**Register as a new user**

1. From the home page click “Member Portal”
2. Click “Register”
3. Enter requested information:
   - Email address
   - Social Security number
   - Name, Birth Date, Gender
   - Employment status
4. Create a password
   - Answer 3 security questions
   - Click “Submit”

Once you register, you’ll receive an email; click the link from the email to activate your account.

**Login**

Use step 1 above; then enter your email and password.

If you forget your password, click this link.

**2-Factor Authentication**

You have the option to set up two-factor authentication to keep your information more secure. Click “Change Profile” to access this feature.

**Using the Member Portal**

When you login, the left side of the screen has a menu:

- **Personal Information**
- **Name / Contact Information**
  - View the information we currently have on file for you. Any changes to this information must be submitted to Human Resources at the City of Fort Worth.
- **Beneficiaries**
  - Click here to see your beneficiaries’ information.
- **Employment**
- **Summary**
  - Here you’ll find general information about your service credit, contributions and interest. You can print, and save a letter of verification of your pension.
- **Wage History**
  - View your annual retirement eligible earnings up to the latest information submitted by the City for the current year. You should be able to determine the highest annual earnings from this screen.
- **Service Buybacks**
  - If you purchased service, bought back previous service time worked for the City, or bought back service time while you were off for military duty, you can see the impact of these purchases. If you are buying back service through payroll deduction, your financing plan details will be here.
- **DROP**
  - If you enrolled in DROP after you became eligible to retire, you will be able to see your monthly accrual and current DROP balance on this screen.

- **Forms**
- **Glossary**
- **Questions**
- **Contact Us**
- **Change Profile**

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.