



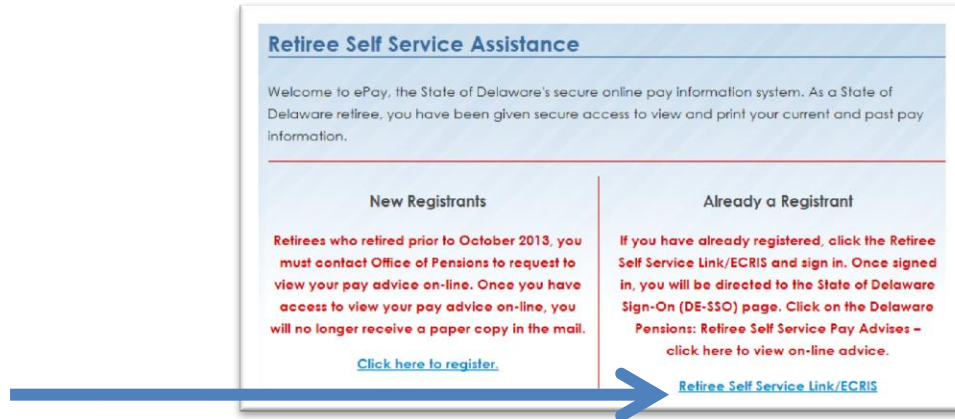
# STATE OF DELAWARE OFFICE OF PENSIONS DE – Single Sign On FORGOT PASSWORD? GUIDE

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

1) Navigate to [www.delawarepensions.com](http://www.delawarepensions.com). Click the **Self Service Login** link.

A screenshot of the State of Delaware Office of Pensions website. The page header includes the State of Delaware logo and the text "State of Delaware The Official Website of the First State". Below the header, there is a search bar and a navigation menu. The main content area is divided into several sections. On the left, there is a "Retirement Counseling" section with a sub-heading "View our upcoming Group Counseling Sessions" and a group of stylized human figures. On the right, there is an "At a Glance" section with a sub-heading "Next payment date for Pensioners April 30" and a list of 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" and "RETIRES". The "ACTIVE MEMBERS" column features a group photo of people and a list of pension plans: "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", and "County and Municipal Plan - General". The "RETIRES" column features a photo of a couple walking on a beach and a list of pension benefits: "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", and "County and Municipal Benefits (General)".

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



3) Select the *Forgot Password?* link



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

Delaware.gov  
The Official Website of the First State

Contact Us

**Forgot Password**

User ID:\*

Delaware12

CANCEL CLEAR FIELDS CONTINUE

\* Indicates required fields

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

Delaware.gov  
The Official Website of the First State

Contact Us

**Forgot Password**

Welcome Delaware12, please answer below to reset your password.

1. In what city or town was your first job?\*

2. What is your oldest sibling's middle name?\*

3. Where were you when you first heard about 9/11?\*

BACK CLEAR FIELDS CONTINUE

\* Indicates required fields

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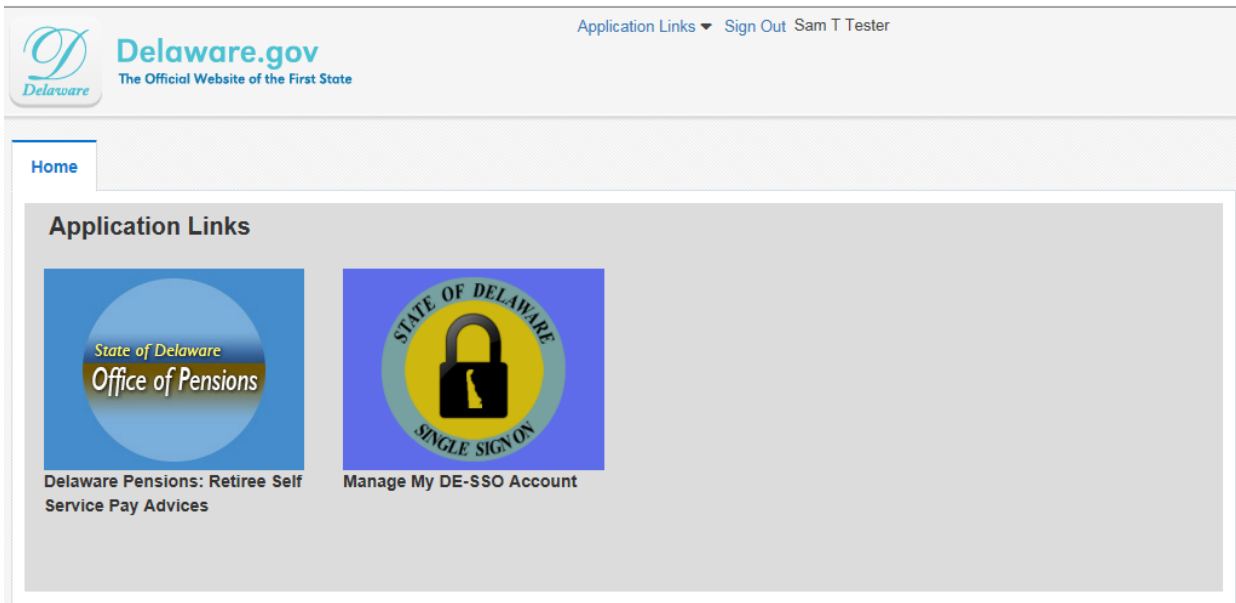
6) Enter a new password; Re-enter the new password. Click the **Confirm** button.

The screenshot shows the 'Reset 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 'Contact Us' link. The main content area is titled 'Reset Password' and contains a message: 'Welcome Delaware12, please enter new password.' Below this are two input fields: 'Enter new password:\*' and 'Re-enter new password:\*', both with masked characters. A 'Confirm' button is highlighted with a red box. To the right of the input fields is a 'Password Policy' box listing requirements: 'Password must be at least 10 characters long.', 'Password must not match or contain last name.', 'Password must not match or contain user ID.', 'Password must contain at least 1 special character.', 'Password must contain at least 1 numeric character.', and 'Password must contain at least 1 uppercase character.' At the bottom of the page is the copyright notice: 'Copyrights © 2017 Delaware. All rights reserved.'

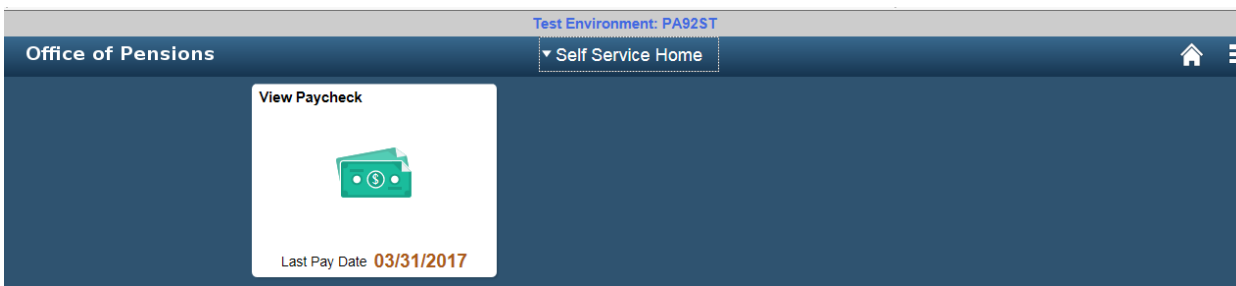
The system generates a message indicating the password was successfully changed. Click **“click here”**.

The screenshot shows the success message on Delaware.gov. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. The main content area contains the text: 'Congratulations! Your password has been successfully reset. Please [click here](#) to access your Identity console.' The 'click here' link is highlighted with a red box. At the bottom of the page is the copyright notice: 'Copyrights © 2017 Delaware. All rights reserved.'

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



Click the State of Delaware Office of Pensions: Retiree Self Service Pay Advices tile



-Click the **View Paycheck** tile

You are ready to view your pay advice.

-Enter your Employee ID (Empl ID) and Click **Search**

*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).

Test Environment: PA92ST

< Self Service Home Pay

### 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 >

## If you have multiple accounts:

Test Environment: PA92ST

Office of Pensions Self Service Home

**View Paycheck**



Last Pay Date **03/31/2017**

-Click the **View Paycheck** tile

The following page displays:

Test Environment: PA92ST

Paycheck

EMPLID
<a href="#">145000</a>
145223S01


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

< Paycheck Pay

### 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	
<a href="#">145000</a>	
<a href="#">145223S01</a>	

## 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.**