

On December 1, PERA members will notice a difference in how to access account information on the PERA Web site. Currently, members log on using both their Social Security number (SSN) and PERA Personal Identification Number (PIN). Starting December 1, the first time you log on using your SSN and PERA PIN, you will be prompted to create a new user security profile that includes your user ID and password. This combination of user ID and password will replace the use of the SSN and PIN to access account information on the PERA Web site.

Members Will Create a User Security Profile by Completing the Following:

- Select a user ID and password to access PERA account information on the secured pages of PERA's Web site.
- Provide an e-mail address to PERA so PERA can communicate any updates to your user security profile.

Create Security Profile

Hide My Typing

Social Security Number:

User ID:

Password:

Confirm Password:


E-mail Address:

Security Image:

Security Phrase:

- Select an image and security phrase that will appear each time you log on to the secure site.

Security Images



- Provide answers to three security questions that will be used to authenticate you if you forget your user ID and/or password.

Security Questions

1.

2.

3.

- Once you create a user security profile, including user ID and password, you will no longer be able to use your SSN and PIN to log on to the secured pages of PERA's Web site—you will need to log on using your user ID and password combination.

- Once you have entered a valid user ID, you will see your selected security image, security phrase, and be prompted for your password.

If you forget your user ID

You will need to answer your three security questions. If you answer the questions correctly, your user ID will be populated on the log-on screen.

If you forget your password

You will need to answer a personal demographic question in addition to your three security questions—all of these questions will be generated online. Once you are verified, you will be allowed to change your password immediately and PERA will send a confirmation e-mail to the e-mail address on file.

If you currently do not have a PERA PIN

You will still need to request a PERA PIN in order to set up your user ID and password. To request a PIN, call PERA's Customer Service Center or visit the online PIN request page.

Please keep in mind, after five consecutive unsuccessful log-on attempts, your PIN will automatically lock. If your PIN locks, you will have the following options after being verified when you call PERA's Customer Service Center:

- Issue a new PIN (this will clear your current security profile and you will need to create a new profile).
- Reinstate/reactivate current PIN.
- Receive current PIN in the mail (this will take 7 to 10 business days).

If you are a participant in the PERAPlus 401(k) and 457 Plans or the PERA DC Plan, you will need to retain your PERA PIN when calling ING to obtain any PERAPlus or PERA DC Plan information, even to speak with an ING Participant Services Representative.