



STATE OF DELAWARE OFFICE OF PENSIONS

CHANGE CHALLENGE QUESTIONS GUIDE

The following instructions will guide you on how to change your challenge questions in the event they are forgotten.

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

A screenshot of the State of Delaware Office of Pensions website. The page has a dark blue header with the State of Delaware logo and the text "The Official Website of the First State". Below the header is a search bar and a "State Services & Information" dropdown menu. The main content area is divided into several sections. On the left, there is a "Retirement Counseling" section with the text "View our upcoming Group Counseling Sessions" and an image of six diverse people. On the right, there is an "At a Glance" section with the text "Next payment date for Pensioners April 30" and several links: "Complete payment date list", "Pension Calculators", "Office Closings", and "Customer Service Evaluation". A red box highlights the "Self Service Login" link, and a blue arrow points to it from the right. Below the "At a Glance" section, there are two columns: "ACTIVE MEMBERS" with a group photo and a list of pension plans, and "RETIRES" with a photo of a couple walking on a beach and a list of pension benefits.

State of Delaware
The Official Website of the First State

State of Delaware Office of Pensions
McArdle Building, 860 Silver Lake Blvd., Suite #1, Dover, DE 19904-2402
Toll Free: (800) 722-7300 • Local: (302) 739-4208 • Email: pensionoffice@state.de.us

What are you looking for?
Google™ Custom Search

Retirement Counseling
View our upcoming Group Counseling Sessions

At a Glance
Next payment date for Pensioners **April 30**

[Complete payment date list](#)
[Pension Calculators](#)
[Office Closings](#)
[Customer Service Evaluation](#)

[Latest News](#)
Self Service Login

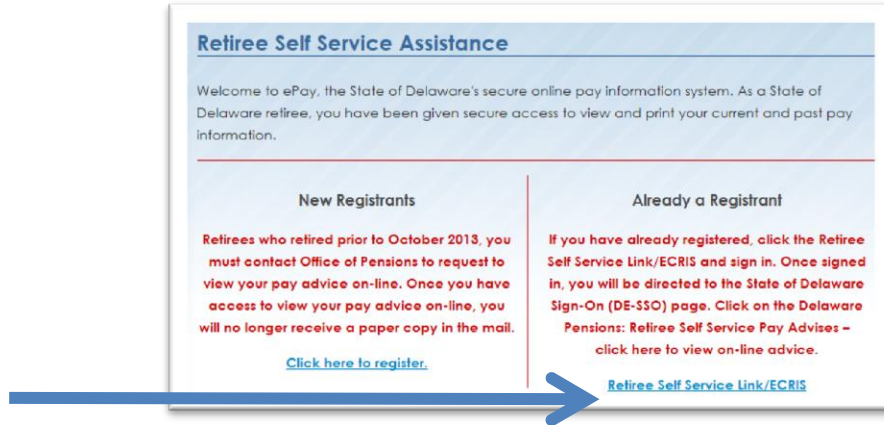
ACTIVE MEMBERS

- State Employees Pension Plan
- New State Police Pension Plan
- Revised Judicial Plan
- Closed State Police Plan
- Diamond State Port Corporation Pension Plan
- Volunteer Fireman Pension Plan
- County and Municipal Plan - General

RETIRES

- State Employee Pension Benefits
- New State Police Benefits
- Revised Judicial Benefits
- Closed State Police Benefits
- Diamond State Port Corporation Benefits
- Delaware Volunteer Fireman's Plan
- County and Municipal Benefits (General)

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



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



4) Click the **Manage My DE-SSO Account** tile

Delaware.gov
The Official Website of the First State

Application Links ▼ Sign Out Test T Tester

Home

Application Links

State of Delaware
Office of Pensions

Delaware Pensions: Retiree Self Service Pay Advices

STATE OF DELAWARE
SINGLE SIGN ON

Manage My DE-SSO Account

5) Click the **My Information** tile

Delaware.gov
The Official Website of the First State

User Guides ▼ Display Settings ▼ Sign Out Test T

Home

DE-SSO Account Management

My Information
Manage your profile, passwords and challenge questions

Request Access
Subscribe to services

Track Requests
Track the status of your pending requests

STATE OF DELAWARE
SINGLE SIGN ON

Application Portal
Access your systems

6) Click the arrow next to **Challenge Questions** to expand the section

The screenshot shows the Delaware.gov website interface. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right are links for 'User Guides', 'Display Settings', 'Sign Out', and 'Test T Tester'. Below the header is a navigation bar with 'Home' and 'My Information x'. The main content area is titled 'Test Tester' and contains three expandable sections: 'Basic User Information', 'Change Password', and 'Challenge Questions'. The 'Challenge Questions' section is highlighted with a red box. Below this, a detailed view of the 'Challenge Questions' form is shown, also highlighted with a red box. The form includes the following text: 'Your secret questions and answers are already set. However, you can use the below form to set them new.' and 'Questions and answers must all be unique.' There are two columns of input fields: 'Question1', 'Question2', 'Question3' on the left, and 'Answer1', 'Answer2', 'Answer3' on the right. Each question field has a small downward arrow to its right. 'Apply' and 'Cancel' buttons are located at the top right of the form.

7) 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.

This is a partial screenshot of the 'Challenge Questions' form. It shows the section title 'Challenge Questions' and the instruction: 'Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them.' 'Apply' and 'Cancel' buttons are visible at the bottom right.

* Question1	In what city or town was your first job?	* Answer1	
* Question2	What is your oldest sibling's middle name?		What school did you attend for sixth grade?
* Question3	Where were you when you first heard about 9/11?		What is the name of your favorite childhood friend?
			Where were you when you had your first kiss?
			In what city or town was your first job?
			What is your oldest sibling's middle name?
			What was your childhood nickname?
			What is your maternal grandmother's maiden name?
			In what city or town did you meet your spouse?
			Where were you when you first heard about 9/11?
			In what city or town does your nearest sibling live?
			What is the middle name of your oldest child?
			In what city or town did your mother and father meet?
			What is your oldest cousin's first and last name?

8) Click the Apply button at the right side of the page

Challenge Questions

Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them.

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



9) Click the **Home** tab



Home

Application Links



Delaware Pensions: Retiree Self Service Pay Advices

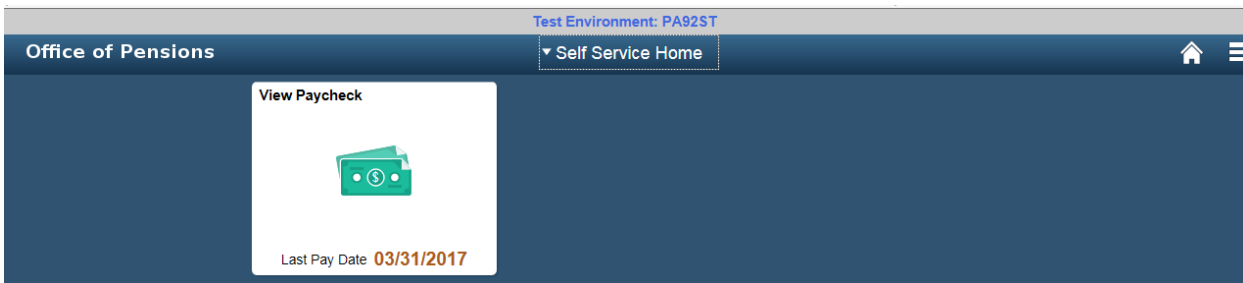


Manage My DE-SSO Account

10) Click the ***Delaware Pensions: Retiree Self Service Pay Advices***

-Click the ***View Paycheck*** icon

You are ready to view your pay advice.



Test Environment: PA92ST

Self Service Home Pay Home Menu

Paychecks

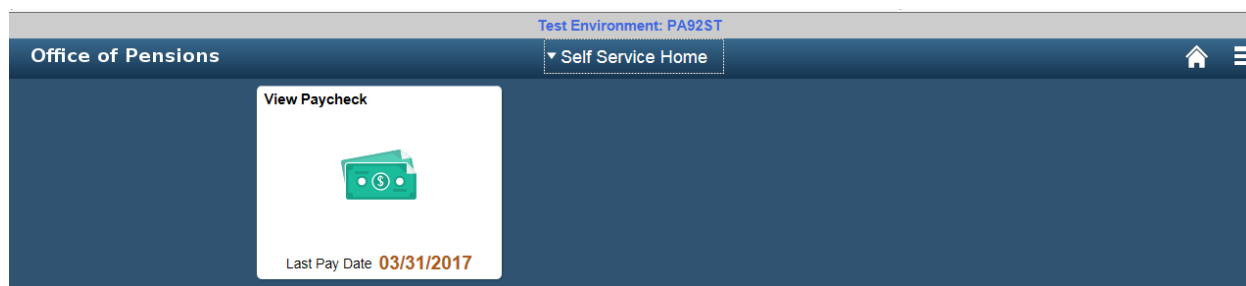
Check Date	Company	Pay Begin Date / Pay End Date	Net Pay	Paycheck Number	
03/31/2017	Office of Pensions	03/01/2017 03/31/2017	\$591.83	4733199	>
02/28/2017	Office of Pensions	02/01/2017 02/28/2017	\$591.83	4704261	>
01/31/2017	Office of Pensions	01/01/2017 01/31/2017	\$591.83	4676673	>

- Click the **Check Date** of the paycheck you want to view

If you have multiple accounts:

- Click the **View Paycheck** icon

The following page displays:



- Click the **View Paycheck** icon

The following page displays:

Test Environment: PA92ST

Paycheck Home Menu


EMPLID
145000
145223S01

- Click the Empl ID for the advice you wish to view



Paychecks

Check Date	Company	Pay Begin Date / Pay End Date	Net Pay	Paycheck Number	
03/31/2017	Office of Pensions	03/01/2017 03/31/2017	\$260.47	4748711	>
02/28/2017	Office of Pensions	02/01/2017 02/28/2017	\$260.47	4719775	>
01/31/2017	Office of Pensions	01/01/2017 01/31/2017	\$260.47	4692281	>



- Click the  to go back to select the other Empl ID

Test Environment: PA92ST

Paycheck  

EMPLID
145000
145223S01

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.