

Retirement Online User Guide

Security and Settings

Revised: 07/2026

Introduction

Retirement Online allows customers to change their password and manage their security profile directly in the application without contacting NYSLRS.

Change Password

Sign in to *Retirement Online* and follow the steps below.

Step	Action
1.	In the <i>Security & Settings</i> section, click Change Password .
2.	The <i>Change Password</i> page will open. Populate the required fields: • Current Password • New Password • Confirm Password Click Change Password .

Manage Security Profile

Sign in to *Retirement Online* and follow the steps below.

Step	Action
1.	In the <i>Security & Settings</i> section, click Manage Security Profile .
2.	The <i>Manage Security Profile</i> page will open. To edit a landline phone or mobile phone, click Edit Landline Phone or Edit Mobile Phone. The page will become editable. To remove a phone number, click Delete. To edit an existing phone number, or to add an additional one: • Click Edit next to the field you want to update • Enter the new phone number <i>For Mobile Phone, an additional field will appear. Select Text Message or Voice Call.</i> • Click Validate A <i>Message</i> pop-up will appear. Enter the security code sent to you and click Submit. Click Save.
3.	To remove all trusted devices, click Remove Devices . A <i>Message</i> pop-up will appear. Click OK...
4.	To edit your security questions, click Edit Questions. The <i>Manage Security Questions</i> page will open. Populate the required fields: • Choose Question • Answer • Confirm Answer Click Save Button.