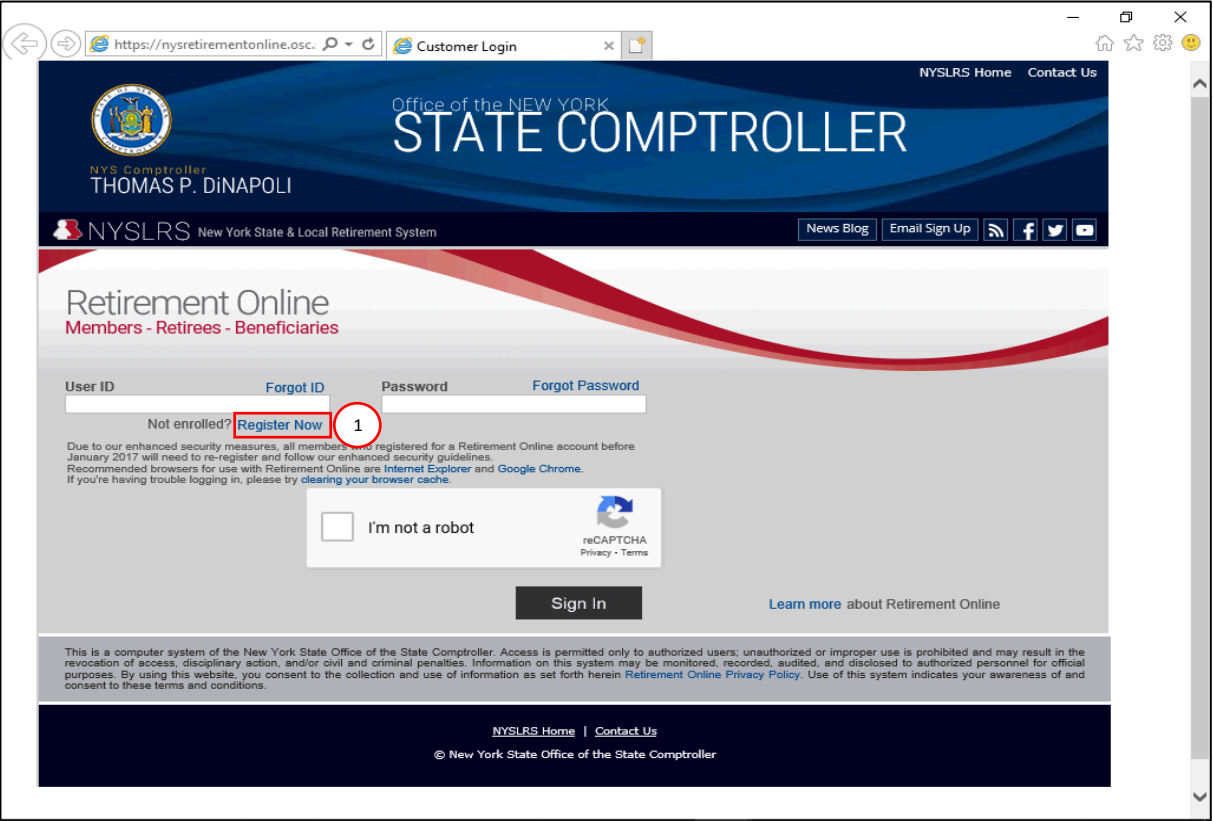


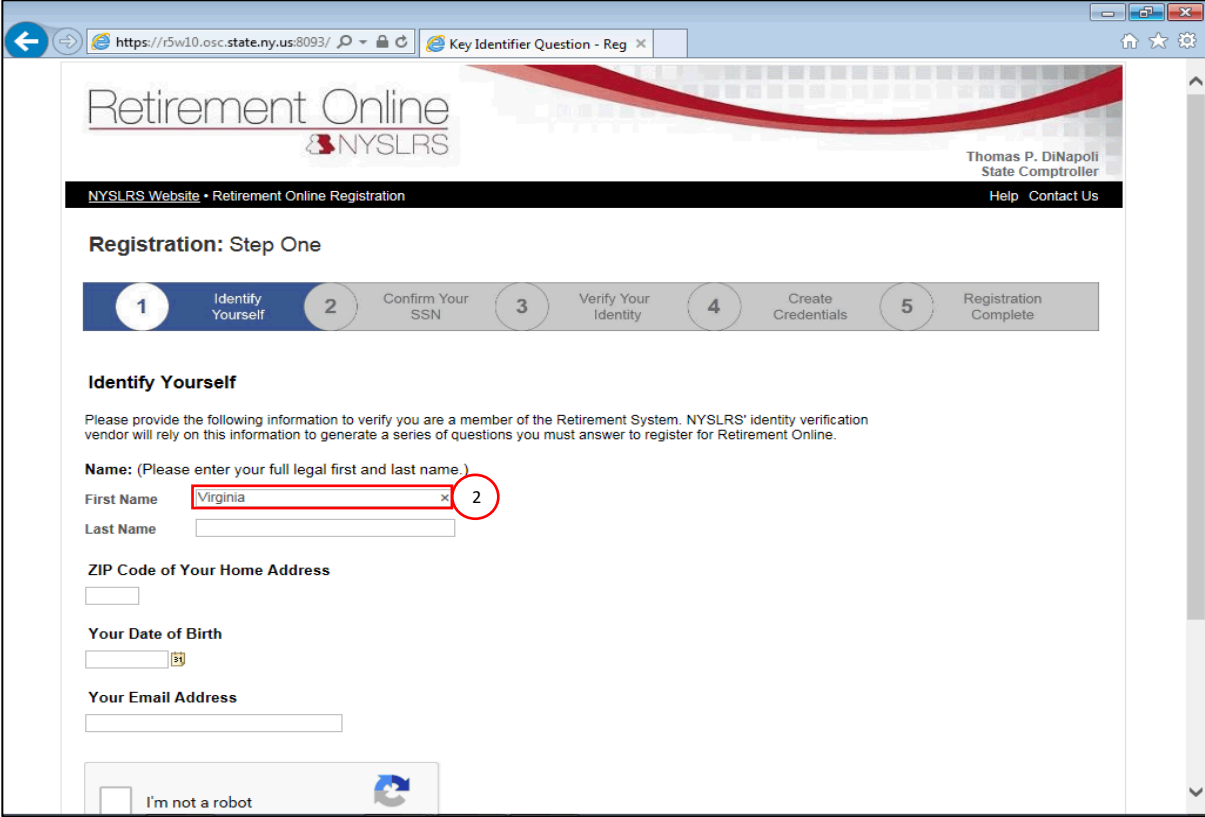
Thomas P. DiNapoli, State Comptroller

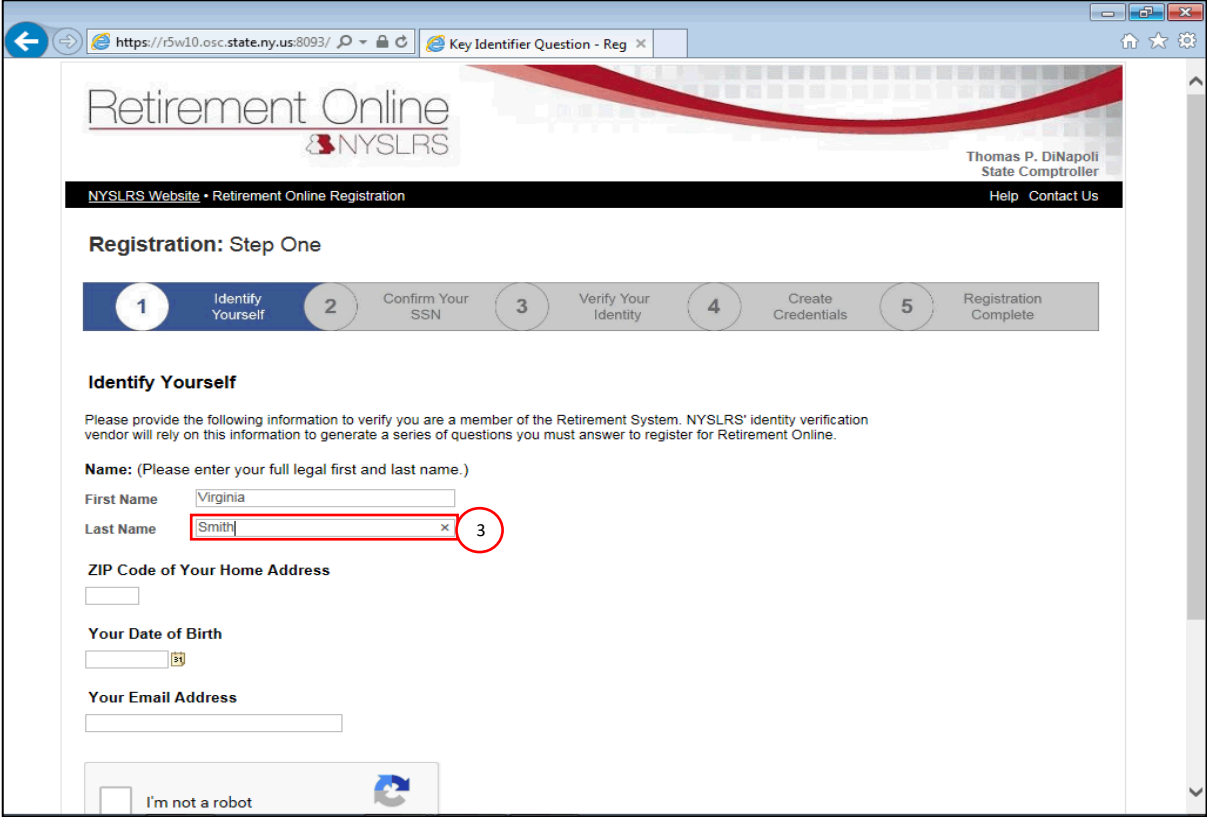


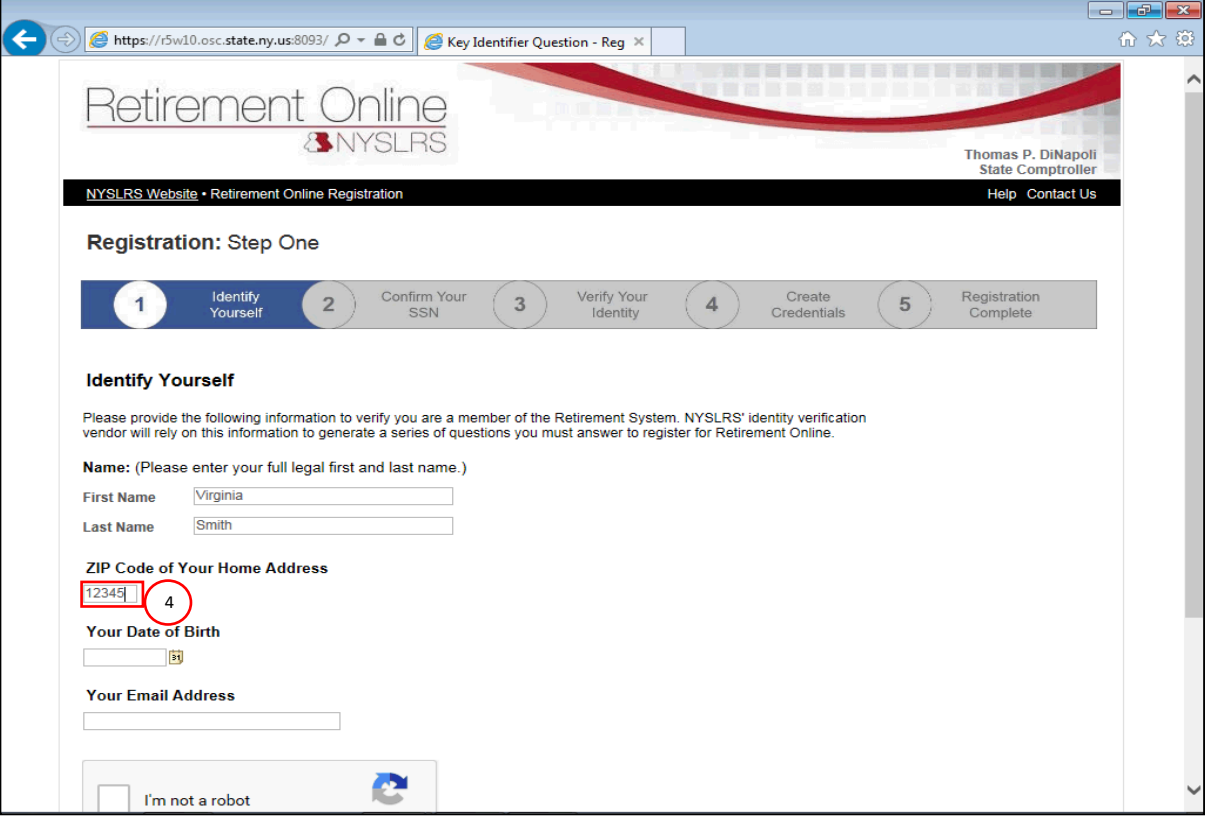
How to Register for Retirement Online

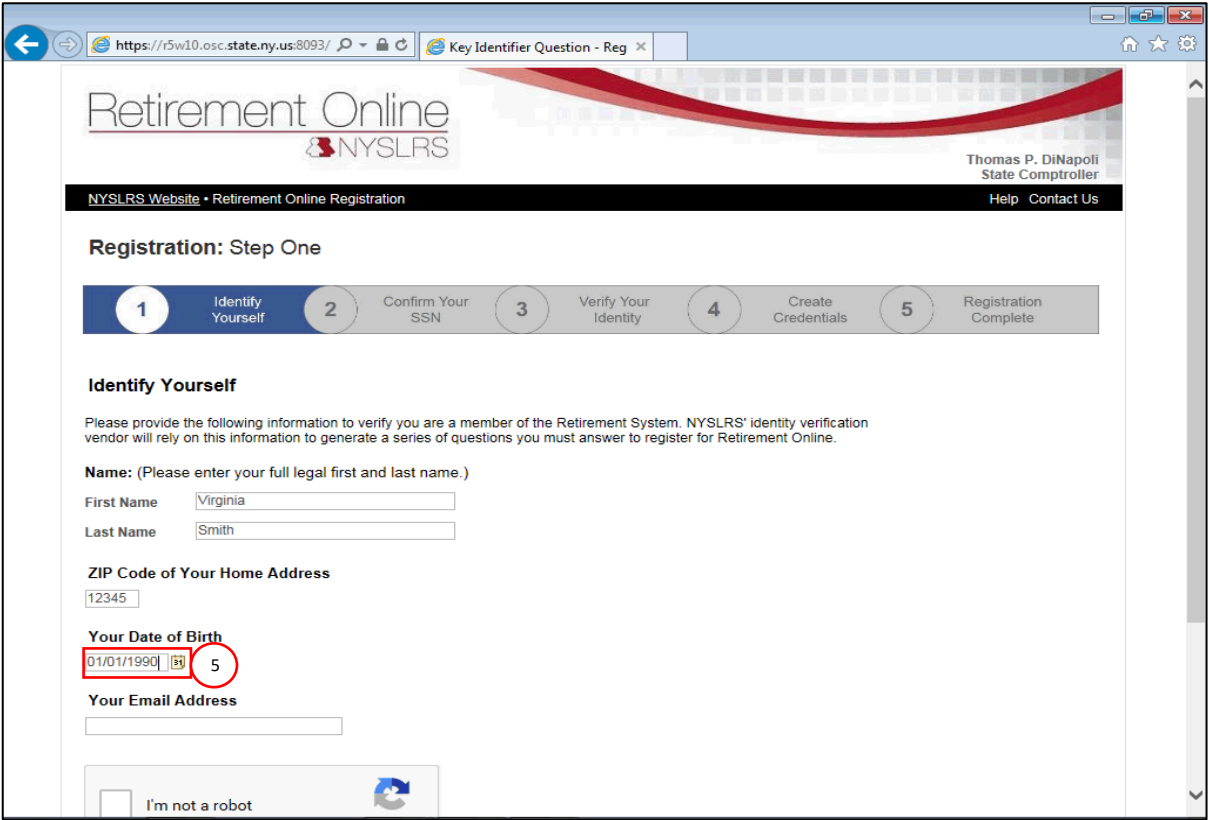
This guide shows you (as a member, retiree, or beneficiary) how to register for *Retirement Online*. *Retirement Online* provides you with access to your retirement account information and allows you to make changes securely and easily. To register for *Retirement Online*, you must answer questions to verify your identity and create credentials for your account. For more information about *Retirement Online*, please visit our [Retirement Online Learn More](#) page for members, retirees, and beneficiaries.

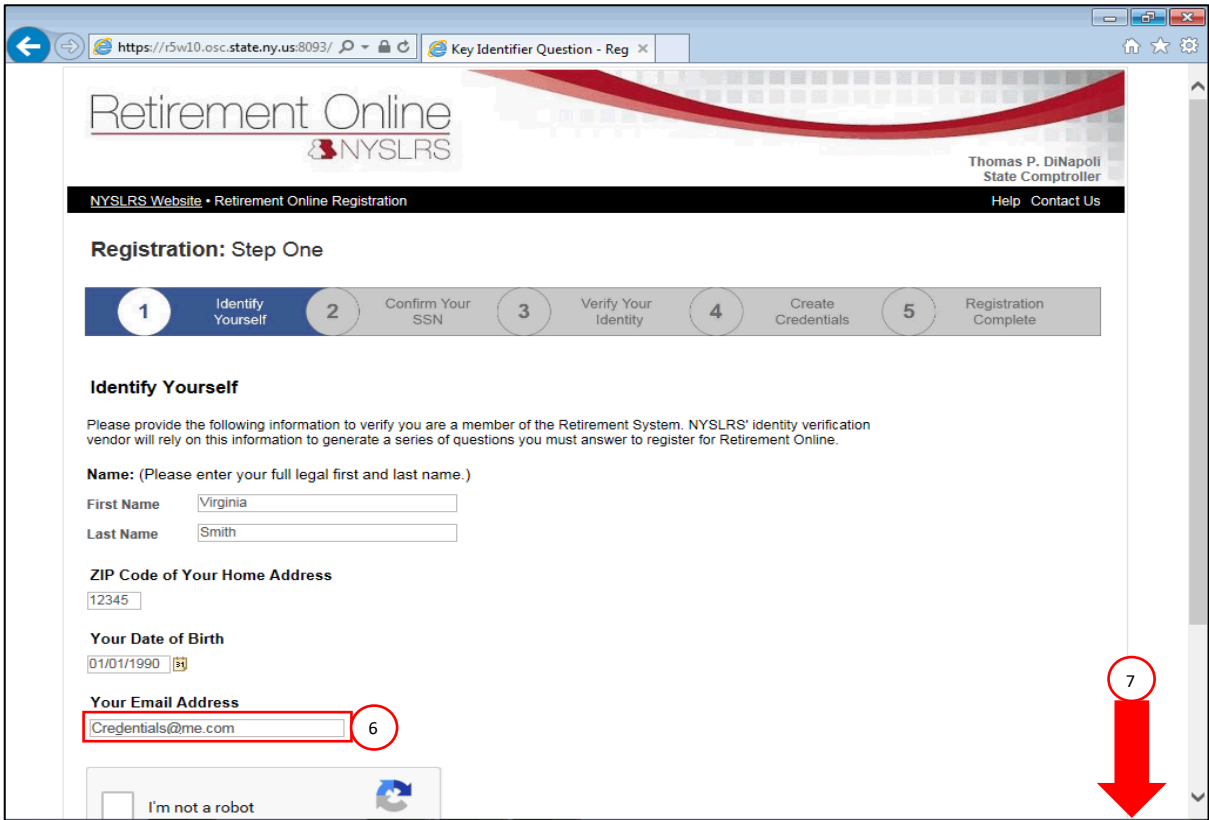

Step	Action
<p>1.</p>	<p>On the <i>Retirement Online Sign In</i> page, click the Register Now link.</p>  <p>The screenshot shows the Retirement Online Sign In page. At the top, it says "Office of the NEW YORK STATE COMPTROLLER" and "NYS Comptroller THOMAS P. DINAPOLI". Below that, it says "NYSLRS New York State & Local Retirement System". The main heading is "Retirement Online" with subtext "Members - Retirees - Beneficiaries". There are input fields for "User ID" and "Password", each with a "Forgot" link. Below the input fields, there is a "Not enrolled? Register Now" link, which is highlighted with a red box and circled with a "1". There is also 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 First Name field and enter your first name.</p> <div data-bbox="266 363 567 391" style="border: 1px solid black; width: 143px; height: 17px; margin-bottom: 10px;"></div>	

Step	Action
<p>3.</p>	<p>Click in the Last Name field and enter your last name.</p> <div data-bbox="268 277 606 306" style="border: 1px solid black; width: 161px; height: 18px; margin-bottom: 10px;"></div> 

Step	Action
<p>4.</p>	<p>Click in the ZIP Code of Your Home Address field and enter the ZIP code of your home address.</p> <div data-bbox="268 354 367 397" style="border: 1px solid black; width: 47px; height: 27px; margin-left: 128px; margin-top: 218px;"></div> 

Step	Action
<p>5.</p>	<p>Click in the Your Date of Birth field and enter your date of birth.</p> <div data-bbox="268 321 365 360" style="border: 1px solid black; width: 46px; height: 24px; margin-bottom: 10px;"></div> <p>Note: You may also use the Calendar icon to select a date.</p>  <p>The screenshot shows the 'Retirement Online' website for NYSLRS. The page title is 'Registration: Step One'. A progress bar at the top shows five steps: 1. Identify Yourself (active), 2. Confirm Your SSN, 3. Verify Your Identity, 4. Create Credentials, and 5. Registration Complete. Under the 'Identify Yourself' section, there are input fields for 'First Name' (Virginia), 'Last Name' (Smith), and 'ZIP Code of Your Home Address' (12345). The 'Your Date of Birth' field contains '01/01/1990' and a calendar icon, with a red circle highlighting the date field. Below this is the 'Your Email Address' field and a reCAPTCHA 'I'm not a robot' checkbox.</p>

Step	Action	
6.	Next, click in the Your Email Address field and enter your email address. <input data-bbox="268 321 615 354" type="text"/>	
7.	Scroll down to view the remainder of the page.	

Step	Action
<p>8.</p>	<p>Check the box next to I'm not a robot.</p>  <p>Note: This is an extra security measure.</p>

https://t5w10.osc.state.ny.us:8093/ Key Identifier Question - Reg x

1 Identify Yourself 2 Confirm Your SSN 3 Verify Your Identity 4 Create Credentials 5 Registration Complete

Identify Yourself

Please provide the following information to verify you are a member of the Retirement System. NYSLRS' identity verification vendor will rely on this information to generate a series of questions you must answer to register for Retirement Online.

Name: (Please enter your full legal first and last name.)


First Name

Last Name

ZIP Code of Your Home Address

Your Date of Birth

Your Email Address

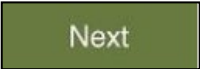
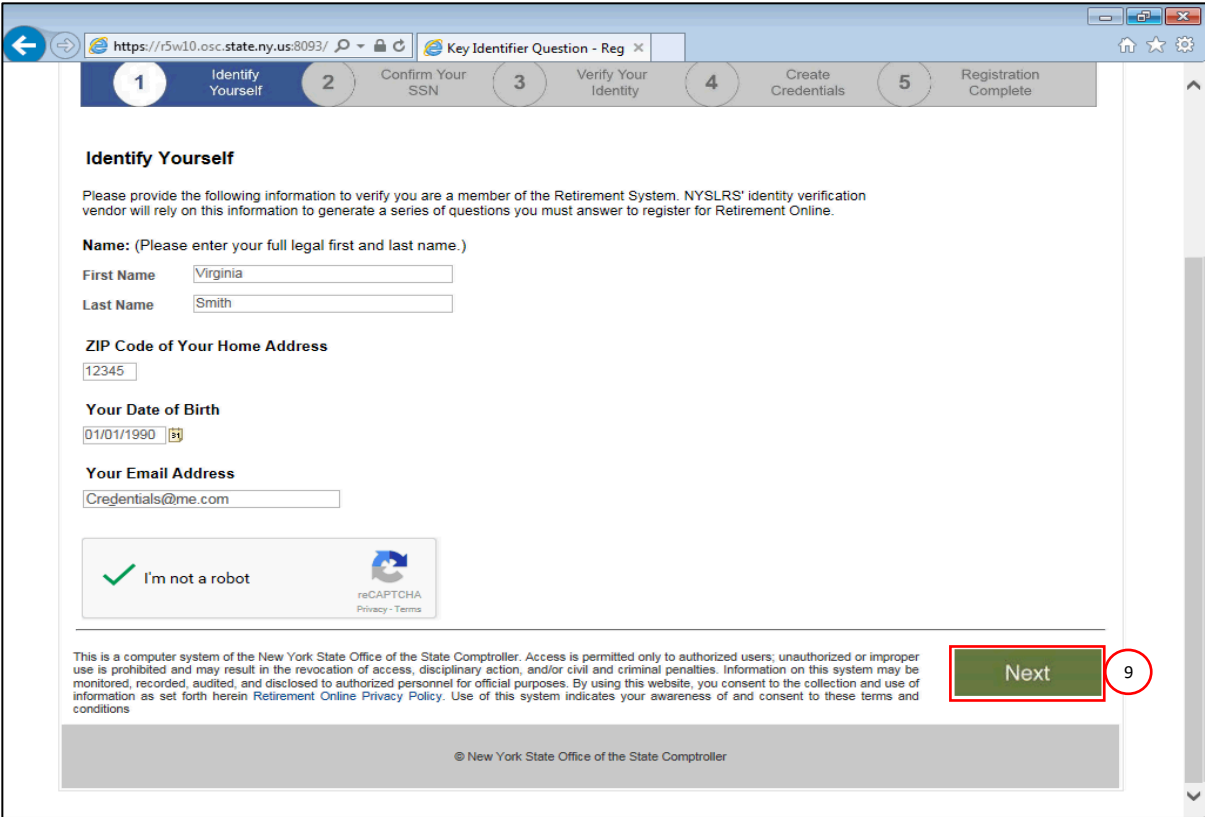
8 I'm not a robot 

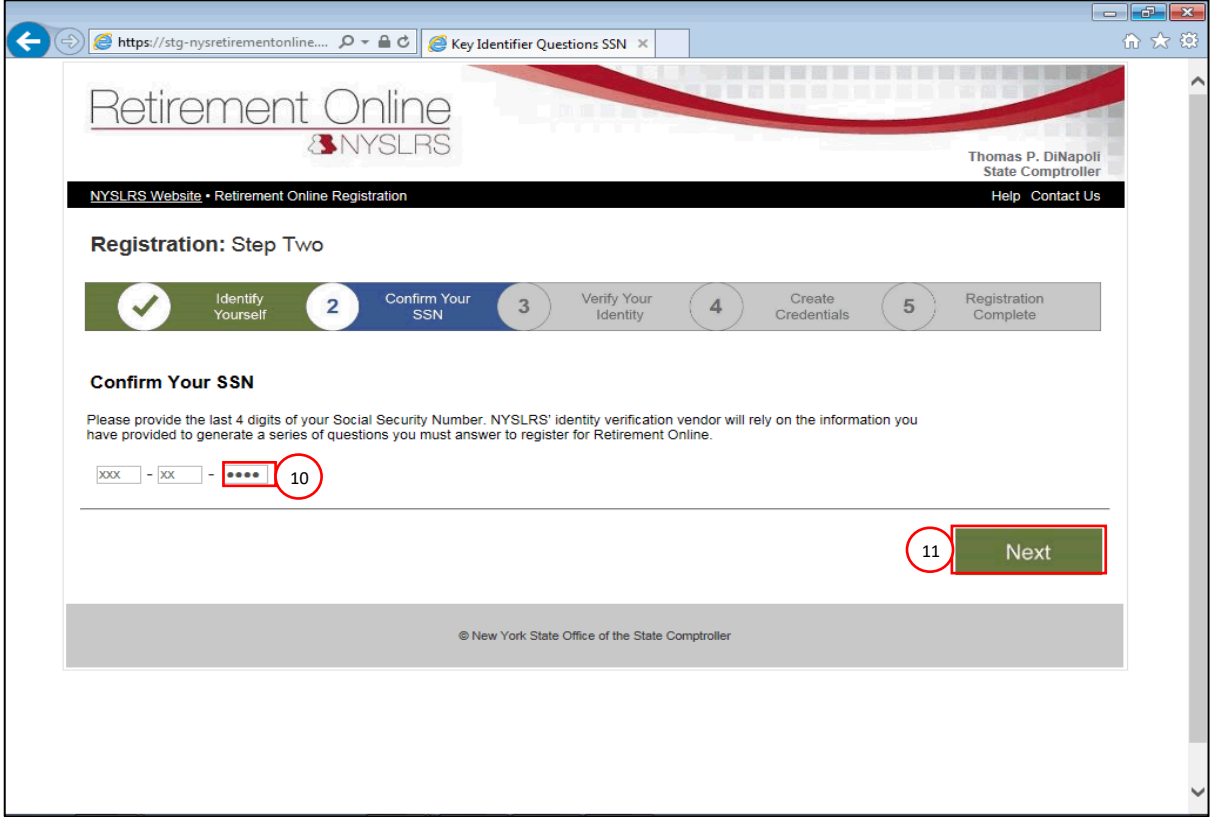
reCAPTCHA
Privacy - Terms

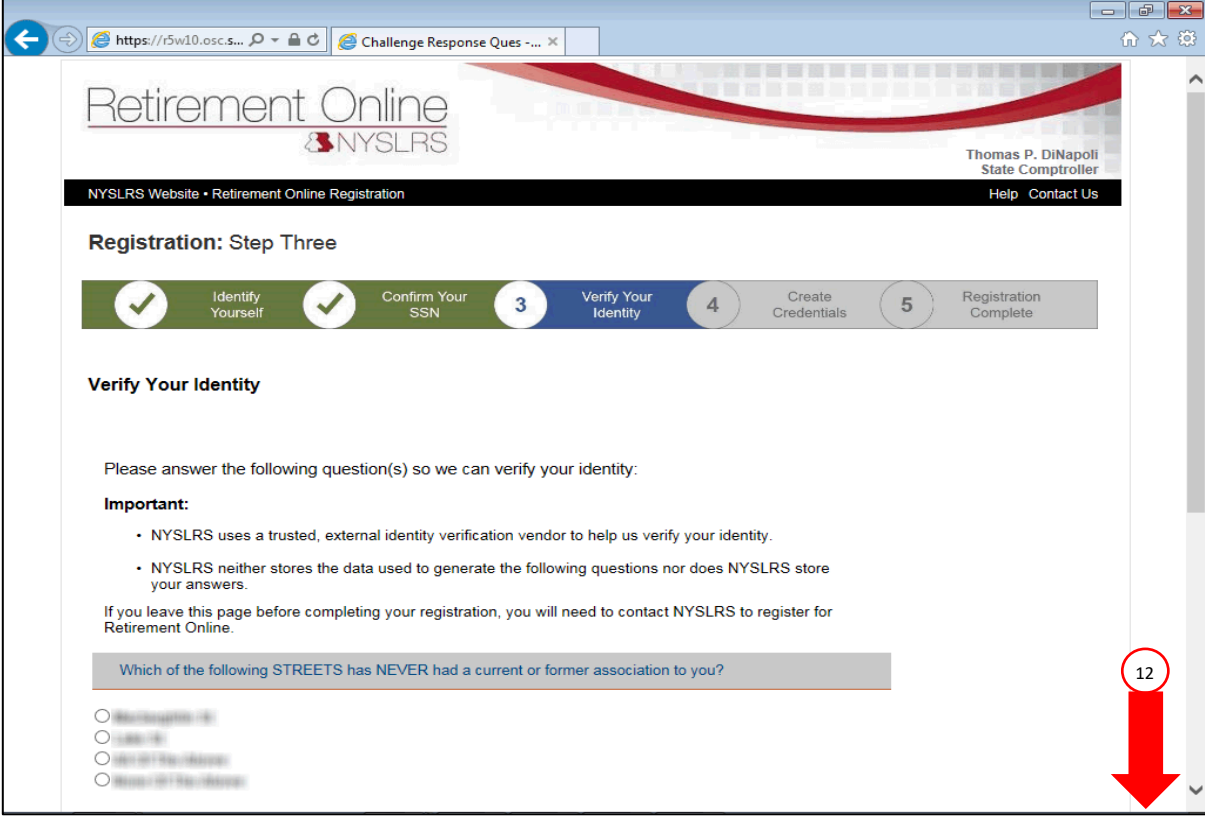
This is a computer system of the New York State Office of the State Comptroller. Access is permitted only to authorized users; unauthorized or improper use is prohibited and may result in the revocation of access, disciplinary action, and/or civil and criminal penalties. Information on this system may 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

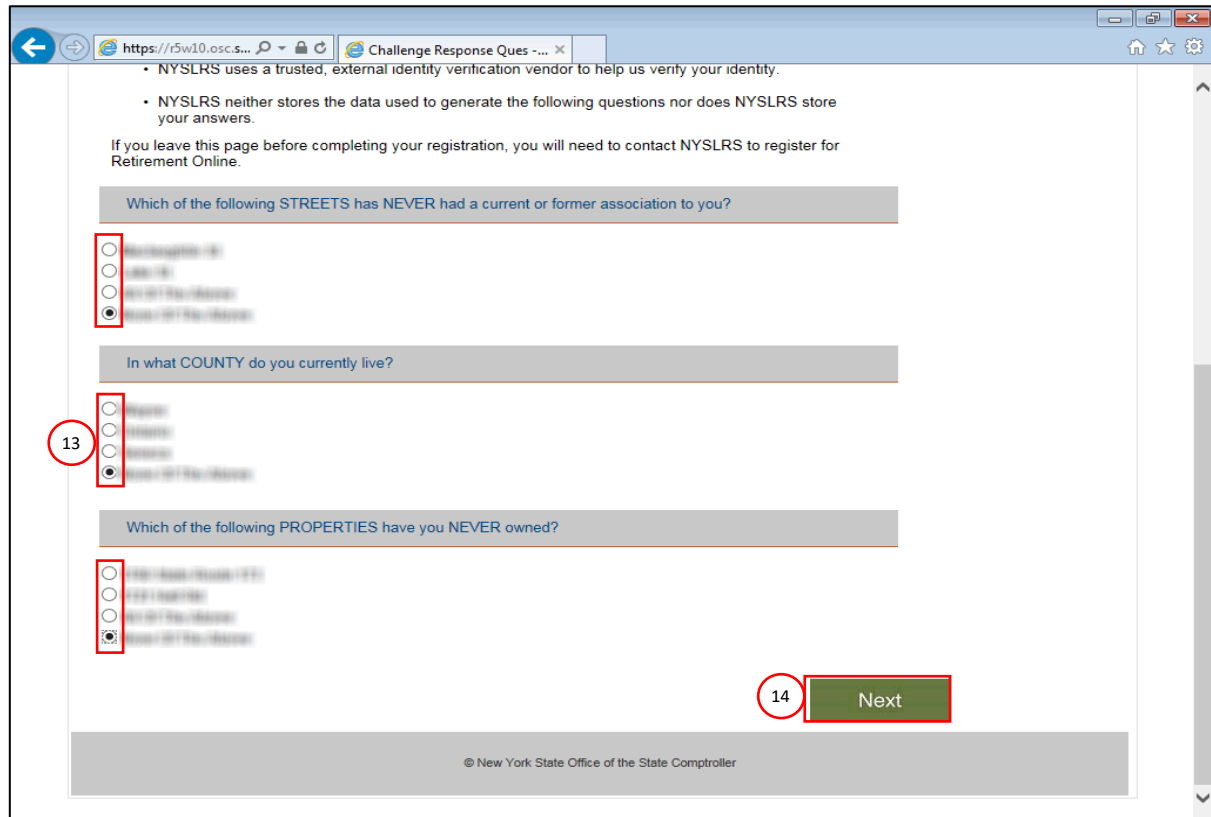
© New York State Office of the State Comptroller

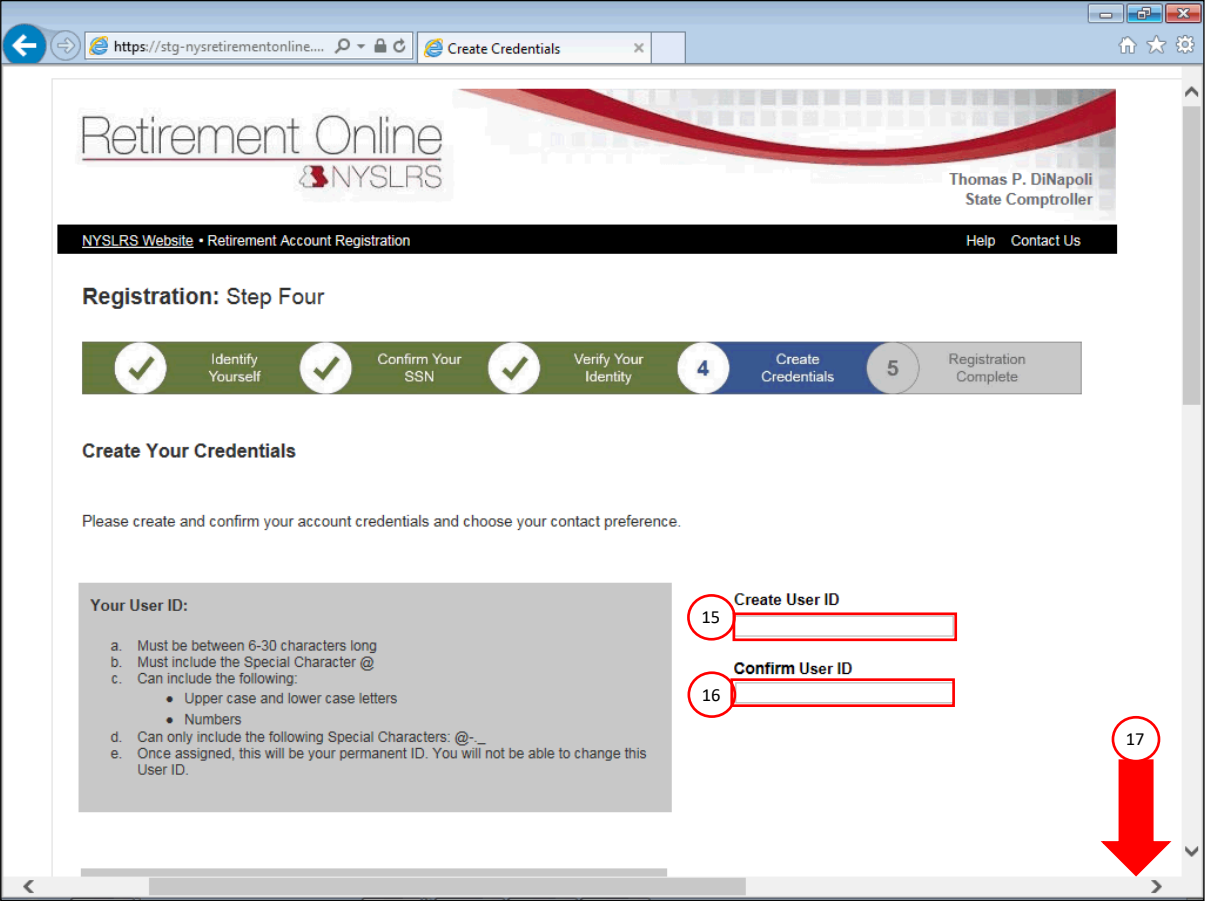
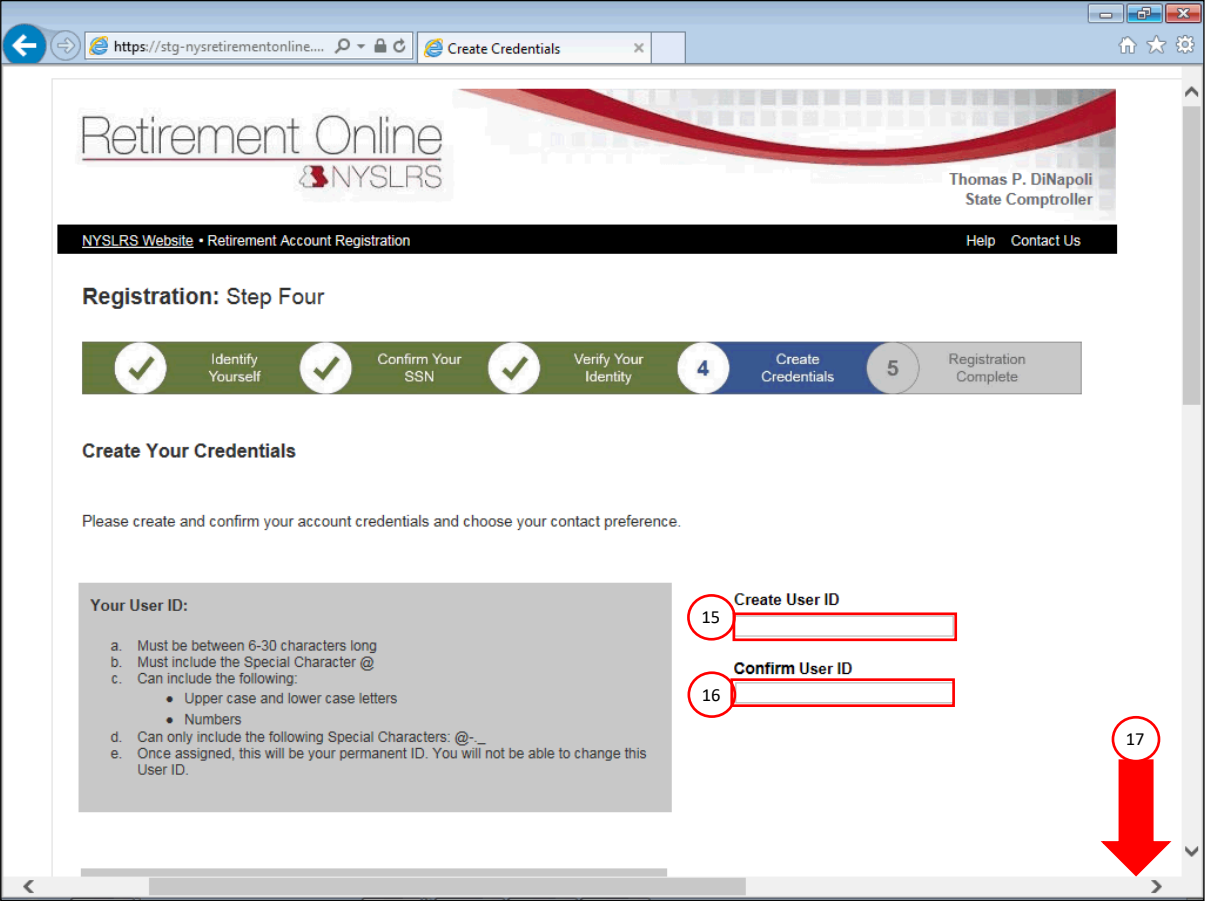
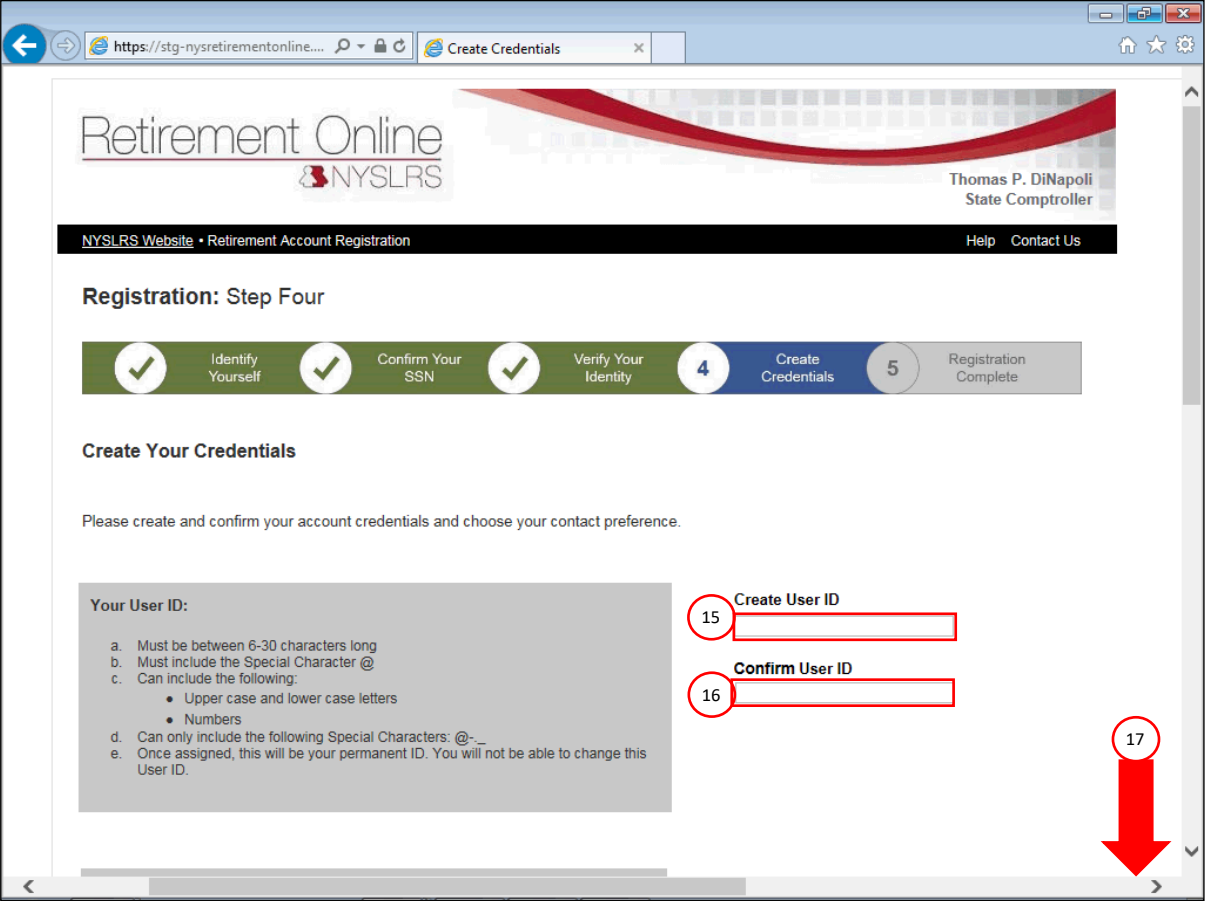
Step	Action	
<p>9.</p>	<p>Click the Next button.</p> 	

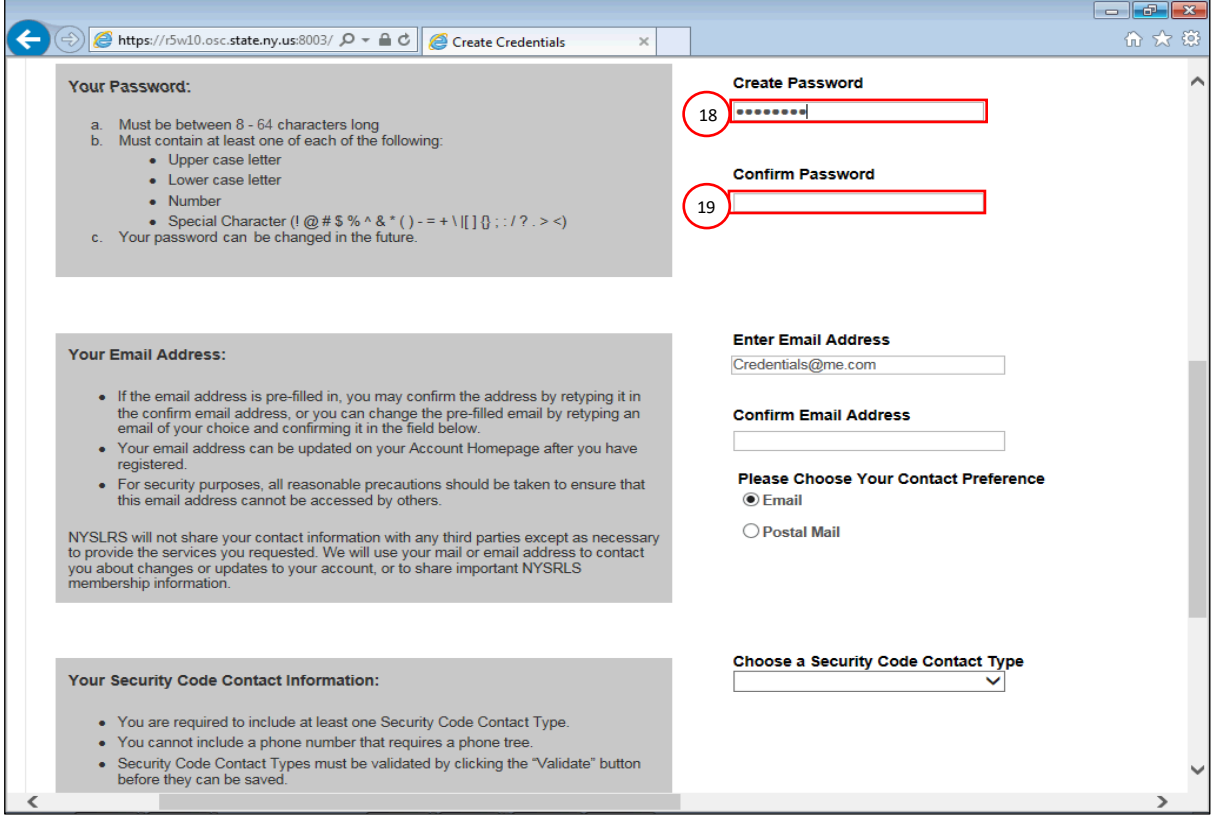
Step	Action	
<p>10</p>	<p>The <i>Confirm Your SSN</i> page will appear. Click in the Confirm Your SSN field and enter the last four digits of your Social Security number.</p> <p><input type="text"/></p> <p>Note: For security purposes, your numbers will appear as black dots as you type.</p>	
<p>11</p>	<p>Click the Next button.</p> <p><input type="button" value="Next"/></p>	

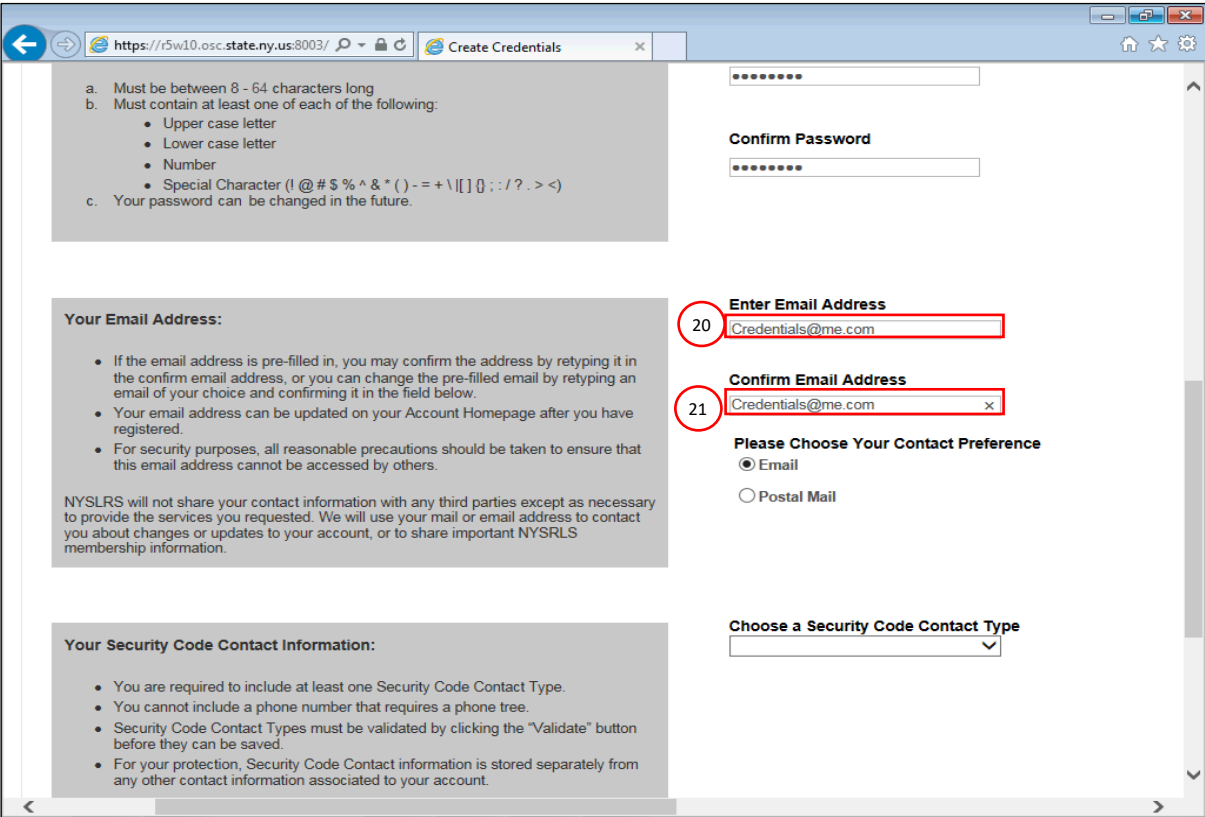
Step	Action
<p>12.</p>	<p>The <i>Verify Your Identity</i> page will appear. Scroll down to view all questions used to verify your identity.</p> 


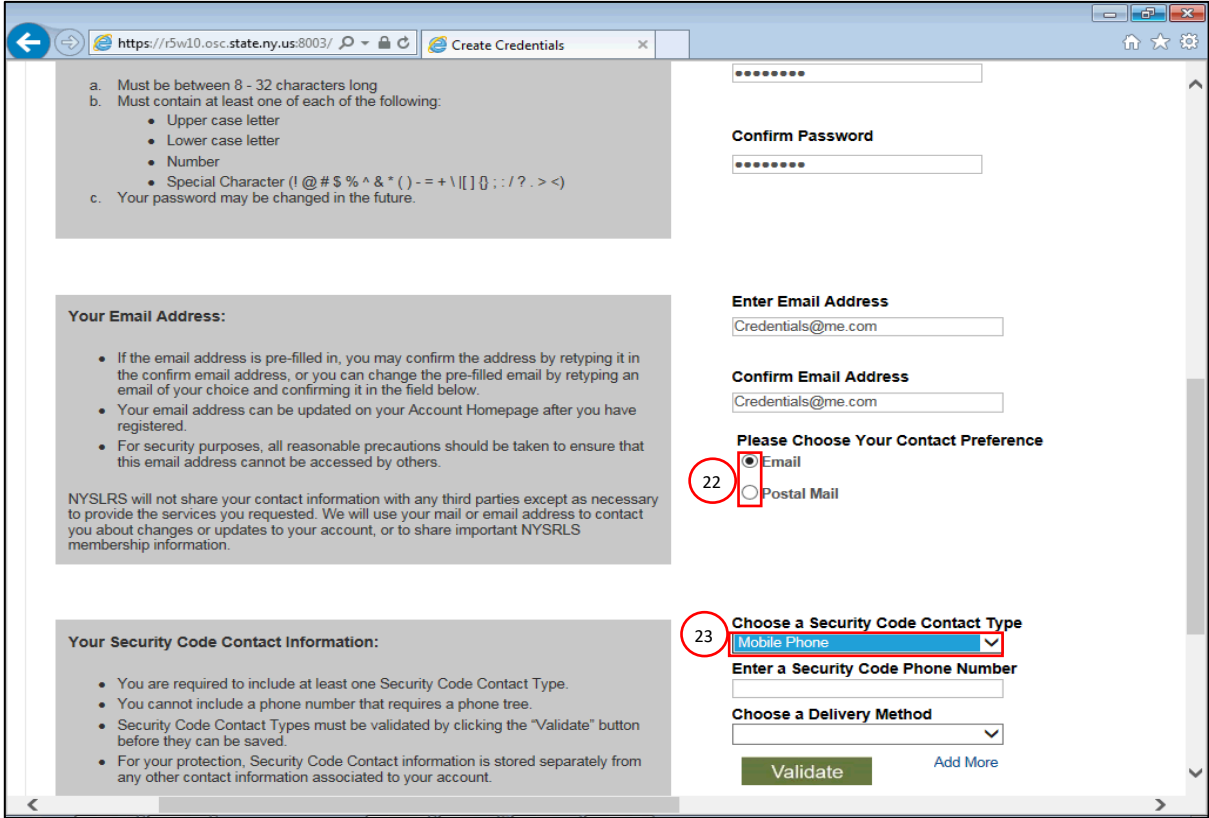

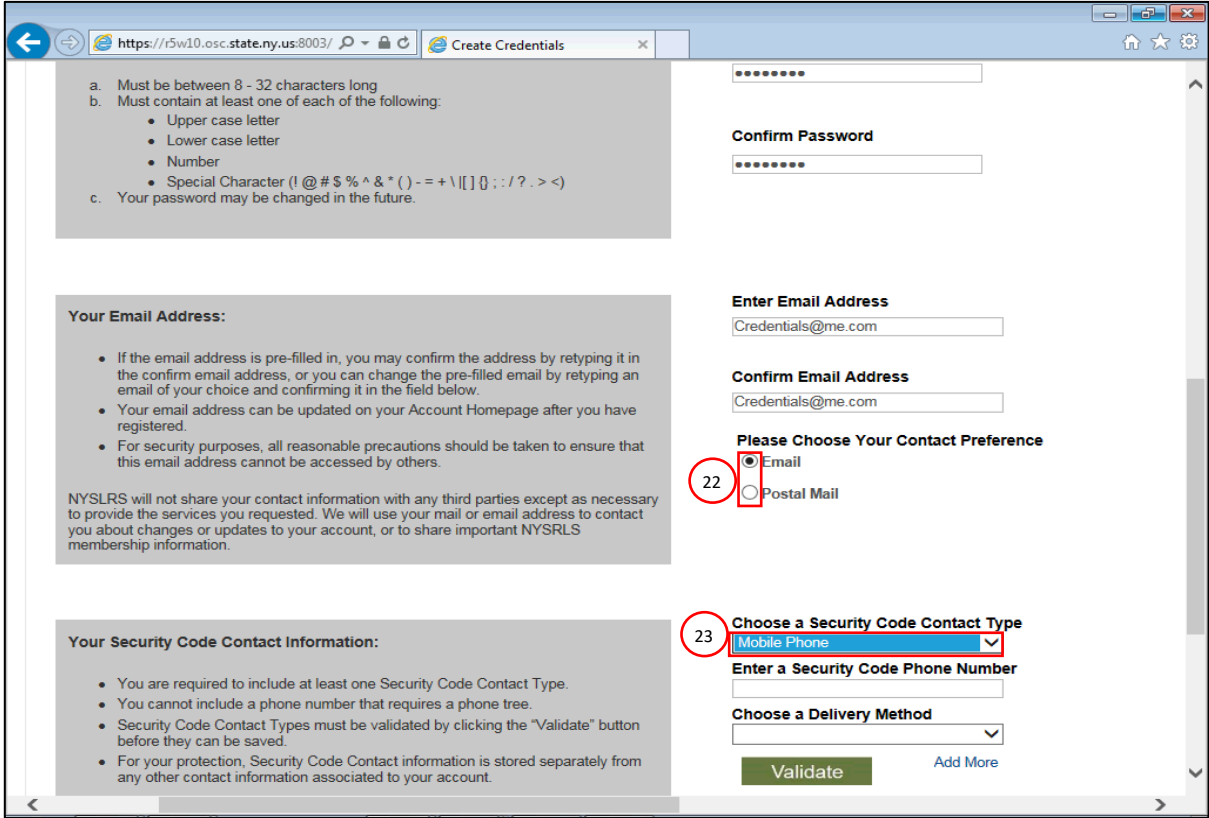
Step	Action
<p>13.</p>	<p>Select the appropriate option next to the correct answer for each of the three Verify Your Identity questions.</p> <p><input type="checkbox"/></p> <p>Note: You must answer all questions correctly. This page has a time limit. If you do not answer the questions within five minutes, the registration process will end.</p>
<p>14.</p>	<p>Click the Next button to continue.</p> <p><input type="button" value="Next"/></p>

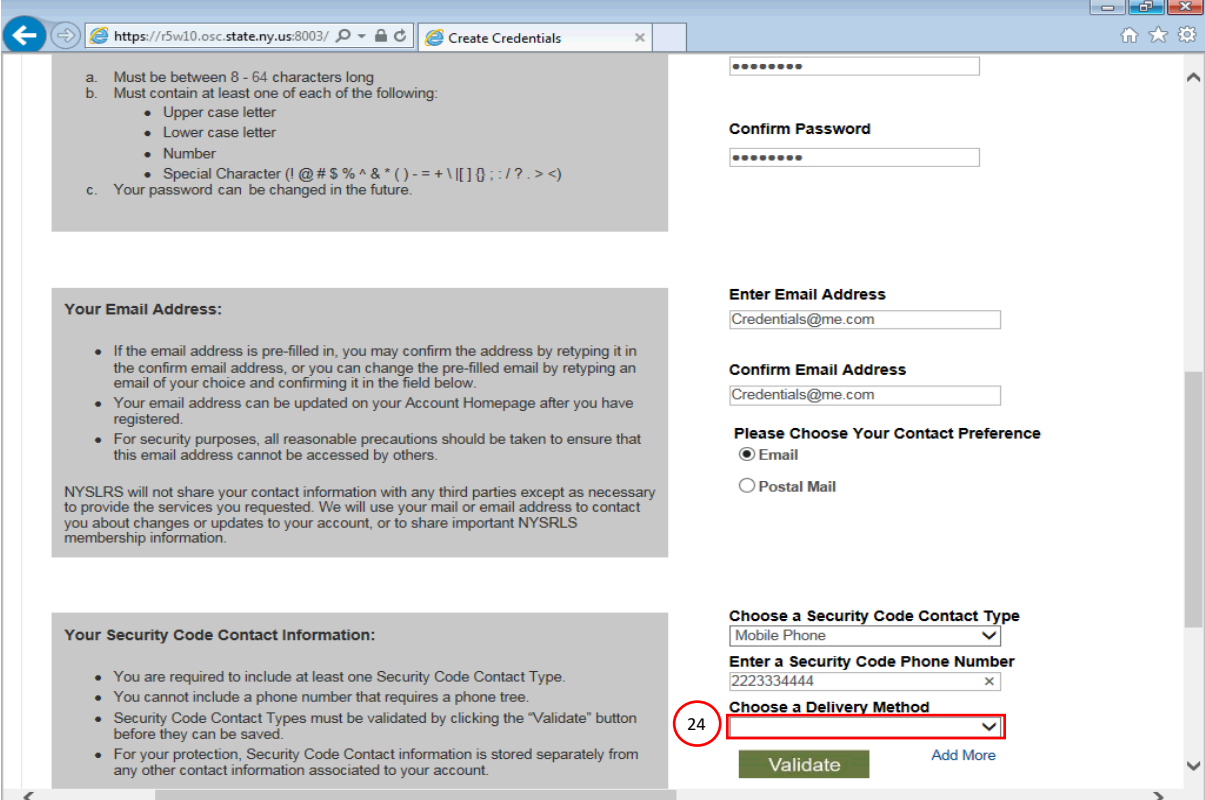


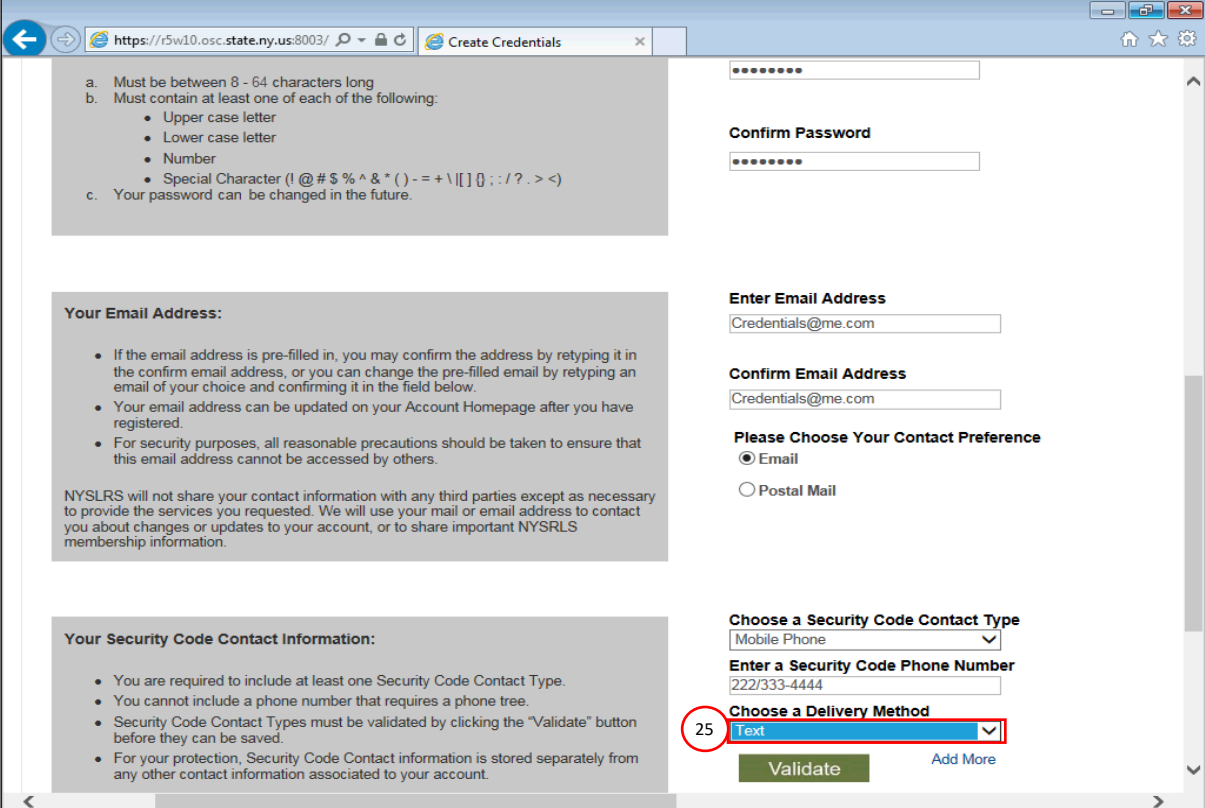
Step	Action	
15.	<p>The <i>Create Your Credentials</i> page will appear. Click in the Create User ID field and enter your User ID.</p> <div data-bbox="266 394 615 428" style="border: 1px solid black; height: 21px; width: 166px;"></div> <p>Note: Please follow ‘Your User ID’ guidelines carefully in order to successfully create your permanent User ID. Once you have submitted your User ID, you cannot change it.</p>	
16.	<p>Click in the Confirm User ID field and enter the same user id you used in the Enter User ID field.</p> <div data-bbox="266 954 615 989" style="border: 1px solid black; height: 21px; width: 166px;"></div>	
17.	<p>Scroll down to the ‘Password’ section.</p>	

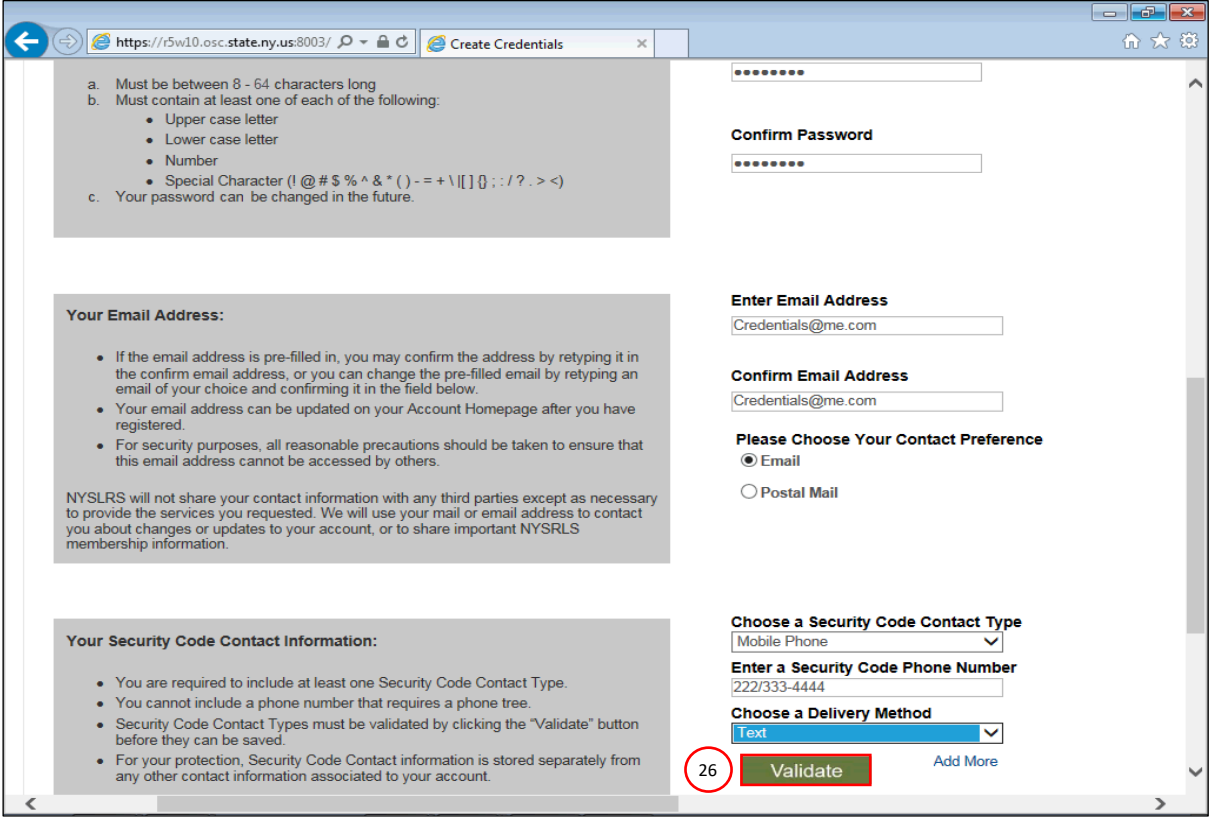
Step	Action	
<p>18</p>	<p>Next, click in the Create Password field and enter your password.</p> <div data-bbox="266 316 615 350" style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>Note: Please follow ‘Your Password’ guidelines carefully in order to successfully create your password. For security purposes, the characters will appear as black dots as you type.</p>	 <p>The screenshot shows a web browser window titled "Create Credentials" at the URL "https://f5w10.osc.state.ny.us:8003/". The page contains several sections:</p> <ul style="list-style-type: none"> Your Password: A list of requirements: <ol style="list-style-type: none"> Must be between 8 - 64 characters long Must contain at least one of each of the following: <ul style="list-style-type: none"> Upper case letter Lower case letter Number Special Character (!@#\$%^&*()-=+\[\]{};:./?><) Your password can be changed in the future. Your Email Address: A list of instructions: <ul style="list-style-type: none"> If the email address is pre-filled in, you may confirm the address by retyping it in the confirm email address, or you can change the pre-filled email by retyping an email of your choice and confirming it in the field below. Your email address can be updated on your Account Homepage after you have registered. For security purposes, all reasonable precautions should be taken to ensure that this email address cannot be accessed by others. Your Security Code Contact Information: A list of requirements: <ul style="list-style-type: none"> You are required to include at least one Security Code Contact Type. You cannot include a phone number that requires a phone tree. Security Code Contact Types must be validated by clicking the "Validate" button before they can be saved. <p>On the right side of the page, there are form fields: "Enter Email Address" (pre-filled with "Credentials@me.com"), "Confirm Email Address", "Please Choose Your Contact Preference" (with radio buttons for "Email" and "Postal Mail"), and "Choose a Security Code Contact Type" (a dropdown menu).</p>
<p>19</p>	<p>Click in the Confirm Password field and enter the same password you used in the Create Password field.</p> <div data-bbox="266 914 615 948" style="border: 1px solid black; height: 20px; width: 100%;"></div>	<p>(This section is covered by the screenshot in the previous row, which shows the "Confirm Password" field highlighted with a red circle and labeled "19".)</p>

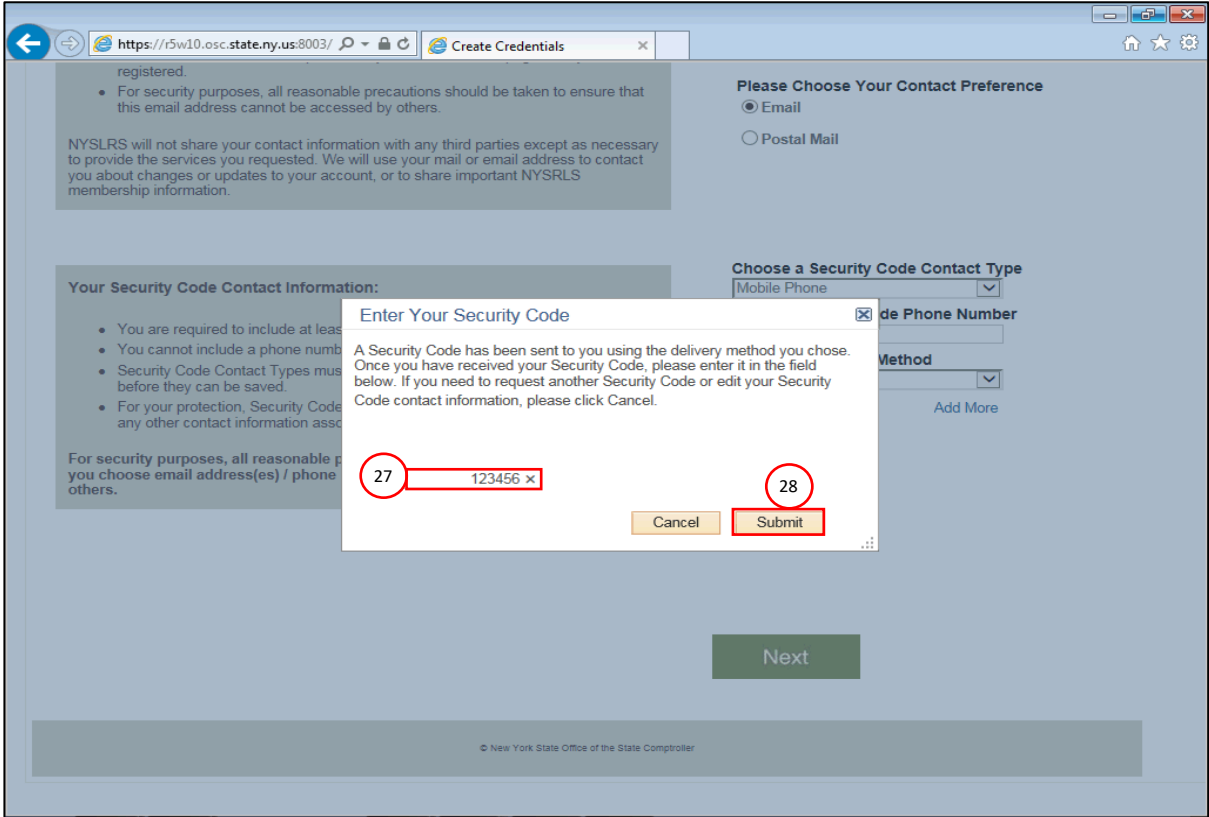
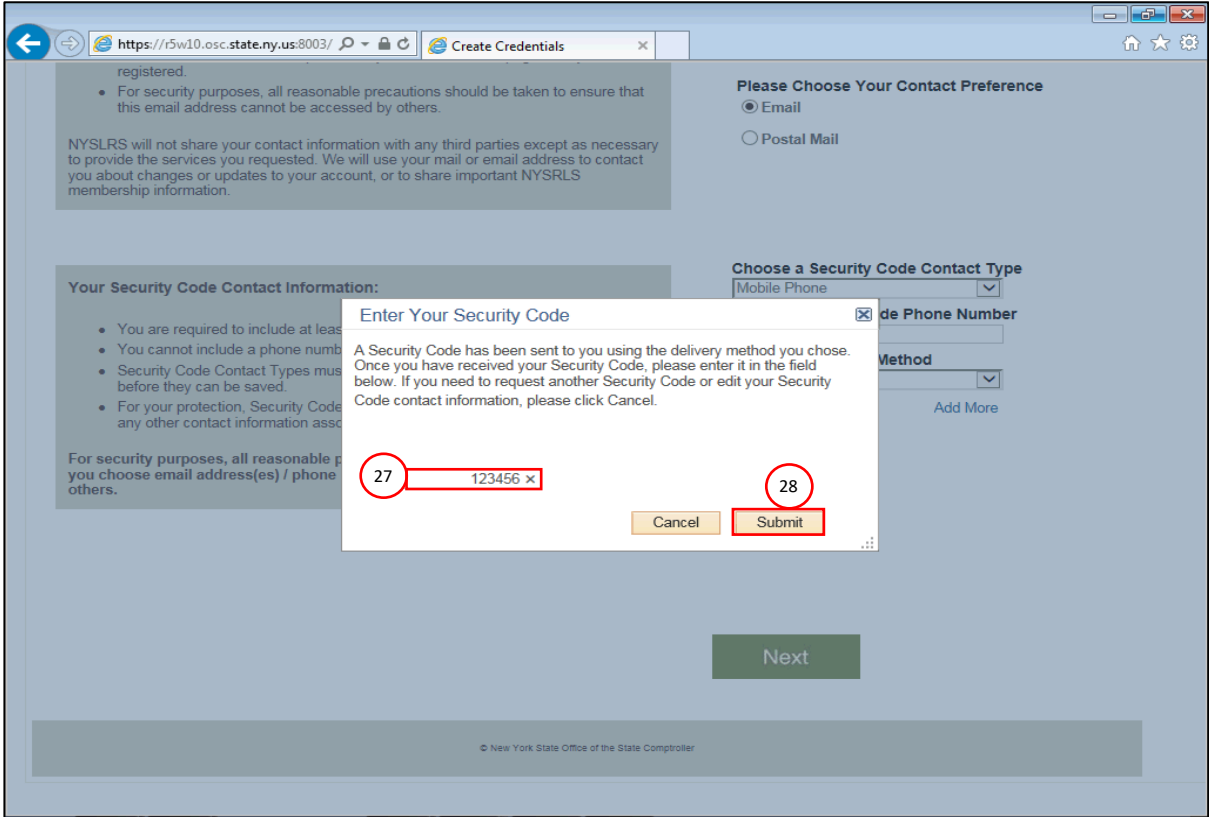
Step	Action	
<p>20.</p>	<p>Next, verify your email address in the Enter Email Address field.</p> <p><input type="text"/></p> <p>Note: Please read the information within the 'Your Email Address' section. Enter Email Address field will automatically populate with the email provided on the <i>Identify Yourself</i> page.</p>	 <p>https://r5w10.osc.state.ny.us:8003/ Create Credentials</p> <p>a. Must be between 8 - 64 characters long b. Must contain at least one of each of the following: <ul style="list-style-type: none"> • Upper case letter • Lower case letter • Number • Special Character (! @ # \$ % ^ & * () - = + \ [] { } ; : / ? . > <) c. Your password can be changed in the future.</p> <p>Your Email Address:</p> <ul style="list-style-type: none"> • If the email address is pre-filled in, you may confirm the address by retyping it in the confirm email address, or you can change the pre-filled email by retyping an email of your choice and confirming it in the field below. • Your email address can be updated on your Account Homepage after you have registered. • For security purposes, all reasonable precautions should be taken to ensure that this email address cannot be accessed by others. <p><small>NYSRLS will not share your contact information with any third parties except as necessary to provide the services you requested. We will use your mail or email address to contact you about changes or updates to your account, or to share important NYSRLS membership information.</small></p> <p>Your Security Code Contact Information:</p> <ul style="list-style-type: none"> • You are required to include at least one Security Code Contact Type. • You cannot include a phone number that requires a phone tree. • Security Code Contact Types must be validated by clicking the "Validate" button before they can be saved. • For your protection, Security Code Contact information is stored separately from any other contact information associated to your account. <p>Enter Email Address 20 Credentials@me.com</p> <p>Confirm Email Address 21 Credentials@me.com</p> <p>Please Choose Your Contact Preference</p> <p><input checked="" type="radio"/> Email <input type="radio"/> Postal Mail</p> <p>Choose a Security Code Contact Type <input type="text"/></p>
<p>21.</p>	<p>Click in the Confirm Email Address field and enter the same email address you used in the Enter Email Address field.</p> <p><input type="text"/></p>	

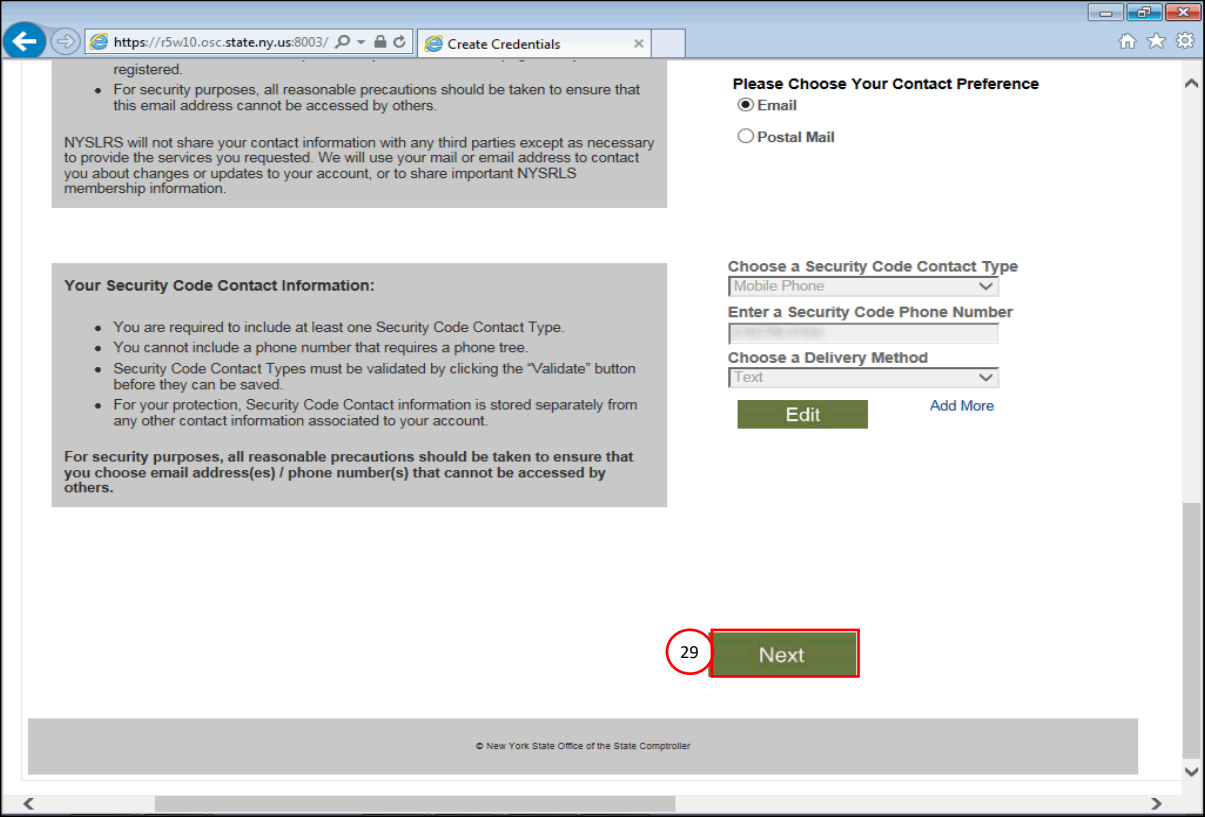
Step	Action	
<p>22.</p>	<p>Next, select your Contact Preference.</p>  <p>Note: This indicates how NYSRLS will notify you regarding changes to your account. Some correspondence will always be sent by mail, even if your preference is email.</p>	 <p>The screenshot shows a web browser window titled "Create Credentials" with the URL "https://5w10.osc.state.ny.us:8003/". The form includes sections for password requirements, email address confirmation, and contact preference selection. The "Please Choose Your Contact Preference" section has two radio buttons: "Email" (selected) and "Postal Mail".</p>
<p>23.</p>	<p>Next, select the Choose a Security Code Contact Type drop-down to choose a security code contact type.</p>  <p>Note: The contact type you select will determine where security codes will be sent. Security codes are used to validate your <i>Retirement Online</i> account when you sign in.</p>	 <p>The screenshot shows the "Choose a Security Code Contact Type" section of the form. A dropdown menu is open, showing "Mobile Phone" as the selected option. Below it are fields for "Enter a Security Code Phone Number" and "Choose a Delivery Method".</p>

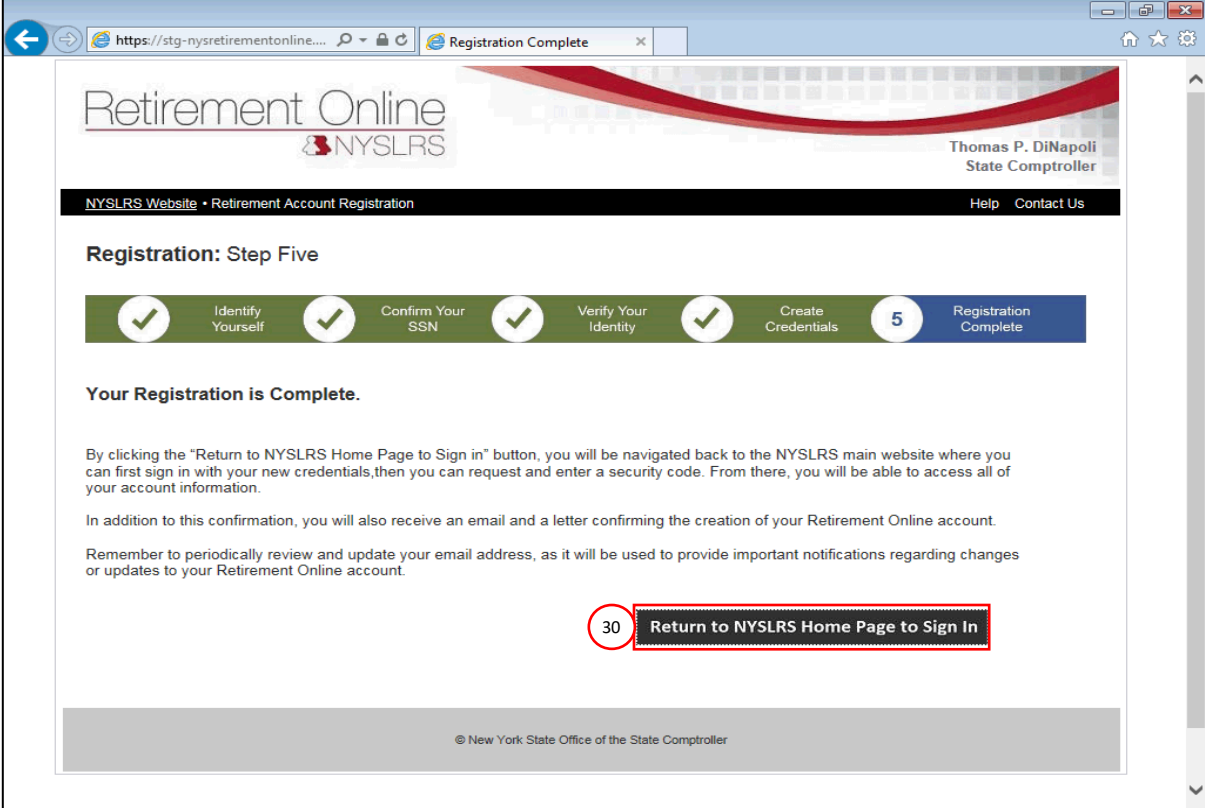
Step	Action	
<p>24.</p>	<p>Click in the Enter a Security Code Phone Number field and enter your phone number. When entering your phone number, please do not include any parentheses [()], dashes [-], or slashes [/]. This field will format the phone number automatically after you click Validate. International phone numbers are not accepted.</p>	 <p>The screenshot shows a web browser window titled "Create Credentials" at the URL "https://r5w10.osc.state.ny.us:8003/". The form contains several sections:</p> <ul style="list-style-type: none"> Password Requirements: <ul style="list-style-type: none"> a. Must be between 8 - 64 characters long b. Must contain at least one of each of the following: <ul style="list-style-type: none"> • Upper case letter • Lower case letter • Number • Special Character (! @ # \$ % ^ & * () - = + \ [] { } ; : / ? . > <) c. Your password can be changed in the future. Your Email Address: <ul style="list-style-type: none"> • If the email address is pre-filled in, you may confirm the address by retyping it in the confirm email address, or you can change the pre-filled email by retyping an email of your choice and confirming it in the field below. • Your email address can be updated on your Account Homepage after you have registered. • For security purposes, all reasonable precautions should be taken to ensure that this email address cannot be accessed by others. <p><small>NYSLRS will not share your contact information with any third parties except as necessary to provide the services you requested. We will use your mail or email address to contact you about changes or updates to your account, or to share important NYSRSL membership information.</small></p> Your Security Code Contact Information: <ul style="list-style-type: none"> • You are required to include at least one Security Code Contact Type. • You cannot include a phone number that requires a phone tree. • Security Code Contact Types must be validated by clicking the "Validate" button before they can be saved. • For your protection, Security Code Contact information is stored separately from any other contact information associated to your account. <p>Form fields and options include:</p> <ul style="list-style-type: none"> Confirm Password: Two masked input fields. Enter Email Address: Input field containing "Credentials@me.com". Confirm Email Address: Input field containing "Credentials@me.com". Please Choose Your Contact Preference: Radio buttons for "Email" (selected) and "Postal Mail". Choose a Security Code Contact Type: Dropdown menu with "Mobile Phone" selected. Enter a Security Code Phone Number: Input field containing "2223334444". Choose a Delivery Method: Dropdown menu, highlighted with a red box and a circled "24". Buttons: "Validate" (green) and "Add More" (blue).

Step	Action
<p>25.</p>	<p>Select the Choose a Delivery Method drop-down to choose how you would like your security code delivered.</p> 

Step	Action
<p>26</p>	<p>Click the Validate button.</p> <div data-bbox="268 240 495 293" style="border: 1px solid black; padding: 5px; text-align: center; background-color: #6b8e23; color: white; width: fit-content; margin: 10px auto;">Validate</div> <p>Note: A security code will be sent to the device you designated using the delivery method you selected.</p>  <p>The screenshot shows a web browser window titled 'Create Credentials' with the URL 'https://5w10.osc.state.ny.us:8003/'. The form contains the following sections:</p> <ul style="list-style-type: none"> Password Requirements: <ul style="list-style-type: none"> a. Must be between 8 - 64 characters long b. Must contain at least one of each of the following: <ul style="list-style-type: none"> Upper case letter Lower case letter Number Special Character (! @ # \$ % ^ & * () - = + \ [] ; : / ? . > <) c. Your password can be changed in the future. Your Email Address: <ul style="list-style-type: none"> If the email address is pre-filled in, you may confirm the address by retyping it in the confirm email address, or you can change the pre-filled email by retyping an email of your choice and confirming it in the field below. Your email address can be updated on your Account Homepage after you have registered. For security purposes, all reasonable precautions should be taken to ensure that this email address cannot be accessed by others. <p><small>NYSLRS will not share your contact information with any third parties except as necessary to provide the services you requested. We will use your mail or email address to contact you about changes or updates to your account, or to share important NYSLRS membership information.</small></p> Your Security Code Contact Information: <ul style="list-style-type: none"> You are required to include at least one Security Code Contact Type. You cannot include a phone number that requires a phone tree. Security Code Contact Types must be validated by clicking the "Validate" button before they can be saved. For your protection, Security Code Contact information is stored separately from any other contact information associated to your account. <p>Form fields and options include:</p> <ul style="list-style-type: none"> Confirm Password: Two masked input fields. Enter Email Address: Input field containing 'Credentials@me.com'. Confirm Email Address: Input field containing 'Credentials@me.com'. Please Choose Your Contact Preference: Radio buttons for 'Email' (selected) and 'Postal Mail'. Choose a Security Code Contact Type: Dropdown menu with 'Mobile Phone' selected. Enter a Security Code Phone Number: Input field containing '222/333-4444'. Choose a Delivery Method: Dropdown menu with 'Text' selected. Buttons: A 'Validate' button (highlighted with a red box and the number 26) and an 'Add More' link.

Step	Action	
27	<p>The 'Enter Your Security Code' pop-up will appear. Click in the Security Code field and enter the code you received.</p> <div data-bbox="266 394 520 435" style="border: 1px solid black; width: 121px; height: 25px; margin-left: 10px;"></div>	 <p>The screenshot shows a web browser window titled 'Create Credentials' at the URL 'https://r5w10.osc.state.ny.us:8003/'. The page content includes a 'Please Choose Your Contact Preference' section with radio buttons for 'Email' (selected) and 'Postal Mail'. Below that is a 'Choose a Security Code Contact Type' section with a dropdown menu currently set to 'Mobile Phone'. A modal window titled 'Enter Your Security Code' is overlaid on the page. The modal contains the text: 'A Security Code has been sent to you using the delivery method you chose. Once you have received your Security Code, please enter it in the field below. If you need to request another Security Code or edit your Security Code contact information, please click Cancel.' The modal has a text input field with the value '123456' and a 'Submit' button.</p>
28	<p>Click the Submit button.</p> <div data-bbox="266 573 413 613" style="border: 1px solid black; padding: 2px 10px; display: inline-block;">Submit</div>	 <p>This part of the screenshot shows the 'Submit' button in the 'Enter Your Security Code' modal window highlighted with a red box. The 'Next' button on the main page is also visible below the modal.</p>

Step	Action
<p>29.</p>	<p>You will return to the <i>Create Your Credentials</i> page. Click the Next button to continue.</p>  <p>The screenshot shows a web browser window titled "Create Credentials" with the URL "https://r5w10.osc.state.ny.us:8003/". The page content includes:</p> <ul style="list-style-type: none"> A notice: "registered. For security purposes, all reasonable precautions should be taken to ensure that this email address cannot be accessed by others." Below it, a paragraph states: "NYSRLRS will not share your contact information with any third parties except as necessary to provide the services you requested. We will use your mail or email address to contact you about changes or updates to your account, or to share important NYSRLRS membership information." A section titled "Your Security Code Contact Information:" with a list of requirements: <ul style="list-style-type: none"> You are required to include at least one Security Code Contact Type. You cannot include a phone number that requires a phone tree. Security Code Contact Types must be validated by clicking the "Validate" button before they can be saved. For your protection, Security Code Contact information is stored separately from any other contact information associated to your account. Another security notice: "For security purposes, all reasonable precautions should be taken to ensure that you choose email address(es) / phone number(s) that cannot be accessed by others." Form fields for: <ul style="list-style-type: none"> "Please Choose Your Contact Preference" with radio buttons for "Email" (selected) and "Postal Mail". "Choose a Security Code Contact Type" with a dropdown menu showing "Mobile Phone". "Enter a Security Code Phone Number" with a text input field. "Choose a Delivery Method" with a dropdown menu showing "Text". Buttons: "Edit" (green) and "Add More" (blue). A "Next" button (green) at the bottom right, which is circled in red in the image. Footer: "© New York State Office of the State Comptroller".

Step	Action
<p>30.</p>	<p>The <i>Registration is Complete</i> page will appear. Click Return to NYSLRS Home Page to Sign In.</p> <p>Return to NYSLRS Home Page to Sign In</p>  <p>30 Return to NYSLRS Home Page to Sign In</p>

Step	Action
<p>31.</p>	<p>The <i>Retirement Online Sign In</i> page will appear.</p> <p>You have now completed registering for <i>Retirement Online</i>. You may now sign in to <i>Retirement Online</i>.</p> 