

Member Portal Quick Reference Guide

Retired Members & Beneficiaries

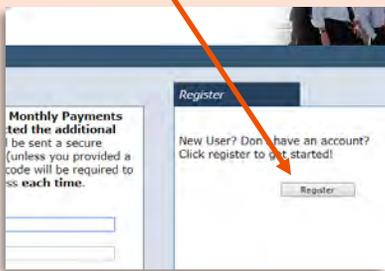
To access the Member Portal, go to www.fwretirement.org

Register as a new user

1 From www.fwretirement.org click "Member Portal"



2 Click "Register"



3 Enter requested information

Review password requirements

Learn about 2-Factor Authentication

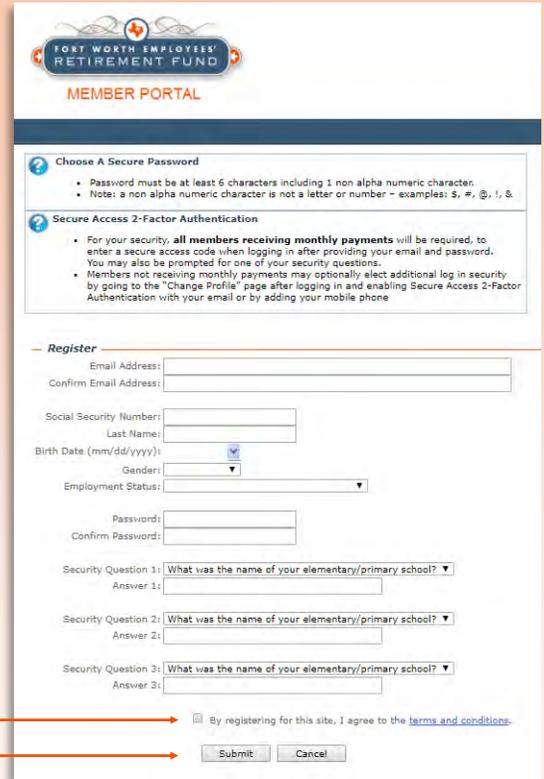
Enter your information

Create a password

Answer 3 security questions

Check to accept

Click "Submit"



MEMBER PORTAL

Choose A Secure Password

- Password must be at least 6 characters including 1 non alpha numeric character.
- Note: a non alpha numeric character is not a letter or number – examples: \$, #, @, !, &

Secure Access 2-Factor Authentication

- For your security, **all members receiving monthly payments** will be required, to enter a secure access code when logging in after providing your email and password. You may also be prompted for one of your security questions.
- Members not receiving monthly payments may optionally elect additional log in security by going to the "Change Profile" page after logging in and enabling Secure Access 2-Factor Authentication with your email or by adding your mobile phone

Register

Email Address:

Confirm Email Address:

Social Security Number:

Last Name:

Birth Date (mm/dd/yyyy):

Gender:

Employment Status:

Password:

Confirm Password:

Security Question 1:

Answer 1:

Security Question 2:

Answer 2:

Security Question 3:

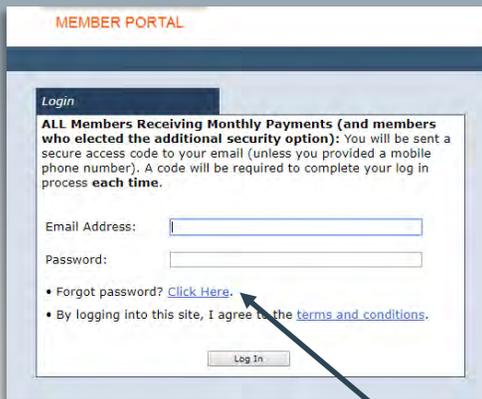
Answer 3:

By registering for this site, I agree to the [terms and conditions](#).

4 Once you successfully register, you'll receive an email with a link. You must click the link from the email to activate your account

Login

Use step 1 above; then enter the email and password you provided during registration



MEMBER PORTAL

Login

ALL Members Receiving Monthly Payments (and members who elected the additional security option): You will be sent a secure access code to your email (unless you provided a mobile phone number). A code will be required to complete your log in process **each time**.

Email Address:

Password:

- Forgot password? [Click Here](#).
- By logging into this site, I agree to the [terms and conditions](#).

If you forget your password, click this link. Answer one of your security questions; then you'll receive an email with a new password.

2-Factor Authentication

To keep your information secure, the login process includes 2-factor authentication.

After you login, you'll be asked to enter an additional code, which will be sent to your email (or mobile phone if you set that up).

It will look something like this:

but **the code** will be different each time.



From: **Arrivos Support**

To: [Redacted]

Login Request Two Factor Authentication

Today at 10:27 AM

Your two factor authentication code is:
U86KN7

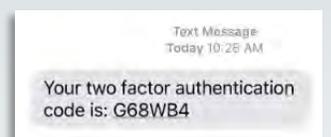
Secure Access 2 Factor Authentication

Code:

Enter the code in the Member Portal

This extra step helps prevent malicious attempts to access your account.

Once logged in, you can set up a mobile phone number on the "Change Profile" page and receive the code in a text message for future logins.

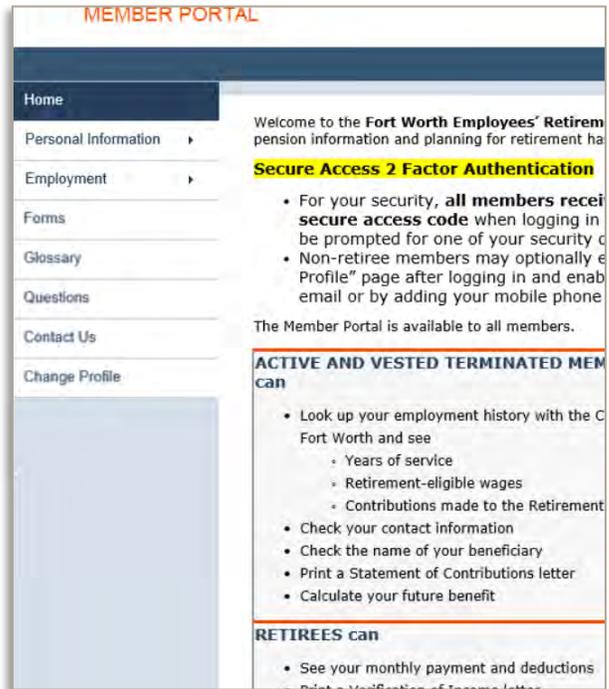


Text Message
Today 10:26 AM

Your two factor authentication code is: G68WB4

Using the Member Portal

When you login, the left side of the screen has a menu:



Personal Information ▼

Name / Contact Information

Click here to view or change the address, phone number or email we have on file for you.

Be sure to hit the **Submit** button to send changes to the system. You'll see a confirmation screen if you have successfully changed your information.

Beneficiaries

Click here to see your beneficiaries' information.

Retirement ▼

Summary

Click here for general information about your retirement date, Cost of Living Adjustment (COLA) election and monthly pension. You can also open, print, and save a letter of verification of your pension.

Payment

Click here for information about payments made to you, COLAs, bank deposit information for any direct deposit, and deductions (such as health insurance and tax withholding).

Click this button to change banking information →

Change Banking Method

Click this button to change tax information →

Change Tax Deductions

Be sure to click **Submit** when you've made changes.

This green confirmation message will appear if the changes were successfully submitted:



You have successfully submitted a change to FWERF, your account should reflect the change within 24 hours.

DROP

If you were enrolled in DROP when you retired, click here to see your account balance and any transactions and monthly payments.

Forms

Find forms to make various changes to your account

Glossary

Look up the meaning of terms or words on this website or in its documents

Questions

Get answers to frequently asked questions

Contact Us

If you need to talk with someone, click here for contact information for the appropriate staff member

Change Profile

Click here to add a mobile phone number as one option for receiving the security code. See more on this topic on the front of this page. "Two-factor" means there will be two steps to verify your identity.

The first is your login information (email address and password), and the second will be a code that the system sends to your email or your mobile phone; you type in the code to verify that you are the person logging in.

