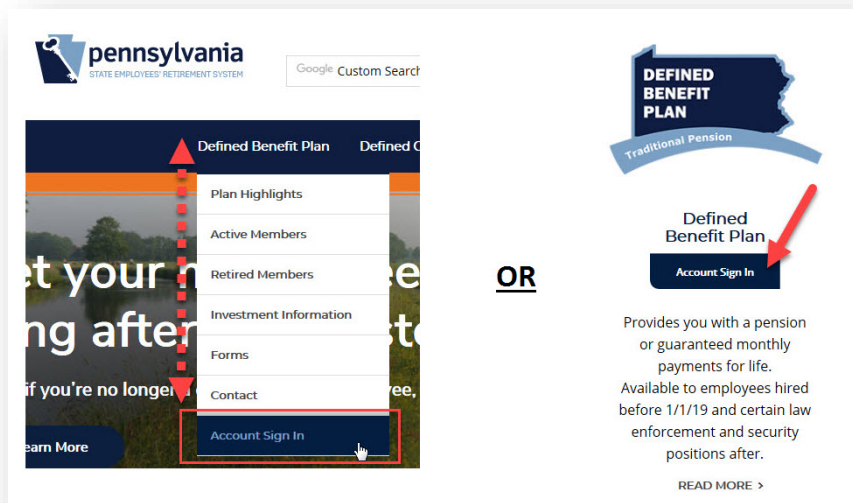


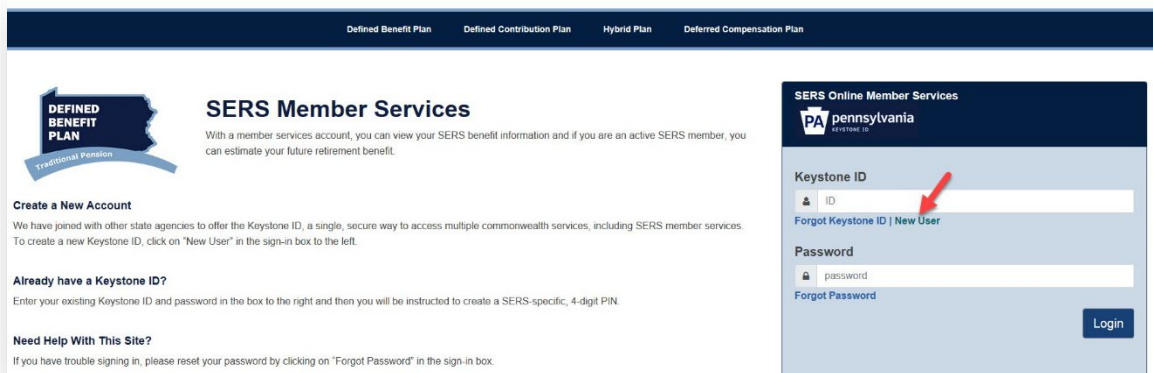
Creating a Keystone ID

A Keystone ID is a self-created username used to login to multiple state agencies. Once a Keystone ID is associated with your SERS account, it will be permanently attached. If you believe you may already have an ID, use the Forgot Keystone ID or Forgot Password tools on the member login page <https://members.sers.pa.gov>.

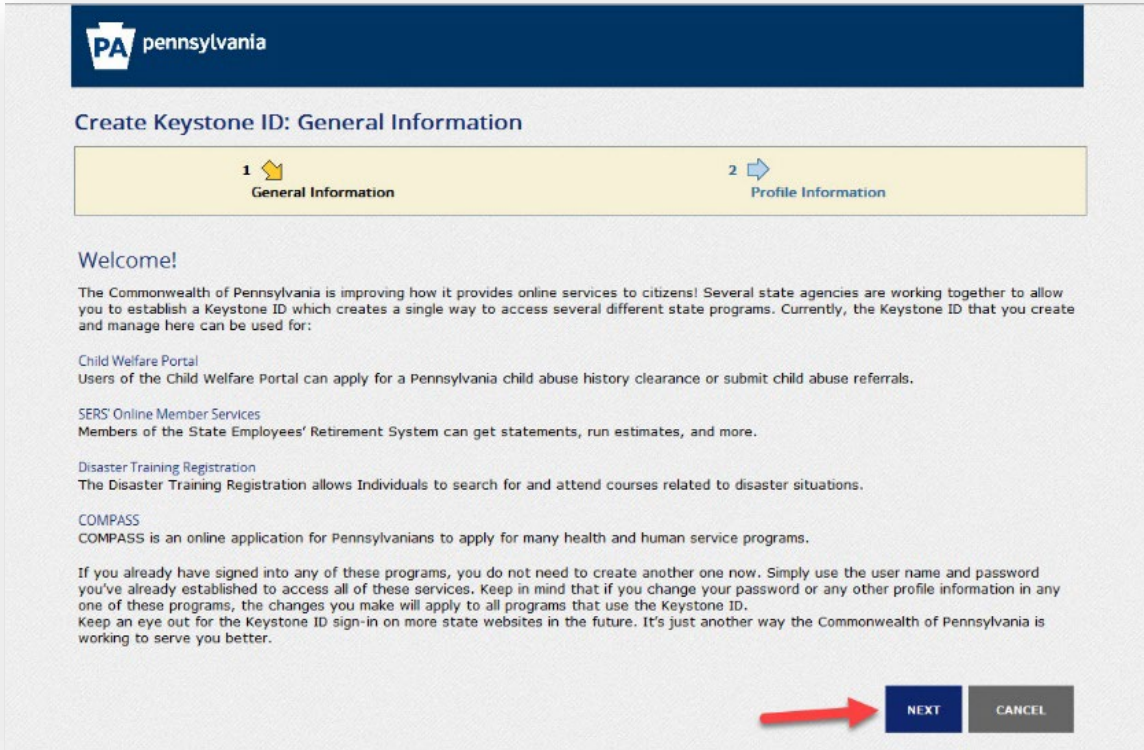
1. To create a Keystone ID for online access to your SERS Defined Benefit Plan, go to <http://sers.pa.gov> . Click on **Account Sign in** at the bottom of the Defined Benefit Plan navigation bar or further down the page under the Defined Benefit Plan logo.



2. Under the Keystone ID textbox, click on **New User**





3. After reviewing the general information page, click **Next**.



PA pennsylvania

Create Keystone ID: General Information

1  **General Information** 2  **Profile Information**

Welcome!

The Commonwealth of Pennsylvania is improving how it provides online services to citizens! Several state agencies are working together to allow you to establish a Keystone ID which creates a single way to access several different state programs. Currently, the Keystone ID that you create and manage here can be used for:


Child Welfare Portal
Users of the Child Welfare Portal can apply for a Pennsylvania child abuse history clearance or submit child abuse referrals.

SERS Online Member Services
Members of the State Employees' Retirement System can get statements, run estimates, and more.

Disaster Training Registration
The Disaster Training Registration allows Individuals to search for and attend courses related to disaster situations.

COMPASS
COMPASS is an online application for Pennsylvanians to apply for many health and human service programs.

If you already have signed into any of these programs, you do not need to create another one now. Simply use the user name and password you've already established to access all of these services. Keep in mind that if you change your password or any other profile information in any one of these programs, the changes you make will apply to all programs that use the Keystone ID. Keep an eye out for the Keystone ID sign-in on more state websites in the future. It's just another way the Commonwealth of Pennsylvania is working to serve you better.

 **NEXT** **CANCEL**

4. Complete the form by filling out the appropriate information. Please note that using your browser's auto-fill/auto-complete feature may cause errors by including a space with each entry:
 - a. Create a Keystone ID or "username" that is at least 6 characters and does not start with a number and complete the form.
 - b. Date of Birth in MM/DD/YYYY format
 - c. **The provided email should be a personal account** to retain access for resetting credentials after retiring.
 - d. 3 separate security questions with 3 separate answers are required. Your responses are **case-sensitive** and will need to be answered in the same format as typed if prompted in the future for credential retrieval.
 - e. Complete the CAPTCHA by answering the question
 - f. Click **Finish** once complete. Any errors will be marked in red and need corrected before continuing.



Create Keystone ID: Profile Information

1  General Information

2  Profile Information

* = Required

To create a new Keystone ID, please provide the following information:

* Keystone ID **a.** (must be 6 to 64 characters)

* First Name

* Last Name

* Date Of Birth **b.** (MM/DD/YYYY)

* E-mail

* Confirm E-mail **c.**

To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password.

Security Question Tips

Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool. Avoid using special characters (\$#@%) and punctuation (', . -) in your answers. You cannot use the same question more than once. Answer cannot be any phrase directly from the question.

* Security Question 1

* Answer

* Security Question 2 **d.**

* Answer

* Security Question 3

* Answer

For security reasons, please answer the following question.

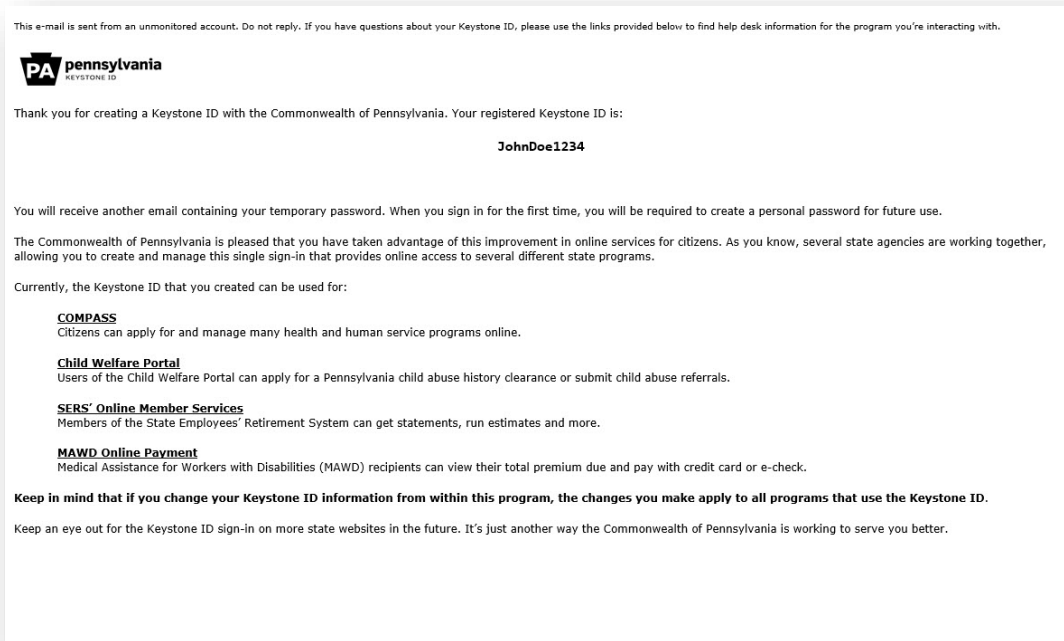
Question Which color is NOT in the American flag: Red, Blue, Green, White?

* Answer **e.**

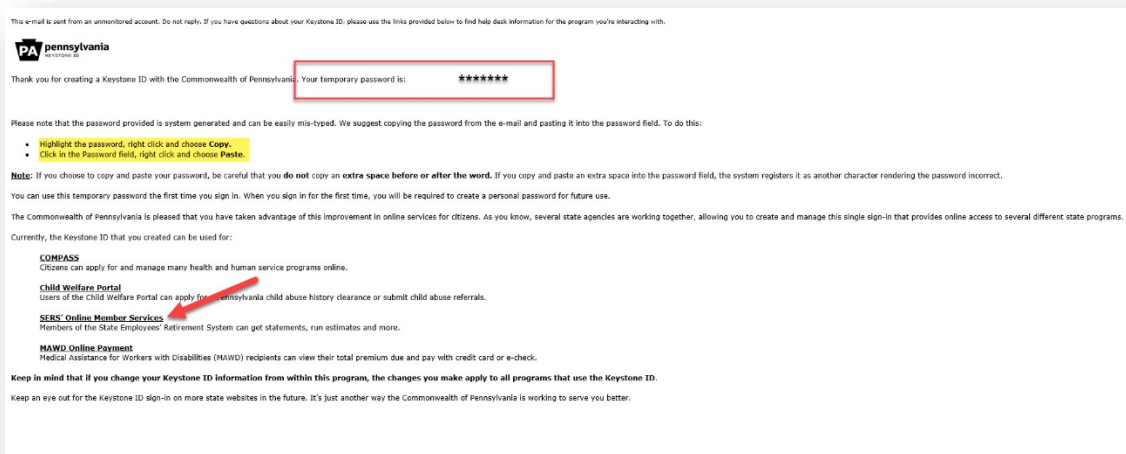
f. 

BACK **FINISH** **CANCEL**

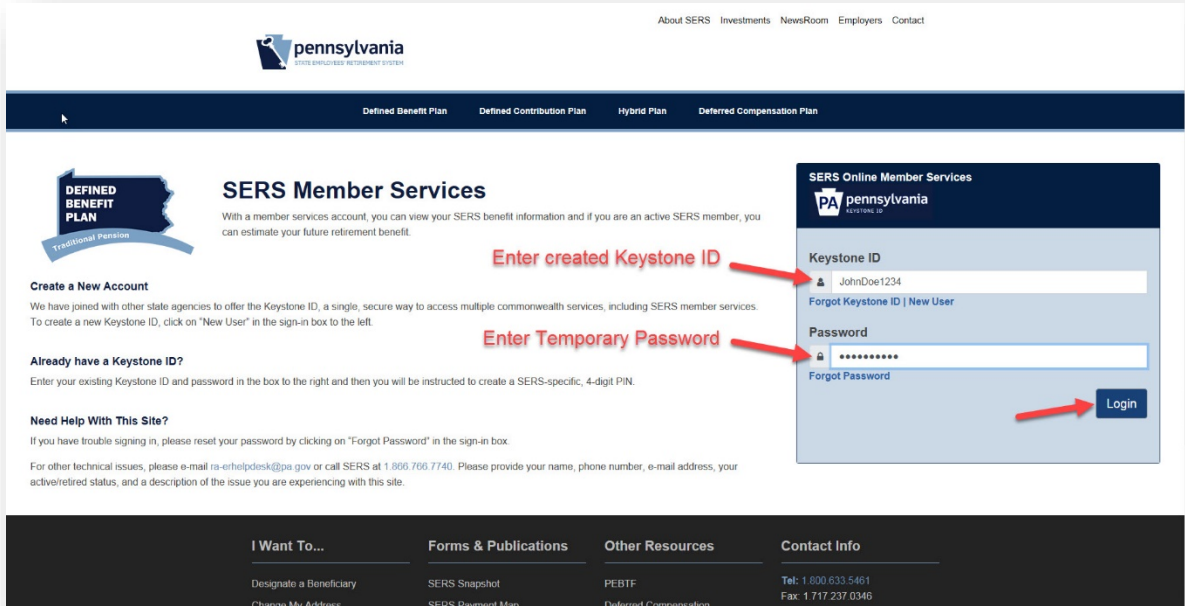
- Two emails will be sent to the address you provided. The first will confirm your Keystone ID registration.



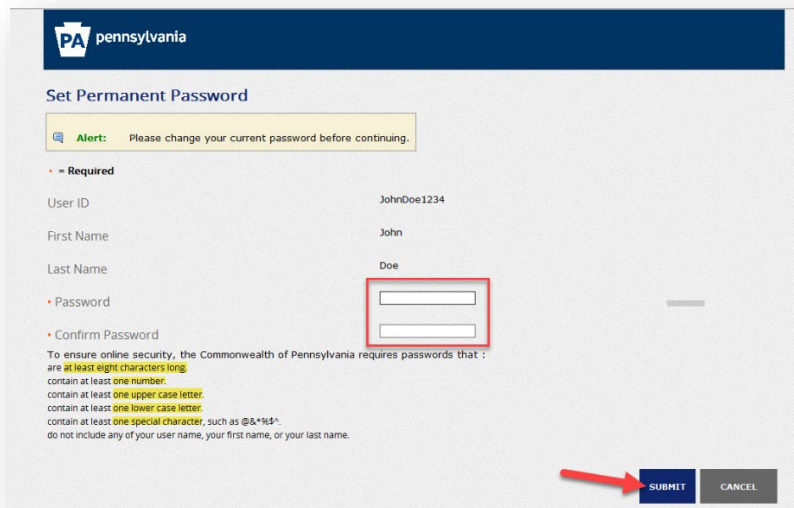
- The second email will contain the temporary password needed to sign on to SERS' Online Member Services. Please note that the password provided is system generated and can be easily mis-typed. We suggest copying the password from the e-mail and pasting it into the password field on the logon page. To do so, highlight the password, right-click it, and choose **Copy**. *Be careful that you do not copy an extra space before or after the password.*



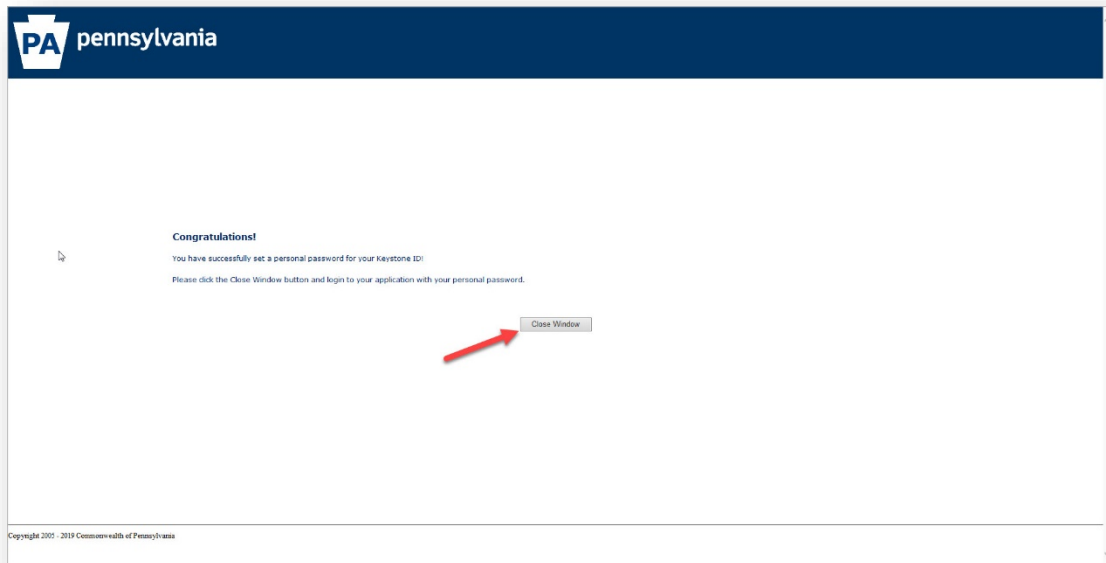
7. Click on the provided link for **SERS' Online Member Services**.
(<https://members.sers.pa.gov>)
8. Once at <https://members.sers.pa.gov>, enter your Keystone ID and temporary password from the email. If copied, paste the case-sensitive temporary password from the email by clicking inside the password field, right-clicking, and choosing **Paste**.
9. Click **Login**.



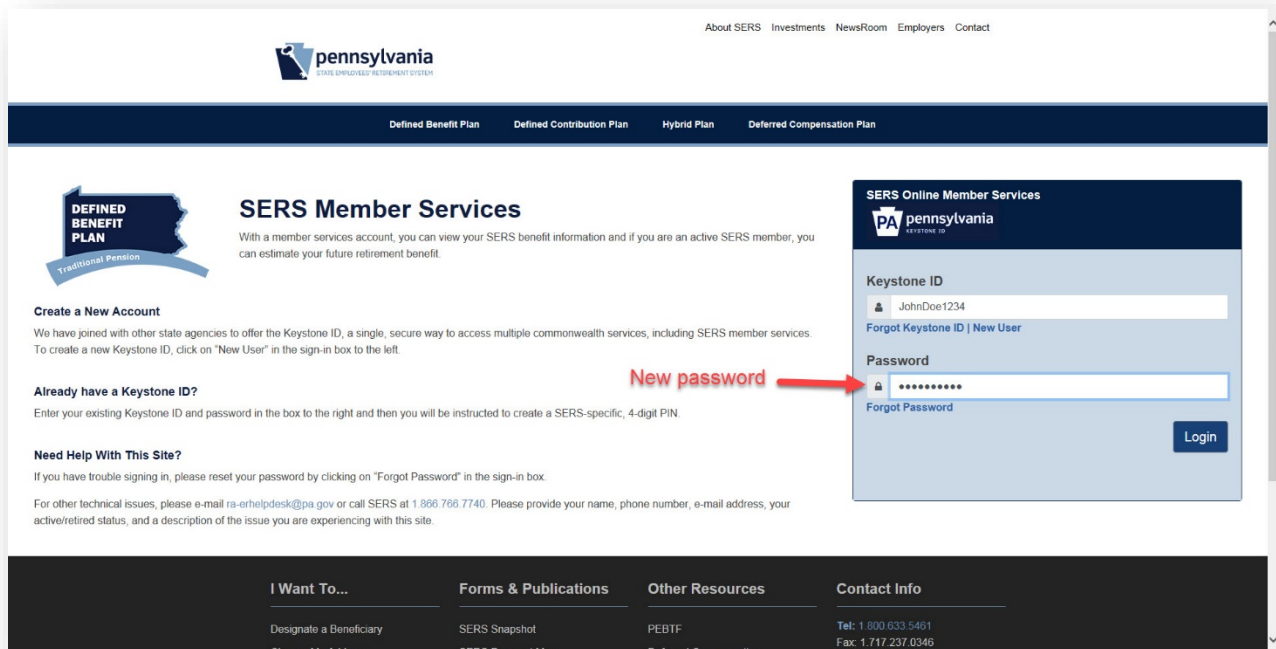
10. Create a password that follows the required criteria on the left side of the page then confirm before clicking **Submit**.



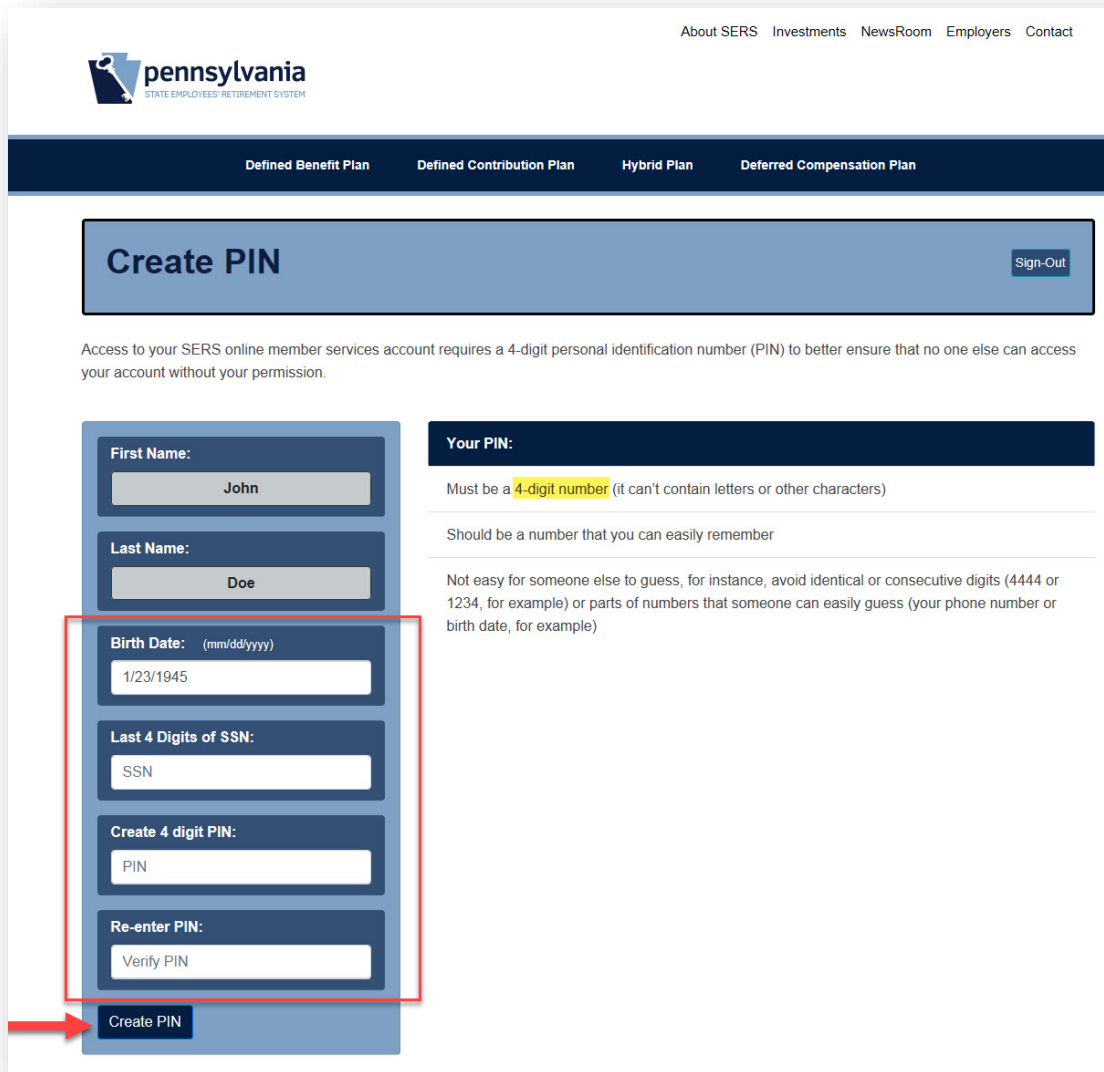
11. Once the password has been updated, you will be prompted with a “Congratulations” page. Click on **Close Window** to close your browser tab.



12. Go back to <https://members.sers.pa.gov> to log back in with your Keystone ID and new password.



- Confirm your Name, DOB, and enter the last 4 of your SSN. Then create a 4 digit numeric pin and click **Create**. Once complete, you should be directed to your account automatically.



[About SERS](#) [Investments](#) [NewsRoom](#) [Employers](#) [Contact](#)

[Defined Benefit Plan](#) [Defined Contribution Plan](#) [Hybrid Plan](#) [Deferred Compensation Plan](#)

Create PIN Sign-Out

Access to your SERS online member services account requires a 4-digit personal identification number (PIN) to better ensure that no one else can access your account without your permission.

First Name:

Last Name:

Birth Date: (mm/dd/yyyy)

Last 4 Digits of SSN:

Create 4 digit PIN:

Re-enter PIN:

Your PIN:

Must be a **4-digit number** (it can't contain letters or other characters)

Should be a number that you can easily remember

Not easy for someone else to guess, for instance, avoid identical or consecutive digits (4444 or 1234, for example) or parts of numbers that someone can easily guess (your phone number or birth date, for example)

Create PIN

Version	Revisions	Author	Date
1.2	Step 4.c.	Jonathan Ryan	3/29/2023
1.1	Layout Adjustments	Jonathan Ryan	10/20/2021
1.0	Original	Jonathan Ryan	9/28/2020