



STATE OF DELAWARE OFFICE OF PENSION DE – SINGLE SIGN ON FORGOT USER LOGIN GUIDE

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

1) Navigate to www.delawarepensions.com. Click the **Retiree Member Login** link.

The screenshot shows the Delaware.gov website header with navigation links for Agencies, News, Topics, and Contact. Below the header is a menu with options for ACTIVE MEMBERS, RETIREES, EMPLOYERS, and INFORMATION. The main content area features a large banner for 'Former and Retired Delaware State Police Civilian Employees' with a 'Learn More' button. To the right, the 'Delaware Public Employees' Retirement System' section is visible, with the 'Retiree Member Login' link highlighted in a red box and a green checkmark icon. Below this are sections for 'Next payment date for Pensioners' (June 30), 'Fraud Hotline', and 'Pre-Retirement Workshops'. At the bottom, there are three utility icons: 'Pension Calculators', 'Office Closings', and 'Customer Service Survey'.

2) Already a Registrant

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

Delaware Public Employees' Retirement System

Retiree Member Login

Next payment date for Pensioners
June 30
Complete payment date list

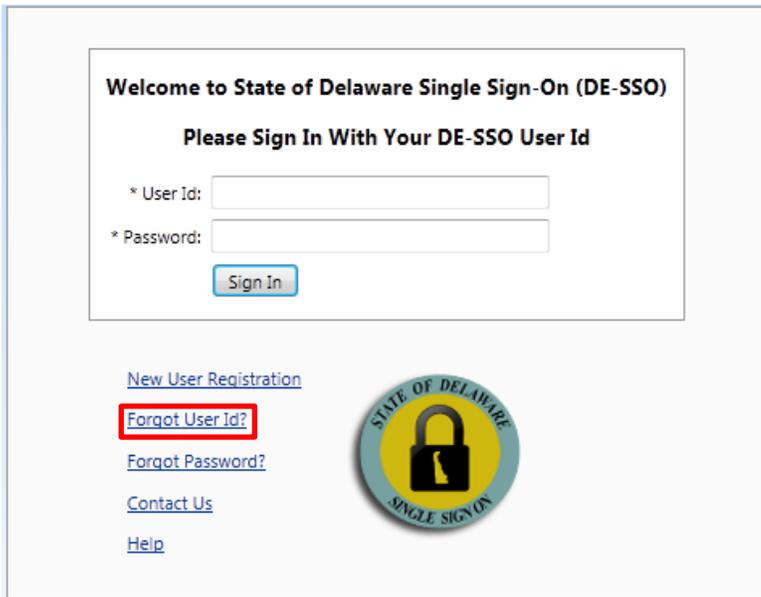
Fraud Hotline

Pension Calculators

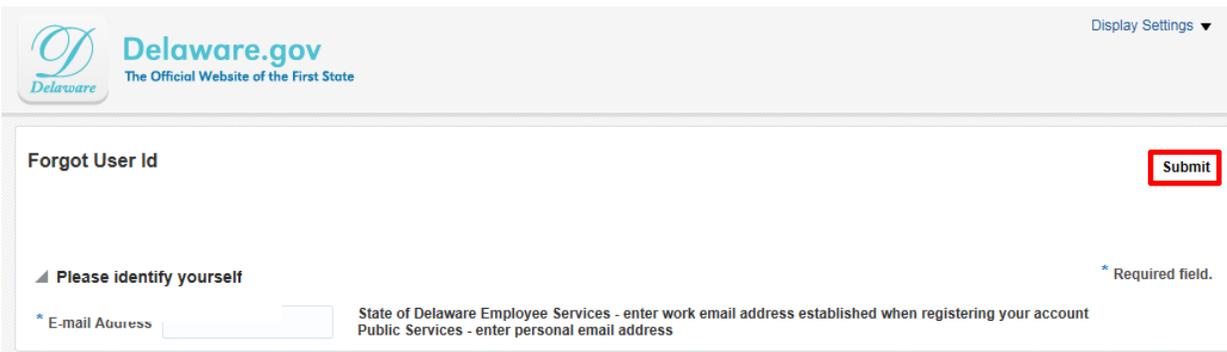
Office Closings

Customer Service Survey

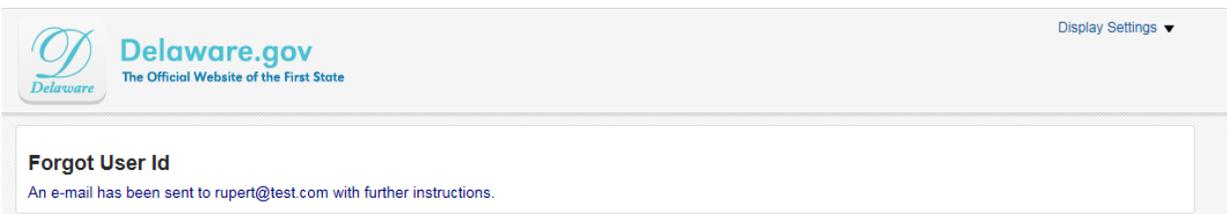
3) Select the **Forgot User Id?** link



4) Enter your **E-mail address** and then Click the **Submit** button



5) An e-mail will be sent to the address provided when you first set up the account with further instructions



Sample e-mail message:

Our records show that you requested for your user login for the State of Delaware Single Sign On System.

Your Login Id is: **C00000163**

If you have questions regarding this matter, please contact Help Desk of the application you are attempting to access.

For a list of application contacts, click [here](#).

Regards,
System Administrator

6) Click **Back to Login**

Google | Yahoo | Bing



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:

[New User Registration](#)

[Forgot User Id?](#)

[Forgot Password?](#)

[Contact Us](#)

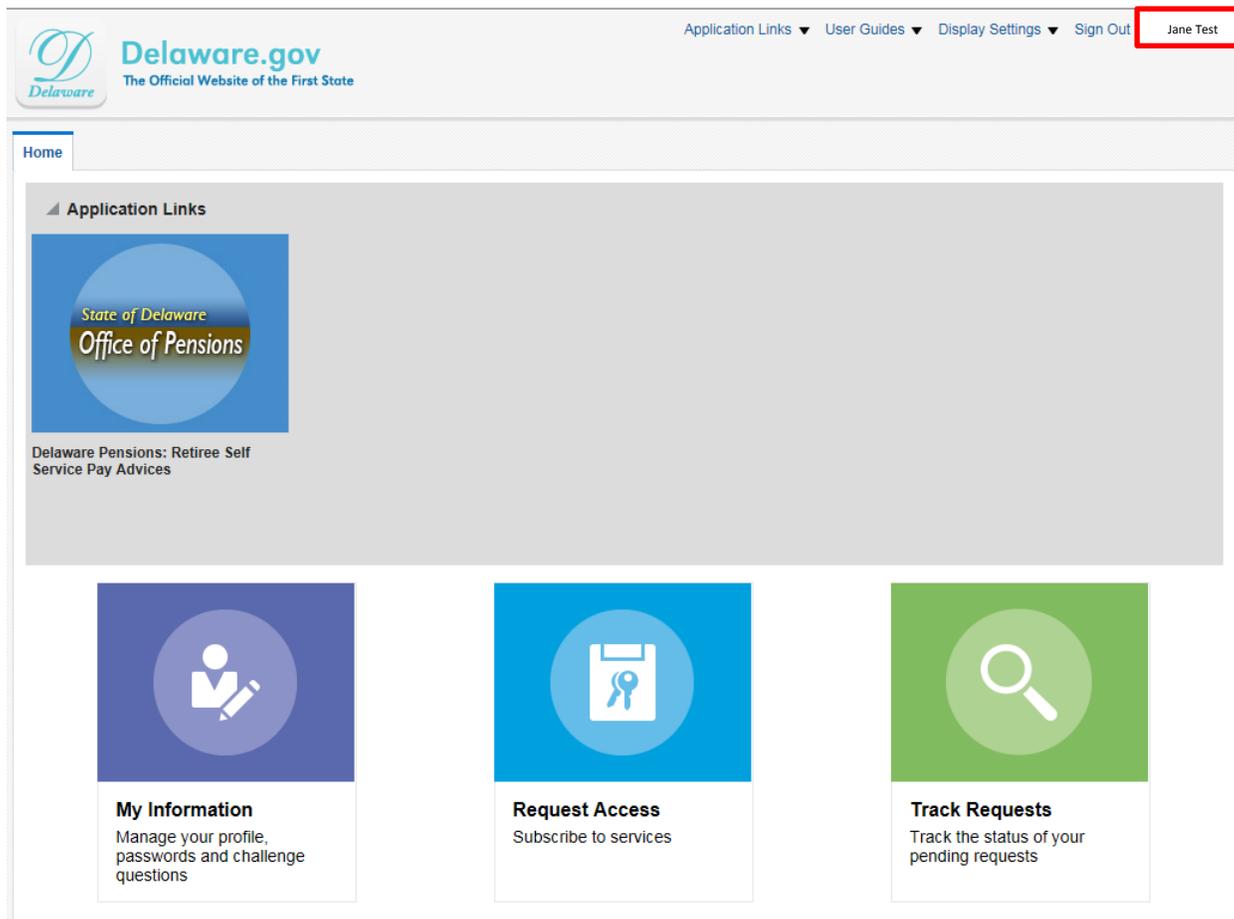
[Help](#)



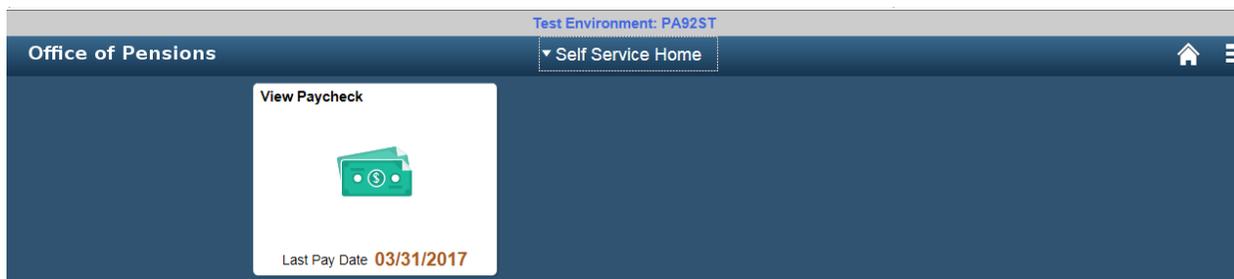
WARNING

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.

7) Enter new **User ID** and **Password**; click the **Sign In** button. The system returns to the Home page; click the State of Delaware Office of Pensions: Retiree Self Service to access Pay Advices icon



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



-Click the **View Paycheck** icon

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 pay advise you wish to view

If you have multiple accounts:



-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  

123456
123456S01
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.

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.