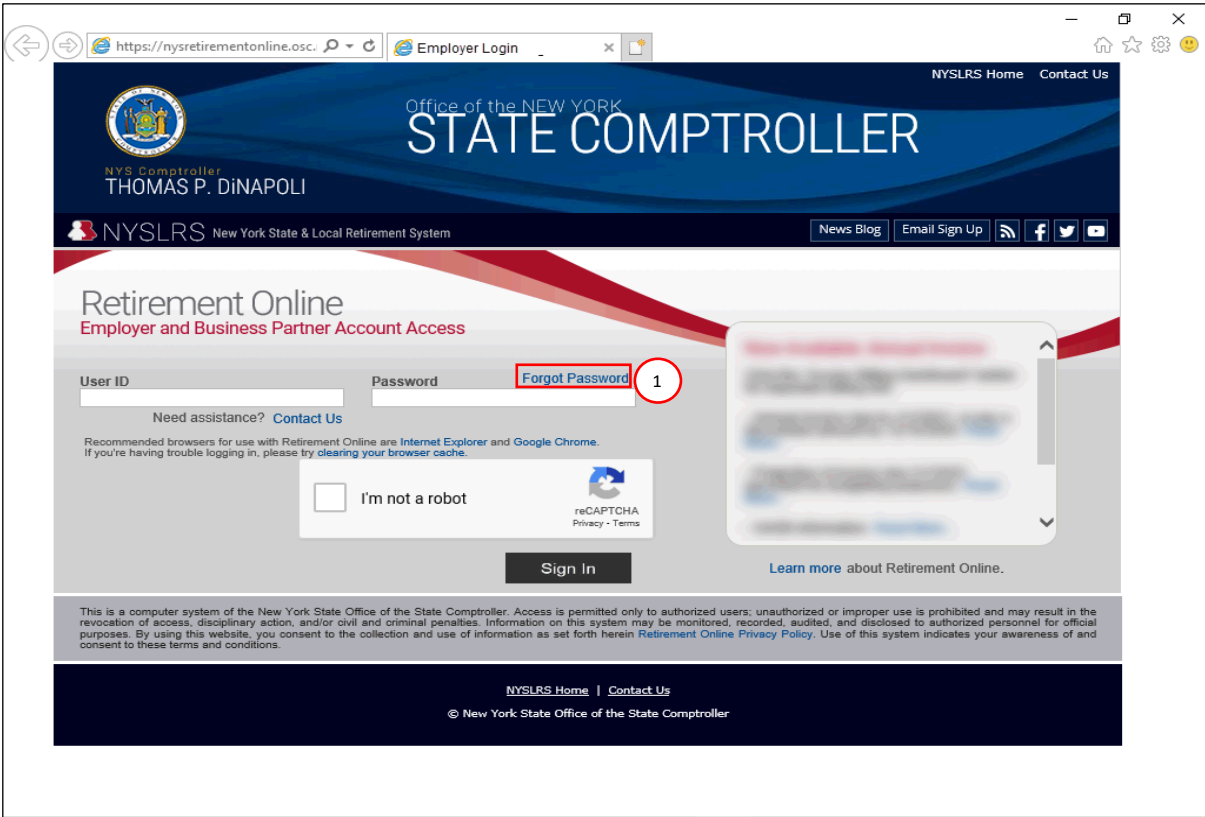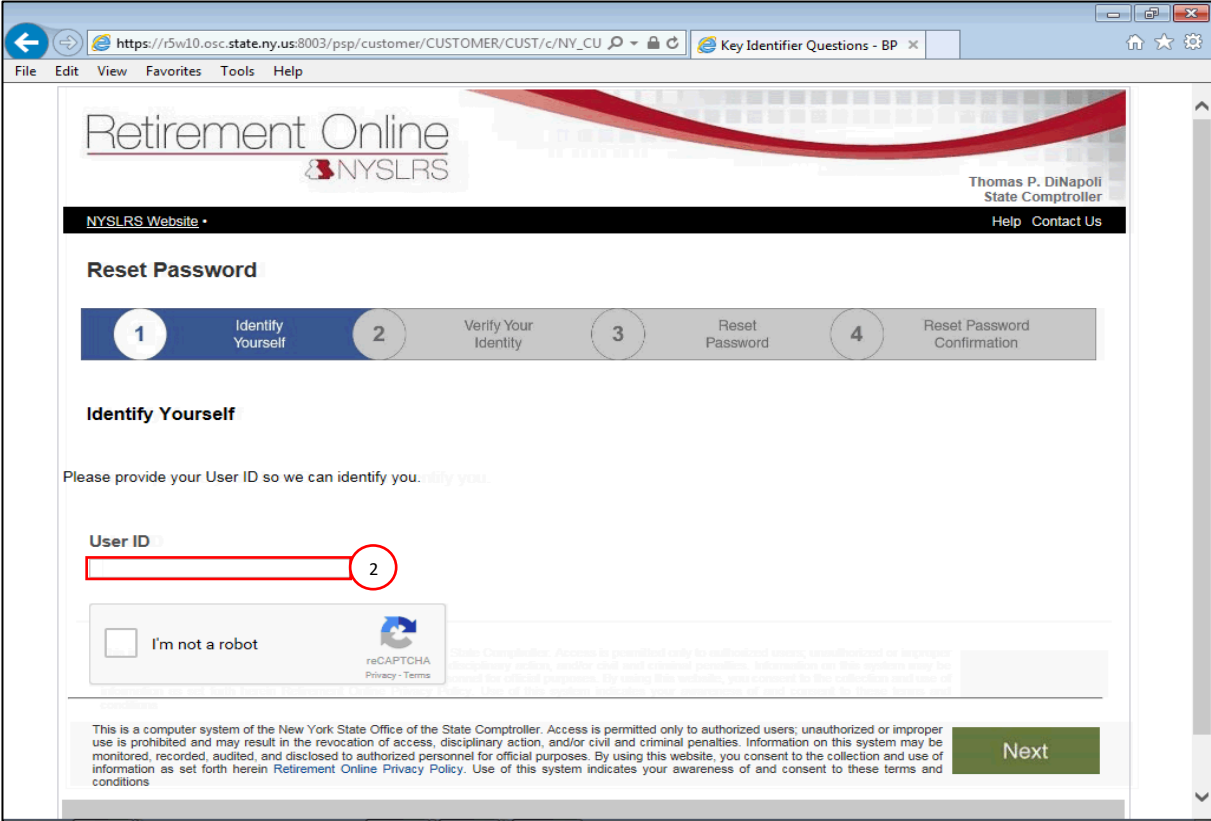**Thomas P. DiNapoli**, State Comptroller

NYSLRS
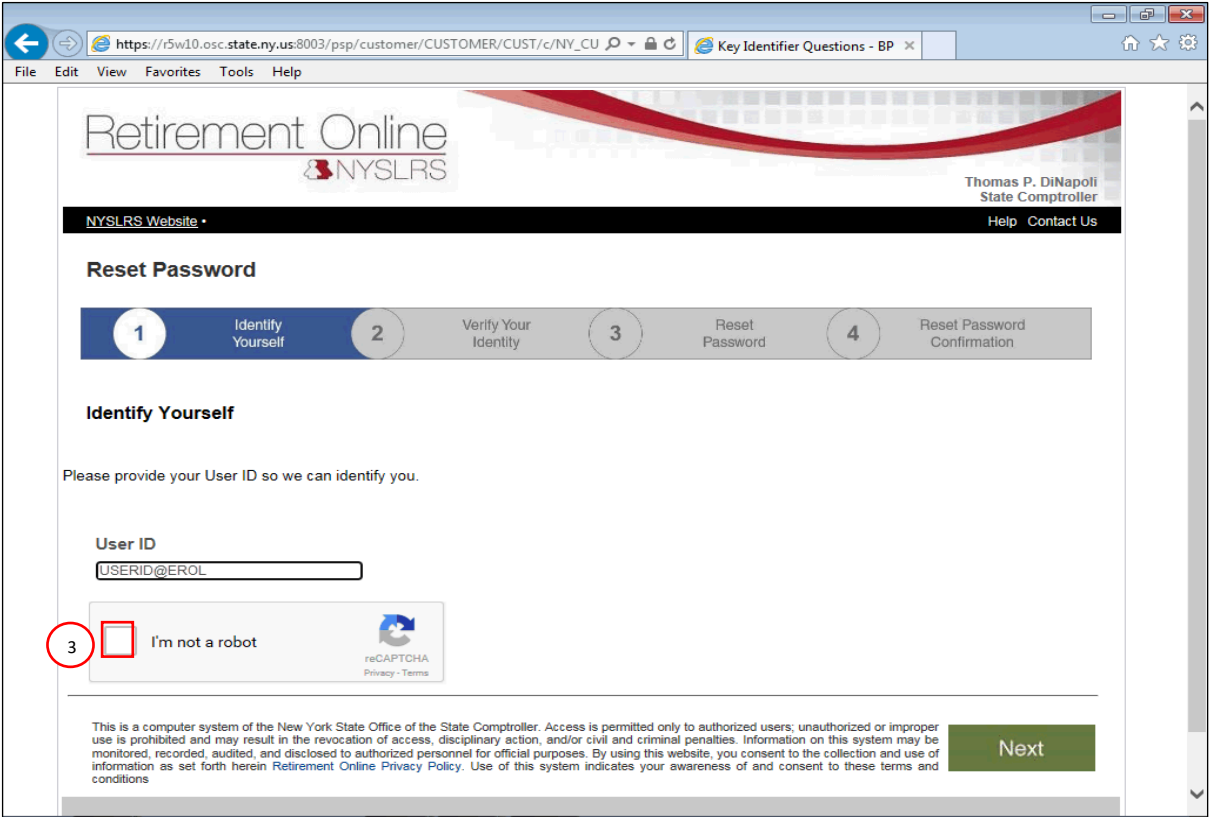New York State & Local Retirement System

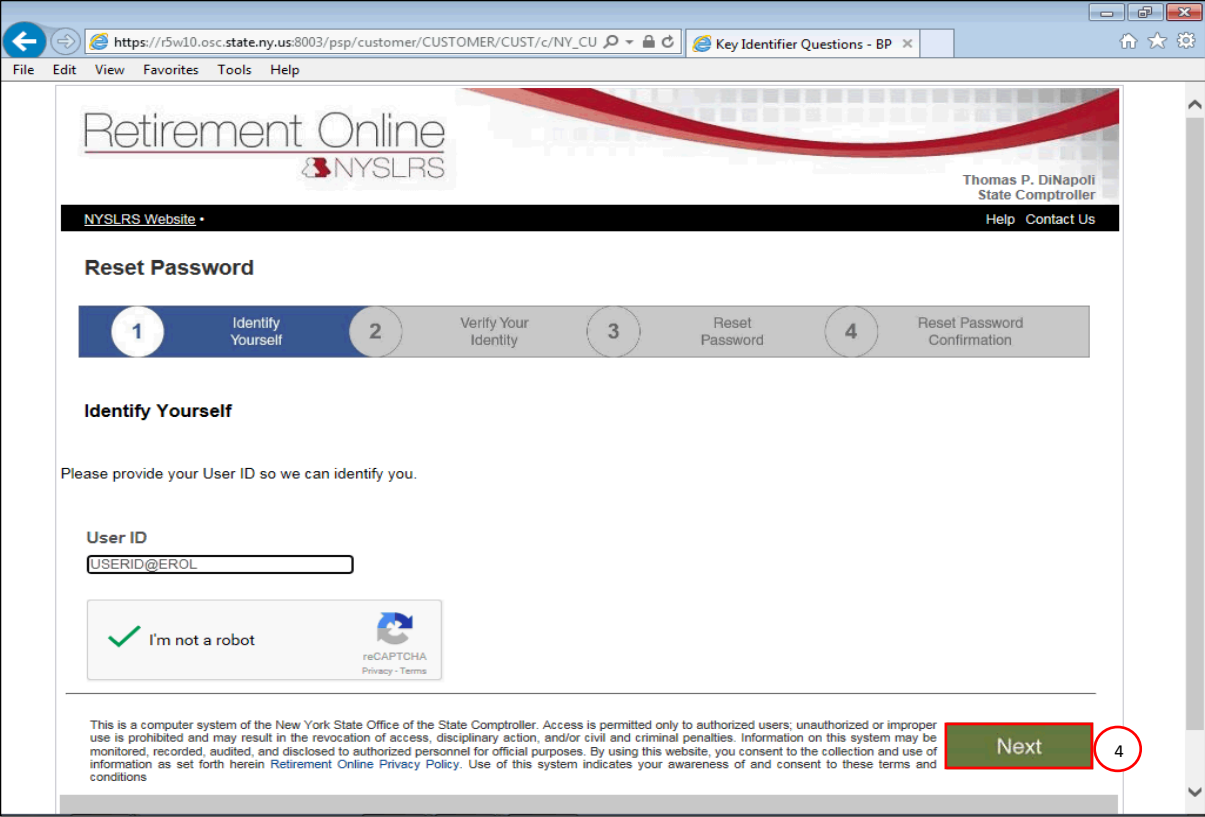## Forgot Password

This guide shows you (as an employer) 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.
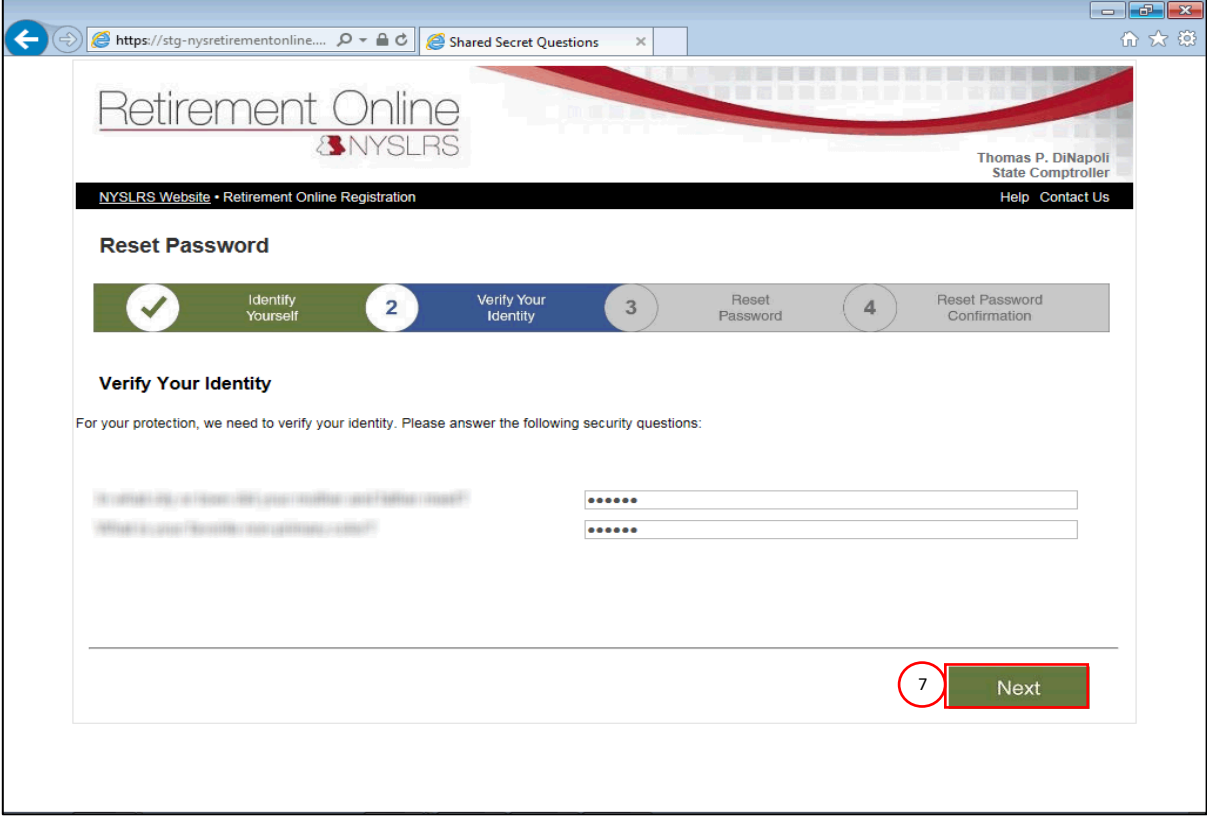
Step	Action
2.	The *Identify Yourself* page will appear. Click in the **User ID** field and enter your User ID.

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.	

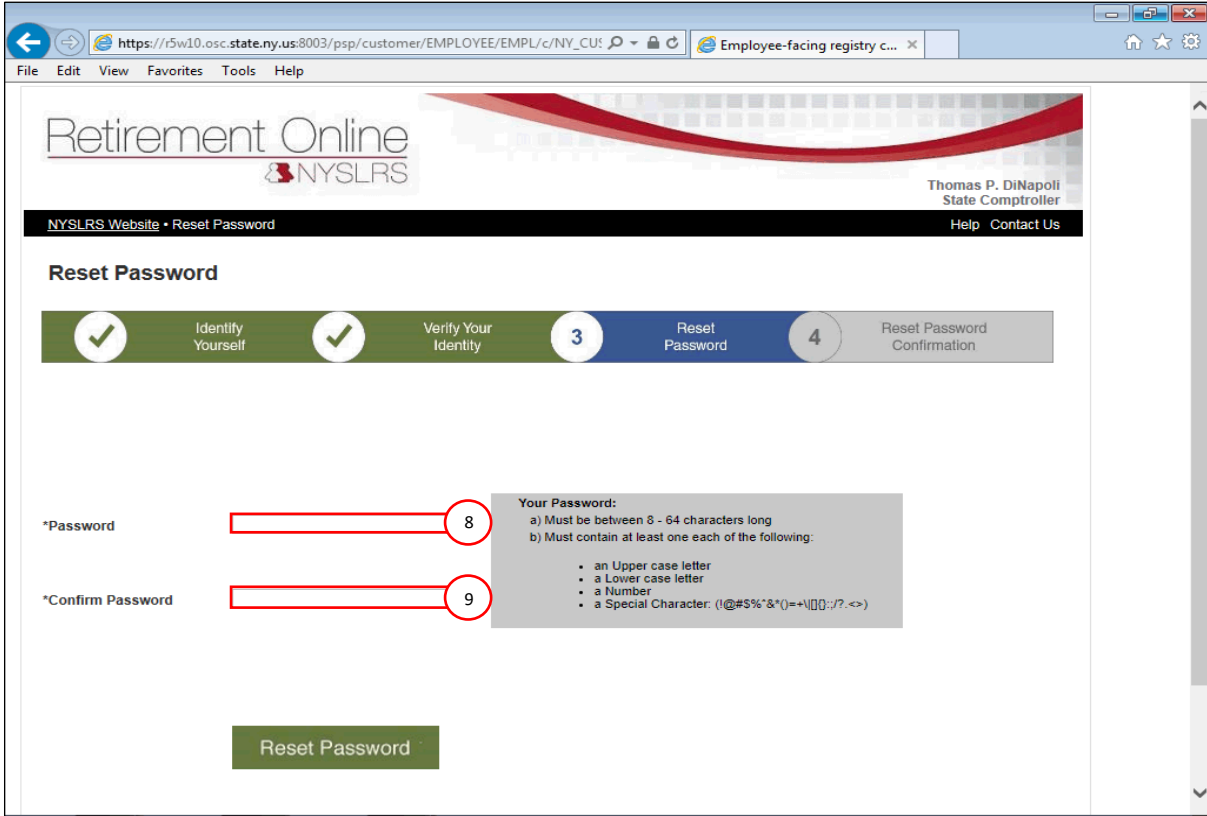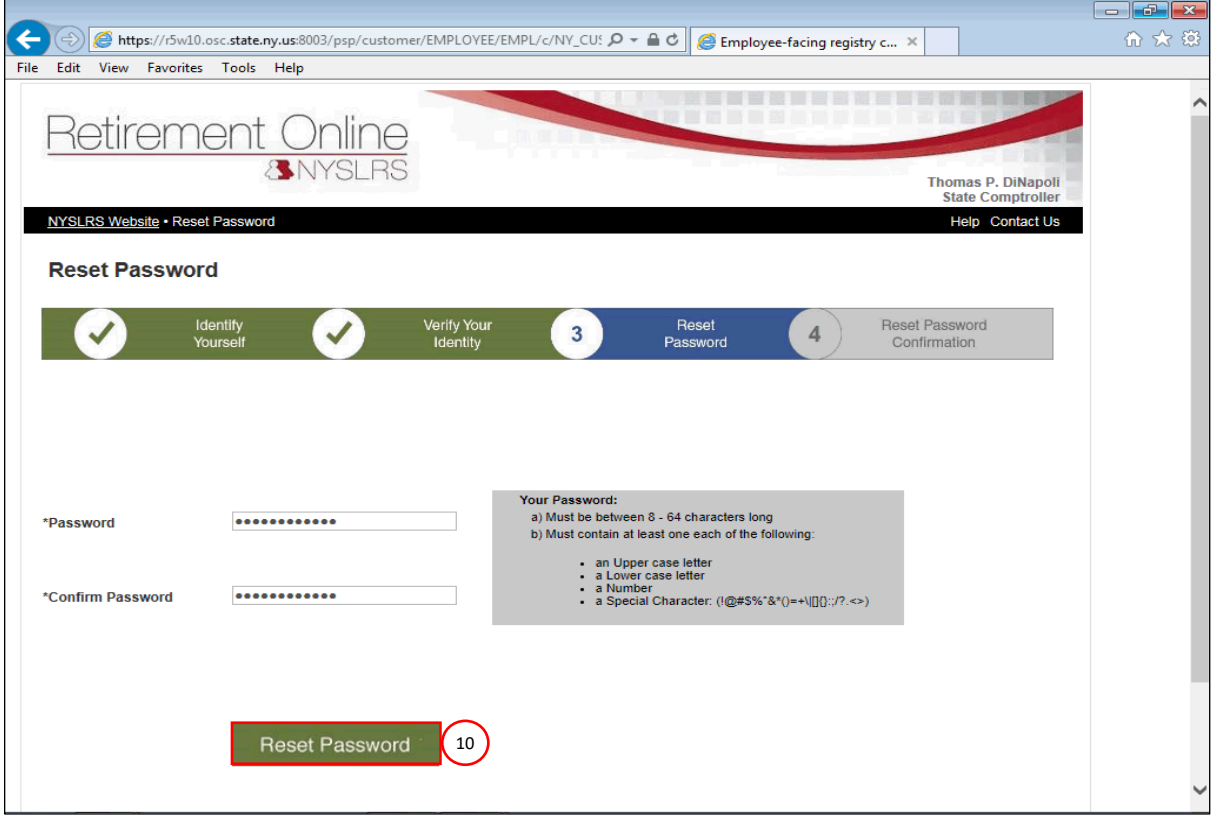| Step	Action
4.	Click **Next.** Next

The right cell contains a screenshot of a Retirement Online NYSLRS browser window showing the "Reset Password" page.

- **Retirement Online** NYSLRS
- Thomas P. DiNapoli, State Comptroller
- NYSLRS Website •   Help   Contact Us

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@EROL

✓ 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   ④

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.
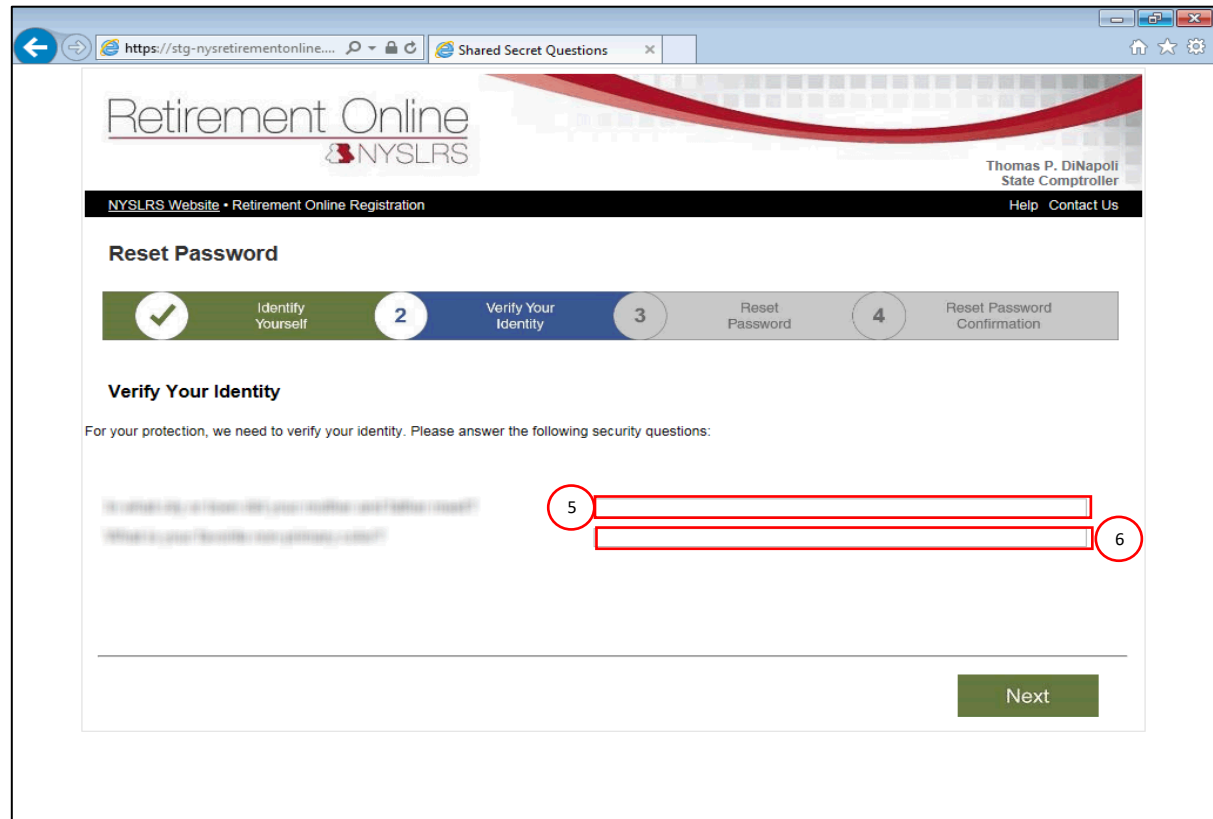
Step	Action
7.	Click the **Next** button. Next

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]

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