



STATE OF DELAWARE OFFICE OF PENSIONS

CHANGE CHALLENGE QUESTIONS GUIDE

The following instructions will guide you on how to change your challenge questions in the event they are forgotten.

1) Navigate to www.delawarepensions.com. Click the **Self Service Login** link.

A screenshot of the State of Delaware Office of Pensions website. The page header includes the State of Delaware logo and the text "The Official Website of the First State". Below the header, there is a search bar and a navigation menu. The main content area is divided into several sections. On the left, there is a "Retirement Counseling" section with a sub-heading "View our upcoming Group Counseling Sessions" and an image of a diverse group of people. On the right, there is an "At a Glance" section with a sub-heading "Next payment date for Pensioners April 30" and several links: "Complete payment date list", "Pension Calculators", "Office Closings", and "Customer Service Evaluation". A red box highlights the "Self Service Login" link, and a blue arrow points to it from the right. Below the "At a Glance" section, there are two columns: "ACTIVE MEMBERS" and "RETIRES". The "ACTIVE MEMBERS" column has a group photo and a list of pension plans. The "RETIRES" column has a photo of a couple walking on a beach and a list of pension benefits.

State of Delaware
The Official Website of the First State

State of Delaware Office of Pensions
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Toll Free: (800) 722-7300 • Local: (302) 739-4208 • Email: pensionoffice@state.de.us

What are you looking for?
Google™ Custom Search

Retirement Counseling
View our upcoming Group Counseling Sessions

At a Glance
Next payment date for Pensioners **April 30**

[Complete payment date list](#)
[Pension Calculators](#)
[Office Closings](#)
[Customer Service Evaluation](#)

[Latest News](#)
Self Service Login

ACTIVE MEMBERS

- State Employees Pension Plan
- New State Police Pension Plan
- Revised Judicial Plan
- Closed State Police Plan
- Diamond State Port Corporation Pension Plan
- Volunteer Fireman Pension Plan
- County and Municipal Plan - General

RETIRES

- State Employee Pension Benefits
- New State Police Benefits
- Revised Judicial Benefits
- Closed State Police Benefits
- Diamond State Port Corporation Benefits
- Delaware Volunteer Fireman's Plan
- County and Municipal Benefits (General)

2) Already a Registrant, click the link - [Retiree Self Service Link/ECRIS](#)



3) Enter **User Id** and **Password**; Click the **Sign In** button.



4) Click the *My Information* tile

The screenshot shows the Delaware.gov website header with the logo and navigation links. The user is logged in as 'Jane Test'. The main content area features an 'Application Links' section with a large tile for the 'State of Delaware Office of Pensions'. Below this are three smaller tiles: 'My Information' (highlighted with a red box), 'Request Access', and 'Track Requests'. The 'My Information' tile includes the text: 'Manage your profile, passwords and challenge questions'.

5) Click the arrow next to *Challenge Questions* to expand the section

The screenshot shows the 'My Information' page with the 'Jane Test' user name highlighted. The 'Challenge Questions' section is expanded, showing a list of questions and answer fields. The questions are: 'Question1: In what city or town was your first job?', 'Question2: What is your oldest sibling's middle name?', and 'Question3: Where were you when you first heard about 9/11?'. Each question has a corresponding answer field. There are 'Apply' and 'Cancel' buttons at the bottom right of the section.

Challenge Questions

Your secret questions and answers are already set. However, you can use the below form to set them new.

Questions and answers must all be unique.

Apply Cancel

* Question1 * Answer1

* Question2 * Answer2

* Question3 * Answer3

6) Using the drop down arrow to the right of each question, choose your new challenge questions. You cannot have the same answer for multiple questions.

Challenge Questions

Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them.

Apply Cancel

* Question1 * Answer1

* Question2

* Question3

What school did you attend for sixth grade?

What is the name of your favorite childhood friend?

Where were you when you had your first kiss?

In what city or town was your first job?

What is your oldest sibling's middle name?

What was your childhood nickname?

What is your maternal grandmother's maiden name?

In what city or town did you meet your spouse?

Where were you when you first heard about 9/11?

In what city or town does your nearest sibling live?

What is the middle name of your oldest child?

In what city or town did your mother and father meet?

What is your oldest cousin's first and last name?

7) Click the Apply button at the right side of the page

▲ **Challenge Questions**

Your password reset challenge questions and answers are already set. However, you may overwrite/customize the questions as you wish by simply typing over them.



The system generates a message indicating the challenge questions were updated.



8) Click the **Home** tab to return to the Login page.

After logging in with your new password, the screen below displays.

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link
- Enter your Employee ID (Empl ID) and Click **Search**

You are ready to view your pay advice.



View Paycheck

Jane Test

Review your available paychecks. Select the check date of the paycheck you would like to review.

Select Paycheck		Personalize Find View All [Print] [Calendar] First 1-8 of 18 Last					
Check Date	View Paycheck	Company	Pay Begin Date	Pay End Date	Net Pay	Paycheck Number	PDF File
05/29/2015	View Paycheck	Office of Pensions	05/01/2015	05/31/2015	\$1456.99	4120346	<input checked="" type="checkbox"/>
04/30/2015	View Paycheck	Office of Pensions	04/01/2015	04/30/2015	\$1456.99	4093310	<input checked="" type="checkbox"/>
03/31/2015	View Paycheck	Office of Pensions	03/01/2015	03/31/2015	\$1456.99	4066278	<input checked="" type="checkbox"/>

If you have multiple accounts:

- Click the **Main Menu** link
- Click the **Self Service** link
- Click the **Payroll and Compensation** link
- Click the **View Paycheck** link

The following page displays:

Favorites ▾ Main Menu ▾ > Self Service ▾ > Payroll and Compensation ▾ > View Paycheck

ORACLE User: XXXXX on Database: PA92PD


View Paycheck Consolidated ← **Page Header indicates multiple Employee IDs**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

Search Criteria

Empl ID: begins with ▾

Search Clear Basic Search  Save Search Criteria

Find an Existing Value | Add a New Value

Click the Search button to obtain the list of Employee IDs available to view:

Favorites ▾ Main Menu ▾ > Self Service ▾ > Payroll and Compensation ▾ > View Paycheck


ORACLE User: on Database:

View Paycheck Consolidated

Enter any information you have and click Search. Leave fields blank for a list of all values.

▾ Search Criteria

Empl ID:

[Basic Search](#)  [Save Search Criteria](#)

Search Results

View All First ◀ 1-2 of 2 ▶ Last

Empl ID
123456
123456S01

Select the Empl ID for the paycheck you wish to view.

Need Help?

Login Issues?

Contact the Office of Pensions Help Desk:

(302)-739-4208 or toll-free at (800)722-7300

Forgot Password?

Retirees can reset their password by clicking the [Forgot Password?](#) link located in the center of the Retiree Self-Service Login page.

Forgot User Id?

Retirees can reset their User Id by clicking the [Forgot User Id?](#) link located in the center of the Retiree Self-Service Login page.

Need to Change Your Password?

Retirees can change their password by clicking the [My Information](#) link located on the Welcome page for [Delaware Pensions: Retiree Self-Service](#). This is also the area where updates to Basic and Contact Information and Challenge Questions can be made.