



# STATE OF DELAWARE OFFICE OF PENSIONS DE – SINGLE SIGN ON RETIREE SELF-SERVICE GUIDE

The following instructions will guide you to create a *Single Sign On* Account, which will allow you to create a unique User ID and Password. Once you have a User ID and Password, you will be able to subscribe to the [Delaware Pensions Retiree Self-Service site](#) and view your Pay Advice online. Creating your *Single Sign On* Account is a one-time occurrence. Once you have created your unique User ID and Password, you will be able to login once and view your Pay Advice anytime. If you receive Pension payments from multiple accounts, each payment is viewable separately online.

## [Creating a Single Sign On Account](#)

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

The screenshot shows the Delaware.gov website with the following elements:

- Header: Delaware.gov logo, navigation links for Agencies, News, Topics, and Contact, and a search icon.
- Alert: A red banner stating "Our office will be closed on the following day: Good Friday | Friday, April 19th".
- Navigation: A menu with categories: ACTIVE MEMBERS, RETIREES, EMPLOYERS, INFORMATION, and RESOURCES.
- Main Content: A large banner for "Recently Moved? Need to change your address?" with a "Learn More" button.
- Right Sidebar: A section for "Delaware Public Employees' Retirement System" with a "Retiree Member Login" button (highlighted by a blue arrow) and a green checkmark icon.
- Bottom Section: Three service tiles: "Pension Calculators", "SSO Sign-on Comprehensive Annual Statement", and "Customer Survey".
- Bottom Right: A box for "Next payment date for Pensioners" showing "April 30" and "Complete payment date list", and a box for "Anonymous Fraud Reporting Hotline".

2) Already a Registrant Select: [Retiree Self Service Link/ECRIS](#) - (you will go directly to the log in page – continue to instructions on page 6)

New Registrants	Already a Registrant
<p>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.</p> <p><a href="#">Click here to register as a Single Sign On (SSO) user and subscribe to your Pension account.</a></p> <p><a href="#">SSO Quick Start Guide</a></p>	<p>If you have already registered, click the Retiree Self Service Link/ECRIS and sign in. 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 – <a href="#">click here to view on-line advice.</a></p> <p><a href="#">Retiree Self Service Link/ECRIS</a> ←</p>

3) New Registrants Select: Click here to register

New Registrants	Already a Registrant
<p>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.</p> <p>→ <a href="#">Click here to register as a Single Sign On (SSO) user and subscribe to your Pension account.</a></p> <p><a href="#">SSO Quick Start Guide</a></p>	<p>If you have already registered, click the Retiree Self Service Link/ECRIS and sign in. 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 – <a href="#">click here to view on-line advice.</a></p> <p><a href="#">Retiree Self Service Link/ECRIS</a></p>

#### 4) On the User Registration Page,

-Enter your Basic Information (First Name, Middle Name, Last Name, E-mail, Confirm E-mail - an email address is required to register)

-Enter your Contact Information (Street, City, State, Postal Code, Country)

-Enter a User Id and Password; Confirm your Password

**IMPORTANT:** Do not use your PIN number and Pension ID number in this area; you will be prompted for your PIN number and Pension ID number later in the registration process.

-Select your challenge questions and enter answers  
(You cannot have the same answer for multiple questions)

\*Note – All fields with an \* next to them are required fields

After entering the information, click on the Register button located at the top right of the page.

**Delaware.gov**  
The Official Website of the First State

Display Settings ▾

### User Registration

Cancel Register

\* Required field

Please fill out the following fields:

#### Basic Information

\* First Name   
Middle Name   
\* Last Name   
\* E-mail   
\* Confirm E-mail

#### Contact Information

\* Street   
PO Box   
\* City   
\* State   
\* ZIP/Postal Code   
Country

#### Create User Id and Password

\* User Login  **User Login is a unique identifier - Once created it cannot be changed**  
\* Password  ⓘ  
\* Confirm Password

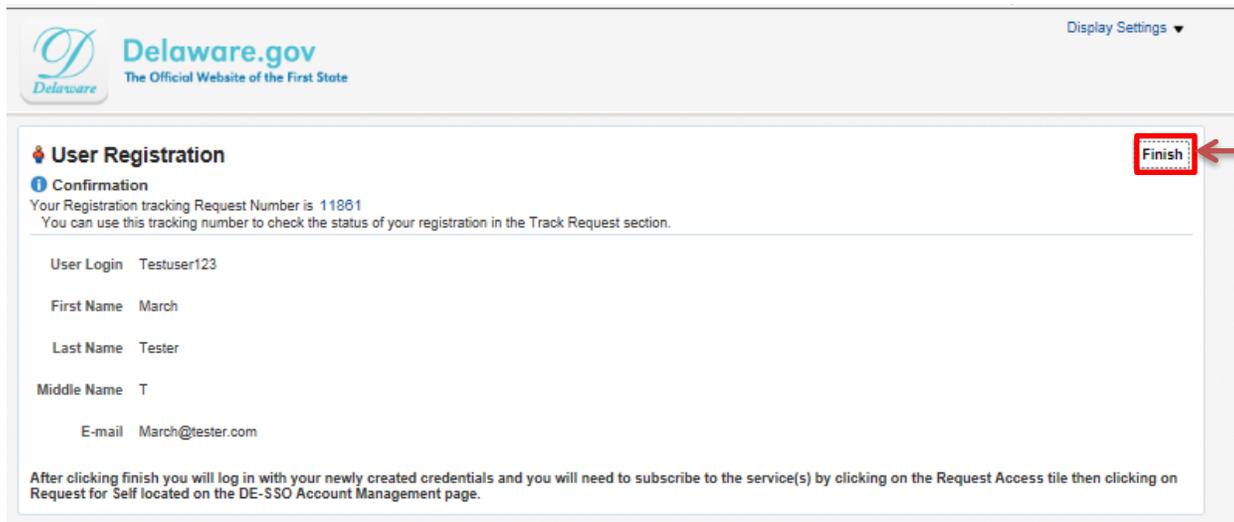
#### Select your challenge questions and answers

Enter your challenge questions for password resets. You may use a delivered question, modify a delivered question, or key your own question(s).

* Question 1	<input type="text" value="Where were you when you first heard about 9/11?"/> ▾	* Answer 1	<input type="text" value="Newark"/>
* Question 2	<input type="text" value="In what city or town was your first job?"/> ▾	* Answer 2	<input type="text" value="Dover"/>
* Question 3	<input type="text" value="What is your oldest sibling's middle name?"/> ▾	* Answer 3	<input type="text" value="Anne"/>

Upon completion of all sections, click Register in the upper right corner.

## A Confirmation Page will display:



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Display Settings ▾

### User Registration

**Confirmation**  
Your Registration tracking Request Number is 11861  
You can use this tracking number to check the status of your registration in the Track Request section.

User Login Testuser123  
First Name March  
Last Name Tester  
Middle Name T  
E-mail March@tester.com

After clicking finish you will log in with your newly created credentials and you will need to subscribe to the service(s) by clicking on the Request Access tile then clicking on Request for Self located on the DE-SSO Account Management page.

**Finish**

On the Confirmation Page, click on the Finish button located at the top right of the page.

Operation completed successfully. [Click here to login.](#)

Click on

*\*Note: You will also receive a confirmation message at the email address provided.*

*Sample e-mail message:*

[Do Not Reply@state.de.us](mailto:Do Not Reply@state.de.us) wrote:

Your State of Delaware Single Sign-On (DE-SSO) System account has been created.

Your Login Id is: **TESTCASE**

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

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

Regards,  
DE-SSO System Administrator

Login using the newly created User Id and Password. Click **Sign In** or press **Enter** on the keyboard.

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.

“Help” link



The screenshot shows the Delaware.gov website header with the logo and search engines (Google, Yahoo, Bing). A "Cancel" button is visible in the top right corner. The main content area contains the following text:

The following is the contact information for each DE-SSO application.

<b>Active State of Delaware Employee Services</b>	<b>Public Services</b>
<ul style="list-style-type: none"><li>• <a href="#">Employee Self-Service User Account Assistance</a></li><li>• <a href="#">Information Security Officer Assistance</a></li><li>• <a href="#">Governor's Agency Legislative Tracking Assistance</a></li><li>• <a href="#">Technology Cost Management System Assistance</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Pensions Self-Service User Account Assistance</a></li><li>• <a href="#">Motor Carrier Contact Information</a></li><li>• <a href="#">Division of Child Support Enforcement</a></li></ul>

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**DE-SSO Scheduled Maintenance Times**

- Every Sunday from 7:00 AM until 9:00 AM EST/DST

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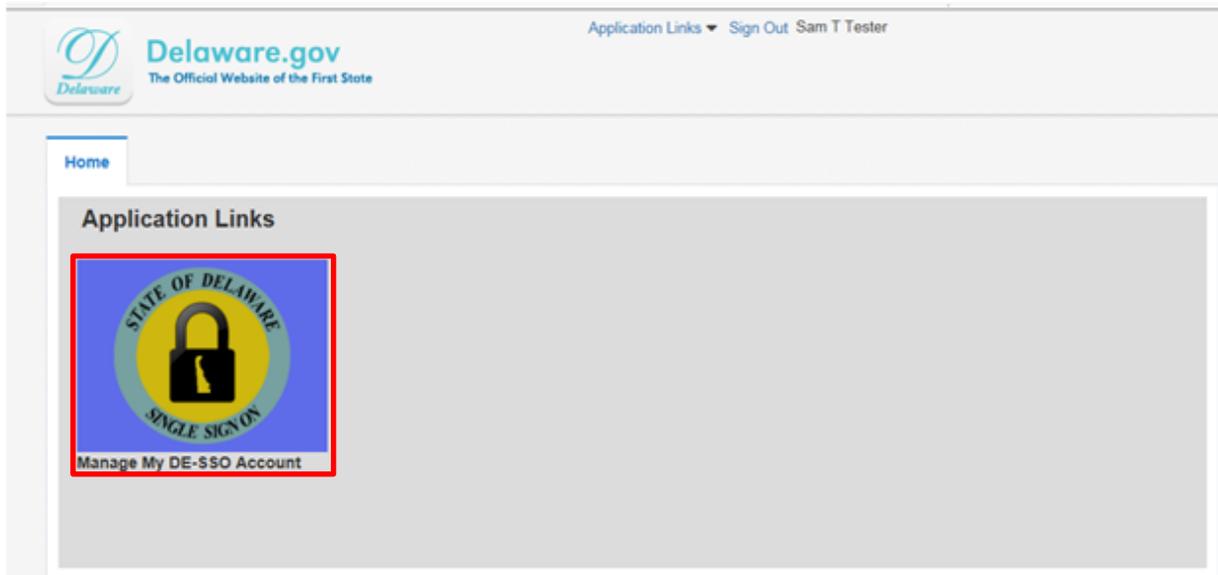
**DE-SSO Internet Browser Compatibility**

- Internet Explorer 9.x
- Internet Explorer 10.x
- Internet Explorer 11.x\*
- Firefox 26+
- Safari 5.x+
- Chrome 32

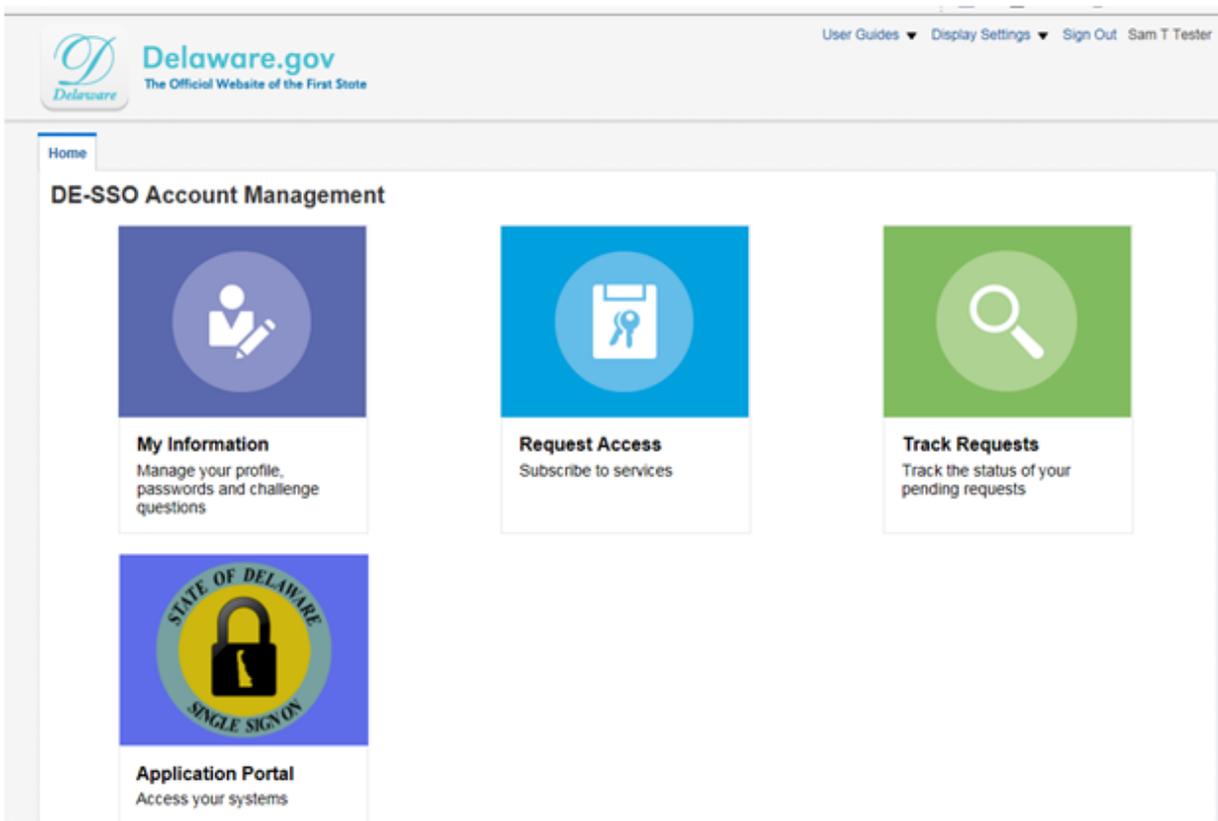
\* Internet Explorer 11.x currently isn't compatible with the Employee Self-Service Application

Click Cancel in the upper right hand corner to return to the login screen

Once logged in, the page below will display:

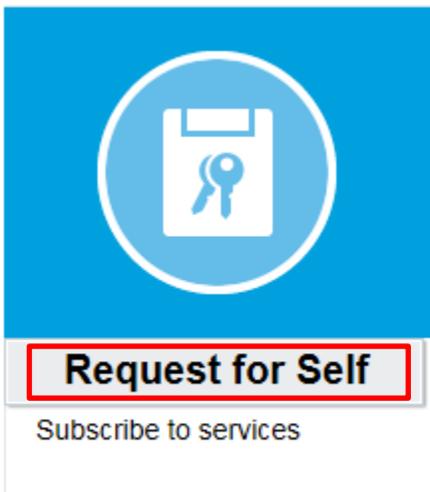


Click on Manage My DE-SSO Account – the following page will display:



Click on Request Access – the following page will display:

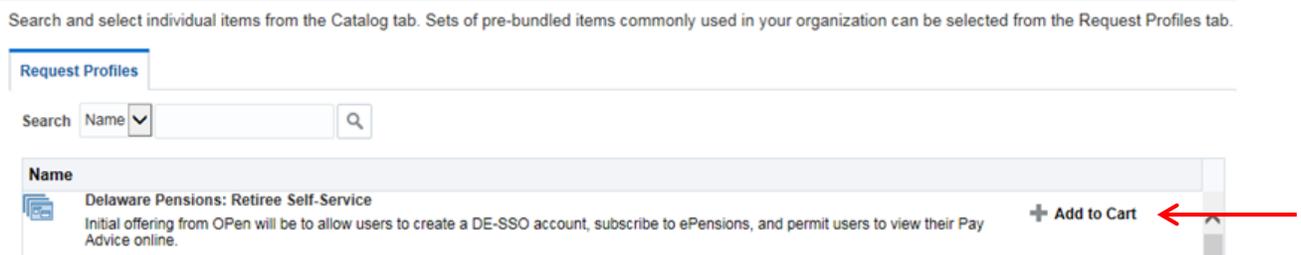
The **Request Access** area contains links to:



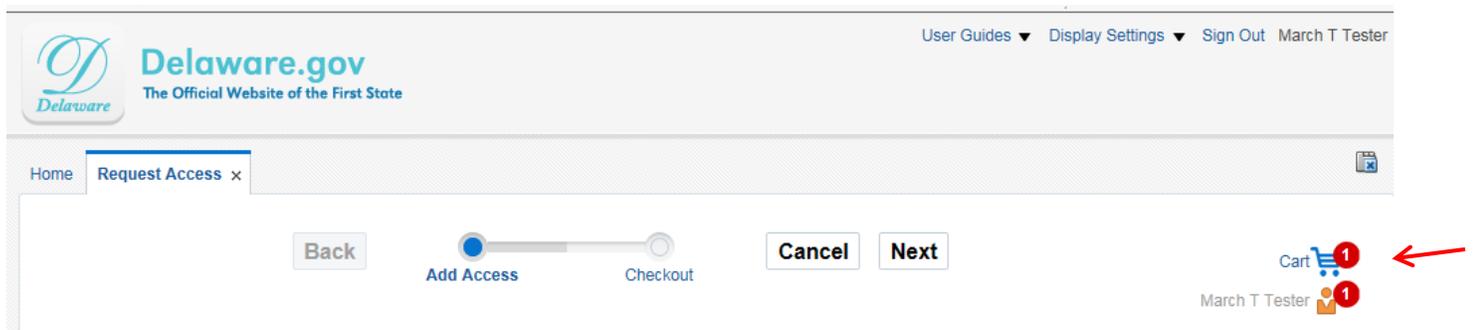
-Click Request for Self

## Subscribing to Delaware Pensions: Retiree Self-Service

Click on the Add to Cart for **Delaware Pensions: Retiree Self-Service**



Notice you have 1 item in your cart



Click Next

The following page will display:

The screenshot shows the 'Request Access' page on Delaware.gov. At the top, there is a navigation bar with 'Home' and 'Request Access x'. Below this is a progress indicator with 'Add Access' and 'Checkout' steps. The main content area is titled 'Cart Details' and includes a 'Submit' button. Under 'Cart Items', there is one item: 'Delaware Pensions: Retiree Self-Service'. Below this, the 'Request Details' section shows the item name and an 'Update' button. A 'Ready to submit' button is highlighted with a red box. The 'Details' section contains instructions for creating a DE-SSO account and provides a link for help. Below the instructions, there are two input fields: 'Pension Id' and 'PIN Number', both with red arrows pointing to them. At the bottom, there are four numbered steps: Step 1: Enter Pension ID; Step 2: Enter PIN Number; Step 3: Click Ready to Submit; Step 4: Click Submit.

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User Guides ▾ Display Settings ▾ Sign Out March T Tester

Home Request Access x

Back Add Access Checkout Cancel Next

March T Tester

**Cart Details** Submit Save As... ▾

▲ Cart Items

**Display Name**

✓ Delaware Pensions: Retiree Self-Service  
Retiree Self-Service to access Pay Advices

**Request Details** Delaware Pensions: Retiree Self-Service Update

▲ Details **Ready to submit**

**DELAWARE PENSIONS: RETIREE SELF-SERVICE**

Initial offering from OPen will be to allow users to create a DE-SSO account, subscribe to ePensions and permit users to view their Pay Advice online.

All fields must be completed including the 2 below for Pension Id and your PIN number that was included in your correspondence from the Office of Pensions. Once all fields have been completed, click [Ready to submit](#) and then [Submit](#) at the top to complete your subscription.

For help, please contact the Pensions Help Desk at [OPen\\_Functional\\_Support\\_Services\\_Dist\\_List@delaware.gov](mailto:OPen_Functional_Support_Services_Dist_List@delaware.gov)

**Step 1: Enter Pension ID** (6 or 9 digits – do not use your active State Employee ID – this will be your new Pension ID which is contained on paperwork received from Office of Pensions)

\* Pension Id  ←

**Step 2: Enter PIN Number** (PIN Number is contained on paperwork received from Office of Pensions – P is upper case and the remaining 6 are digits; example P111111. PIN Letters are generated during the month in which you will receive your first Pension Advice)

\* PIN Number  ←

**Step 3: Click Ready to Submit** button on far right middle of the page, a green checkmark will appear in Status

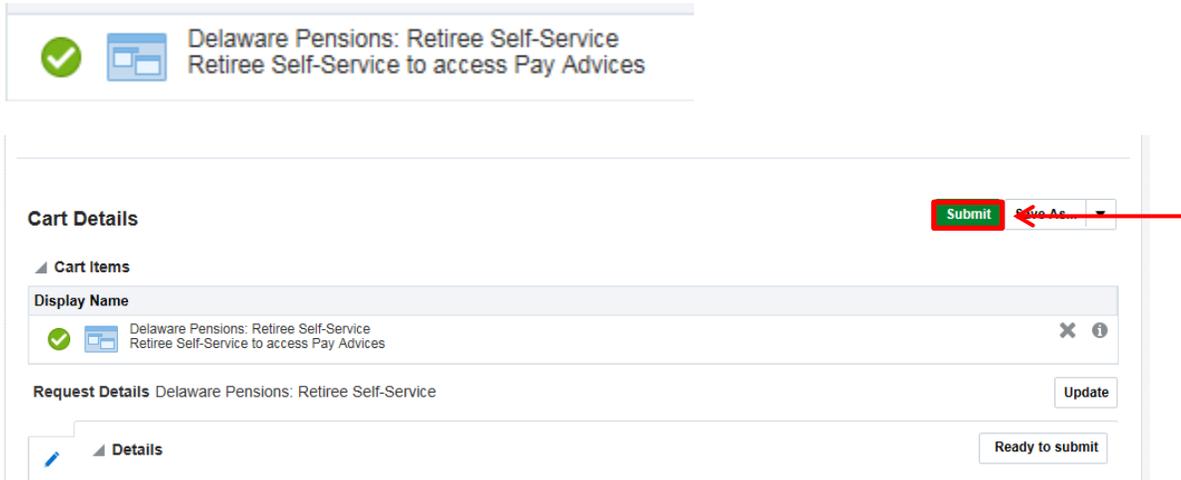
**Step 4: Click Submit** button on far right side toward top of page

-Enter your **Pension ID**

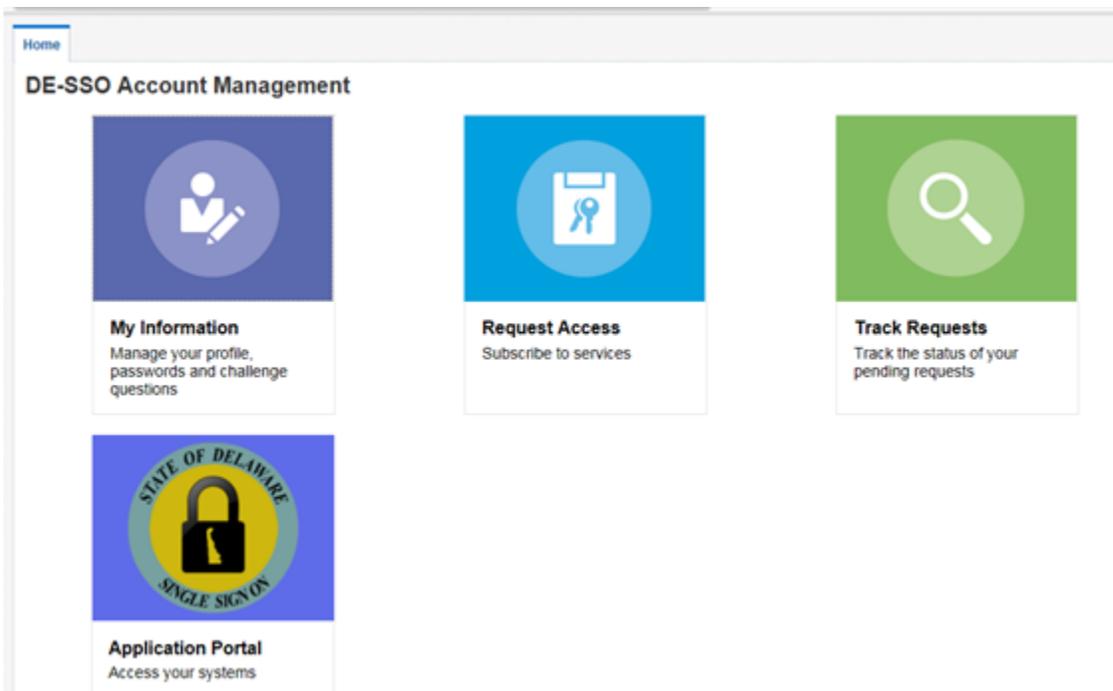
-Enter the **PIN Number** given in the letter mailed to your home address.

-Click the **Ready to Submit** button located on the far right of the page.

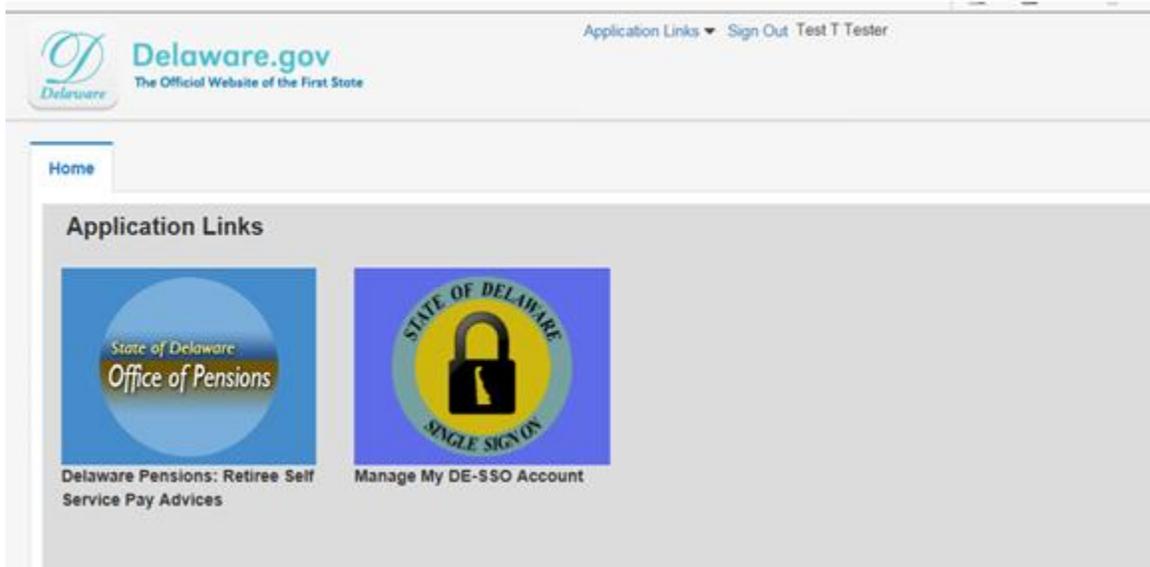
The Status area will change to reflect Ready to submit



Click the **Submit** button at the top right of the page to finalize the request.



Click the Application Portal tile



Click the Delaware Pensions: Retiree Self Service Pay Advices icon

Once successfully subscribed to the service, you can now login to view your Pay Advice. Click the **Delaware Pensions: Retiree Self-Service link.**



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

You are ready to view your pay advice.

Note: If your first pay advice is not available, you will see the below message:



Note: The page may take a few seconds to display. Wait for the screen to load.

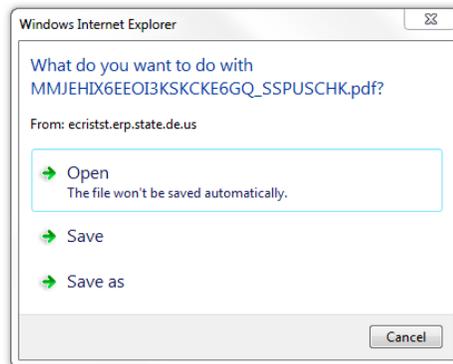
Select “View Paycheck” link next to the Check Date of the paycheck you want to view. The page displays the previous eight paychecks. To view previous paychecks, click the **View ## link** (## = number of paychecks in system; will vary by individual).

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

You may see the following message:

If IE indicates your download has been blocked, permit the download by clicking on its Information Bar and selecting "Download File...".

Please close this window after download has completed ...

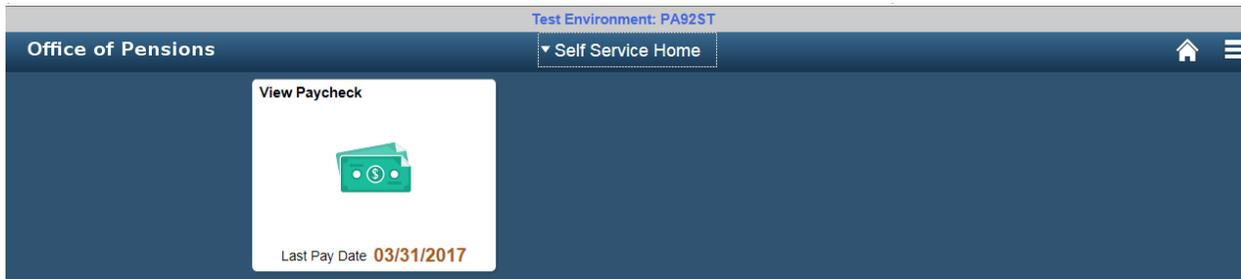


Click **Open** to view your pay advice

# Sample Paycheck

<b>Office of Pensions</b> McArdle Building, 860 Silver Lake Blvd., Ste. 1 Dover, DE 19904-2402		Pay Group: SEP-State Employees Pension Plan Pay Begin Date: 07/01/2013 Pay End Date: 07/31/2013	Business Unit: STDBU Advice #: 000000005152255 Advice Date: 07/31/2013															
Jane Test 123 Main Street Dover, DE 19901-4407		Employee ID: 100111 Department: PEN-SEPP-State Employees Pension Plan Location: Office of Pensions Job Title: Service Pension Payee	<b>TAX DATA:</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: center;"><b>Federal</b></td> <td style="text-align: center;"><b>DE State</b></td> </tr> <tr> <td>Marital Status:</td> <td style="text-align: center;">Single</td> <td style="text-align: center;">Single</td> </tr> <tr> <td>Allowances:</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Addl. Pct:</td> <td></td> <td></td> </tr> <tr> <td>Addl. Amt:</td> <td style="text-align: center;">100.00</td> <td></td> </tr> </table>		<b>Federal</b>	<b>DE State</b>	Marital Status:	Single	Single	Allowances:	1	1	Addl. Pct:			Addl. Amt:	100.00	
	<b>Federal</b>	<b>DE State</b>																
Marital Status:	Single	Single																
Allowances:	1	1																
Addl. Pct:																		
Addl. Amt:	100.00																	
<b>HOURS AND EARNINGS</b>			<b>TAXES</b>															
	<u>Current</u>		<u>YTD</u>															
<u>Description</u>		<u>Earnings</u>		<u>Earnings</u>	<u>Description</u>	<u>Current</u>	<u>YTD</u>											
SEP Non-Taxable Benefit		12.23		85.61	Fed Withholding	415.95	2,911.65											
SEP Taxable Benefit		2,862.60		20,038.20	DE Withholding	46.99	328.93											
<b>TOTAL:</b>	<b>0.00</b>	<b>2,874.83</b>	<b>0.00</b>	<b>20,123.81</b>	<b>TOTAL:</b>	<b>462.94</b>	<b>3,240.58</b>											
<b>BEFORE-TAX DEDUCTIONS</b>			<b>AFTER-TAX DEDUCTIONS</b>			<b>EMPLOYER PAID BENEFITS</b>												
<u>Description</u>	<u>Current</u>			<u>Current</u>			<u>Current</u>											
		<u>YTD</u>	<u>Description</u>		<u>YTD</u>	<u>Description</u>		<u>YTD</u>										
			Comprehensive - BCBS	82.80	549.84	Comprehensive - BCBS	542.14	3,599.86										
						Blood Bank of Delaware	0.42	2.94										
<b>TOTAL:</b>	<b>0.00</b>	<b>0.00</b>	<b>TOTAL:</b>	<b>82.80</b>	<b>549.84</b>	<b>*TAXABLE</b>												
<b>TOTAL GROSS</b>		<b>FED TAXABLE GROSS</b>		<b>TOTAL TAXES</b>		<b>TOTAL DEDUCTIONS</b>		<b>NET PAY</b>										
Current	2,874.83	Current	2,862.60	Current	462.94	Current	82.80	2,329.09										
YTD	20,123.81	YTD	20,038.20	YTD	3,240.58	YTD	549.84	16,333.39										
				<b>NET PAY DISTRIBUTION</b>														
				<u>Advice #</u>	<u>Account Type</u>	<u>Deposit Amount</u>												
				000000007000000	Checking	\$2,329.09												
				<b>TOTAL:</b>				<b>\$2,329.09</b>										
<b>MESSAGE:</b>																		

**If you have multiple accounts:**



-Click the **View Paycheck** icon

The following page displays:

Test Environment: PA92ST

Paycheck

EMPLID

145000

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

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.

### 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.

### 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.

## Delaware Public Library List

(If using a public computer, for your security, ensure that you log out of the ePensions application)

<b>Public Library</b>	<b>Address</b>	<b>City</b>	<b>Phone</b>
Appoquinimink Public Library	651 North Broad Street	Middletown	378-5588
Bear Library	101 Governors Place	Bear	838-3300
Biblioteca del Pueblo	403 North Van Buren Street	Wilmington	571-7422
Brandywine Hundred Library	1300 Foulk Road	Wilmington	477-3150
Bridgeville Public Library	210 Market Street	Bridgeville	337-7401
Claymont Library	3303 Green Street	Claymont	798-4164
Corbit-Calloway Memorial Library	115 High Street	Odessa	378-8838
Delaware City Library	P.O. Box 541, 250 Fifth Street	Delaware City	834-4148
Delmar Public Library	101 North Bi-State Blvd	Delmar	846-9894
Dover Public Library	45 South State Street	Dover	736-7030
Elsmere Public Library	30 Spruce Avenue	Wilmington	892-9814
Frankford Public Library	8 Main Street	Frankford	732-9351
Georgetown Public Library	10 West Pine Street	Georgetown	856-7958
Greenwood Public Library	Mill Street	Greenwood	349-5309
Harrington Public Library	110 Center Street	Harrington	398-4647
Hockessin Library	1023 Valley Road	Hockessin	239-5160
Kent County Library	2319 South DuPont Highway	Dover	698-6440
Laurel Public Library	101 East Fourth Street	Laurel	875-3184
Lewes Public Library	111 Adams Avenue	Lewes	645-2733
Milford Public Library	11 S. East Front Street	Milford	422-8996
Millsboro Public Library	217 W. State Street	Millsboro	934-8743
Milton Public Library	121 Union Street	Milton	684-8856
New Castle Public Library	424 Delaware Street	New Castle	328-1995
Newark Free Library	750 Library Avenue	Newark	731-7550
North Wilmington Branch	3400 North Market Street	Wilmington	761-4290
Rehoboth Beach Library	226 Rehoboth Avenue	Rehoboth Beach	227-8044
Seaford District Library	402 North Porter Street	Seaford	629-2524
Selbyville Public Library	11 Main & McCabe Streets	Selbyville	436-8195
Smyrna Public Library	107 South Main Street	Smyrna	653-4579
South Coastal Library	43 Kent Avenue	Bethany Beach	539-5231
Wilmington Public Library	10 East 10th Street	Wilmington	571-7400
Woodlawn Library	2020 West 9th Street	Wilmington	571-7425

Revised: 12-12-12