

# Retirement Online

## Frequently Asked Questions About Registering for an Account

Your employees/members may come to you for help with *Retirement Online*. Here are some commonly asked questions about the self-service system:

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**Q: Where can I register for *Retirement Online*?**

**A:** NYSLRS members can go to [www.osc.state.ny.us/retire](http://www.osc.state.ny.us/retire) and look for the *Retirement Online* sign-in area. The Register Now link is under the Sign In button. Please note that online availability is not yet 24/7; the link displays the current hours that *Retirement Online* is available.

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**Q: When using *Retirement Online*, what internet web browser should I be using?**

**A:** The recommended web browser for *Retirement Online* is Internet Explorer, but you may also use Google Chrome. Other web browsers are not supported at this time. Internet Explorer or Google Chrome can be downloaded by following the links below or typing them into a browser.

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

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

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**Q: While trying to register, I got an error message stating I am unauthorized after I put in my name, date of birth, ZIP Code and email address. What does it mean?**

**A:** This error message may mean that one of the identifiers you provided while trying to register does not match what is currently on file with NYSLRS. You can refer to the information found in your most recent Member Annual Statement, or your Retiree Annual Statement if you are a retiree. If you still cannot proceed with the registration process, please call the NYSLRS Contact Center at 1-866-805-0990 or 518-474-7736 in the Albany, New York area. The Contact Center is available Monday through Friday from 7:30 am – 5:00 pm and can assist you in completing the registration process.

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**Q: Why do I have to prove that I am not a robot?**

**A:** Google reCAPTCHA is a standard security tool used to prevent hackers from attacking our site and protects your NYSLRS data.

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**Q: How does NYSLRS know so much personal information about me? Why do I have to answer these identity verification questions?**

**A:** NYSLRS uses 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 through any one of a number of well-publicized data breaches. NYSLRS does not store or maintain these questions or your responses. If you have trouble answering these questions, please call the NYSLRS Contact Center at 1-866-805-0990 or 518-474-7736 in the Albany, New York area. The Contact Center is available Monday through Friday from 7:30 am – 5:00 pm and can assist you in completing the registration process.

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**Q: What if I am unsure of how to interpret or I cannot see the images being provided in the Google reCAPTCHA?**

**A:** Click the replay arrow (next to the headphone image in the bottom left corner) to “Get a new challenge.” It will change the images and the challenge instructions.

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**Q: What if I am unable to register or am having trouble using *Retirement Online*?**

**A:** If you are unable to register for an account or if you have trouble using *Retirement Online*, please visit the *Retirement Online* Learn More page at [www.osc.state.ny.us/retire/retirement\\_online/customers.php](http://www.osc.state.ny.us/retire/retirement_online/customers.php) for helpful tools and tips. You can also call the NYSLRS Contact Center at 1-866-805-0990 or 518-474-7736 in the Albany, New York area, or email using the NYSLRS secure contact form at [www.emailNYSLRS.com](http://www.emailNYSLRS.com).

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**Q: Why do I have to provide a security code phone number or email address? Isn't my user ID and password sufficient?**

**A:** Using a separate security code is a best practice in the financial industry to ensure that your account is only accessible to you. This is an important security feature that is used to protect your information.

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**Q: Can I change my *Retirement Online* user ID?**

**A:** No, once you have selected a user ID in *Retirement Online*, it cannot be changed.

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**Q: Can I change my *Retirement Online* password?**

**A:** Yes, you can change your password in *Retirement Online* once you have logged in for the first time and provided responses to the security questions.

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**Q. Now that I've registered, why do I have to provide responses to security questions?**

**A:** Security questions provide a way for NYSLRS to ensure that critical account information like your user ID and password cannot be reset by anyone other than you. This is an important security feature that is used to protect your information.