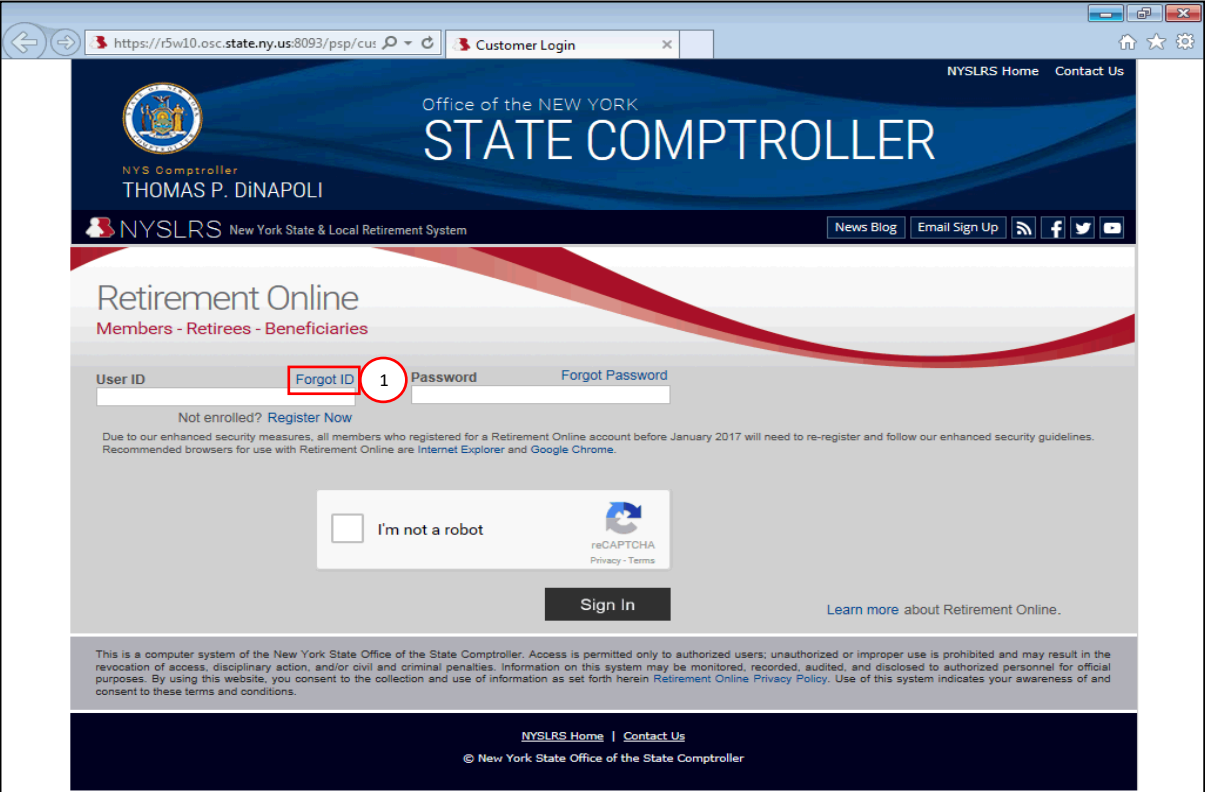


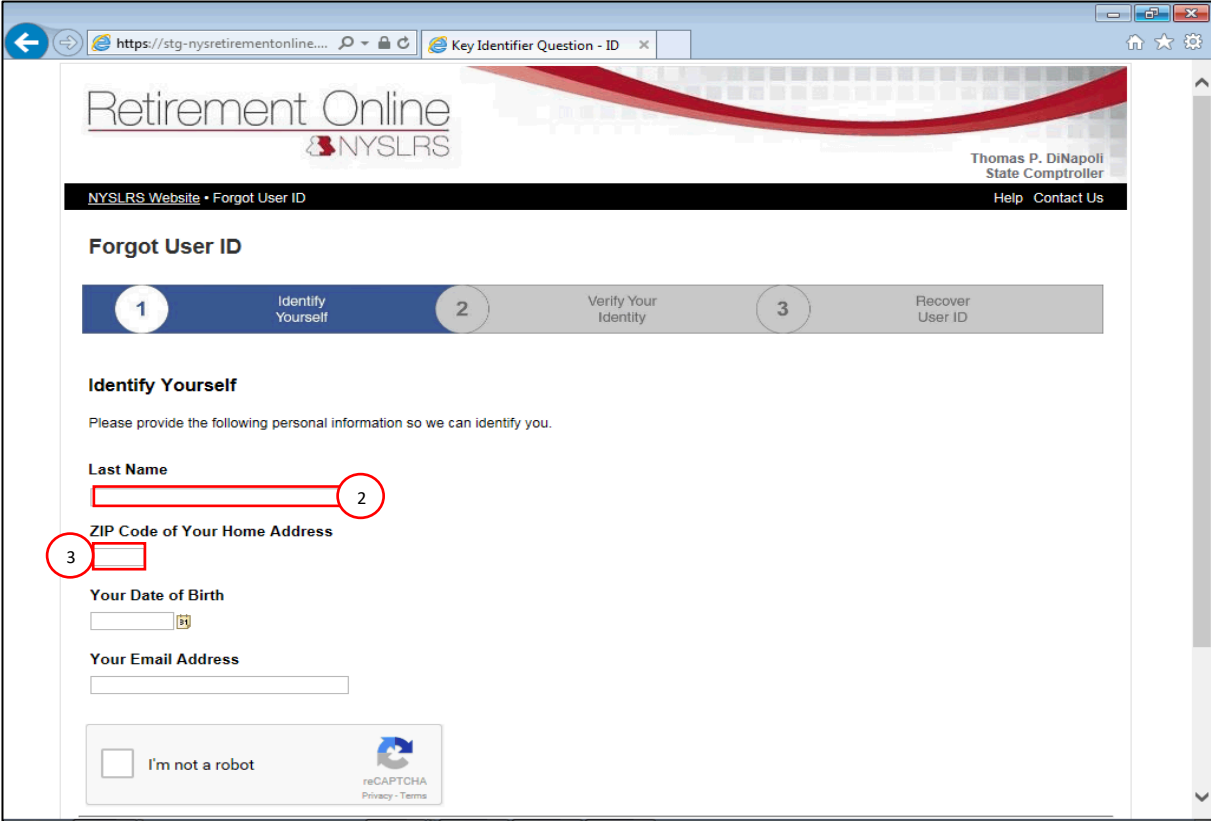
Thomas P. DiNapoli, State Comptroller

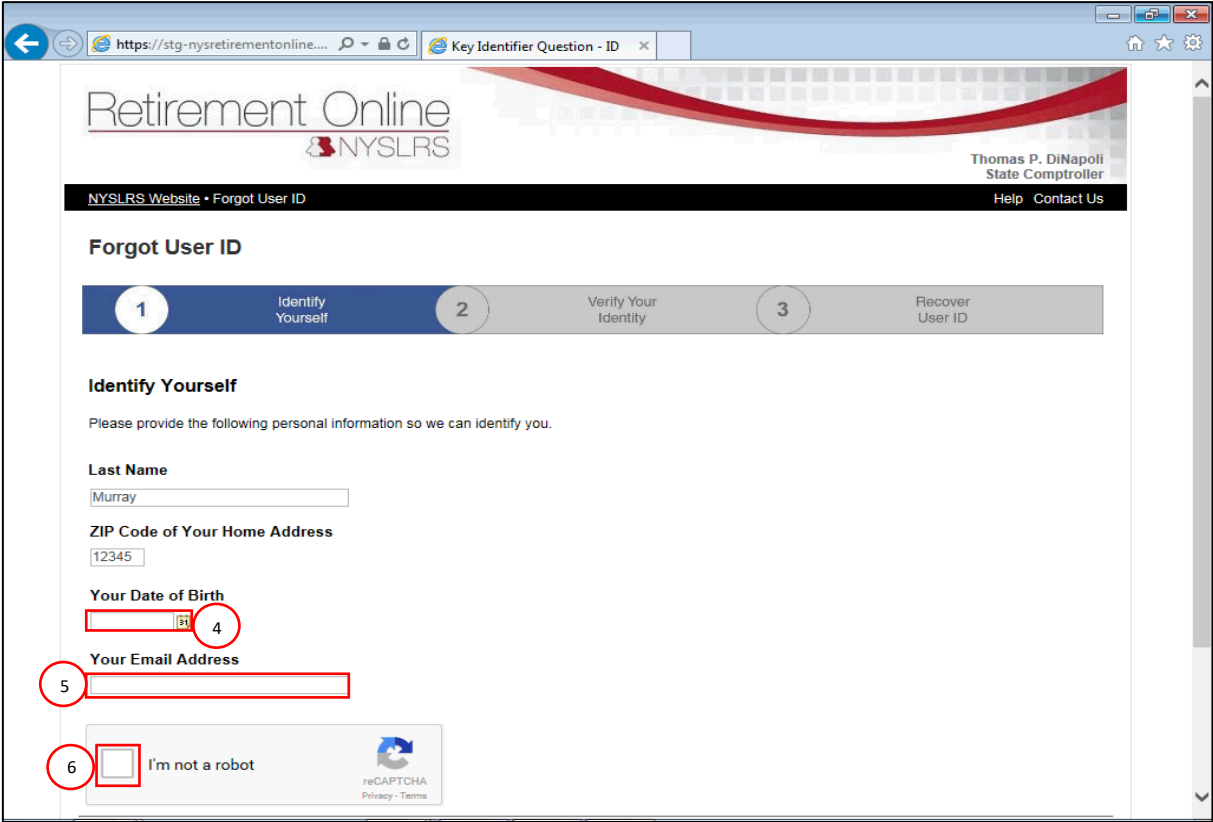


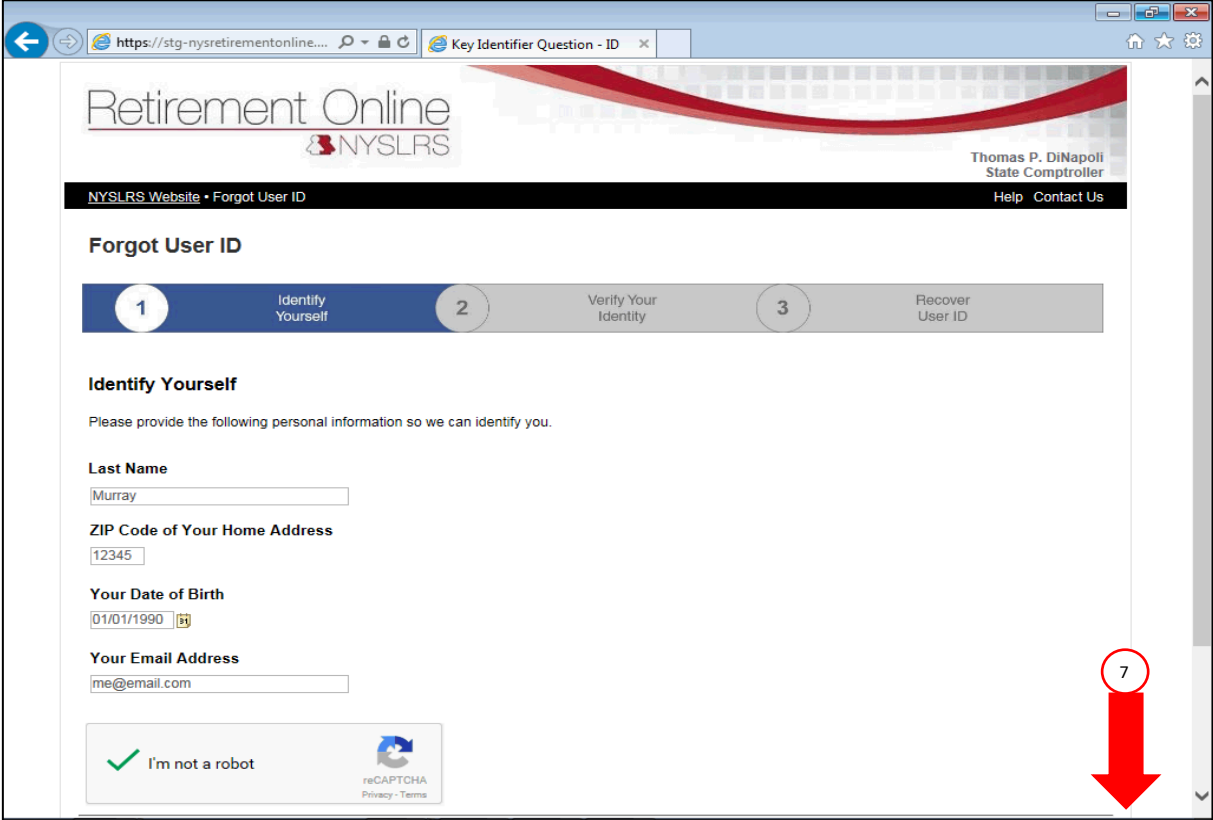
Forgot User ID

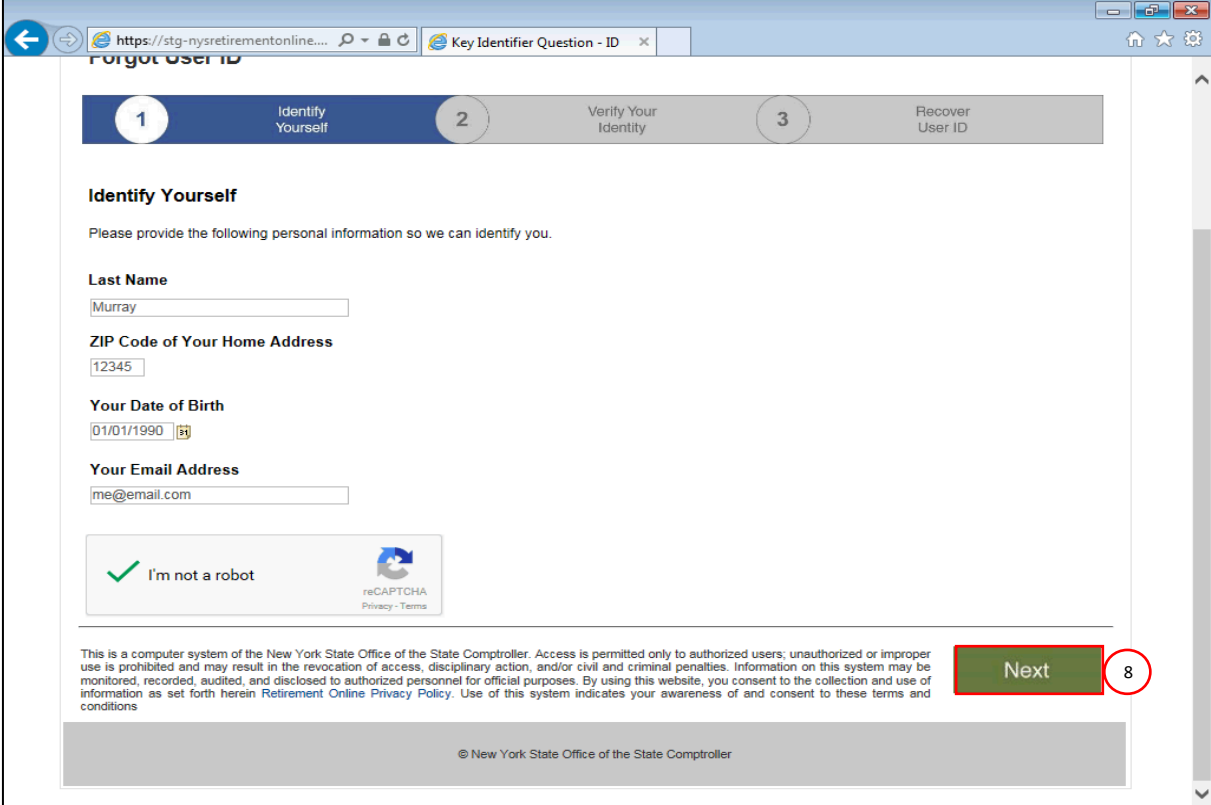
This guide shows you (as a member, retiree, or beneficiary) how to retrieve your User ID so you can sign in to *Retirement Online*.

Step	Action	
<p>1.</p>	<p>On the <i>Retirement Online Sign In</i> page, click the Forgot ID link.</p> <p>Forgot ID</p>	

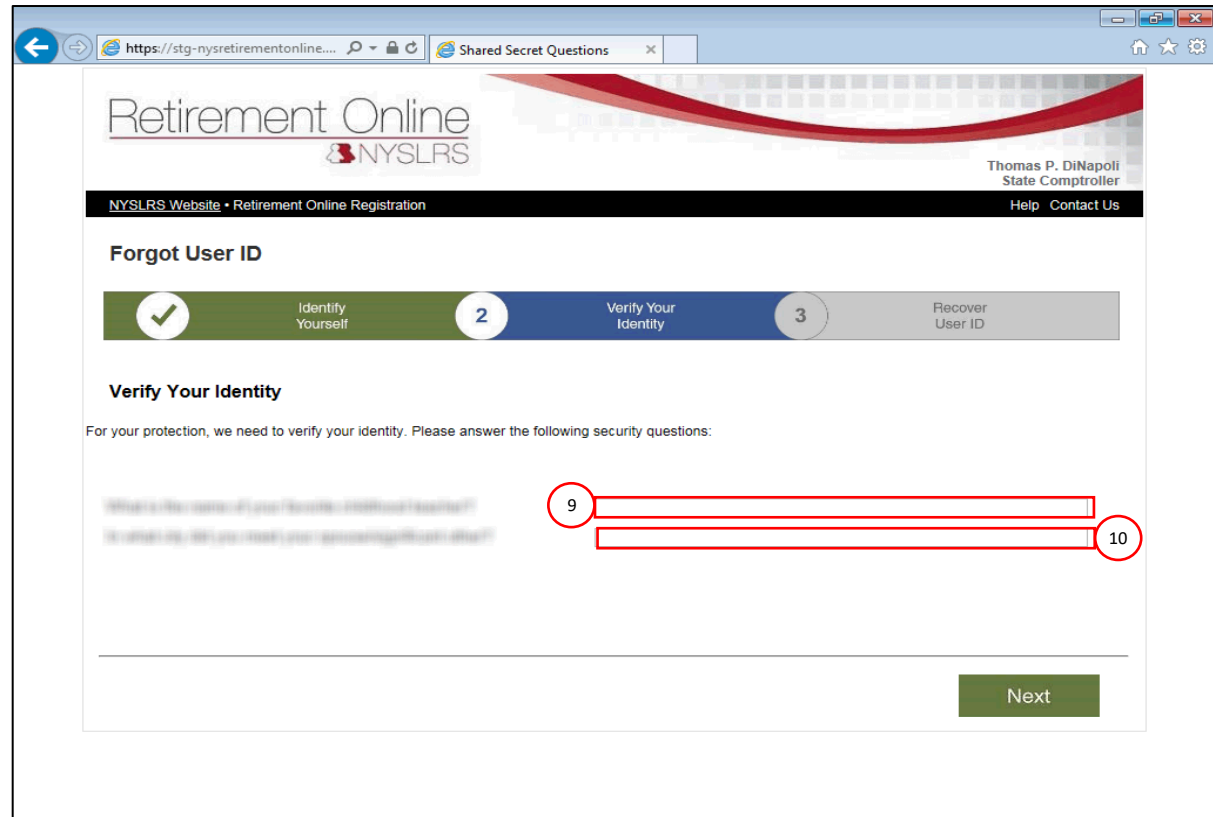
Step	Action	
2.	<p>The <i>Identify Yourself</i> page will appear. Click in the Last Name field and enter your last name.</p> <div data-bbox="258 362 598 391" style="border: 1px solid black; width: 162px; height: 18px; margin-left: 12px;"></div>	 <p>The screenshot shows a web browser window with the URL 'https://stg-nysretirementonline...'. The page title is 'Retirement Online' with the NYSLRS logo. Below the logo, it says 'Thomas P. DiNapoli, State Comptroller'. A navigation bar includes 'NYSLRS Website • Forgot User ID', 'Help', and 'Contact Us'. A progress bar at the top has three steps: '1 Identify Yourself' (highlighted in blue), '2 Verify Your Identity', and '3 Recover User ID'. The main content area is titled 'Identify Yourself' and asks the user to provide personal information. The 'Last Name' field is circled in red with a '2' next to it. Below it, the 'ZIP Code of Your Home Address' field is circled in red with a '3' next to it. Other fields include 'Your Date of Birth' and 'Your Email Address'. At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox and a reCAPTCHA logo with 'Privacy - Terms' link.</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="258 686 354 727" style="border: 1px solid black; width: 46px; height: 25px; margin-left: 12px;"></div>	

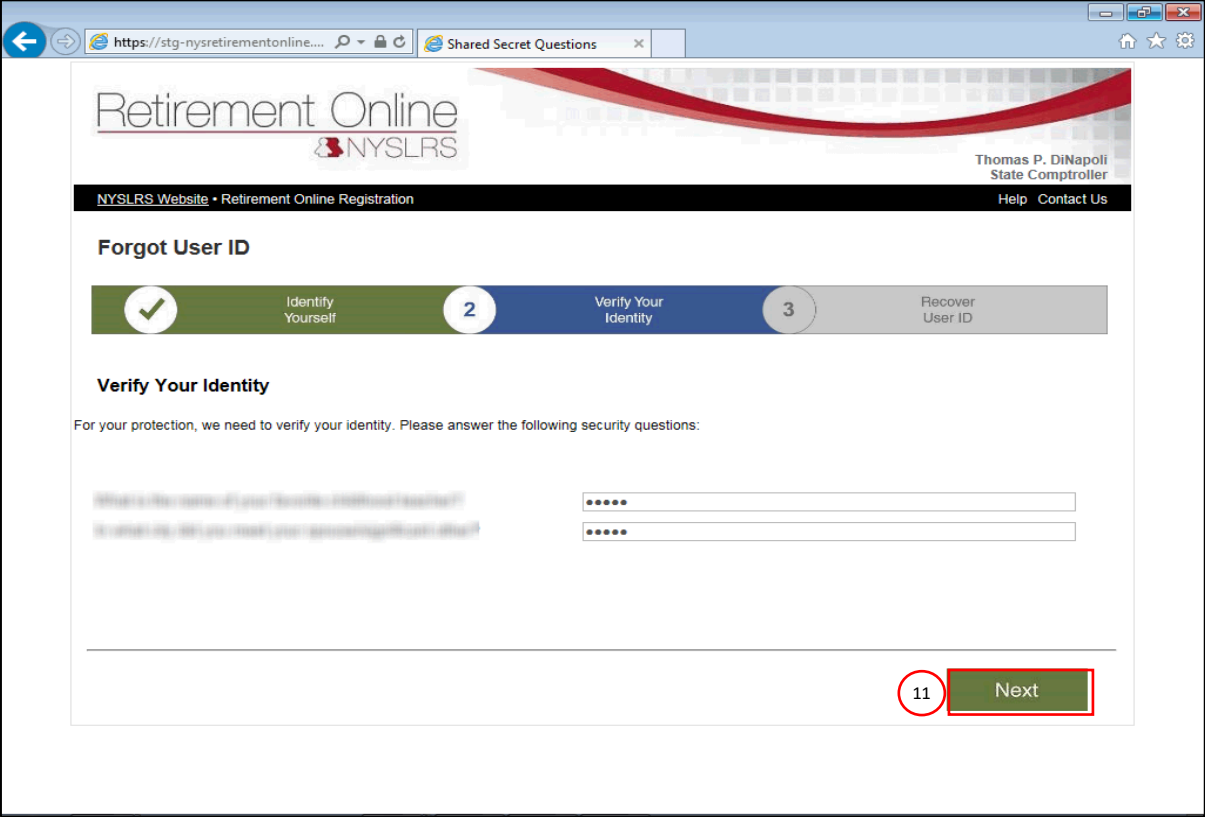
Step	Action	
4.	<p>Click in the Your Date of Birth field and enter your date of birth.</p> <input data-bbox="254 318 390 358" type="text"/> <p>Note: You may also use the Calendar icon to select a date.</p>	
5.	<p>Next, click in the Enter Email Address field and enter your email address.</p> <input data-bbox="254 675 600 708" type="text"/>	
6.	<p>Check the box next to I'm not a robot.</p> <input data-bbox="254 894 317 951" type="checkbox"/> <p>Note: This is an extra security measure.</p>	

Step	Action
7.	<p>Scroll down until you see the Next button.</p> 

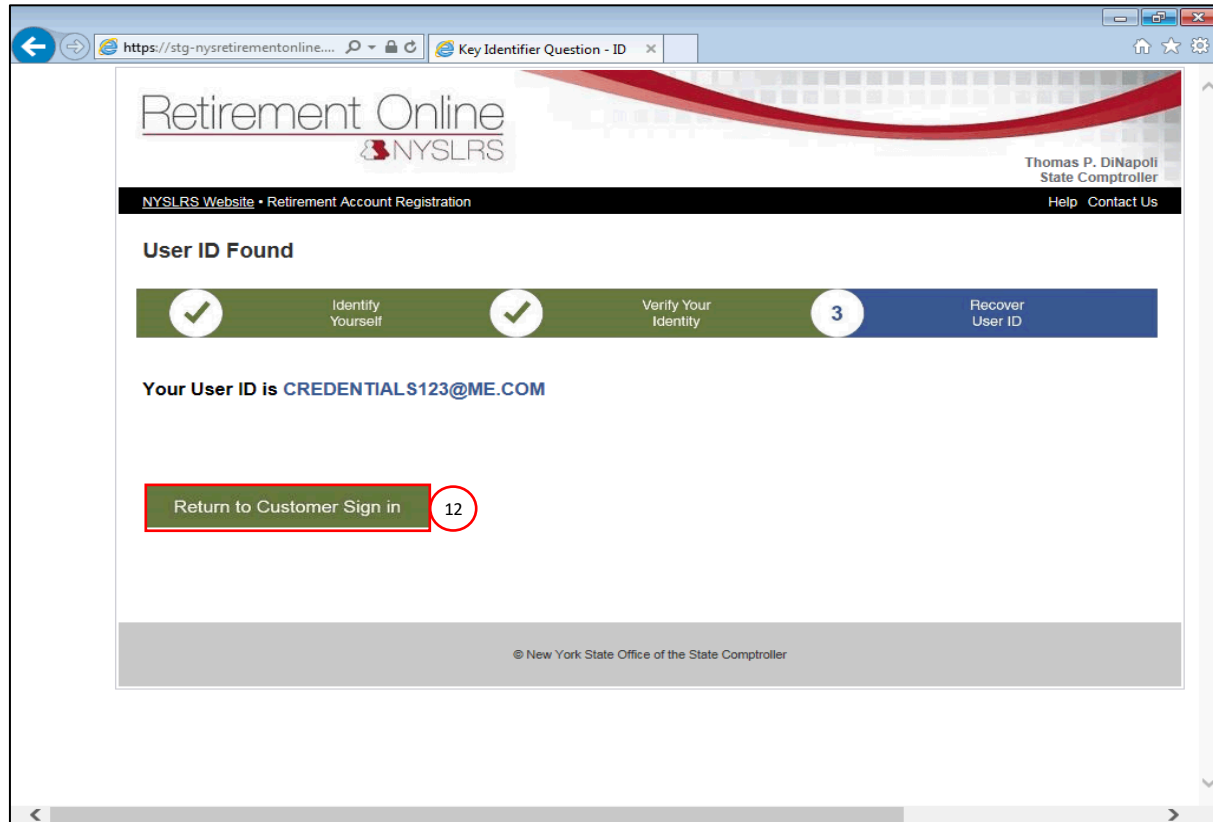
Step	Action
<p>8.</p>	<p>Click the Next button.</p> 

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="254 548 611 586" style="border: 1px solid black; height: 23px; width: 170px;"></div> <p>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.</p>
<p>10.</p>	<p>Click in the Second Question field and enter the answer to the question.</p> <div data-bbox="254 1057 611 1094" 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 the Next button.</p> 

Step	Action
<p>12.</p>	<p>The <i>User ID Found</i> page will appear and list your User ID.</p> <p>Click Return to Customer Sign in to return to the <i>Retirement Online Sign In</i> page.</p> <div data-bbox="254 548 611 610" style="border: 1px solid green; padding: 5px; display: inline-block;">Return to Customer Sign in</div>



Step	Action
<p>13.</p>	<p>The <i>Retirement Online Sign In</i> page will appear.</p> <p>You have now completed retrieving your Retirement Online User ID.</p> 