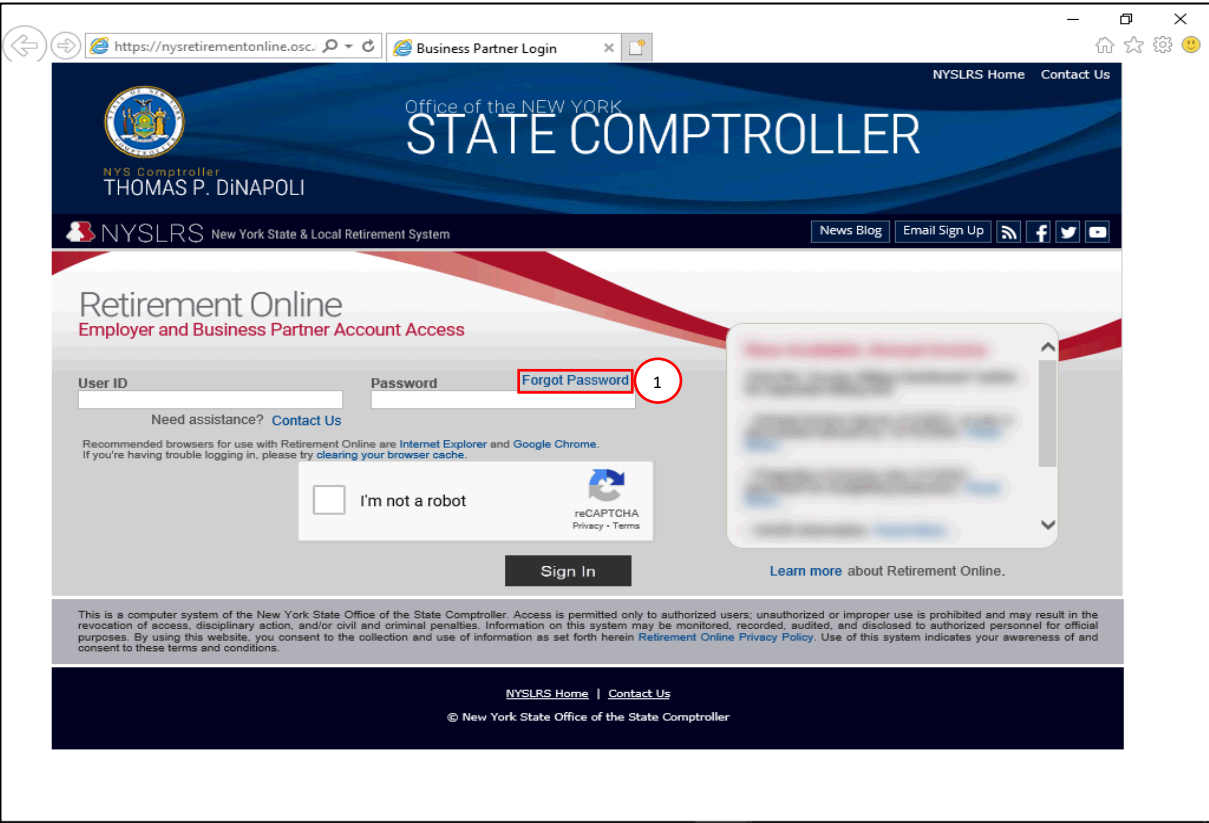


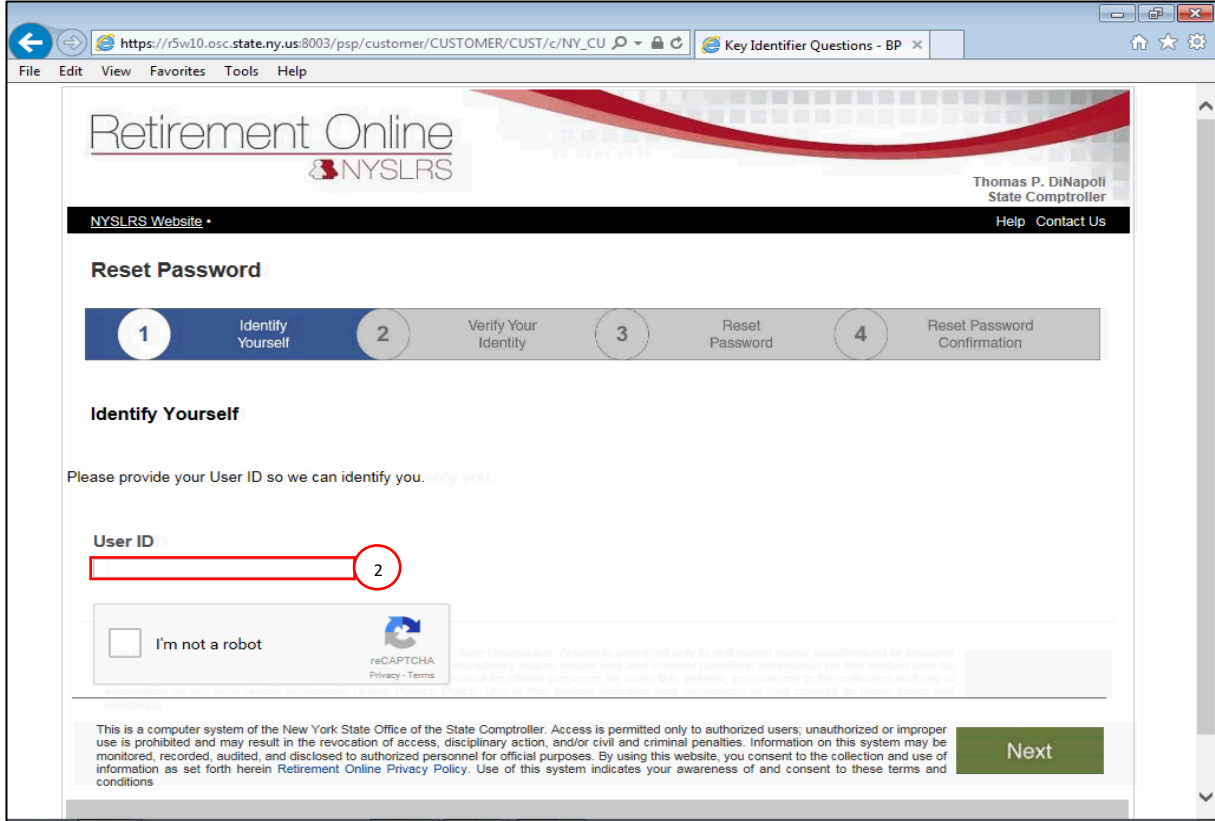
Thomas P. DiNapoli, State Comptroller


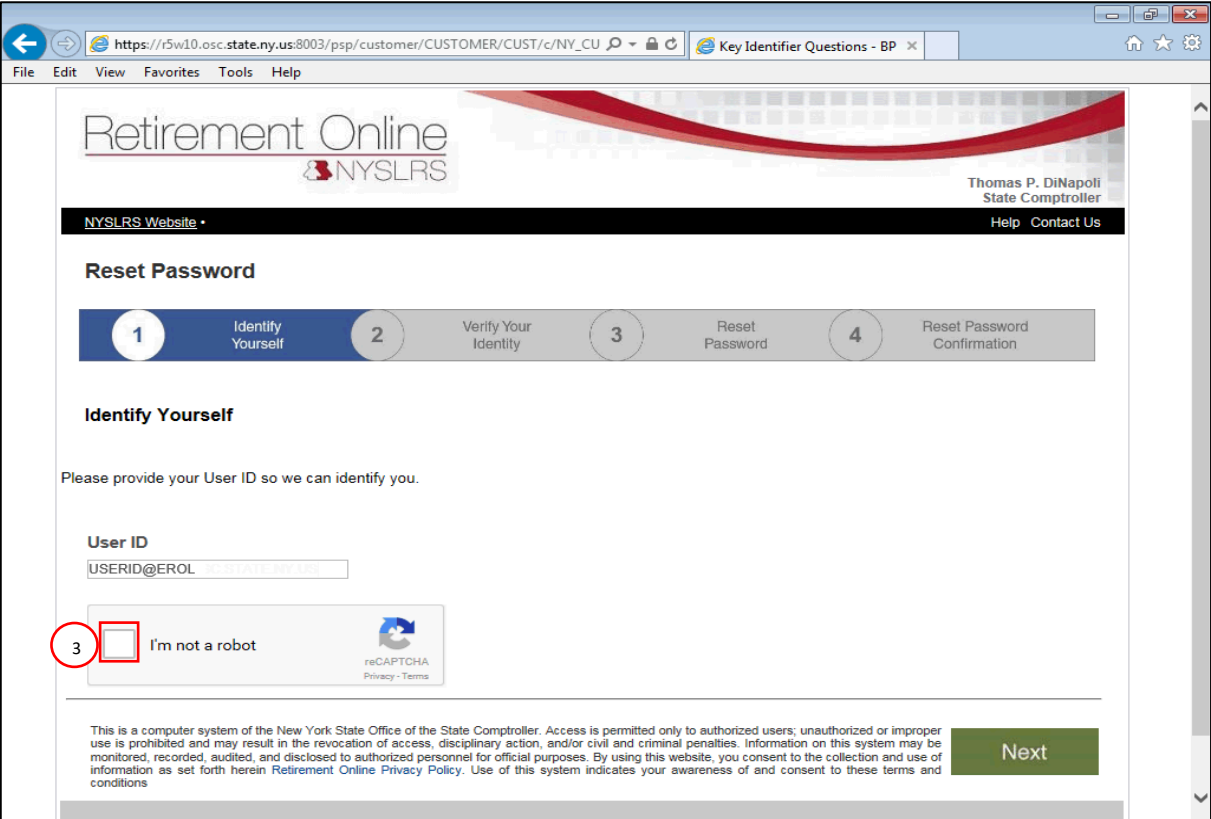


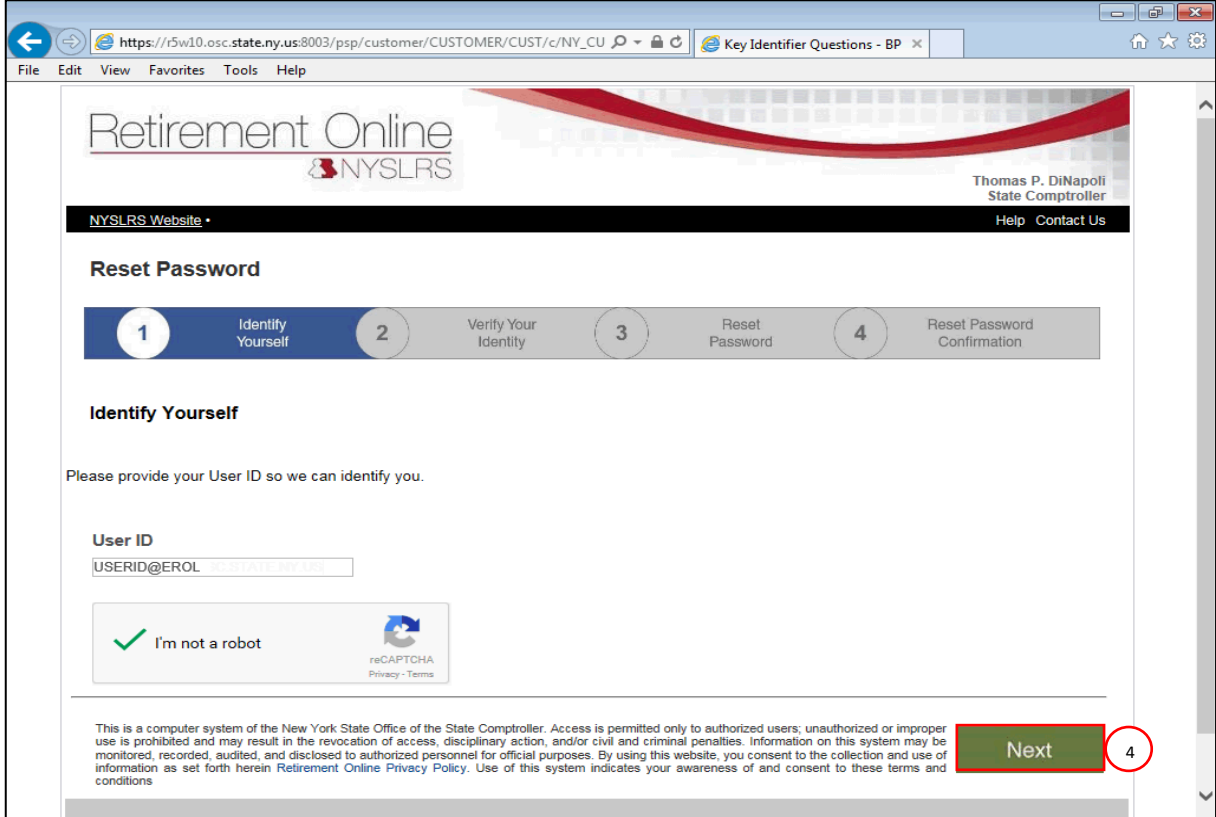
Forgot Password

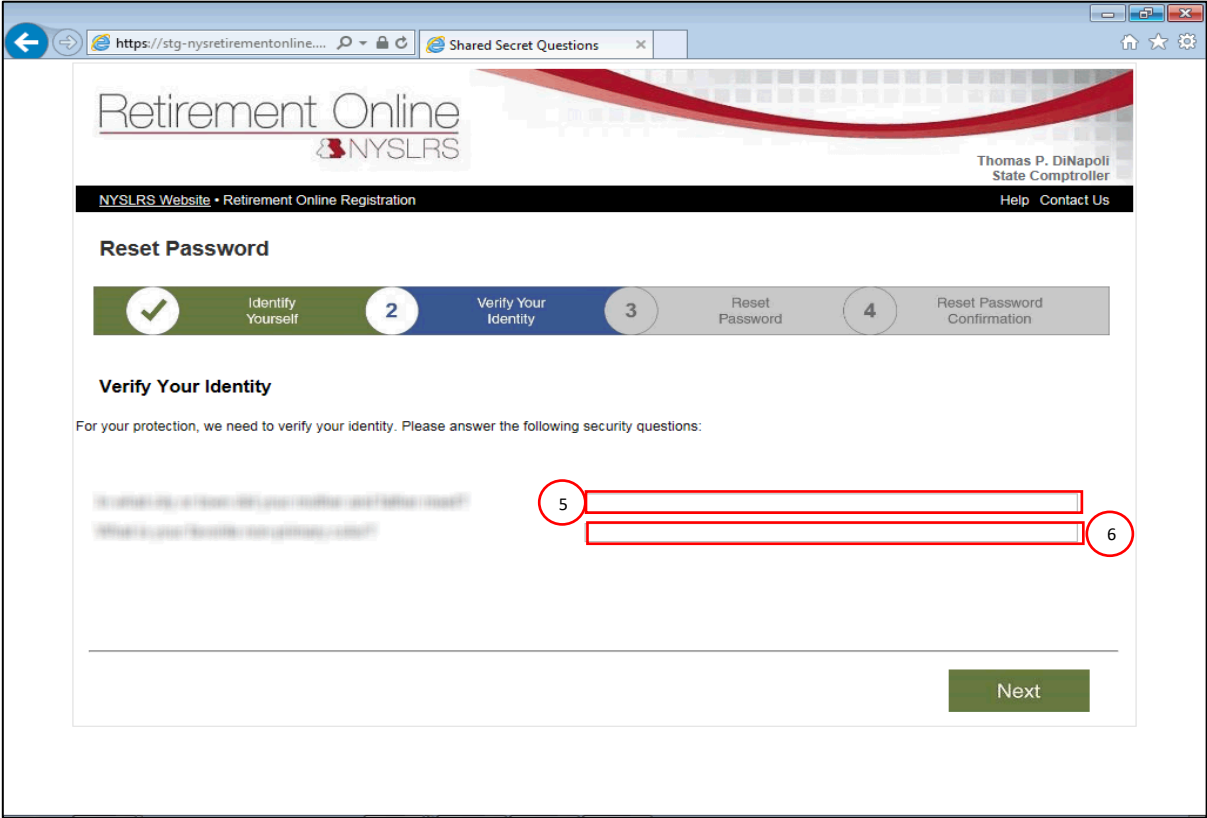
This guide shows you (as an employer or business partner) how to reset your password so you can sign in to *Retirement Online*.

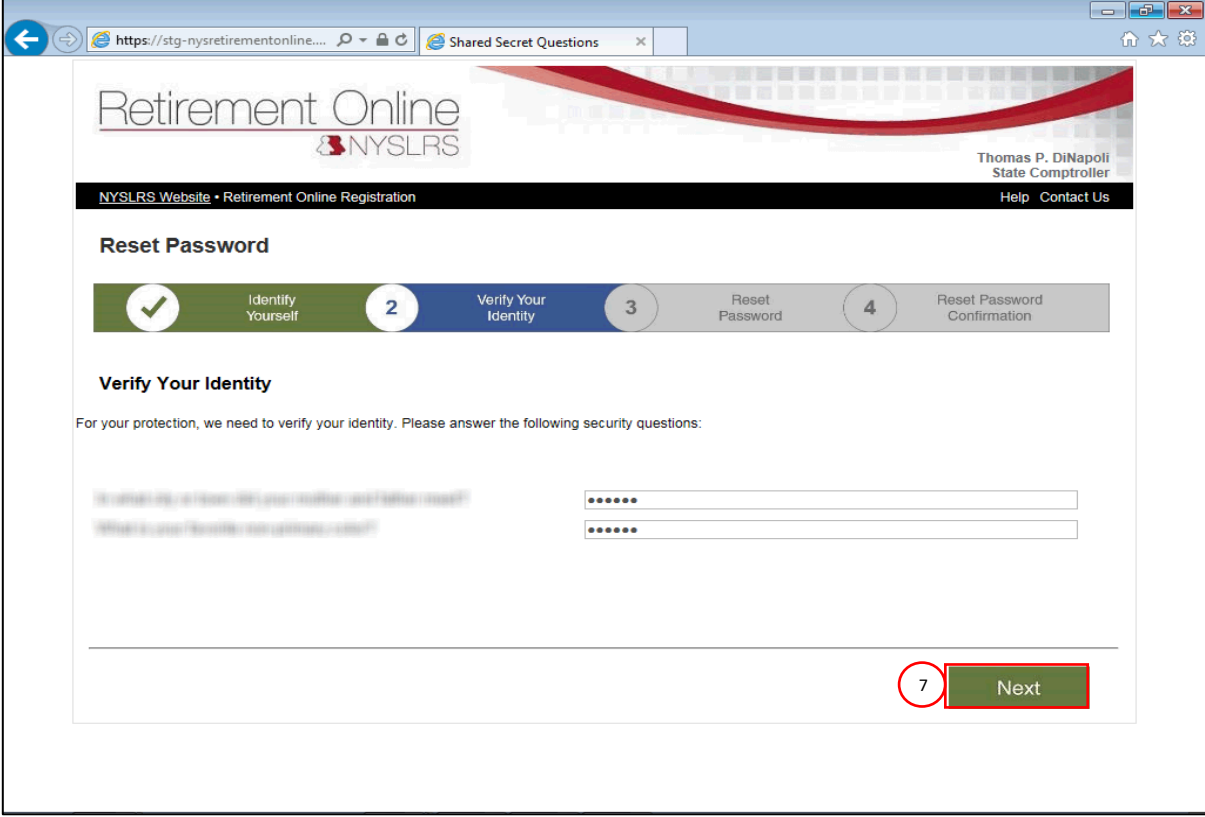
Step	Action	
1.	On the <i>Retirement Online Sign In</i> page, click Forgot Password .	 A screenshot of a web browser displaying the Retirement Online sign-in page. The browser's address bar shows the URL 'https://nysretirementonline.osc'. The page header includes the NYS Comptroller's logo and name, 'THOMAS P. DiNAPOLI', and the 'NYSLRS New York State & Local Retirement System' logo. The main heading is 'Retirement Online Employer and Business Partner Account Access'. Below this, there are input fields for 'User ID' and 'Password'. The 'Forgot Password' link is highlighted with a red box and a circled '1'. Other elements include a 'Sign In' button, a reCAPTCHA 'I'm not a robot' checkbox, and a 'Contact Us' link. A footer contains a disclaimer and copyright information for the New York State Office of the State Comptroller.

Step	Action	
2.	<p>The <i>Identify Yourself</i> page will appear. Click in the User ID field and enter your User ID.</p> <div data-bbox="268 358 630 391" style="border: 1px solid black; height: 20px; width: 172px;"></div>	

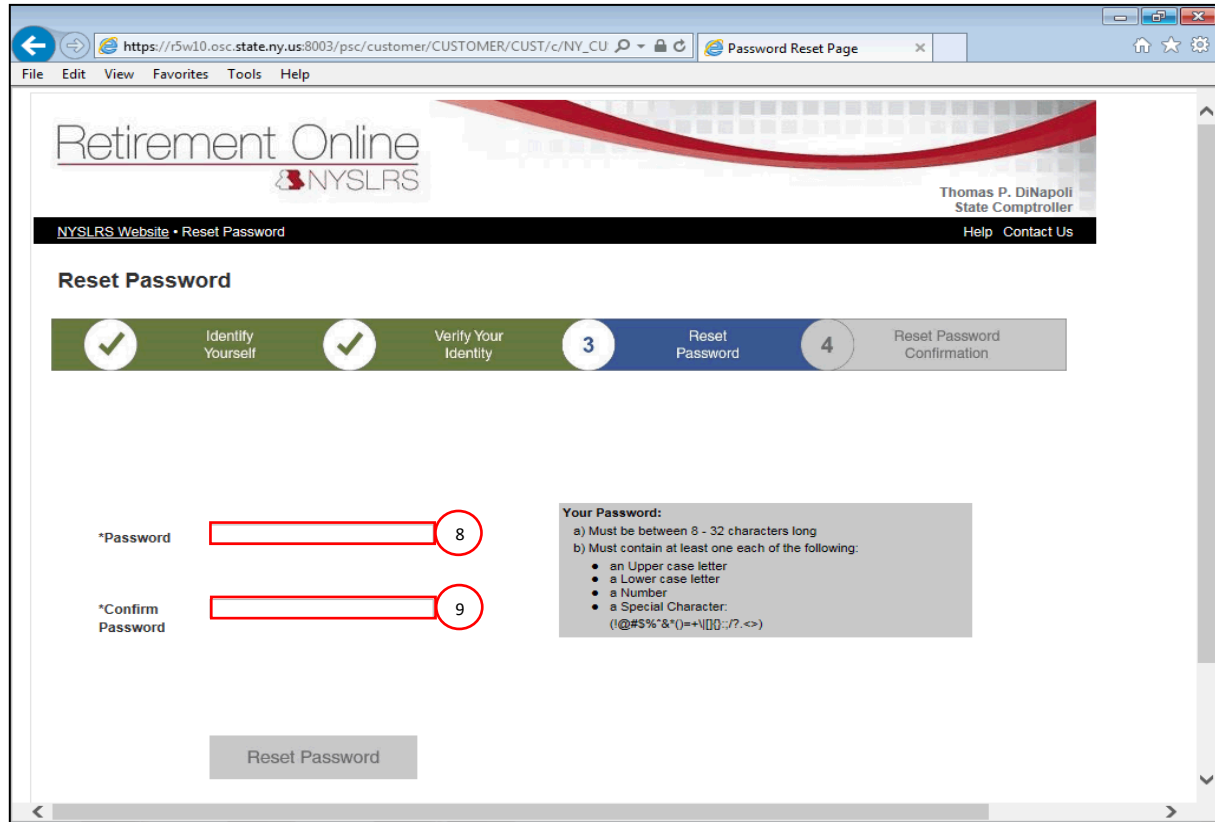
Step	Action
<p>3.</p>	<p>Click the I'm not a robot checkbox</p>  <p>Note: You may be required to complete additional verification steps upon checking this box.</p> 

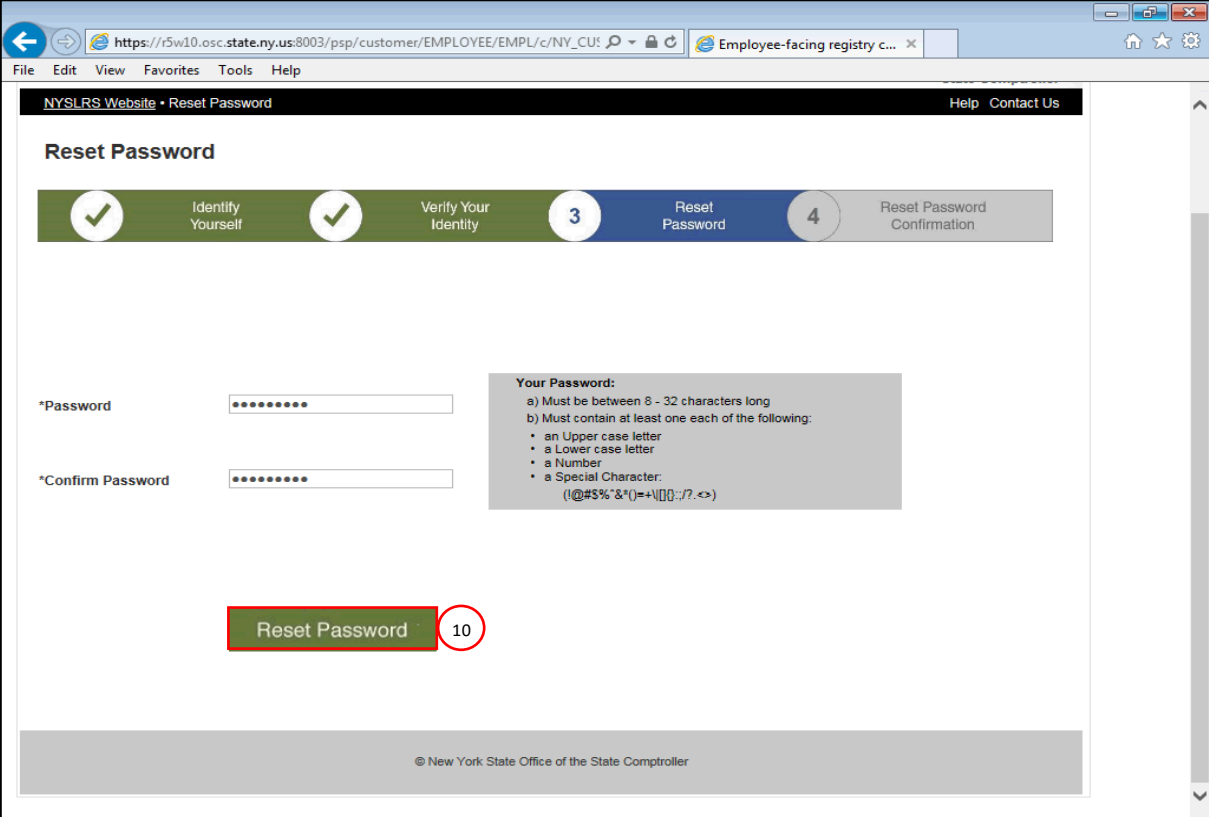
Step	Action
<p>4.</p>	<p>Click Next.</p>  <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8003/psp/customer/CUSTOMER/CUST/c/NY_CU. The page title is "Retirement Online" and "NYSRLRS". The user is identified as "Thomas P. DiNapoli, State Comptroller". The page is titled "Reset Password" and shows a progress bar with four steps: 1. Identify Yourself (active), 2. Verify Your Identity, 3. Reset Password, and 4. Reset Password Confirmation. Below the progress bar, the "Identify Yourself" section asks the user to provide their User ID. A text input field contains "USERID@EROL". Below the input field is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". At the bottom of the page, there is a "Next" button highlighted with a red circle and the number 4. A disclaimer at the bottom of the page states: "This is a computer system of the New York State Office of the State Comptroller. Access is permitted only to authorized users; unauthorized or improper use is prohibited and may result in the revocation of access, disciplinary action, and/or civil and criminal penalties. Information on this system may be monitored, recorded, audited, and disclosed to authorized personnel for official purposes. By using this website, you consent to the collection and use of information as set forth herein Retirement Online Privacy Policy. Use of this system indicates your awareness of and consent to these terms and conditions."</p>

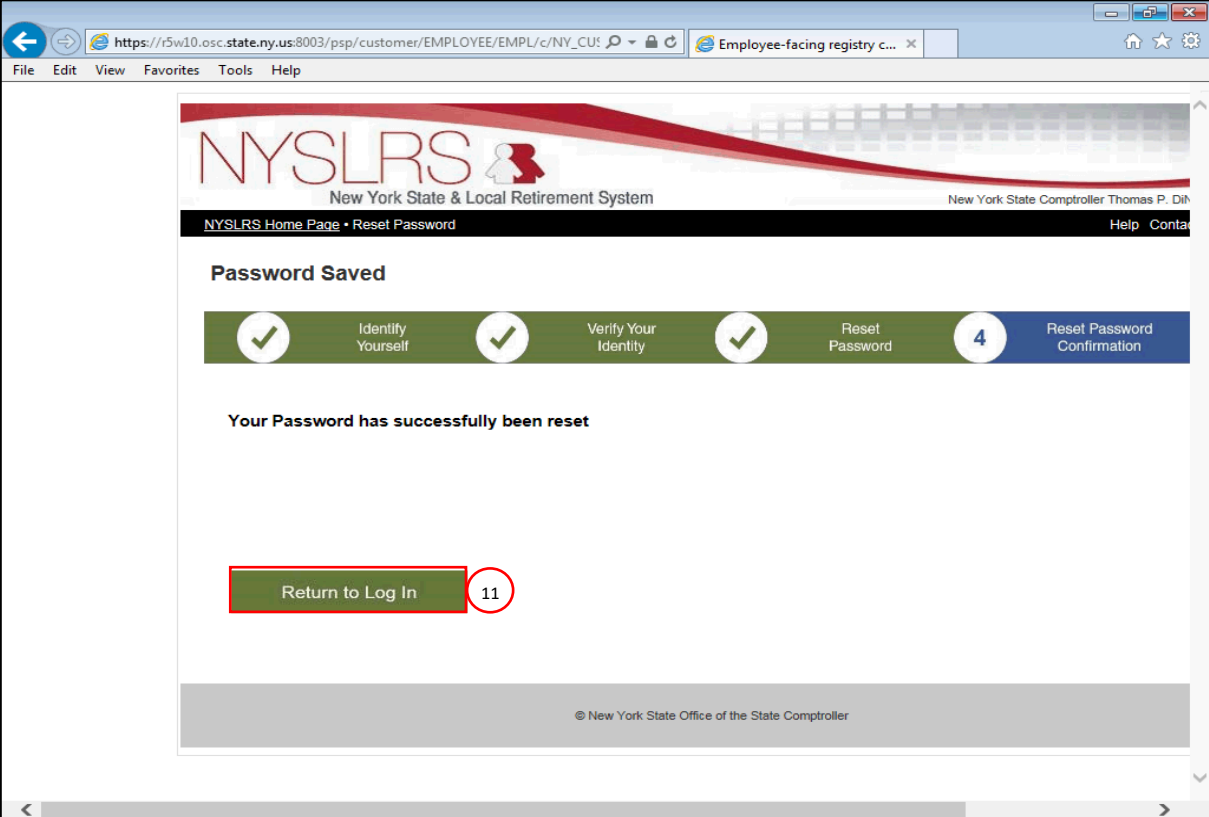
Step	Action	
<p>5.</p>	<p>The <i>Verify Your Identity</i> screen will appear. The security questions you selected when you first signed in to <i>Retirement Online</i> will appear. Click in the First Question field and enter the answer to the question.</p> <div data-bbox="266 586 623 625" style="border: 1px solid black; height: 24px; 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>6.</p>	<p>Click in the Second Question field and enter the answer to the question.</p> <div data-bbox="266 1105 623 1144" style="border: 1px solid black; height: 24px; width: 170px;"></div> <p>Note: For security purposes, your answer will appear as black dots as you type.</p>	

Step	Action
<p>7.</p>	<p>Click Next.</p> <p></p>

Step	Action
<p>8.</p>	<p>The <i>Reset Password</i> page will appear. Click in the Password field and enter a new password.</p> <div data-bbox="268 354 625 393" style="border: 1px solid black; height: 24px; width: 170px;"></div> <p>Note: You must create a password following the guidelines listed in the gray box. For security purposes, your password will appear as black dots as you type.</p>
<p>9.</p>	<p>Click in the Confirm Password field and enter the same password you entered in the Password field.</p> <div data-bbox="268 912 625 951" style="border: 1px solid black; height: 24px; width: 170px;"></div> <p>Note: If your passwords do not match, you will receive an error message and will need to retype your passwords. For security purposes, your answer will appear as black dots as you type.</p>



Step	Action
<p>10.</p>	<p>Click Reset Password.</p> 

Step	Action	
<p>11.</p>	<p>The <i>Password Saved</i> page will appear. Click Return to Log In to return to the <i>Retirement Online Sign In</i> page.</p> <div data-bbox="268 435 623 505" style="background-color: #6b8e23; color: white; padding: 5px; text-align: center; margin: 10px 0;">Return to Log In</div> <p>You have now completed resetting your <i>Retirement Online</i> password.</p>	 <p>The screenshot shows a web browser window displaying the NYSLRS (New York State & Local Retirement System) website. The page title is "Password Saved". A progress bar at the top indicates four steps: "Identify Yourself", "Verify Your Identity", "Reset Password", and "Reset Password Confirmation". The "Reset Password" step is currently active. Below the progress bar, a message states "Your Password has successfully been reset". At the bottom of the page, there is a green button labeled "Return to Log In" which is circled in red, with the number "11" next to it. The footer of the page reads "© New York State Office of the State Comptroller".</p>