



## Self-Service Instructions

*This document is intended to provide members with login and registration information.*

### Security Precautions

ERSGA encourages use of these precautions as a means of preventing unauthorized access of your computer.

#### **Install privacy protection software on your computer:**

Install commercially available software which protects your computer from viruses, hackers, spyware, and other intrusive threats to your privacy. An Internet keyword search for "*spyware and virus protection*" will yield numerous software products available for this purpose.

#### **Protect your User ID and Password:**

Third parties may offer services requiring you to provide them your access information (User ID and password). Proceed with caution before giving any third party private information. Consider the privacy and security risks. Anyone to whom you give your access information could access your account information and conduct transactions without your knowledge and authorization. You are responsible for protecting the confidentiality of your User ID and password. ERSGA cannot take responsibility for access or transactions that result from your failure to protect your access information.

#### **Use a computer password:**

Use the built-in password capabilities available with your personal computer. If you use your computer to make purchases and manage your finances online, consider configuring your computer to ask for a password each time the computer is turned on.

#### **Use a screen saver:**

Most computers can be configured to activate a screen saver that pops up after a few minutes of inactivity. The screen saver hides the information on your screen from others while you are away from your computer. You can configure most screen savers to ask for a password before returning the computer to its previous state.

#### **Manage your password:**

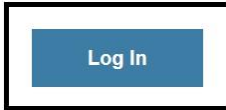
Do not use passwords such as family names, street names, pet names and birthdays, which are easily guessed. It is better to construct a password by combining randomly selected letters and numbers. If a string of random letters and numbers is difficult to remember, try using two unrelated words combined with a number (for example, wait4phone). It is recommended that you change your password every 30 days.

#### **Other important notes:**

Some Web browsers and third-party software provide the option to automatically remember your User ID and password. Please take care in using these features because stored passwords can be used by anyone with access to your computer.

Public access to the Internet is now offered in many libraries, airports, copy centers and cafes. Be extremely careful if you access ERSGA Web services through a public computer. Features built into Web browsers may allow the next user to obtain access to your account. At a minimum, you should completely log out of your account, and close the web browser. Try to clear cookies and Internet browse history, as well.

Visit our website at [ers.ga.gov](http://ers.ga.gov) and click on the Log In tab from the ERSGA Homepage.



**If you have already registered:**

Enter your USER ID and PASSWORD, and click SIGN IN.

If you cannot remember this information, please click on the link “Click here” next to forgotten Login Information.

**If you have never registered:**

Click the REGISTER button shown below and follow required steps.

Keeping your account safe and secure is ERSGA's highest priority; therefore, this site incorporates internet security and encryption technology. There are precautions you should take to prevent unauthorized access to your account from your computer, such as carefully protecting your User ID and Password, and also by using a firewall and spyware detection software. For more information, [Click here](#).

If you are an ERSGA Retiree, or an Active/Inactive/Lost Member and have already established an account, please log in by entering the following:

**User ID**

**Password**

[Sign In](#)

Forgotten Login Information? [Click here](#).

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If you have never registered, please click the **Register** button to create your ERSGA account.

[Register](#)

Need Account access instructions? [Click here](#).

If you have questions about your benefits, or need help using this site, please contact us using the contact information at the bottom of the page. Thank you for your continued support.

**Please Note: For the safety of your account, in the event you have forgotten your login information, you will need to re-register.**

## Enter a valid Social Security Number: Must be 9 digits

### Register for a new Self-Service account

Great care is taken to protect the confidentiality of your account. Before accessing your account, your identity will be confirmed by answering the following questions.  
Please enter all the required information, then click the **Next** button. If you do not wish to sign up on this website, [click here](#) to go back to the login page or close the browser.

Social Security Number  ?

**Next**

If you have questions about your benefits, or need help using this site, please contact us using the contact information at the bottom of the page. Thank you for your continued support.



Proceed by Clicking on

Enter your Last Name

Enter your Date of Birth- Use one of the following formats: MM/DD/YYYY OR MM-DD-YYYY

Enter your Zip Code

Select Your Employer

Net Amount- Enter the exact net amount of any payment you received from ERSGA in the past 45 days.

SSN

Last Name  ?

BirthDate  ?

Zip Code  ?

Employer Name  ?

SSN

Last Name  ?

BirthDate  ?

Zip Code  ?

Employer Name  ?

Net Amount  ?



Proceed by Clicking on

Additional information is needed to authenticate you. Please complete the information below.

**DO Not** Use your work email or your work phone number.

\* Do not use your work email or phone number unless requested specifically  
\* If incorrect information is entered, you will need to start the registration process over

Prefix:   
First Name:   
Middle Name:   
Last Name:  AKA's  
Suffix:   
Social Security Number:   
Date of Birth:   
Street Address:   
Apt, Suite, etc.:   
City:   
State:   
Zipcode:   
At least one phone number is required  
Home Phone:  +1 - (201) 555-0423  
Mobile Phone:  +1 -  
Work Phone:  +1 - (201) 555-0423  
Work Extension:   
\* indicates a required field

Please review the below information which you have entered. If all information is correct, click confirm. To make changes, click back to go back to the previous screen.

Prefix:   
First Name:  ERS  
Middle Name:   
Last Name:   
Suffix:   
Social Security Number:   
Date of Birth:   
Phone Number:  (404) 350-6300  
Street Address:  2 Northside 75  
Apt, Suite, etc.:  Suite 300  
City:  Atlanta  
State:  GA  
Zipcode:  30318  
\* indicates a required field



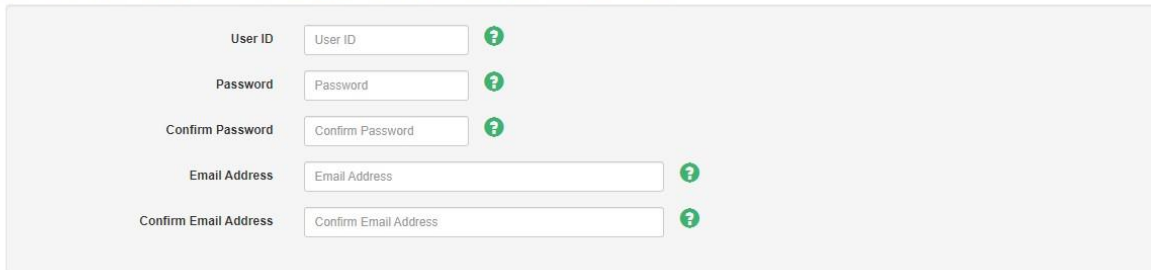
If all information is correct, proceed by Clicking on

To make changes, click **back** to go back to the previous screen.

### Register for a new Self-Service account:

To register for a new ERSGA self-service account, you will need to create a unique User ID and Password. We have included restrictions in an effort to make access to your account secure. Please review the restrictions listed below and keep them in mind as you create your User ID and Password.

If you do not wish to sign up on this website [click here](#) to go back to the login page or close the browser.



User ID	<input type="text"/>	?
Password	<input type="password"/>	?
Confirm Password	<input type="password"/>	?
Email Address	<input type="text"/>	?
Confirm Email Address	<input type="text"/>	?

Please write down your User ID and Password for reference, if needed. Should you encounter any problems accessing your account, please call ERSGA and report the difficulty.

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#### User ID

It must be between of 6 and 20 characters long and can only include letters, numbers, hyphens, underscores, period and the @ symbol. We suggest, but don't require, that you use your email address.

#### Password

It must be a minimum of 8 characters long and must contain 3 of the 4 specifications: upper case, lower case, numbers or a special character. Keep in mind that your password should be difficult to guess. Mixing letters, numbers and special characters together is the surest way to build a secure password. **PASSWORDS ARE CASE SENSITIVE.**

#### Confirm Password

Retype your password that was entered above.

#### E-Mail Address

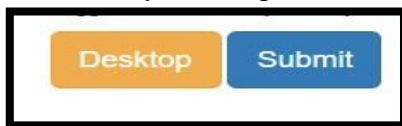
Enter your email address.

#### Confirm your e-mail address.

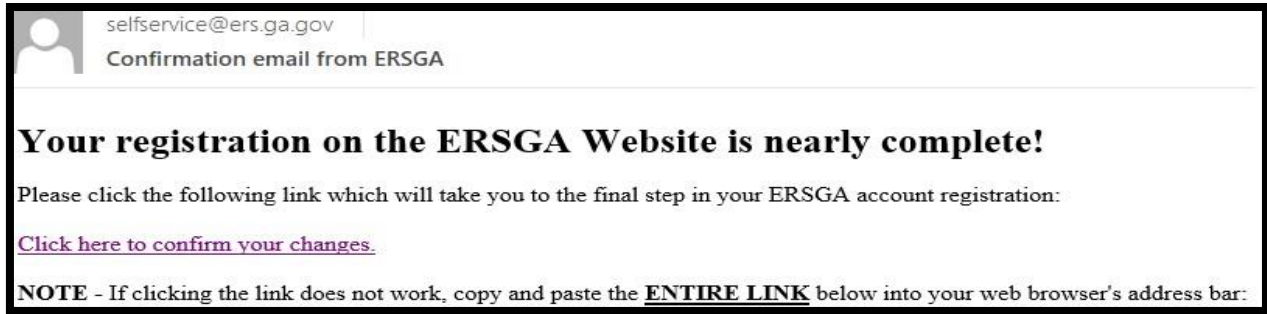
NOTE: The question mark (?) is a HELP feature. Click on it to see information for each field.

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Proceed by clicking on **Submit**.

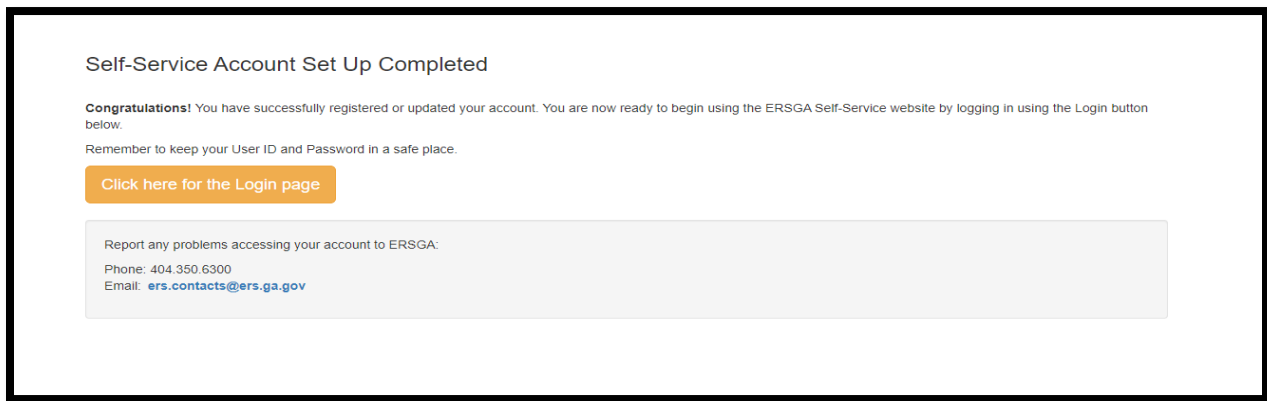


A confirmation message will be sent to your email address on file. You must go to the message and confirm receipt by clicking on the link before you may access your online account information.

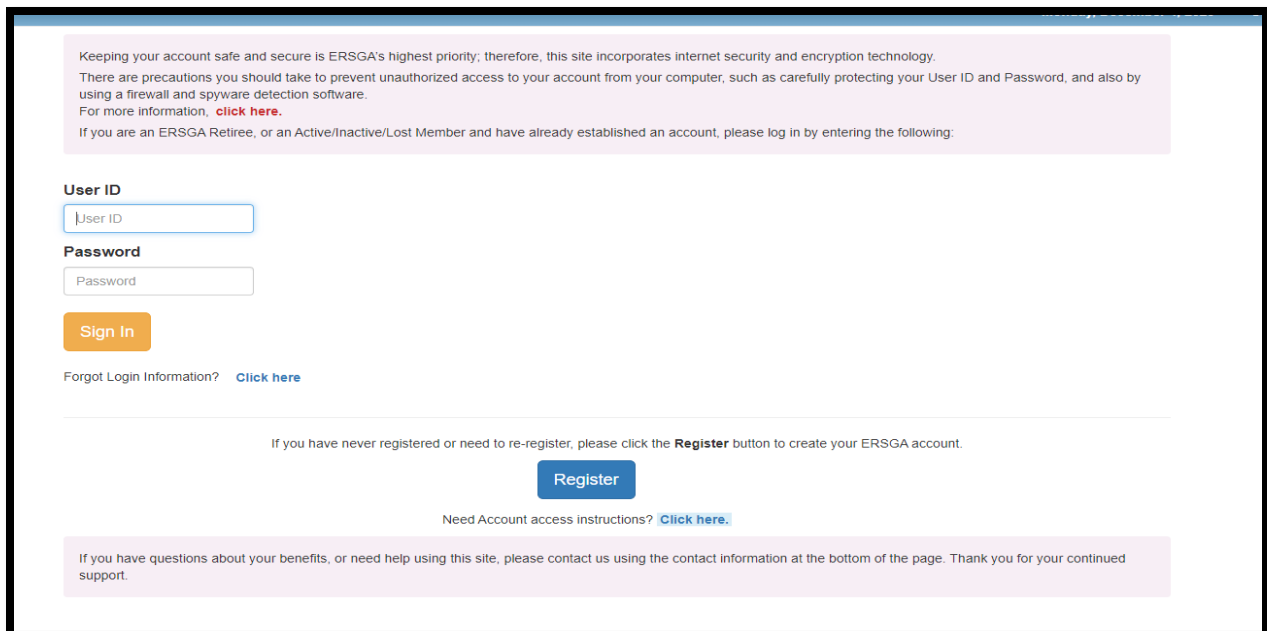


The screenshot shows an email header with the address 'selfservice@ers.ga.gov' and the subject 'Confirmation email from ERSGA'. The main body of the email features a large heading: 'Your registration on the ERSGA Website is nearly complete!'. Below this, it instructs the user to click a link to complete their registration. A purple link is provided: 'Click here to confirm your changes.'. A note at the bottom states: 'NOTE - If clicking the link does not work, copy and paste the ENTIRE LINK below into your web browser's address bar:'.

Complete security protocol by clicking on "Click here to confirm your changes"



The screenshot displays a confirmation page titled 'Self-Service Account Set Up Completed'. It begins with a 'Congratulations!' message stating that the user's account has been successfully registered or updated and is ready for use. It advises the user to keep their User ID and Password safe and provides an orange button labeled 'Click here for the Login page'. A light gray box contains contact information for reporting problems: 'Report any problems accessing your account to ERSGA: Phone: 404.350.6300 Email: ers.contacts@ers.ga.gov'.

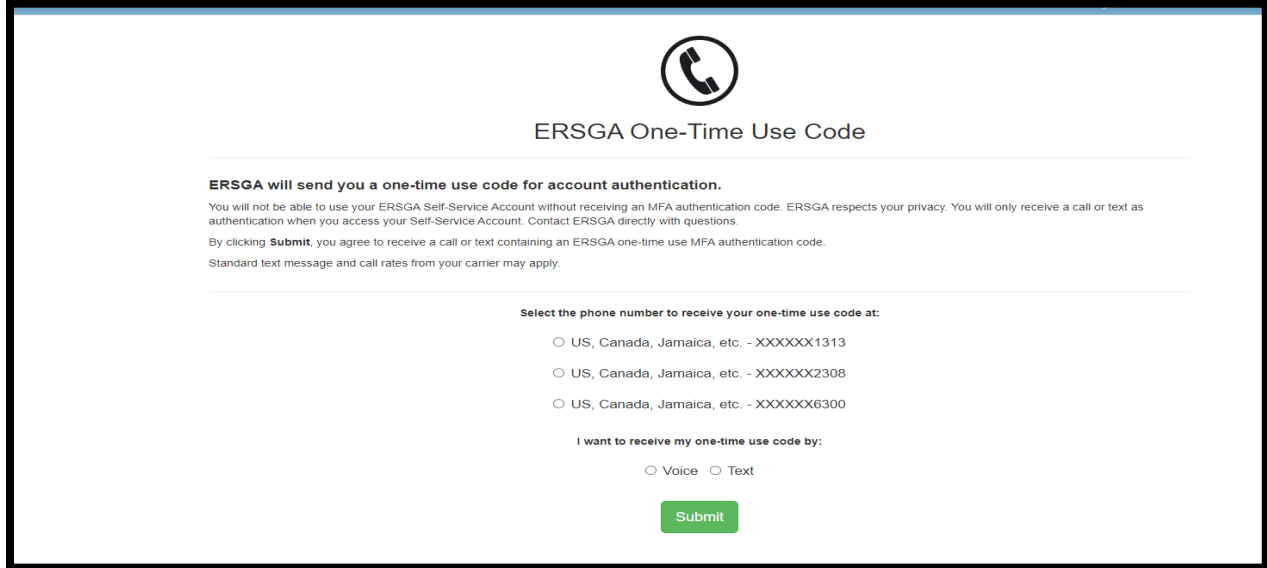


The screenshot shows the ERSGA login interface. At the top, a pink box contains security information: 'Keeping your account safe and secure is ERSGA's highest priority... There are precautions you should take to prevent unauthorized access... For more information, click here.' Below this, it asks the user to log in by entering their User ID and Password. There are input fields for 'User ID' and 'Password', followed by an orange 'Sign In' button. A link for 'Forgot Login Information?' is provided. A blue 'Register' button is located below the login section, with a note: 'if you have never registered or need to re-register, please click the Register button to create your ERSGA account.' At the bottom, another pink box provides contact information for questions or help.

By checking on the opt in box and clicking Submit, you consent to a call or text confirming you have opted into MFA.

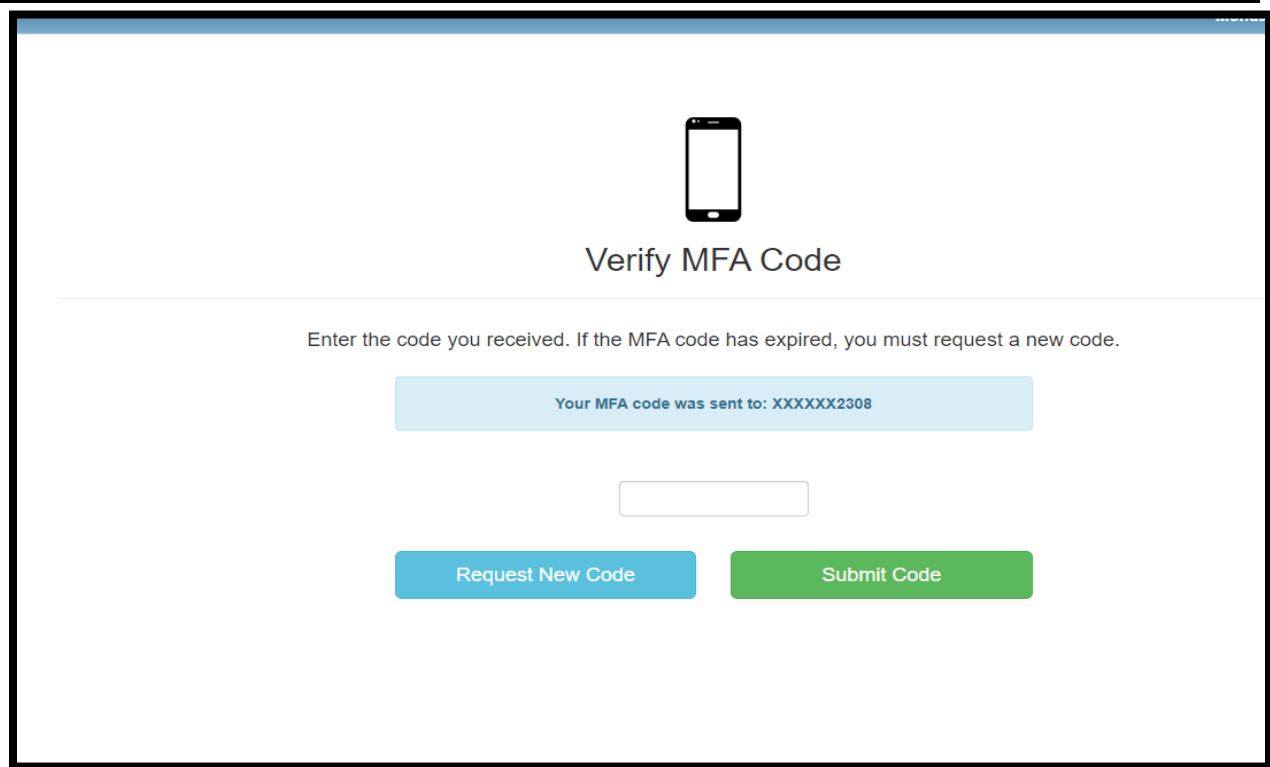
For security, ERSGA will send a one-time code EACH time you log in.

ERSGA will send a one-time passcode by phone call or text.



The screenshot shows a web page titled "ERSGA One-Time Use Code". At the top center is a telephone handset icon inside a circle. Below the icon is the title "ERSGA One-Time Use Code". A horizontal line separates the title from the main content. The main content includes a bold heading: "ERSGA will send you a one-time use code for account authentication." followed by two lines of smaller text: "You will not be able to use your ERSGA Self-Service Account without receiving an MFA authentication code. ERSGA respects your privacy. You will only receive a call or text as authentication when you access your Self-Service Account. Contact ERSGA directly with questions." and "By clicking **Submit**, you agree to receive a call or text containing an ERSGA one-time use MFA authentication code. Standard text message and call rates from your carrier may apply." Another horizontal line follows. Below this is the text "Select the phone number to receive your one-time use code at:" followed by three radio button options: "US, Canada, Jamaica, etc. - XXXXXX1313", "US, Canada, Jamaica, etc. - XXXXXX2308", and "US, Canada, Jamaica, etc. - XXXXXX6300". Below the options is the text "I want to receive my one-time use code by:" followed by two radio button options: "Voice" and "Text". At the bottom center is a green "Submit" button.

Enter the code you received.



The screenshot shows a web page titled "Verify MFA Code". At the top center is a smartphone icon. Below the icon is the title "Verify MFA Code". A horizontal line separates the title from the main content. The main content includes the text "Enter the code you received. If the MFA code has expired, you must request a new code." Below this is a light blue box containing the text "Your MFA code was sent to: XXXXXX2308". Below the box is a white input field for entering the code. At the bottom are two buttons: a blue "Request New Code" button and a green "Submit Code" button.

Self-Service tools are now available for use.

Questions about your account should be directed to an ERSGA Customer Service Representative at (404) 350-6300 or (800) 805-4609. You can also email us at [contact@ers.ga.gov](mailto:contact@ers.ga.gov) with feedback or suggestions. Thank you for your continued support.

**EMPLOYEES' RETIREMENT SYSTEM OF GEORGIA**

**Two Northside 75, Suite 300  
Atlanta Georgia 30318-7701  
Monday – Friday 8:00 am - 4:30 pm EST**