MYERF TIPS & TRICKS FOR EASY ACCESS TO YOUR PENSION ONLINE

We've noticed it's a bit of a challenge helping you with your account when we can't see what is on your computer screen. The ERF Communications Team has developed this easy to follow guide to allow you to register to create a myERF account, log into your account and reset your password or username. Please follow the instructions from Carmen, Ben, John & Gail below to help you with your online pension access. If you still have problems, you can call us at 214-580-7738 and use this tutorial as a guide to help us understand your concern. We updated myERF November 3rd, 2021, If you have not re-registered since then, register again to access your account. Click here to go to the ERF website www.dallaserf.org

AT THE ERF WEBSITE, TO GET TO THE MYERF SECURE MEMBER PORTAL, YOU MUST DO ONE OF TWO THINGS

1. If you already have an account, click "myERF Login."

Carmen

2. If you did not re-create an account, click "myERF Register."

The ERF website is <u>www.dallaserf.org</u> call myERF helpdesk if you need help at 214-580-7738

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Active Employees	Retirees	Beneficiaries	Former Employees	About Us	Resources	News & Events

WHAT IF YOU DON'T REMEMBER IF YOU RE-REGISTERED? No problem, try to log in. If the system says it does not recognize your login, you probably haven't re-registered. You'll need your retiree account number to register. If you can't remember the number, you can find it on an old ERF 1099R, an old check stub, or your pension award letter.

HOW DO I FIND THE COST OF LIVING ADJUSTMENT (COLA)?

I'd like to go back to the ERF website to find the COLA. In the example below I'm looking at myERF account. To return back to the website to find the COLA I'll need to look above the website address to the tabs I have open. Below I have three tabs open;

- 1. ERF website
- 2. myERF Account which is what I'm currently viewing
- 3. My email.

If I wanted to open another tab and keep all of the others open I'd click on the plus (+) symbol next to the last tab.

To check the COLA for 2021 I'll go to the first tab and go to the retiree page on the ERF website. To get back to myERF account I click on the second tab. My tabs don't disappear unless I close them. To close a tab I'd click on the X to the right of the tab.

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LOGGING INTO myERF

NUL NUL

Your login page should look like the image under my shoulder. If you run into the image on the right, do not log in here. It will give you an error. Click on the blue myERF login button in the upper right to get to the correct login page.

Correct Login Page

	MY ERI		
	Username is required		
	Password		
	Password is required		
	SIG	N IN	
	Forgot Username	Reset Password	
John			

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Active Employees Retirees Beneficia	ारांes Former Employees About Us Resources Ne	ws & Events Q
Log in Reset your password		
Username *	Do Not Use This Page to Log In it will	
Enter your Dallaserf.org username.	buttons that are circled above to either	
Password *	log in of register for an account them	
Enter the password that accompanies your username.		

Incorrect Login Page

ACCOUNT SETUP - STEP 1

There are directions for **retirees and beneficiaries**. Retirees need to follow those directions. Directions for employees are for employees and **do not** apply to retirees. **Do not add zeros to your account number**.



ACCOUNT SETUP - STEP 2

Your username can be anything, but your password must follow the guidelines provided. If you are not familiar with Two Factor Authentication (2FA), choose "Never" until you become familiar. You can learn more about 2FA by going to this web site <u>https://www.aarp.org/money/scams-fraud/info-2017/password-protection-tips.html</u>



ACCOUNT SETUP - STEP 3 & 4

3. Select a question and put in an answer you can remember for both questions.

4. Choose the delivery method - myERF will show you all the contact information we have to deliver your verification code. Choose one and click Next. In this example, the member chooses their email address.

CCOUNT SETUP				
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Verify Identity	Account Details	Security Questions	Two-Factor Authentication	Registration Successful
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Question 1 *		Answer to Qu Answer to Qu	uestion 1	

Step 4





ACCOUNT SETUP - STEP 4 CONTINUED

Open up another tab to go to your email and get your verification code. You have 15 minutes to input your verification code after receiving it either by email or phone. To see how tabs work, go to page 2.

Your Requested an Online Verification Code						
ERFOSV3VALQA@dallaserf.org						
E Tue 2/2/2021 9:47 AM				ひちめ→		
To: Jessie Jeyakumar; Vivian Lin; Kate Shaw; Mubina Tuku	lic; Melissa Harris; Adit	i Patel; Todd Green				-
1/mj						
Your myERF authentication pin is 839623. You have	e 15 minutes to us	e this pin.				
Thank you.						
Employees' Retirement Fund of the City of Dallas If you need assistance with mvERF, please call 21	4-580-7738					
Note: This message was sent from an unmonit	ored address. Ple	ase do not respon	d to this message.			
**This communication is for use by the inten you are not the intended recipient, any use, notify the sender by return e-mail and delete	ded recipient and copying or distrib this e-mail from	l may contain priv oution of this e-ma your system. Plea	ileged, confidential or co ail, in whole or in part, is s ase note that this e-mail a	pyrighted information. If trictly prohibited. Please ind all responses are subj	ect	
to the Texas Public Information Act and may	be disclosed to t	he public upon re	quest. Please respond acc	cordingly.**		
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type in your code.	Choose delive	ery method to receiv	ve a verification code			
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	Delivery Method					
	Email - mh****	*@dallaserf.org				
	Enter Code					
	A verification of	ode has been sent to	the selected delivery method	which will be valid for 15 minu	ites. Please enter the code below	
	Verification Code					
	839623					
				Resend Code		
	Cancel					Previous

7

Next

ACCOUNT SETUP - STEP 5

When you see "You have successfully registered for myERF.Click the Complete button to go to the Login page.

		•		
Verify Identity	Account Details	Security Questions	Two-Factor Authentication	Registration Successful
we successfully registered fo	n myEREL Click Complete butt	on to go to the Login page		

You can now log in using the username and password you created.

Username	RF	
Username		
Password		
	Sign In	

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Username		
Username is required		
Password		
Password is required		
SIG	N IN	
Forgot Username	Reset Password	$\overline{)}$

PASSWORD RESET

The username or password you entered is incorrect

If you get this message, you need to reset your password. Just click "Reset Password," and follow these four easy steps.



PASSWORD RESET - STEP 1

Enter your username and click the next button.

a –	2	3	4
Account Lookup	Verification	New Password	Success

PASSWORD RESET - STEP 2 Under "Delivery Method," you will be able to be solved eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers on file. Password nesses to subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers of subject eithery our email or phone number if we have the numbers devices to subject eithery our email and device have subject to mail responses net subject responses net subject if neared recipient and may be dicklosed to the numbers devices. Reply Reply II Forward	PASSWORD RESET							
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Reply Reply all Forward								
		Reply R	teply all Forward			10		

PASSWORD RESET - STEP 3

Type in a new password or the one you thought it was in the first place.

PASSWORD RESET			
o ——	- •	3	4
Account Lookup	Verification	New Password	Success
Please update your password.			
Password *			
Confirm Password *			
Cancel			Previous

Password Reset - Step 4

When you get the below message, you can click the "Complete" button go to the login page to get into your account.

PASSWORD RESET			
}		~	
	🛛	Ø	4
Account Lookup	Verification	New Password	Success
You have successfully reset your password! Login page.	Click Complete button to go to the		
			Complete

ÊRF

FORGOT USERNAME STEP 1

If you forgot your username follow this quick and easy two step process to reset it. Click "Forgot Username," on the login page and type in your email address or the phone number ERF has on file for you and click "Next."

Username	
Username is required	ACCOUNT LOOKUP
Password	
Password is required	
SIGN IN	Account Lookup Two-Factor Authentication Done
Forgot Username Reset Pass	word To help us locate your account, please enter your email or phone number below.
	CANCEL
FORGOT USERNAME STEP 2	ACCOUNT LOOKU
This member choose email so their username was sent to their emial. Now this member must check their email for a message from ERF with their username. Once the message is received they can log in to their account.	Image: Constraint of the system Image: Constraint of the system Account Lookup Done Your user name has been successfully emailed to Please use your user name to login.
	LOG IN



ADDITIONAL HELPFUL MYERF TIPS

Samsung Phones - the default browser will not give you access to myERF. You will need to go to the Play Store and download Chrome or Firefox to access myERF from your phone.

Apple Devices - We've found some Apple devices show member's birthdate incorrectly. This does not happen with everyone with an Apple device. First, we want to assure you we have your date of birth correct in our system. If you are having trouble creating your account and have an Apple device, give us a call at 214-580-7738, we can help you log in.

Amazon Tablets - the default browser with Amazon tablets does not give you access to myERF. You can download Chrome to your tablet to access myERF on your Amazon tablet. You will need to download four Amazon applications and install them on your tablet. One ERF staff member has done this sucessfully, and it takes a basic level of technical skill. If you would like to give it a try, go to this website for instructions <u>https://www.techjunkie.com/chrome-kindle-fire/</u>

We hope this tutorial has been helpful. If you are still having trouble, please call us at 214-580-7738. Use this guide as a tool to help you communicate with us on the phone. If you have pension questions besides myERF call 214-580-7700 or email <u>retire-ment_fund@dallaserf.org</u>.

