

### 1) What is *My Account*?

*My Account* is an online service of the New Hampshire Retirement System (NHRS), where members and retirees or their beneficiaries can access instant and secure personal pension benefit information.

### 2) How do I access *My Account*?

*My Account* is available through the NHRS website. Members may visit <http://www.nhrs.org/Members/WMS.aspx>; retirees or beneficiaries in receipt of a monthly retirement benefit may visit <http://www.nhrs.org/Retirees/WMS.aspx>.

### 3) What if I need assistance creating an account or using *My Account*?

NHRS has prepared online documentation including “How to Create an Account” and “My Account User Guide”, both of which can be accessed through the member and retiree *My Account* homepages. Once logged into *My Account*, members may also access the online Help feature.

Members may also call NHRS toll free at 1-877-600-0158 from 8 a.m. to 4 p.m., Monday through Friday, or email [info@nhrs.org](mailto:info@nhrs.org).

### 4) Who can use *My Account*?

- Active members covered under the NHRS including Teacher, Employee, Fire, and Police members.
- Retirees and beneficiaries who are in receipt of a monthly retirement benefit.

### 5) What can I do in *My Account*?

#### As an active member you can view:

- Summary and Account Balance Information
- Demographic Information (e.g. address, phone number, email)
- Nominated Beneficiary Information

#### Active members may also:

- Estimate future retirement benefits

#### As a retiree or beneficiary in receipt of a monthly retirement benefit you can view:

- Summary and Account Balance Information
- Demographic Information (e.g. address, phone number, email)
- Year to Date Information
- Federal Withholding Information
- Deduction Information
- Direct Deposit Information
- Nominated Beneficiary Information
- Monthly check stub data

### 6) What about security?

NHRS uses Secure Sockets Layer (SSL) encryption to ensure your information is protected and transmitted securely.

### 7) What if I forget my password or username?

Please use the “Forgot your Password?” or “Request a Username” features of *My Account*. Refer to the “My Account User Guide” for additional information.

The New Hampshire Retirement System (NHRS) is governed by New Hampshire RSA 100-A, rules, regulations, and Federal laws including the Internal Revenue Code. NHRS also implements policies adopted by the Board of Trustees. These laws, rules, regulations, and policies are subject to change. Even though the goal of NHRS is to provide information that is current, correct, and complete, NHRS does not make any representation or warranty as to the current applicability, accuracy, or completeness of any information provided. The information herein is intended to provide general information only, and should not be construed as a legal opinion or as legal advice. Members are encouraged to address specific questions regarding NHRS with an NHRS representative. In the event of any conflict between the information herein and the laws, rules, and regulations which govern NHRS, the laws, rules, and regulations shall prevail.