



# STATE OF DELAWARE OFFICE OF PENSIONS

## CHANGE CHALLENGE QUESTIONS GUIDE

The following instructions will guide you on how to reset your password in the event it is forgotten.

- 1) Enter <https://ecris.erp.delaware.gov> in your internet browser address bar

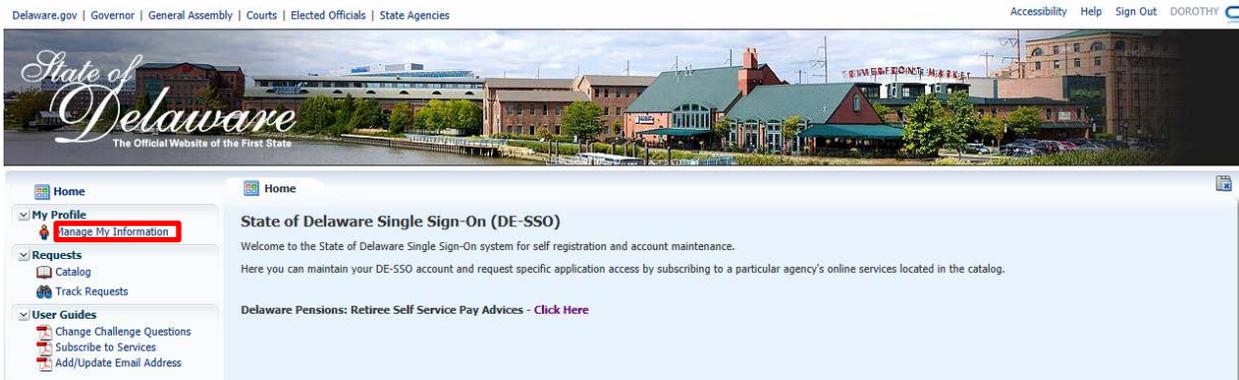


- 2) Press **Enter** or Click **Go** 

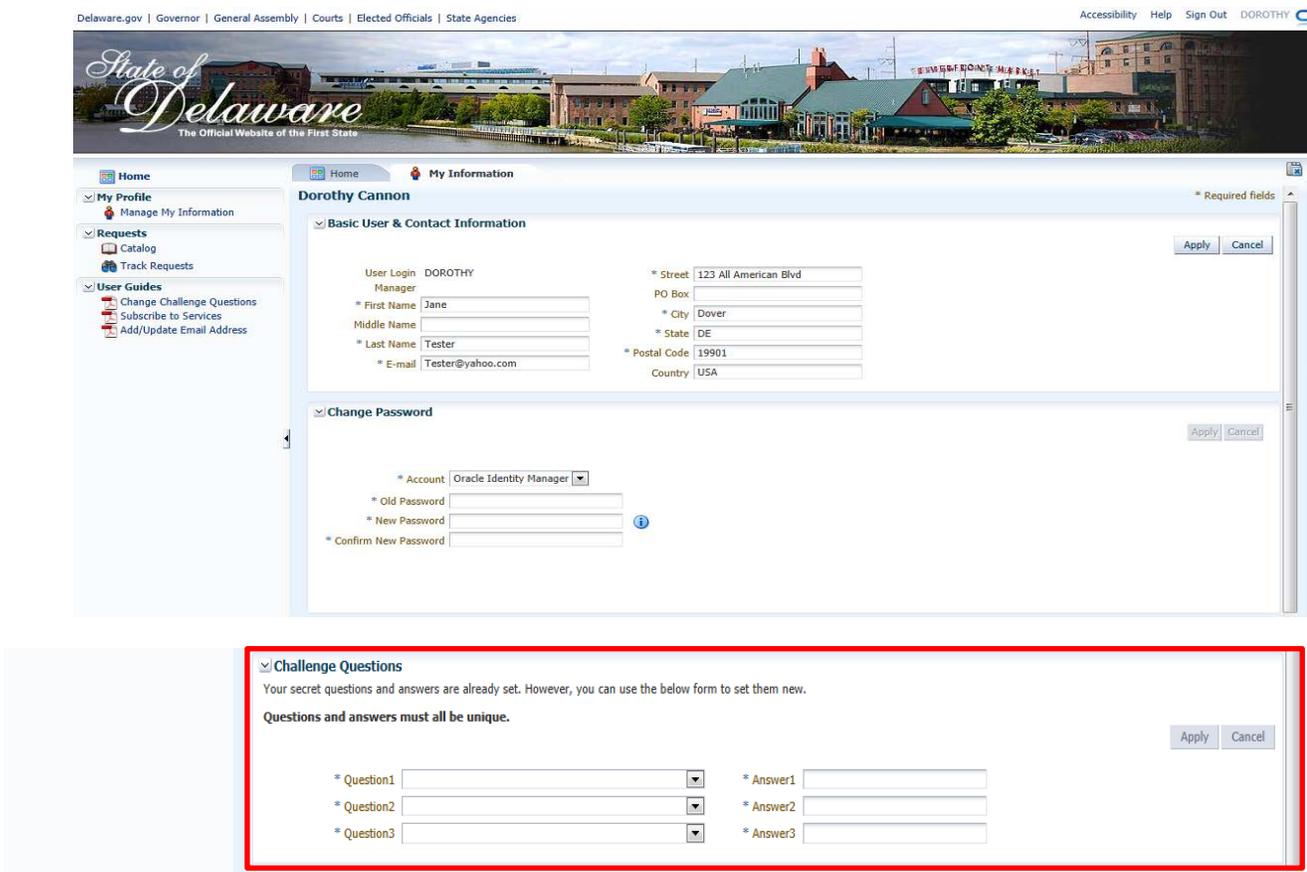
- 3) Enter **User Id** and **Password**; Click the **Sign In** button.

A screenshot of the "Sign In With Your Account" form. The form has a white background and a light blue border. It contains two input fields: "\* User Id:" and "\* Password:". Below the password field is a "Sign In" button, which is highlighted with a red rectangular box. To the left of the form are four blue links: "New User Registration", "Forgot User Id?", "Forgot Password?", and "Contact Us". To the right of the form is a circular logo for the State of Delaware Single Sign-On system, identical to the one in the top left of the page.

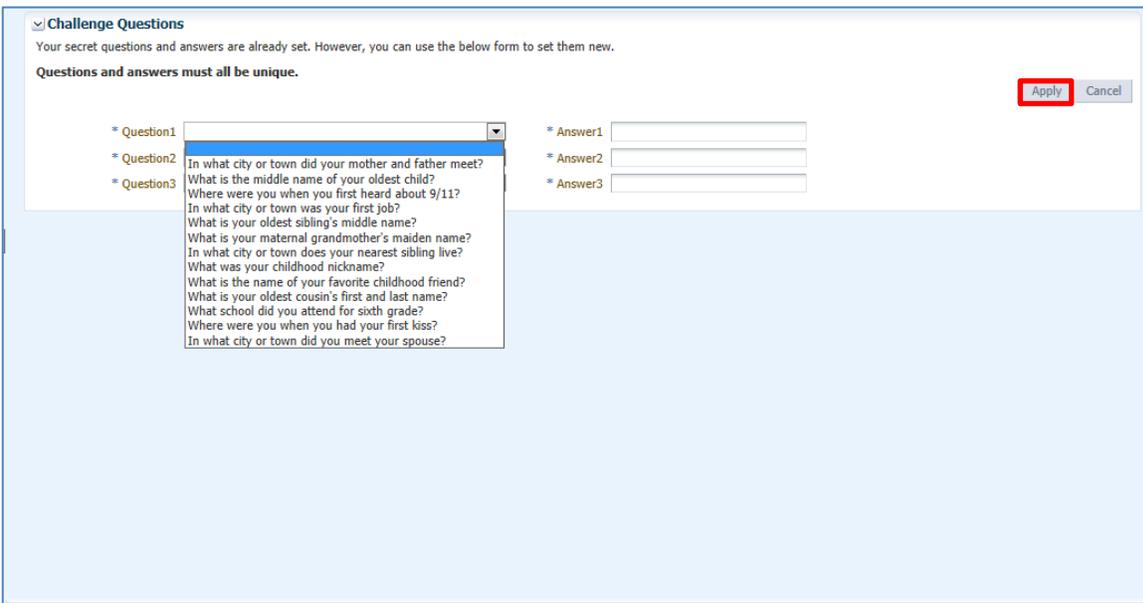
#### 4) Click the *Manage My Information* link



#### 5) Click the arrow next to *Challenge Questions* to expand the section



6) Using the drop down arrow to the right of each question, choose your new challenge questions. You cannot have the same answer for multiple questions.



The screenshot shows a web form titled "Challenge Questions" with a sub-header "Your secret questions and answers are already set. However, you can use the below form to set them new." Below this is the instruction "Questions and answers must all be unique." At the top right are "Apply" and "Cancel" buttons. The form contains three rows, each with a question dropdown and an answer input field. The first dropdown menu is open, displaying a list of 14 potential questions. The "Apply" button is highlighted with a red box.

**Challenge Questions**  
Your secret questions and answers are already set. However, you can use the below form to set them new.  
Questions and answers must all be unique.

\* Question1 [dropdown]  
\* Question2 [dropdown]  
\* Question3 [dropdown]

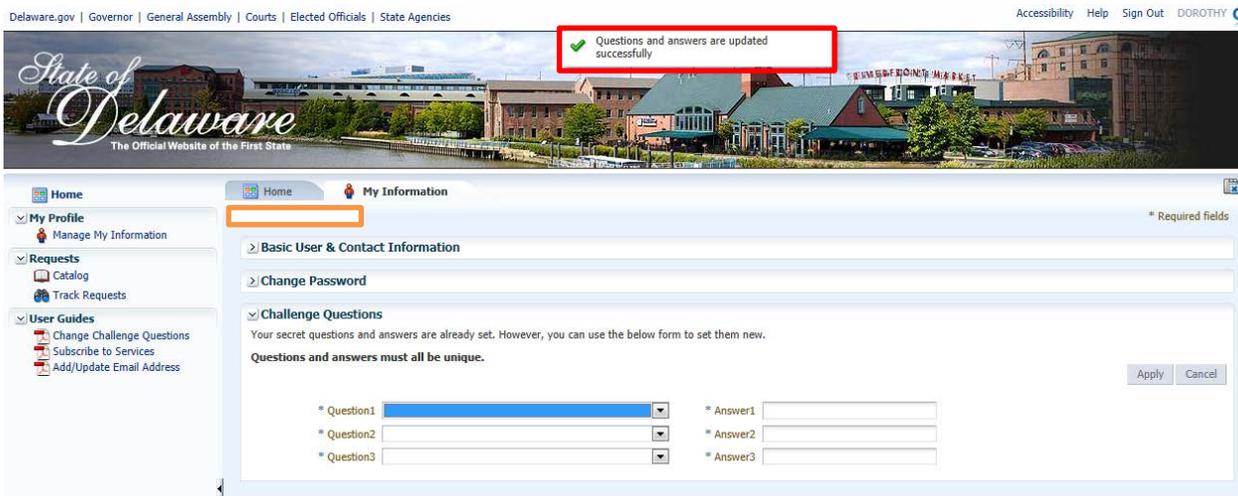
\* Answer1 [input]  
\* Answer2 [input]  
\* Answer3 [input]

Apply Cancel

Dropdown menu options:  
In what city or town did your mother and father meet?  
What is the middle name of your oldest child?  
Where were you when you first heard about 9/11?  
In what city or town was your first job?  
What is your oldest sibling's middle name?  
What is your maternal grandmother's maiden name?  
In what city or town does your nearest sibling live?  
What was your childhood nickname?  
What is the name of your favorite childhood friend?  
What is your oldest cousin's first and last name?  
What school did you attend for sixth grade?  
Where were you when you had your first kiss?  
In what city or town did you meet your spouse?

7) Click the Apply button at the top right of the page

The system generates a message indicating the challenge questions were updated.



The screenshot shows the State of Delaware website's "My Information" page. At the top, there is a navigation bar with "Delaware.gov | Governor | General Assembly | Courts | Elected Officials | State Agencies" and "Accessibility Help Sign Out DOROTHY C". A red box highlights a green success message: "Questions and answers are updated successfully". Below this, the "Challenge Questions" form is visible, now with dropdown menus for each question. The "Apply" button is highlighted with a red box. The left sidebar contains navigation links for "Home", "My Profile", "Requests", and "User Guides".

Delaware.gov | Governor | General Assembly | Courts | Elected Officials | State Agencies Accessibility Help Sign Out DOROTHY C

State of Delaware  
The Official Website of the First State

Home My Information

Home My Information

My Profile  
Manage My Information

Requests  
Catalog  
Track Requests

User Guides  
Change Challenge Questions  
Subscribe to Services  
Add/Update Email Address

Home My Information

Basic User & Contact Information

Change Password

Challenge Questions  
Your secret questions and answers are already set. However, you can use the below form to set them new.  
Questions and answers must all be unique.

\* Question1 [dropdown]  
\* Question2 [dropdown]  
\* Question3 [dropdown]

\* Answer1 [input]  
\* Answer2 [input]  
\* Answer3 [input]

Apply Cancel

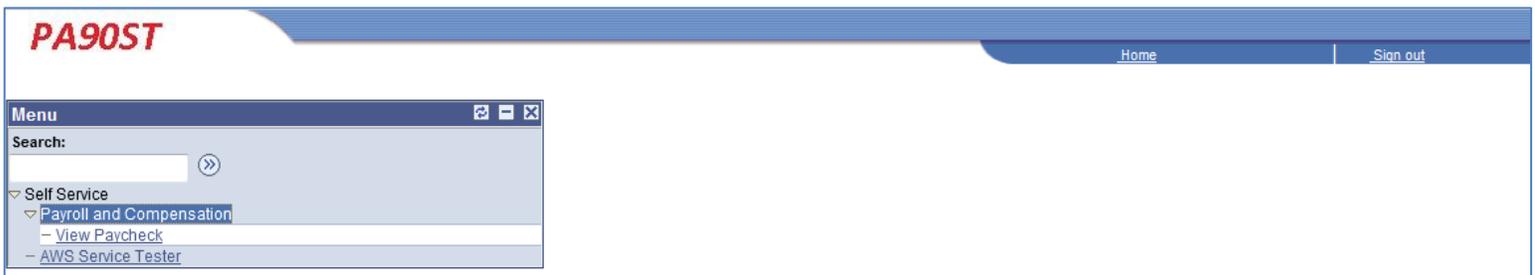
Questions and answers are updated successfully

8) Click the **Home** tab to return to the Login page.

After logging in with your new password, the screen below displays.

- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link

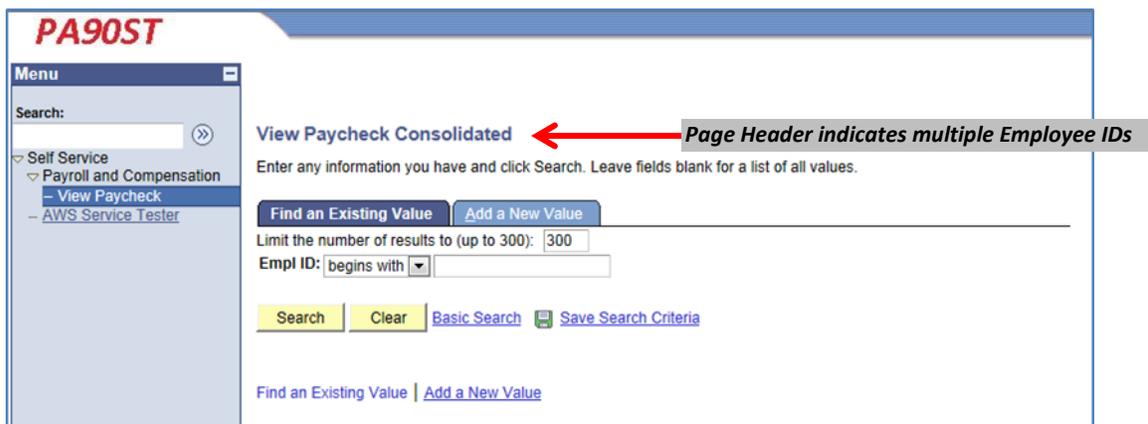
You are ready to view your pay advice.



**If you have multiple accounts:**

- Click the Self Service link
- Click Payroll and Compensation link
- Click the View Paycheck link

The following page displays:



Click the Search button to obtain the list of Employee IDs available to view:

**PA90ST**

**Menu**

- Search:
- Self Service
  - Payroll and Compensation
    - View Paycheck**
    - AWS Service Tester

**View Paycheck Consolidated**

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

Limit the number of results to (up to 300):

Empl ID: begins with

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

**Search Results**

View All First 1-2 of 2 Last

Empl ID
<a href="#">139527S0</a>
<a href="#">139840</a>

[Find an Existing Value](#) | [Add a New Value](#)

Select the Empl ID for the paycheck you wish to view.

## Need Help?

### Login Issues?

#### Contact the Office of Pensions Help Desk:

**(302)-739-4208 or toll-free at (800)722-7300**

### Forgot Password?

Retirees can reset their password by clicking the Forgot Password? link located in the center of the Retiree Self-Service Login page.

### Forgot User Id?

Retirees can reset their User Id by clicking the Forgot User Id? link located in the center of the Retiree Self-Service Login page.

### Need to Change Your Password?

Retirees can change their password by clicking the My Information link located on the Welcome page for Delaware Pensions: Retiree Self-Service. This is also the area where updates to Basic and Contact Information and Challenge Questions can be made.