



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. Click the **Retiree Member Login** link.

The screenshot shows the Delaware.gov website interface. At the top, there is a navigation bar with links for Agencies, News, Topics, and Contact. Below this is a secondary menu with links 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, a sidebar contains several links: 'Delaware Public Employees' Retirement System', 'Retiree Member Login' (highlighted with a red box and a green checkmark icon), 'Next payment date for Pensioners' (with a date of June 30), 'Fraud Hotline', and 'Pre-Retirement Workshops'. At the bottom of the main content area, there are three icons: a calculator for 'Pension Calculators', a calendar for 'Office Closings', and a document for '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. If 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) Select the *Forgot Password?* link

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

Delaware.gov
The Official Website of the First State

Contact Us

Forgot Password

User ID:*
Novembertester

Zip Code:*
19901

CANCEL CLEAR FIELDS **CONTINUE**

* Indicates required fields

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 Novembertester, please answer below to reset your password.

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

Anne

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

Dover

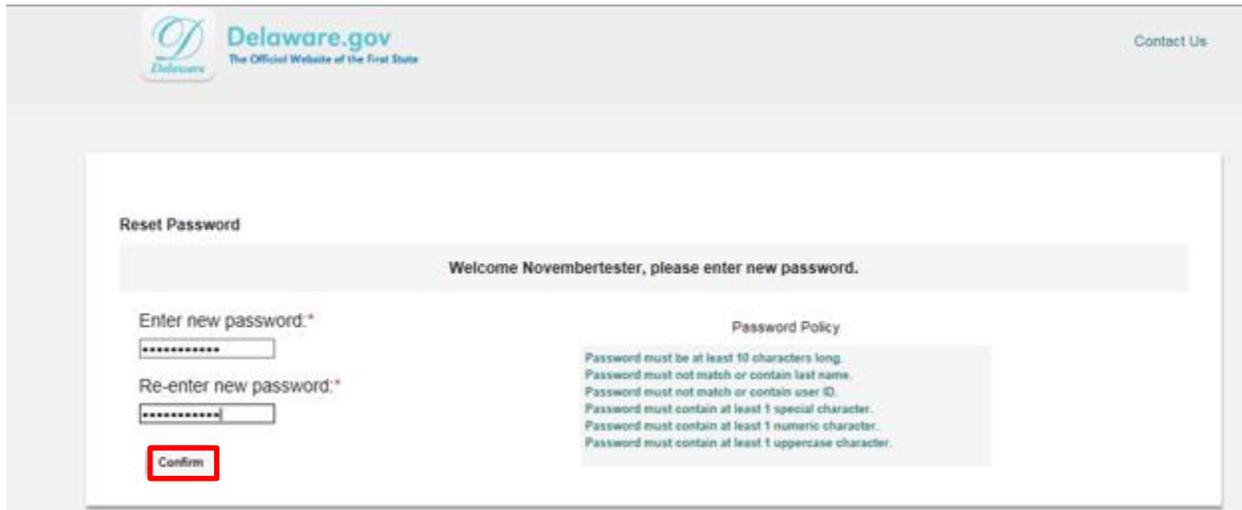
3. Where were you when you first heard about 9/11?*

Newark

BACK CLEAR FIELDS **CONTINUE**

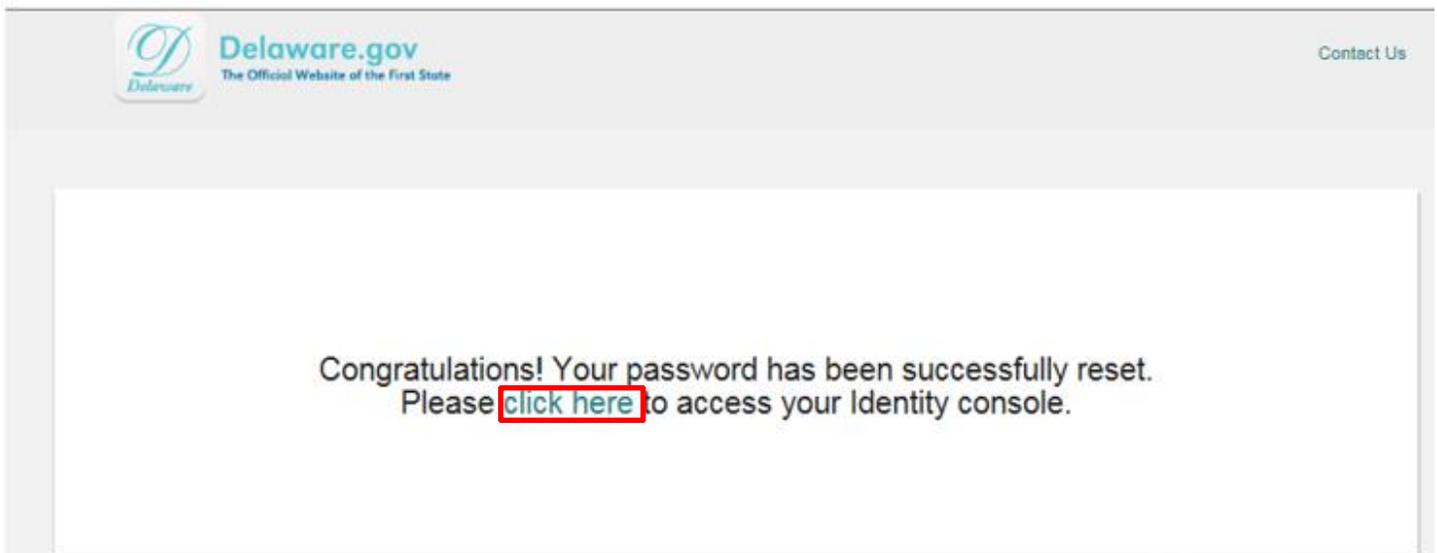
* Indicates required fields

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



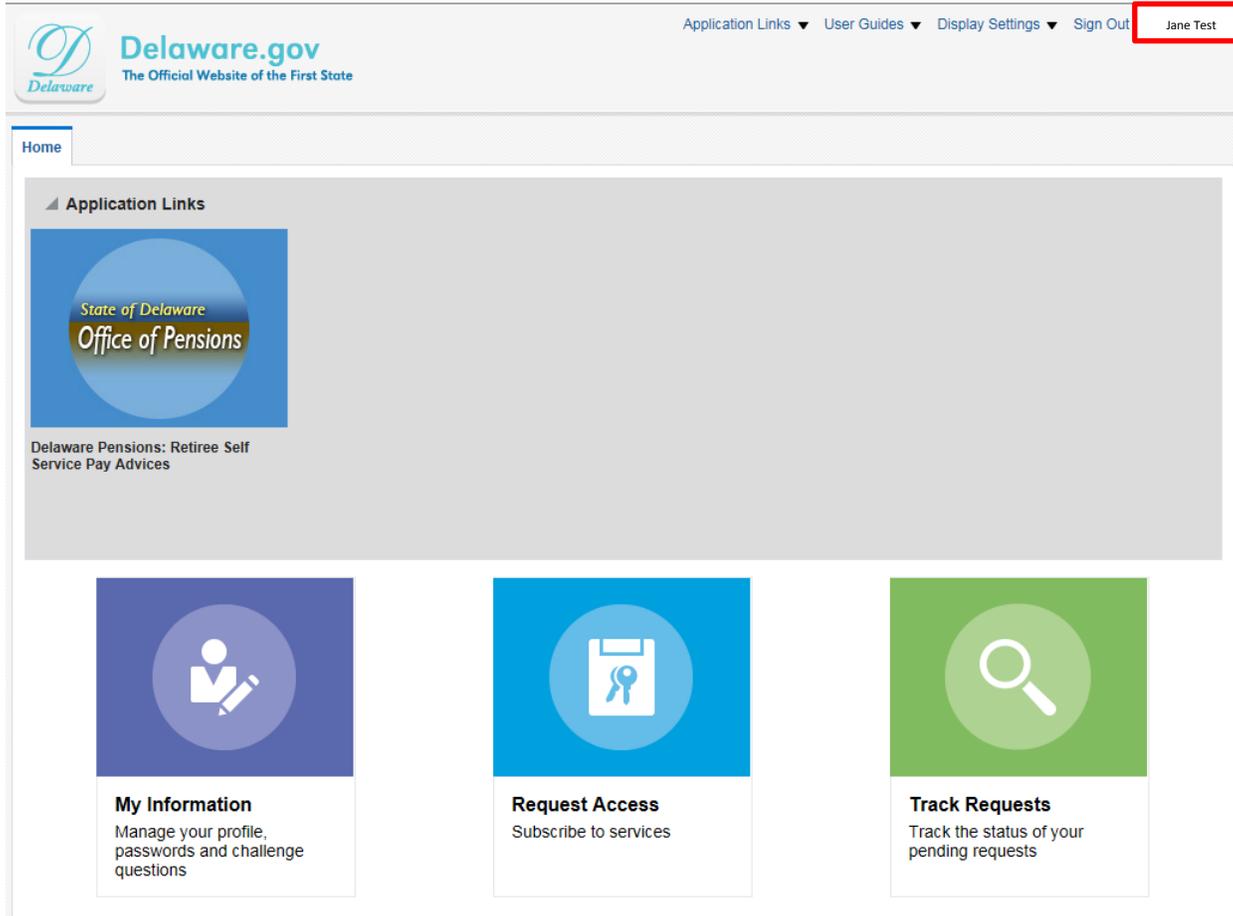
The screenshot shows the Delaware.gov password reset interface. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right is a 'Contact Us' link. The main content area is titled 'Reset Password' and contains a message: 'Welcome Novembertester, please 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 located below the second field. To the right of the input fields is a 'Password Policy' box with the following rules: '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.'

The system generates a message indicating the password was successfully reset. Please **Click Here** to access your Identity console.

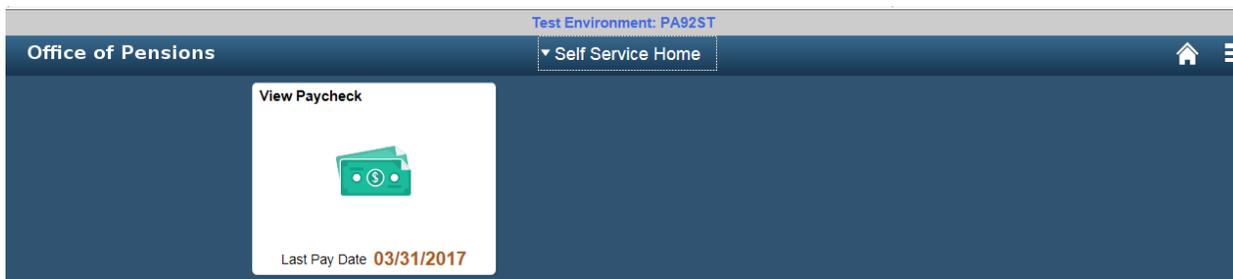


The screenshot shows the Delaware.gov password reset success message. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right is a 'Contact Us' link. The main content area contains the message: 'Congratulations! Your password has been successfully reset. Please [click here](#) to access your Identity console.' The 'click here' link is highlighted with a red box.

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



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



-Click the **View Paycheck** icon

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

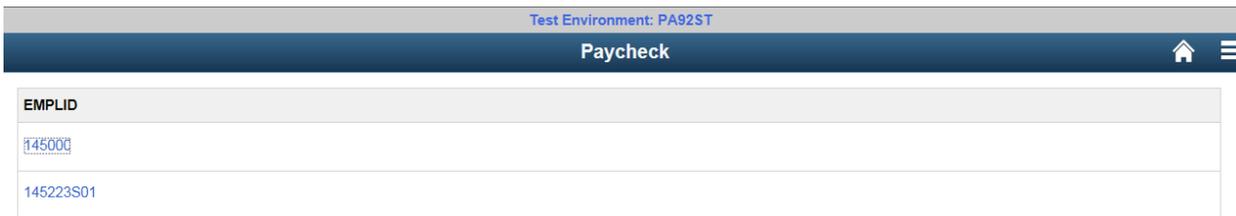
Check Date	Company	Pay Begin Date / Pay End Date	Net Pay	Paycheck Number	
03/31/2017	Office of Pensions	03/01/2017 03/31/2017	\$591.83	4733199	>
02/28/2017	Office of Pensions	02/01/2017 02/28/2017	\$591.83	4704261	>
01/31/2017	Office of Pensions	01/01/2017 01/31/2017	\$591.83	4676673	>

If you have multiple accounts:

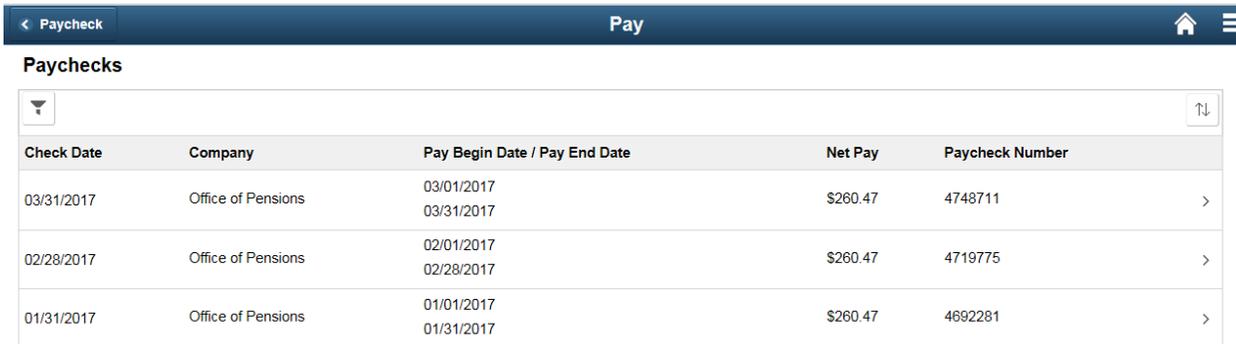


-Click the **View Paycheck** icon

The following page displays:



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



- 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 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.