**Member Portal Quick Reference Guide**

**Retired Members & Beneficiaries**

To access the Member Portal, go to www.fwretirement.org

### Register as a new user

1. From www.fwretirement.org click “Member Portal”

2. Click “Register”

3. Enter requested information
   - Review password requirements
   - Learn about 2-Factor Authentication

   - Enter your information
   - Create a password
   - Answer 3 security questions

   - Check to accept
   - Click “Submit”

4. Once you successfully register, you’ll receive an email with a link. You must click the link from the email to activate your account

### Login

Use step 1 above; then enter the email and password you provided during registration

If you forget your password, click this link. Answer one of your security questions; then you’ll receive an email with a new password.

### 2-Factor Authentication

To keep your information secure, the login process includes 2-factor authentication.

After you login, you’ll be asked to enter an additional code, which will be sent to your email (or mobile phone if you set that up).

It will look something like this:

but the code will be different each time.

Enter the code in the Member Portal

This extra step helps prevent malicious attempts to access your account.

Once logged in, you can set up a mobile phone number on the “Change Profile” page and receive the code in a text message for future logins.
When you login, the left side of the screen has a menu:

**Personal Information**

Click here to view or change the information we have on file for you.

Be sure to hit the **Submit** button to send changes to the system. You’ll see a confirmation screen if you have successfully changed your information.

**Beneficiaries**

Click here to see your beneficiaries’ information.

**Retirement**

Click here for general information about your retirement date, Cost of Living Adjustment (COLA) election and monthly pension. You can also open, print, and save a letter of verification of your pension.

**Payment**

Click here for information about payments made to you, COLAs, bank deposit information for any direct deposit, and deductions (such as health insurance and tax withholding).

Be sure to click **Submit** when you’ve made changes.

This green confirmation message will appear if the changes were successfully submitted:

You have successfully submitted a change to FWERF. Your account should reflect the change within 24 hours.

**DROP**

If you were enrolled in DROP when you retired, click here to see your account balance and any transactions and monthly payments.

**Forms**

Find forms to make various changes to your account

**Glossary**

Look up the meaning of terms or words 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 for the appropriate staff member

**Change Profile**

Click here to add a mobile phone number as one option for receiving the security code. See more on this topic on the front of this page. “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.