

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

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



Carmen



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.



Prefix	First Name	Middle Name	Last Name	Suffix	Birth Date	Masked SSN	Sex
Ms.	RUFINA	L	LEAL		07/19/1947	XXX-XX-6834	Female

Account Number	Status	Marital Status	Marriage Date
3481	Retired	Married	08/08/1965

ADDRESSES

Mail
1003 CEDARBROOK DR • GRAND PRAIRIE • TEXAS • 75052-7563

CONTACT INFO

Home Phone
US • (214) 728-8452

Cell Phone
US • (214) 886-8939

Primary Email
mharris@dallaserf.org

CONTACTS

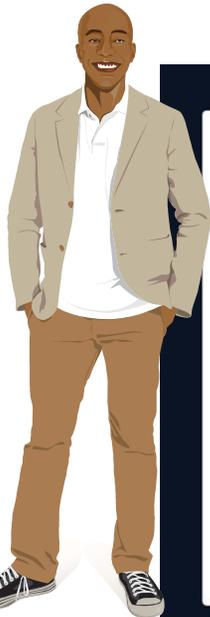
No data found

BENEFICIARIES

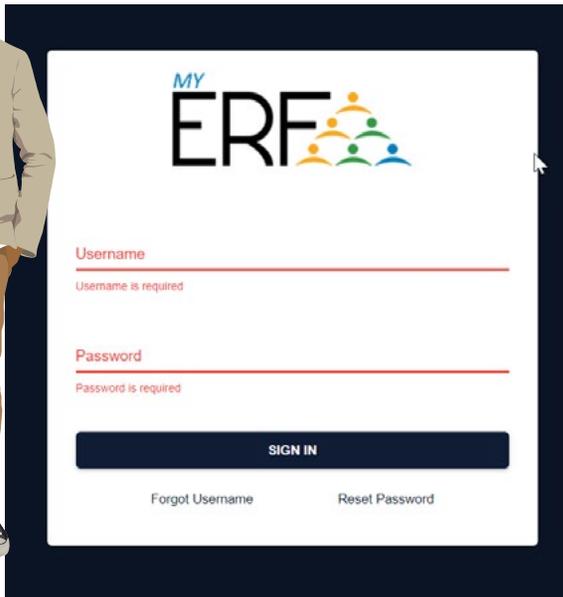
LOGGING INTO myERF

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.

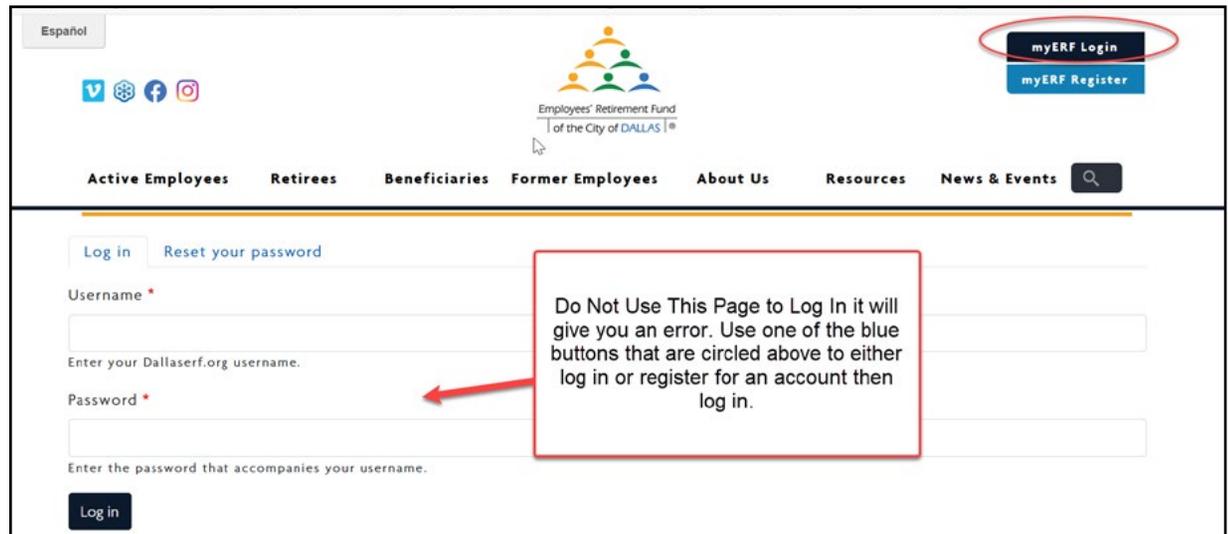
Correct Login Page



John



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

1 ————— 2 ————— 3 ————— 4 ————— 5

Verify Identity Account Details Security Questions Two-Factor Authentication Registration Successful

Retirees and Beneficiaries - Enter your account number, your last name and your birthdate.

Employees - Enter your employee number. Employee numbers must be six digits if your employee number is 12345 enter 012345.

Your information is secured during the verification process.

Employee Number / Account Number *

Last Name *

Birth Date * 

CANCEL NEXT

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 <https://www.aarp.org/money/scams-fraud/info-2017/password-protection-tips.html>



Gail

ACCOUNT SETUP

Progress: 1. Verify Identity (checked), 2. Account Details (active), 3. Security Questions, 4. Two-Factor Authentication, 5. Registration Successful

All fields are required. The password is case sensitive.

- Password must have a minimum of 6 characters
- no more than 24 characters
- a minimum of 1 number
- 1 capital letter
- and at least 1 lower case letter.

Name: [Redacted]

User Name: [Text input field]

Password: [Text input field]

Confirm Password: [Text input field]

Select type of authentication: Only when needed [Dropdown menu]

Buttons: Cancel, Previous, Next

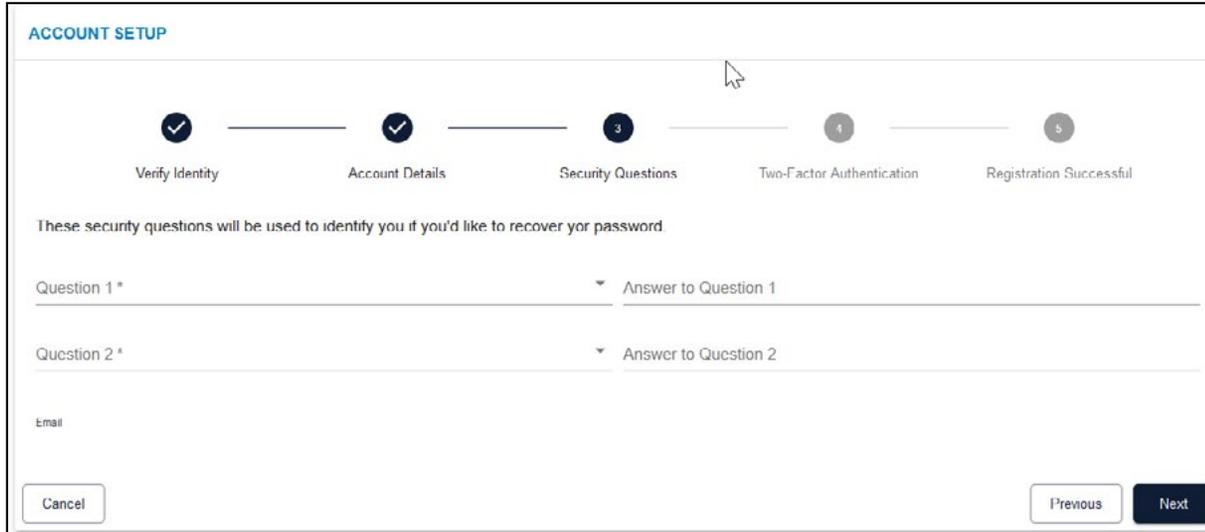
Annotations:

- Green box: "Your user name can be anything you want but can not have any blank spaces." (points to User Name field)
- Green box: "Your password must follow these rules." (points to Password field)
- Green box: "Click here to select your two factor authentication (2FA) choice. If you are not familiar with 2FA choose 'Never.'" To learn more about 2FA go to this site <https://www.aarp.org/money/scams-fraud/info-2017/password-protection-tips.html> (points to authentication dropdown)

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.

Step 3



ACCOUNT SETUP

Progress: Verify Identity (✓) — Account Details (✓) — **Security Questions (3)** — Two-Factor Authentication (1) — Registration Successful (5)

These security questions will be used to identify you if you'd like to recover your password.

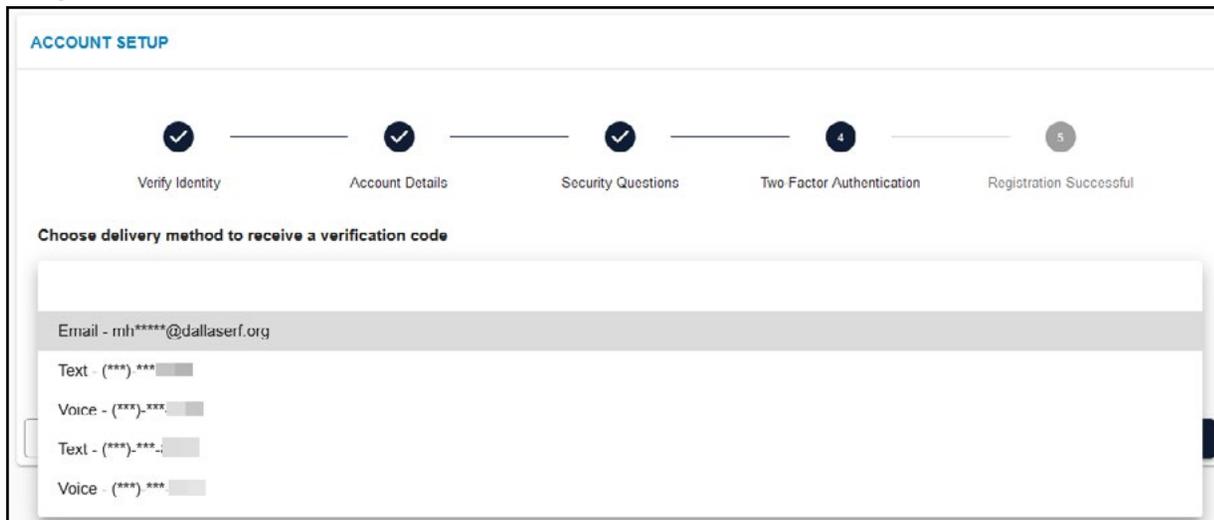
Question 1 *

Question 2 *

Email



Step 4



ACCOUNT SETUP

Progress: Verify Identity (✓) — Account Details (✓) — Security Questions (✓) — **Two Factor Authentication (4)** — Registration Successful (5)

Choose delivery method to receive a verification code

Email - mh*****@dallaserf.org

Text - (***) ***

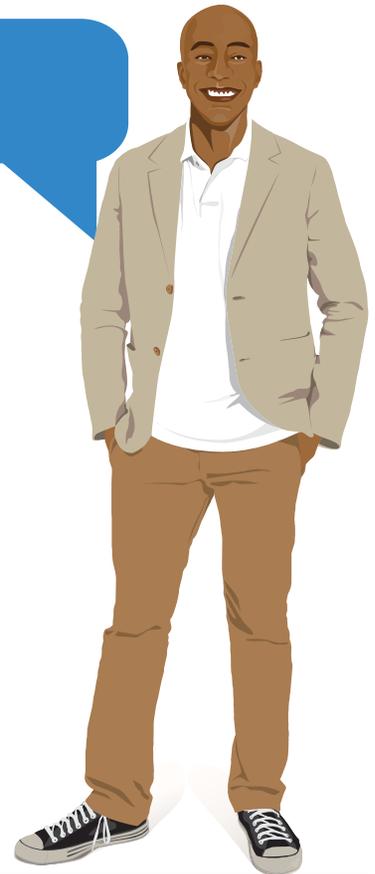
Voice - (***)-****

Text - (***)-****-

Voice - (***) ***

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
Tue 2/2/2021 9:47 AM

To: Jessie Jeyakumar; Vivian Lin; Kate Shaw; Mubina Tukulic; Melissa Harris; Aditi Patel; Todd Green

Your myERF authentication pin is **839623**. You have 15 minutes to use this pin.

Thank you.
Employees' Retirement Fund of the City of Dallas
If you need assistance with myERF, please call 214-580-7738
Note: This message was sent from an unmonitored address. Please do not respond to this message.

****This communication is for use by the intended recipient and may contain privileged, confidential or copyrighted information. If you are not the intended recipient, any use, copying or distribution of this e-mail, in whole or in part, is strictly prohibited. Please notify the sender by return e-mail and delete this e-mail from your system. Please note that this e-mail and all responses are subject to the Texas Public Information Act and may be disclosed to the public upon request. Please respond accordingly.****

[Reply](#) | [Reply all](#) | [Forward](#)

Now go back to the "Account Setup" tab to type in your code.

ACCOUNT SETUP

Verify Identity | Account Details | Security Questions | **Two-Factor Authentication** | Registration Successful

Choose delivery method to receive a verification code

In order to protect access to your account, we require you to enter a verification code that we will send you. How would you like to receive your code?

Delivery Method

Email - mh*****@dallaserf.org

Enter Code

A verification code has been sent to the selected delivery method which will be valid for 15 minutes. Please enter the code below.

Verification Code

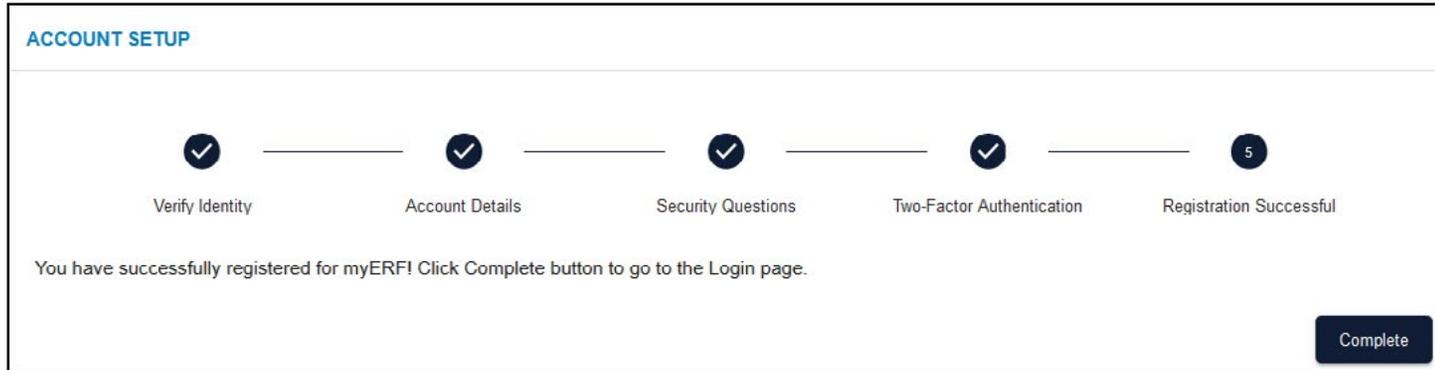
839623

[Resend Code](#)

[Cancel](#) [Previous](#) [Next](#)

ACCOUNT SETUP - STEP 5

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



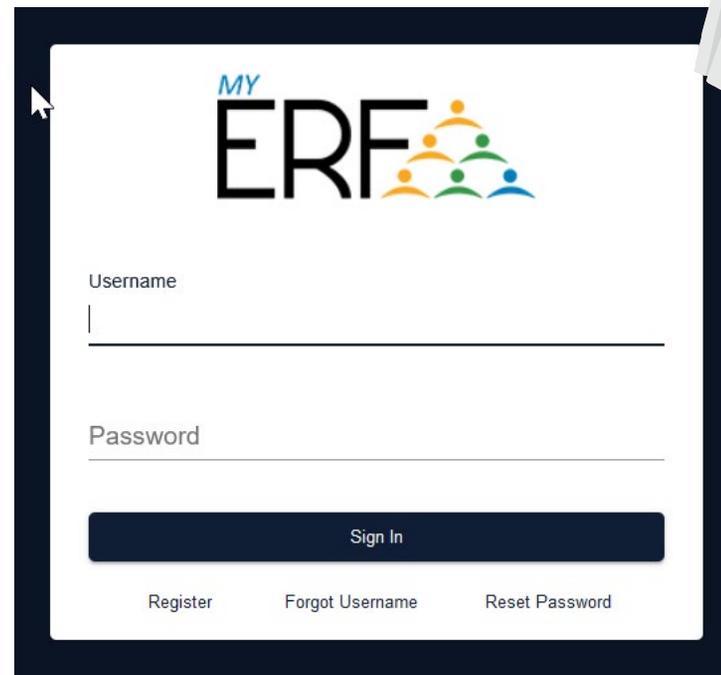
ACCOUNT SETUP

Verify Identity Account Details Security Questions Two-Factor Authentication 5 Registration Successful

You have successfully registered for myERF! Click Complete button to go to the Login page.

Complete

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



MY ERF

Username

Password

Sign In

Register Forgot Username Reset Password



MY ERF

Username
Username is required

Password
Password is required

SIGN IN

Forgot Username Reset Password

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.

PASSWORD RESET

1 Account Lookup 2 Verification 3 New Password 4 Success

Username

CANCEL NEXT

PASSWORD RESET



Account Lookup



Verification



New Password



Success

Choose delivery method to receive a verification code

In order to protect access to your account, we require you to enter a verification code that we will send you. How would you like to receive your code?

Delivery Method *

mh****@dallaserf.org

Enter Code

A verification code has been sent to the selected delivery method which will be valid for 15 minutes. Please enter the code below.

Verification Code *

295584

Resend Code

Cancel

Previous

Next

PASSWORD RESET - STEP 2

Under “Delivery Method,” you will be able to select either your email or phone number if we have the numbers on file.

PASSWORD RESET - STEP 2 CONTINUED

The verification code will be emailed to you, and you will put it in the space under “Verification Code” on the password reset page.

Your requested online login verification code



ERFOSV3VALQA@dallaserf.org

Tue 2/2/2021 10:34 AM

To: Jessie Jayakumar; Vivian Lin; Kate Shaw; Mubina Tukulic; Melissa Harris; Aditi Patel; Todd Green



Your myERF authentication pin is **295584**. You have 15 minutes to use this pin.

Thank you.

Employees' Retirement Fund of the City of Dallas

If you need assistance with myERF, please call 214-580-7738

Note: This message was sent from an unmonitored address. Please do not respond to this message.

This communication is for use by the intended recipient and may contain privileged, confidential or copyrighted information. If you are not the intended recipient, any use, copying or distribution of this e-mail, in whole or in part, is strictly prohibited. Please notify the sender by return e mail and delete this e mail from your system. Please note that this e mail and all responses are subject to the Texas Public Information Act and may be disclosed to the public upon request. Please respond accordingly.

[Reply](#) | [Reply all](#) | [Forward](#)

PASSWORD RESET - STEP 3

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

PASSWORD RESET

Account Lookup Verification **3** 4

Account Lookup Verification **New Password** Success

Please update your password.

Password *

Confirm Password *

Cancel Previous Next

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.

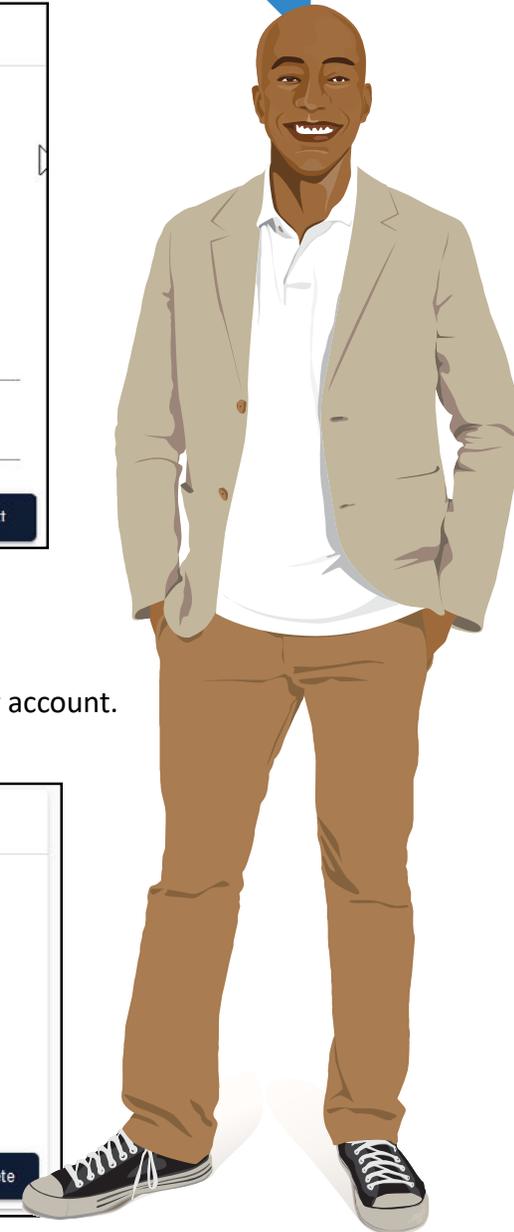
PASSWORD RESET

Account Lookup Verification **3** 4

Account Lookup Verification **New Password** Success

You have successfully reset your password! Click Complete button to go to the Login page.

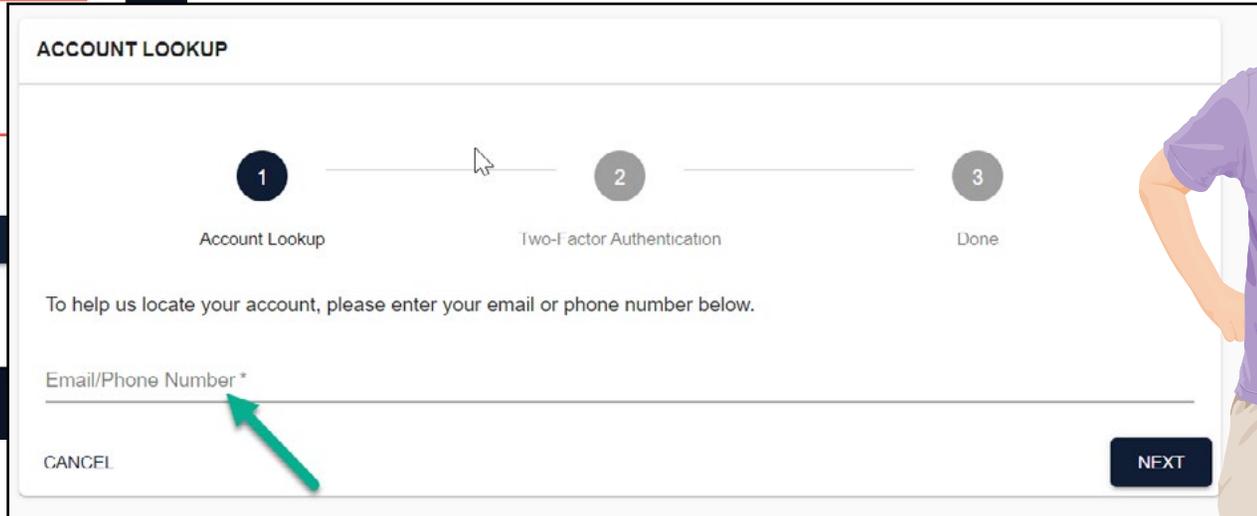
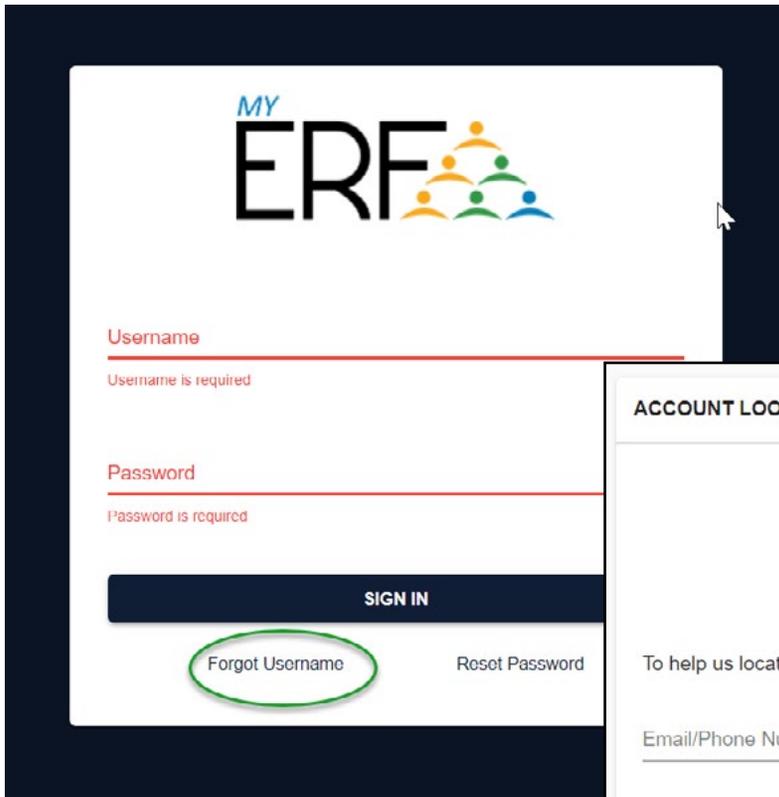
Complete



FORGOT USERNAME

STEP 1

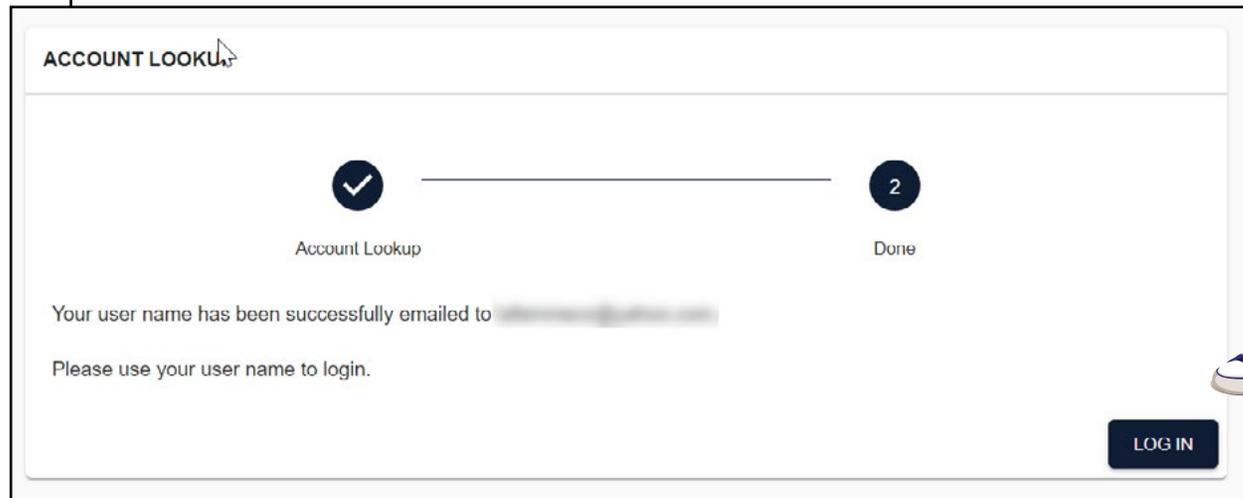
If you forgot your username follow this quick and easy two step process to reset it. Click "Forgot Username," on the login page and type in your email address or the phone number ERF has on file for you and click "Next."



FORGOT USERNAME

STEP 2

This member choose email so their username was sent to their email. 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.





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 successfully, and it takes a basic level of technical skill. If you would like to give it a try, go to this website for instructions <https://www.techjunkie.com/chrome-kindle-fire/>

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 retirement_fund@dallaserf.org.

