

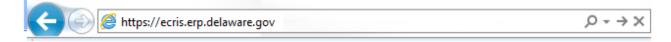
STATE OF DELAWARE OFFICE OF PENSIONS

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.

<u>Creating a Single Sign On Account</u>

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

	Sign in with your account
	User Id
	Password
	Sign In
ſ	New User Registration
	Forgot User Id?
	Forgot Password?
	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

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Select your challenge questions and he challenge questions and answers are used	if you forget your password and r	need to reset it.						
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* 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:

Hale of Delaware Delaware The Official Website of the First State	
User Registration Confirmation Your Registration tracking Request Number is 1158 You can use this tracking number to check the status of your regi	Back To Lo
User Login JaneT First Name Jane Last Name Test Middle Name C. E-mail janetst@yahoo.com	

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

Ample e-mail message: IAM - New Account PolyotReply@InvalidEmailAddress.state.de.us (DoNotReply@InvalidEmailAddress.state.de.us) Add to contacts 11:40 AM (> Actions v To: jasonmclarke@hotmail.com v Your State of Delaware Identity & Access Management (IAM) System account has been created. Your Login Id is: TEST1.P If you have questions regarding this matter, please contact the Help Desk of the application you are attempting to access. For a list of application contacts, <u>click here</u> Regards, IAM System Administrator			
IAM - New Account ↑ ↓ ★ PoNotReply@InvalidEmailAddress.state.de.us (DoNotReply@InvalidEmailAddress.state.de.us) Add to contacts 11:40 AM ▷ Actions ↓ To: jasonmclarke@hotmail.com ★ Your State of Delaware Identity & Access Management (IAM) System account has been created. Your Login Id is: TEST1.P If you have questions regarding this matter, please contact the Help Desk of the application you are attempting to access. For a list of application contacts, <u>click here</u> Regards,	imple e-mail message:		
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Regards,			
	For a list of application contacts, <u>click here</u>		

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

Delaware.gov Governor Genera	al Assembly Courts Elected Officials State Agencies Accessibility Help Sign Out JANIET	C
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The following page will display:

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My Profile My Information My Access Requests Catalog	Cart Details	Submit
nrack Requests	✓ Cart Items	Status ails V Not Ready to submit Ready to submit
	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 a <u>Ready to submit</u> at the top to complete your subscription. For help, please contact the Pensions Help Desk at <u>OPen Functional Support Services Dist List@state.de.us</u> or (302) 739-4208. * Pension Id	
	* PIN Number To access the requested application click <u>Delaware Pensions: Retiree Self-Service</u> .	

-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

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	Home My Information C My Access C Catalog	Track Requests		1
My Profile My Profile My Access		💑 Track Requests	Sack To Catalog 5	[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.

Status

Ready to submit

laware.gov Governor General Ass	embly Courts Elected Officials State Agencies		Accessibility Help Sign O	ut JANET
State of Jelan The Official Website	of the First State	Vour request has been submitted for approval		
😁 Home	📑 Home 🛛 🙀 My Information 🛛 🗞 My Acce	ss 📄 Request Summary : 1162 🛛 🖓 Tr	ack Requests	C
My Profile My Information My Access Requests Catalog	Summary Information Request Id 1162 Requested Date 9/27/2013 Effective Date Justification	Parent Request ID	T Test Approval Auto Approved sion ApplicationInstance	w Request
at Track Requests	Request Details Approval Details			
	✓ Target Users	≥ Related Requests		
	User Login JANET	E-mail Beneficiary Request I janetest@yahoo.c No data to display.	d Requested Item Status	
	Carl Items	Id and your PIN number that was included in your correspond our subscription. ional Support Services Dist List@state.de.us or (302) 739-42	users to view their Pay Advice online. ence from the Office of Pensions. Once all fields have been complete	Details

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

Home	Sign out

Click the Payroll and Compensation link

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Menu	
Search:	
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Click the View Paycheck link

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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).

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	2013-06-28	Office of Pensions	06/01/2013	06/30/2013	\$4164.27	3509963	
	<u>2013-05-31</u>	Office of Pensions	05/01/2013	05/31/2013	\$4164.27	3484473	
	2013-04-30	Office of Pensions	04/01/2013	04/30/2013	\$4164.27	3458998	
	<u>2013-03-28</u>	Office of Pensions	03/01/2013	03/31/2013	\$4164.27	3433591	
	2013-02-28	Office of Pensions	02/01/2013	02/28/2013	\$4164.27	3408186	
	<u>2013-01-31</u>	Office of Pensions	01/01/2013	01/31/2013	\$4164.27	3382811	
	2012-12-24	Office of Pensions	12/01/2012	12/31/2012	\$4164.27	3357520	
	2012-11-30	Office of Pensions	11/01/2012	11/30/2012	\$4164.27	3332247	

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 ...

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Click Open to view your pay advice

Sample Paycheck

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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:	View Paycheck Consolidated Page Header indicates multiple Employee IDs
 Self Service Payroll and Compensation View Paycheck AWS Service Tester 	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): 300 Empl ID: begins with
	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	
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 Limit the number of results to (up to 300): 300 Empl ID: begins with
	Search Clear Basic Search Save Search Criteria Search Results View All First 1-2 of 2 Last EmpliD EmpliD 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 <u>Forgot Password</u> 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 <u>My Information</u> link located on the Welcome page for <u>Delaware Pensions: Retiree Self-Service</u>. 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 <u>Forgot User Id</u> 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