Member Portal User Guide and FAQs
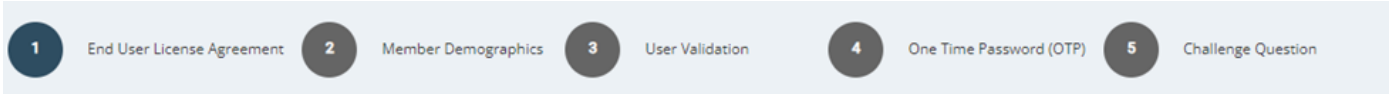
New employees: Due to system requirements, you must wait until you have received <u>two paychecks</u> before you can register. **Long-term members:** In order to use the new portal for the first time, you will need to register, even <u>if you previously had an account</u>. Information everyone will need to register:

- Social Security number
- Access to your email
- **Active** employees will need their employee ID number and their date of hire
- **Retirees** will need to have their **current gross monthly pension amount**

First visit? Enroll here.

How to Register

There are **five steps** to registering. They will appear like this:

1 End User License Agreement 2 Member Demographics 3 User Validation 4 One Time Password (OTP) 5 Challenge Question

Please see the next page for step-by-step instructions.

Step 1: Sign the agreement

Please check the box and then click **I ACCEPT.**

* ☐ By marking this checkbox and clicking "I Accept", I acknowledge and affirm I agree with the terms and conditions, privacy notice and online direct deposit authorization provided above.

Previous | I Accept | Finish

Step 2: Provide your basic information

Complete the Member Demographics page.

Your **Username** cannot be an email address or include any special characters.

Password requirements:
- Must be 12 to 15 characters
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character

Email address: We recommend that you **not** use your City employee email address.

* First Name:
* Last Name:
* Date of Birth:
* Social Security Number:
* Username:
* Password:
* Confirm Password:
* Email:
* Phone Number: SELECT COUNTRY

Phone number: Select your **country** in the first box, and your phone number in the second box. Example: 817-555-5555.

NOTE: For security reasons, you will need to update your password **every 12 months.**

Before proceeding, please make sure your information is correct. Then click **NEXT.**

Step 3: Complete the Validation Page

Fill in the blanks as required.
- **Active employees** will need their Employee ID number and date of hire.
- **Retirees** will need to provide their **current gross payment amount.** If you cannot find this information, please contact the Fund, 817-632-8900.
- All members will need to provide their zip code and department.

Step 4: Get a One-Time Password (OTP)

One Time Password

Please select the email or phone number where you would like to receive your OTP

Click here. ⬅️ ○ j************4@gmail.com

Send OTP ⬅️ **Then click here.**

The Fund uses **two-step authentication.** This is an extra step to protect your information. Click on the button to confirm your email address, then click **SEND OTP.** Then check your email for the one-time code. Sample email:

donot_reply@fwerf.org   12:26 PM (0 minutes ago)   ☆   ↩   ⋮

to me ▾

To protect the security of your Neobase account, please enter the Verification Code . 0YYFQEP2 on our website. The code expires in 30 minutes. If the code expires, you will need to request a new code. If you did not initiate this request, please contact customer service.

Step 5: Set up your Challenge Questions

Select and answer five questions. **NOTE:** The Fund does <u>not</u> have access to your answers, so if you forget them, you will have to create a new account.

Challenge Questions

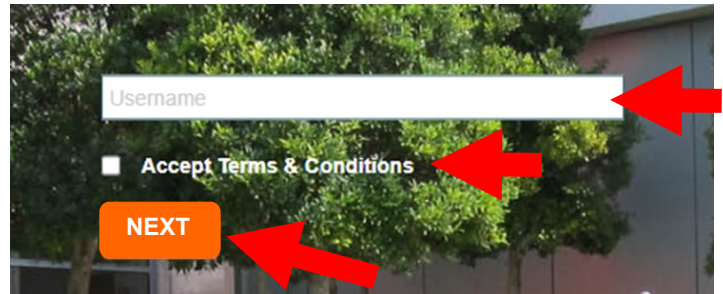| Question	Answer
⌄	
⌄	
⌄	
⌄	
⌄	

Previous   Continue   **Finish**

When you are done, select **FINISH.** You should see a message that your registration was successful. Click **OK** and you should automatically be redirected to the portal log in page.

members.fwerf.org says

Registration Successful.

OK

Logging In for the First Time

To log in, enter the Username (NOT your email address) that you created when you registered.

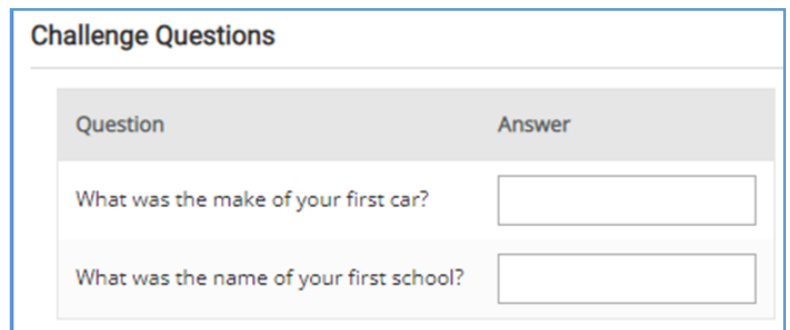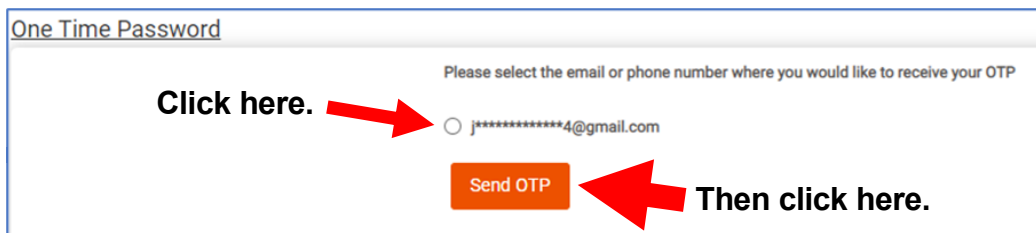Check the "Accept Terms & Conditions" box, and then click **NEXT.**

The **first time you log in,** you will be asked to answer two of your Challenge Questions. Example:

Also the first time you log in, you will need to request a One-Time Password (OTP). Enter this code in the box. Example below. Note that the OTP is NOT your real password.

Challenge Questions

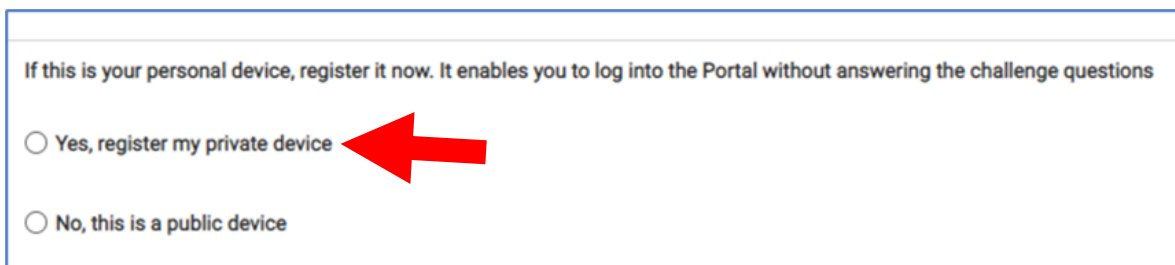| Question	Answer
What was the make of your first car?	
What was the name of your first school?	

One Time Password

Please select the email or phone number where you would like to receive your OTP

Click here. ○ j************4@gmail.com

Send OTP **Then click here.**

If you are using a **personal device** like your home computer, you have the option to bypass the Challenge Questions in the future:

If this is your personal device, register it now. It enables you to log into the Portal without answering the challenge questions

○ Yes, register my private device

○ No, this is a public device

NOTES: For security reasons, you cannot access your account from more than **three devices**. Each time you add a new device, it will "bump" the oldest device. You can always re-add a device, but it will then "bump" the next-oldest device. Also, the system may not work with the Safari web browser; please use Chrome, Edge, or Firefox.

Need help?

You may want to check out the Frequently Asked Questions on the following pages. If you still need help, please feel free to contact us. Email **Ask@fwretirement.org** or call 817-632-8900 during normal business hours, 7:30 to 4:30 M-F.

Frequently Asked Questions

What do active employees need to create an account?
Active employees will need: 1) Employee ID number; 2) Social Security number; 3) Date of hire with the City; 4) Access to your email.

What do retirees need to create an account?
Retirees will need 1) Social Security number; 2) Current gross monthly pension amount; 3) Access to your email. NOTE: If you cannot find your gross monthly pension amount, please contact the Fund, 817-632-8900.

I forgot my username.
Click on the RETRIEVE YOUR USERNAME option on the Portal homepage. Ask@fwretirement.org. CAUTION: After three failed login attempts, you will be locked out of the system and need to contact the Fund.

I forgot my password.
Click on the RETRIEVE YOUR USERNAME option on the Portal homepage. Note that the Fund does NOT have access to your password. CAUTION: After three failed login attempts, you will be locked out of the system and need to contact the Fund.

I forgot the answers to my Challenge Questions.
The Fund does not have access to your answers to the Challenge Questions. You will need to re-enroll. To get started, please contact the Fund, 817-632-8900 or email Ask@fwretirement.org.

I know my username and password are correct, but I still can't log in.
First, check to make sure your "Caps Lock" key is not accidentally turned on. Also, for security reasons, users are required to update their password every 12 months, so it may be that your password has expired. To create a new password, please click on the RETRIEVE YOUR USERNAME option on the Portal homepage. CAUTION: After **three failed login attempts**, you will be locked out of the system and need to contact the Fund.

Can I log in to the portal on my smartphone?
Yes, you can log in on your phone, unless your phone is using the Safari web browser. Instead, try using your web browser on your phone to access Google Chrome, Microsoft Edge, or Firefox.

Do you have a smartphone app?
There is no app for the Fund's Member Portal.

Frequently Asked Questions

I got a message saying I have exceeded the number of allowed devices.
For security reasons, you cannot access your account from more than three devices. Each time you add a new device, it will "bump" the oldest device from your selections. Note please that you can re-add this device, but it will then "bump" the next-oldest device.

Can I get my 1099-R tax form on the Portal?
Yes. On your dashboard, you will see three boxes. Box. Select the Annual Tax Forms button below the box on the left.

Can I view my monthly benefit statements on the Portal?
Yes. On your dashboard, you will see three boxes. In the My Benefit Payments box, click on the VIEW MORE button. On the next page, select the Payment Summary Information option at the bottom of the page.

Can I update my direct deposit selection?
Yes. On your dashboard, select the UPDATE DIRECT DEPOSIT option.

Can I still get benefit checks mailed to me?
Yes. If you still want to receive your checks by mail, please contact the Fund, 817-632-8900.

Can I still get my 1099-R tax form mailed to me?
Yes. If you still want to receive your checks by mail, please contact the Fund, 817-632-8900.

I cannot login using my Safari web browser.
The Member Portal is compatible with most web browsers, including Google Chrome, Microsoft Edge, and Firefox. The Safari browser may allow you to create an account, but you will not be able to log in afterward.

I still need help.
Call us at 817-632-8900 during normal business hours. You can also email Ask@fwretrement.org. We will be happy to assist you!