign in</p>

