



# STATE OF DELAWARE OFFICE OF PENSIONS FORGOT USER LOGIN GUIDE

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

- 1) Enter <https://ecris.erp.delaware.gov> in your internet browser address bar



- 2) Press **Enter** or Click **Go**

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

Sign in with your account

User Id

Password

[New User Registration](#)

[Forgot User Id?](#)

[Forgot Password?](#)

[Contact Us](#)

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

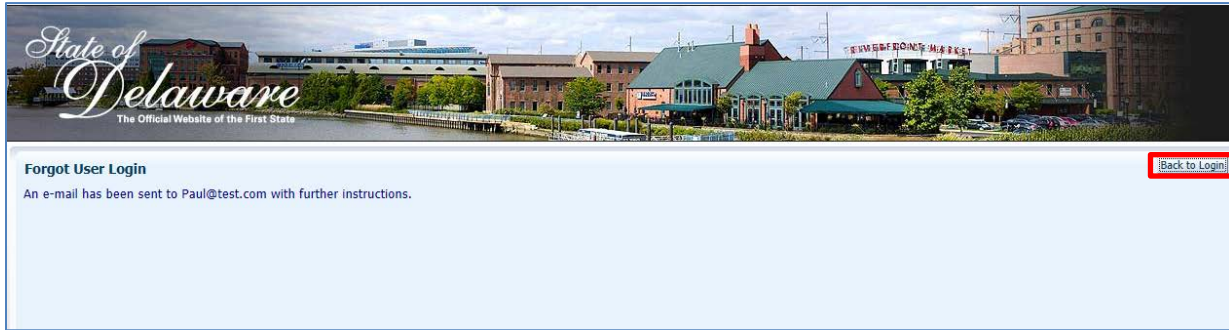
State of Delaware  
The Official Website of the First State

FORGOT USER LOGIN

Please identify yourself

\* E-mail Address  \* Required field.

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.

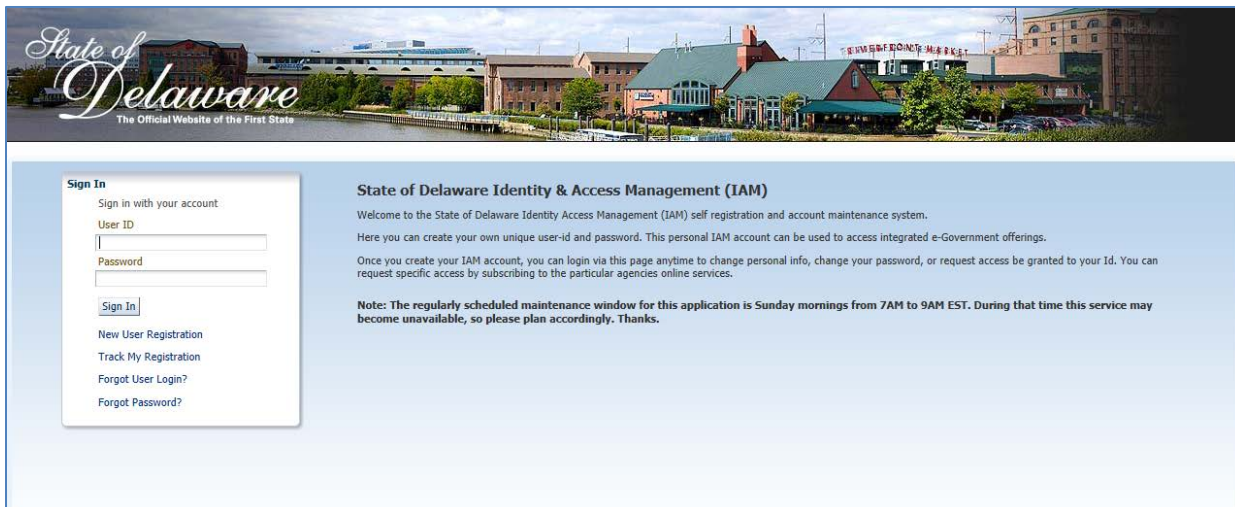
Your Login Id is: **C00000163**

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

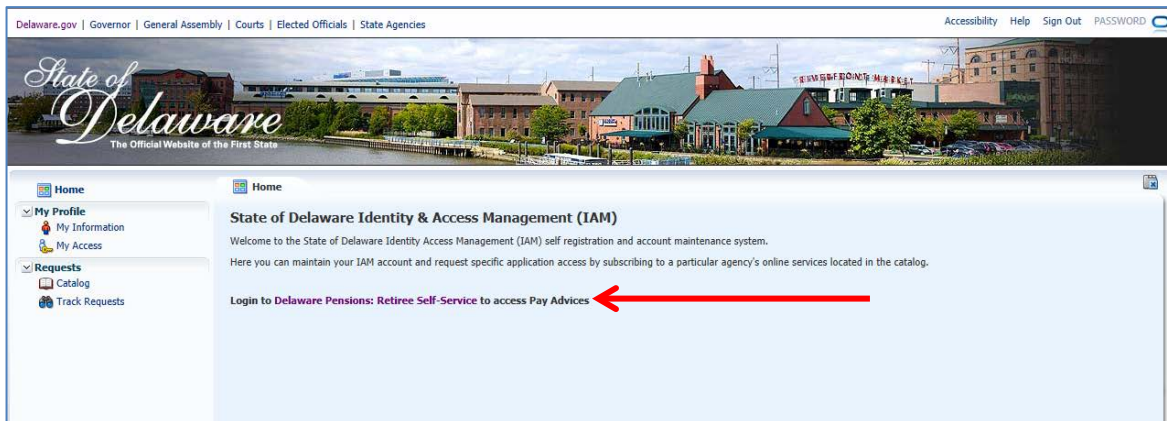
For a list of application contacts, click [here](#).

Regards,  
System Administrator

6) Click **Back to Login**



7) Enter new **User ID** and **Password**; click the **Sign In** button. The system returns to the Welcome page; click the **Delaware Pensions: Self-Service** link to access Pay Advices.



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

- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link

You are ready to view your pay advice.



## 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.**