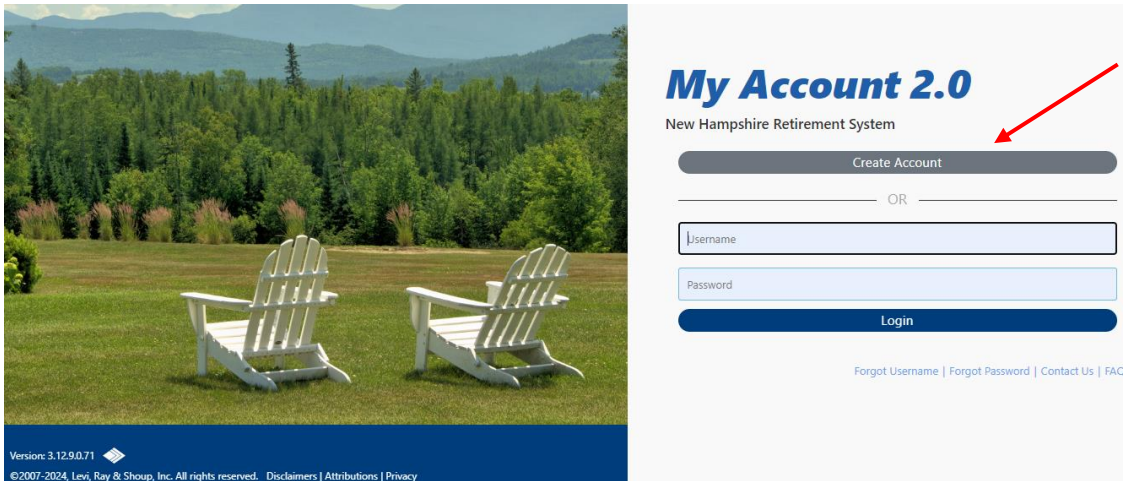


My Account Setup

1. To set up a new *My Account*, go to: <https://myaccount.nhrs.org/Login.aspx>
2. Click on **Create Account** on the home screen.



3. Fill out all the required fields on the **Enrollment** screen and click **Next**.

Enrollment

Enter the following information to help us identify you

NHRS has contracted LexisNexis, a third-party vendor, to verify your identity for your online My Account. During the authentication process, you'll be asked to provide some personal information to LexisNexis. This information will be used to create questions only you can answer, helping to prevent and detect identity theft.

Social Security Number or NHRS Enrollment PIN

First Name

Last Name

Birth Date

Address Line 1

Address Line 2 (optional)

City

State

Home Zip Code

Country

Note: NHRS has partnered with LexisNexis Risk Solutions, one of the nation's leading data protection companies, to institute a knowledge-based authentication protocol to keep your personal information secure. After completing the enrollment screen, members and retirees will be asked to answer a set of multiple-choice security questions unique to them.

If you were able to successfully answer these questions, continue with these instructions.

If you are unable to successfully answer these questions, follow the instructions on the screen.

4. After a successful account setup, another 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**.

Enrollment

Enter your new account information

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

Username

Your new username must not include spaces or any of these special characters (~!#\$%^&*()-+=[]\|;:'"<>.,?/).

Email

Confirm Email

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)
 - Special characters (~!@#%&*()_-+=[]\|;:'"<>.,?/)

Confirm 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.

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? ▼

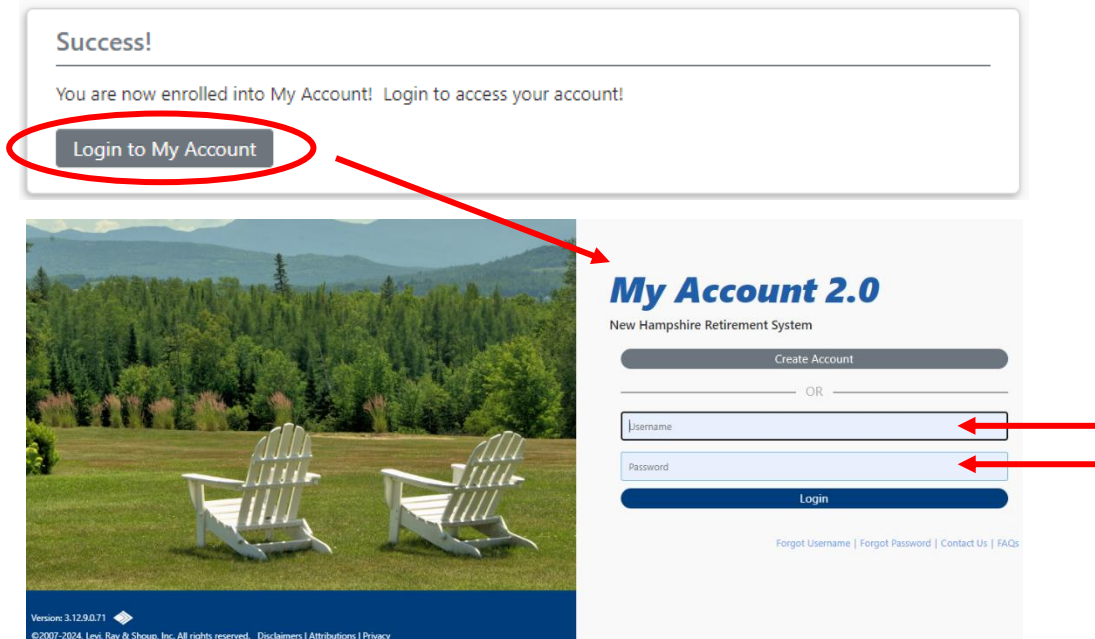
Answer

Disclosure

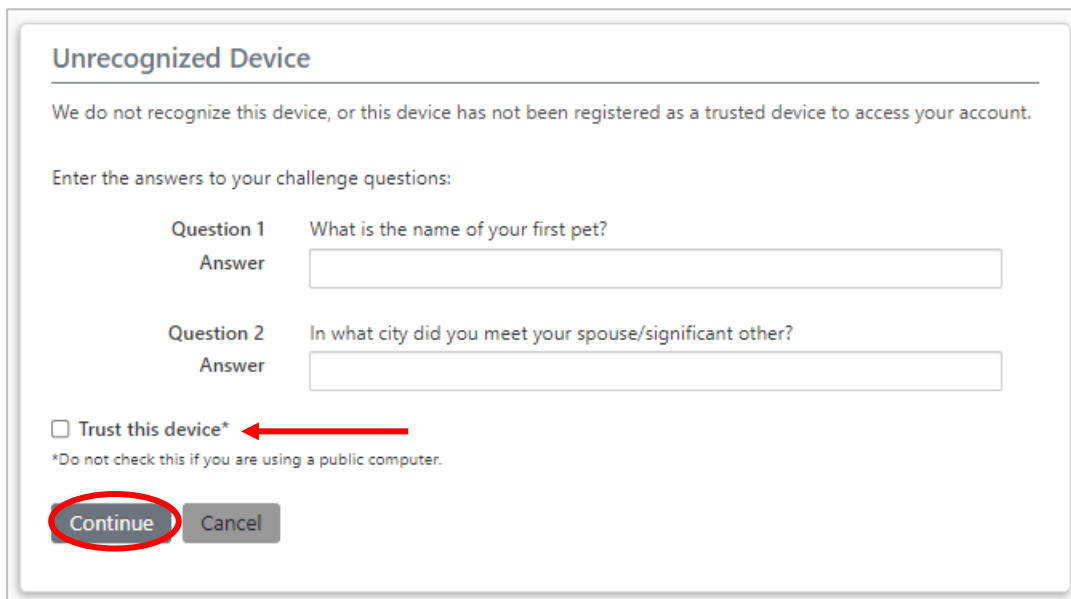
I read and agree to the [Terms And Conditions](#) of service.

Enroll
Cancel

5. The **Success!** screen will confirm your successful enrollment. From here, click on **Login to My Account** and you will be taken back to the Login screen. Type in the new username and the new password that you just set up to log into your account.



6. After you log in 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.



- You will then be prompted to set up **Two-Step Verification** to help keep your account secure. You may choose either email or text messaging.

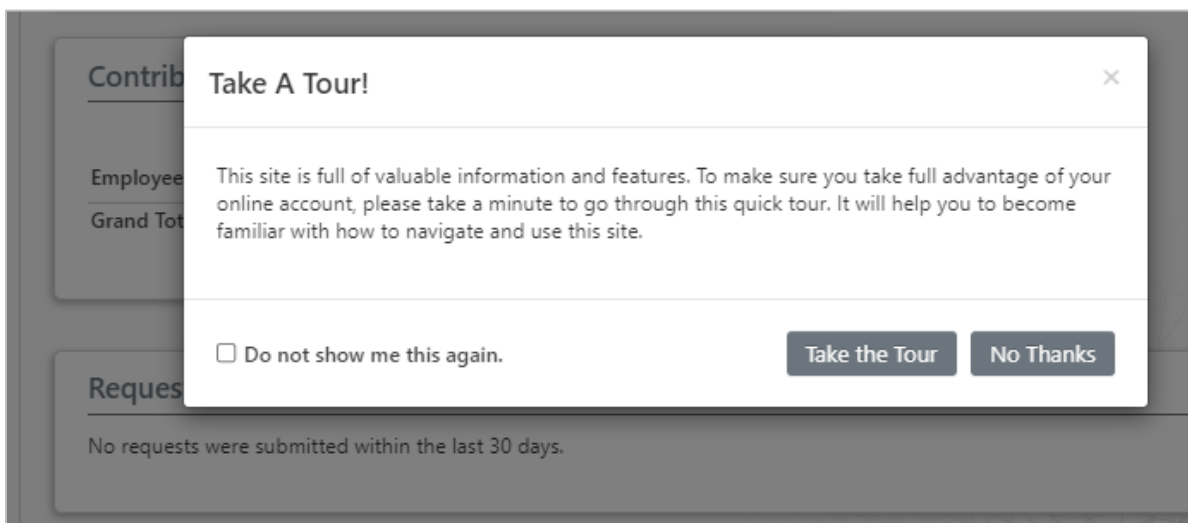
- (A) If you choose email, click **Send Code**. (B) If you choose text message, enter your phone number and click **Send Code**. Depending on your choice, you will receive an email or a text with a verification code. **Note:** The email may take a few minutes to arrive.

(A) Email

(B) Text Message

- 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 username must not include spaces or any of these special characters (~`!#\$%^&*()-+={}[]|\;:"'<>,?/)."
- Your 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 access the help menu in the navigation section on the left-hand side of the screen to view detailed information on how to use the site.
- Along with the help menu, there is an FAQ link that lists answers to common questions our users have contacted us about.