

# 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 <a href="https://www.delawarepensions.com">www.delawarepensions.com</a>. Click the Self Service Login link.



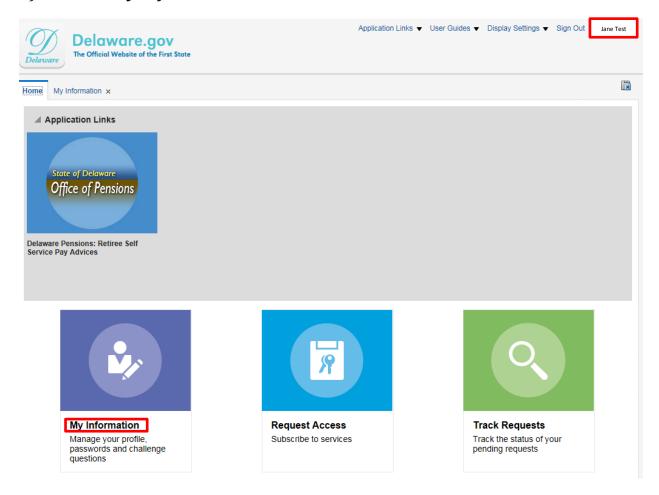
#### 2) Already a Registrant, click the link - Retiree Self Service Link/ECRIS



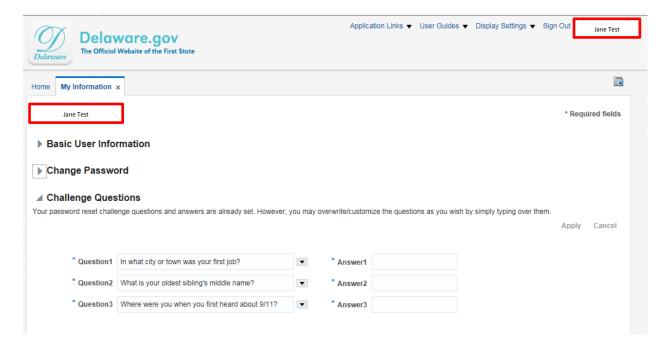
3) Enter *User Id* and *Password*; Click the *Sign In* button.

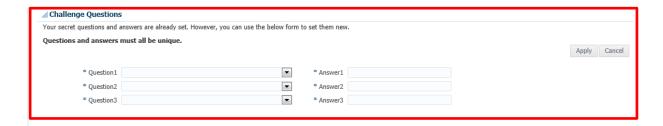


#### 4) Click the My Information tile

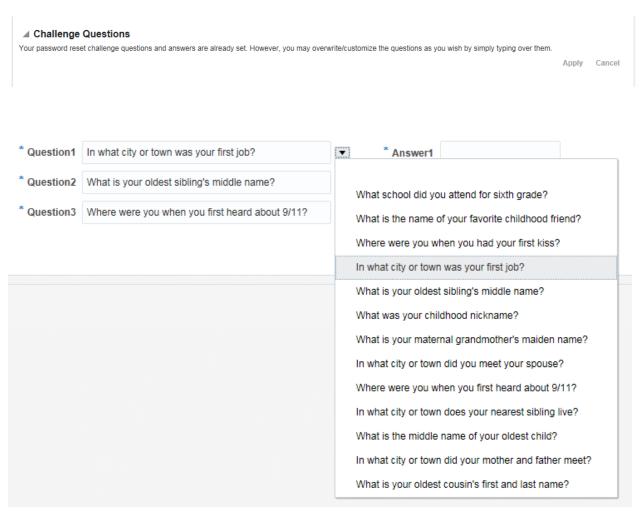


#### 5) Click the arrow next to *Challenge Questions* to expand the section





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.



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



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



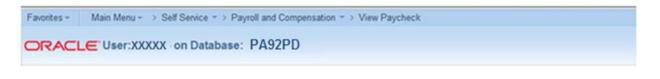
8) Click the *Home* tab to return to the Login page.

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

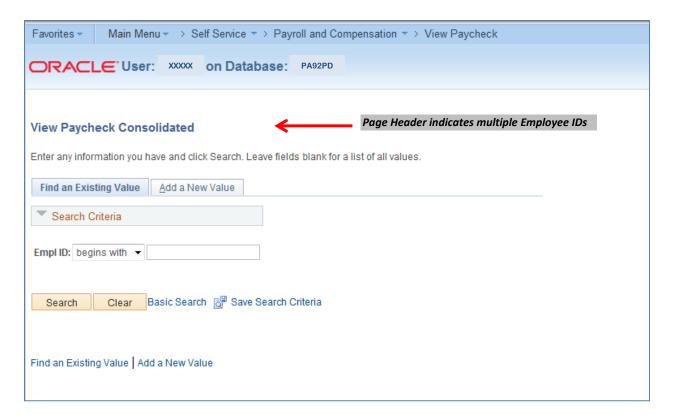
Review your available paychecks. Select the check date of the paycheck you would like to review.



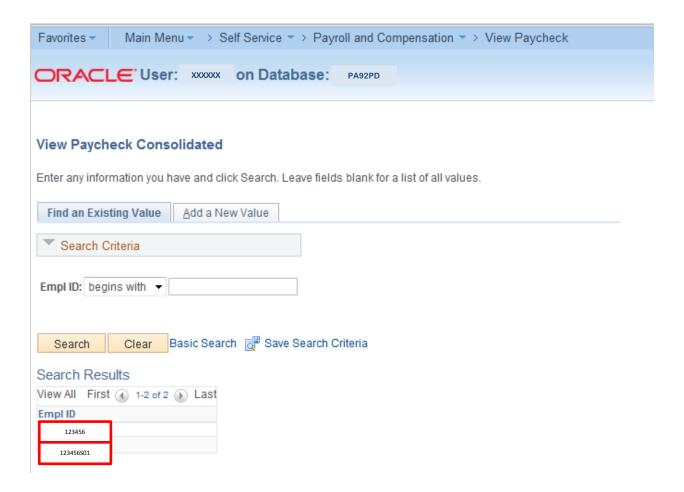
#### If you have multiple accounts:

- -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:



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



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 <u>Forgot Password?</u> link located in the center of the Retiree Self-Service Login page.

### Forgot User Id?

Retirees can reset their User Id by clicking the <u>Forgot User Id?</u> 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 <u>My Information</u> link located on the Welcome page for <u>Delaware Pensions</u>: <u>Retiree Self-Service</u>. This is also the area where updates to Basic and Contact Information and Challenge Questions can be made.