

My Account: Account Transfer

Everyone, including existing *My Account* users, must set up a new account. Active users have the option to use their current username and password to initiate the account setup process.

1. To set up a new *My Account*, go to myaccount.nhrs.org.
2. Click on **Create account** at the bottom of the login box.

My Account 2.0
New Hampshire Retirement System

'My Account' has now moved to a new system. Please create a new account if you were a 'My Account' user.

Username

Password

Login [Forgot Username](#) | [Forgot Password](#) | [Contact Us](#) | [FAQs](#)

Don't have an account yet? [Create Account](#)

3. If you already have an account and have logged on in the past 90 days – and know your username and password – click on the button next to “I have logged into ‘My Account’ in the last 90 days”, then click **Next**.

My Account 2.0

To verify your login experience, please review the options below and choose the one that applies to you.

I have logged into 'My Account' in the last 90 days.

I have received a paper PIN and ready to enroll.

I forgot my username and/or password.

I am a new user.

I am not sure about my previous account status.

Next **Cancel**

4. Enter your current username and password, along with the email address associated with your account and your full Social Security number, then click **Next**.

My Account 2.0

To verify your login experience, please review the options below and choose the one that applies to you.

- I have logged into 'My Account' in the last 90 days.
- I have received a paper PIN and ready to enroll.
- I forgot my username and/or password.
- I am a new user.
- I am not sure about my previous account status.

You are eligible to transfer your previous 'My Account' but we need to confirm some additional personal information. Please fill out the details below and click 'Next' to proceed.

Enter the following information to help us identify you

Username ←

Password ←

Email ←

SSN ←

Forgot any of this information? No worries! [Request an Enrollment PIN.](#)

Next
Cancel

Note: The Transfer Account feature is only available if you have all the required information, have not recently changed your existing password, or if your password is not locked. In these cases, you will need to initiate the PIN registration process.

- The transfer account screen will open. There are three sections to this page: **Transfer Account**, **SMS Notifications (optional)**, and **Challenge questions for identity protection**. Enter your new account information, then click **Enroll**.

Transfer Account

Enter your new account information

Congratulations, your account has been successfully verified! Please complete the following to complete the enrollment process.

Username ←

Email ←

Password ←

Your new password must:

- be a minimum of 12 characters
- include both upper and lower case, and be alphanumeric
- include a special character (~'!@#%&*()_+=[]\|;":'<>.,?/)

Confirm Password ←

Note: Your new password must be at least 12 characters, and contain uppercase and lowercase letters, and at least one number and one special character. Your username cannot be part of your password.

SMS Notifications

SMS Enabled Phone Number ←

Enter a 10 digit SMS-enabled phone number. This field is optional. By providing an SMS-enabled phone number you are agreeing to receive text notifications for Direct Deposit and Federal Tax Withholding updates. Note that email notifications for these updates will be sent regardless of a provided SMS-enabled phone number.

Proceed to the next page to view the challenge questions screen.

Challenge questions for identity protection

Question #1
What is the name of your first pet? ▼

Answer 

Question #2
In what city did you meet your spouse/significant other? ▼

Answer 

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

6. This screen will appear to confirm your successful enrollment. Click on **Login to My Account** and you will be taken back to the login screen. Tye in your username and the new password that you just set up to login to your account.

Success!

You are now enrolled into My Account! [Login to access your account!](#)



Note: You also will receive an email from noreply@NHRS.org that confirms your account setup and includes a link to access your account.

My Account 2.0

New Hampshire Retirement System

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Password 

 [Forgot Username](#) | [Forgot Password](#) | [Contact Us](#) | [FAQs](#)

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7. After you login for the first time, you will see the following screen. Answer the challenge questions you just set up, then click **Continue**. If you are on a trusted device (home computer, personal cellphone, etc.) you can check the **Trust this device** box to avoid this step in the future

Unrecognized Device

We do not recognize this device, or this device has not been registered as a trusted device to access your account.

Enter the answers to your challenge questions:

Question 1 What is the name of your first pet? ←

Answer

Question 2 In what city did you meet your spouse/significant other? ←

Answer

Trust this device*

*Do not check this if you are using a public computer.

Continue Cancel

8. You will then be prompted to set up **Two-Step Verification**. You may choose either email or text messaging.

• For your security you must turn on two-step verification before you can access your account.

Two-Step Verification

Challenge Questions Configured
Email Click to Add
Text Message Click to Add

Setting up Two-Step Verification helps keep your account secure. Select a Two-Step Verification method above to add or change.

[Return to Account Settings](#)

9. (A) If you choose email, click **Send Code**. (B) If you choose text message, enter your phone number and click **Send Code**. Depending on your choice, you will receive an email or a text with a verification code. **Note:** The email may take a few minutes to arrive.

(A)

The screenshot shows the 'Two-Step Verification' setup page. On the left, there is a list of options: 'Challenge Questions' (Configured), 'Email' (Click to Add), and 'Text Message' (Click to Add). The 'Email' option is highlighted with a red box. To the right, the text reads: 'Verification codes will be emailed to [redacted] You need to verify that you can receive these codes. Click Send Code below and enter the code sent via email to finish the set up process.' A red arrow points to the 'Send Code' button. At the bottom left, there is a link that says 'Return to Account Settings'.

(B)

The screenshot shows the 'Two-Step Verification' setup page. On the left, there is a list of options: 'Challenge Questions' (Configured), 'Email' (Click to Add), and 'Text Message' (Click to Add). The 'Text Message' option is highlighted with a red box. To the right, the text reads: 'Enter the U.S. phone number with area code that you want to use to receive verification codes.' Below this is an empty text input field with a red arrow pointing to it. Below the input field, the text reads: 'This phone number must be able to receive SMS text messages. Standard text message rates may apply.' A red arrow points to the 'Send Code' button. At the bottom left, there is a link that says 'Return to Account Settings'.

10. Regardless of which option you choose, after you hit **Send Code** the screen will refresh and a box will appear where you will enter the verification code. Click **Finish** to complete the Two-Step Verification.

Two-Step Verification

Challenge Questions
Configured

Email
Click to Add

Text Message
Click to Add

Enter the U.S. phone number with area code that you want to use to receive verification codes.

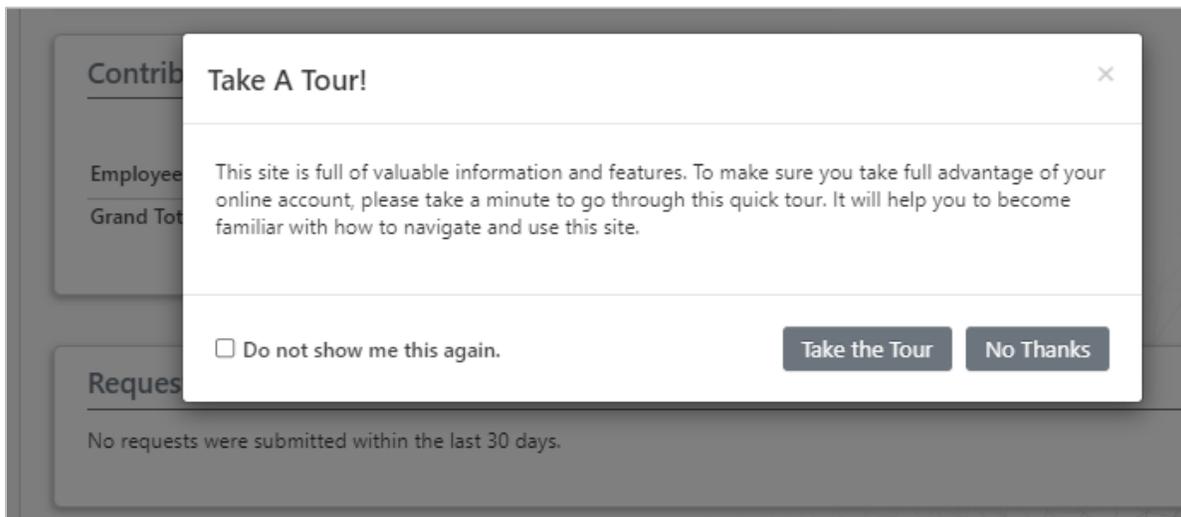
Send Code

Enter the verification code sent to (***) ***-**-****

Set as Primary

Finish

11. You are in! Take some time to check out the features available on your *My Account*.



Troubleshooting Tips and Things to Know

- The Transfer Account feature will not work if you do not have all the required information, if you recently changed your existing password, or if your password is locked. In these cases, you will need to set up your account through the PIN registration process.
- Your new password must be at least 12 characters, and contain uppercase and lowercase letters, and at least one number and one special character. Your username cannot be part of your password.
- The “Forgot Password” link won't work until after the account is transferred.
- If you are locked out after several unsuccessful transfer attempts, you will need to set up your account through the PIN registration process.

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