Self-Service Federal Tax Change For Retirees

1. Go to City of Norfolk’s web site: www.norfolk.gov/retirement

2. Click on PeopleSoft Self-Service hyperlink.

NOTE: If you have not signed on before please review the Self-Service Log in Instructions before continuing with these instructions.
3. Enter your user id (retiree’s employee id) and password. Then, click Sign In. *(Your password must be at least seven characters and include one capital letter, one number and one special character. If you are having a problem with your password, please contact the City of Norfolk IMPACT Care Center at 757-664-6510 for assistance Monday through Friday between 7:00 am and 6:00 pm.)*

4. Click on the Main Menu tab at the top of the page.

5. Click on Self-Service.

6. Click on Payroll and Compensation.
7. Next, click on W-4 Tax Information.
8. Once opened, you will see your current federal tax information. Update accordingly and click Submit.
Please note: Currently there is not an option to update the VA-4 information. You will need to submit a Income Tax & Withholding Request form and submit to the Norfolk Employees’ Retirement System office.

9. Once completed, sign out by click Sign Out at the top left-handed corner.