

Member Portal Guide for First-time Users

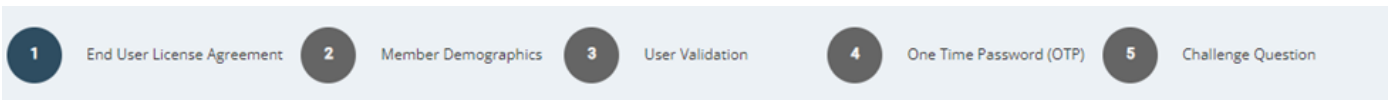
Please note: Before you can log in for the first time, you will need to register as a new member, **even if you previously had an account.** Information you will need to register:

- Social Security number
- Access to your email
- **Active** employees will need their employee ID number
- **Active** employees will need their date of hire with the City
- **Retirees** will need to have their **current** gross monthly pension amount



How to Register

There are **five steps** to registering. They will appear like this:



Please see the next page for step-by-step instructions.
For tips on logging in, please see page 4.

Step 1: Sign the agreement

Please check the box and then click **I ACCEPT**.

By marking this checkbox and clicking "I Accept", I acknowledge and affirm I agree with the terms and conditions, privacy notice and online direct deposit authorization provided above.

Previous **I Accept** Finish

Step 2: Provide your basic information

Complete the Member Demographics page. **Note that you cannot use your email address as a Username.**

Password requirements:


- Minimum of 8 characters
- At least one upper case letter
- At least one lower-case letter
- At least one number

Email address: Remember that when you retire, your City employee email address becomes inactive. For this reason, we recommend that you **do not use your City employee email address.**

Phone number: Enter your **country** in the first box, and your phone number in the second box. Example: 817-555-5555.

* First Name:

* Last Name:

* Date of Birth: 

* Social Security Number:

* Username:

* Password:

* Confirm Password:

* Email:

* Phone Number:

Before proceeding, please make sure you information is correct. Then click **NEXT**.

Step 3: Complete the Validation Page

Fill in the blanks as required.


- **Active employees** will need their Employee ID number and date of hire.
- **Retirees** will need to provide their **current** gross payment amount.
- All members will need to provide their zip code and department they retired from.

Step 4: Get a One-Time Password (OTP)

One Time Password

Please select the email or phone number where you would like to receive your OTP

j*****4@gmail.com



The Fund uses **two-step authentication**. This is extra step to protect your information. Each time you log in, the portal will send you a one-time code. Click on **SEND OTP**. Then check your email or phone for the code. Sample email:

donot_reply@fwerf.org 12:26 PM (0 minutes ago) ☆ ↶ ⋮
to me ▾

To protect the security of your Neobase account, please enter the Verification Code . 0YYFQEP2 on our website. The code expires in 30 minutes. If the code expires, you will need to request a new code. If you did not initiate this request, please contact customer service.

Step 5: Set up your Challenge Questions

As an added security measure, you will be asked to select five Challenge Questions. We encourage you to keep a separate record of these answers.

Challenge Questions

Question	Answer
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

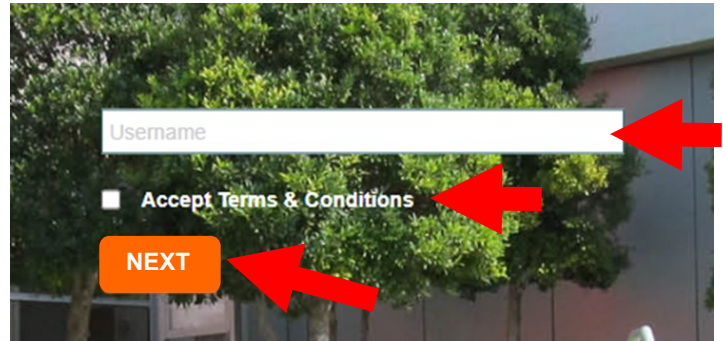
When you are done, select **FINISH**. You should see a message that your registration was successful. Click **OK** and you will automatically be redirected to the portal log in page.

members.fwerf.org says
Registration Successful.

Logging In

To log in, enter the Username (NOT your email address) that you created when registering.

Check the “Accept Terms & Conditions” box, and then click **NEXT**.

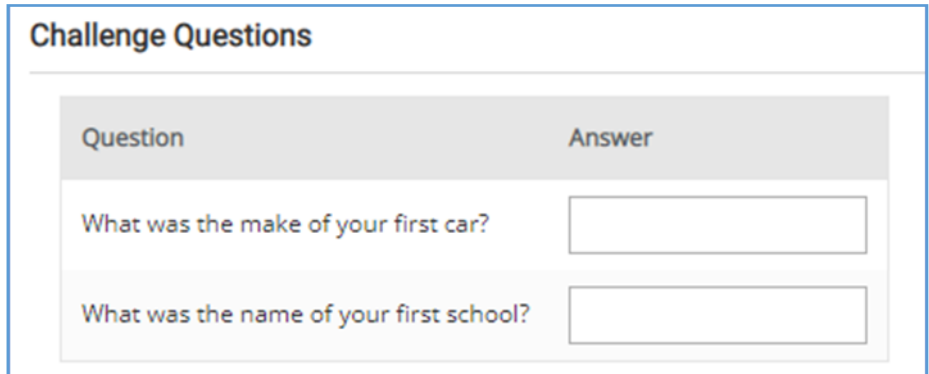


Username

Accept Terms & Conditions

NEXT

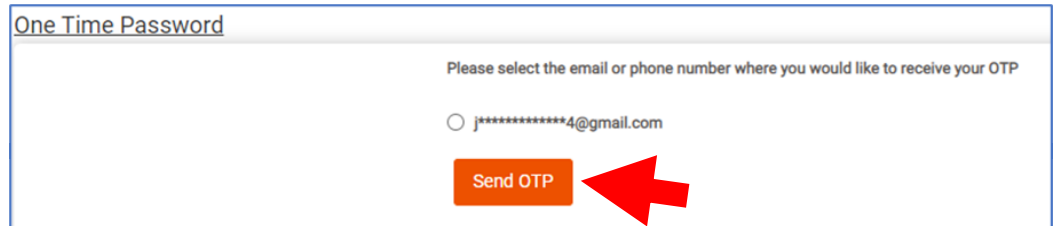
The **first time you log in**, you will be asked to answer two of the **Challenge Questions** you selected:



Challenge Questions

Question	Answer
What was the make of your first car?	<input type="text"/>
What was the name of your first school?	<input type="text"/>

Send a One-Time Password (OTP) request to your phone or email. Enter this code in the box.



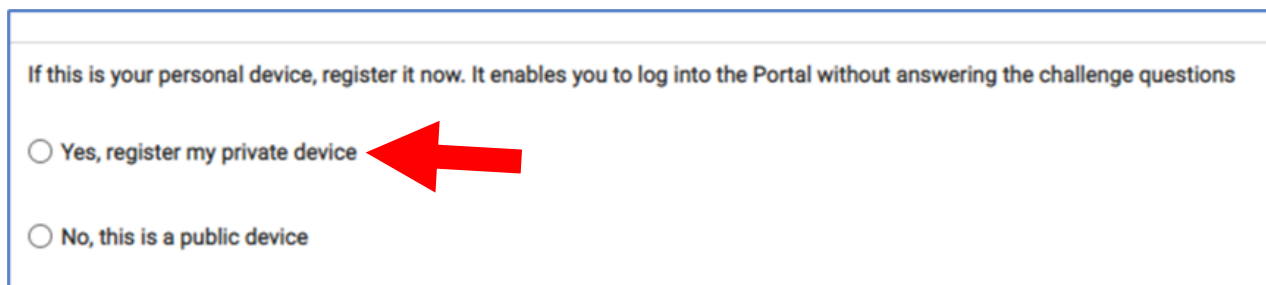
One Time Password

Please select the email or phone number where you would like to receive your OTP

j*****4@gmail.com

Send OTP

You have the option to bypass the Challenge Questions in the future:



If this is your personal device, register it now. It enables you to log into the Portal without answering the challenge questions

Yes, register my private device

No, this is a public device

Once you are logged in, you will arrive at your Dashboard. For help understanding all its features, please see our **Member Dashboard User Guide**.

Need help?

We are happy to assist you with registration and other questions about the portal. Email us at Ask@fwretirement.org or call us at 817-632-8900 during normal business hours, 7:30 to 4:30 M-F.