



# STATE OF DELAWARE OFFICE OF PENSIONS DE – Single Sign On FORGOT PASSWORD? GUIDE

The following instructions will guide you on how to reset your password in the event it is forgotten.

1) Navigate to [www.delawarepensions.com](http://www.delawarepensions.com). Click the **Self Service Login** link.

A screenshot of the State of Delaware Office of Pensions website. The page has a dark blue header with the state logo and navigation links. Below the header is a search bar and contact information. The main content area is divided into several sections. On the left, there is a "Retirement Counseling" section with a group of people. On the right, there is an "At a Glance" section with a list of links. The "Self Service Login" link is highlighted with a red rectangular box, and a blue arrow points to it from the right. Below this are sections for "ACTIVE MEMBERS" and "RETIRES" with lists of pension plans.

State of Delaware  
The Official Website of the First State

State of Delaware Office of Pensions  
McArdle Building, 860 Silver Lake Blvd., Suite #1, Dover, DE 19904-2402  
Toll Free: (800) 722-7300 • Local: (302) 739-4208 • Email: [pensionoffice@state.de.us](mailto: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) Select the ***Forgot Password?*** link



**Welcome to State of Delaware Single Sign-On (DE-SSO)**

**Please Sign In With Your DE-SSO User Id**

\* User Id:

\* Password:

Sign In

[New User Registration](#)

[Forgot User Id?](#)

[Forgot Password?](#)

[Contact Us](#)

[Help](#)



**WARNING**

Access to the requested resource is protected.  
Use of this system is monitored in compliance with the State and Federal Law.  
Unauthorized use or misconduct will be forwarded to the appropriate authorities.  
By progressing past this point you accept the conditions listed above.

4) Enter your **User Login** and then Click the **Next** button

The screenshot shows the 'Forgot Password' page on Delaware.gov. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right is a 'Display Settings' dropdown. The main heading is 'Forgot Password'. Below it is a progress bar with three steps: 'Identify Yourself' (active, blue dot), 'Answer Challenge Questions', and 'Select A New Password'. To the right of the progress bar are 'Cancel' and 'Next' buttons, with 'Next' highlighted in red. Below the progress bar is a section titled 'Please identify yourself' with a '\* Required field' note. There is a single input field labeled '\* User Login' containing the text 'SSOQATEST1' and a clear 'x' button.

5) Answer the challenge questions with the answers set during registration; click the **Next** button.

The screenshot shows the 'Forgot Password' page on Delaware.gov, now at the 'Answer Challenge Questions' step. The progress bar shows 'Identify Yourself' as a grey dot, 'Answer Challenge Questions' as the active blue dot, and 'Select A New Password' as a grey dot. The 'Next' button is still highlighted in red, and a 'Back' button has appeared. Below the progress bar is a section titled 'Please answer your challenge questions' with a '\* Required field' note. A sub-heading reads 'Answer atleast 3 challenge questions below with the answers you set during registration'. There are three text input fields with the following questions: 'In what city or town was your first job?', 'What is your oldest sibling's middle name?', and 'Where were you when you first heard about 9/11?'.

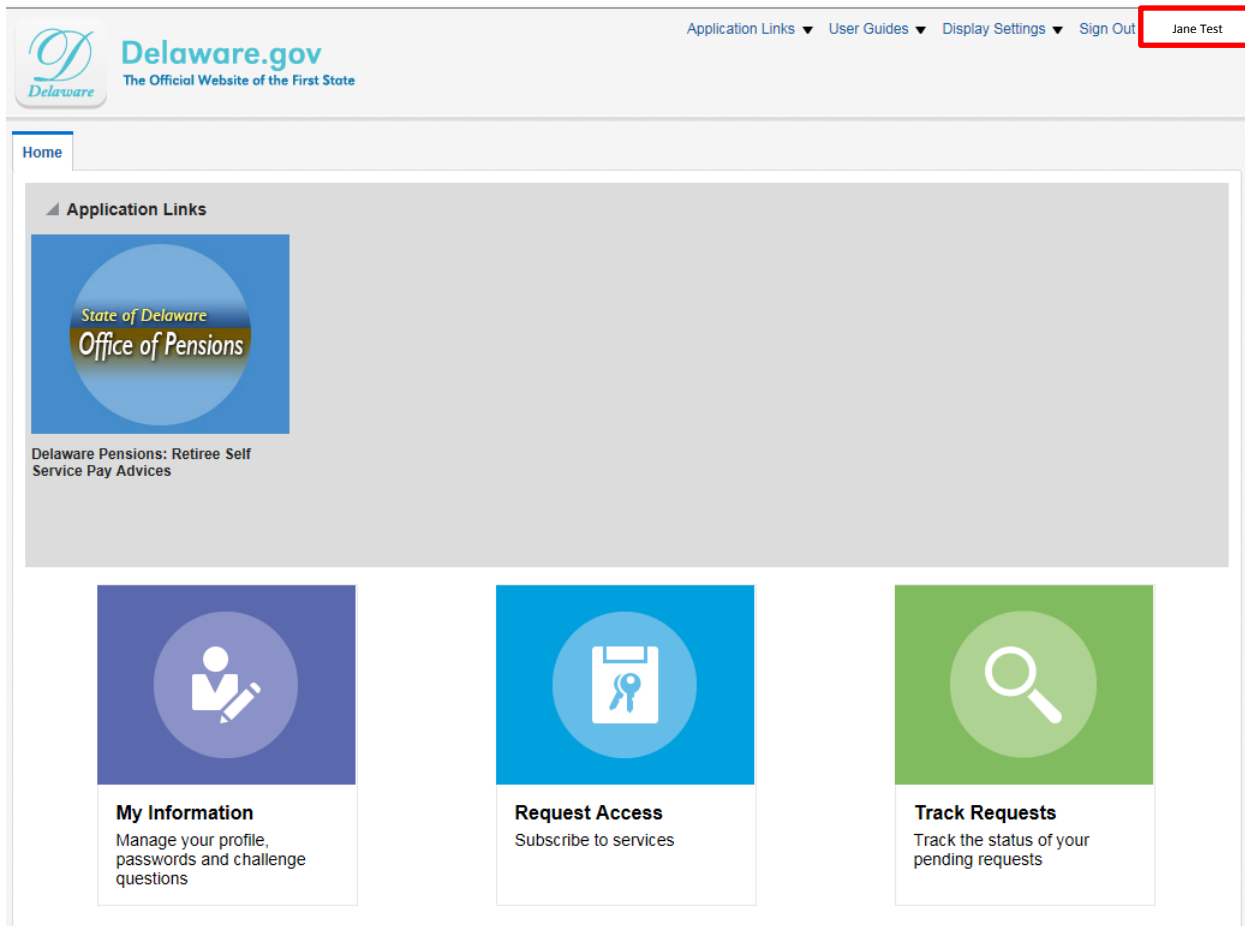
6) Enter a new password; Re-enter the new password. Click the **Save** button.

The screenshot shows the 'Forgot Password' page on Delaware.gov. At the top left is the Delaware logo and 'Delaware.gov The Official Website of the First State'. At the top right is a 'Display Settings' dropdown. Below the header is a progress bar with three steps: 'Identify Yourself', 'Answer Challenge Questions', and 'Select A New Password'. The 'Select A New Password' step is currently active, indicated by a blue dot. To the right of the progress bar are three buttons: 'Cancel', 'Back', and 'Save'. The 'Save' button is highlighted with a red border. Below the progress bar, there is a heading 'Please enter new password' followed by a '\* Required field' label. There are two input fields: '\* Enter new password' and '\* Re-enter new password'. The first input field has a blue information icon to its right.

The system generates a message indicating the password was successfully changed. Click **Back to Login**.

The screenshot shows the 'Forgot Password' page on Delaware.gov after a successful password change. The page header is the same as in the previous screenshot. Below the header, the 'Forgot Password' heading is followed by the message 'Password has been changed.' and a 'Back to Login' button. The 'Back to Login' button is highlighted with a red border.

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



Click the State of Delaware Office of Pensions: Retiree Self Service Pay Advices icon

- 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.

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

**ORACLE** User: xxxxxx on Database: PA92PD

## View Paycheck

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

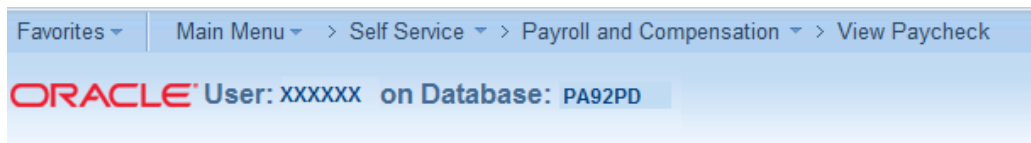
Clear

Basic Search  Save Search Criteria

## 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:



**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.

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▼ Search Criteria

Empl ID: begins with

[Basic Search](#)

Search Results

View All First 1-2 of 2 Last

Empl ID
123456
123456S01



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: XXXXXX on Database: PA92PD

### View Paycheck Consolidated

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

▼ Search Criteria

Empl ID: begins with ▾

[Basic Search](#)

Search Results

View All First ◀ 1-2 of 2 ▶ Last

Empl ID
123456
123456501

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 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.