

FAQs

Can my family or attorney-in-fact access my Member Portal on my behalf?

NO. You are the only person allowed to access your online Member Portal account. *Do not give anyone else your login information.* For security reasons, no one else should be able to do things like update your beneficiaries or change your personal account information without your knowledge.

What if I get locked out of my Member Portal account?

Use the "Forgot Password" button to reset your password. You will need to have access to the email account associated with your Member Portal and be able to answer your three challenge questions in order to reset your password. If you do not know the answers to your challenge questions or can't access your email, please call SDCERS' Call Center – your account will be deleted and you will have to register again.

Will I be alerted to important changes made in my account?

Yes. Whenever significant actions are taken in your Member Portal account (e.g., changes to beneficiary designations, benefit estimate calculation, retirement application submission, PSC requests), you will receive a confirmation email.

SDCERS
San Diego City Employees' Retirement System
401 West A Street, Suite 400
San Diego, CA 92101

If you have any questions about the SDCERS Member Portal, please contact SDCERS at (619) 525-3600.

SDCERS

San Diego City Employees' Retirement System

Member Portal for Non-Retired Members



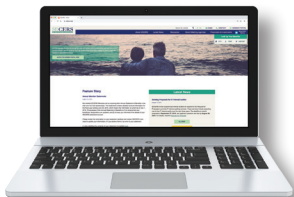
*Register Now to Access
Your SDCERS Retirement
Account Online!*

What Can I Do on the Member Portal?

SDCERS' Member Portal allows you to manage certain aspects of your retirement account online, without having to speak to a Call Center representative or wait to receive documents in the mail.

After you register your Member Portal account, you can do things like:

- Estimate your future pension benefit
- Begin retirement application process (if you will be eligible to retire within the next 6 months)
- Update your beneficiaries
- Apply for reciprocity
- See current balance of your SDCERS retirement account
- Download and print Annual Member Statements
- Submit purchase of service credit requests



How to Register Your Member Portal Account

- 1 Visit SDCERS' website at www.sdcers.org and click on [Access the Member Portal Here](#).

The Member Portal is also accessible from IOS and Android devices.

- 2 Select **Register** and review the "Registration Instructions."

STOP: Before you go any further, make sure you know your *contribution amount deducted from your last paycheck*. You can find this information on your most recent pay statement:

City of San Diego Paycheck		
Statement of Net Earnings		
Total Gross Wages		\$2,500
Pre-Tax Deductions		
RETIREMENT GEN EE		
(or)		\$300
RETIREMENT SAP EE		
Employee Tax Deductions		
Federal	FED	\$100
State	CA	\$50

If you don't have access to your last pay statement, call SDCERS at (619) 525-3600. Once you have the information you will need to keep going, click:

Continue

- 3 Next, read the "Privacy Policy" carefully and, if you agree, click:

I Agree

- 4 Now, simply fill in the information as you are prompted.

IMPORTANT: Register using a personal email address that you will have unlimited access to – we recommend *not* using your work email address. After you register, you will not be able to change the email address associated with your account – you will have to delete your account and create a new one.



Be sure to choose a password that is complex enough to be secure, but not so complex that you forget it later. If you do forget your password in the future, use the "Forgot Password" button to reset it without having to call SDCERS.