

FAQs

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

NO. You are the only person allowed to access your Member Portal account in order to keep your account secure. *Do not share your login information with anyone else.* If your attorney-in-fact needs to update or access any information on your behalf, they must contact SDCERS directly.

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 you used to register and be able to answer your three security questions in order to reset your password. If you do not know the answers to your security questions or do not have access to your email, you will have to contact the SDCERS Call Center in order to re-register.

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.



San Diego City Employees' Retirement System

401 West A Street, Suite 800
San Diego, CA 92101
www.sdcers.gov

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



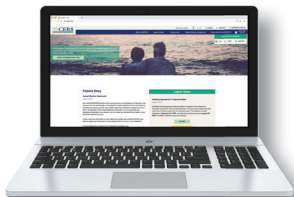
*Register Now to Access
Your SDCERS Retirement
Account Online!*

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.

Once you've registered your Member Portal account, you'll be able to:

- 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 Access the SDCERS Member Portal by scanning the QR code below, or by visiting <https://members.sdcers.gov>.



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

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



Before you go any further, make sure you know your employee ID number. You can find this information on any pay statement.

Note: If your employee ID begins with one or more zeros, **do not enter them when registering** (e.g., if your ID is 001234, enter it as 1234 instead.)

If you don't have access to a past pay statement, please contact your plan sponsor's Risk Management Department (for City Members) or Human Resources Department (for Port and Airport Members). Once you have this information, you can move forward.

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 – you will not be able to register using your work email address. After you register, you will not be able to change the email address associated with your account. If you lose access to your email, you will have to contact SDCERS in order to re-register.



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.