



STATE OF DELAWARE OFFICE OF PENSIONS

RETIREE SELF-SERVICE GUIDE

The following instructions will guide you to create a *Single Sign On Account*, which will allow you to create a unique User ID and Password. Once you have a User ID and Password, you will be able to subscribe to the [Delaware Pensions Retiree Self-Service site](#) and view your Pay Advice online. Creating your *Single Sign On Account* is a one-time occurrence. Once you have created your unique User Id and Password, you will be able to login once and view your Pay Advice anytime. If you receive Pension payments from multiple accounts, each payment is viewable separately online.

[Creating a Single Sign On Account](#)

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



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

3) Select the **New User Registration** link

A screenshot of a web page for user login and registration. At the top, it says "Sign in with your account". Below this are two input fields: "User Id" and "Password". Under the "Password" field is a "Sign In" button. Below the "Sign In" button is a "New User Registration" link, which is highlighted with a blue border. At the bottom of the form area are three more links: "Forgot User Id?", "Forgot Password?", and "Contact Us".

4) On the **User Registration** Page,

-Enter your **Basic Information** (First Name, Middle Name, Last Name, E-mail, Confirm E-mail - an email address is required to register)

-Enter your **Contact Information** (Street, City, State, Postal Code, Country)

-Enter a **User Id** and **Password**; Confirm your Password

-Select your **challenge questions** and enter answers
(you cannot have the same answer for multiple questions)

**Note – All fields with an * next to them are required fields*

Delaware.gov | Governor | General Assembly | Courts | Elected Officials | State Agencies Accessibility Help

State of Delaware
The Official Website of the First State

User Registration Cancel Register
* Required field

Basic Information

* First Name * E-mail
Middle Name * Confirm E-mail
* Last Name

Contact Information

* Street * State
PO Box * Postal Code
* City Country

Enter User Id and Password

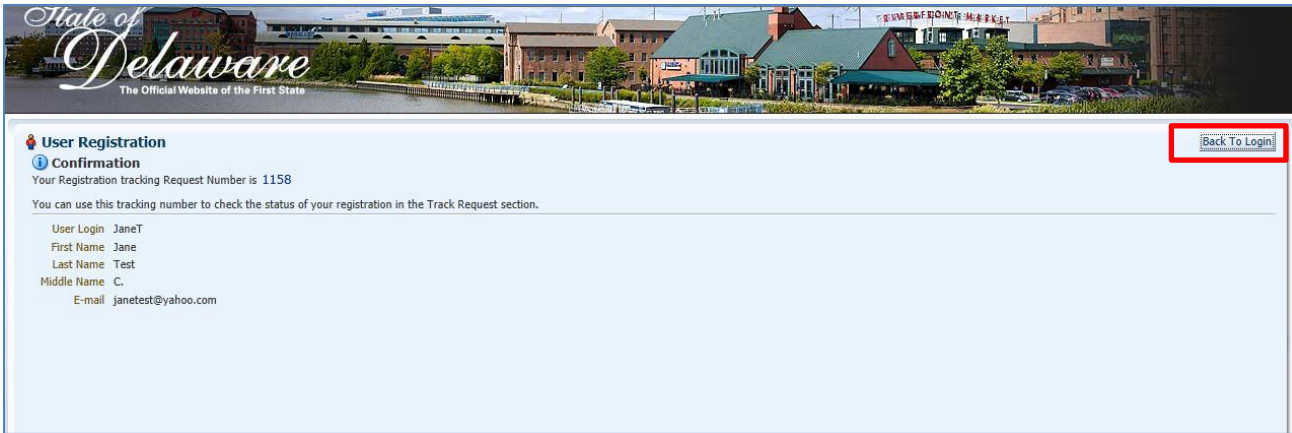
* User Login
* Password ⓘ
* Confirm Password

Select your challenge questions and answers
The challenge questions and answers are used if you forget your password and need to reset it.
Questions and answers must all be unique.

* Question 1 * Answer 1
* Question 2 * Answer 2
* Question 3 * Answer 3

After entering the information, click on the **Register** button located at the top right of the page.

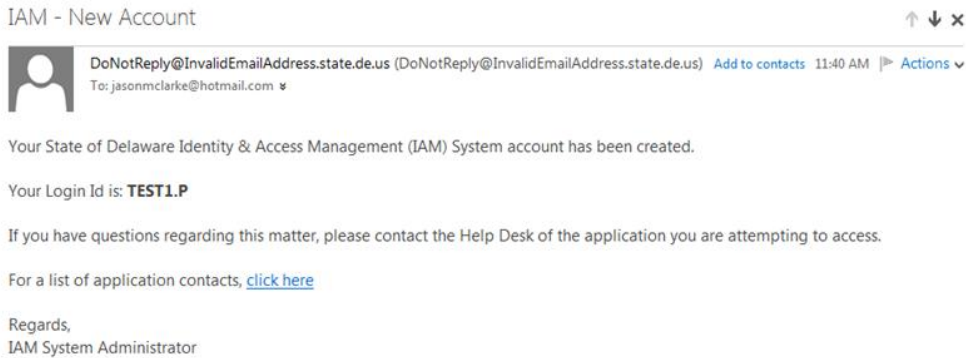
A Confirmation Page will display:



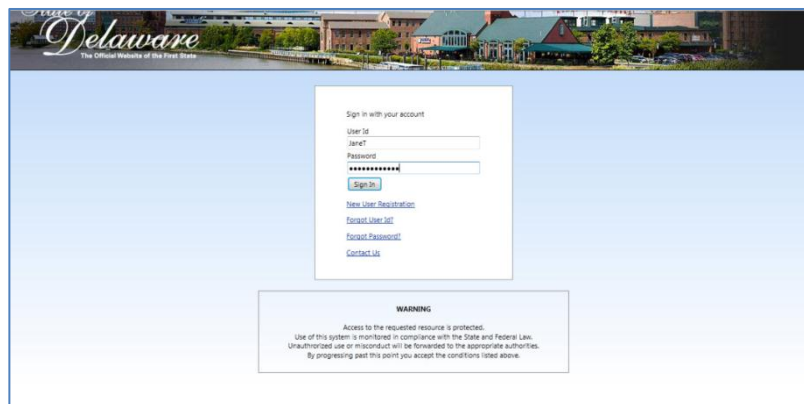
On the Confirmation Page, click on the **Back To Login** button located at the top right of the page.

**Note: You will also receive a confirmation message at the email address provided.*

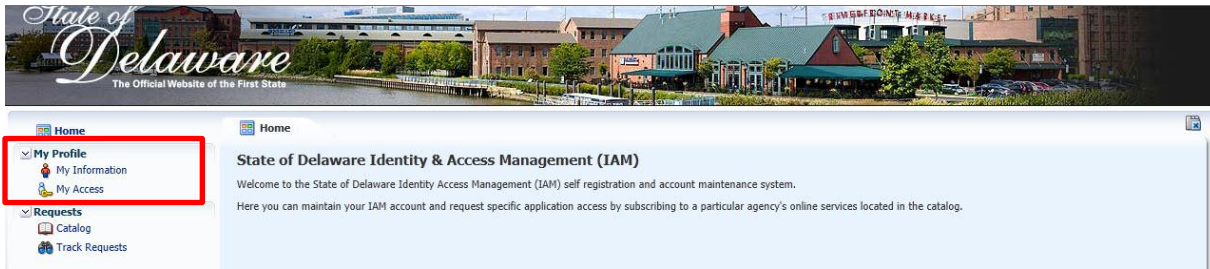
Sample e-mail message:



Login using the newly created User Id and Password. Click **Sign In** or press **Enter** on the keyboard.



Once logged in, the page below will display:

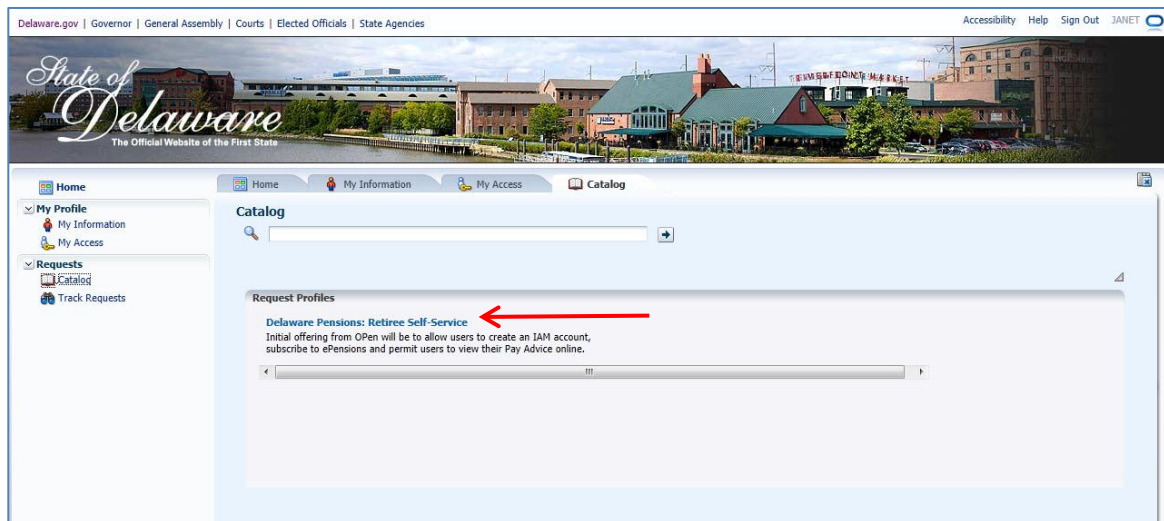


The **Requests** area contains links to:

- Catalog, where you will find the link to **Delaware Pensions: Retiree Self-Service (ePensions)**
- Track Requests (not in use by the Office of Pensions)

Subscribing to Delaware Pensions: Retiree Self-Service

Click on the **Delaware Pensions: Retiree Self-Service** link



The following page will display:

Delaware.gov | Governor | General Assembly | Courts | Elected Officials | State Agencies

Accessibility Help Sign Out JANET

State of Delaware
The Official Website of the First State

Home My Information My Access Catalog Track Requests

Home My Information My Access Catalog Track Requests

Back To Catalog Submit

Target Users

#	Name
1	Jane C. Test

Cart Items

#	Display Name	Status
1	Delaware Pensions: Retiree Self-Service	Remove Details Not Ready to submit

Ready to submit

Details

DELAWARE PENSIONS: RETIREE SELF-SERVICE

Initial offering from OPen will be to allow users to create an IAM account, subscribe to ePensions and permit users to view their Pay Advice online.

All fields must be completed including the 2 below for Pension Id and your PIN number that was included in your correspondence from the Office of Pensions. Once all fields have been completed, click [Ready to submit](#) and then [Submit](#) at the top to complete your subscription.

For help, please contact the Pensions Help Desk at OPen_Functional_Support_Services_Dist_List@state.de.us or (302) 739-4208.

* Pension Id

* PIN Number

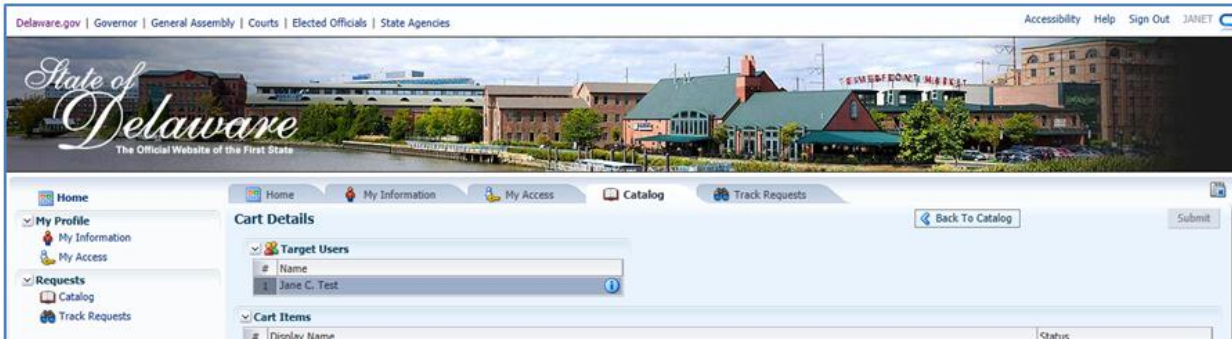
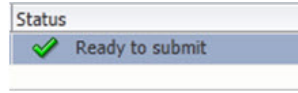
To access the requested application click [Delaware Pensions: Retiree Self-Service](#).

-Enter your **Pension Id**

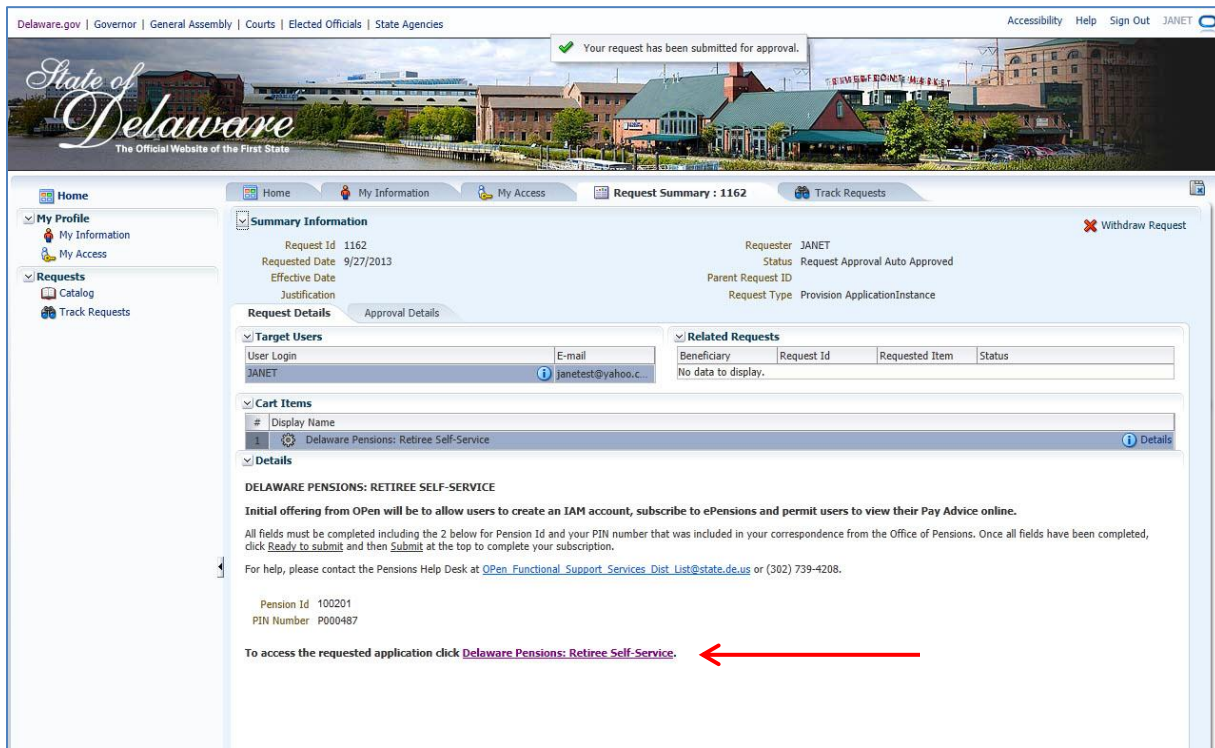
-Enter the **PIN Number** given in the letter mailed to your home address.

-Click the **Ready to Submit** button located on the far right of the page.

The Status area will change to reflect Ready to submit



Click the **Submit** button at the top right of the page to finalize the request. A **Request Summary** Tab displays along with a **Summary Information** section.

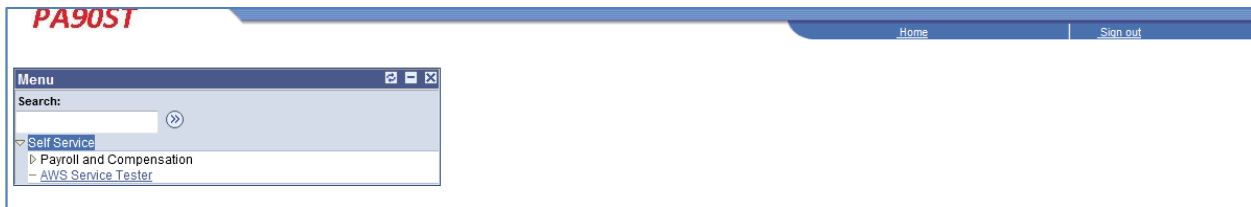


Once successfully subscribed to the service, you can now login to view your Pay Advice. Click the **Delaware Pensions: Retiree Self-Service** link.

Click the **Self-Service** link



Click the **Payroll and Compensation** link

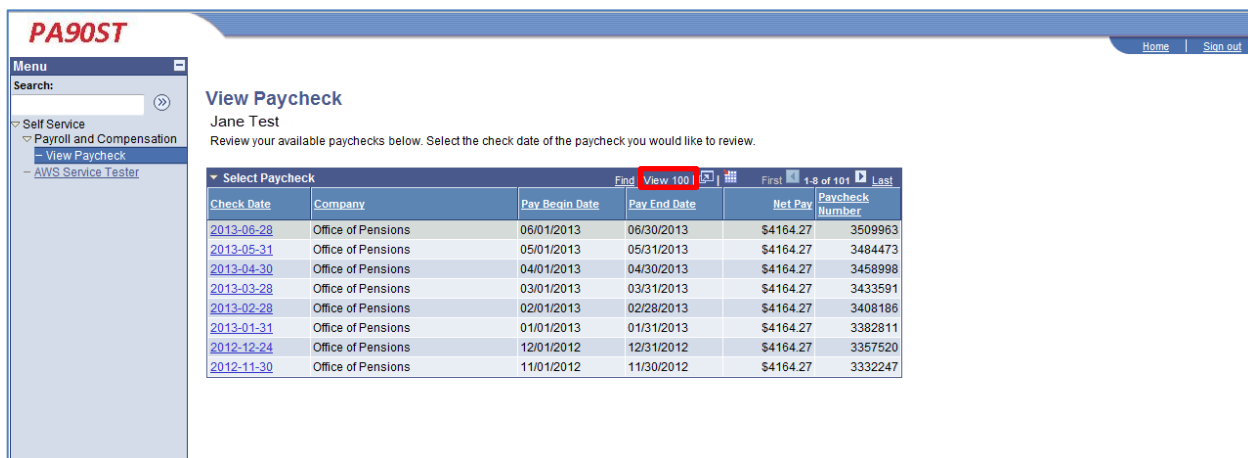


Click the **View Paycheck** link



Note: The page may take a few seconds to display. Wait for the screen to load.

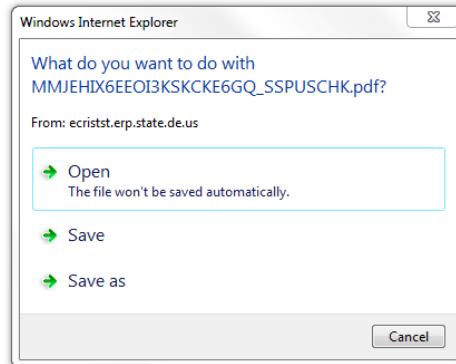
Select the Check Date of the paycheck you want to view. The page displays the previous eight paychecks. To view previous paychecks, click the **View ## link** (## = number of paychecks in system; will vary by individual).



You may see the following message:

If IE indicates your download has been blocked, permit the download by clicking on its Information Bar and selecting "Download File...".

Please close this window after download has completed ...



Click **Open** to view your pay advice

Sample Paycheck

Office of Pensions McArdle Building, 860 Silver Lake Blvd., Ste. 1 Dover, DE 19904-2402		Pay Group: SEP-State Employees Pension Plan Pay Begin Date: 07/01/2013 Pay End Date: 07/31/2013	Business Unit: STDBU Advice #: 00000005152255 Advice Date: 07/31/2013																																
Jane Test 123 Main Street Dover, DE 19901-4407		Employee ID: 100111 Department: PEN-SEPP-State Employees Pension Plan Location: Office of Pensions Job Title: Service Pension Payee	TAX DATA: Marital Status: Single Allowances: 1 Addl. Pct: Addl. Amt: 100.00																																
HOURS AND EARNINGS		TAXES																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Description</th> <th style="text-align: right;">Current</th> <th style="text-align: right;">Earnings</th> <th style="text-align: right;">YTD</th> <th style="text-align: right;">Earnings</th> </tr> </thead> <tbody> <tr> <td>SEP Non-Taxable Benefit</td> <td></td> <td style="text-align: right;">12.23</td> <td></td> <td style="text-align: right;">85.61</td> </tr> <tr> <td>SEP Taxable Benefit</td> <td></td> <td style="text-align: right;">2,862.60</td> <td></td> <td style="text-align: right;">20,038.20</td> </tr> <tr> <td>TOTAL:</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">2,874.83</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">20,123.81</td> </tr> </tbody> </table>		Description	Current	Earnings	YTD	Earnings	SEP Non-Taxable Benefit		12.23		85.61	SEP Taxable Benefit		2,862.60		20,038.20	TOTAL:	0.00	2,874.83	0.00	20,123.81	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Description</th> <th style="text-align: right;">Current</th> <th style="text-align: right;">YTD</th> </tr> </thead> <tbody> <tr> <td>Fed Withholding</td> <td style="text-align: right;">415.95</td> <td style="text-align: right;">2,911.65</td> </tr> <tr> <td>DE Withholding</td> <td style="text-align: right;">46.99</td> <td style="text-align: right;">328.93</td> </tr> <tr> <td>TOTAL:</td> <td style="text-align: right;">462.94</td> <td style="text-align: right;">3,240.58</td> </tr> </tbody> </table>		Description	Current	YTD	Fed Withholding	415.95	2,911.65	DE Withholding	46.99	328.93	TOTAL:	462.94	3,240.58
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		NET PAY DISTRIBUTION																																	
		Advice #000000007000000		Account Type Checking		Deposit Amount \$2,329.09																													
		TOTAL: \$2,329.09																																	
MESSAGE:																																			

If you have multiple accounts:

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

The following page displays:

PA90ST

Menu

Search:

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

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](#)

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

Empl ID:

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

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

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

PA90ST

Menu

Search:

- Self Service
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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:

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

Search Results

View All First 1-2 of 2 Last

Empl ID
139527S01
139840

[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.

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.

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.

Delaware Public Library List

(If using a public computer, for your security, ensure that you log out of the ePensions application)

Public Library	Address	City	Phone
Appoquinimink Public Library	651 North Broad Street	Middletown	378-5588
Bear Library	101 Governors Place	Bear	838-3300
Biblioteca del Pueblo	403 North Van Buren Street	Wilmington	571-7422
Brandywine Hundred Library	1300 Foulk Road	Wilmington	477-3150
Bridgeville Public Library	210 Market Street	Bridgeville	337-7401
Claymont Library	3303 Green Street	Claymont	798-4164
Corbit-Calloway Memorial Library	115 High Street	Odessa	378-8838
Delaware City Library	P.O. Box 541, 250 Fifth Street	Delaware City	834-4148
Delmar Public Library	101 North Bi-State Blvd	Delmar	846-9894
Dover Public Library	45 South State Street	Dover	736-7030
Elsmere Public Library	30 Spruce Avenue	Wilmington	892-9814
Frankford Public Library	8 Main Street	Frankford	732-9351
Georgetown Public Library	10 West Pine Street	Georgetown	856-7958
Greenwood Public Library	Mill Street	Greenwood	349-5309
Harrington Public Library	110 Center Street	Harrington	398-4647
Hockessin Library	1023 Valley Road	Hockessin	239-5160
Kent County Library	2319 South DuPont Highway	Dover	698-6440
Laurel Public Library	101 East Fourth Street	Laurel	875-3184
Lewes Public Library	111 Adams Avenue	Lewes	645-2733
Milford Public Library	11 S. East Front Street	Milford	422-8996
Millsboro Public Library	217 W. State Street	Millsboro	934-8743
Milton Public Library	121 Union Street	Milton	684-8856
New Castle Public Library	424 Delaware Street	New Castle	328-1995
Newark Free Library	750 Library Avenue	Newark	731-7550
North Wilmington Branch	3400 North Market Street	Wilmington	761-4290
Rehoboth Beach Library	226 Rehoboth Avenue	Rehoboth Beach	227-8044
Seaford District Library	402 North Porter Street	Seaford	629-2524
Selbyville Public Library	11 Main & McCabe Streets	Selbyville	436-8195
Smyrna Public Library	107 South Main Street	Smyrna	653-4579
South Coastal Library	43 Kent Avenue	Bethany Beach	539-5231
Wilmington Public Library	10 East 10th Street	Wilmington	571-7400
Woodlawn Library	2020 West 9th Street	Wilmington	571-7425

Revised: 12-12-12