

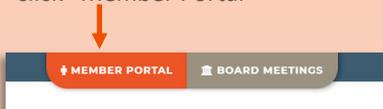
# Member Portal Quick Reference Guide

## Active Members

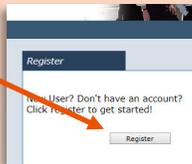
To access the Member Portal, go to [www.fwretirement.org](http://www.fwretirement.org)

### Register as a new user

- 1 From the home page click "Member Portal"



- 2 Click "Register"



- 3 Enter requested information:

- Email address
- Social Security number
- Name, Birth Date, Gender
- Employment status

Create a password

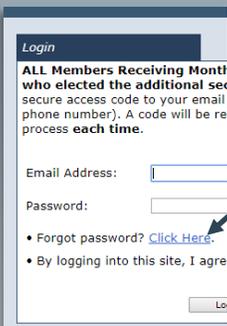
Answer 3 security questions

Click "Submit"

- 4 Once you register, you'll receive an email; click the link from the email to activate your account

### Login

Use step 1 above; then enter your email and password



If you forget your password, click this link.

### 2-Factor Authentication

You have the option to set up two-factor authentication to keep your information more secure. Click "Change Profile" to access this feature.

### Using the Member Portal

When you login, the left side of the screen has a menu:

#### Personal Information

##### Name / Contact Information

View the information we currently have on file for you. Any changes to this information must be submitted to Human Resources at the City of Fort Worth.

##### Beneficiaries

Click here to see your beneficiaries' information.

#### Employment

##### Summary

Here you'll find general information about your service credit, contributions and interest. You can print, and save a letter of verification of your pension.

##### Wage History

View your annual retirement eligible earnings up to the latest information submitted by the City for the current year. You should be able to determine the highest annual earnings from this screen.

##### Service Buybacks

If you purchased service, bought back previous service time worked for the City, or bought back service time while you were off for military duty, you can see the impact of these purchases. If you are buying back service through payroll deduction, your financing plan details will be here.

##### DROP

If you enrolled in DROP after you became eligible to retire, you will be able to see your monthly accrual and current DROP balance on this screen.

#### Forms

Find forms to make various changes to your account

#### Glossary

Look up terms or words used on this website or in its documents

#### Questions

Get answers to frequently asked questions

#### Contact Us

If you need to talk with someone, click here for contact information

#### Change Profile

Click here to set up two-factor authentication on your account.

"Two-factor" means there will be two steps to verify your identity.

The first is your login information (email address and password), and the second will be a code that the system sends to your email or your mobile phone; you type in the code to verify that you are the person logging in.

