



## INSTRUCTIONS FOR LOGGING IN TO MY ACCOUNT

To access My Account, go to [www.ipers.org](http://www.ipers.org) and click **MY ACCOUNT LOGIN** at the top of the home page.

### WHAT YOU NEED:

#### Your username

Most members' usernames begin with the letter "I" and are not case-sensitive. Your username cannot be changed.

#### Your password

IPERS assigns your temporary password. You will be prompted to create your own password when you log in for the first time.

#### If you **KNOW** your username, but not your password, follow these instructions to log in.

1. Click Reset Password on the My Account login screen.
2. Enter your username. (Most members' usernames begin with the letter "I" and are not case-sensitive.)
3. Select how you want the verification code delivered to the phone number on file at IPERS.
4. Enter the verification code and create a password that satisfies IPERS' security requirements.

#### If you **DON'T KNOW** your username or password, follow these instructions to log in.

1. Click Forgot Username and enter the email address on file at IPERS.
2. You will receive an automated email that includes your username.
3. Return to the My Account login page from [www.ipers.org](http://www.ipers.org).
4. Click Reset Password. Enter your username.
5. You will receive an automated email that includes your temporary password.
6. Return to the My Account login page from [www.ipers.org](http://www.ipers.org).
7. Enter your username and temporary password.
8. You will be prompted to create your own password.
  - a. In the Current Password field, enter your temporary password.
  - b. Create a new password that satisfies IPERS' security requirements.
  - c. Enter the new password again.

### RETRIEVING YOUR MY ACCOUNT USERNAME OR PASSWORD

To obtain your My Account username or password, you must have both an email address and phone number already on file with IPERS. If you need your username or password and don't have an email address and phone number on file, call IPERS at 800-622-3849 for help logging in.

## Two-Factor Authentication

Each time you log in, a code will be sent to the phone number associated with your account. This code verifies your identity and protects the security of your information. The code should not be confused with your username and password.

**Two Factor Authentication**

Choose Delivery Method      Enter Verification Code

A verification code has been sent to the selected delivery method which will be valid for 15 minutes. Please enter the code below.

Verification Code

Cancel      Previous      Confirm

When you log in for the first time, you will be prompted to add or confirm your phone number and personal email address in My Account. Please do not provide your work email address.

**IPERS**      Welcome BEN JAMIN      Last login: 9/22/2024

**First Time Sign In Info**

Personal Info      Contact Info      Confirmation

Edit Contact Info

Country: US      Home Phone      Ext:      Primary Phone

Country: US      Cell Phone      Ext:      Primary Phone

Email\*

Primary Email

Cancel



**For more information about My Account, scan this code with your mobile device.**