

PeopleSoft Retiree Self-Service Log In Instructions

1. Go to the City of Norfolk's web site: www.norfolk.gov/retirement
2. Click on PeopleSoft Self-Service hyperlink at the bottom of page.

Matters may include but are not limited to the presentation of claims for benefits or requests to remedies for the redress of claims which have been denied in whole or in part. The Executive Director, in consultation with the Board Chair, will determine when the matter will be heard and will advise the person requesting to appear before the Board. The Board Chair may place time limits on any presentation.

The Board Chair may decline to hear any matter determined by the Executive Director and Chair to be outside the Board's jurisdiction or authority.

News and Announcements

The [2017 Retirement System Comprehensive Annual Financial Report](#) for the Fiscal Year ended June 30, 2017 is now available.

1099-R Tax Form

The 1099-R tax forms for calendar year 2017 have been mailed. Please contact the retirement office if you questions.

Retiree Self-Service

- [PeopleSoft Self-Service](#)
- [Self-Service Log in Instructions](#)
- [Self-Service Forgot My Password Instructions](#)
- [Self-Service Open Enrollment Instructions](#)
- [Self-Service View Paycheck Instructions](#)
- [Windows 10 PeopleSoft View Paycheck Help](#)
- [City of Norfolk Employee Retirement Benefit Estimator](#)

Forms & Notices

- [Name and Address Change](#)
- [Direct Deposit Authorization](#)
- [IRS W-4P](#)
- [Virginia Form VA-4P](#)
- [Request for Refund / Rollover of Contributions Form with IRS 402\(f\) Special Tax Notice](#)
- [Request for Refund / Rollover FAQs](#)

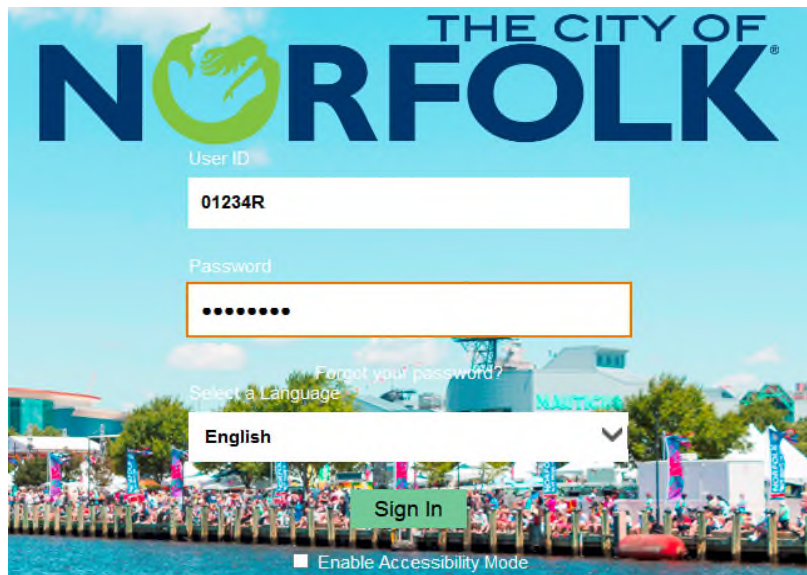
Administrative Policies and Procedures

- [Workers' Compensation Retirement Benefit Offset](#)



PeopleSoft Retiree Self-Service Log In Instructions

- 3. Enter your User ID and Password** - Your User ID is your Retirement Employee ID and can be found on your paycheck/advice near your name. Your initial password is the first four letters of your last name (examples: Ford, O'Toole, McCoy) last four digits of your SSN (example: 1234) and an asterisk (*) (examples: Ford1234*, O'To1234*, McCo1234*). If your last name is less than four letters your password will be shortened, that is if your last name is Joy only three letters are used in your password – example Joy6789*. Your User ID and Password are case sensitive so be sure to check your Caps Lock key. After entering your User Id and Password, **Click Sign In**.



- 4. Change your password** - The first time you sign on, your initial password is set to expire. **Click the link “Click here to change your password.”**

Note: You will be required to change your password every 90 days.

Your password has expired.

[Click here to change your password.](#)

PeopleSoft Retiree Self-Service Log In Instructions

5. Enter your “Current Password:”
6. Enter a “New Password:” - Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %, &). Remember your password is case sensitive.
7. Re-enter your new password in “Confirm Password:”
8. Click “Change Password”

Change Password

User ID: 01234R

Description: Forgotten Password

*Current Password:	<input type="password"/>
*New Password:	<input type="password"/>
*Confirm Password:	<input type="password"/>

Change Password

9. Click “OK”

You must enter a valid email address to utilize the Forgotten Password feature after the initial sign-in. If you already have a primary email account set up (as shown in the illustration in step 14), you can skip steps 12-15.

10. Click the Main Menu tab at the top of the page, then click “My System Profile”. You will see the screen below.

11. Click the “Primary Email Account” check box from Email Type “Other” to remove it as your Primary Email Address. You can enter multiple emails, but only one can be marked as the “Primary Email Account” and receive emails.

12. Click on the plus (+) at the bottom of the page in the Email section of the page to add a new email address.

13. Add an Email address - Check the “Primary Email Account” box. Select the Email Type by clicking the down arrow. Enter your email address.

14. Click “Save” at the bottom of the page.

PeopleSoft Retiree Self-Service Log In Instructions

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

↑

General Profile Information

Password

Change password
Change or set up forgotten password help

Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English ▾

Currency Code 🔍

Default Mobile Page 🔍

Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID 🔍

From Date 📅 (example: 12/31/2000)

To Date 📅 (example: 12/31/2000)

Workflow Attributes ?

Email User Worklist User

Miscellaneous User Links

Email ? Personalize | Find | 📄 | 📧 First ⏪ 1-2 of 2 ⏩ Last

Primary Email Account	Email Type	Email Address		
<input type="checkbox"/>	Other ▾	<input type="text"/>	+	-
<input checked="" type="checkbox"/>	Work ▾	user.email@norfolk.gov	+	-

📄 Save

PeopleSoft Retiree Self-Service Log In Instructions

15. Next, Click “Change or set up forgotten password help”


Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

General Profile Information

Password


Change password


Change or set up forgotten password help 

Personalizations

My preferred language for PIA web pages is: English


My preferred language for reports and email is: English ▾


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Alternate User

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Alternate User ID 




From Date  (example: 12/31/2000)





To Date  (example: 12/31/2000)


Workflow Attributes 

Email User Worklist User

Miscellaneous User Links

Email  Personalize | Find |  |  First 1-2 of 2 Last

Primary Email Account	Email Type	Email Address		
<input type="checkbox"/>	Other ▾	<input type="text"/>		
<input checked="" type="checkbox"/>	Work ▾	user.email@norfolk.gov		

 Save

PeopleSoft Retiree Self-Service Log In Instructions

16. Select a question by clicking the down arrow to display available security questions

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question: ▾

Select from the list of questions.

Response:

17. Enter a Response (answer) for your security question. The response will automatically convert to capital letters but is not case sensitive.

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE


Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question: ▾

Select from the list of questions.

Response:



18. Click Ok.

Congratulations! You are now ready to use Retirement Self-Service.