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.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>On the <em>Retirement Online Sign In</em> page, click the <em>Forgot ID</em> link.</td>
</tr>
</tbody>
</table>

![Retirement Online Sign In page](https://i.imgur.com/3Q5J5QG.png)
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<tr>
<td>2.</td>
<td>The <em>Identify Yourself</em> page will appear. Click in the <strong>Last Name</strong> field and enter your last name.</td>
</tr>
<tr>
<td>3.</td>
<td>Click in the <strong>ZIP Code of Your Home Address</strong> field and enter the ZIP code of your home address.</td>
</tr>
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| 4.   | Click in the **Your Date of Birth** field and enter your date of birth.  
      | **Note:** You may also use the **Calendar** icon to select a date. |
| 5.   | Next, click in the **Enter Email Address** field and enter your email address.  
      | **Note:** This is an extra security measure. |
| 6.   | Check the box next to **I’m not a robot.**  
<pre><code>  | **Note:** This is an extra security measure. |
</code></pre>
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<td>7.</td>
<td>Scroll down until you see the <strong>Next</strong> button.</td>
</tr>
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<td>Step</td>
<td>Action</td>
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<tr>
<td>------</td>
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</tr>
<tr>
<td>8.</td>
<td>Click the <strong>Next</strong> button.</td>
</tr>
<tr>
<td>Step</td>
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</tr>
<tr>
<td>------</td>
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| 9.   | The Verify Your Identity screen will appear. The security questions you selected when you first signed in to Retirement Online will appear. Click in the First Question field and enter the answer to the question.  

**Note:** You will always be asked two of the seven security questions you selected. For security purposes, your answer will appear as black dots as you type. |
| 10.  | Click in the Second Question field and enter the answer to the question.  

**Note:** For security purposes, your answer will appear as black dots as you type. |
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<td>11.</td>
<td>Click the <strong>Next</strong> button.</td>
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</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>12.</td>
<td>The <em>User ID Found</em> page will appear and list your <strong>User ID</strong>. Click <strong>Return to Customer Sign in</strong> to return to the <em>Retirement Online Sign In</em> page.</td>
</tr>
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![Return to Customer Sign in](image)
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<td>13.</td>
<td>The <em>Retirement Online Sign In</em> page will appear. You have now completed retrieving your Retirement Online User ID.</td>
</tr>
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