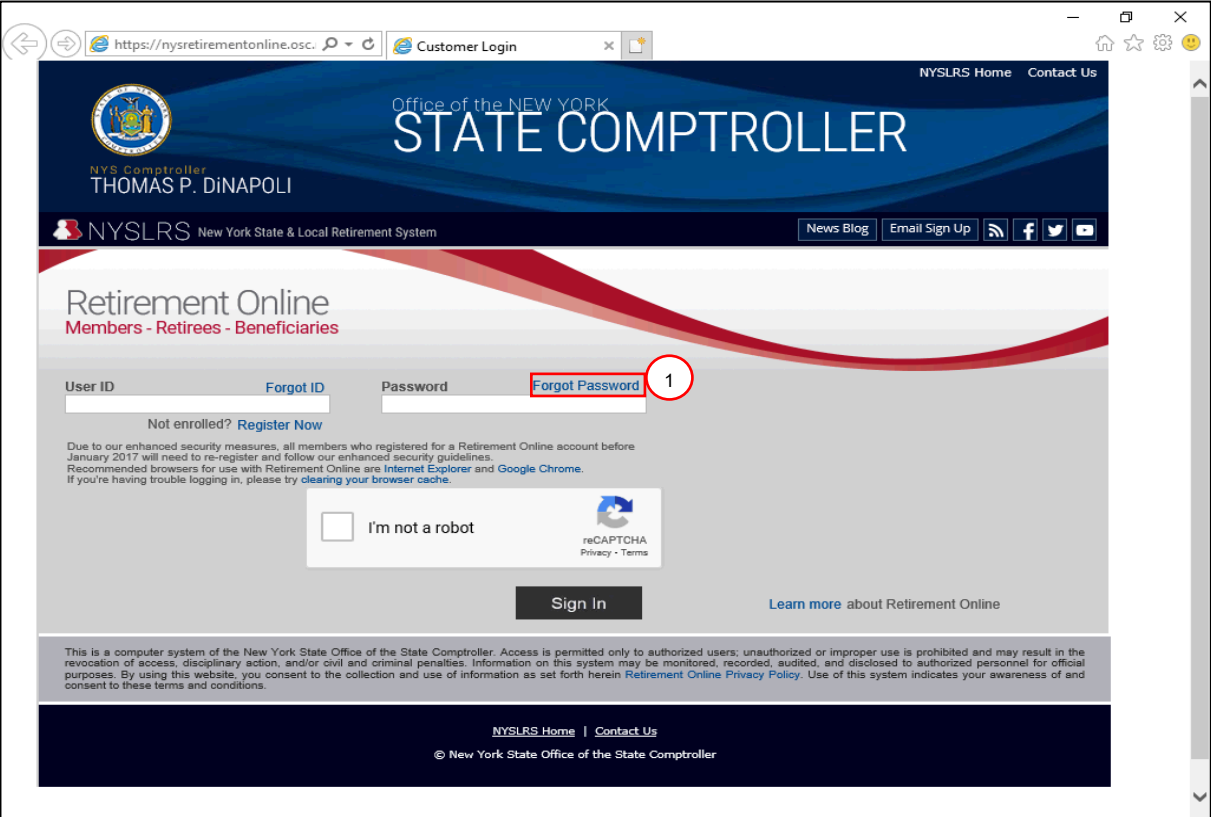


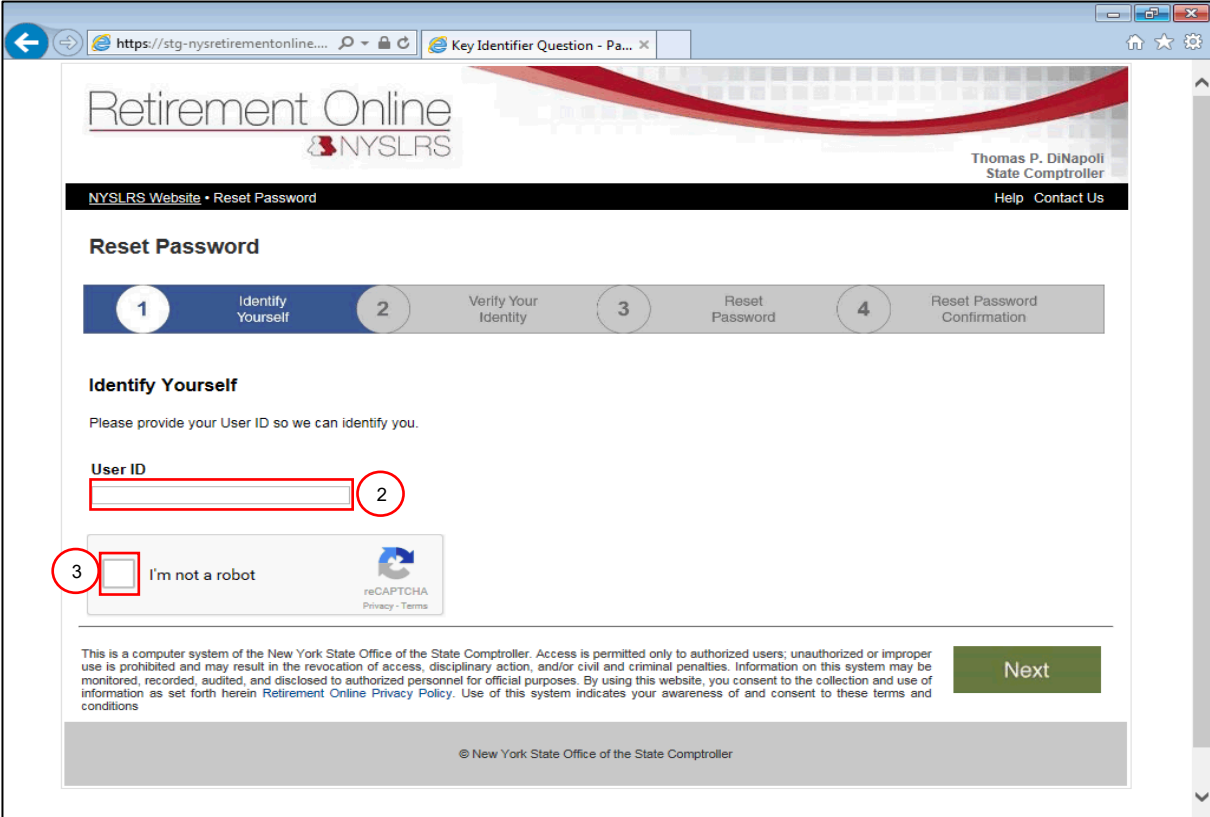
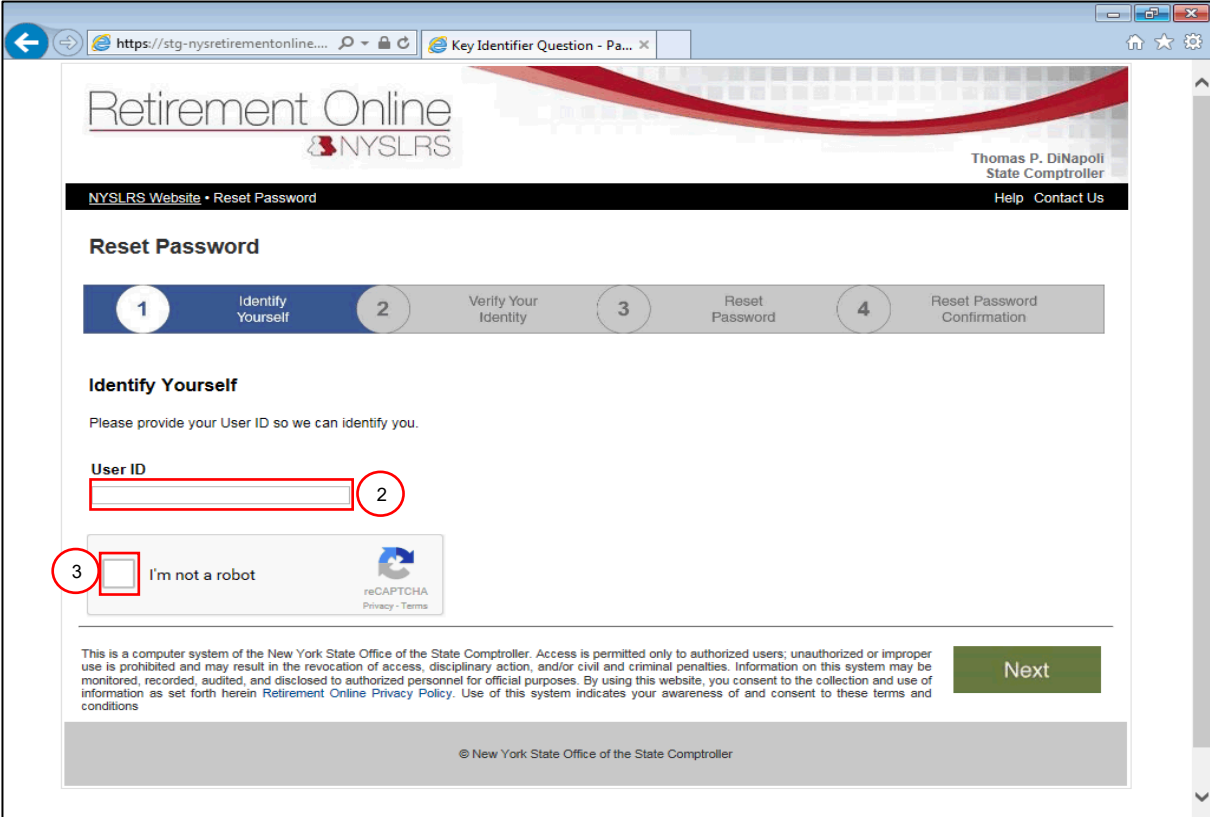
Thomas P. DiNapoli, State Comptroller


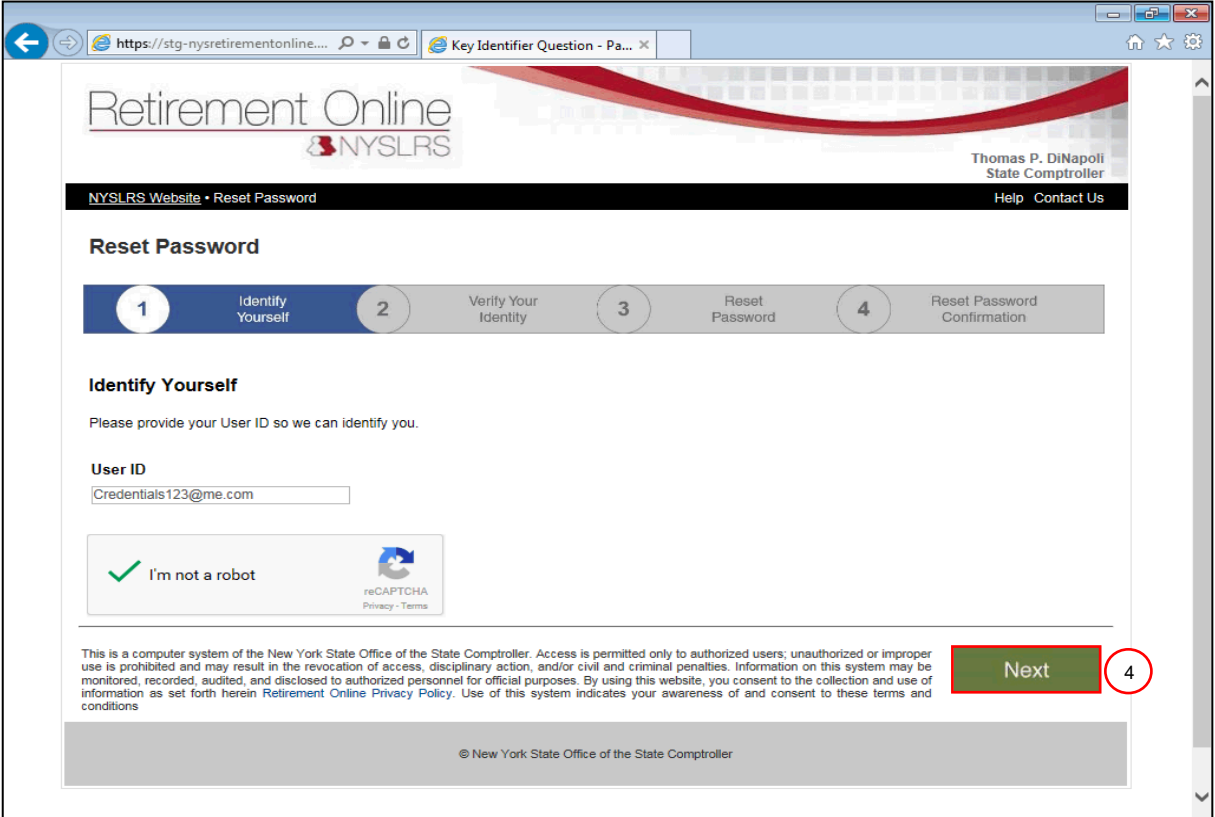


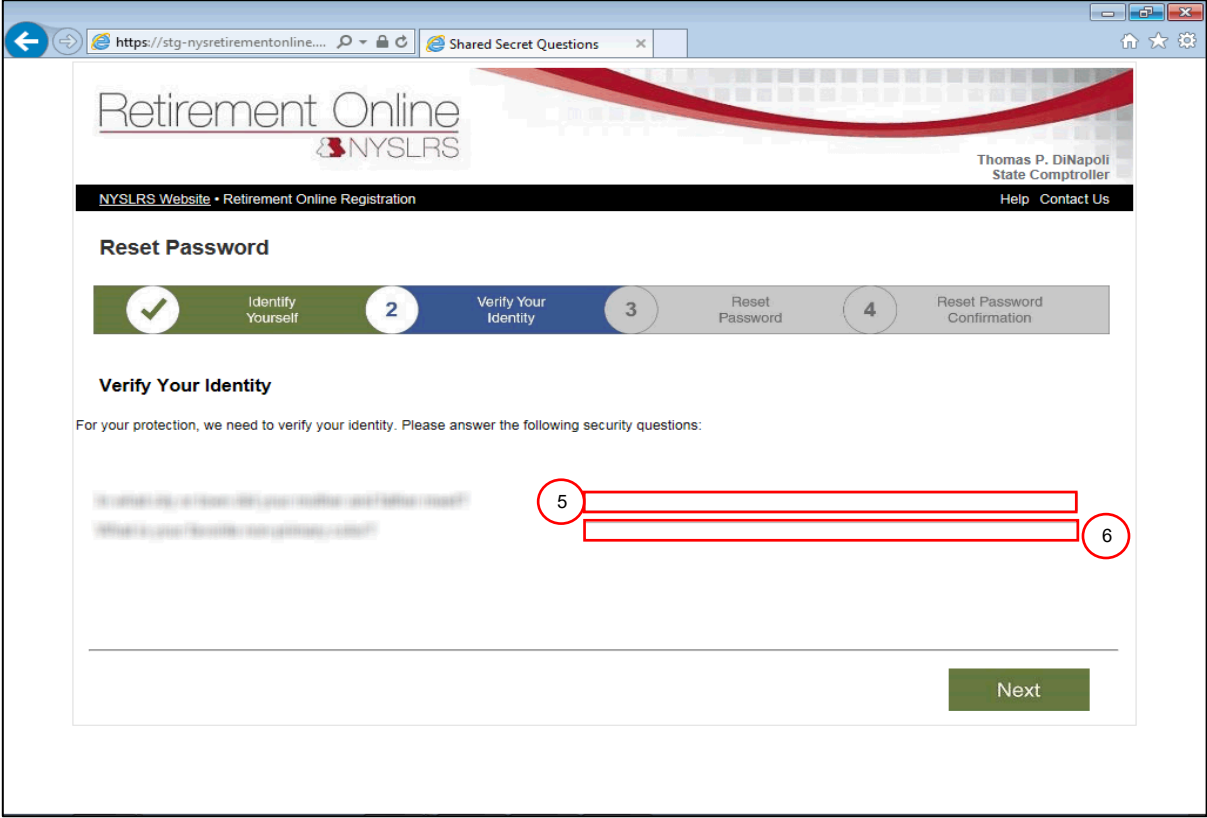
Forgot Password


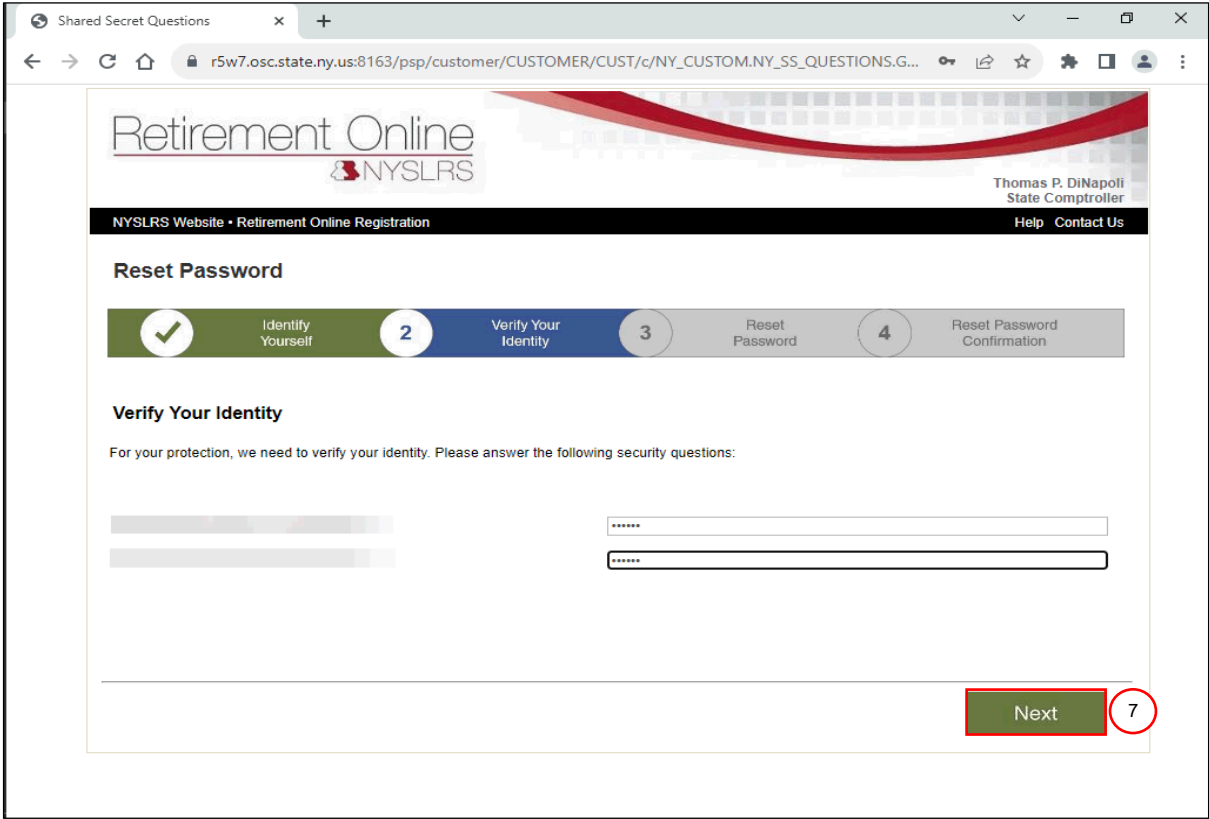
This guide shows you (as a member, retiree, or beneficiary) how to reset your password so you can sign in to *Retirement Online*.

| Step | Action | |
|------|--|--|
| 1. | <p>On the <i>Retirement Online Sign In</i> page, click the Forgot Password link.</p> <p>Forgot Password</p> |  <p>The screenshot shows the Retirement Online sign-in page. At the top, it displays the NYS Comptroller's logo and name, THOMAS P. DINAPOLI. Below this is the NYSLRS logo and the text 'New York State & Local Retirement System'. The main heading is 'Retirement Online' with sub-headings 'Members - Retirees - Beneficiaries'. There are three input fields: 'User ID', 'Forgot ID', and 'Password'. The 'Forgot Password' link is highlighted with a red box and a circled '1'. Below the input fields is a 'Not enrolled? Register Now' link, a security notice, a reCAPTCHA 'I'm not a robot' checkbox, and a 'Sign In' button. At the bottom, there is a 'Learn more about Retirement Online' link and a footer with 'NYSLRS Home Contact Us' and '© New York State Office of the State Comptroller'.</p> |

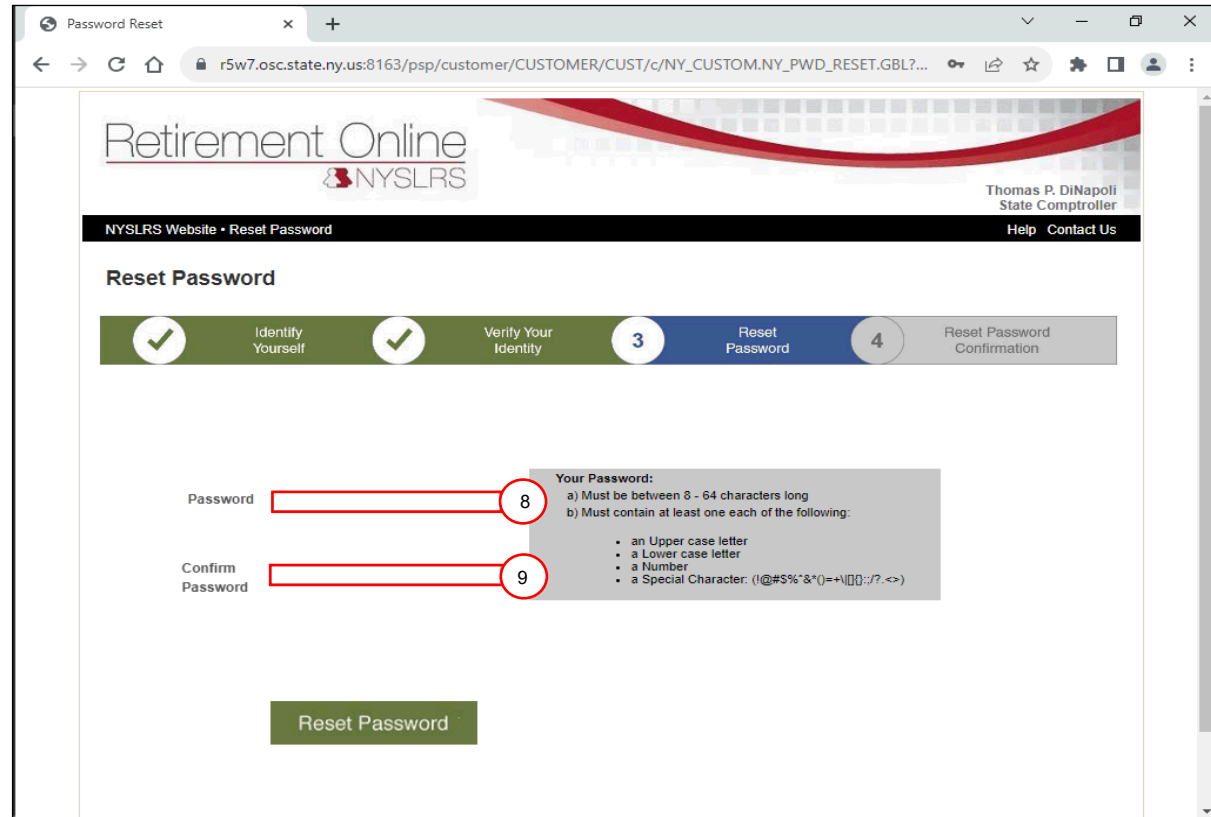
| Step | Action | |
|------|---|---|
| 2. | <p>The <i>Identify Yourself</i> page will appear. Click in the User ID field and enter your User ID.</p> <div data-bbox="260 363 617 393" style="border: 1px solid black; width: 170px; height: 18px; margin-left: 10px;"></div> |  |
| 3. | <p>Check the box next to I'm not a robot.</p> <div data-bbox="260 610 323 669" style="border: 1px solid black; width: 30px; height: 36px; margin-left: 10px;"></div> <p>Note: This is an extra security measure.</p> |  |

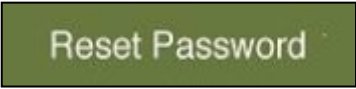
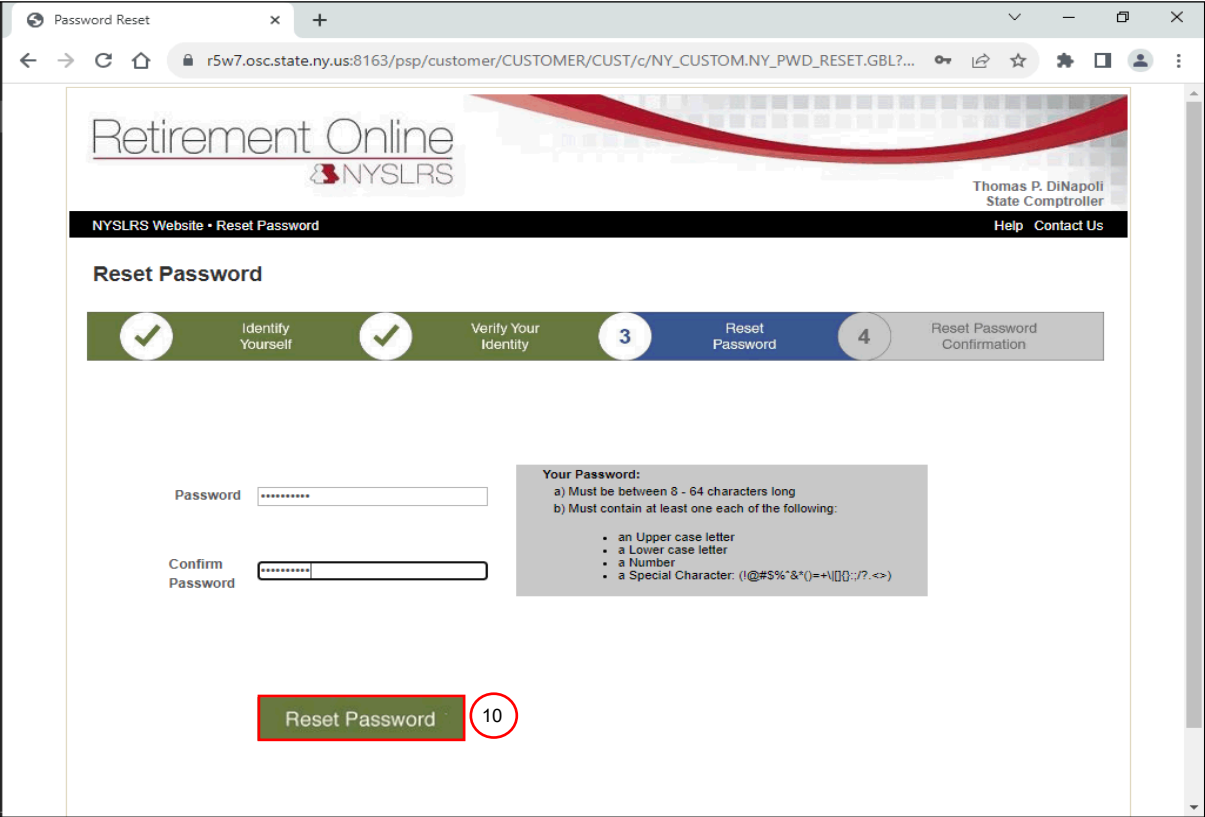
| Step | Action | |
|-----------|--|---|
| <p>4.</p> | <p>Click the Next button.</p>  |  <p>The screenshot shows a web browser window with the URL https://stg-nysretirementonline... and a tab titled "Key Identifier Question - Pa...". The page header includes "Retirement Online NYSLRS" and "Thomas P. DiNapoli State Comptroller". A navigation bar shows "NYSLRS Website • Reset Password" and "Help Contact Us". The main content area is titled "Reset Password" and features 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 prompts the user to provide their User ID. A text input field contains "Credentials123@me.com". A reCAPTCHA widget is present with the text "I'm not a robot" and a green checkmark. At the bottom of the page, a "Next" button is highlighted with a red circle and the number 4. A disclaimer at the bottom 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." The footer includes "© New York State Office of the State Comptroller".</p> |

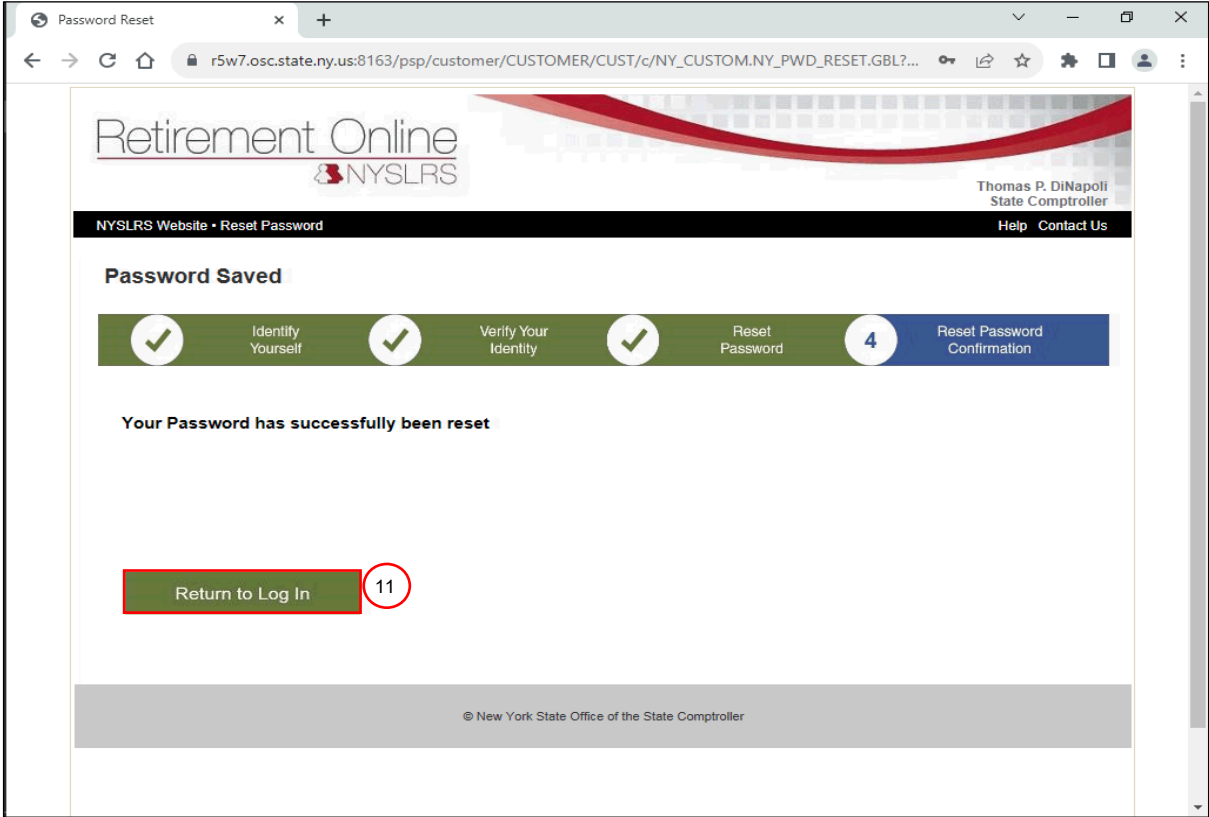
| Step | Action | |
|-----------|---|---|
| <p>5.</p> | <p>The <i>Verify Your Identity</i> page will appear with the security questions you selected when you first signed in to <i>Retirement Online</i>. Click in the First Question field and enter the answer to the question.</p> <div data-bbox="266 591 623 630" 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 1110 623 1149" 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> | |

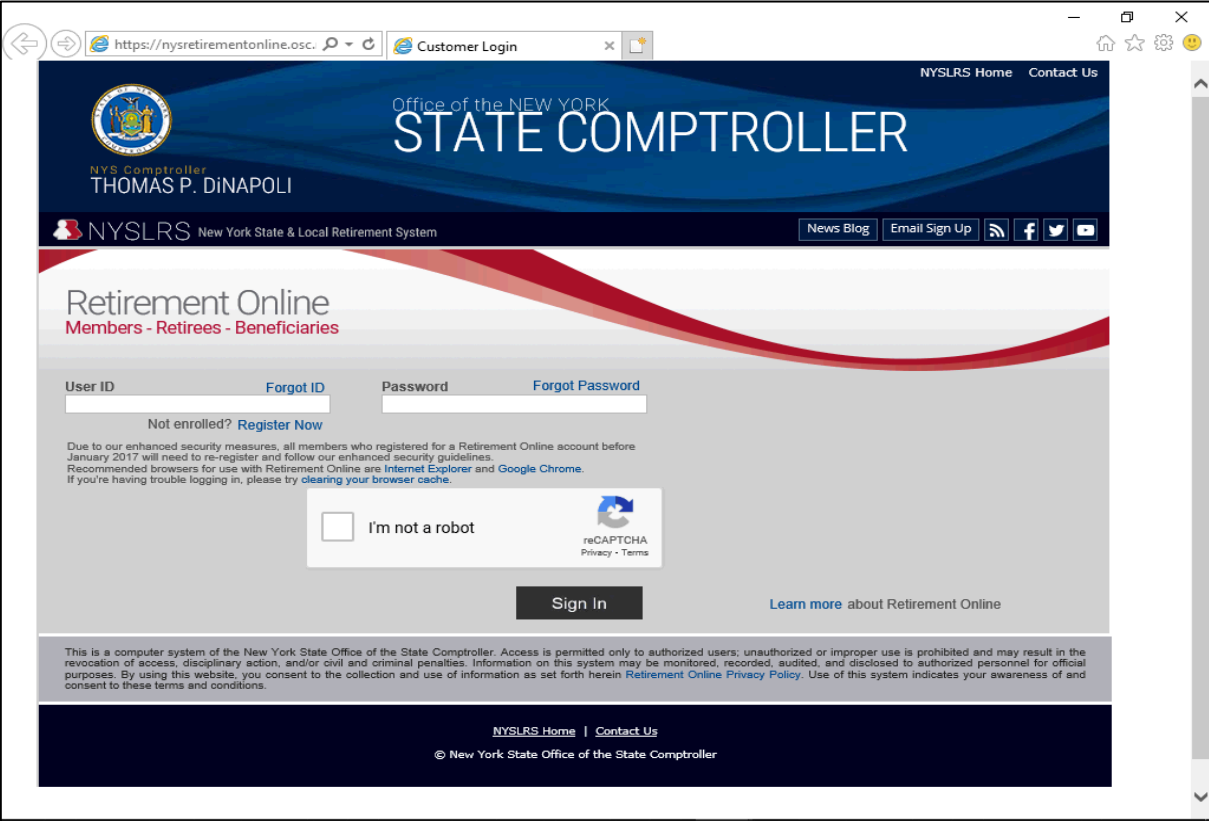
| Step | Action | |
|------|--|---|
| 7. | Click the Next button.  |  <p>The screenshot shows a web browser window with the URL <code>r5w7.osc.state.ny.us:8163/psp/customer/CUSTOMER/CUST/c/NY_CUSTOM.NY_SS_QUESTIONS.G...</code>. The page title is "Retirement Online" with the NYSLRS logo. The navigation bar includes "NYSLRS Website • Retirement Online Registration" and "Help Contact Us". The main heading is "Reset Password". Below it is a progress bar with four steps: 1. Identify Yourself (completed), 2. Verify Your Identity (current step), 3. Reset Password, and 4. Reset Password Confirmation. Under "Verify Your Identity", there is a prompt: "For your protection, we need to verify your identity. Please answer the following security questions:". There are two input fields for answers, each with a masked password field to its right. At the bottom right, a "Next" button is highlighted with a red box and a circled "7".</p> |

| Step | Action |
|------|--|
| 8. | <p>The <i>Reset Password</i> page will appear. Click in the Password field and enter a new password.</p> <div data-bbox="268 358 623 396" style="border: 1px solid black; height: 23px; width: 169px;"></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> |
| 9. | <p>Click in the Confirm Password field and enter the same password you entered in the Password field.</p> <div data-bbox="268 917 623 954" style="border: 1px solid black; height: 23px; width: 169px;"></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>  |  <p>The screenshot shows the 'Reset Password' step highlighted in blue in the progress bar. A red box highlights the 'Reset Password' button at the bottom of the page, with a circled '10' next to it.</p> |

| Step | Action |
|------------|--|
| <p>11.</p> | <p>The <i>Reset Password Confirmation</i> page will appear. You have now completed resetting your <i>Retirement Online</i> password.</p> <p>Click the Return to Log In button to return to the <i>Retirement Online Sign In</i> page.</p> <div data-bbox="268 630 623 704" style="border: 1px solid black; background-color: #6b8e23; color: white; padding: 5px; text-align: center; margin: 10px 0;">Return to Log In</div>  |

| Step | Action | |
|------------|---|---|
| <p>12.</p> | <p>The <i>Retirement Online Sign In</i> page will appear.</p> <p>You have now completed resetting your <i>Retirement Online</i> password.</p> |  |