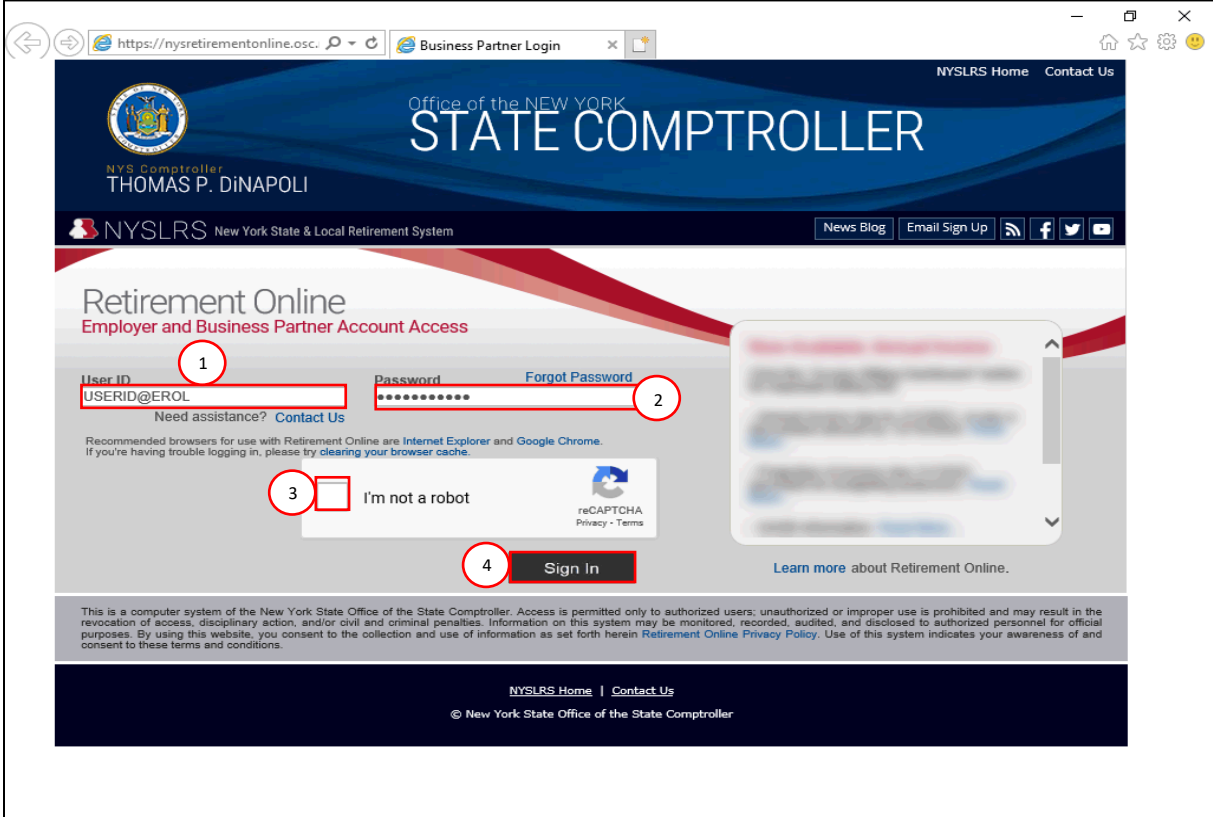



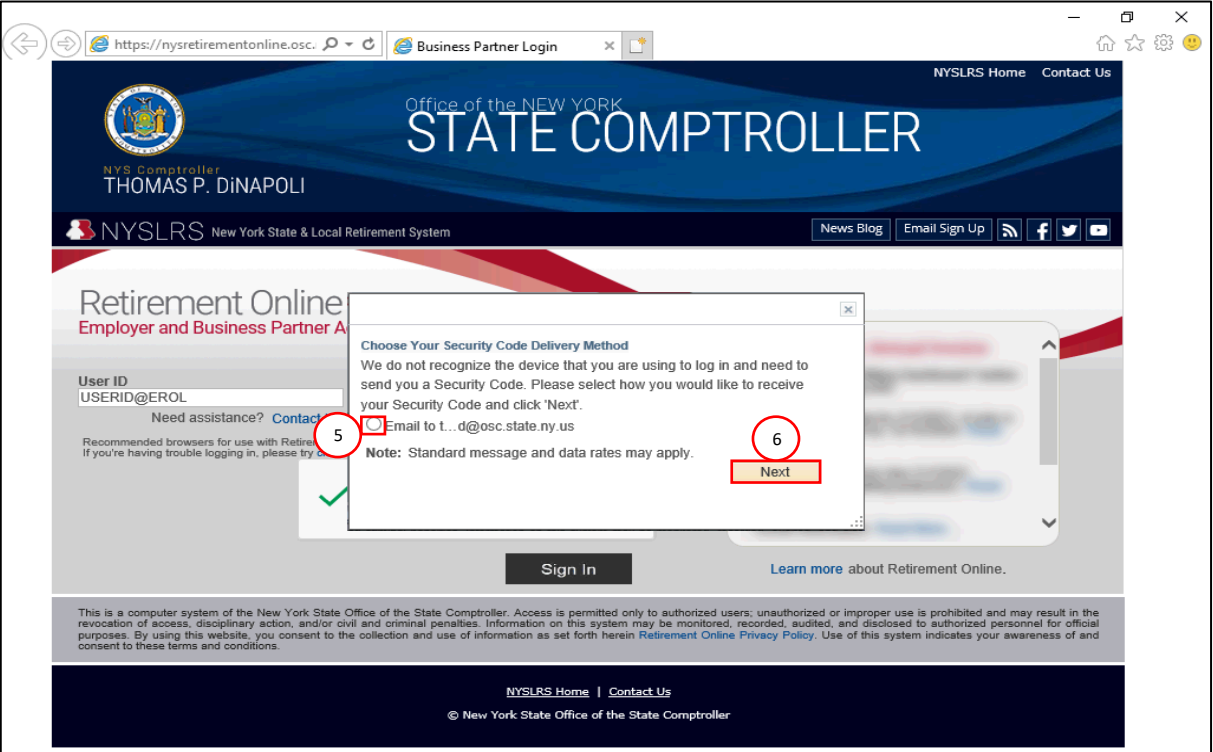
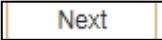
Thomas P. DiNapoli, State Comptroller




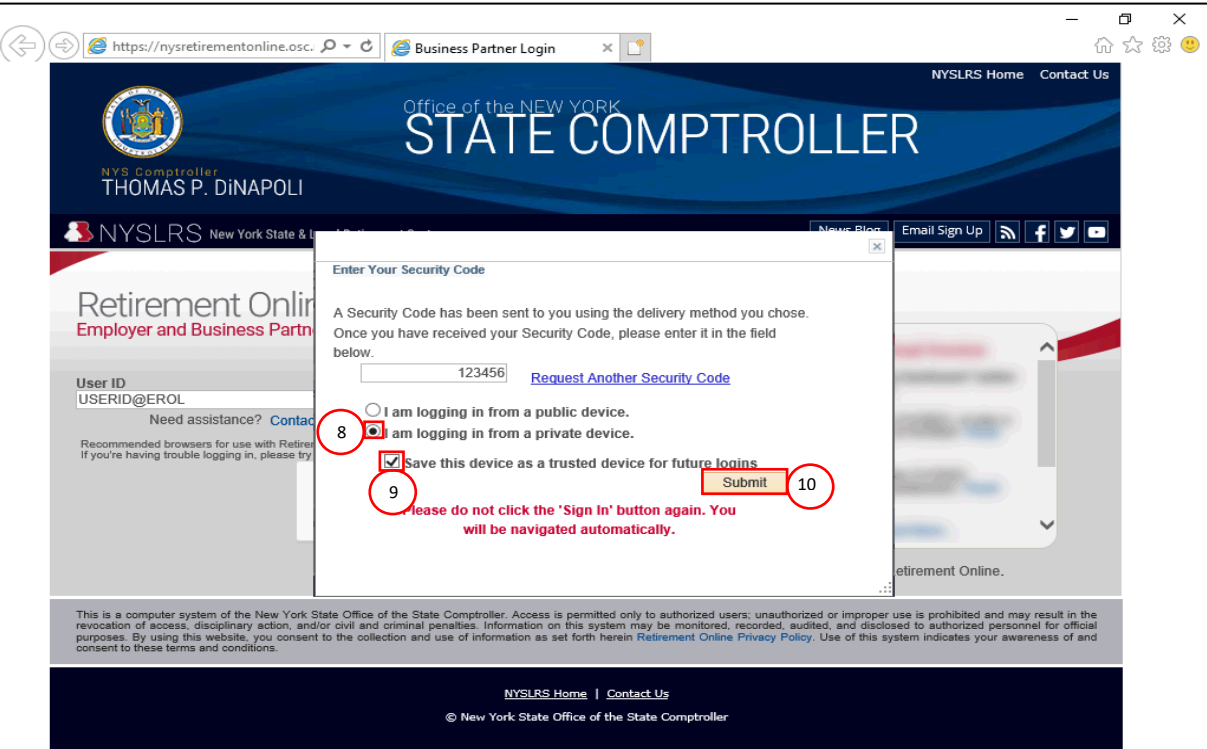


## Add a Trusted Device

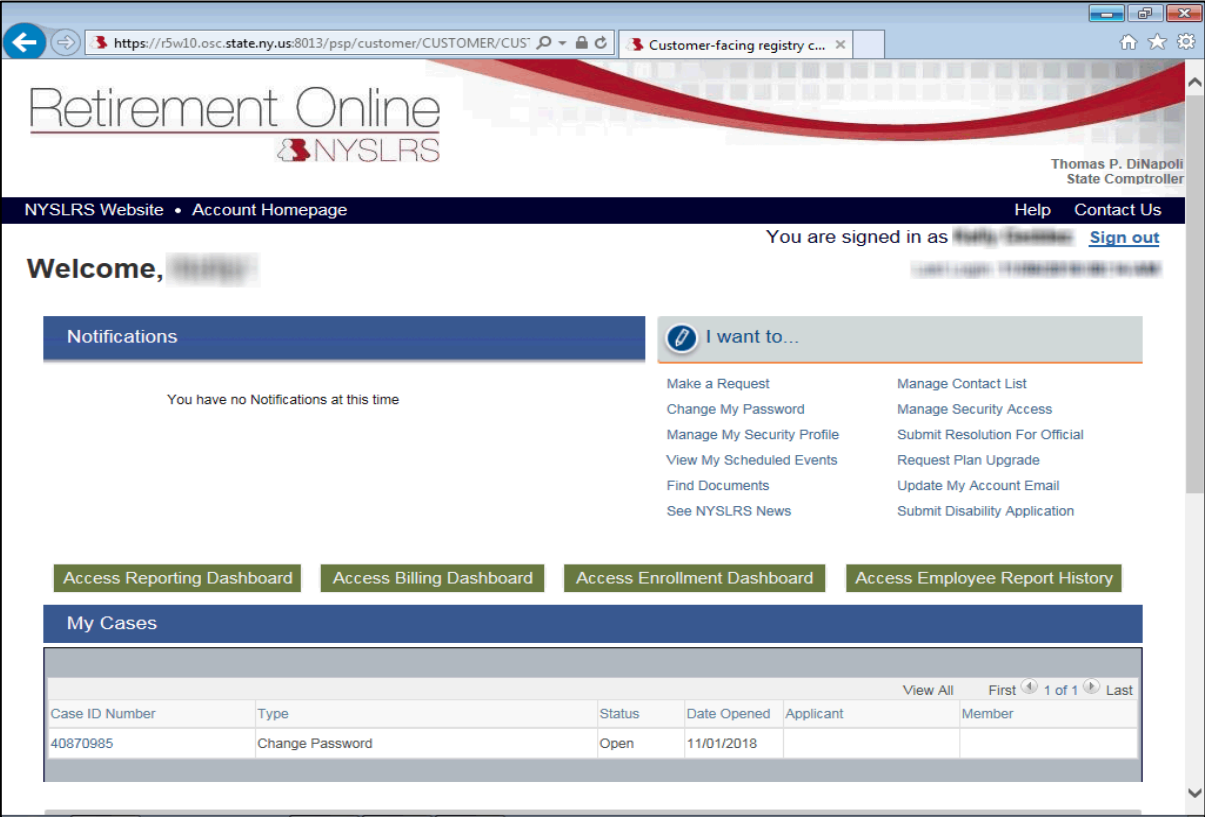
This guide shows you (as a business partner or employer) how to add a trusted device to your *Retirement Online* account. Trusted devices can be saved to easily sign in to *Retirement Online* without having to go through the two factor authentication process each time. A trusted device is not the device alone, it is also tied to the browser chosen at the time of trusting a device. You should not trust shared devices accessed by multiple people, but only personal devices accessed only by you.

Step	Action	
1.	<p>On the <i>Retirement Online Sign In</i> page, click in the <b>User ID</b> field and enter your user ID.</p> <input data-bbox="268 358 606 396" type="text"/>	 <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 Employer and Business Partner Account Access' section. There are four numbered callouts: 1 points to the 'User ID' field containing 'USERID@EROL'; 2 points to the 'Password' field with masked characters; 3 points to the 'I'm not a robot' checkbox; and 4 points to the 'Sign In' button. There is also a 'Forgot Password' link and a 'reCAPTCHA' logo.</p>
2.	<p>Next, click in the <b>Password</b> field to enter your password.</p> <input data-bbox="268 605 606 643" type="password"/> <p><b>Note:</b> For security reasons, your password will appear as black dots.</p>	
3.	<p>Click the <b>I'm not a robot</b> box.</p> <input data-bbox="268 894 350 954" type="checkbox"/>	
4.	<p>Click <b>Sign In</b>.</p> <input data-bbox="268 1013 487 1073" type="button" value="Sign In"/>	

Step	Action	
5.	<p>The 'Choose Your Security Code Delivery Method' pop-up box will appear. Click the <b>Radio Button</b> next to the desired security channel.</p> 	
6.	<p>Click <b>Next</b>.</p>  <p><b>Note:</b> A security code will be sent directly to the method you requested.</p>	

Step	Action
<p>7.</p>	<p>The 'Enter Your Security Code' pop-up box will appear. Click in the <b>Security Code</b> field and enter the delivered security code.</p> <div data-bbox="268 435 604 474" style="border: 1px solid black; height: 24px; width: 160px; margin: 10px 0;"></div> <p><b>Note:</b> A security code will be sent directly to the delivery method chosen. If your security code has not been delivered to your phone by the method you requested, click the <b>Request Another Security Code</b> link.</p> <div data-bbox="680 203 1881 1019" style="border: 1px solid black; padding: 10px;"> </div>

Step	Action	
8.	<p>Click the <b>I am logging in from a private device</b> radio button.</p>  <p><b>Note:</b> Select this option only if you are working from a personal device.</p>	
9.	<p>Click <b>Save this device as a trusted device for future logins</b> checkbox.</p> 	
10.	<p>Click <b>Submit</b> to continue.</p> 	

Step	Action													
<p>11.</p>	<p>Your <i>Retirement Online Account Homepage</i> will appear. You have successfully completed adding a trusted device to your <i>Retirement Online Account</i>.</p> <p><b>Note:</b> You may see Self-Service Account Update case type in the 'My Open Cases Section'.</p>	 <p>The screenshot displays the Retirement Online Account Homepage. At the top, there is a navigation bar with the NYSLRS logo and the text 'Thomas P. DiNapoli State Comptroller'. Below this, the page indicates the user is signed in as 'Marilyn S. ...' with a 'Sign out' link. The main content area features a 'Welcome' message, a 'Notifications' section (stating 'You have no Notifications at this time'), and a 'My Cases' section. The 'My Cases' section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Case ID Number</th> <th>Type</th> <th>Status</th> <th>Date Opened</th> <th>Applicant</th> <th>Member</th> </tr> </thead> <tbody> <tr> <td>40870985</td> <td>Change Password</td> <td>Open</td> <td>11/01/2018</td> <td></td> <td></td> </tr> </tbody> </table>	Case ID Number	Type	Status	Date Opened	Applicant	Member	40870985	Change Password	Open	11/01/2018		
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