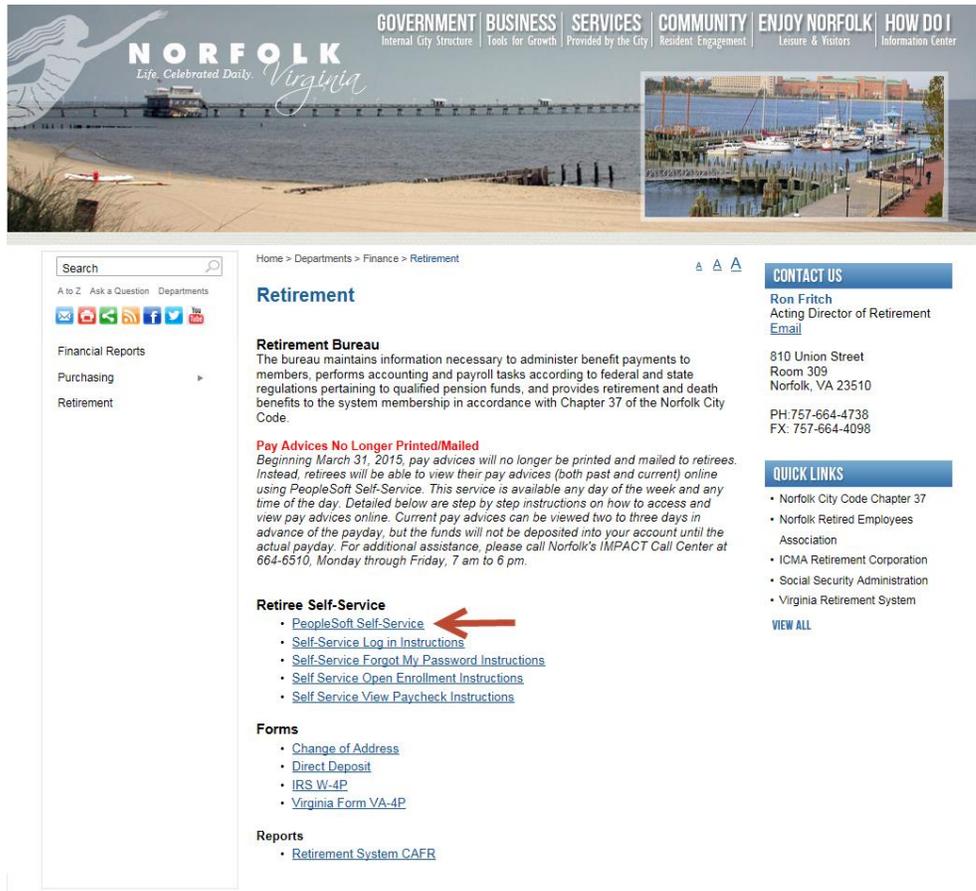


PeopleSoft Retiree Self-Service Log In Instructions

1. Go to the City of Norfolk's web site: www.norfolk.gov/retirement
2. Click on PeopleSoft Self-Service hyperlink.



The screenshot shows the City of Norfolk Retirement website. At the top, there is a navigation menu with links for GOVERNMENT, BUSINESS, SERVICES, COMMUNITY, ENJOY NORFOLK, and HOW DO I. Below the menu is a banner image of Norfolk, Virginia, with the text "NORFOLK Life, Celebrated Daily, Virginia".

The main content area is titled "Retirement" and includes a search bar, a navigation menu, and a "CONTACT US" section. The "Retirement Bureau" section provides information about the bureau's role in administering benefit payments. A red arrow points to the "PeopleSoft Self-Service" link in the "Retiree Self-Service" section.

Retirement Bureau
The bureau maintains information necessary to administer benefit payments to members, performs accounting and payroll tasks according to federal and state regulations pertaining to qualified pension funds, and provides retirement and death benefits to the system membership in accordance with Chapter 37 of the Norfolk City Code.

Pay Advices No Longer Printed/Mailed
Beginning March 31, 2015, pay advices will no longer be printed and mailed to retirees. Instead, retirees will be able to view their pay advices (both past and current) online using PeopleSoft Self-Service. This service is available any day of the week and any time of the day. Detailed below are step by step instructions on how to access and view pay advices online. Current pay advices can be viewed two to three days in advance of the payday, but the funds will not be deposited into your account until the actual payday. For additional assistance, please call Norfolk's IMPACT Call Center at 664-6510, Monday through Friday, 7 am to 6 pm.

Retiree Self-Service

- [PeopleSoft Self-Service](#)
- [Self-Service Log In Instructions](#)
- [Self-Service Forgot My Password Instructions](#)
- [Self-Service Open Enrollment Instructions](#)
- [Self-Service View Paycheck Instructions](#)

Forms

- [Change of Address](#)
- [Direct Deposit](#)
- [IRS W-4P](#)
- [Virginia Form VA-4P](#)

Reports

- [Retirement System CAFR](#)

CONTACT US
Ron Fritch
Acting Director of Retirement
[Email](#)
810 Union Street
Room 309
Norfolk, VA 23510
PH: 757-664-4736
FX: 757-664-4098

QUICK LINKS

- [Norfolk City Code Chapter 37](#)
- [Norfolk Retired Employees Association](#)
- [ICMA Retirement Corporation](#)
- [Social Security Administration](#)
- [Virginia Retirement System](#)

[VIEW ALL](#)

PeopleSoft Retiree Self-Service Log In Instructions

- 3. Enter your User ID and Password** - Your User ID is your Retirement Employee ID and can be found on your paycheck/advice near your name. Your initial password is the first four letters of your last name (examples: Ford, O'Toole, McCoy) last four digits of your SSN (example: 1234) and an asterisk (*) (examples: Ford1234*, O'To1234*, McCo1234*). If your last name is less than four letters your password will be shortened, that is if your last name is Joy only three letters are used in your password – example Joy6789*. Your User ID and Password are case sensitive so be sure to check your Caps Lock key. After entering your User Id and Password, **Click Sign In**.

ORACLE®
PEOPLESOFT ENTERPRISE

User ID:

Password:

[Forgot your password?](#)

Select a Language:

English	Español
Dansk	Deutsch
Français	Français du Canada
Italiano	Magyar
Nederlands	Norsk
Polski	Português
Suomi	Svenska
Čeština	日本語
한국어	Русский
हिन्दि	简体中文
繁體中文	العربية

- 4. Change your password** - The first time you sign on, your initial password is set to expire. **Click the link "Click here to change your password."**

Note: You will be required to change your password every 90 days.



Your password has expired.

[Click here to change your password.](#)

PeopleSoft Retiree Self-Service Log In Instructions

5. Enter your “Current Password:”
6. Enter a “New Password:” - Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %, &). Remember your password is case sensitive.
7. Re-enter your new password in “Confirm Password:”
8. Click “Change Password”

Change Password

User ID: 01234R
Description: Forgotten Password

*Current Password:

*New Password:

*Confirm Password:

9. Click “OK”

You must enter a valid email address to utilize the Forgotten Password feature after the initial sign-in. If you already have a primary email account set up (as shown in the illustration in step 14), you can skip steps 12-15.

10. Click the **Main Menu** tab at the top of the page, then click **“My System Profile”**. You will see the screen below.
11. Click the **“Primary Email Account”** check box from Email Type **“Other”** to remove it as your **Primary Email Address**. You can enter multiple emails, but only one can be marked as the **“Primary Email Account”** and receive emails.
12. Click on the **plus (+)** at the **bottom of the page** in the Email section of the page to add a new email address.
13. **Add an Email address** - Check the **“Primary Email Account”** box. Select the **Email Type** by clicking the down arrow. Enter your email address.
14. Click **“Save”** at the **bottom of the page**.

PeopleSoft Retiree Self-Service Log In Instructions

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

General Profile Information

Password

Change password
Change or set up forgotten password help

Personalizations

My preferred language for PIA web pages is: English
My preferred language for reports and email is: English ▾
Currency Code
Default Mobile Page

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID
From Date (example: 12/31/2000)
To Date (example: 12/31/2000)

Workflow Attributes

Email User Worklist User

Miscellaneous User Links

Email Personalize | Find | | First 1-2 of 2 Last

Primary Email Account	Email Type	Email Address		
<input type="checkbox"/>	Other ▾	<input type="text"/>		
<input checked="" type="checkbox"/>	Work ▾	user.email@norfolk.gov		

Save

PeopleSoft Retiree Self-Service Log In Instructions

15. Next, Click “Change or set up forgotten password help”

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

General Profile Information

Password

[Change password](#)
[Change or set up forgotten password help](#) ←

Personalizations

My preferred language for PIA web pages is: English
My preferred language for reports and email is: English ▾
Currency Code
Default Mobile Page

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID
From Date (example: 12/31/2000)
To Date (example: 12/31/2000)

Workflow Attributes

Email User Worklist User

Miscellaneous User Links

Email Personalize | Find | First 1-2 of 2 Last

Primary Email Account	Email Type	Email Address		
<input type="checkbox"/>	Other ▾	<input type="text"/>		
<input checked="" type="checkbox"/>	Work ▾	user.email@norfolk.gov		

Save

PeopleSoft Retiree Self-Service Log In Instructions

16. Select a question by clicking the down arrow to display available security questions

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question: ▾

Select from the list of questions.

Response:

OK

Cancel

17. Enter a Response (answer) for your security question. The response will automatically convert to capital letters but is not case sensitive.

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question: ▾

Select from the list of questions.

Response:

OK

Cancel



18. Click Ok.

Congratulations! You are now ready to use Retirement Self-Service.