

Thomas P. DiNapoli, State Comptroller



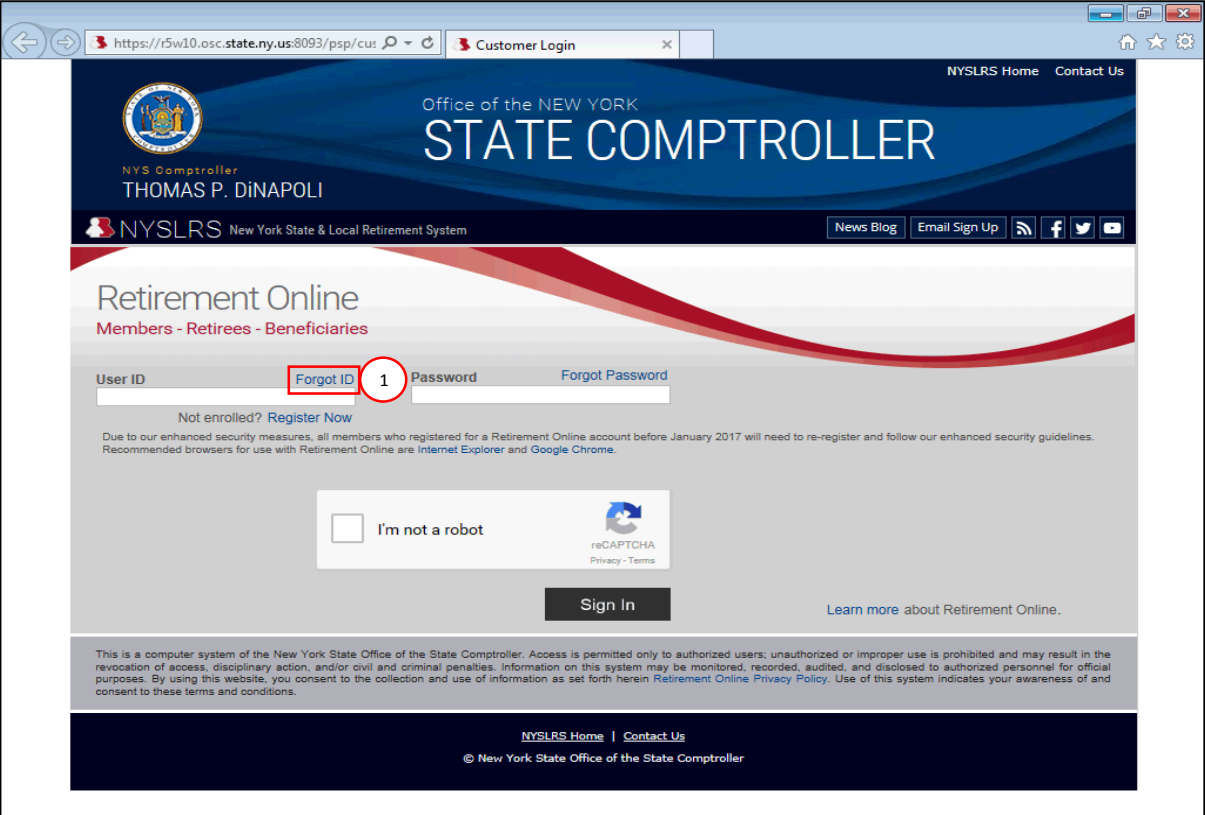
## Forgot User ID

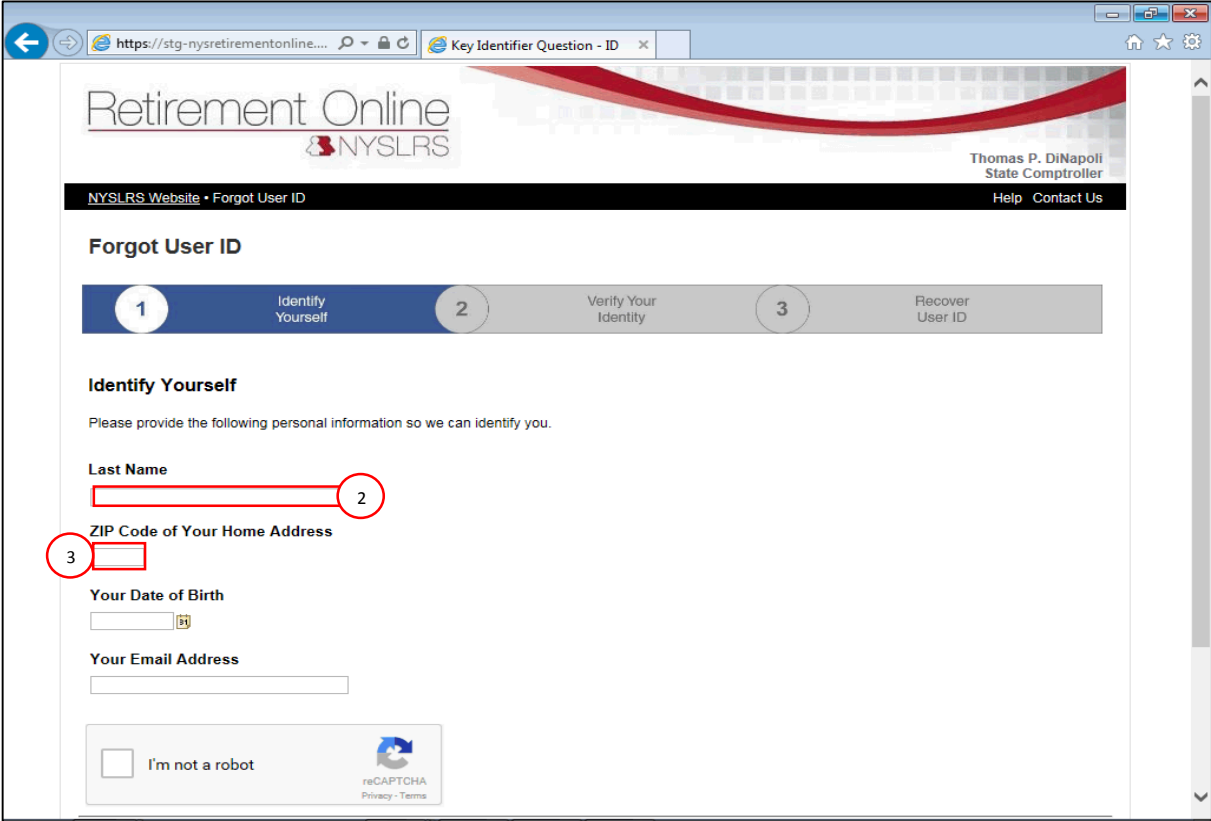
This guide shows you (as a member, retiree, or beneficiary) how to retrieve your User ID so you can sign in to Retirement Online.

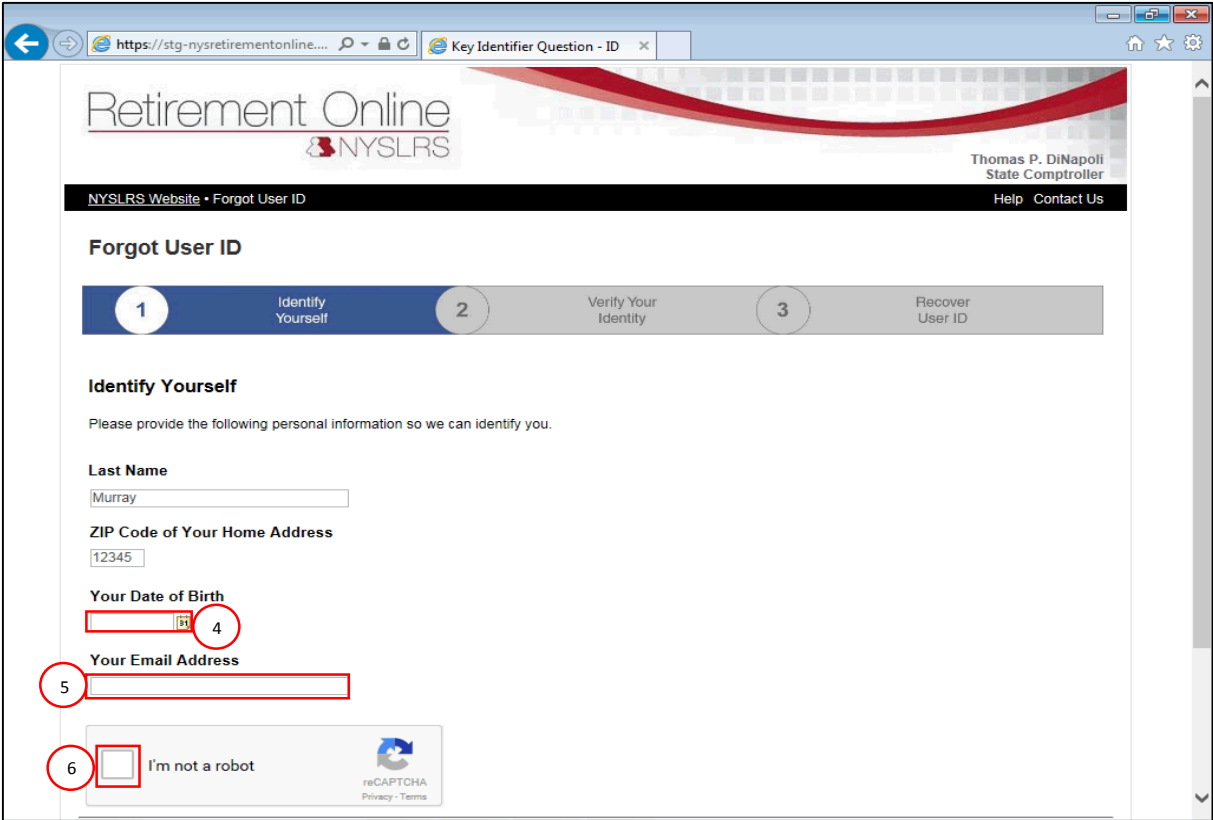
**Scroll to the next page to begin.**

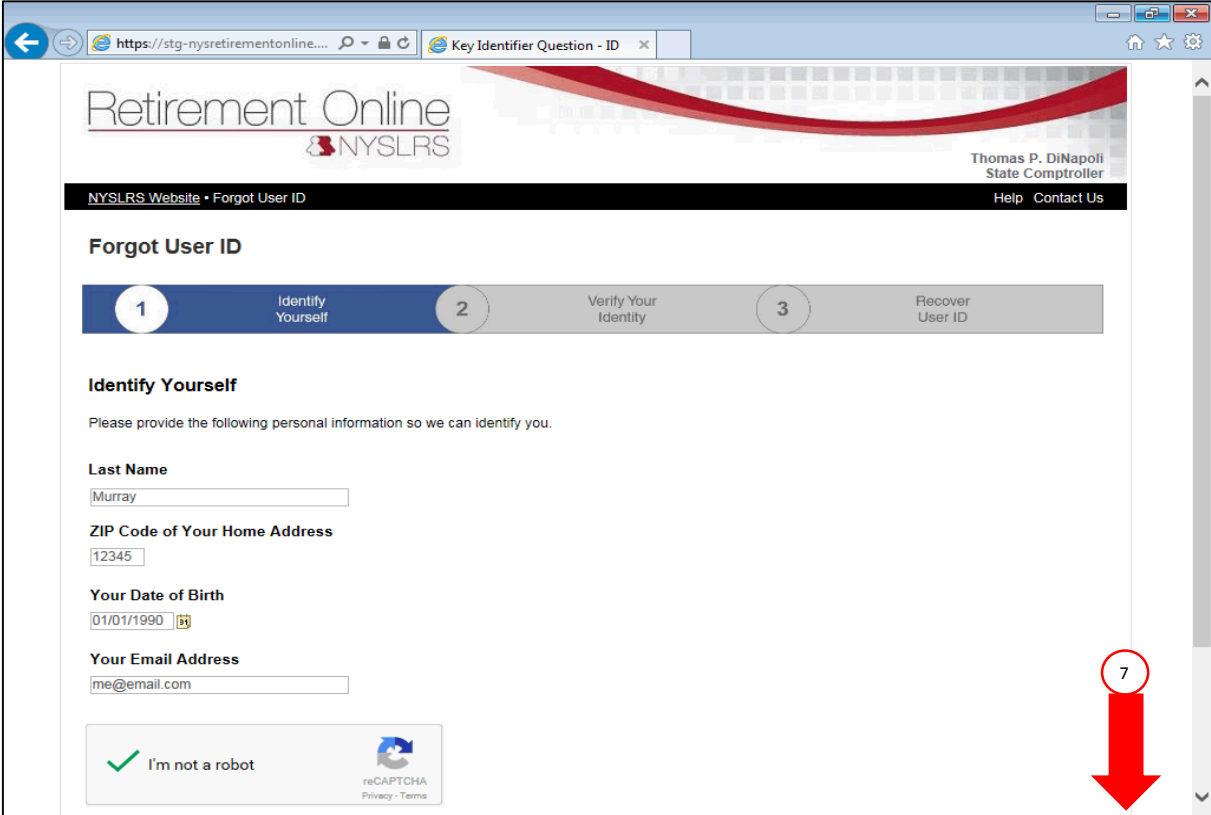
**Next Page**

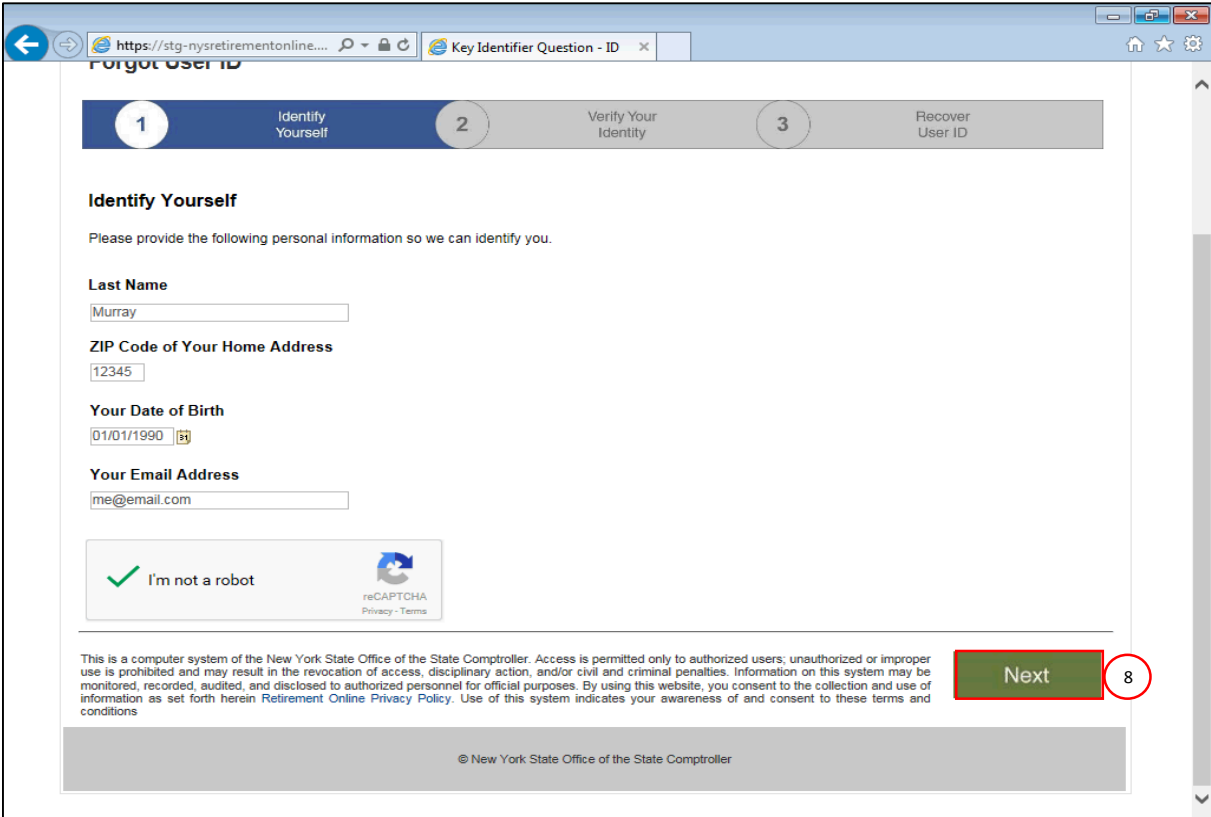


Step	Action
<p>1.</p>	<p>On the <i>Retirement Online Sign In</i> page, click <b>Forgot ID</b>.</p> <p><a href="#">Forgot ID</a></p> 

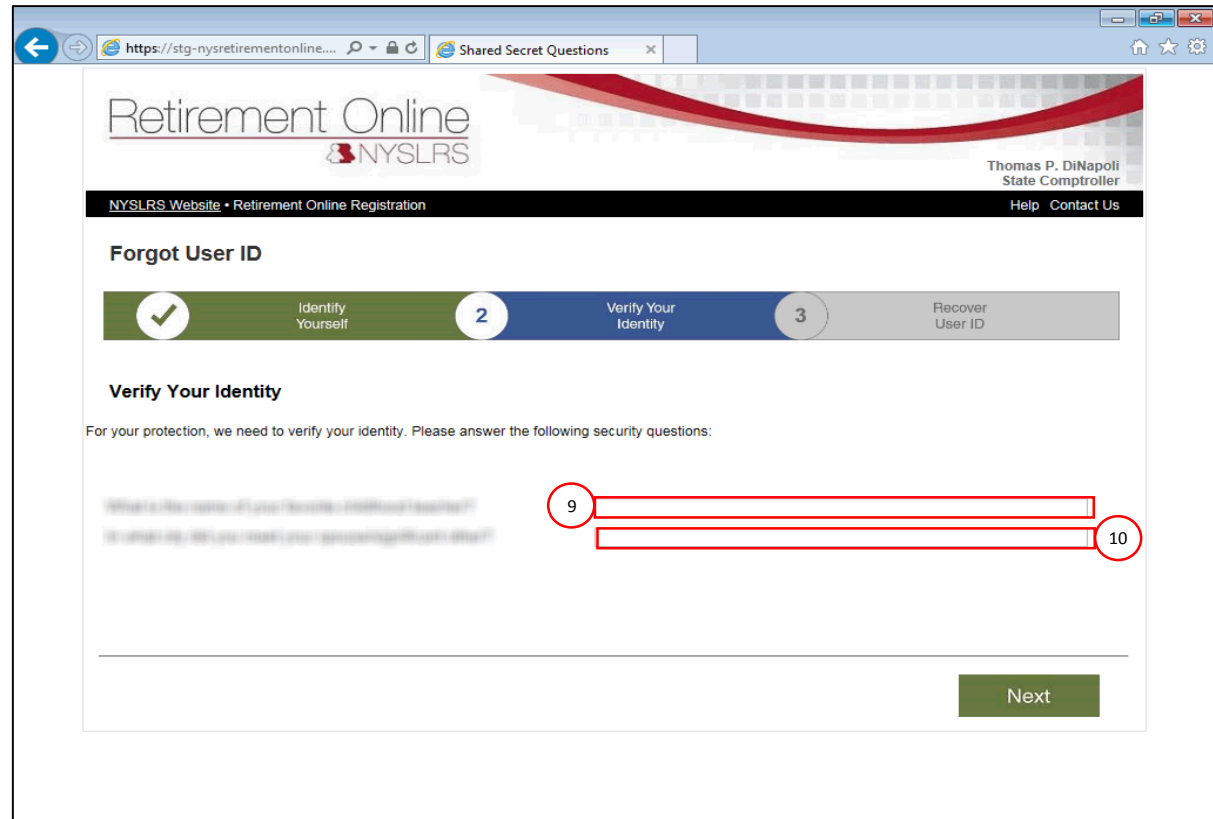
Step	Action	
2.	<p>The <i>Identify Yourself</i> page will display. Click in the <b>Last Name</b> field and enter your last name.</p> <div data-bbox="258 350 598 381" style="border: 1px solid black; width: 162px; height: 19px; margin-bottom: 10px;"></div> <p><b>Note:</b> This is a required field. In this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

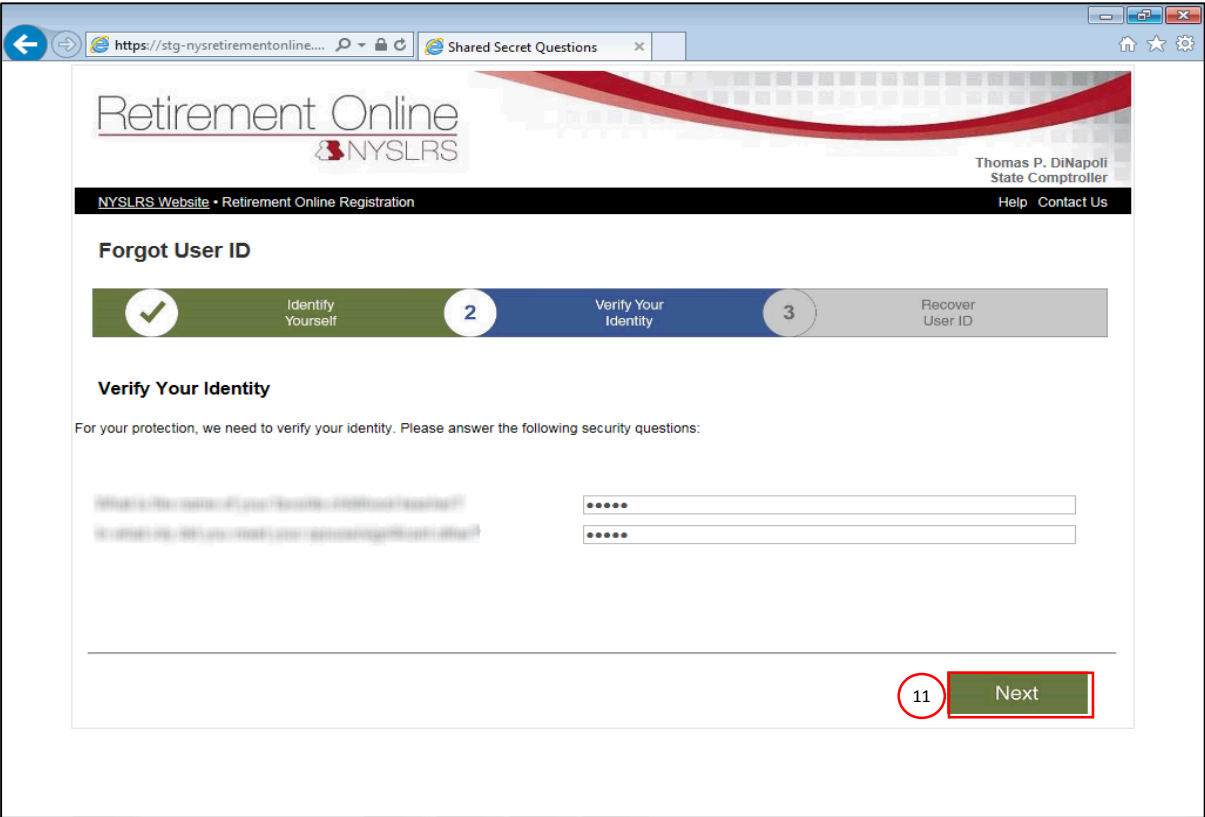
Step	Action	
4.	<p>Click in the <b>Your Date of Birth</b> field and enter your date of birth.</p> <p><input type="text"/></p> <p><b>Note:</b> This is a required field. You can use the calendar icon to view a calendar pop-up and select your date of birth, or you can type it in. If using the calendar,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

Step	Action	
7.	Scroll down until you see the Next button.	

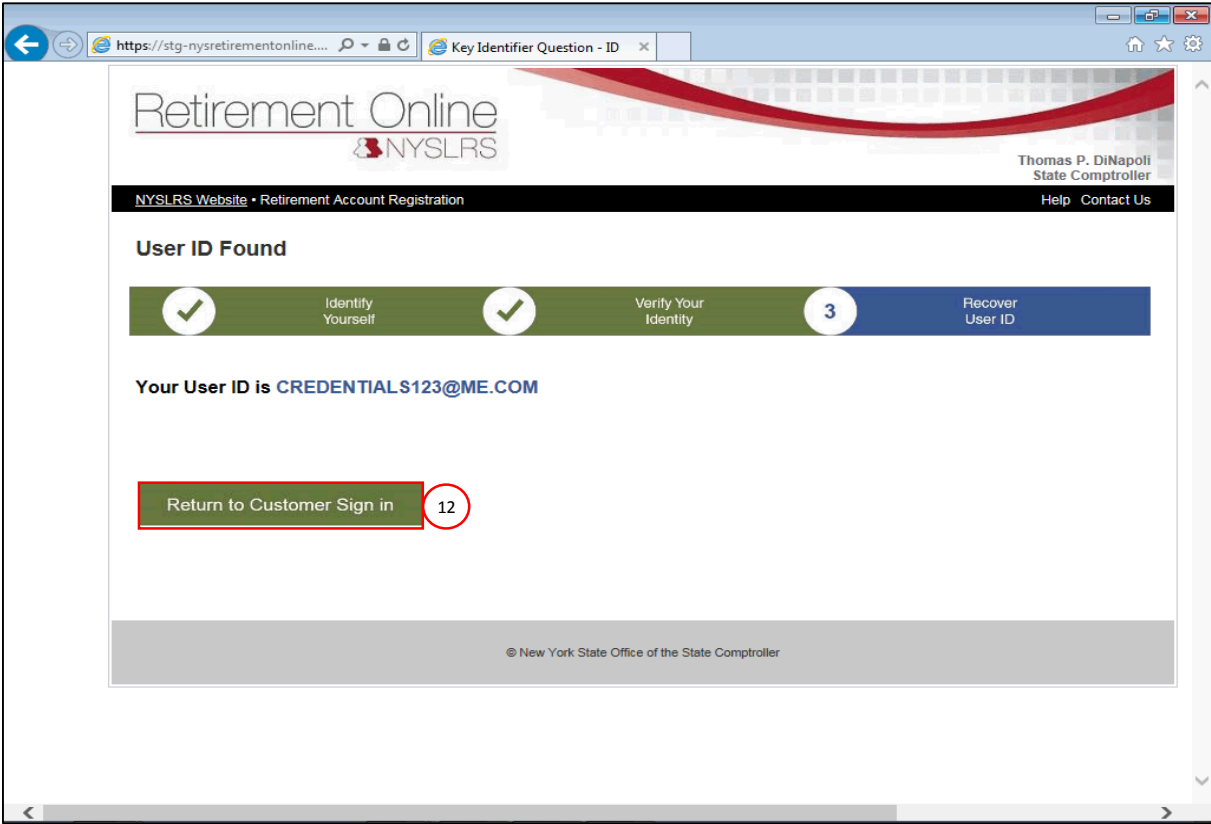
Step	Action
<p>8.</p>	<p>Click <b>Next</b>.</p> 

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 <b>First Question</b> 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><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>10.</p>	<p>Click in the <b>Second Question</b> field and enter the answer to the question.</p> <div data-bbox="254 1049 611 1086" style="border: 1px solid black; height: 23px; width: 170px;"></div> <p><b>Note:</b> For security purposes, your answer will appear as black dots as you type.</p>



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



Step	Action
<p data-bbox="153 196 201 240">12.</p> <p data-bbox="249 196 611 412">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 data-bbox="249 456 594 597">Click <b>Return to Customer Sign in</b> to return to the <i>Retirement Online Sign In</i> page.</p> <div data-bbox="254 602 611 662" style="border: 1px solid black; padding: 5px; text-align: center;">Return to Customer Sign in</div>	 <p>The screenshot shows a web browser window with the URL <a href="https://stg-nysretirementonline...">https://stg-nysretirementonline...</a> and a tab titled 'Key Identifier Question - ID'. The page header includes 'Retirement Online' and 'NYSLRS' logo, along with 'Thomas P. DiNapoli State Comptroller' and 'NYSLRS Website • Retirement Account Registration'. The main heading is 'User ID Found'. A progress bar indicates the current step is '3 Recover User ID'. Below this, the text reads 'Your User ID is CREDENTIALS123@ME.COM'. A button labeled 'Return to Customer Sign in' is highlighted with a red border and a circled '12' next to it.</p>