

# My Account: Account Setup with PIN Letter

Once you have received a unique personal identification number (PIN) from NHRS, you can complete the Account setup process.

**\*\*\* WARNING!** If you have not received a PIN, refer to the [Request a PIN](#) instructions. **\*\*\***

1. To set up a your *My Account*, go to: [myaccount.nhrs.org](http://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. Click on the button in front of **I have received a paper PIN and ready to enroll**, 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.

Please proceed to the Enrollment process by clicking 'Next'.

**Next** **Cancel**

- On the enrollment screen, enter the PIN number from your letter in the **Enrollment PIN** section, then enter all the required information and click **Next**.

The screenshot shows the 'Enrollment' screen with the heading 'Enter the following information to help us identify you'. The fields include: Enrollment PIN (with a help icon), Request an Enrollment PIN (a link), SSN, Last Name, Birth Date (with a calendar icon), Home Zip Code, and Country (with a dropdown menu showing 'USA'). A red arrow points to the Enrollment PIN field. Red arrows also point to the SSN, Last Name, Birth Date, Home Zip Code, and Country fields. The 'Next' button is circled in red, and a 'Cancel' button is visible next to it.

- The enrollment screen will open. There are three sections on this page: **Enrollment**, **SMS Notifications** (optional), and **Challenge questions for identity protection**. Enter all the required information, review and check the **disclosure** box, then click **Enroll**.

The screenshot shows the 'Enrollment' screen with the heading 'Enter your new account information'. Below the heading is a congratulatory message: 'Congratulations, your account has been successfully verified! Please complete the following to complete the enrollment process.' The fields include: Username, Email, Confirm Email, Password, and Confirm Password. Red arrows point to each of these input fields. Below the Password field, there is a list of requirements for the new password: 'Your new password must: NOT include your username; NOT include more than two sequential characters from your full name; be a minimum of 12 characters; include 3 of the following 4: Upper case letters (A-Z), Lower case letters (a-z), Numeric digits (0-9), and Special characters (~!@#\$%^&\*()\_-=+{}|\\|:;'"<>.,:?)'. The Confirm Password field is also indicated by a red arrow.

Proceed to the next page to view the SMS notifications and challenge questions screens.

**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.

**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.

**Enroll** **Cancel**

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!

**Login to My Account**

**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](#)

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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**

<b>Challenge Questions</b> Configured
<b>Email</b> Click to Add
<b>Text Message</b> 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)

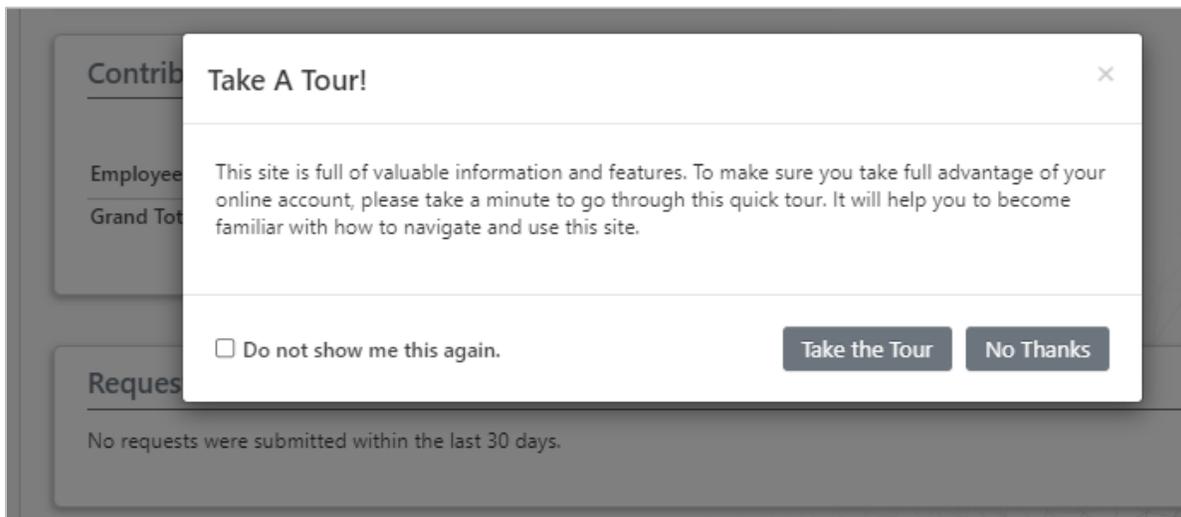
The screenshot shows the 'Two-Step Verification' setup interface. On the left, there is a list of verification methods: 'Challenge Questions' (Configured), 'Email' (Click to Add), and 'Text Message' (Click to Add). The 'Email' option is highlighted with a red border. To the right, a text box explains that verification codes will be emailed to a redacted address and instructs the user to click 'Send Code'. A red arrow points to the 'Send Code' button. At the bottom left, there is a link to 'Return to Account Settings'.

(B)

The screenshot shows the 'Two-Step Verification' setup interface for text message verification. On the left, the same list of verification methods is shown, but 'Text Message' (Click to Add) is highlighted with a red border. To the right, the user is prompted to enter a U.S. phone number with an area code. A red arrow points to the empty input field. Below the input field, a note states: 'This phone number must be able to receive SMS text messages. Standard text message rates may apply.' A 'Send Code' button is located below the note, with a red arrow pointing to it. At the bottom left, there is a link to 'Return to Account Settings'.

- 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.

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



## Troubleshooting Tips and Things to Know

- 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.
- Once you are logged in you can view the help menu in the navigation section on the left-hand side of the screen to view detailed information on the how to use the site.
- Along with the help menu, there is an FAQ link that lists answers to common questions out users have contacted us about.