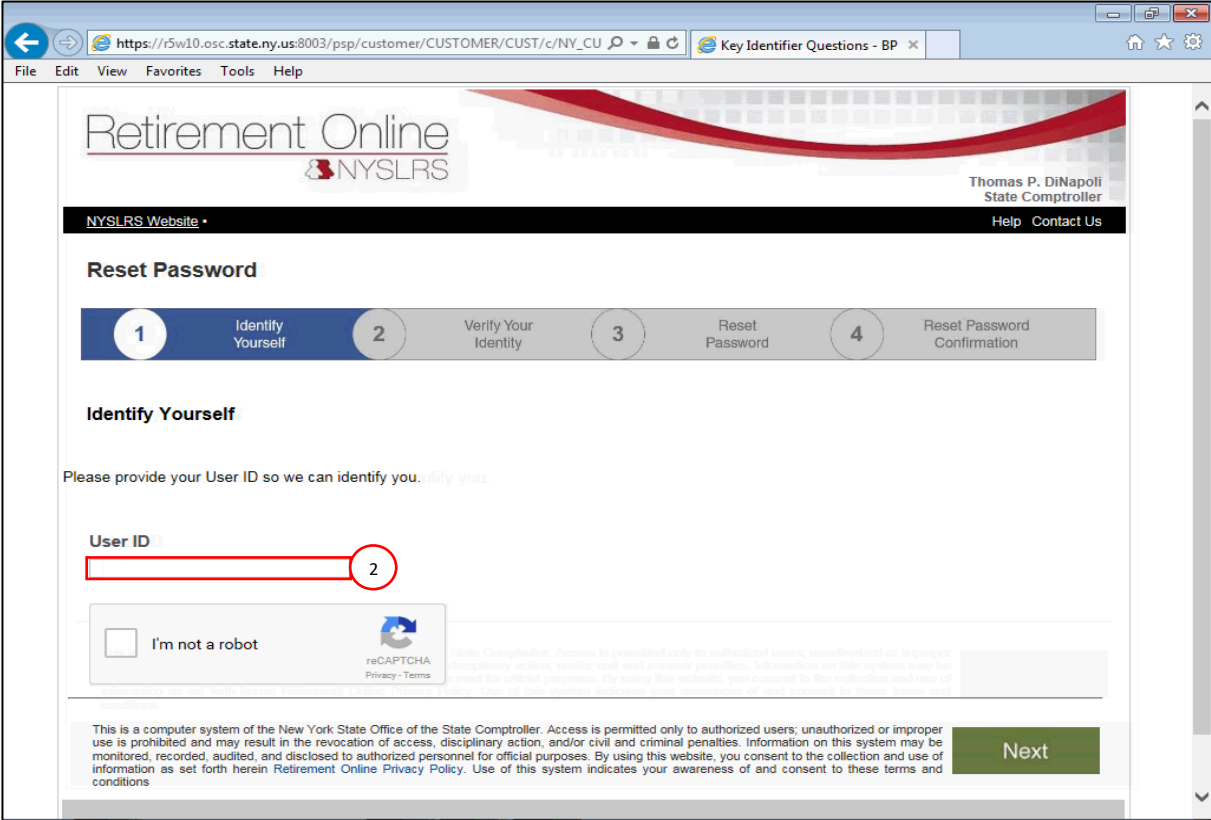**Thomas P. DiNapoli**, State Comptroller

NYSLRS
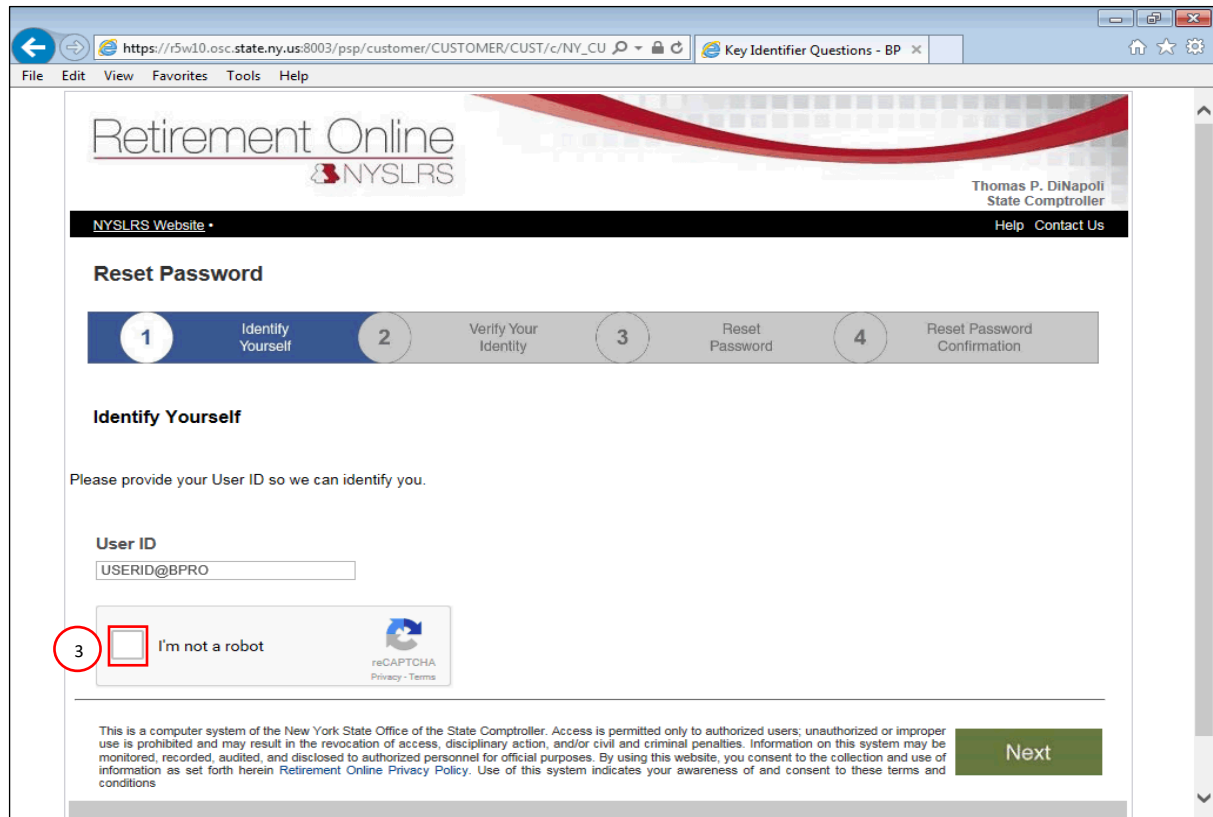New York State & Local Retirement System

Forgot Password

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

Step	Action
1.	On the *Retirement Online Sign In* page, click the **Forgot Password** link.

Step	Action
2.	The *Identify Yourself* page will appear. Click in the **User ID** field and enter your User ID.

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

Step	Action
4.	Click **Next.**

Step	Action
5.	The *Verify Your Identity* page will appear with the security questions you selected when you first signed in to *Retirement Online*. 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.	
6.	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.	
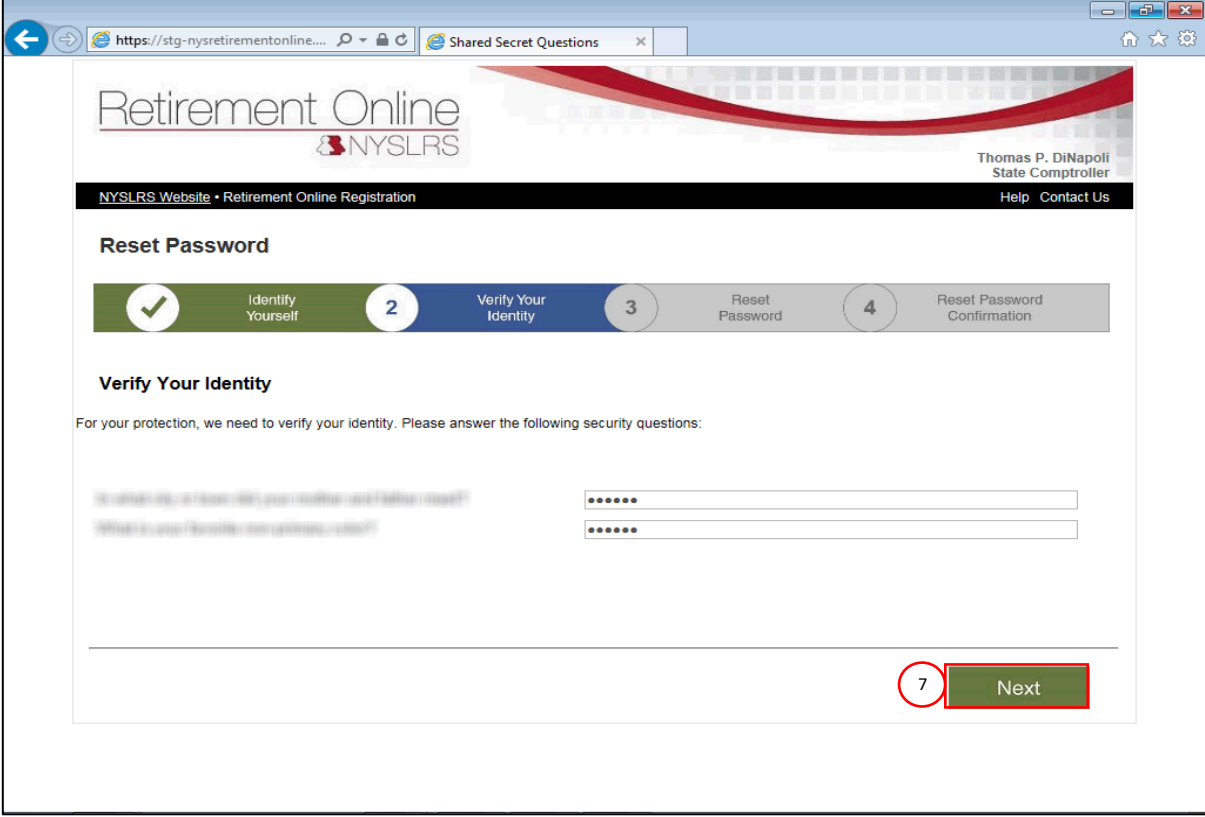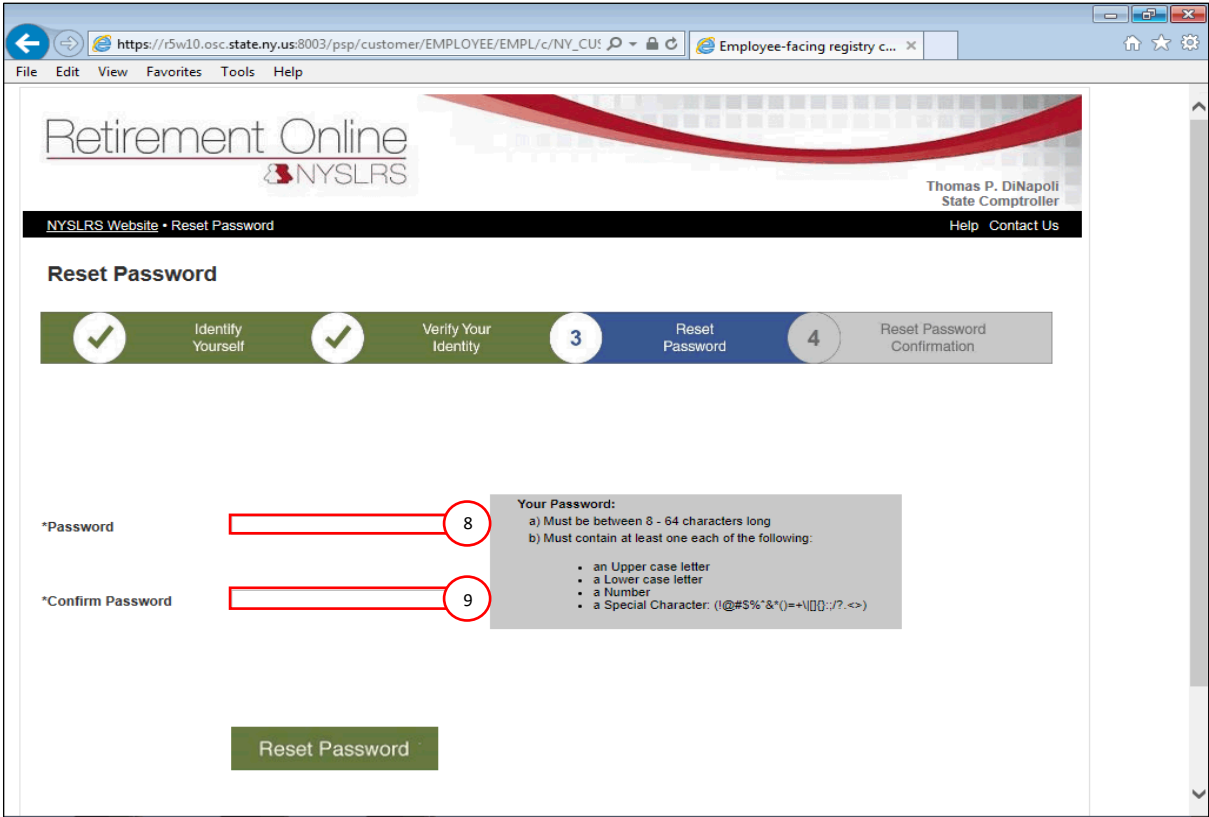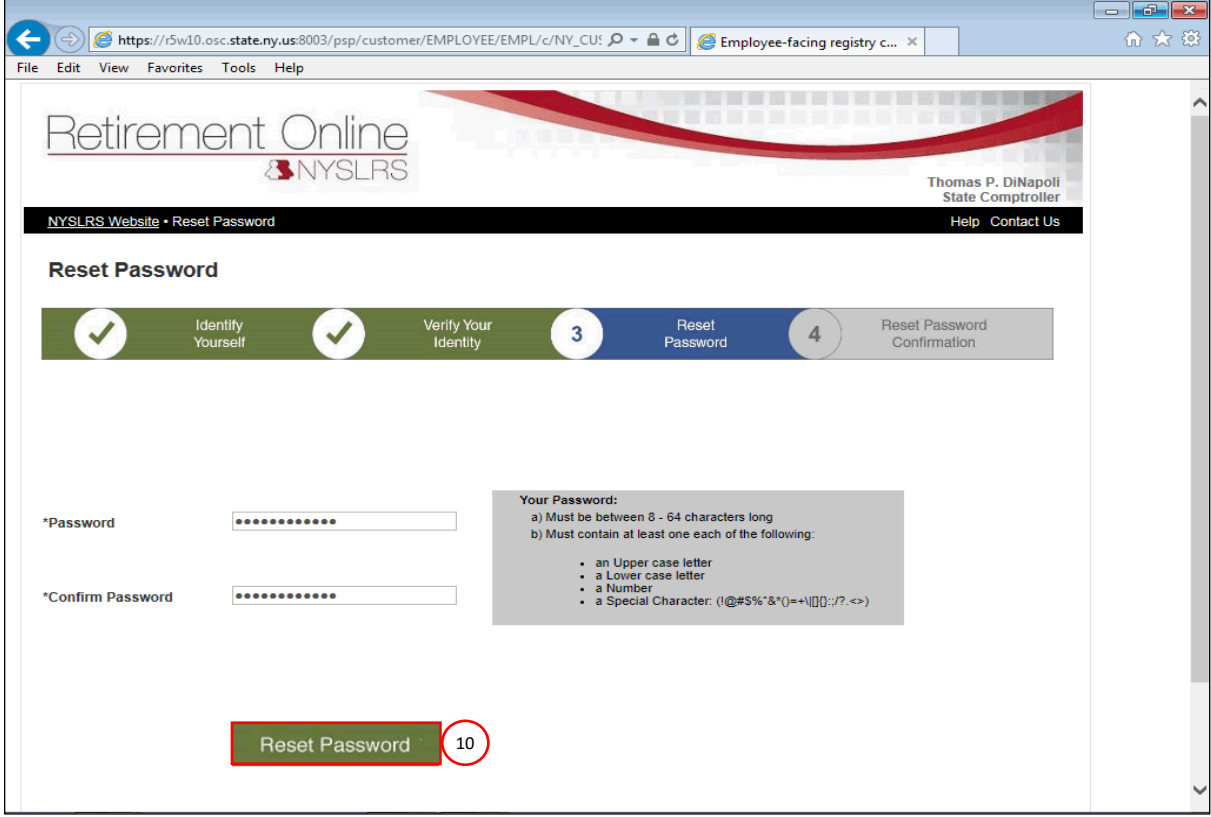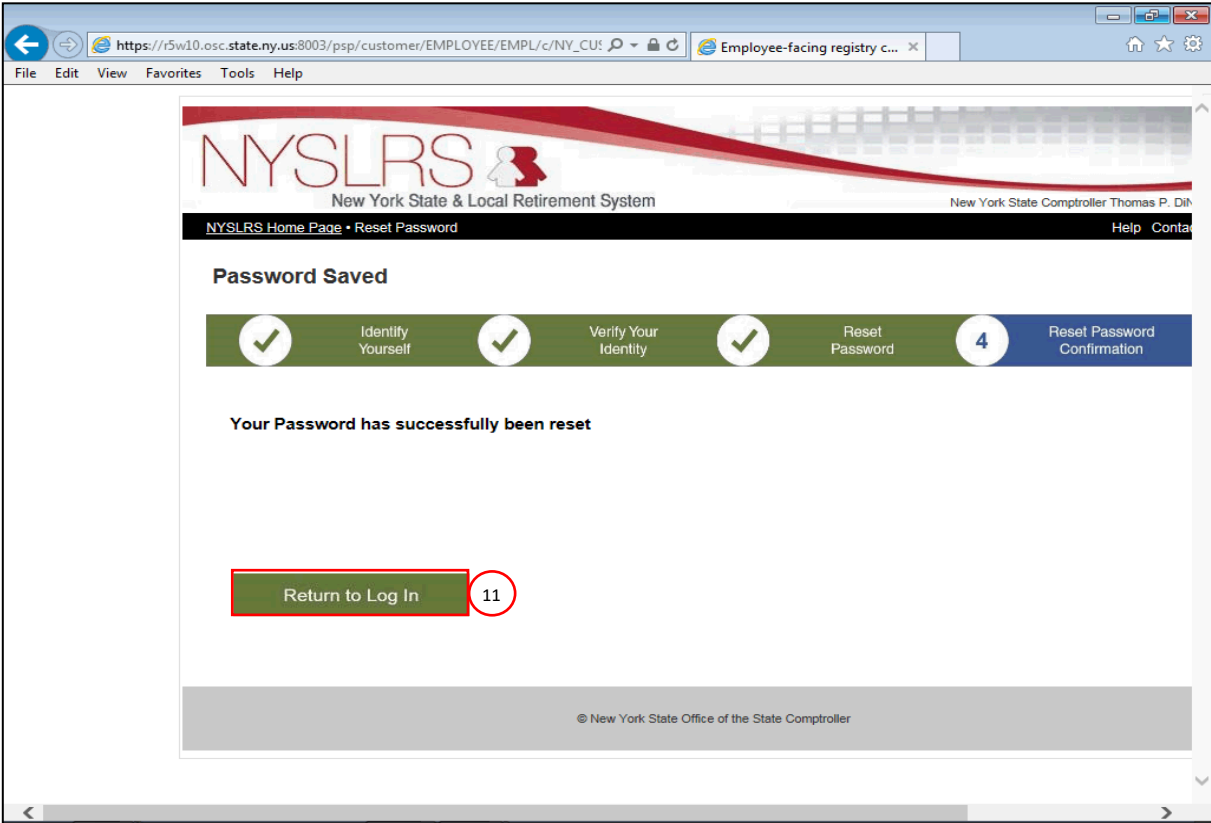
Step	Action
7.	Click the **Next** button.

Click the **Next** button.

Step	Action	
8.	The *Reset Password* page will appear. Click in the **Password** field and enter a new password. **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. You will not be able to use the previous six passwords.	
9.	Click in the **Confirm Password** field and enter the same password you entered in the **Password** field. **Note:** If your passwords do not match, you will receive an error message and will need to retype your passwords. For security purposes, your password will appear as black dots as you type.	

Step	Action
10.	Click the **Reset Password** button. ![Reset Password button]

Step	Action
11.	The *Password Saved* page will appear. Click **Return to Log In** to return to the *Retirement Online Sign In* page. ![Return to Log In button] You have completed resetting your *Retirement Online* password.	