



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 **Retiree Member Login** link.

The screenshot shows the website interface for the Delaware Public Employees' Retirement System. At the top, there is a navigation bar with links for 'Delaware.gov', 'Agencies', 'News', 'Topics', and 'Contact'. Below this is a secondary navigation bar with 'ACTIVE MEMBERS', 'RETIRES', 'EMPLOYERS', and 'INFORMATION'. The main content area features a large banner for 'Pre-Retirement Workshops Now' in New Castle County on April 18th. To the right, a sidebar contains several links: 'Retiree Member Login' (highlighted with a red box and a green checkmark icon), 'Next payment date for Pensioners' (displaying 'June 30'), 'Fraud Hotline', and 'Pre-Retirement Workshops'. At the bottom, there are three icons for 'Pension Calculators', 'Office Closings', and 'Customer Service Survey'.

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

Delaware.gov Agencies News Topics Contact

ACTIVE MEMBERS RETIREES EMPLOYERS INFORMATION

Retiree Self Service Login

Welcome to the State of Delaware's secure online pay information system. As a State of Delaware retiree, you have been given secure access to view and print your current and past pay information.

Access to your pay information is a two-step process for new users. You first register as a new Single Sign On (SSO) user and then subscribe to access your records. Retirees must complete and submit an Address Change form to the Office of Pensions to have your address updated. [Change Address Form](#)

Retiree Self Service will be unavailable during the following time for maintenance.
Every Sunday from 7:00a.m. until 9:00a.m. EST/DST
Thank you for your patience and understanding.

New Registrants

Retirees who retired prior to October 2013 must contact the Office of Pensions to request to view your pay advice on-line. Once you have access to view your pay advice on-line, you will no longer receive a paper copy in the mail.

Register Single Sign On (SSO) user and subscribe to Pension account.

Already a Registrant

If you have already registered, select the button below. Once signed in, you will be directed to the State of Delaware Sign-On (DE-SSO) page. Click on the Delaware Pensions: Retiree Self Service Pay Advises - click [here to view on-line advice.](#)

Retiree Self Service Link/ECRIS

Featured Information

Please select the item below to expand.

- SSO Quick Start Guide
- Upgraded Look - April 23, 2017
- Instructions
- Already a Registered User?
- How Do I Clear Cache

- Supported Internet Browsers
- Hours of Operation
- Contact Information
- How Do I Turn Off Pop-Up Blockers

Retiree Member Login

Next payment date for Pensioners
June 30
Complete payment date list

Fraud Hotline

Pension Calculators

Office Closings

Customer Service Survey

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

Delaware.gov The Official Website of the First State

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) Click the *My Information* tile

Delaware.gov
The Official Website of the First State

Application Links ▾ User Guides ▾ Display Settings ▾ Sign Out Jane Test

Home My Information x

Application Links

State of Delaware
Office of Pensions

Delaware Pensions: Retiree Self Service Pay Advices

My Information
Manage your profile, passwords and challenge questions

Request Access
Subscribe to services

Track Requests
Track the status of your pending requests

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

Delaware.gov
The Official Website of the First State

Application Links ▾ User Guides ▾ Display Settings ▾ Sign Out Jane Test

Home My Information x

Jane Test * Required fields

Basic User Information

Change Password

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.

Apply Cancel

* Question1	In what city or town was your first job?	* Answer1
* Question2	What is your oldest sibling's middle name?	* Answer2
* Question3	Where were you when you first heard about 9/11?	* Answer3

Challenge Questions

Your secret questions and answers are already set. However, you can use the below form to set them new.

Questions and answers must all be unique.

Apply Cancel

* Question1 * Answer1

* Question2 * Answer2

* Question3 * Answer3

6) 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.

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.

Apply Cancel

* Question1 * Answer1

* Question2

* Question3

What school did you attend for sixth grade?

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?

7) 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.



8) Click the **Home** tab to return to the Login page.

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

-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:

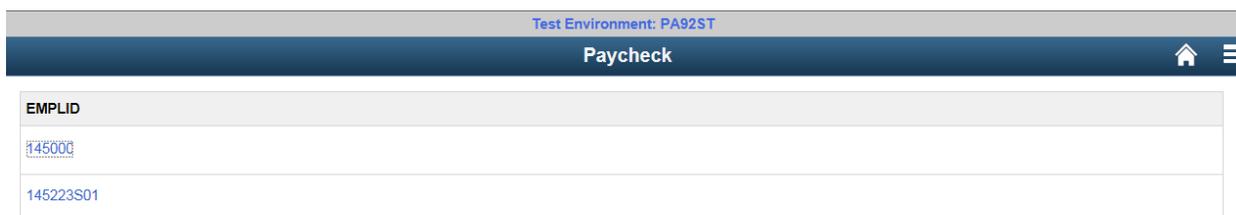
- Click the **View Paycheck** icon

The following page displays:



- Click the **View Paycheck** icon

The following page displays:



- 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.