



My Account User Guide

Welcome to your online member account.

As a member of the New Hampshire Retirement System (NHRS), you have access to view your information through My Account, a secure online service available through the NHRS website. To access My Account, members may visit the NHRS website at <http://www.nhrs.org/Members/WMS.aspx>; retirees may visit the NHRS website at <http://www.nhrs.org/Retirees/WMS.aspx>.

Once you have created your account:

- As an active member you can view:
 - Summary and Account Balance Information
 - Demographic Information
 - 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
 - Year to Date Retirement Benefit Information
 - Federal Withholding Information
 - Deduction Information
 - Direct Deposit Information
 - Nominated Beneficiary Information

- Additional features also include:
 - Changing your Password
 - Requesting your Password
 - Accessing the Online Help
 - Account Lock Out

To learn about your NHRS benefits, visit the NHRS website at <http://www.nhrs.org/>.



Welcome Page



Welcome to the New Hampshire Retirement System (NHRS) Web Member Services.

NHRS established Web Member Services to provide members and payees with personal account information. Please note that the information provided in Web Member Services is based on unaudited data. NHRS does not make any representation or warranty as to the current applicability, accuracy or completeness of any information provided. Prior to the payment of benefits a member must complete an "Application for Service Retirement" and file it with NHRS. To obtain an application, email info@nhrs.org or call the NHRS Benefits Team at 1-877-600-0158.

Disclaimer: While every effort has been made to provide accurate information, these figures should be regarded as estimates only and are unaudited. The NHRS assumes full payment of any required balances (if applicable). It also assumes that any data provided by you is accurate. The actual benefit calculation may differ significantly due to data changes and/or corrections. Actual benefit amounts may also be affected by changes to pension laws. Also, this estimate does not reflect reductions for benefits payable to an alternate payee (if applicable). For reasons cited in this paragraph, there is no legal obligation upon the NH Retirement System to pay any estimated benefit developed herein.

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Select Your Fund:
NH Retirement System

Username:

Password:

[Forgot your Password?](#)
Enter your Username and select the link above.

[Need an Account?](#)

Need an Account

Before you can access your information you need to set up an account.

Forgot your Password?

If you forget your password, enter your username and click **Forgot your Password?**

Login

Once you have created an account you can login at anytime by entering your Username and Password.



Need an Account

Before you can access your NHRS retirement record, you must create an active account.

Select Your Fund:
NH Retirement System

Username:

Password:

Login

[Forgot your Password?](#)
Enter your Username and select the link above.

[Need an Account?](#)

Click Need an Account



The Account Setup page appears.

A screenshot of the NHRS Account Setup page. The page has a dark blue background with white text and input fields. It is divided into two main sections: "Member Verification (all fields required)" and "New Account Information (all fields required)". The "Member Verification" section includes fields for "Last 4 digits of SSN", "Last Name", "Birth Date" (with an example "01/15/1950"), "Verification Question" (with the prompt "What is your home address zip code (1st 5 digits)?"), and "Verification Answer". The "New Account Information" section includes fields for "Username" (with a note "(Min 5 alpha-numeric only. Not case sensitive)"), "Password" (with a note "(Min 5 alpha-numeric only. Not case sensitive)"), "Confirm Password", "Secret Question", "Secret Answer", "Email", and "Confirm Email". A "Continue" button is located at the bottom left of the form area.

To create an account:

1. Enter the last four digits of your Social Security number.
2. Enter your last name.
3. Enter your birth date in this format: 01/15/1950. Note: You do NOT have to type in the slashes; they appear automatically.
4. Enter the answer to the Verification Question.
5. Enter a Username. This can be anything, as long as it contains a minimum of five characters (numbers and letters only).
6. Enter a Password. This can be anything, as long as it contains a minimum of five characters (numbers and letters only).
7. Confirm the password by retyping it in the Confirm Password field.
8. Enter a Secret Question. This can be anything and will be used if you forget your password. You will be asked this question in the password request process and, if you answer it correctly, you will be sent your password via email.
9. Enter the answer to the Secret Question. This can be anything you want and will be used if you forget your password. You will be asked your Secret Question in the password request process and, if you answer it correctly using what you enter here, you will be sent your password via email.



10. Enter your email address.
11. Re-enter your email address by typing it into the Confirm Email field.
12. Click the **Continue** button to process your account creation.
 - If everything was entered correctly, a message will appear confirming your account and you may then enter My Account by entering your Username and Password.
 - If there were errors in the information you entered, a message will display indicating what the problem is and you will need to return to the account setup screen to make corrections.

Screen with Account Data:

A screenshot of a web form for account creation, set against a dark blue background. The form is divided into two main sections: "Member Verification (all fields required)" and "New Account Information (all fields required)".
Member Verification (all fields required):

- Last 4 digits of SSN:
- Last Name:
- Birth Date: (EX: 01/15/1950)
- Verification Question: What is your home address zip code (1st 5 digits)?
- Verification Answer:

New Account Information (all fields required):

- Username: (Min 5 alpha-numeric only. Not case sensitive)
- Password: (Min 5 alpha-numeric only. Not case sensitive)
- Confirm Password:
- Secret Question:
- Secret Answer:
- Email:
- Confirm Email:

At the bottom left of the form is a "Continue" button.



Once you have entered all the account data and click continue, a screen is displayed with the following message:

Congratulations on setting up your account. You should now be able to log in with the username and password you selected.



If the system can not validate your information you will receive the following message:

Unable to verify identity

Member Verification (all fields required)

Last 4 digits of SSN:

Last Name:

Birth Date: (EX: 01/15/1950)

Verification Question: What is your home address zip code (1st 5 digits)?

Verification Answer:

New Account Information (all fields required)

Username: (Min 5 alpha-numeric only. Not case sensitive)

Password: (Min 5 alpha-numeric only. Not case sensitive)

Confirm Password:

Secret Question:

Secret Answer:

Email:

Confirm Email:

Please verify you have entered the correct last four digits of your SSN, last name, birth date, and zip code. You will need to re-enter your password and confirm the password.

[Click Continue](#)



If the Message “Unable to create account, select new username” is displayed, please change the Username, Enter the Password, and Confirm Password fields.

Unable to create account, select new username.

Member Verification (all fields required)

Last 4 digits of SSN:

Last Name:

Birth Date: (EX: 01/15/1950)

Verification Question: What is your home address zip code (1st 5 digits)?

Verification Answer:

New Account Information (all fields required)

Username: (Min 5 alpha-numeric only. Not case sensitive)

Password: (Min 5 alpha-numeric only. Not case sensitive)

Confirm Password:

Secret Question:

Secret Answer:

Email:

Confirm Email:

Click Continue



Summary Screen

The Summary Information screen allows you to view general information about your retirement account.

Summary Information

JANE A DOE

Current Plan:	Employee - State	Date of Birth:	11/22/1965 (44.52)
Current Employer(s):	State of New Hampshire	Adjusted Employment Date:	01/02/1992
Current Status:	Active	Adjusted Entry Date:	01/02/1992

Employment Service:	18.08333
Benefit Service:	18.08333

Contribution Type	Pre-Tax	Post-Tax	Interest Earned	Total
Employee Contributions:	\$47,053.68	\$0.00	\$46,005.70	\$93,059.38
Voluntary Contributions:	\$0.00	\$0.00	\$0.00	\$0.00
Totals:	\$47,053.68	\$0.00	\$46,005.70	\$93,059.38



Demographic Information

The Demographic Information screen allows you to view your personal information on file with the NHRS.

Demographic Information	
JANE A DOE	
Home Address:	165 MAIN ST ANYTOWN, NH, 01234 USA
Home Phone:	
Marital Status:	Unknown
Marriage Date:	
Spouse's Name:	

To change your address, visit the NHRS at <http://www.nhrs.org/Members/Forms.aspx> to download the Change of Address/Name form, complete the form, and send to NHRS at 54 Regional Drive, Concord, NH 03301.



Nominated Beneficiary

The Nominated Beneficiary Information screen allows you to view your beneficiary information.

Nominated Beneficiary Information		
JANE A DOE		
<u>DOE, JOHN W</u>		
Date of Birth:	05/05/1966	Survivor Type: Survivor
Designation:	Primary	Designation %: 100.0000

Note:

To change your beneficiary, visit the NHRS website at <http://www.nhrs.org/Members/Forms.aspx> to download the Designation of Death Beneficiary(ies) (Pre-Retirement) form, complete the form, and send to NHRS at 54 Regional Drive, Concord, NH 03301.



Benefit Estimator

The Benefit Estimator consists of three screens that allow you to estimate a benefit you will receive upon retirement as long as all eligibility requirements are met. Below is the first screen that appears. Enter your Projected Date of Separation from Employment and the Effective Date of Retirement. Click Continue.

Click **Continue**

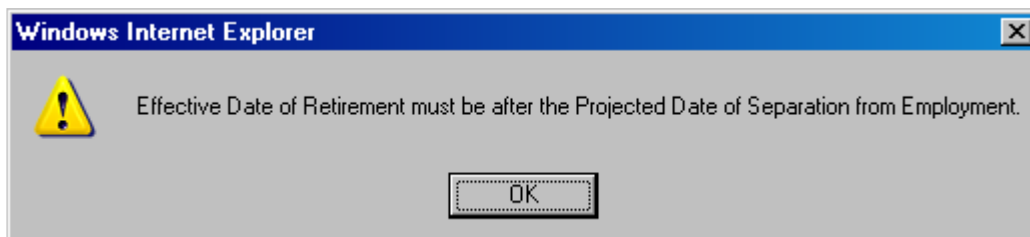
Notes:

The Effective Date of Retirement is always the first of the month. You need to enter only the month and year. The system automatically defaults the day to the first.

You do NOT have to type in the slashes; they appear automatically.

Effective Date of Retirement: 01/01/ (mm/01/yyyy)

Your Projected Date of Separation from Employment must be before the Effective Date of Retirement. If you enter a Projected Date of Separation from Employment that is the same or after the Effective Date of Retirement, you will receive the following error message:





No eligible benefit types found message.

The following message indicates that you do not meet the plan's eligibility requirements for retirement. For eligibility requirements, visit the NHRS website at:

<http://www.nhrs.org/Members/Eligibility.aspx>.

JANE A DOE

Estimate Type:	Retirement
Projected Date of Separation from Employment:	12312010 (mm/dd/yyyy)
Effective Date of Retirement:	01012011 (mm/01/yyyy)

No eligible benefit types found. Please enter a different projected date of separation.



The second screen, of the Benefit Estimator, allows you to select a **Benefit Type** from the available drop down list:

The screenshot shows a dark blue background with white text and form fields. At the top, the name "JANE A DOE" is centered. Below it, there are two main sections. The first section contains three rows of information: "Estimate Type: Retirement", "Projected Date of Separation from Employment: 12/31/2016", and "Effective Date of Retirement: 01/01/2017". The second section contains two rows: "Projected Eligibility Service: 24.98151" and "Benefit Type:" followed by a dropdown menu. Below these sections is a "Continue" button. An arrow points from a box labeled "Click Continue" to the "Continue" button.

Note:

The drop down will display only the Benefit Type(s) you are eligible for.



The third screen, of the Benefit Estimator, allows you to:

- Override your Projected Benefit Service by typing an alternate number into the override box provided.
- Override the Average Final Compensation by typing an alternate number into the override box provided.

JANE A DOE

Estimate Type:	Retirement
Projected Date of Separation from Employment:	12/31/2016
Effective Date of Retirement:	01/01/2017

Projected Eligibility Service:	24.98151
Benefit Type:	Early Retirement

		Override
Projected Benefit Service:	24.98151	<input type="text"/>
Average Final Compensation:	\$6,782.87	<input type="text"/>
Payment Options:	Please Select a Pay Option <input type="text"/>	
Beneficiary Name:	<input type="text"/>	
Beneficiary Relationship:	<input type="text"/>	
Beneficiary Date of Birth:	<input type="text"/> (mm/dd/yyyy)	



- The Payment Options field contains a drop-down menu that allows you to select the method of payment you would like to receive. Your choice of payment options will impact the amount of your benefit payments.

Select Option:

A screenshot of a web-based drop-down menu. The menu is currently open, showing a list of options. The top of the menu has a header box with the text "Please Select a Pay Option" and a small downward-pointing arrow icon. Below this header, the following options are listed: "Please Select a Pay Option" (highlighted in blue), "Maximum", "Option 1", "Option 2", "Option 3", "Option 4(a)", and "Option 4(b)".

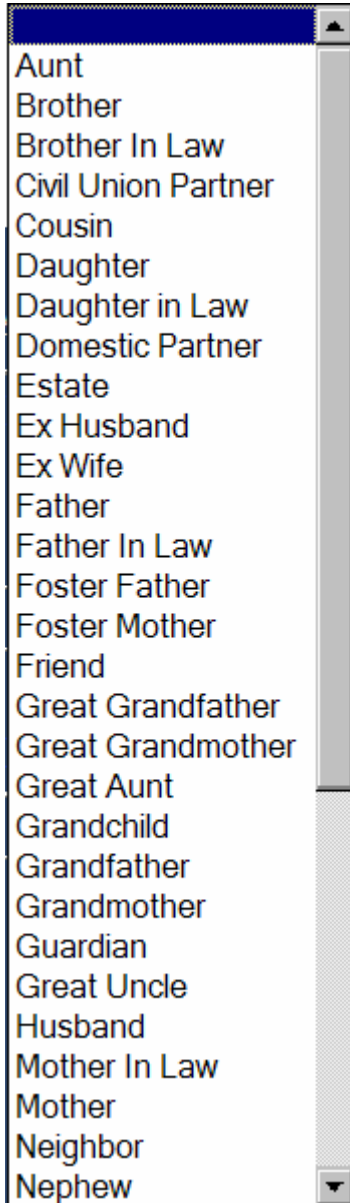
To view the definition of each payment option, visit the NHRS at:
<http://www.nhrs.org/retirees/deathbenefits.aspx>.



- Enter your Beneficiary Name.

Projected Benefit Service:	24.98151	Override	<input type="text"/>
Average Final Compensation:	\$6,782.87		<input type="text"/>
Payment Options:	Option 4(a)		<input type="text"/>
Beneficiary Name:	<input type="text"/>		
Beneficiary Relationship:			<input type="text"/>
Beneficiary Date of Birth:			<input type="text"/> (mm/dd/yyyy)

- Enter the Beneficiary Relationship. This describes your association to the nominated beneficiary.



A screenshot of a web application's dropdown menu for selecting a beneficiary relationship. The menu is open, showing a list of 28 relationship options. The options are: Aunt, Brother, Brother In Law, Civil Union Partner, Cousin, Daughter, Daughter in Law, Domestic Partner, Estate, Ex Husband, Ex Wife, Father, Father In Law, Foster Father, Foster Mother, Friend, Great Grandfather, Great Grandmother, Great Aunt, Grandchild, Grandfather, Grandmother, Guardian, Great Uncle, Husband, Mother In Law, Mother, Neighbor, and Nephew. The menu has a blue header bar and a scroll bar on the right side.

You can either use the drop down or enter the first letter of the relationship. For example: The beneficiary relationship is husband, you enter H.



- Enter the Beneficiary Date of Birth.

		Override
Projected Benefit Service:	24.98151	<input type="text"/>
Average Final Compensation:	\$6,782.87	<input type="text"/>
Payment Options:	Option 4(a)	<input type="text"/>
Beneficiary Name:	<input type="text"/>	
Beneficiary Relationship:	<input type="text"/>	
Beneficiary Date of Birth:	<input type="text"/>	(mm/dd/yyyy)

[Click Continue](#)

Note:

You do NOT have to type in the slashes; they appear automatically.



Estimate

Run Date: 06/30/2010

Run Time: 10:15:46 AM

NH Retirement System Retirement Benefit Estimate Based on Unaudited Data

Date of Birth: 10/22/1965	JANE A DOE 165 MAIN ST ANYTOWN, NH 01234
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Estimate Information

Separation Date:	12/31/2016	Projected Payments Begin Date:	01/01/2017
Benefit Type:	Early Retirement	Age At Retirement:	51.195

Service Information

Plan Name	Regular	Miscellaneous	Plan Total
Employee - State	24,988.12	0.00000	24,988.12

Benefit Information

Plan Name	Multiplier	Average Salary	Benefit Amount	Age Factor	Reduced Amt
Employee - State	0.23253	\$6,760.13	\$1,571.95	1.00000	\$1,571.95

Your Payment Options and Amounts

Payment Option	Form Factor	To Retiree If Both Alive	To Surviving Beneficiary	To Retiree If Beneficiary Dies First
Maximum	1.00000	\$1,571.95	\$0.00	\$1,571.95

Payroll Adjustments Added

Adjustment Type	Description	Amount
Adjustment	Post-65 Pension Adjustment	-\$142.91

Optional Retirement Beneficiary Information

Beneficiary Name	Date Of Birth	Relationship

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NHRS Forms

To access member forms

Click **NHRS Forms**.

Retiree or Beneficiary Information

- [Summary](#)
- [Demographic](#)
- [Year To Date](#)
- [Federal Withholding](#)
- [Deduction](#)
- [Direct Deposit](#)
- [Nominated Beneficiary](#)
- [NHRS Forms](#)

Other

- [Change Password](#)
- [Signoff](#)
- [Help](#)



Summary Screen

The Summary screen allows you to view general information about your monthly retirement benefit.

JOHN A DOE

Benefit Type:

Annuity Type:	Life	Benefit Effective Date:	04/01/2007
Benefit Status:	Active	Date of Birth:	09/25/1963 (46.69)

Base Amount:	\$ 2,700.63	Adjusted Gross Amount:	\$ 2,775.63
Supplements:	\$ 0.00	Deductions:	(\$ 1,242.24)
Gross Amount:	\$ 2,700.63	Insurance Deductions:	(\$ 446.50)
Adjustments:	\$ 75.00	Federal Withholding:	(\$ 276.31)
Adjusted Gross Amount:	\$ 2,775.63	State Withholding:	\$ 0.00
		Net Amount:	\$ 810.58

Associated Member: DOE, JOHN A.

Note:

If you have more than one benefit and would like to see information on one that is not currently displayed, click the down-arrow on the right side of the Benefit Type menu and select the benefit you wish to view.

Benefit Type:

Service Retirement - 07/01/2004
Service Retirement - 07/01/2004
Additional Annuity - 07/01/2004

The summary information for the selected benefit will then be displayed on the screen.



Demographic Information

The Demographic Information screen allows you to view your personal information on file with the NHRS.

Demographic Information	
JOHN A DOE	
Home Address:	1 MAIN ST ANYTOWN, NH, 01234 USA
Home Phone:	(603) 944-7466
Marital Status:	Unknown
Marriage Date:	
Spouse's Name:	

Note:

To change your address, visit the NHRS website at <http://www.nhrs.org/Members/Forms.aspx> to download the Change of Address/Name form, complete the form, and send to NHRS at 54 Regional Drive, Concord, NH 03301.



Year to Date Screen

The Year to Date screen allows you to view the year to date totals for your retirement benefit.

JOHN A DOE

Benefit Type: Service Retirement - 04/01/2007 Tax Year: 2010

Annuity Type:	Life	Benefit Effective Date:	04/01/2007
Benefit Status:	Active	Date of Birth:	09/25/1963 (46.69)

Base Amount:	\$ 13,503.15	Adjusted Gross Amount:	\$ 13,878.15
Supplements:	\$ 0.00	Deductions:	(\$ 6,211.20)
Gross Amount:	\$ 13,503.15	Insurance Deductions:	(\$ 2,232.50)
Adjustments:	\$ 375.00	Federal Withholding:	(\$ 1,381.55)
Adjusted Gross Amount:	\$ 13,878.15	State Withholding:	\$ 0.00
Taxable Income:	\$ 13,859.70	Net Amount:	\$ 4,052.90

Notes:

If you have more than one benefit and would like to see information on one that is not currently displayed, click the down-arrow on the right side of the Benefit Type menu and select the benefit you wish to view.

Benefit Type: Service Retirement - 07/01/2004

Service Retirement - 07/01/2004
Additional Annuity - 07/01/2004

The Year to Date information for the selected benefit will then be displayed on the screen.

If you would like to see information on a different Tax Year, click the down-arrow on the right of the Tax Year menu and select tax year you wish to view.

Benefit Type: Service Retirement - 04/01/2007 Tax Year: 2010



Federal Withholding Screen

The Federal Withholding screen allows you to view federal withholding information relating to your monthly NHRS retirement benefit.

JOHN A DOE			
Benefit Type:	Service Retirement - 04/01/2007		
Annuity Type:	Life	Benefit Effective Date:	04/01/2007
Benefit Status:	Active	Date of Birth:	09/25/1963 (46.69)
Federal Withholding		Effective:	04/01/2007
Withholding Type:	Tax Table	Current Taxable Income:	\$ 2,771.94
Filing Status:	Single	Current Tax Amount:	\$ 276.31
Exemptions:	1		

Notes:

If you have more than one benefit and would like to see information on one that is not currently displayed, click the down-arrow on the right side of the Benefit Type menu and select the benefit you wish to view.

Benefit Type:	Service Retirement - 07/01/2004
	Service Retirement - 07/01/2004
	Additional Annuity - 07/01/2004

The Federal Withholding information for the selected benefit will then be displayed on the screen.

To change your federal withholding, download the W-4P Withholding form from <http://www.nhrs.org/pdfs/2010fw4p.pdf>, complete the form, and send to NHRS at 54 Regional Drive, Concord, NH 03301.



Deduction Screen

The Deduction screen allows you to view deduction information relating to your monthly NHRS retirement benefit.

JOHN A DOE

Benefit Type: Service Retirement - 04/01/2007 ▾

Annuity Type:	Life	Benefit Effective Date:	04/01/2007
Benefit Status:	Active	Date of Birth:	09/25/1963 (46.69)

Child Support		Effective Date:	11/01/2009
Deduction Code:	CHILD	Monthly Limit:	\$ 0.00
Amount:	\$ 1,242.24	Yearly Limit:	\$ 0.00
Apply Prior to Tax Calculation:	No	Lifetime Limit:	\$ 0.00

Note:

If you have more than one benefit and would like to see information on one that is not currently displayed, click the down-arrow on the right side of the Benefit Type menu and select the benefit you wish to view.

Benefit Type: Service Retirement - 07/01/2004 ▾

Service Retirement - 07/01/2004
Additional Annuity - 07/01/2004

The Deduction information for the selected benefit will then be displayed on the screen.



Direct Deposit Screen

The Direct Deposit screen allows you to view most current direct deposit information relating to your monthly retirement benefit.

JOHN A DOE			
Benefit Type:	Service Retirement - 04/01/2007		
Annuity Type:	Life	Benefit Effective Date:	04/01/2007
Benefit Status:	Active	Date of Birth:	09/25/1963 (46.69)
Bank Name:	BANK OF AMERICA 10059	Effective Date:	04/01/2007
ABA:	██████████	Mode:	Primary Account
Account Number:	██████████	Deposit Amount:	\$ 810.58
Account Type:	Checking Account	Percent:	100.0000

Note:

If you have more than one benefit and would like to see information on one that is not currently displayed, click the down-arrow on the right side of the Benefit Type menu and select the benefit you wish to view.

Benefit Type:	Service Retirement - 07/01/2004
	Service Retirement - 07/01/2004
	Additional Annuity - 07/01/2004

The Direct Deposit information for the selected benefit will then be displayed on the screen.



Nominated Beneficiary Screen

The Nominated Beneficiary screen allows you to view your beneficiary information.

Nominated Beneficiary Information		
JOHN A DOE		
DOE, JANE		
Date of Birth:	03/27/1966	Survivor Type: Survivor
Designation:	Primary	Designation %: 100.0000

Note:

To change your beneficiary, visit the NHRS website at <http://www.nhrs.org/Retirees/Applications.aspx> to download the Designation of Death Beneficiary(ies) (Pre-Retirement) form, complete the form, and send to NHRS at 54 Regional Drive, Concord, NH 03301.

NHRS Forms

To access retiree forms

Click [NHRS Forms](#).

Retiree or Beneficiary Information

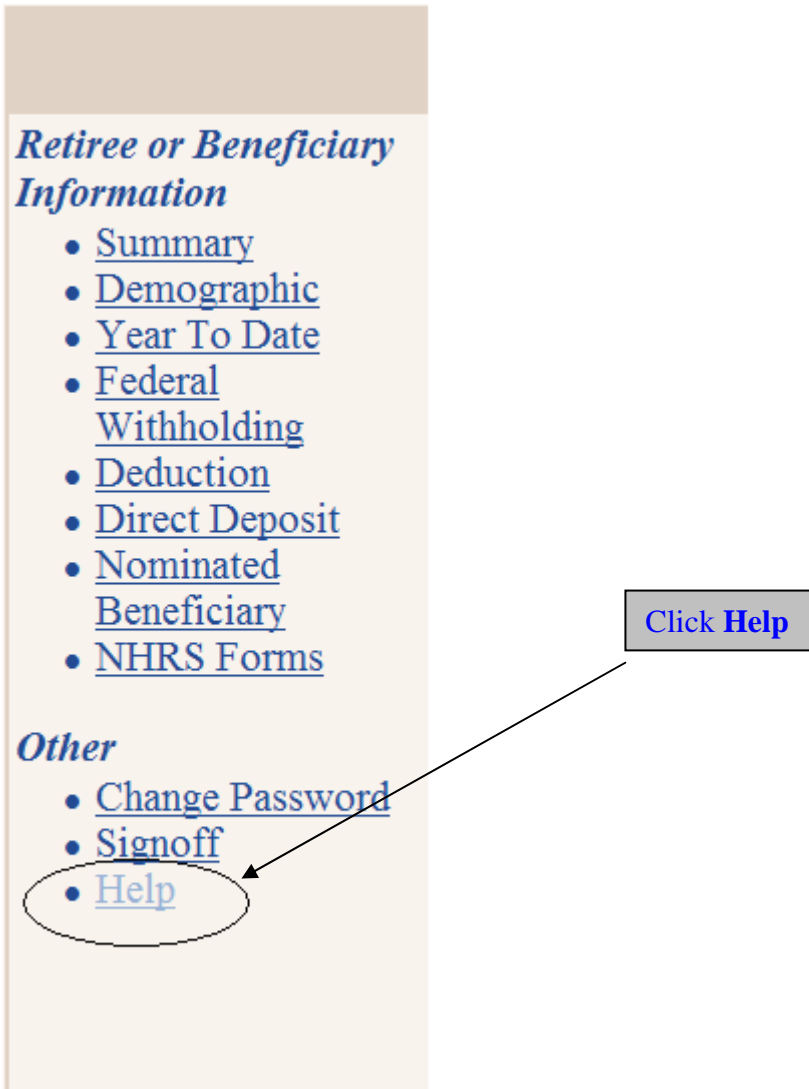
- [Summary](#)
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Other

- [Change Password](#)
- [Signoff](#)
- [Help](#)

Help

Help will describe each feature available to you as well as how to access and use the features.



Retiree or Beneficiary Information

- [Summary](#)
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- [Year To Date](#)
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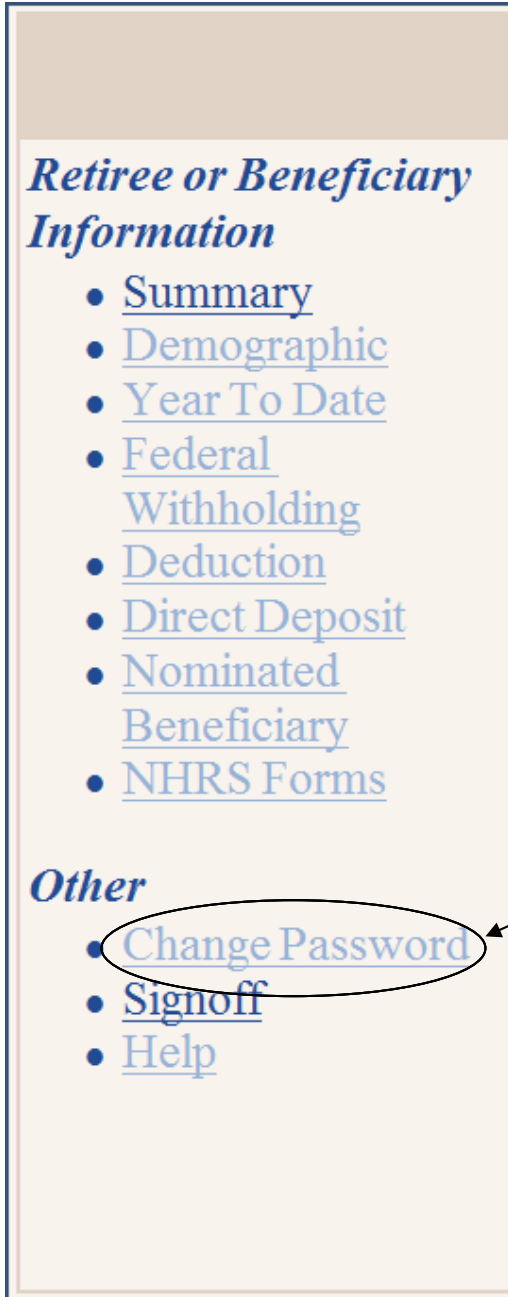
Other

- [Change Password](#)
- [Signoff](#)
- [Help](#)

Click **Help**

To Change Your Password and/or Authentication Information

The Change Password screen provides you with the means to change your password and/or authentication information.



Retiree or Beneficiary Information

- [Summary](#)
- [Demographic](#)
- [Year To Date](#)
- [Federal Withholding](#)
- [Deduction](#)
- [Direct Deposit](#)
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Other

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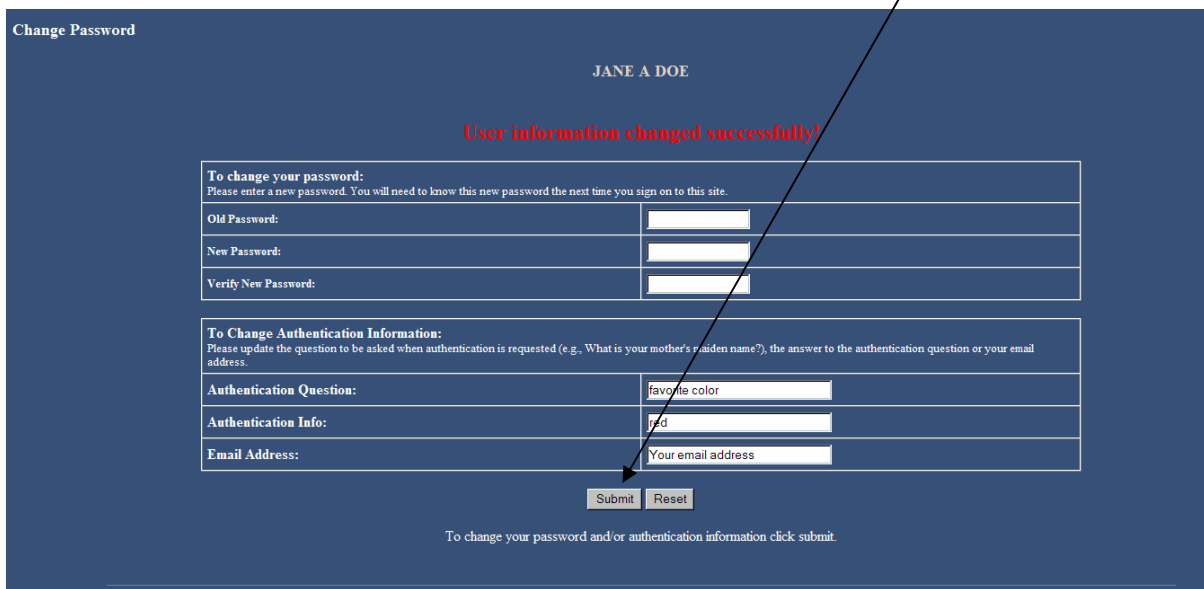
Change Password

On the Change Password screen you can do the following.

1. Change your password
2. Change authentication information

When you are sure you have entered the new information correctly,

Click Submit.



Change Password

JANE A DOE

User information changed successfully!

To change your password:
Please enter a new password. You will need to know this new password the next time you sign on to this site.

Old Password:

New Password:

Verify New Password:

To Change Authentication Information:
Please update the question to be asked when authentication is requested (e.g., What is your mother's maiden name?), the answer to the authentication question or your email address.

Authentication Question: favorite color

Authentication Info: red

Email Address: Your email address

To change your password and/or authentication information click submit.

Note:

One of three scenarios will display.

Scenario One - "User information changed successfully!" appears and you are done.



Scenario Two – Password Not Updated.

Change Password

JANE A DOE

Password was not updated. Verify that the your Old Password was entered correctly.

To change your password: Please enter a new password. You will need to know this new password the next time you sign on to this site.	
Old Password:	<input type="text"/>
New Password:	<input type="text"/>
Verify New Password:	<input type="text"/>

To Change Authentication Information: Please update the question to be asked when authentication is requested (e.g., What is your mother's maiden name?), the answer to the authentication question or your email address.	
Authentication Question:	<input type="text" value="favorite color"/>
Authentication Info:	<input type="text" value="red"/>
Email Address:	<input type="text" value="Your email address"/>

To change your password and/or authentication information click submit.

Note:

If the change was not successful, you will get the error message "Password was not updated. Verify that your Old Password was entered correctly." If this message occurs, you will need to re-enter the information, being careful to enter your correct password in the Old Password field.



Scenario Three – Entry Error

Change Password

JANE A DOE

Entry error: The New Password and the verification Password entry does not match. Please re-enter.

To change your password: Please enter a new password. You will need to know this new password the next time you sign on to this site.	
Old Password:	<input type="text"/>
New Password:	<input type="text"/>
Verify New Password:	<input type="text"/>

To Change Authentication Information: Please update the question to be asked when authentication is requested (e.g., What is your mother's maiden name?), the answer to the authentication question or your email address.	
Authentication Question:	<input type="text" value="favorite color"/>
Authentication Info:	<input type="text" value="red"/>
Email Address:	<input type="text" value="Your email address"/>

To change your password and/or authentication information click submit.

Note:

If you get the error message "Entry error: The New password and the verification password entry do not match. Please re- enter." this means you have not entered the same password in both the New Password and Verify New Password fields. To correct this situation, re-enter the information, being careful to enter the same password in the New Password and Verify Password fields.

Sign Off

To log out of your account [Click Signoff.](#)



Retiree or Beneficiary Information

- [Summary](#)
- [Demographic](#)
- [Year To Date](#)
- [Federal Withholding](#)
- [Deduction](#)
- [Direct Deposit](#)
- [Nominated Beneficiary](#)
- [NHRS Forms](#)

Other

- [Change Password](#)
- [Signoff](#)
- [Help](#)



Forgot your Password?

This screen allows you to have your password sent to you via email in the event you forget your password.

A screenshot of the NHRS login page. The page has a light beige background. At the top, it says "Select Your Fund:" followed by a dropdown menu showing "NH Retirement System". Below that are fields for "Username:" and "Password:", each with a white input box. A "Login" button is below the password field. At the bottom, there are links for "Forgot your Password?", "Need an Account?", and "Enter your Username and select the link above." A grey callout box with blue text says "Enter your username and click **Forgot your Password?**". Two arrows point from this box: one to the Username input field and another to the "Forgot your Password?" link.



The Password Request screen is displayed.

Password Request

Authentication Information:
Please answer the following authentication question to request your Password.

favorite color

Click submit to have your Password sent to the email address currently on file or contact the NH Retirement Office at (603) 410-3500 if you do not have access to e-mail.

Please answer the Authentication Information question and

[Click Submit.](#)



If the authentication information is verified, your password will be sent to the email address you provided when you first successfully logged on.

Password Request

Password request successful

Your Password has been emailed to the following email address:

Your email address.



Your Account is Locked

The system allows you to try to log into your account up to four times. The first time the system is unable to log you in; you will receive the following message:

Account Login Warning

Incorrect Password Entered

You have entered an incorrect password. Please try again. If you have forgotten your password, enter your Username at the space provided to the left and click the 'Forgot your Password?' link.

You may try 4 more times until your account becomes locked for 10 minutes.

After four unsuccessful login attempts, the system will automatically lock your account for 10 minutes, and the following message will appear.

Account Locked

Your account has been locked

You have attempted to enter too many incorrect passwords. For security reasons, this account has been locked for 10 minutes.

Please do not contact the retirement fund at this time. Allow the lockout time to expire before trying again. You may also use the 'Forgot your password?' link to the left to have your password e-mailed to you. If you receive this message again, after entering the correct password, then you may contact the retirement fund office.

You may try again in 10 minutes.

Please use the “Forgot your Password?” request feature to request the NHRS email you your password.