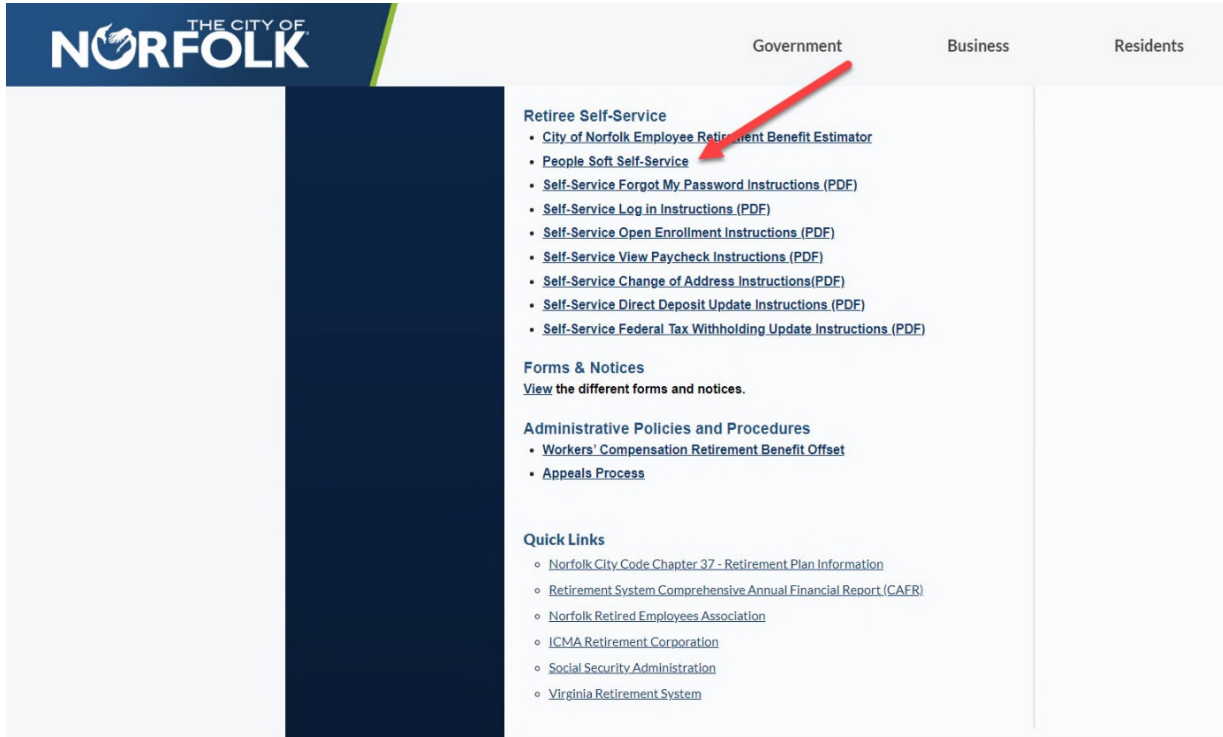


PeopleSoft Retiree Self-Service Log in Instructions

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

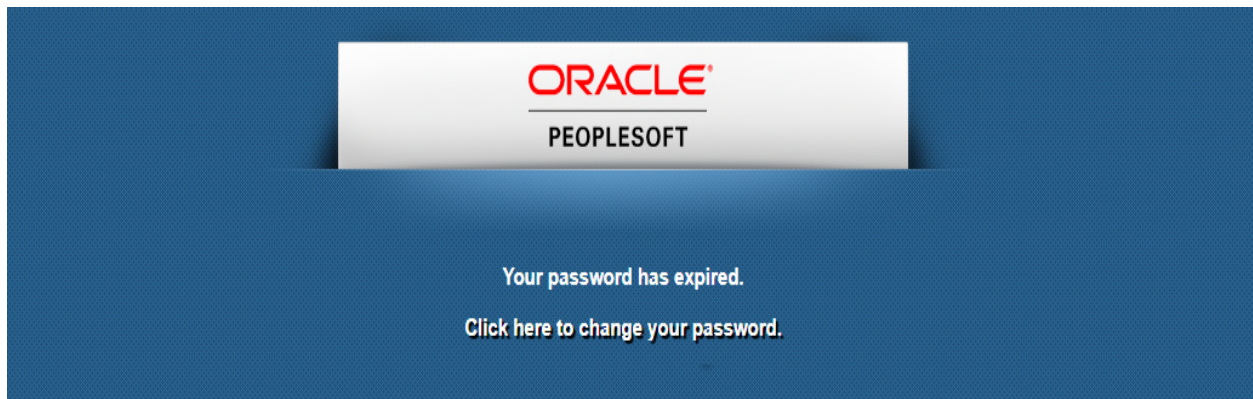


3. **Enter your User ID and Password** - Your User ID is your Retirement Employee ID found on your paycheck/advice near your name. Your initial password is the first four letters of your last name (examples: Ford, O'Toole, McCoy), last four digits of your SSN (example: 1234), and an asterisk (*) (examples: Ford1234*, O'To1234*, McCo1234*). If your last name is less than four letters, use your full last name as in, Joy which has only three letters, for 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**.

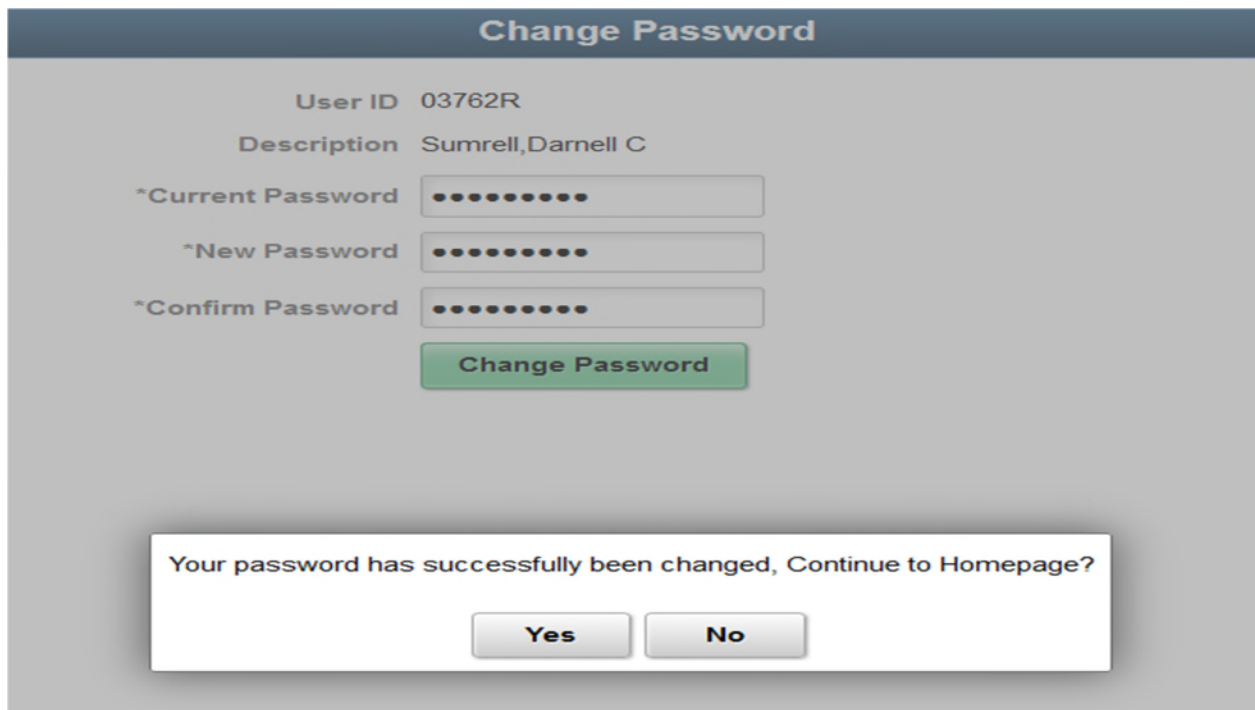


4. **Change your password** - The first time you sign on, your initial password is set to expire. Click the link **“Click here to change your password.”**

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



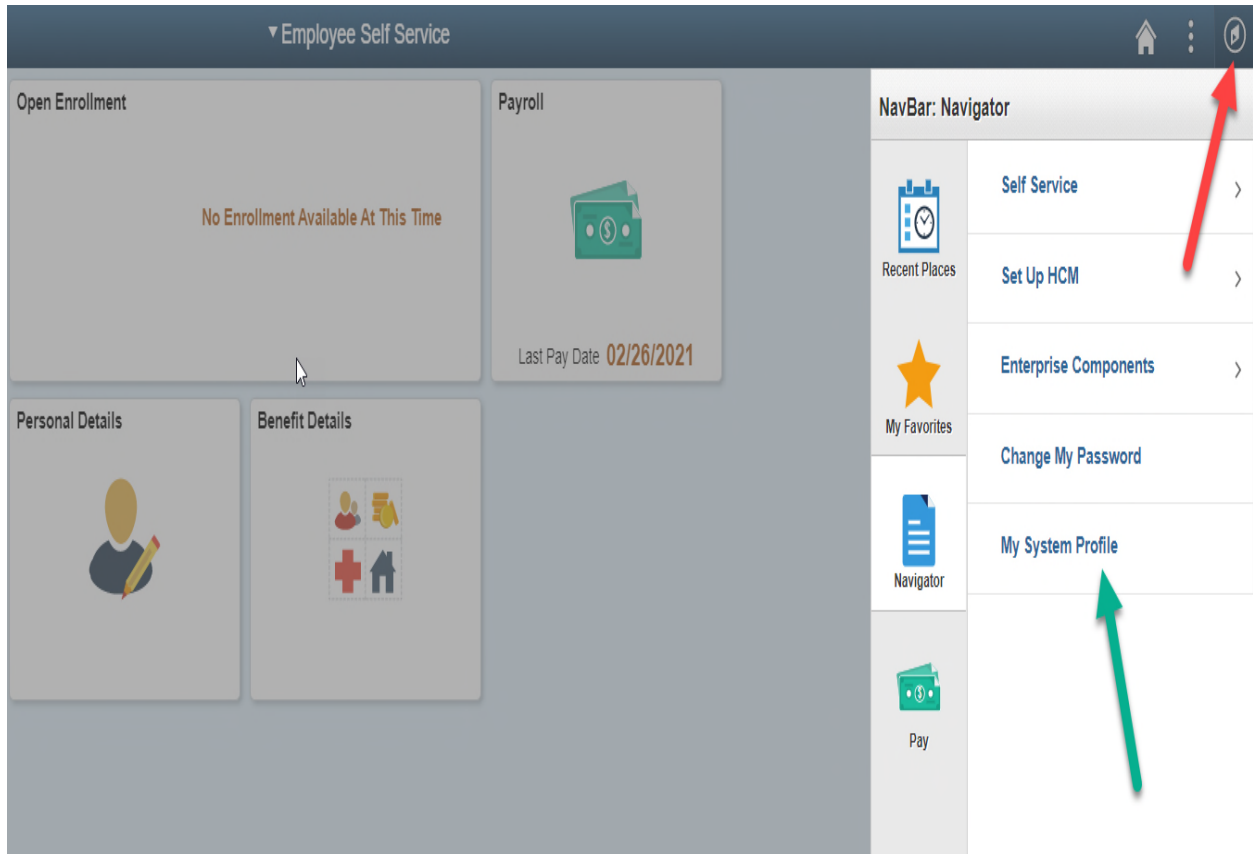
5. **Enter your “Current Password.”**
6. **Enter a “New Password”** Your new password must be at least seven characters with one capital letter, one number, and one special character (i.e., @, #, %, &). Remember, your password is case-sensitive.
7. **Re-enter your password in “Confirm Password.”**
8.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

A screenshot of the 'Change Password' form in Oracle PeopleSoft. The form is titled 'Change Password' and displays the user's information: 'User ID 03762R' and 'Description Sumrell,Darnell C'. There are three input fields: '*Current Password', '*New Password', and '*Confirm Password', each containing a series of dots. Below the input fields is a green 'Change Password' button. At the bottom of the form, a white dialog box contains the message 'Your password has successfully been changed, Continue to Homepage?' with 'Yes' and 'No' buttons.

9. **Click “Yes.”**

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 "Navbar" at the top of the right page, then click "Navigator" and then click "My System Profile."



11. Click the "Primary Email Account" check box from Email Type "Other" to remove it as your Primary Email Address.
12. Click on the plus (+) at the right of the page to add a new row.
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.

< Addresses
General Prof

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English ▼

Currency Code: USD 🔍

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

| Primary Email Account | Email Type | Email Address | | |
|-------------------------------------|------------|---|---|---|
| <input checked="" type="checkbox"/> | Other | IT-PSTST@norfolk.gov | + | - |
| <input type="checkbox"/> | Home ▼ | IT-PSTST@norfolk.gov | + | - |

IM Information

| Protocol | XMPP Domain | UserID | Password | | |
|----------|---|---|---|---|---|
| XMPP | 🔍 | | | + | - |

Save

15. Click **“Change or set up forgotten password help.”**
16. **Select a question** by clicking the down arrow to display available security questions.
17. **Enter a Response (answer)** for your security question. The response will automatically convert to capital letters but is not case-sensitive.

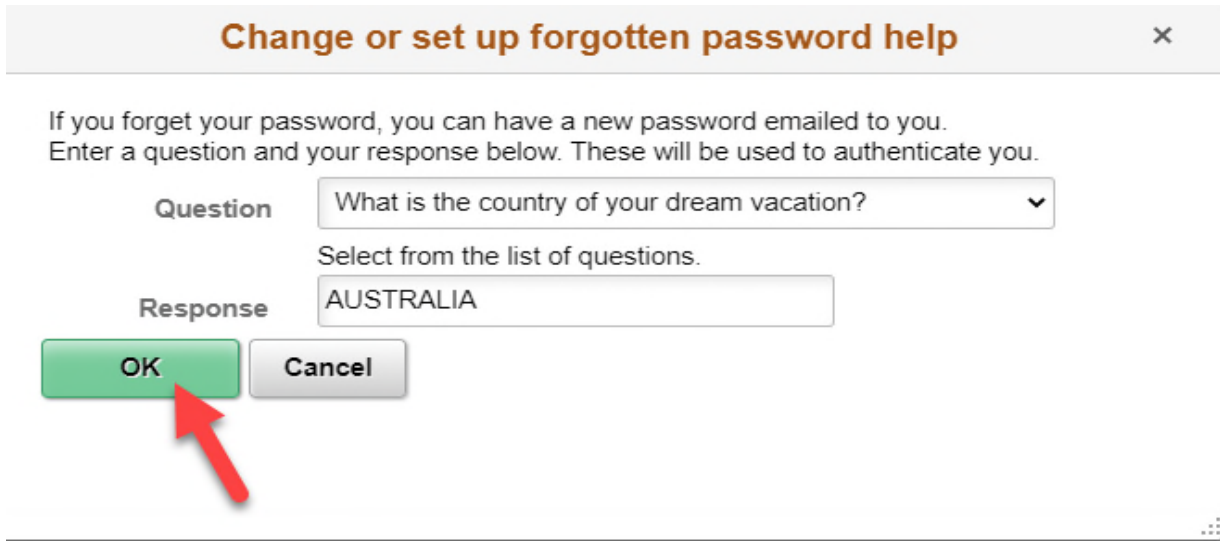
Change or set up forgotten password help ×

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

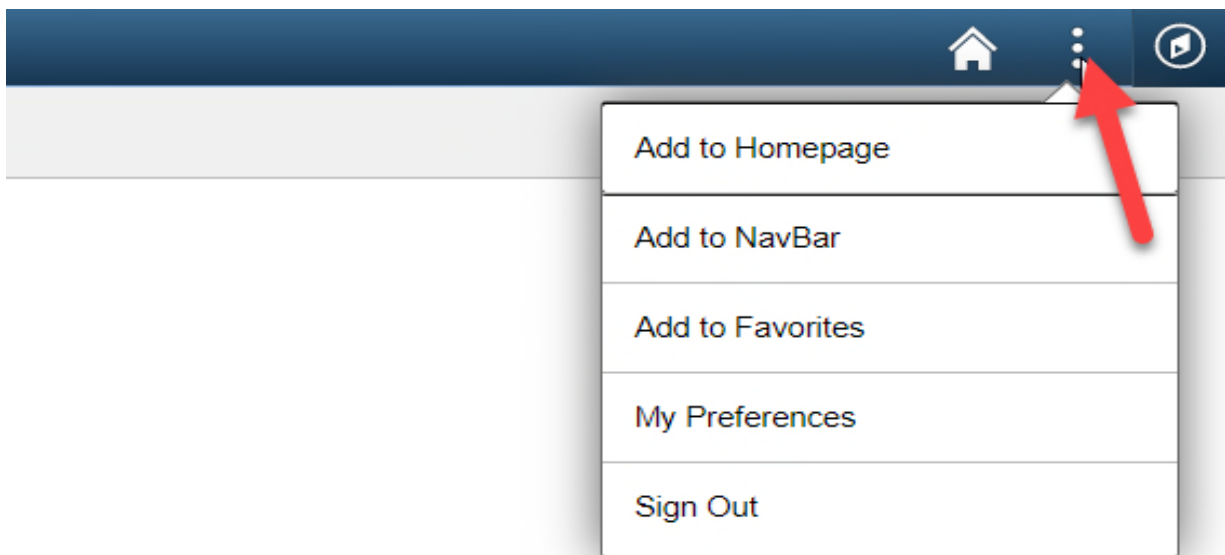
Select from the list of questions.

Response



18. Click **“Ok.”**

19. To exit PeopleSoft, click the vertical ellipsis, and select **“Sign Out”** from the drop down list.



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