Thomas P. DiNapoli, State Comptroller

NYSLRS
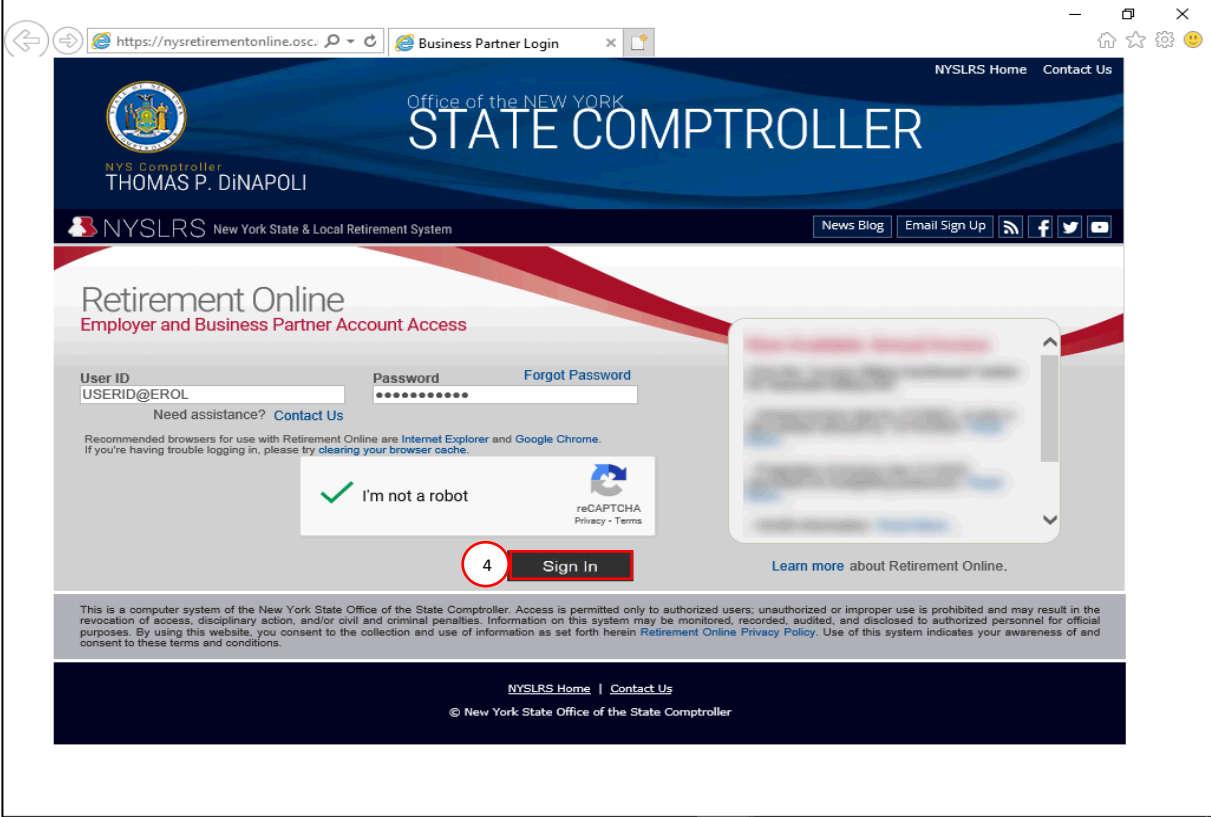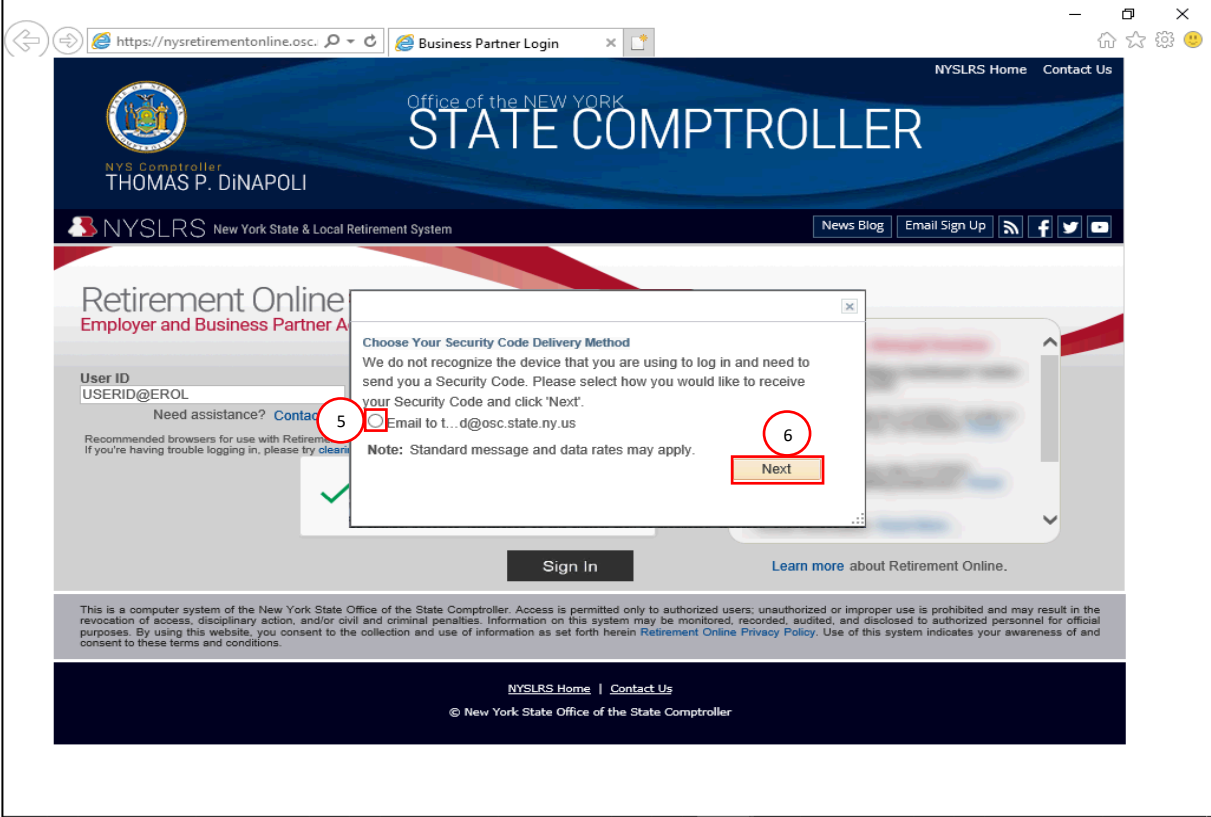New York State & Local Retirement System

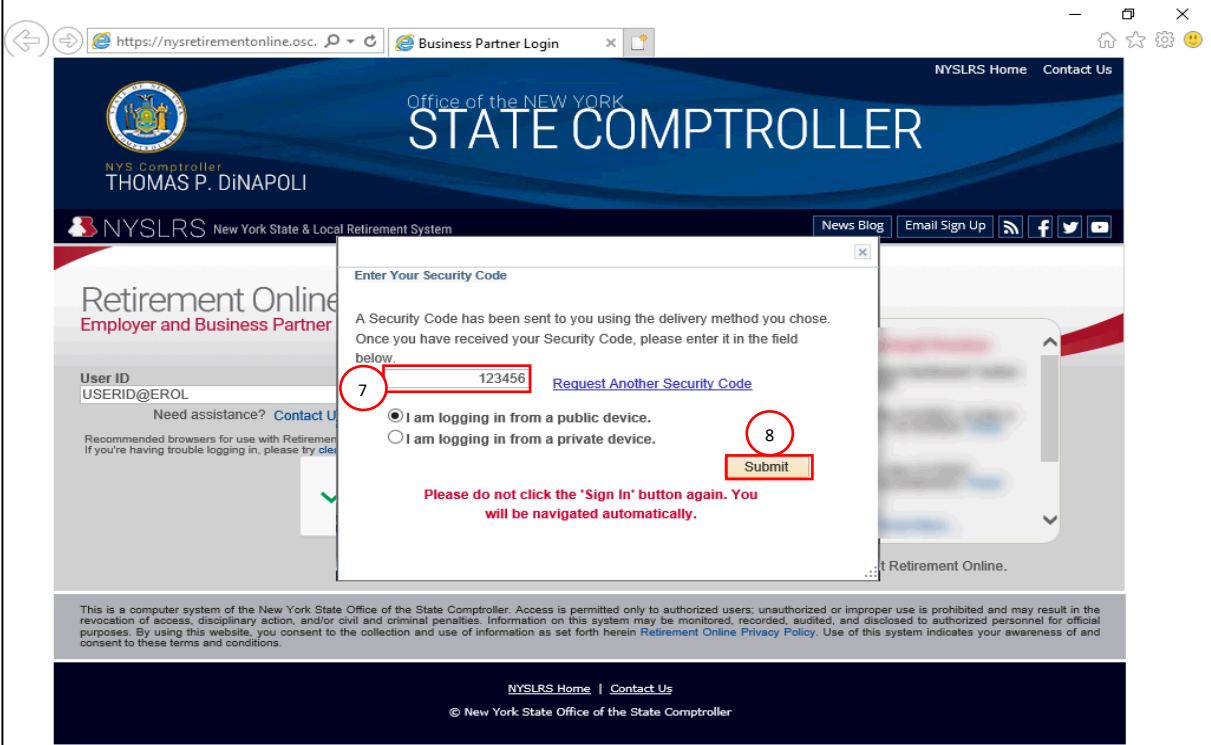## First-Time Sign In to *Retirement Online* – Selecting Your Security Questions

This guide shows you (as an employer or business partner) how to sign in to *Retirement Online* for the first time. It also shows you how to set up your security questions. You will only need to follow these steps the first time you sign in to *Retirement Online*. Afterwards, you will only be required to enter your User ID and password.
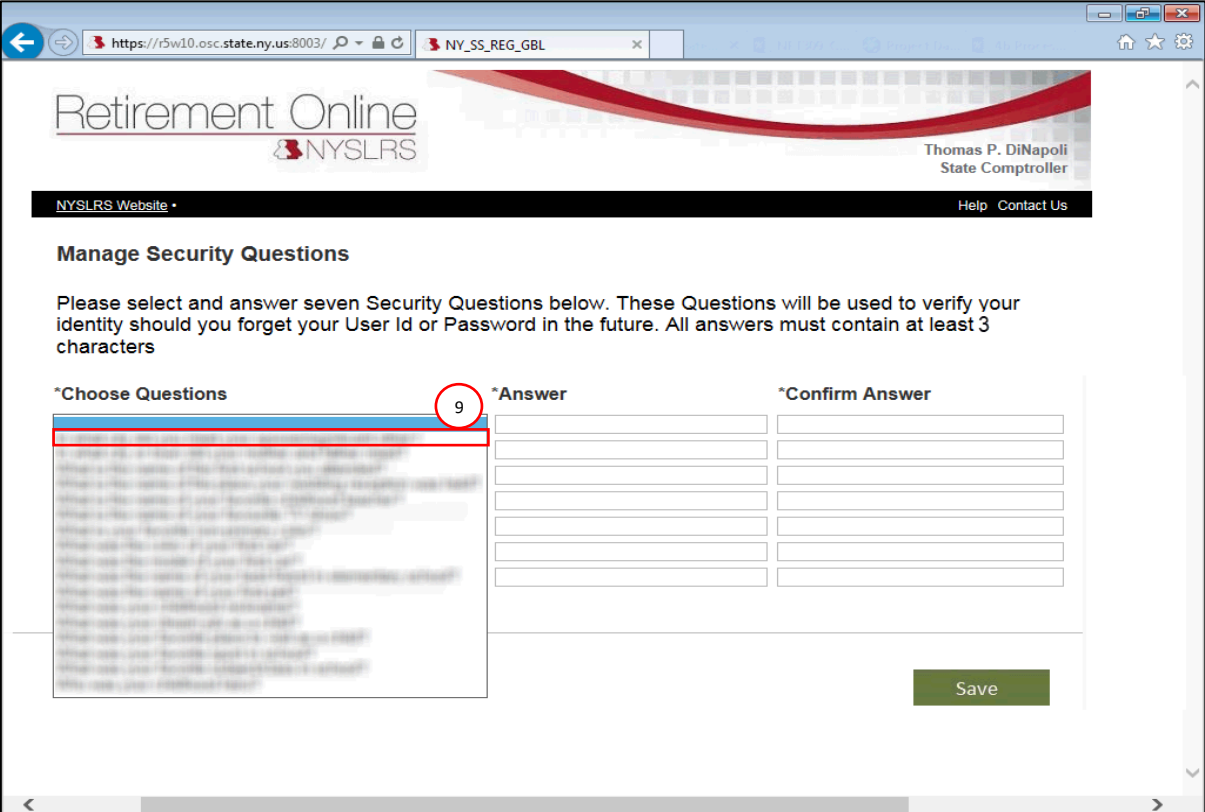
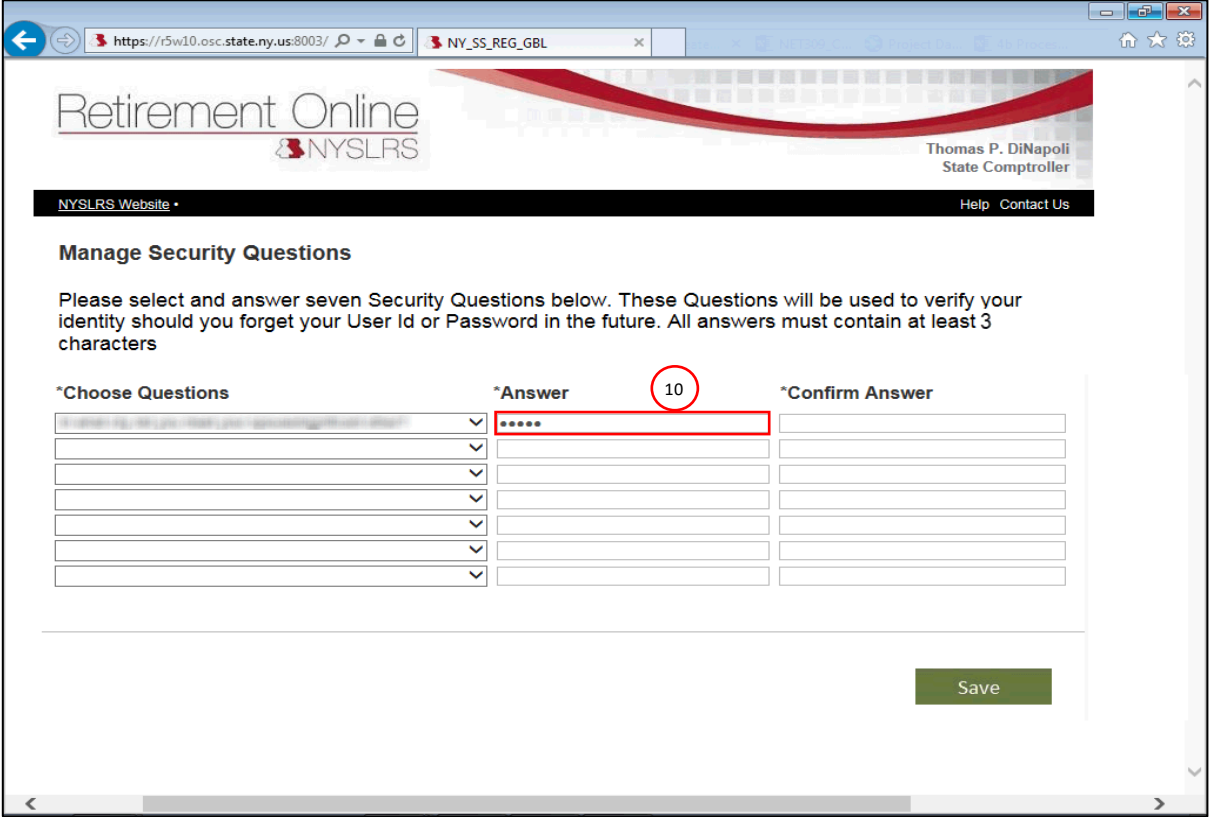| Step	Action
①1.	On the *Retirement Online Sign In* page, click in the **User ID** field and enter your User ID. **Note:** You will receive your User ID by NYSLRS.

Step	Action	
2.	Click in the **Password** field and enter your password. [ ] **Note:** For security purposes, your password will appear as black dots as you type.	
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 **Sign In**. Sign In	

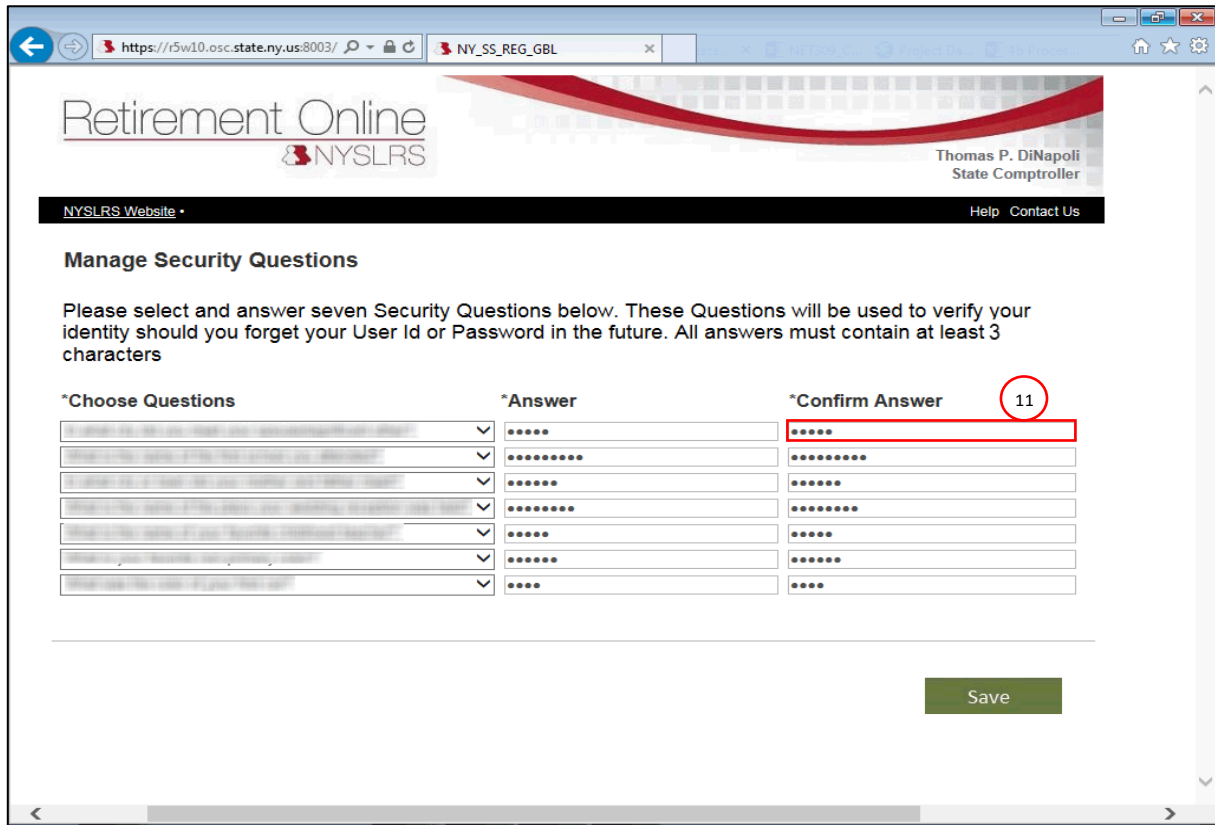| Step	Action
5.	The 'Choose Your Security Code Delivery Method' pop-up will appear. Click the radio button next to the way you want to receive your security code. ⬤ **Note:** Depending on how you set up your account, you may have different options.	
6.	Click **Next** to receive your security code.	

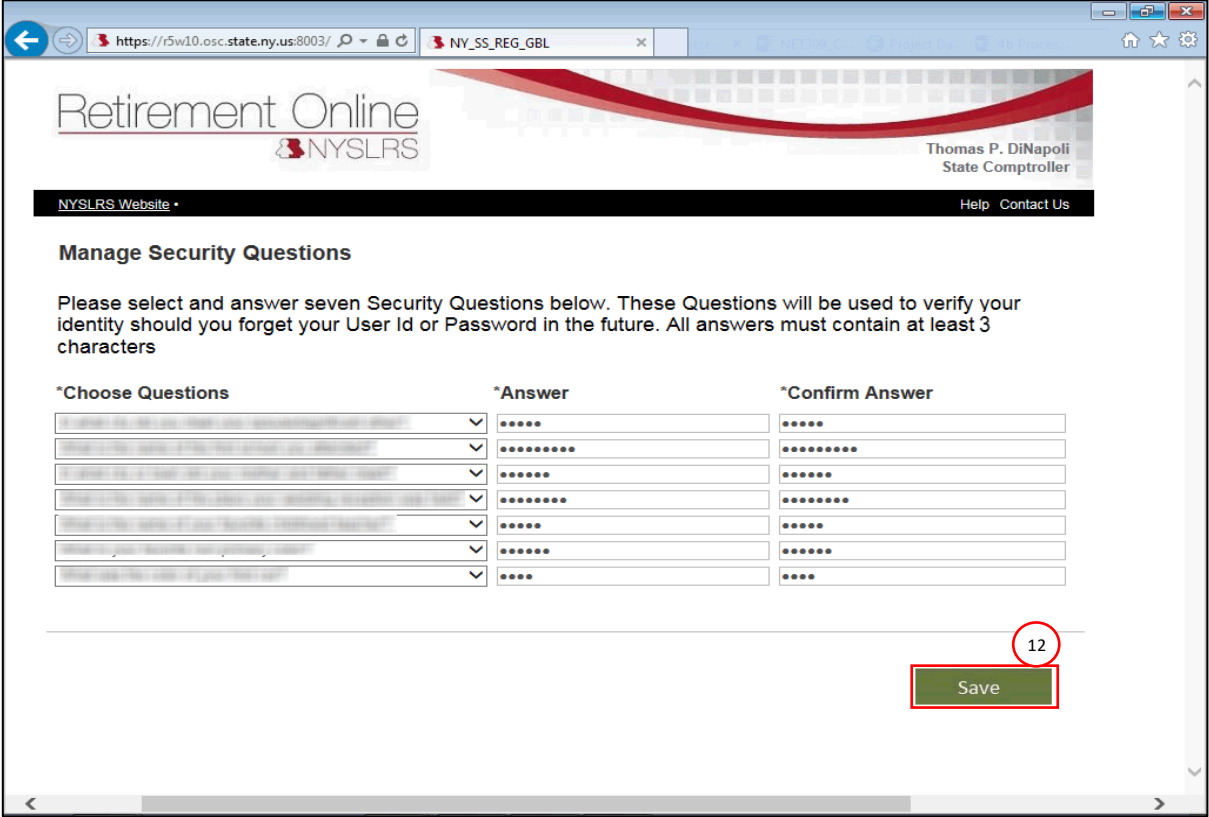| Step	Action
7.	The 'Enter Your Security Code' pop-up box will appear. Click in the **Security Code** field and enter the code you received. **Note:** If you did not receive a security code by the method requested, click **Request Another Security Code**.	
8.	Click **Submit**. Submit	

Step	Action
(9.)	The *Manage Security Questions* page will appear. Please select, answer, and confirm answers to seven different security questions. These questions will be used to verify your identity if you forget your password in the future. Select a question from the **Choose Questions** drop-down. **Note:** Once you select a question from the list, it will not appear again.	

Step	Action
⑩	Click in the **Answer** field and enter the answer to the question.

Note: For security purposes, your answer will appear as black dots as you type. | |

Step	Action
(11).	Click in the **Confirm Answer** field and re-enter the same information you entered in the **Answer** field for this question. **Note:** For security purposes, your answer will appear as black dots as you type. If your answers do not match, you will receive an error message and will need to retype your answers. Repeat steps 9 through 11 until you have seven complete security questions and answers.	

Step	Action
12.	Click **Save** to continue. ![Save button]

Step	Action
13.	The *Retirement Online Account Homepage* will appear. You have successfully completed selecting your security questions and have signed in to *Retirement Online* for the first time.	