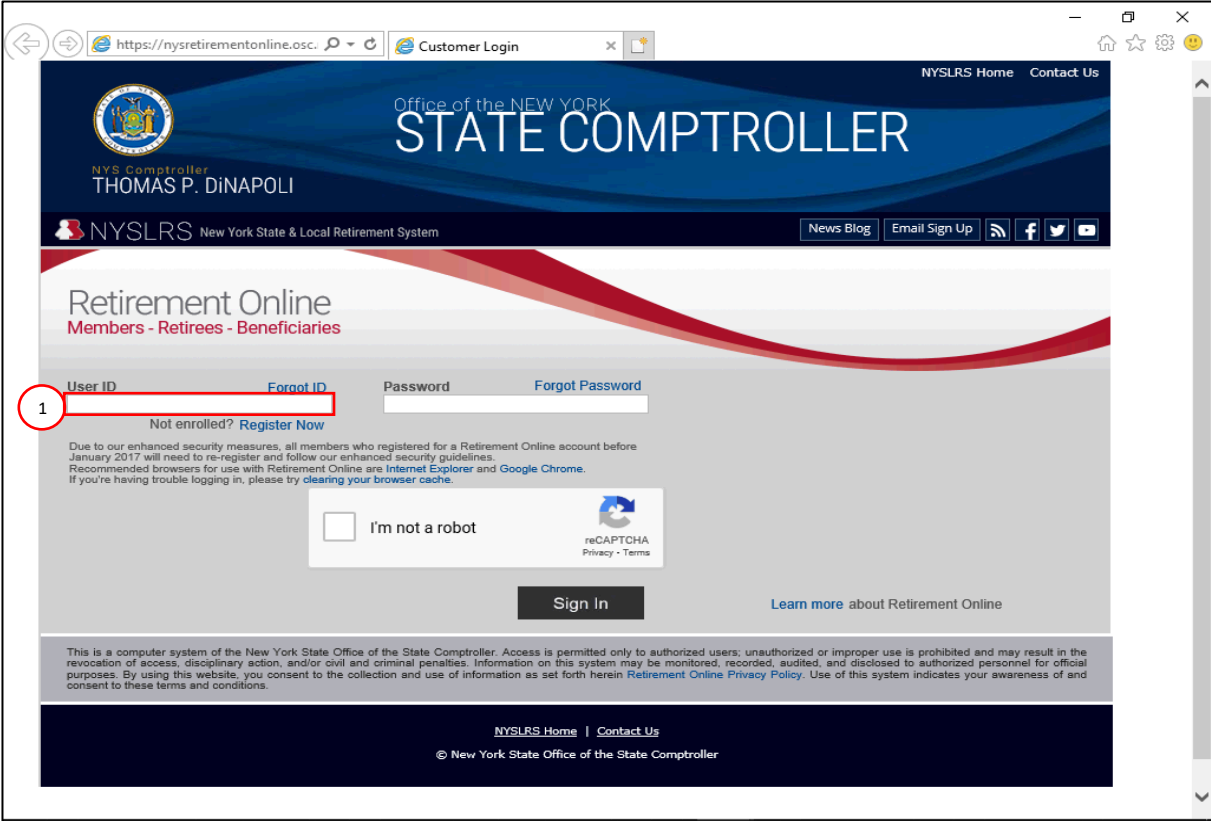


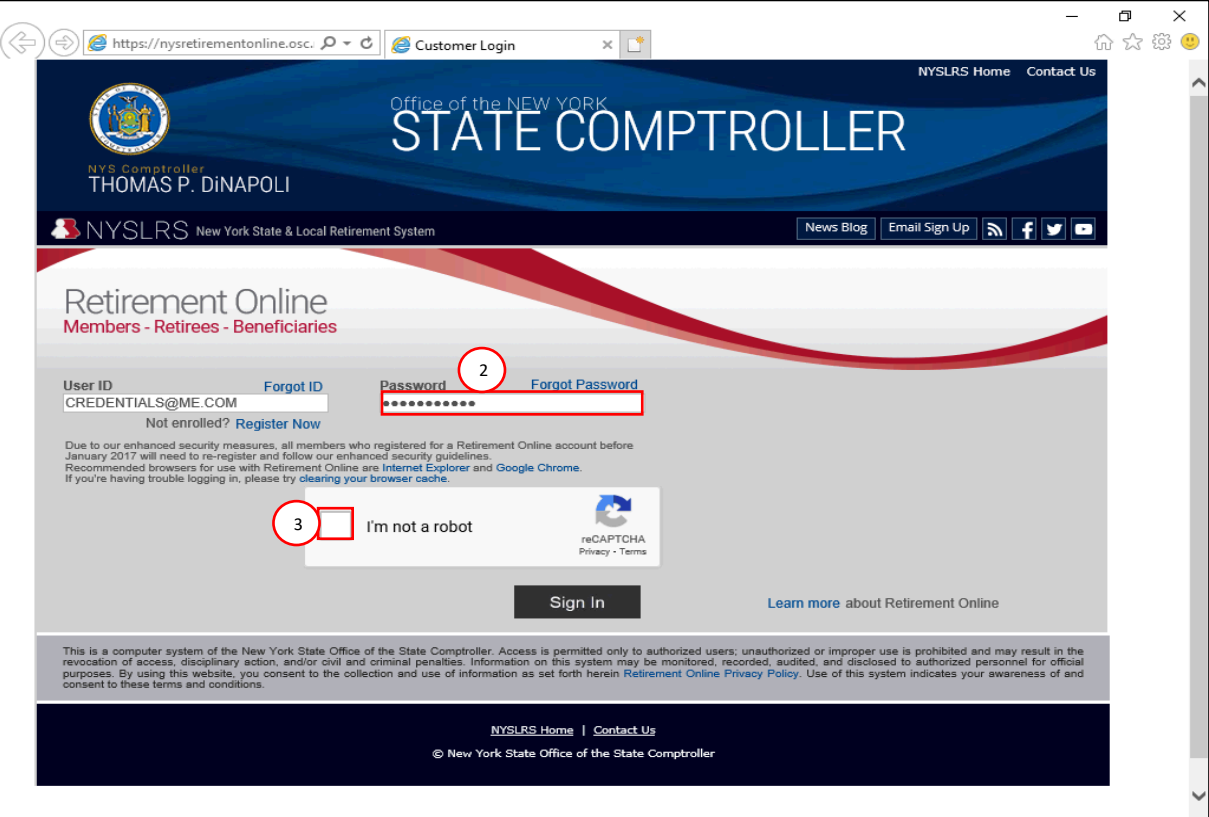
Thomas P. DiNapoli, State Comptroller


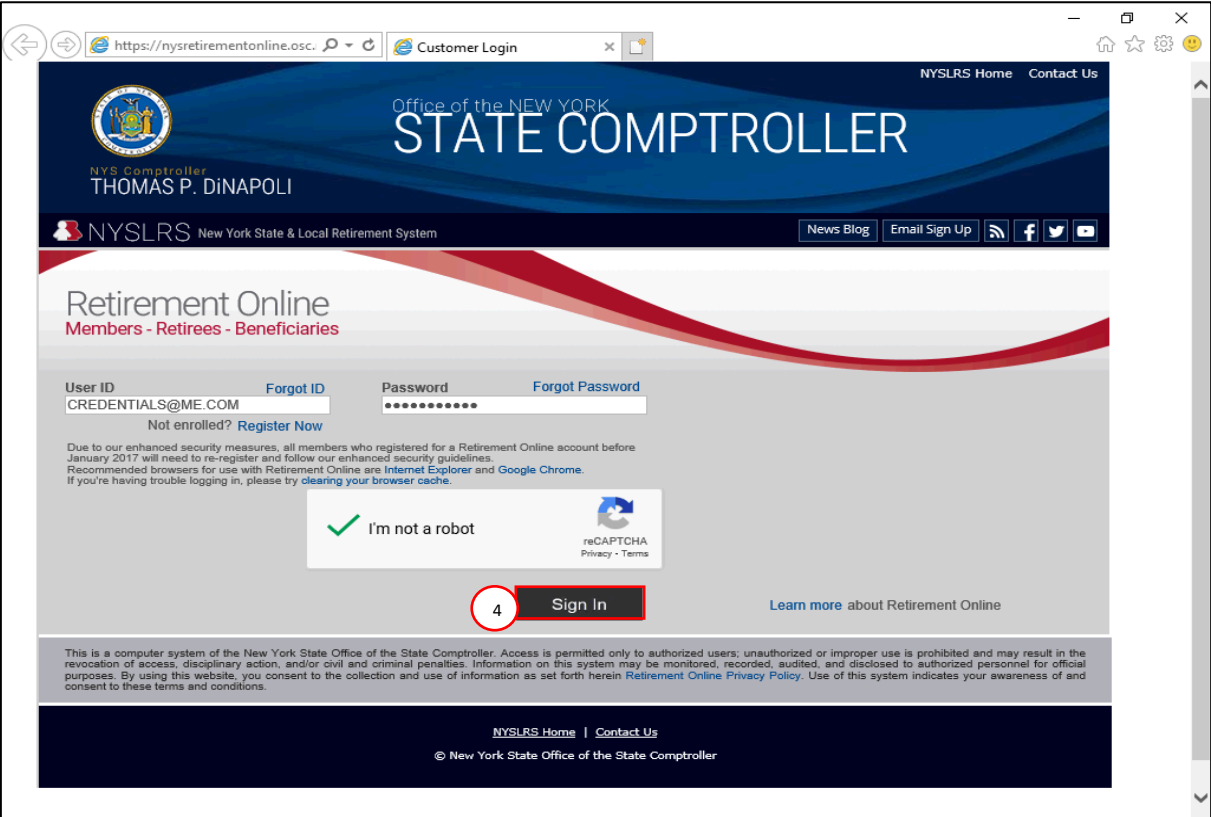



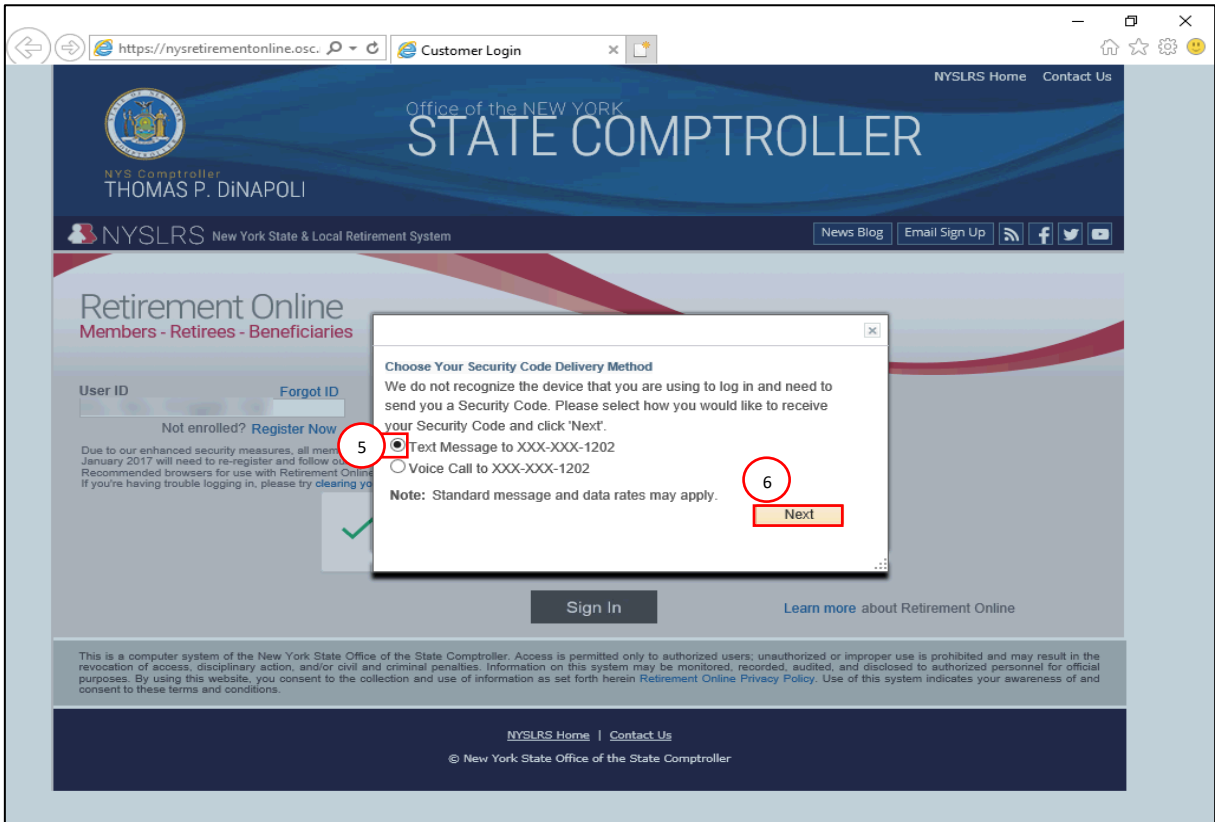

First-Time Sign In to *Retirement Online* – Selecting Your Security Questions

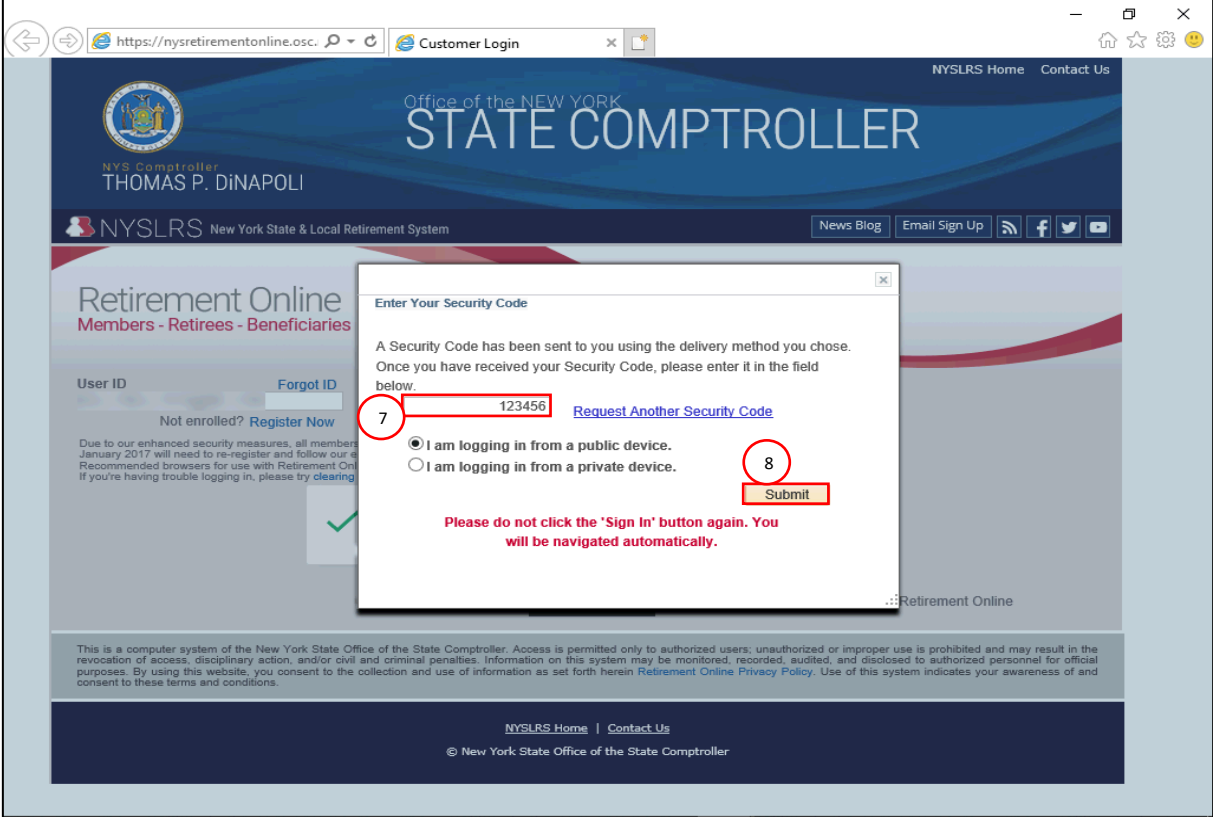
This guide shows you (as a member, retiree, or beneficiary) how to sign in to *Retirement Online* for the first time after registering. It also shows you how to set up your security questions. You will only need to follow these steps the first time you sign in to *Retirement Online*. Afterwards, you will only be required to enter your User ID and password.

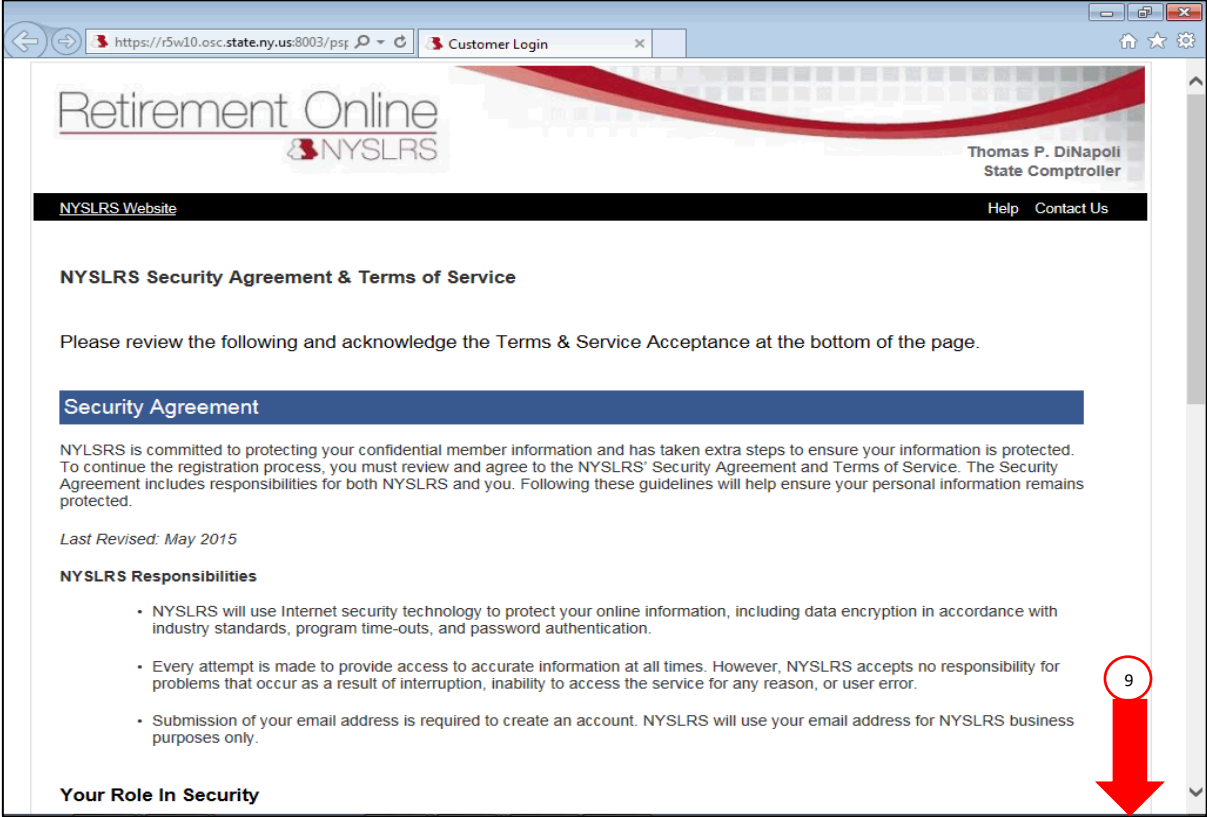
Step	Action	
<p>1.</p>	<p>On the <i>Retirement Online Sign In</i> page, click in the User ID field and enter your User ID.</p> <div data-bbox="258 365 558 393" style="border: 1px solid black; width: 143px; height: 17px; margin: 10px 0;"></div>	

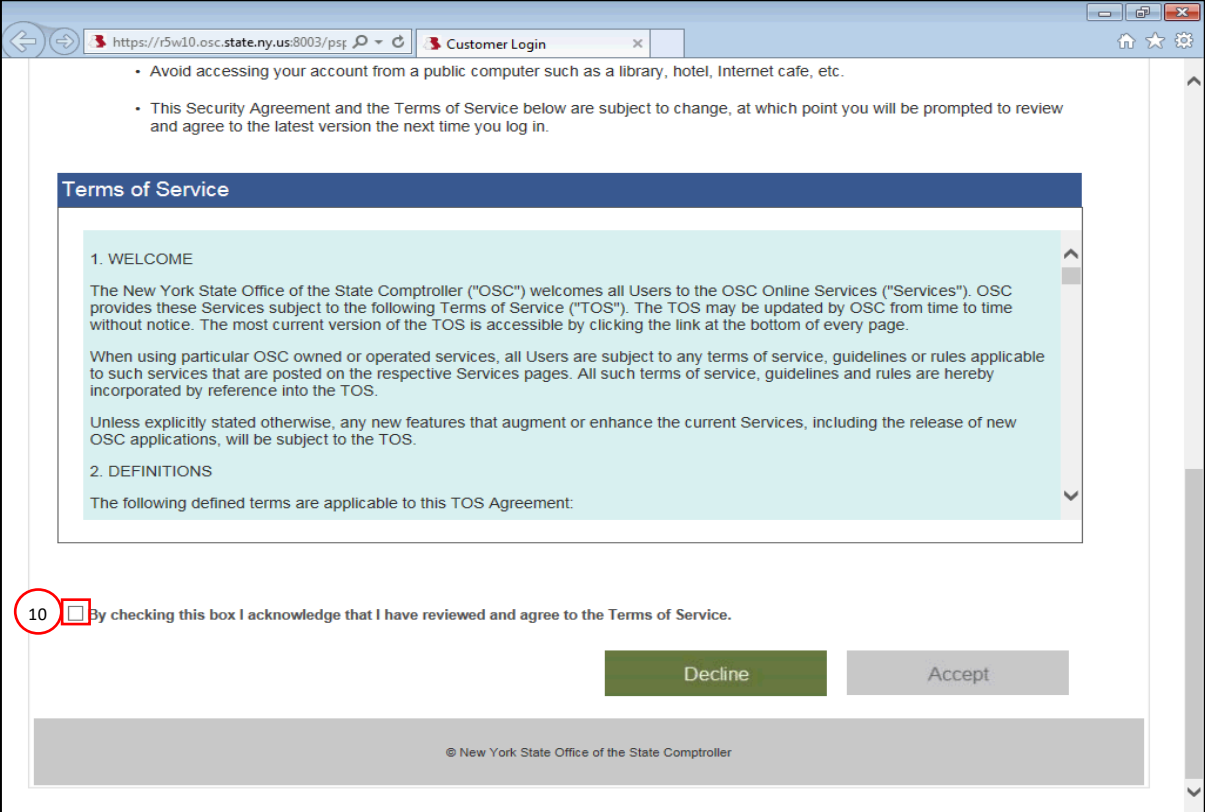
Step	Action	
2.	<p>Click in the Password field and enter your password.</p> <div data-bbox="254 282 554 315" style="border: 1px solid black; width: 143px; height: 20px; margin-bottom: 10px;"></div> <p>Note: For security purposes, your password will appear as black dots as you type.</p>	
3.	<p>Check the box next to I'm not a robot.</p> <div data-bbox="254 602 338 683" style="border: 1px solid gray; width: 40px; height: 50px; margin-bottom: 10px;"></div> <p>Note: This is an extra security measure.</p>	This content is already covered by the screenshot in the previous row.

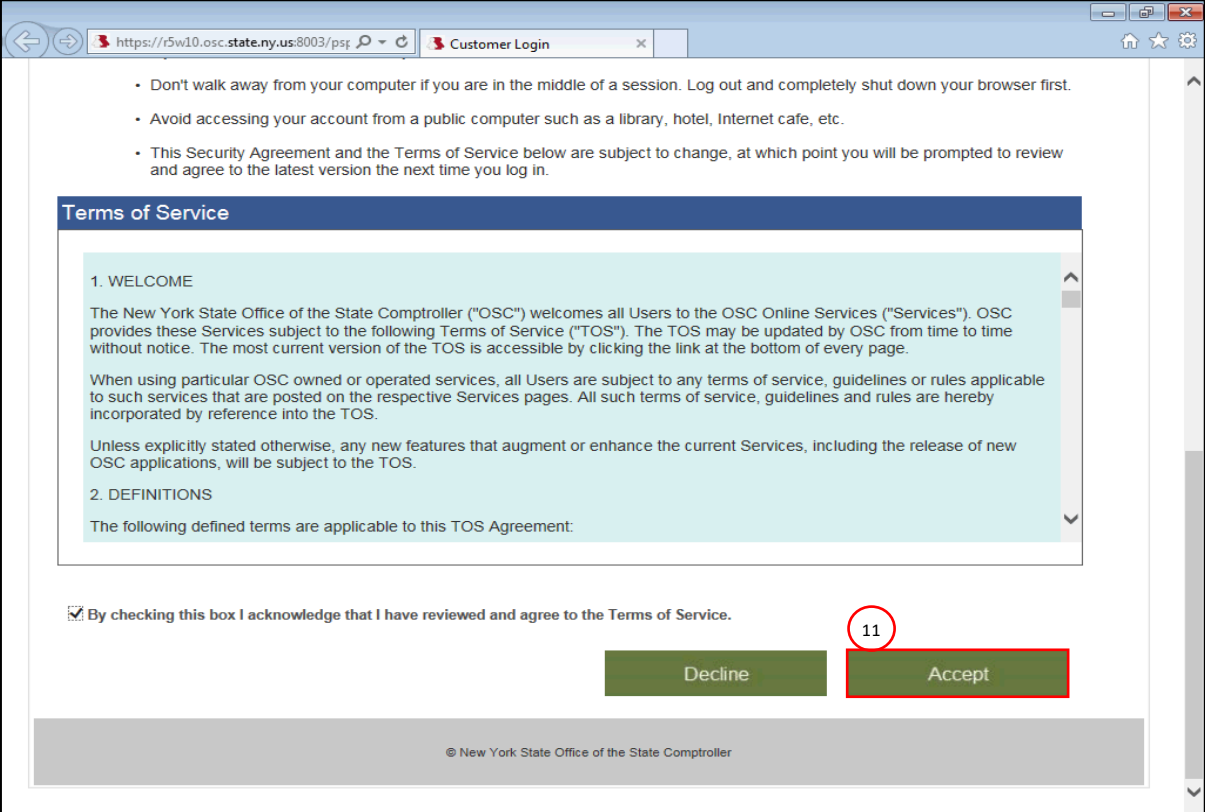
Step	Action	
<p>4.</p>	<p>Click the Sign In button.</p> 	

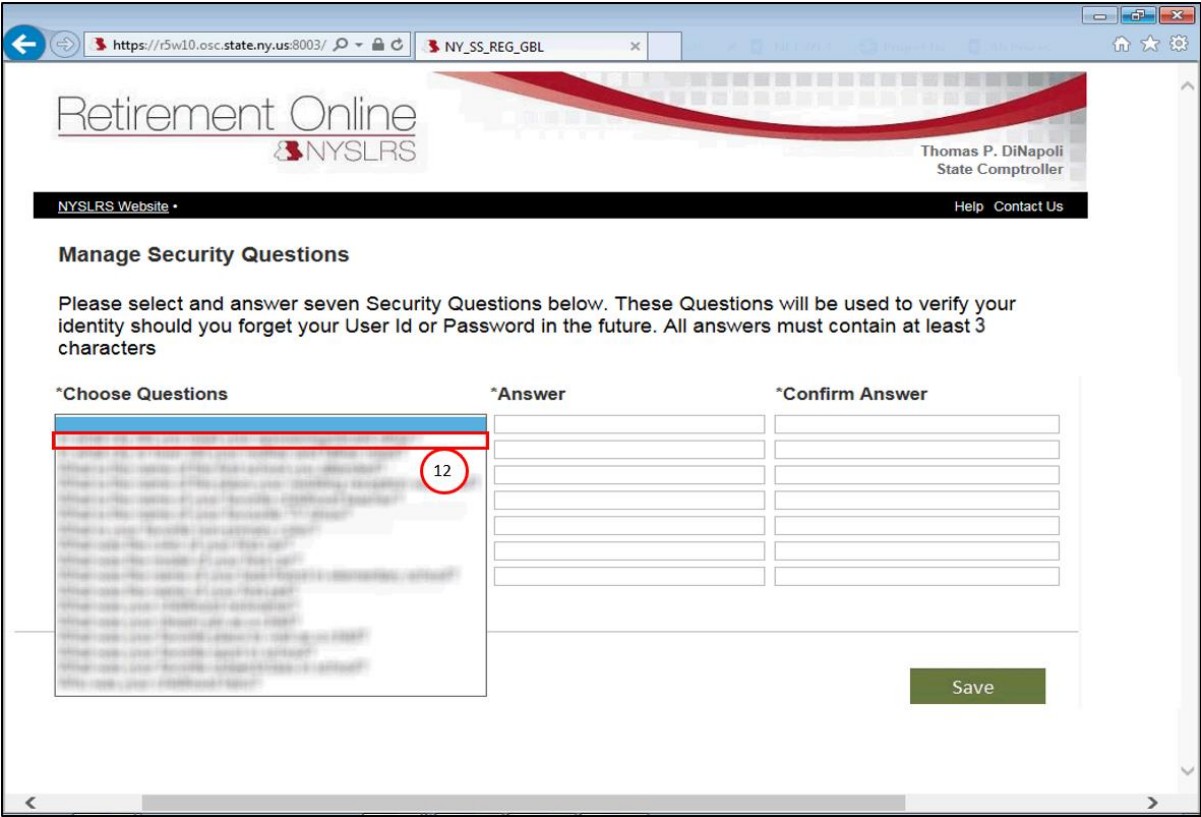
Step	Action	
5.	<p>The 'Choose Your Security Code Delivery Method' pop-up will appear. Select the appropriate option to indicate the way you want to receive your security code.</p>  <p>Note: Depending on how you set up your account, you may have different options.</p>	
6.	<p>Click the Next button to receive your security code.</p> 	

Step	Action	
<p>7.</p>	<p>The 'Enter Your Security Code' pop-up box will appear. Click in the Security Code field and enter the code you received.</p> <div data-bbox="254 431 506 475" style="border: 1px solid black; width: 120px; height: 27px; margin: 10px 0;"></div> <p>Note: If you did not receive a security code by the method requested, click the Request Another Security Code link.</p>	
<p>8.</p>	<p>Click the Submit button.</p> <div data-bbox="254 764 401 808" style="border: 1px solid black; padding: 2px 10px; display: inline-block; background-color: #f0f0f0;">Submit</div>	

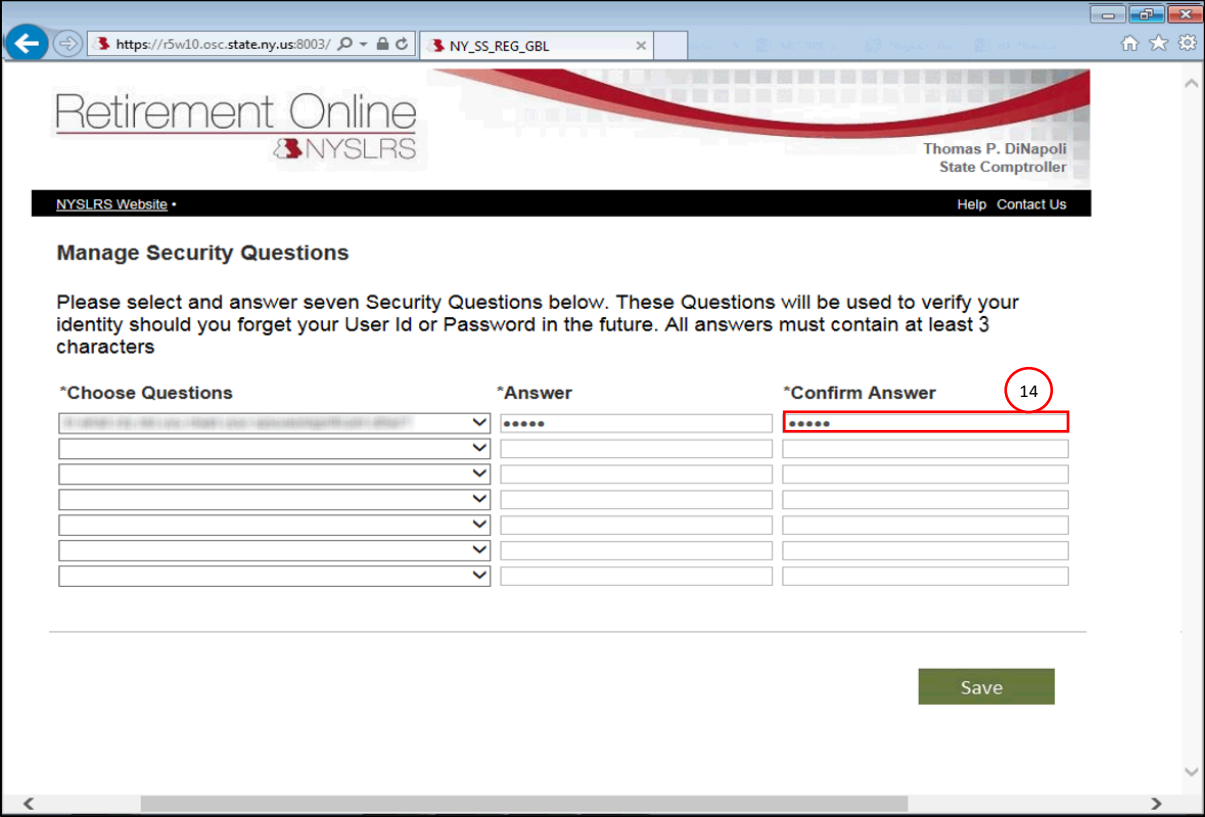
Step	Action
<p>9.</p>	<p>The <i>NYSLRS Security Agreement & Terms of Service</i> page will appear. Read the 'Security Agreement' section, and scroll down to the bottom of the page.</p> 

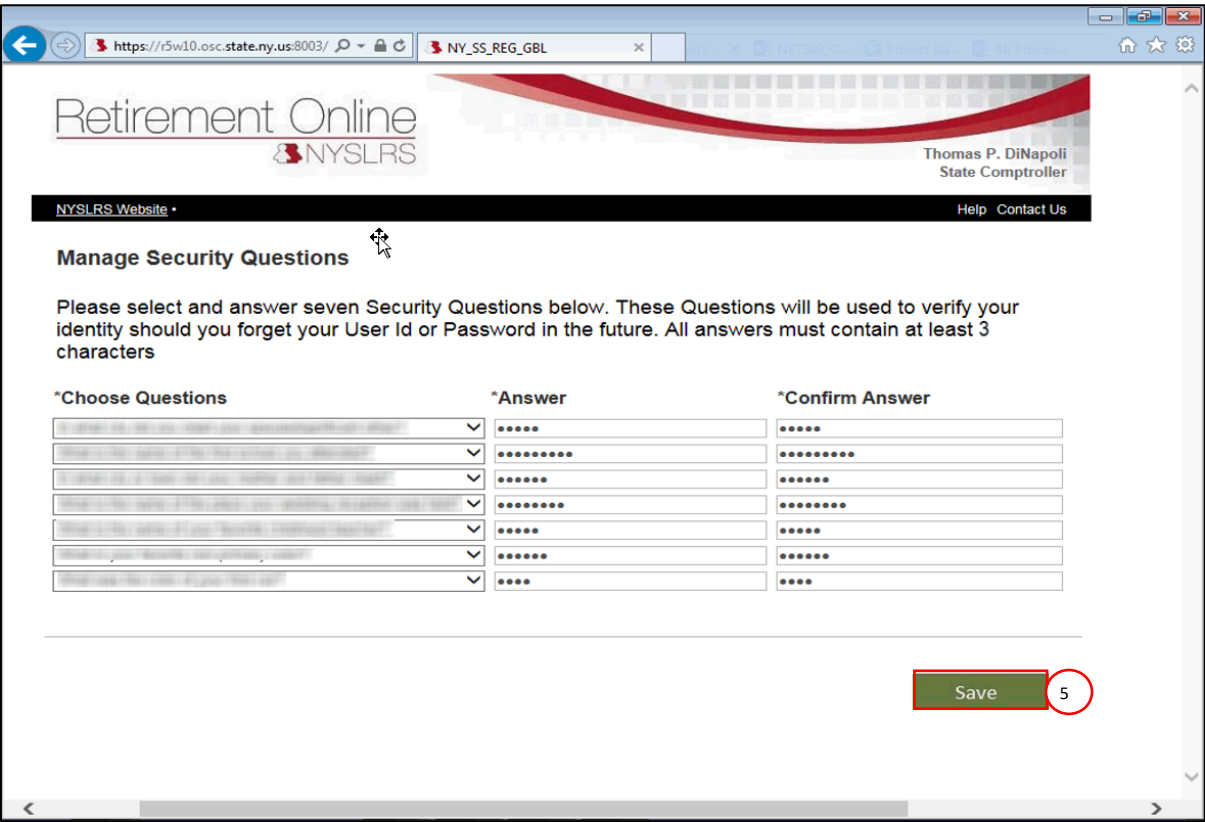
Step	Action
<p>10</p>	<p>Check the box next to 'By checking this box...'</p> <p><input type="checkbox"/></p> <p>Note: The Accept button will not appear until you click this checkbox.</p>  <p>The screenshot shows a web browser window with the URL https://f5w10.osc.state.ny.us:8003/psf and the page title "Customer Login". The page contains a security warning and a "Terms of Service" section. The "Terms of Service" section includes a "1. WELCOME" heading and text stating that the New York State Office of the State Comptroller ("OSC") welcomes all Users to the OSC Online Services ("Services"). It also mentions that the TOS may be updated by OSC from time to time without notice. Below this, it states that when using particular OSC owned or operated services, all Users are subject to any terms of service, guidelines or rules applicable to such services that are posted on the respective Services pages. It also notes that unless explicitly stated otherwise, any new features that augment or enhance the current Services, including the release of new OSC applications, will be subject to the TOS. The "2. DEFINITIONS" section begins with "The following defined terms are applicable to this TOS Agreement:". At the bottom of the page, there is a checkbox next to the text "By checking this box I acknowledge that I have reviewed and agree to the Terms of Service." and two buttons: "Decline" and "Accept". The "Accept" button is currently disabled (greyed out). The footer of the page reads "© New York State Office of the State Comptroller".</p> <p>10 <input type="checkbox"/> By checking this box I acknowledge that I have reviewed and agree to the Terms of Service.</p> <p>Decline Accept</p> <p>© New York State Office of the State Comptroller</p>

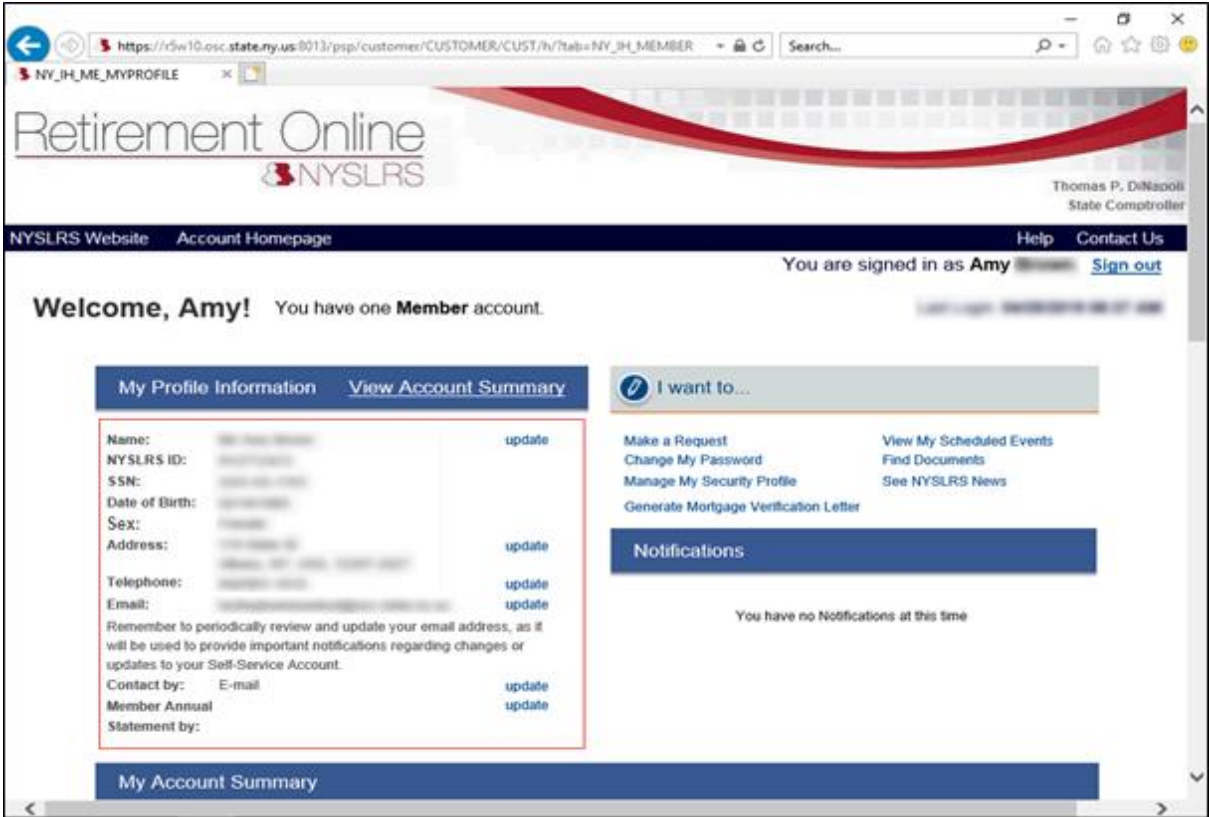
Step	Action
<p>11</p>	<p>Click the Accept button to continue.</p>  <p>The screenshot shows a web browser window with the URL <code>https://r5w10.osc.state.ny.us:8003/psf</code> and a tab titled "Customer Login". The page content includes:</p> <ul style="list-style-type: none"> Don't walk away from your computer if you are in the middle of a session. Log out and completely shut down your browser first. Avoid accessing your account from a public computer such as a library, hotel, Internet cafe, etc. This Security Agreement and the Terms of Service below are subject to change, at which point you will be prompted to review and agree to the latest version the next time you log in. <p>Terms of Service</p> <p>1. WELCOME</p> <p>The New York State Office of the State Comptroller ("OSC") welcomes all Users to the OSC Online Services ("Services"). OSC provides these Services subject to the following Terms of Service ("TOS"). The TOS may be updated by OSC from time to time without notice. The most current version of the TOS is accessible by clicking the link at the bottom of every page.</p> <p>When using particular OSC owned or operated services, all Users are subject to any terms of service, guidelines or rules applicable to such services that are posted on the respective Services pages. All such terms of service, guidelines and rules are hereby incorporated by reference into the TOS.</p> <p>Unless explicitly stated otherwise, any new features that augment or enhance the current Services, including the release of new OSC applications, will be subject to the TOS.</p> <p>2. DEFINITIONS</p> <p>The following defined terms are applicable to this TOS Agreement:</p> <p><input checked="" type="checkbox"/> By checking this box I acknowledge that I have reviewed and agree to the Terms of Service.</p> <p>Buttons: Decline, Accept (highlighted with a red border and a circled '11')</p> <p>© New York State Office of the State Comptroller</p>

Step	Action
<p>12</p>	<p>The <i>Manage Security Questions</i> 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 User ID or Password in the future. Select the Choose Questions drop-down to select a question.</p> <p>Note: Once you select a question from the list, it will not appear again.</p> 

Step	Action
<p>13</p>	<p>Click in the Answer field and enter the answer to the question.</p> <div data-bbox="254 321 602 350" style="border: 1px solid black; width: 166px; height: 18px; margin-bottom: 10px;"></div> <p>Note: Your answer must be at least 4 characters. For security purposes, your answer will appear as black dots as you type.</p> <div data-bbox="688 201 1885 1013" style="border: 1px solid black; padding: 10px;"> <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8003/ and a tab titled 'NY_SS_REG_GBL'. The page header includes 'Retirement Online NYSLRS' and 'Thomas P. DiNapoli State Comptroller'. The main heading is 'Manage Security Questions'. Below this, there is a paragraph: 'Please select and answer seven Security Questions below. These Questions will be used to verify your identity should you forget your User Id or Password in the future. All answers must contain at least 3 characters'. The form has three columns: '*Choose Questions', '*Answer', and '*Confirm Answer'. The first row shows a question selected in the first column, and the corresponding answer field in the second column is highlighted with a red box and a circled '13'. There are six empty rows below. A green 'Save' button is located at the bottom right of the form area.</p> </div>

Step	Action
<p>14</p>	<p>Click in the Confirm Answer field and reenter the same information you entered in the Answer field for this question.</p> <p><input type="text"/></p> <p>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.</p> <p>Repeat steps 12 through 14 until you have seven complete security questions and answers.</p> 

Step	Action
<p>15</p>	<p>Click the Save button to continue.</p> <div data-bbox="254 277 510 367" style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p>Save</p> </div> 

Step	Action	
<p>16</p>	<p>The <i>Retirement Online Account Homepage</i> will appear.</p> <p>You have now completed selecting your security questions and have signed in to <i>Retirement Online</i> for the first time.</p>	 <p>The screenshot shows a web browser window with the URL https://rsw10.osc.state.ny.us/0013/psp/customer/CUSTOMER/CUST/h/?tab=NY_IH_MEMBER. The page title is "Retirement Online" and "NYSLRS". The user is signed in as "Amy". The page displays a "Welcome, Amy!" message and a "My Profile Information" section with various fields and "update" links. A "My Account Summary" section is also visible at the bottom.</p>