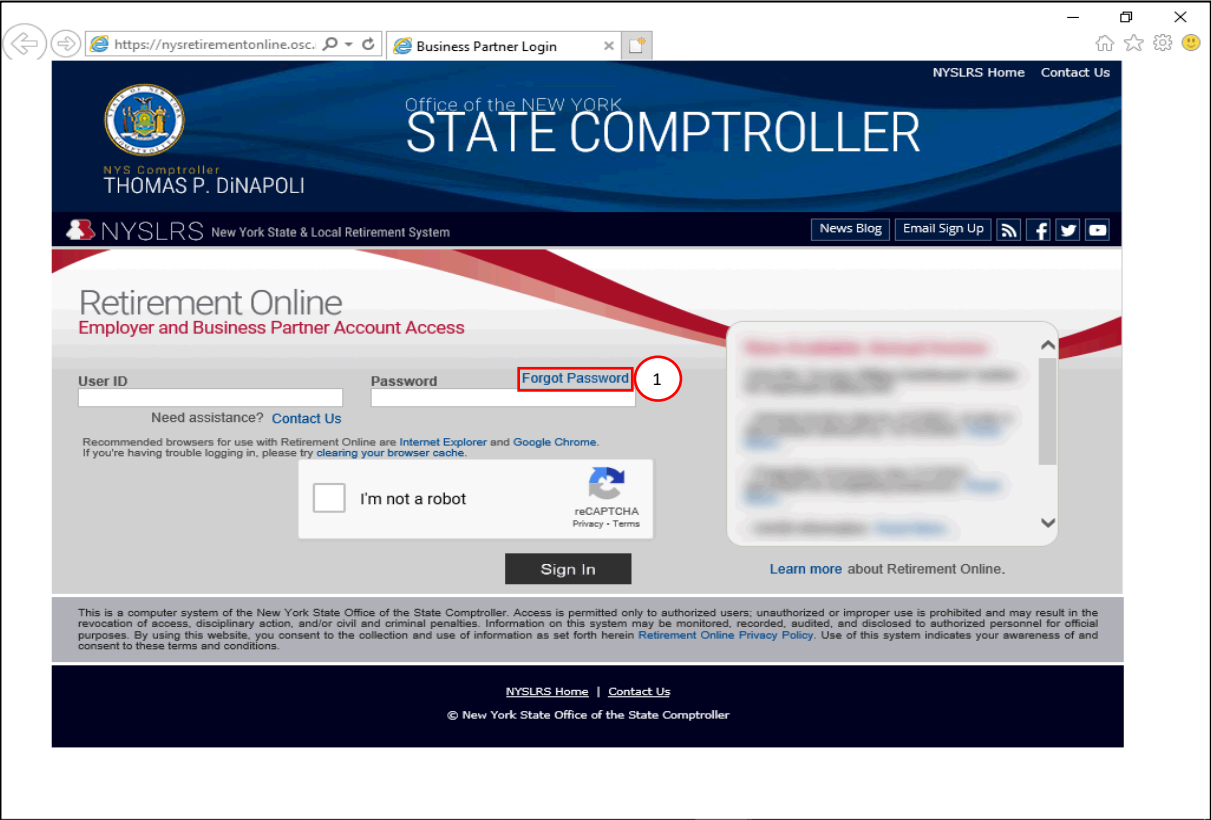


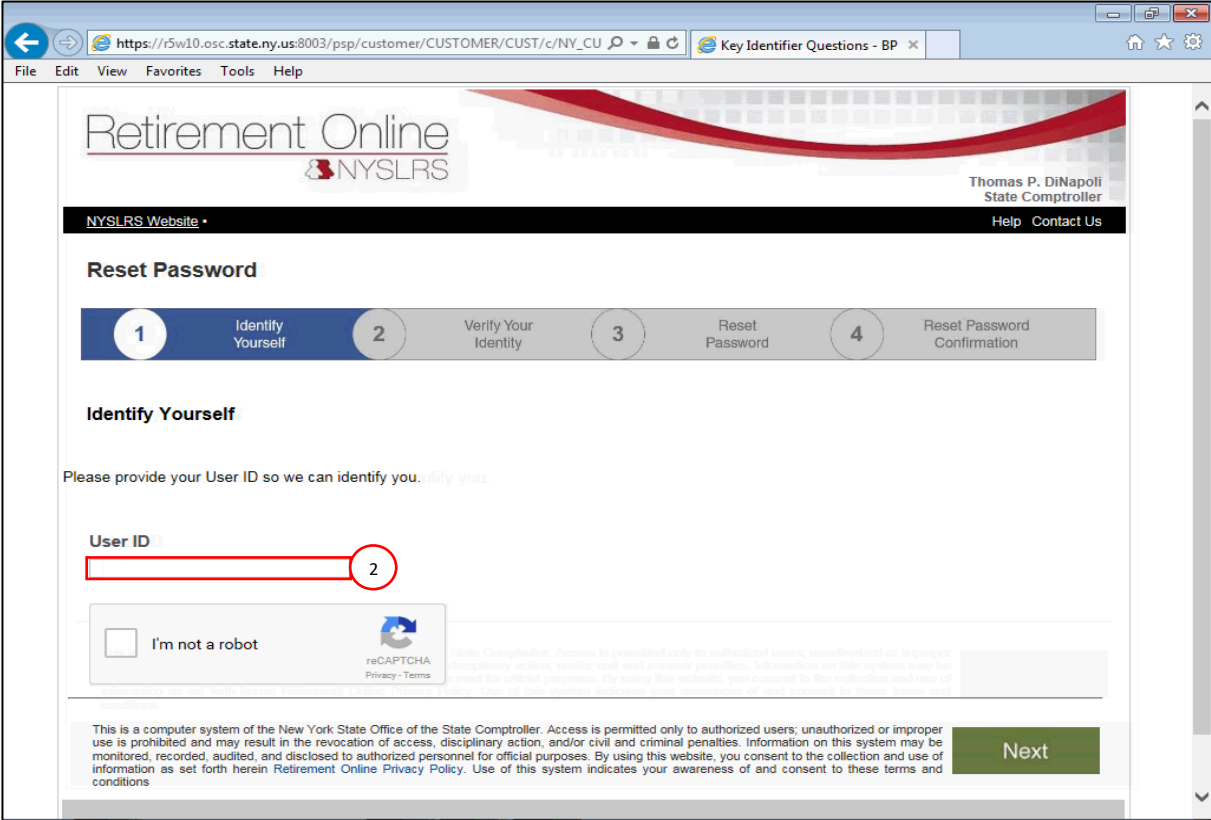
Thomas P. DiNapoli, State Comptroller




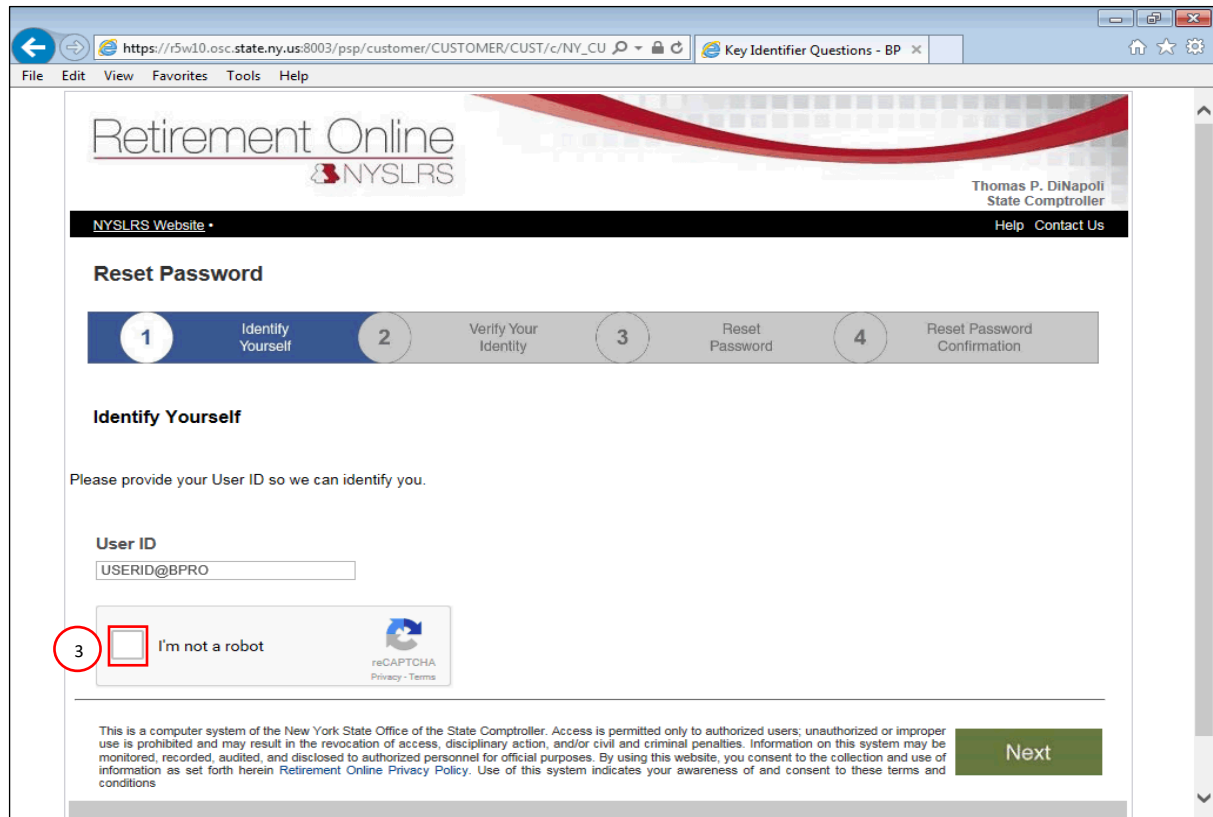
Forgot Password

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

Step	Action
1.	<p>On the <i>Retirement Online Sign In</i> page, click the Forgot Password link.</p>  <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. It has fields for 'User ID' and 'Password'. A red box highlights the 'Forgot Password' link next to the password field, with a red circle containing the number '1' next to it. There is also a 'Sign In' button and a reCAPTCHA 'I'm not a robot' checkbox. At the bottom, there is a disclaimer and copyright information.</p>

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="270 358 630 391" style="border: 1px solid black; height: 20px; width: 171px;"></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>



Retirement Online
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Reset Password

- 1 Identify Yourself
- 2 Verify Your Identity
- 3 Reset Password
- 4 Reset Password Confirmation

Identify Yourself

Please provide your User ID so we can identify you.


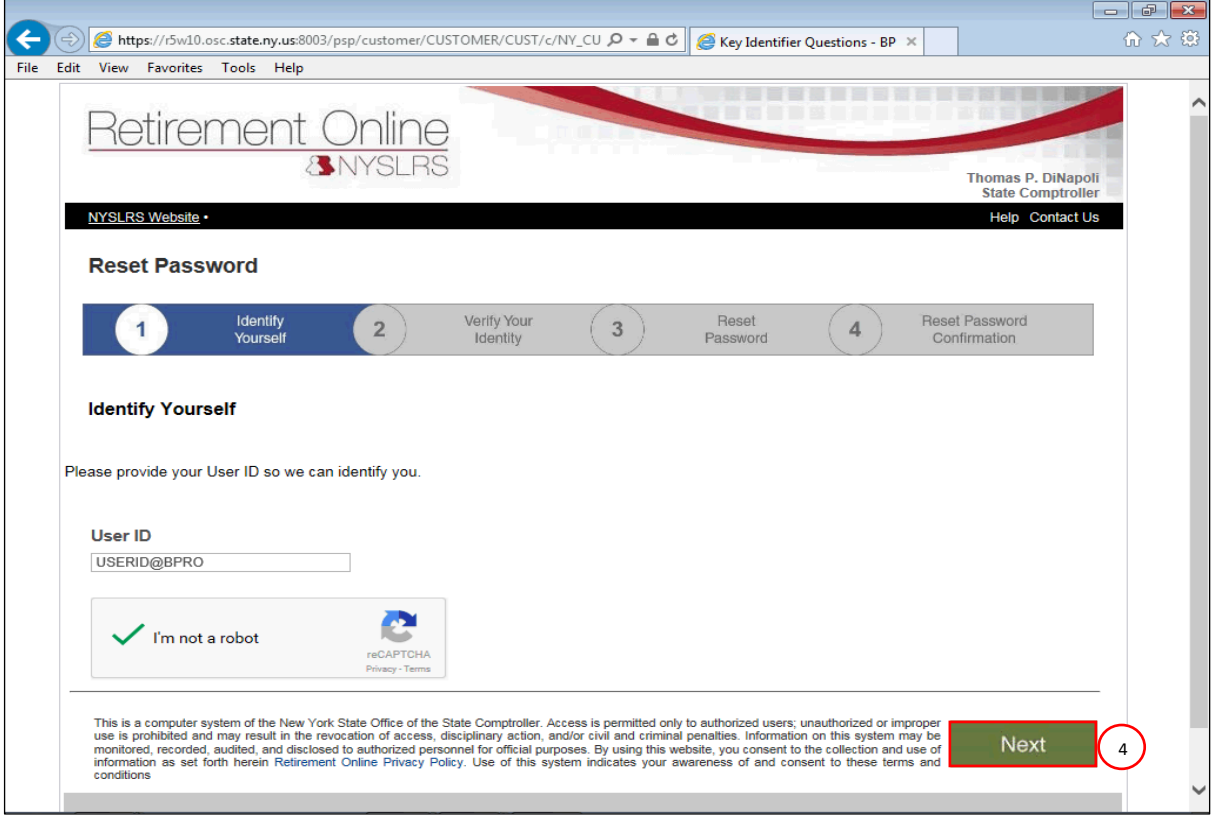
User ID
USERID@BPRO

3 ☐ I'm not a robot

reCAPTCHA
Privacy - Terms

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

Next

Step	Action
4.	<div data-bbox="262 203 520 332"> <p>Click Next.</p>  </div> <div data-bbox="676 203 1879 1015">  </div>

Step	Action
<p>5.</p>	<p>The <i>Verify Your Identity</i> page will appear with the security questions you selected when you first signed in to <i>Retirement Online</i>. 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 1104 623 1143" 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>

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Reset Password

1 Identify Yourself 2 Verify Your Identity 3 Reset Password 4 Reset Password Confirmation

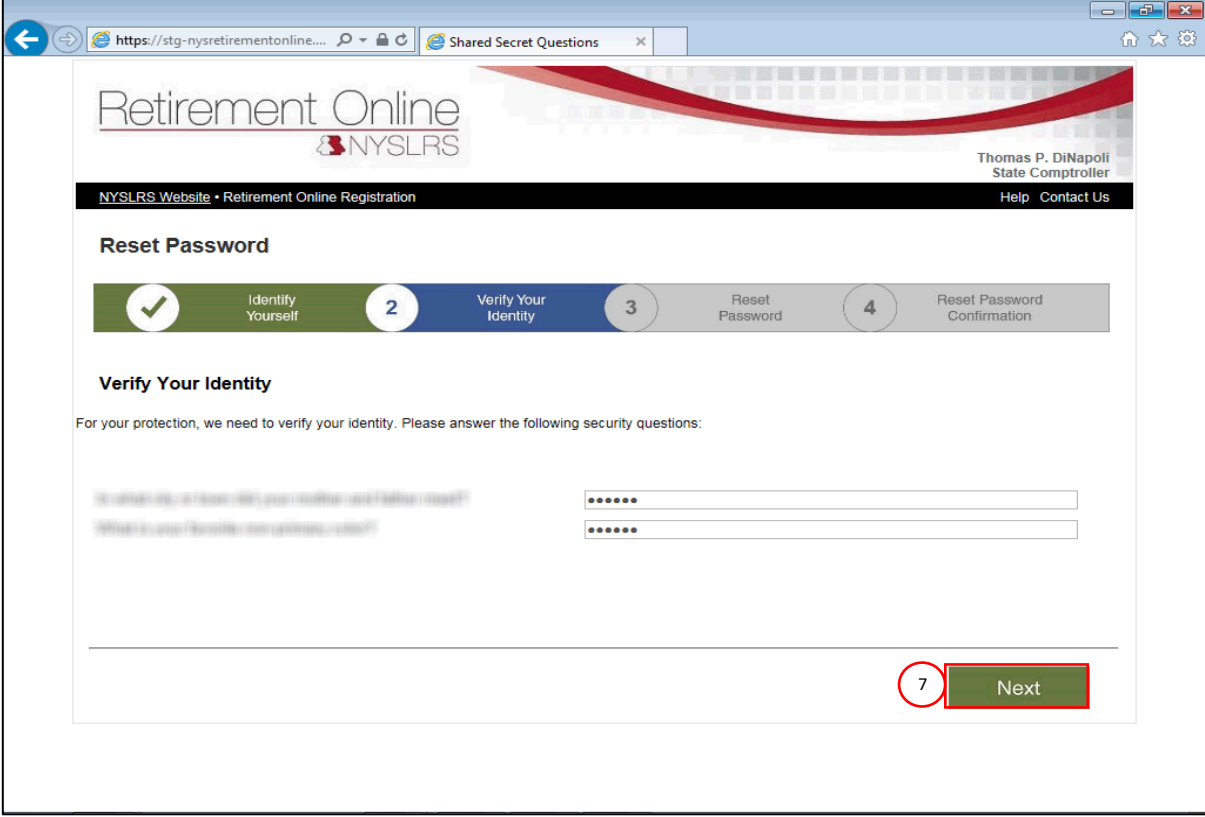
Verify Your Identity

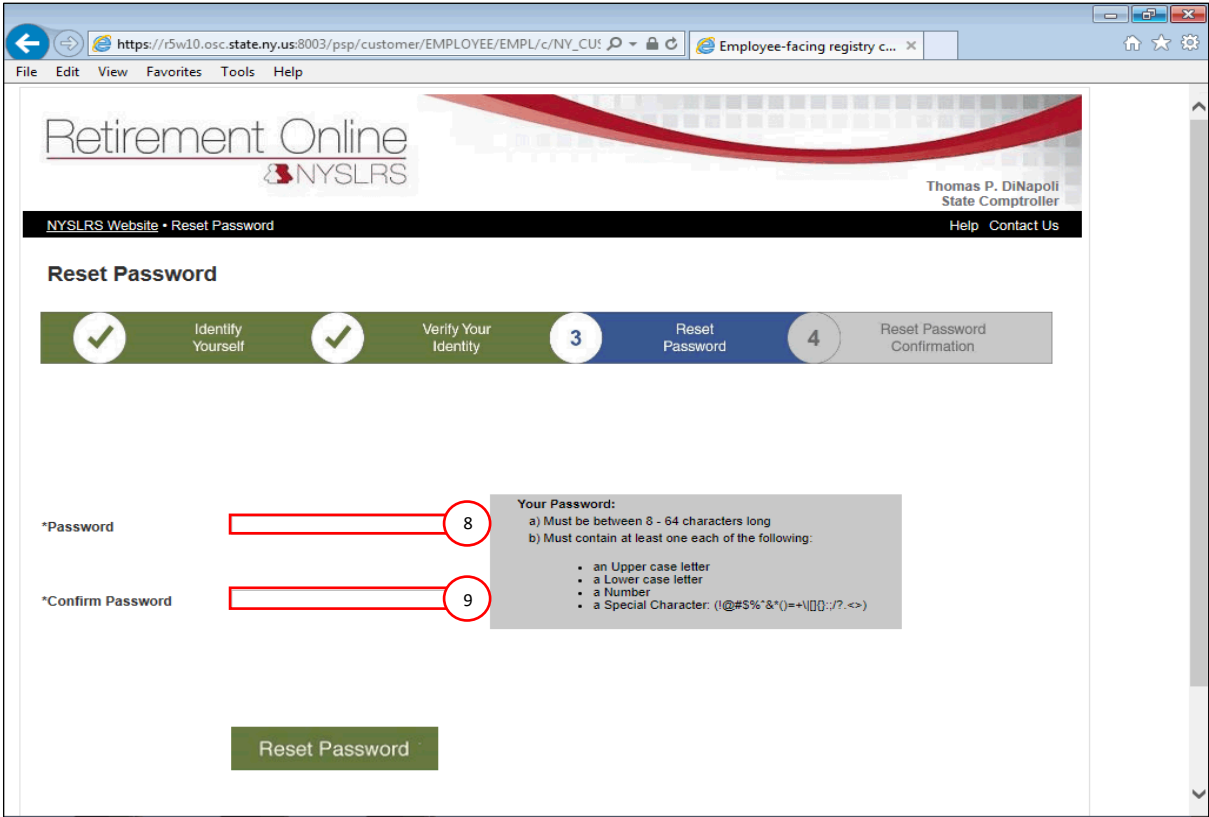
For your protection, we need to verify your identity. Please answer the following security questions:

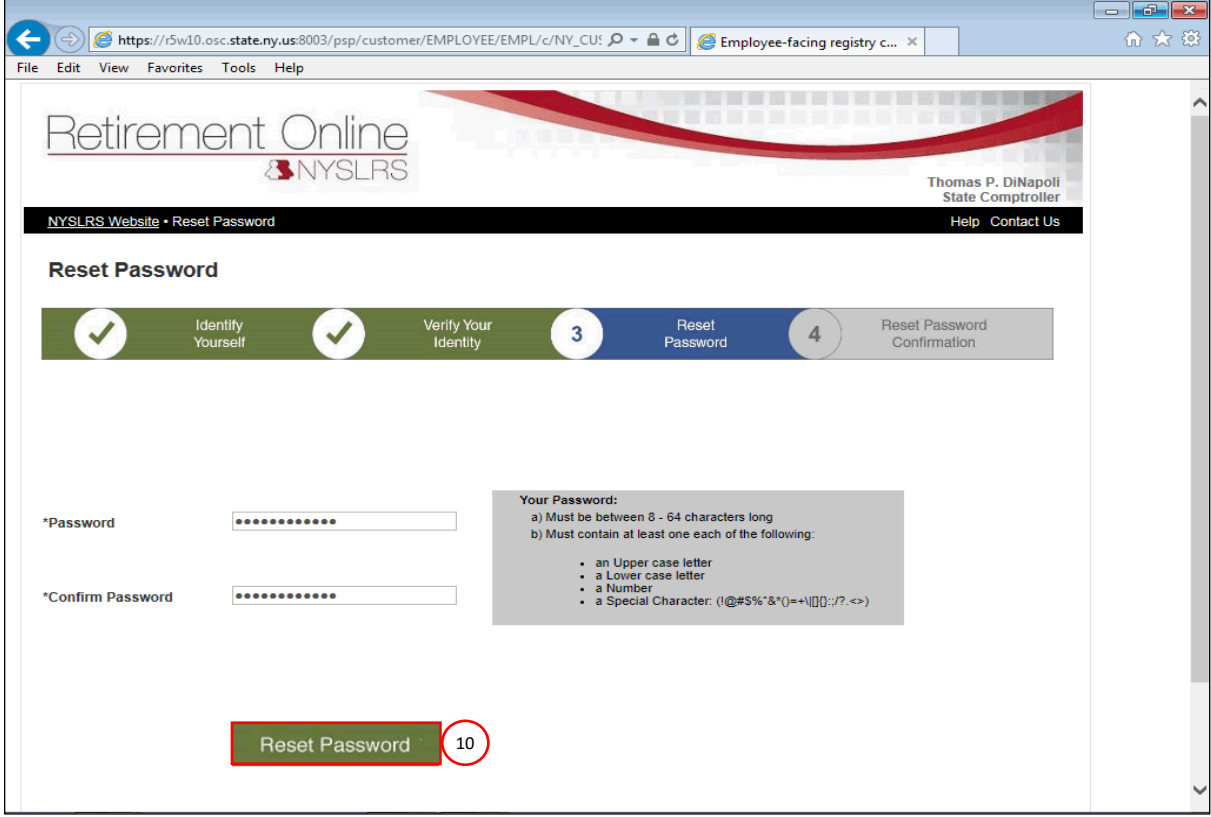
What is your favorite color? 5

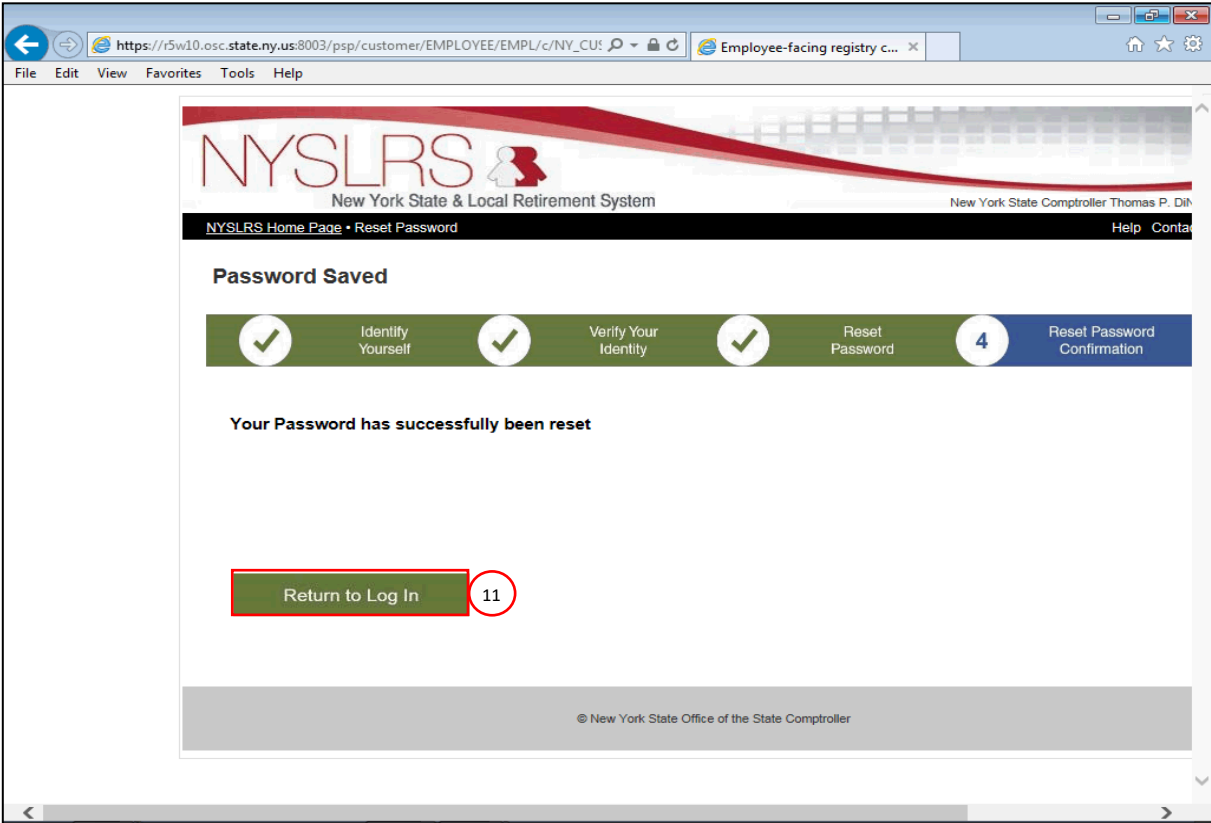
What is your favorite food? 6

Next

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

Step	Action
<p>8. The <i>Reset Password</i> page will appear. Click in the Password field and enter a new password.</p> <div data-bbox="268 354 625 394" style="border: 1px solid black; height: 25px; width: 170px; margin: 10px 0;"></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. You will not be able to use the previous six passwords.</p>	
<p>9. Click in the Confirm Password field and enter the same password you entered in the Password field.</p> <div data-bbox="268 992 625 1032" style="border: 1px solid black; height: 25px; width: 170px; margin: 10px 0;"></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 password will appear as black dots as you type.</p>	

Step	Action
10.	<p>Click the Reset Password button.</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> <p>You have completed resetting your <i>Retirement Online</i> password.</p>  <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8003/psp/customer/EMPLOYEE/EMPL/c/NY_CU?. The page title is "NYSLRS Home Page • Reset Password". The main heading is "Password Saved". Below this is a progress bar with four steps: "Identify Yourself", "Verify Your Identity", "Reset Password", and "Reset Password Confirmation". The "Reset Password" step is highlighted with a green bar and a checkmark, and the "Reset Password Confirmation" step is highlighted with a blue bar and a checkmark. Below the progress bar, the text "Your Password has successfully been reset" is displayed. At the bottom of the page, there is a green button labeled "Return to Log In". The number "11" is circled in red next to the button.</p>