

## 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.

	Defined Benefit Plan Defined C	PLAN Traditional Pension
	Plan Highlights	
an Alexan	Active Members	Defined Benefit Plan
t your	Retired Members C O	R Account Sign In
a offe	Investment Information	Provides you with a pension
y arte	Forms	or guaranteed monthly
you're no longe	Contact /ee.	Available to employees hired
n More	Account Sign In	before 1/1/19 and certain law enforcement and security positions after.
arn More	Account Sign In	enforcement and security positions after.

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





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

reate Keystone ID: General Information	
1 🖕 General Information	2 Drofile Information
Welcome!	
The Commonwealth of Pennsylvania is improving how it provides online s you to establish a Keystone ID which creates a single way to access se and manage here can be used for:	ervices to citizens! Several state agencies are working together to allow veral different state programs. Currently, the Keystone ID that you create
Child Welfare Portal Users of the Child Welfare Portal can apply for a Pennsylvania child abus	e history clearance or submit child abuse referrals.
SERS'Online Member Services Members of the State Employees' Retirement System can get statement	s, run estimates, and more.
Disaster Training Registration The Disaster Training Registration allows Individuals to search for and at	tend courses related to disaster situations.
COMPASS COMPASS is an online application for Pennsylvanians to apply for many h	nealth and human service programs.
If you already have signed into any of these programs, you do not need you've already established to access all of these services. Keep in mind one of these programs, the changes you make will apply to all programs Keep an eye out for the Keystone ID sign-in on more state websites in t working to serve you better.	to create another one now. Simply use the user name and password that if you change your password or any other profile information in any that use the Keystone ID. the future. It's just another way the Commonwealth of Pennsylvania is

- 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. <u>The provided email should be a personal account</u> to retain access for resetting credentials after retiring.
  - d. 3 separate security questions with 3 separate answers are required. Your responses are <u>case-sensitive</u> 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 read and need corrected before continuing.



General Information	2	Contraction Profile Information	
Required			
To create a new Keystone ID, please provide th	e following information:		
Keystone ID a.	(must b	6 to 64 characters)	
First Name			
Last Name			
Date Of Birth b.	(MM/DD/YYYY)		
E-mail			
Confirm E-mail			
ou cannot use the same question more than once. nswer cannot be any phrase directly from the question.			
Security Question 1 Please select a security question	~		
Security Question 1 Please select a security question	v		
Security Question 1 Please select a security question Answer Security Question 2 Please select a security question	v v	d.	
Security Question 1 Please select a security question Answer Security Question 2 Please select a security question Answer	✓ ✓	d.	
Security Question 1 Please select a security question Answer Security Question 2 Please select a security question Answer Security Question 3 Please select a security question	✓ ✓ ✓	d.	
Security Question 1 Please select a security question Answer Security Question 2 Please select a security question Answer Security Question 3 Please select a security question Answer	✓ ✓ ✓	d.	
Security Question 1 Please select a security question Answer Security Question 2 Please select a security question Answer Security Question 3 Please select a security question Answer For security reasons, please answer the following	✓ ✓ ✓	d.	
Security Question 1 Please select a security question Answer Security Question 2 Please select a security question Answer Security Question 3 Please select a security question Answer For security reasons, please answer the followin Question Which color is NOT in the American flag: Rec	✓ ✓ ✓ ng question.	al.	f.



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

Exercision   Control   Contro    Control   Control <th>This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your Keystone ID, please use the links provided below to find help desk information for the program you're interacting with.</th>	This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your Keystone ID, please use the links provided below to find help desk information for the program you're interacting with.
Thank you for creating a Keystone ID with the Commonwealth of Pennsylvania. Your registered Keystone ID is: JohnDee1234 You will receive another email containing your temporary password. When you sign in for the first time, you will be required to create a personal password for future use. To commonwealth of Pennsylvania is pleased that you have taken advantage of this improvement in online services for citizens. As you know, several state agencies are working together, allowing you to create and manage this single sign-in that provides online access to several different state programs. Currently, the Keystone ID that you created can be used for: Dittere composed for citizens can apply for and manage many health and human service programs online. Child Welfare Portal Users of the Child Welfare Portal can apply for a Pennsylvania child abuse history clearance or submit child abuse referrals. SESC Online Member Services Members of the State Employees' Retirement System can get statements, run estimates and more. Medical Assistance for Workers with Disabilities (MAWD) recipients can view their total premium due and pay with credit card or e-check. Keep In mind that If you change your Keystone ID information from within this program, the changes you make 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.	PA pennsylvania Krystoke ID
JohnDoe1234         You will receive another email containing your temporary password. When you sign in for the first time, you will be required to create a personal password for future use.         TohnDoe1234         TohnDoe1234         TohnDoe1234         TohnDoe1234	Thank you for creating a Keystone ID with the Commonwealth of Pennsylvania. Your registered Keystone ID is:
You will receive another email containing your temporary password. When you sign in for the first time, you will be required to create a personal password for future use. The Commonwealth of Pennsylvania is pleased that you have taken advantage of this improvement in online services for citizens. As you know, several state agencies are working together, allowing you to create and manage this single sign-in that provides online access to several different state programs. Currently, the Keystone ID that you created can be used for: Chied Welfare Portal Users can apply for and manage many health and human service programs online. Chied Welfare Portal Users of the Child Welfare Portal can apply for a Pennsylvania child abuse history clearance or submit child abuse referrals. SERS' Online Momber Services Members of the State Employees' Retirement System can get statements, run estimates and more. MAWD Online Payment Medical Assistance for Workers with Disabilities (MAWD) recipients can view their total premium due and pay with credit card or e-check. Keep in mind that if you change your Keystone ID information from within this program, the changes you make 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.	JohnDoe1234
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6. 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*.

e-mark is part from an unmemore account, to not reply, if you have questions about your registrone about your and have back to mad have back thromation for the program your antication of	
PA permis	- 82
	- 87
nk you for creating a Keystone ID with the Commonwealth of Pennsylvania. Your temporary password is: ********	- 82
	- 82
ase 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. To do this:	- 82
Highligh the password, high click and shows Carpy.	- 11
ge. If you choose to copy and paster your password, be careful that you do not copy an extre space before or effect the word. If you copy and paste an extra space into the password field, the system registers it as another character modering the password incorrect.	- 11
i can use this temporary password the first time you sign in. When you sign in for the first time, you will be required to create a personal password for future use.	- 82
Commonwealth of Pennsylvania is pleased that you have taken advantage of this improvement in online services for dtitens. As you know, several state agencies are working together, allowing you to create and manage this single sign-in that provides online access to several different state program	a
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- 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.

k	Define	d Benefit Plan Defined Contribution Plan	Hybrid Plan Deferred Con	npensation Plan	
DEFINED BENEFIT PLAN	SERS Member With a member services account, you can estimate your future retirement be	Services can view your SERS benefit information and nefit.	if you are an active SERS member, yo	SERS Online Member Services pennsylvania certex ia	
Traditions	1	Enter creat	ted Keystone ID	Keystone ID	
create a New Account				A JohnDoe1234	
Ve have joined with other state ager o create a new Keystone ID, click o	ncies to offer the Keystone ID, a single, secure n "New User" in the sign-in box to the left.	e way to access multiple commonwealth serv Enter Temp		S. Forgot Keystone ID   New User Password	
Iready have a Keystone ID?		Enter remp		······	
inter your existing Keystone ID and	password in the box to the right and then you	will be instructed to create a SERS-specific,	4-digit PIN.	Forgot Password	
leed Help With This Site?					ogin
you have trouble signing in, please	reset your password by clicking on "Forgot P	assword' in the sign-in box.			
or other technical issues, please e- ctive/retired status, and a descriptio	mail ra-erhelpdesk@pa.gov or call SERS at 1 n of the issue you are experiencing with this s	.886.766.7740. Please provide your name, p site.	hone number, e-mail address, your		
	I Want To	Forms & Publications	Other Resources	Contact Info	

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

Set Permanent Password		
Alert: Please change your current	password before continuing.	
• = Required		
User ID	JohnDoe1234	
First Name	John	
Last Name	Doe	
Password		
Confirm Password		
To ensure online security, the Commonweal are at least eight characters long.	ch of Pennsylvania requires passwords that :	
contain at least one number. contain at least one upper case letter.		
contain at least one lower case letter.	14^	
do not include any of your user name, your first nam	e, or your last name.	



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

Ceptight 200 - 309 Commonwelds of Promybrate	Reproduction of the second sec	cania    Cognituations  You have successfully set a personal password for your Reytons EDI  Rease dids the Close Window button and login to your application with your personal password.  Code Window  Code Wi	_
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12. Go back to https://members.sers.pa.gov to log back in with your Keystone ID and new password.

	Defined	I Benefit Plan Defined Contribution Plan	Hybrid Plan Deferred Comp	ensation Plan
The state a New Account The Anew Account Parate a New Account Parate a New Account Parate a new Keystone ID, click on "I Altready have a Keystone ID and parate Inter your existing Keystone ID and parate and Help With This Site?	SERS Member With a member services account, you can estimate your future retirement ber is to offer the Keystone ID, a single, secure New User' in the sign-in box to the left.	Services an view your SERS benefit information and refit. way to access multiple commonwealth serv will be instructed to create a SERS-specific,	If you are an active SERS member, you icos, including SERS member services. New password	SERS Online Member Services pennsylvania Versee W Keystone ID JohnDoet 234 Forgot Keystone ID   New User Password M Forgot Password Login
you have trouble signing in, please re-	set your password by clicking on "Forgot Pa	assword" in the sign-in box.		
ctive/retired status, and a description of	f the issue you are experiencing with this s	ite.	none number, e-mair address, your	
	l Want To	Forms & Publications	Other Resources	Contact Info
				Tel: 1 800 633 5461



13. 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.

Defined Benefit Plan	Defined Contribution Plan	Hybrid Plan	Deferred Compensation Plan
Create PIN			Sign-C
Access to your SERS online member services rour account without your permission.	s account requires a 4-digit person	al identification nu	mber (PIN) to better ensure that no one else can acc
First Name:	Your PIN:		
John	Must be a <mark>4-digit numb</mark>	<mark>er</mark> (it can't contain	letters or other characters)
Last Name:	Should be a number th	at you can easily r	emember
Doe	Not easy for someone 1234, for example) or p	else to guess, for in parts of numbers th	nstance, avoid identical or consecutive digits (4444 c nat someone can easily guess (your phone number o
Birth Date: (mm/dd/yyyy)	birth date, for example	)	
1/23/1945			
Last 4 Digits of SSN:			
PIN			
Re-enter 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