



STATE OF DELAWARE OFFICE OF PENSIONS DE – Single Sign On FORGOT PASSWORD? GUIDE

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

1) Navigate to www.delawarepensions.com. Click the **Self Service Login** link.

The screenshot shows the homepage of the State of Delaware Office of Pensions. At the top, there is a navigation bar with the state logo and search options. Below this, the main header includes the office name and contact information. A search bar is present on the right. The main content area is divided into several sections: 'Retirement Counseling' with a group of people, 'At a Glance' with a list of links including 'Self Service Login' (highlighted with a red box and a blue arrow), 'ACTIVE MEMBERS' with a group photo and a list of pension plans, and 'RETIREES' with a photo of a couple walking and another list of pension plans.

2) Already a Registrant click the link - [Retiree Self Service Link/ECRIS](#)



3) Select the ***Forgot Password?*** link



Welcome to State of Delaware Single Sign-On (DE-SSO)

Please Sign In With Your DE-SSO User Id

* User Id:

* Password:

Sign In

[New User Registration](#)

[Forgot User Id?](#)

[Forgot Password?](#)

[Contact Us](#)

[Help](#)



WARNING

Access to the requested resource is protected.
Use of this system is monitored in compliance with the State and Federal Law.
Unauthorized use or misconduct will be forwarded to the appropriate authorities.
By progressing past this point you accept the conditions listed above.

4) Enter your **User Login** and then Click the **Next** button

The screenshot shows the 'Forgot Password' page on Delaware.gov. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right is a 'Display Settings' dropdown. The main heading is 'Forgot Password'. Below it is a progress bar with three steps: 'Identify Yourself' (active, blue dot), 'Answer Challenge Questions', and 'Select A New Password'. To the right of the progress bar are 'Cancel' and 'Next' buttons, with 'Next' highlighted in red. Below the progress bar is a section titled 'Please identify yourself' with a '* Required field' note. There is a text input field for 'User Login' containing the text 'SSOQATEST1' and a clear 'x' button.

5) Answer the challenge questions with the answers set during registration; click the **Next** button.

The screenshot shows the 'Forgot Password' page on Delaware.gov, now at the 'Answer Challenge Questions' step. The progress bar shows 'Identify Yourself' as a grey dot, 'Answer Challenge Questions' as the active blue dot, and 'Select A New Password' as a grey dot. The 'Next' button is still highlighted in red, and a 'Back' button has appeared next to it. The 'Cancel' button is now dashed. Below the progress bar is a section titled 'Please answer your challenge questions' with a '* Required field' note. A sub-heading reads 'Answer atleast 3 challenge questions below with the answers you set during registration'. There are three text input fields with the following questions: 'In what city or town was your first job?', 'What is your oldest sibling's middle name?', and 'Where were you when you first heard about 9/11?'.

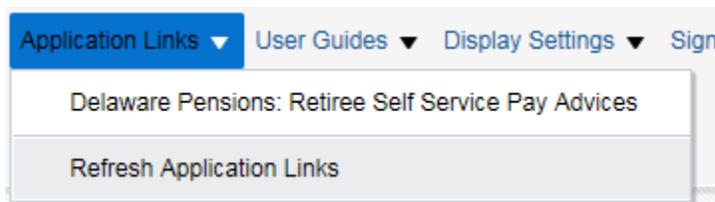
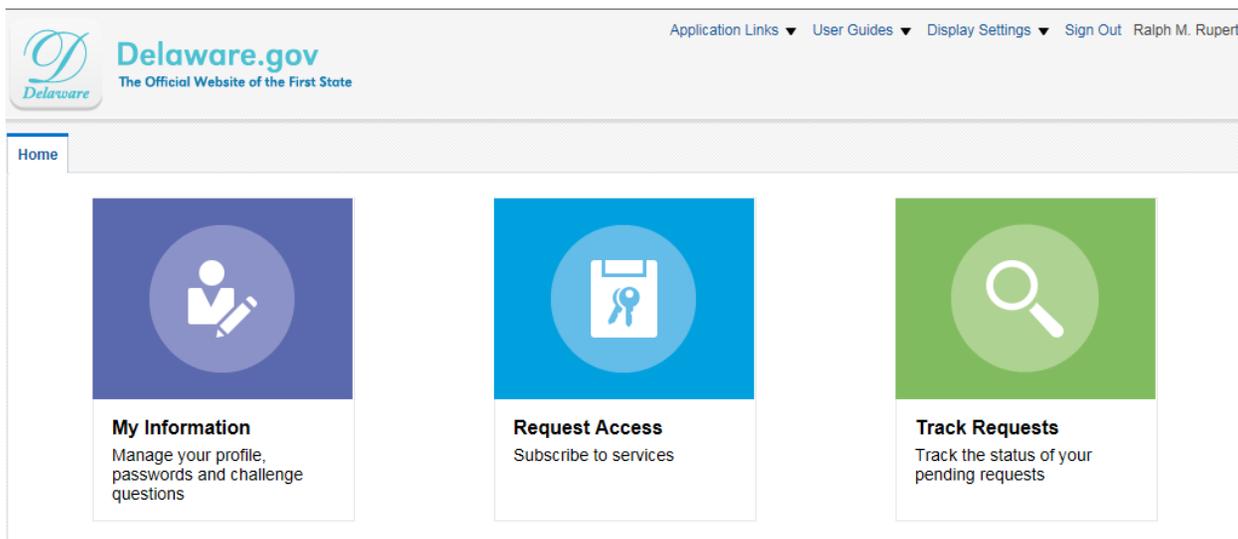
6) Enter a new password; Re-enter the new password. Click the **Save** button.

The screenshot shows the 'Forgot Password' page on Delaware.gov. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right is a 'Display Settings' dropdown. Below the header is a progress bar with three steps: 'Identify Yourself', 'Answer Challenge Questions', and 'Select A New Password'. The 'Select A New Password' step is currently active, indicated by a blue dot. To the right of the progress bar are three buttons: 'Cancel', 'Back', and 'Save'. The 'Save' button is highlighted with a red border. Below the progress bar, there is a heading 'Please enter new password' followed by an asterisk and 'Required field'. There are two input fields: '* Enter new password' and '* Re-enter new password'. Both fields have a small blue information icon to their right.

The system generates a message indicating the password was successfully changed. Click **Back to Login**.

The screenshot shows the 'Forgot Password' page on Delaware.gov after a successful password change. The page header is the same as in the previous screenshot. Below the header, the text 'Forgot Password' is displayed. Underneath, a message reads 'Password has been changed.' followed by a button labeled 'Back to Login'. The 'Back to Login' button is highlighted with a red border.

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



Click Application Links then Delaware Pensions: Retiree Self Service Pay Advices

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link
- Enter your Employee ID (Empl ID) and Click **Search**

You are ready to view your pay advice.

View Paycheck

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

▼ Search Criteria

Empl ID: begins with ▾

Search

Clear

Basic Search  Save Search Criteria

If you have multiple accounts:

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

The following page displays:

View Paycheck Consolidated



Page Header indicates multiple Employee IDs

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

Search Criteria

Empl ID: begins with

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Empl ID
104498
139111S01

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

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

Search Criteria

Empl ID: begins with

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Empl ID
104498
139111S01

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 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.