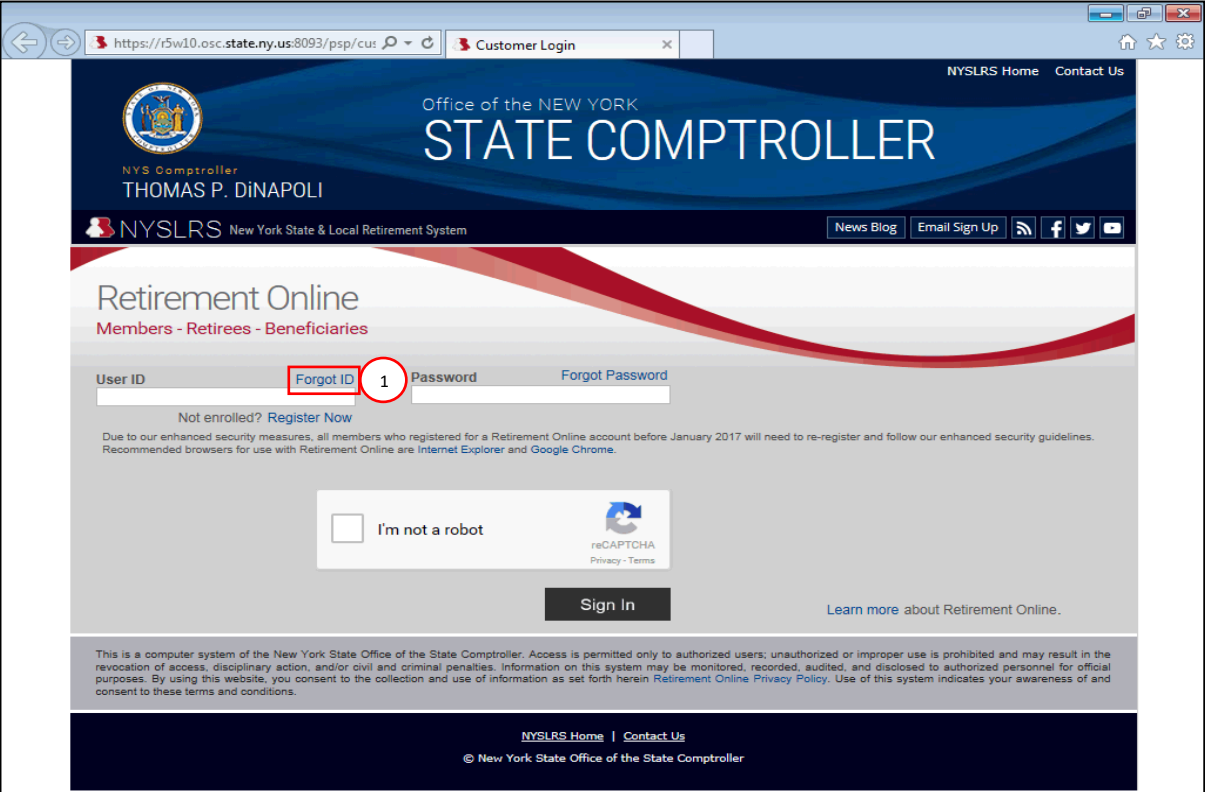


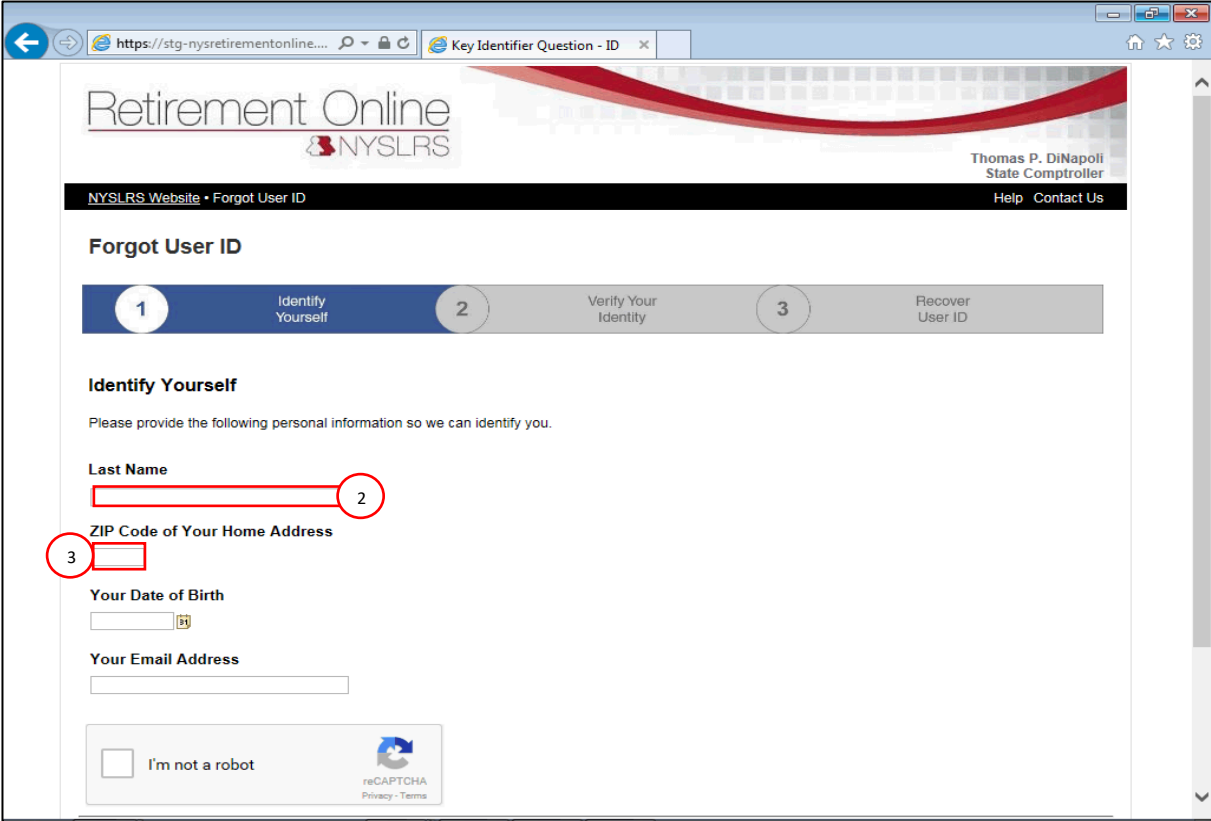
Thomas P. DiNapoli, State Comptroller

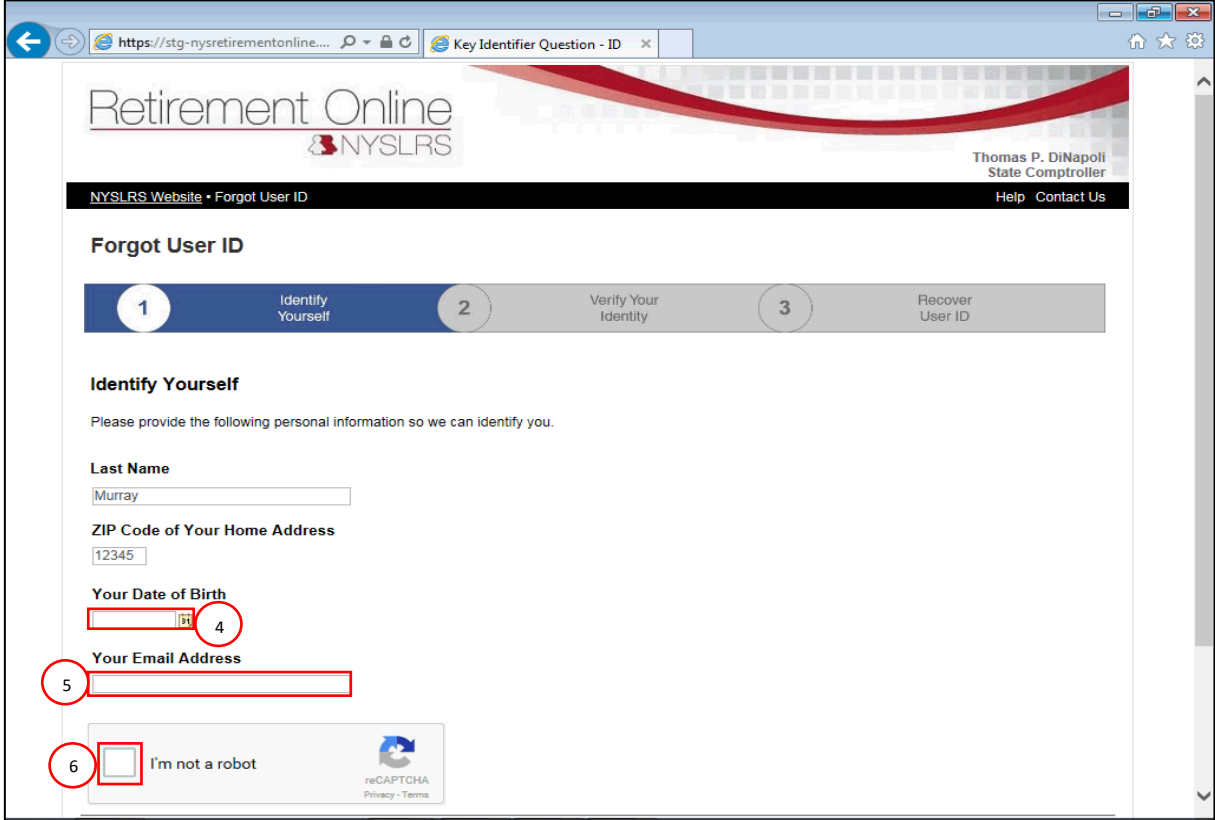


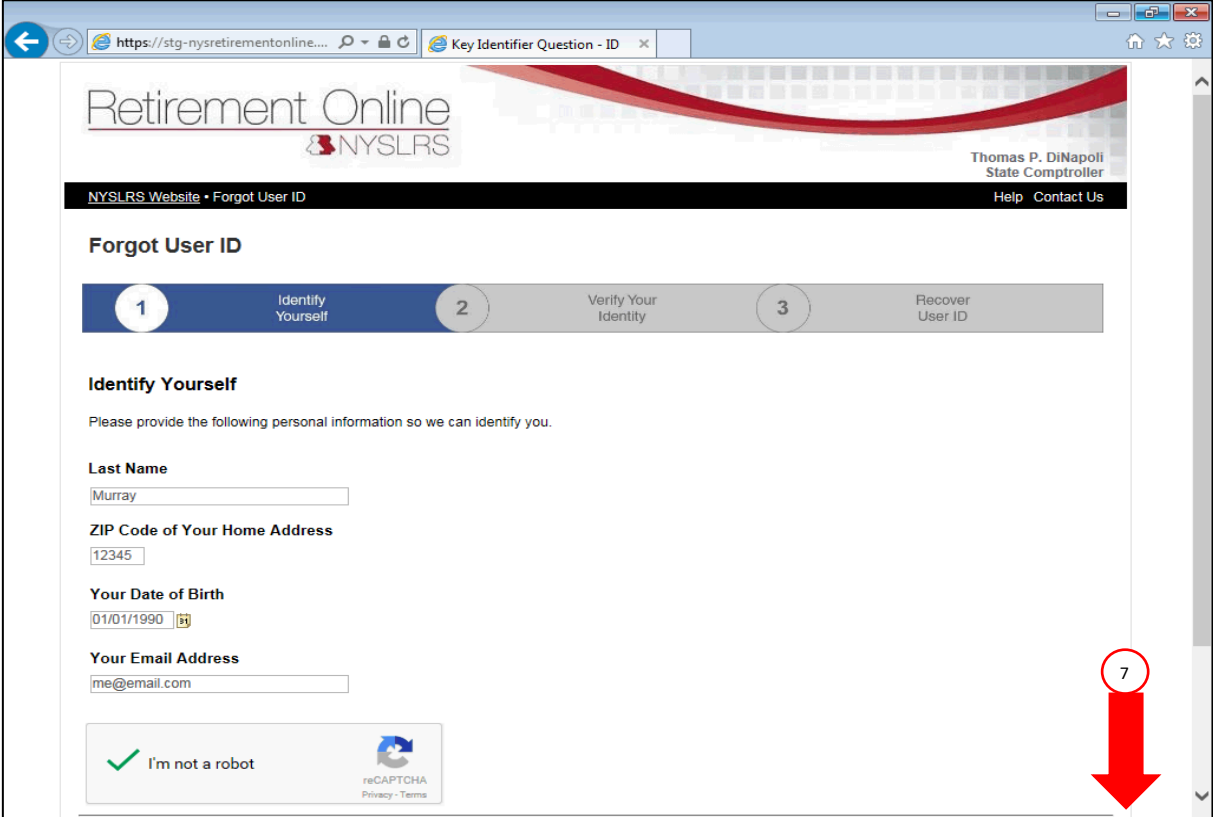
Forgot User ID

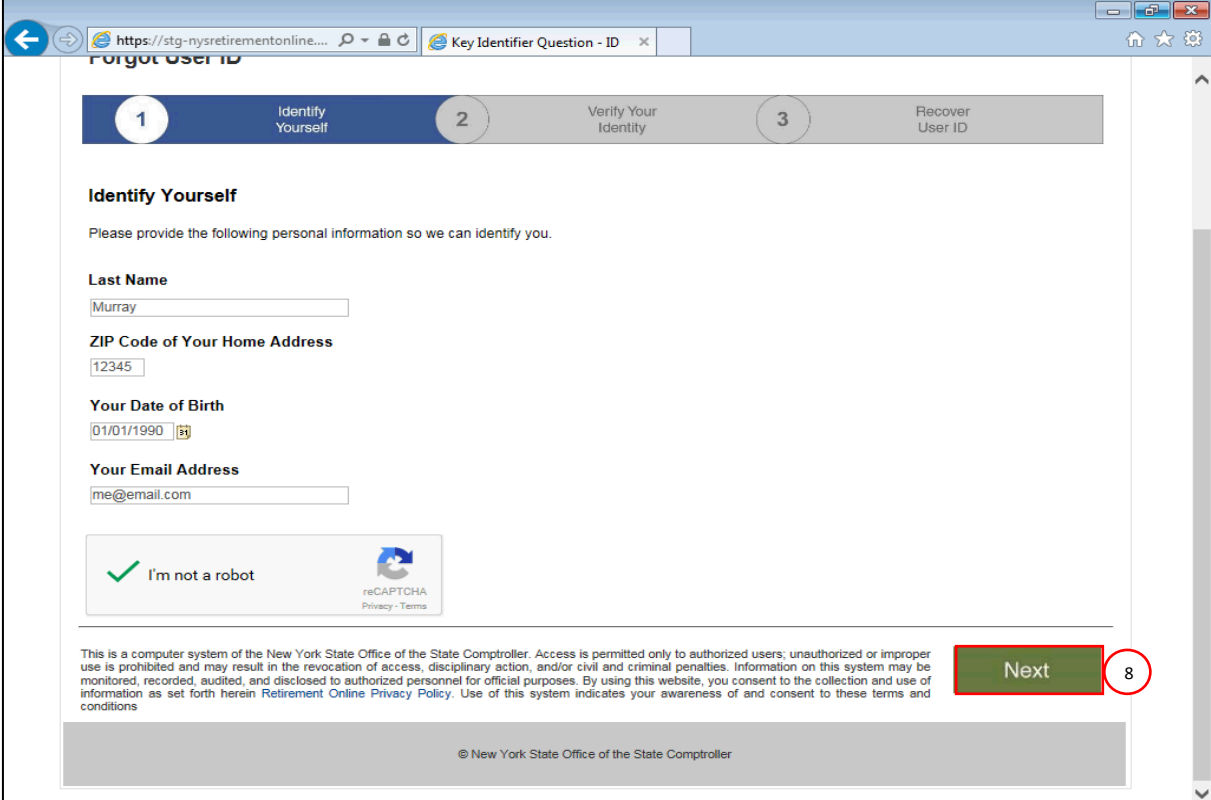
This guide shows you (as a member, retiree, or beneficiary) how to retrieve your User ID so you can sign in to *Retirement Online*.

Step	Action	
<p>1.</p>	<p>On the <i>Retirement Online Sign In</i> page, click the Forgot ID link.</p> <p>Forgot ID</p>	

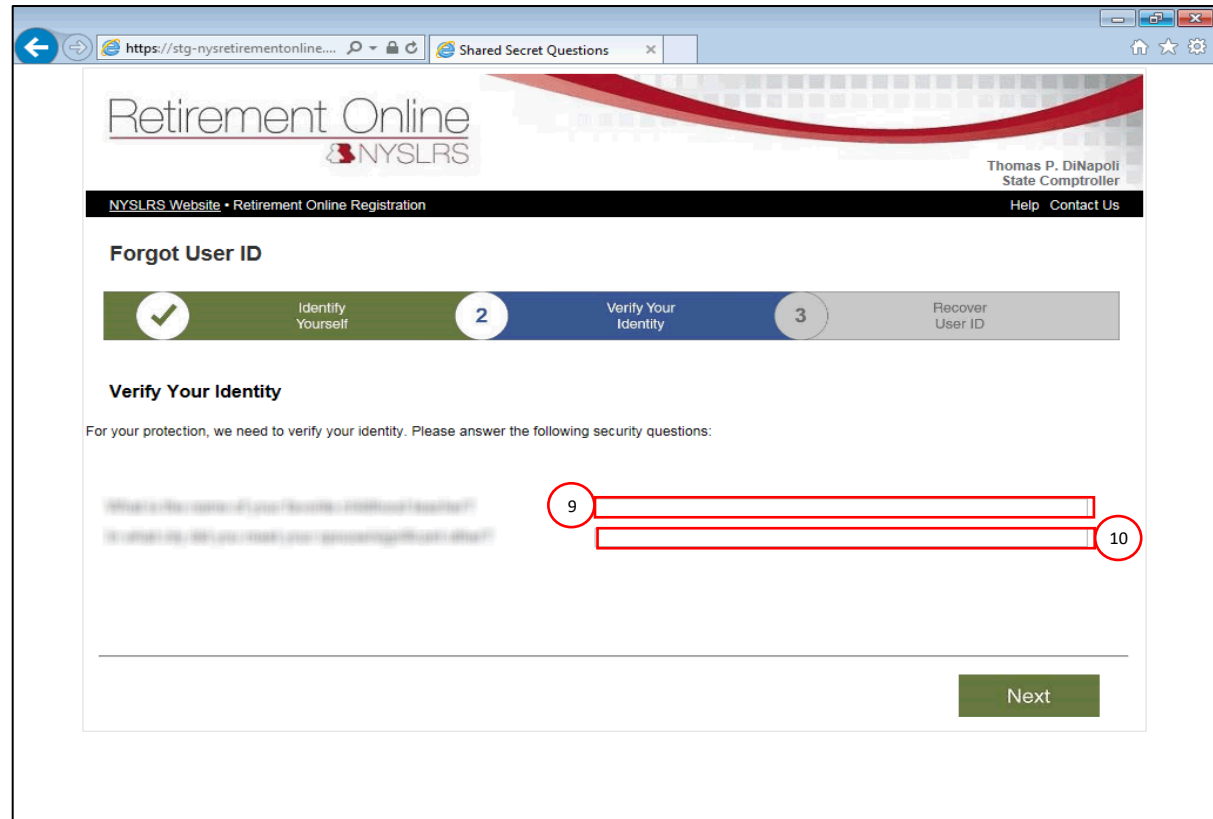
Step	Action	
2.	<p>The <i>Identify Yourself</i> page will appear. Click in the Last Name field and enter your last name.</p> <div data-bbox="258 362 598 391" style="border: 1px solid black; width: 162px; height: 18px; margin-left: 12px;"></div>	
3.	<p>Click in the ZIP Code of Your Home Address field and enter the ZIP code of your home address.</p> <div data-bbox="258 686 357 727" style="border: 1px solid black; width: 47px; height: 25px; margin-left: 12px;"></div>	

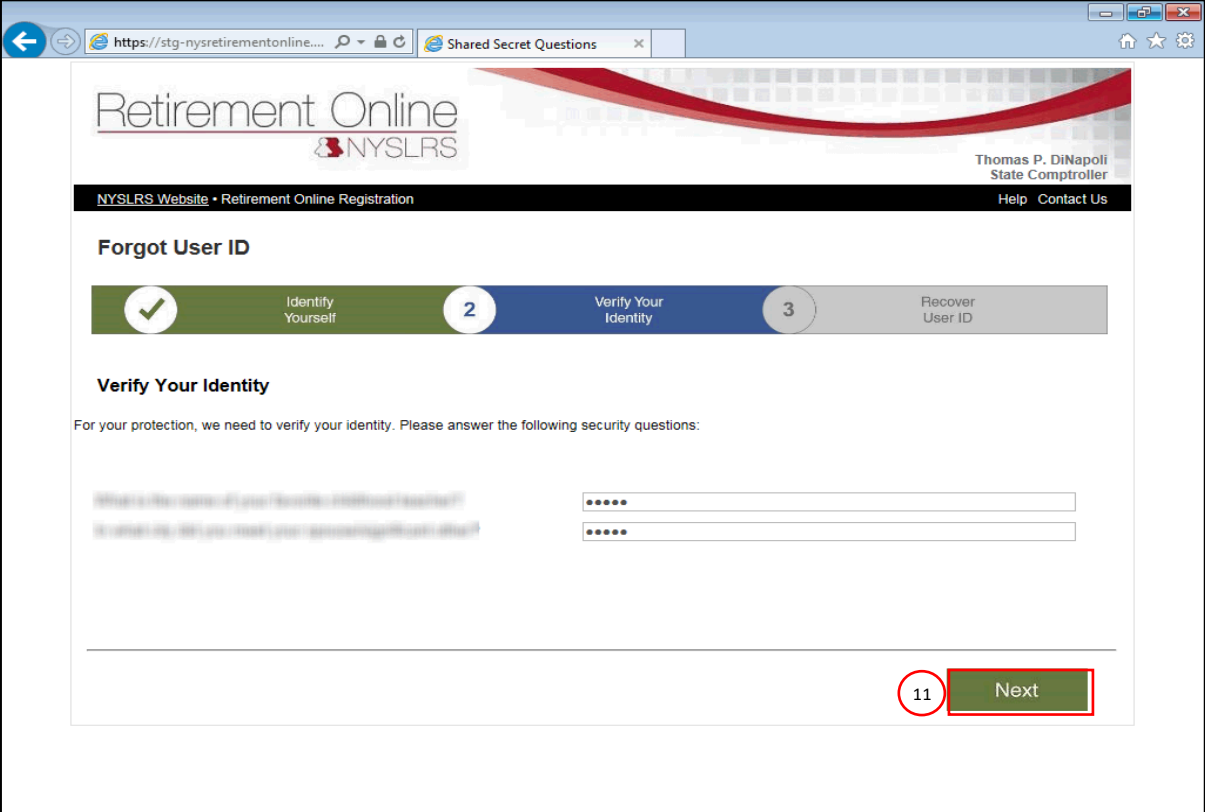
Step	Action	
4.	<p>Click in the Your Date of Birth field and enter your date of birth.</p> <input data-bbox="254 318 390 358" type="text"/> <p>Note: You may also use the Calendar icon to select a date. Please use the MM/DD/YYYY format.</p>	
5.	<p>Next, click in the Enter Email Address field and enter your email address.</p> <input data-bbox="254 688 600 721" type="text"/>	
6.	<p>Check the box next to I'm not a robot.</p> <input data-bbox="254 902 317 964" type="checkbox"/> <p>Note: This is an extra security measure.</p>	

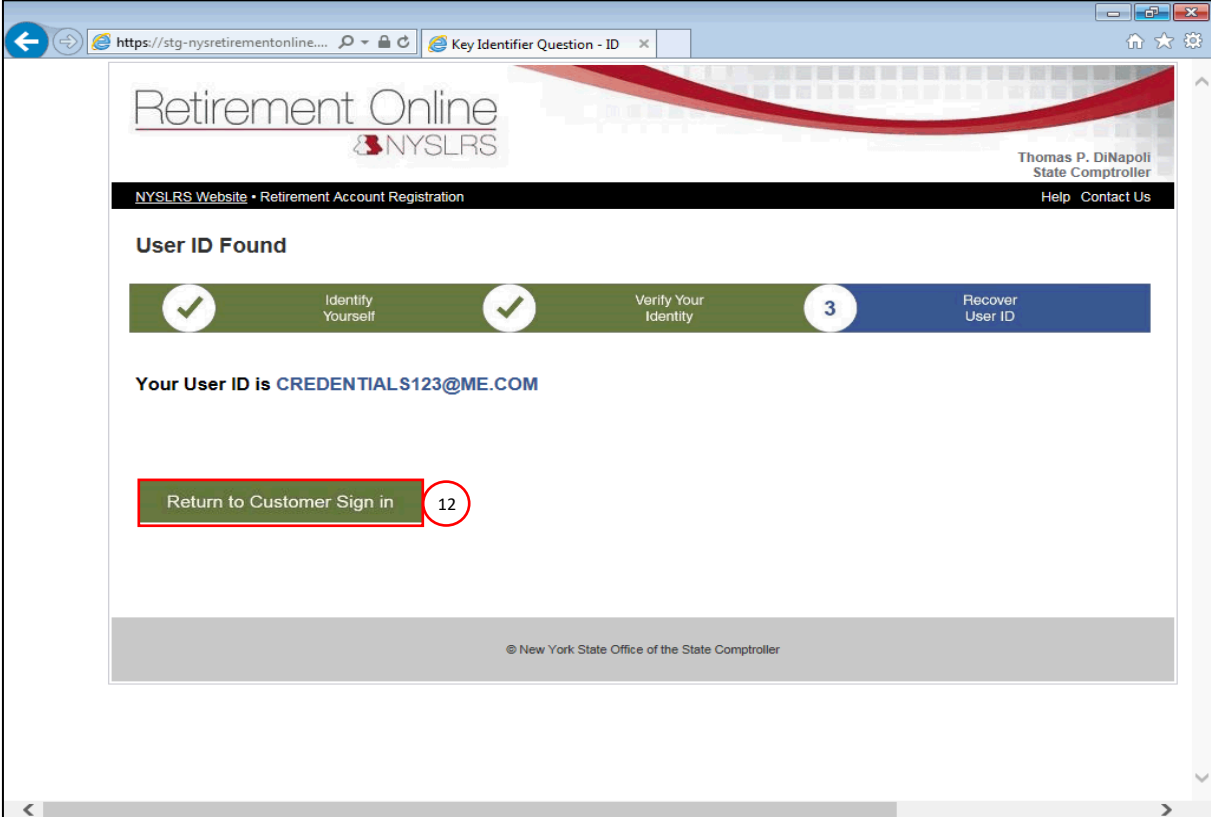
Step	Action	
7.	Scroll down until you see the Next button.	

Step	Action
<p>8.</p>	<p>Click the Next button.</p> 

Step	Action
<p>9.</p>	<p>The <i>Verify Your Identity</i> screen will appear. The security questions you selected when you first signed in to <i>Retirement Online</i> will appear. Click in the First Question field and enter the answer to the question.</p> <div data-bbox="254 548 611 586" style="border: 1px solid black; height: 23px; 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>10.</p>	<p>Click in the Second Question field and enter the answer to the question.</p> <div data-bbox="254 1057 611 1094" style="border: 1px solid black; height: 23px; width: 170px;"></div> <p>Note: For security purposes, your answer will appear as black dots as you type.</p>



Step	Action
<p>11.</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 "Shared Secret Questions". The page header includes "Retirement Online" and "NYSLRS" logo, along with "Thomas P. DiNapoli State Comptroller" and "NYSLRS Website • Retirement Online Registration". A progress bar shows three steps: "Identify Yourself" (completed), "Verify Your Identity" (current step, highlighted with a blue bar and a circled '2'), and "Recover User ID". Below the progress bar, the heading "Verify Your Identity" is followed by the instruction: "For your protection, we need to verify your identity. Please answer the following security questions:". Two security questions are listed with corresponding input fields: "What is the name of your favorite childhood teacher?" and "In which US city was your favorite teacher born?". At the bottom right of the page, a "Next" button is highlighted with a red box and the number 11.</p>

Step	Action
<p>12.</p>	<p>The <i>User ID Found</i> page will appear and list your User ID.</p> <p>Click Return to Customer Sign in to return to the <i>Retirement Online Sign In</i> page.</p> <div data-bbox="254 548 611 610" style="border: 1px solid green; padding: 5px; text-align: center;">Return to Customer Sign in</div> 

Step	Action
<p>13</p>	<p>The <i>Retirement Online Sign In</i> page will appear.</p> <p>You have now completed retrieving your <i>Retirement Online</i> User ID.</p> 