



MyTRS Member Guide

# Creating a Username and Password

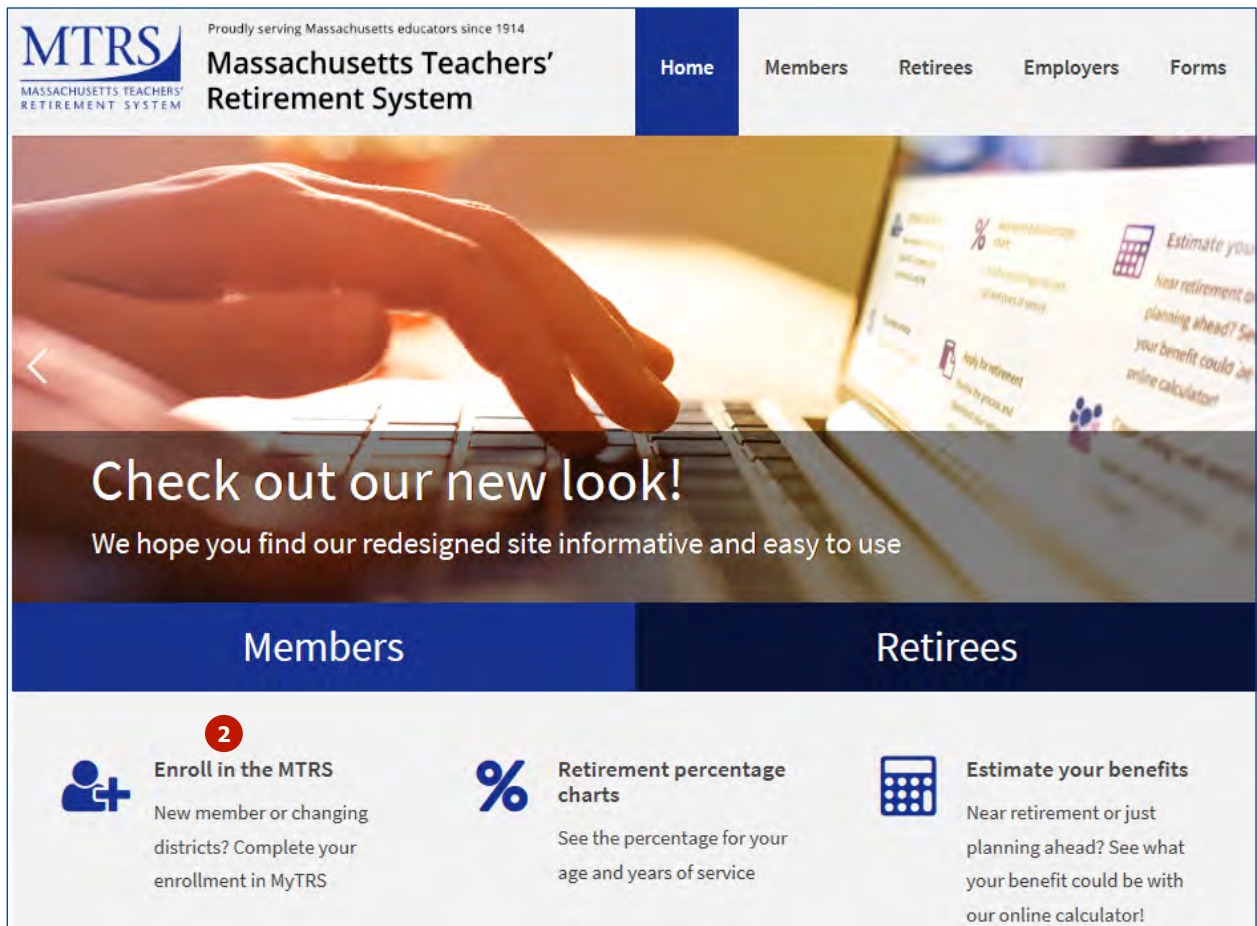
March 20, 2019

## Accessing MyTRS

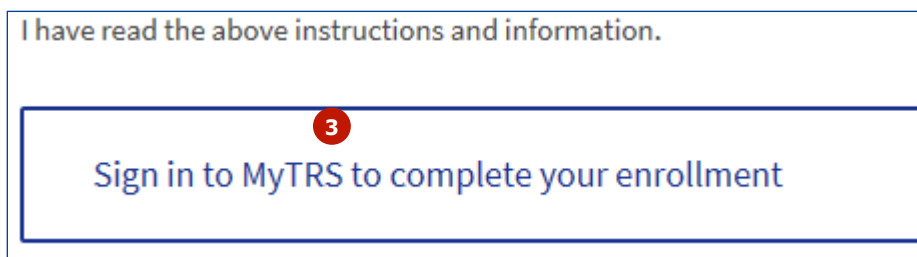
1. Using only **Internet Explorer (but not Edge)** or **Firefox** as your web browser, go to <https://mtrs.state.ma.us/>.

 Do not use Chrome, Safari or a mobile device to enroll.

2. Click the **Enroll in the MTRS** link on Home page.

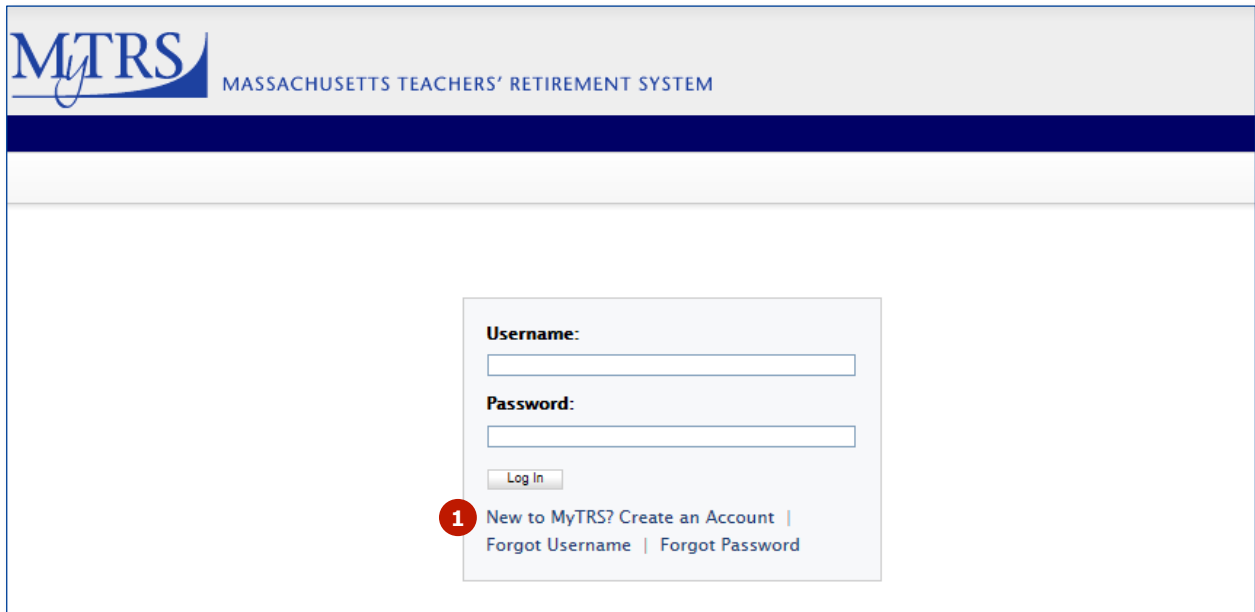


3. Scroll to the bottom and click **Sign in to MyTRS to complete your enrollment**.



## Create your username and password

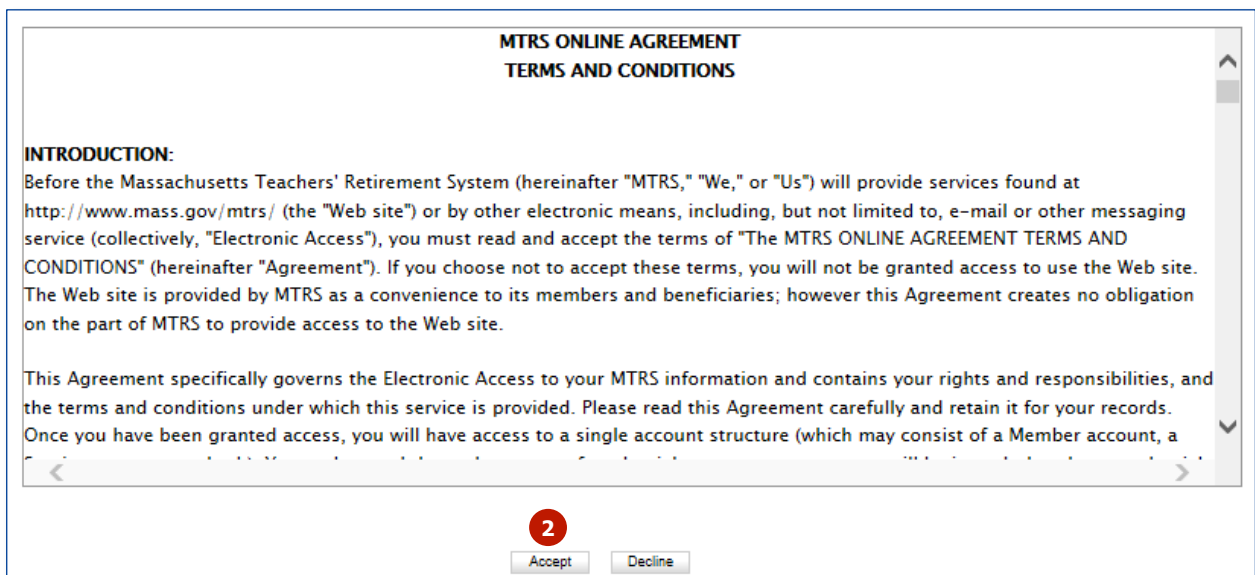
1. Once you are on the login page, click **New to MyTRS? Create an Account**.



The screenshot shows the MyTRS login page. At the top left is the MyTRS logo and the text "MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM". Below this is a dark blue horizontal bar. The main content area is white and contains a login form with the following elements:

- Username:** followed by a text input field.
- Password:** followed by a text input field.
- A **Log In** button.
- A red circle with the number **1** is positioned to the left of the text: [New to MyTRS? Create an Account](#) | [Forgot Username](#) | [Forgot Password](#).

2. Click **Accept** when the "MTRS Online Agreement Terms and Conditions" page is displayed.



The screenshot shows the "MTRS ONLINE AGREEMENT TERMS AND CONDITIONS" page. The title is centered at the top. Below the title is the following text:

**INTRODUCTION:**  
Before the Massachusetts Teachers' Retirement System (hereinafter "MTRS," "We," or "Us") will provide services found at <http://www.mass.gov/mtrs/> (the "Web site") or by other electronic means, including, but not limited to, e-mail or other messaging service (collectively, "Electronic Access"), you must read and accept the terms of "The MTRS ONLINE AGREEMENT TERMS AND CONDITIONS" (hereinafter "Agreement"). If you choose not to accept these terms, you will not be granted access to use the Web site. The Web site is provided by MTRS as a convenience to its members and beneficiaries; however this Agreement creates no obligation on the part of MTRS to provide access to the Web site.

This Agreement specifically governs the Electronic Access to your MTRS information and contains your rights and responsibilities, and the terms and conditions under which this service is provided. Please read this Agreement carefully and retain it for your records. Once you have been granted access, you will have access to a single account structure (which may consist of a Member account, a

At the bottom of the page, there is a red circle with the number **2** pointing to the **Accept** button. The **Decline** button is also visible.

Clicking **Decline** will take you back to the login page and you will not be able to create a username and password in order to complete the enrollment process.

3. Enter your SSN with the dashes (e.g., 999-99-9999).
4. Enter your MTRS Member Number from your MTRS Enrollment Assignment Sheet provided by your district. If you do not have this sheet, please ask your Payroll or HR personnel for your MTRS member number. You can also get your member number from your annual statement or any correspondence from the MTRS.
5. Click **Submit**.

To create your MyTRS member self-service account, enter your Social Security number (XXX-XX-XXXX) and MTRS Member Number. You can find your MTRS Member Number on most correspondence from the MTRS. Click Submit to send your information over a secure connection.

**Create a New Account**

SSN:  3\*

Member Number:  4\*

5

6. Enter a username of your choice. It is not case sensitive and can be anything you would like, as long as it's not already being used by another member.

**Name:** PENCIL, PAUL

**Username:**  6

**Enter New Password:**

**Re-enter Password:**

**Select First Security Question:**  ▼

**Enter Answer to First Security Question:**

**Select Second Security Question:**  ▼

**Enter Answer to Second Security Question:**

**Enter Email Address:**

**Re-enter Email Address:**

7. Enter a password of your choice. The password is case sensitive and must contain:

- a minimum of 10 characters,
- at least one capital letter,
- at least one number, and
- at least one special character (e.g., !, \$, #, \*).

8. Re-enter the password you created.

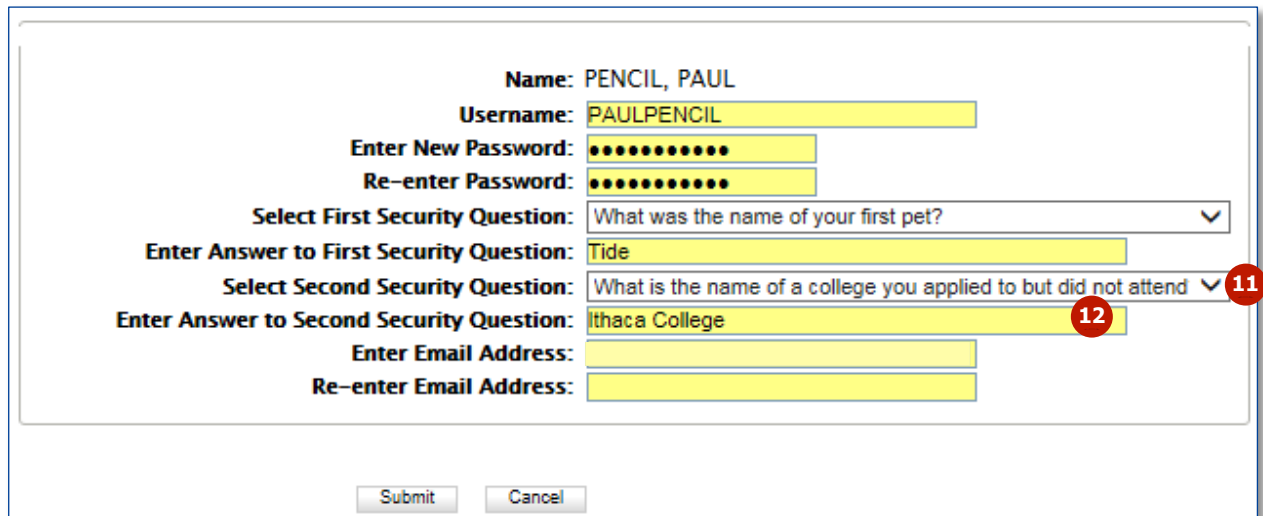
A screenshot of a registration form. The form is titled "Name: PENCIL, PAUL". It contains several input fields: "Username: PAULPENCIL", "Enter New Password:" (with 7 dots and a red circle containing the number 7), "Re-enter Password:" (with 8 dots and a red circle containing the number 8), "Select First Security Question:" (a dropdown menu), "Enter Answer to First Security Question:" (a text input field), "Select Second Security Question:" (a dropdown menu), "Enter Answer to Second Security Question:" (a text input field), "Enter Email Address:" (a text input field), and "Re-enter Email Address:" (a text input field). At the bottom, there are "Submit" and "Cancel" buttons.

9. Select your first security question from the drop down list provided.

10. Answer the security question you chose (answers are case sensitive).

A screenshot of the same registration form as above. The "Select First Security Question:" dropdown menu is now open, showing the option "What was the name of your first pet?" selected with a red circle containing the number 9. The "Enter Answer to First Security Question:" field now contains the text "Tide" with a red circle containing the number 10. The other fields and buttons remain the same.

11. Select your second security question from the drop down list provided.
12. Answer the security question you chose (answers are case sensitive).

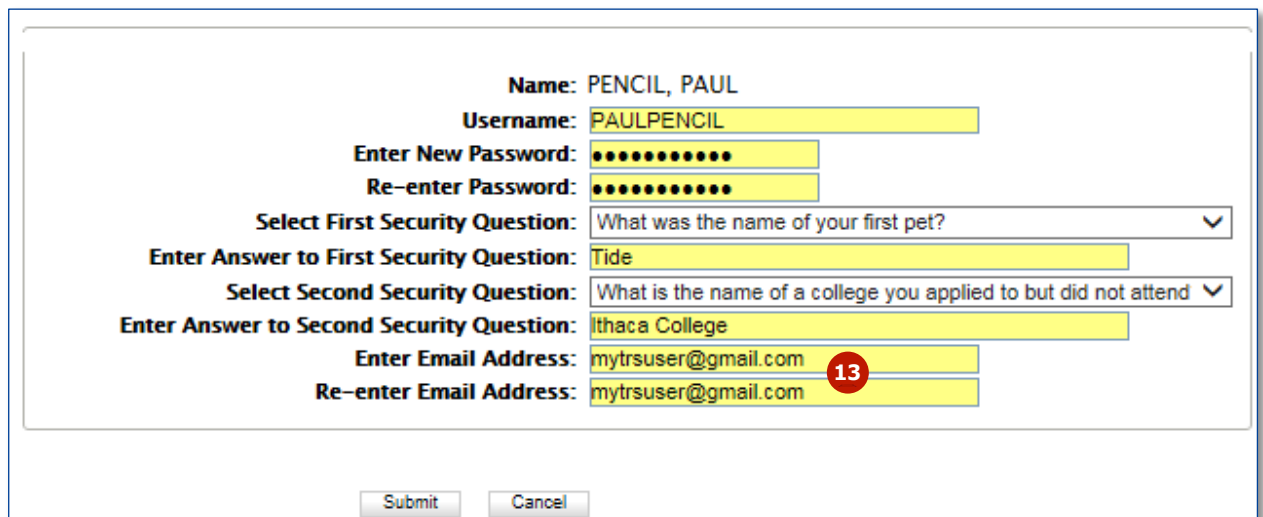


The screenshot shows a registration form with the following fields and values:

- Name: PENCIL, PAUL
- Username: PAULPENCIL
- Enter New Password: [masked]
- Re-enter Password: [masked]
- Select First Security Question: What was the name of your first pet? (dropdown)
- Enter Answer to First Security Question: Tide
- Select Second Security Question: What is the name of a college you applied to but did not attend (dropdown) **11**
- Enter Answer to Second Security Question: Ithaca College **12**
- Enter Email Address: [empty]
- Re-enter Email Address: [empty]

Buttons: Submit, Cancel

13. Enter and then re-enter your email address. We recommend that you enter your personal email address to ensure you continue to receive emails from us in the event that you change districts.

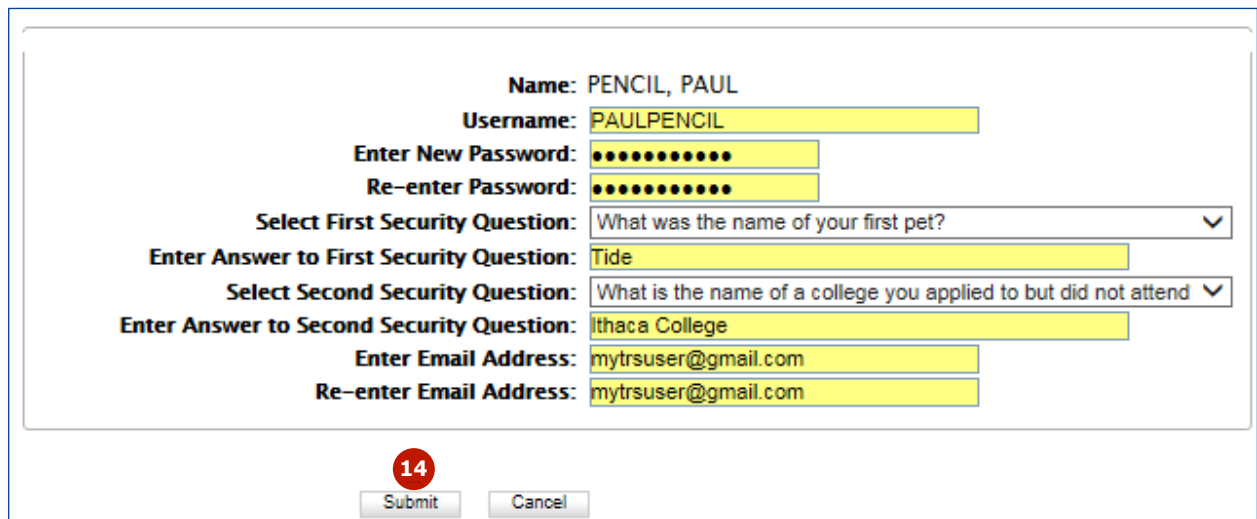


The screenshot shows the registration form with the email address entered:

- Name: PENCIL, PAUL
- Username: PAULPENCIL
- Enter New Password: [masked]
- Re-enter Password: [masked]
- Select First Security Question: What was the name of your first pet? (dropdown)
- Enter Answer to First Security Question: Tide
- Select Second Security Question: What is the name of a college you applied to but did not attend (dropdown)
- Enter Answer to Second Security Question: Ithaca College
- Enter Email Address: mytrsuser@gmail.com **13**
- Re-enter Email Address: mytrsuser@gmail.com

Buttons: Submit, Cancel

14. Click **Submit**.

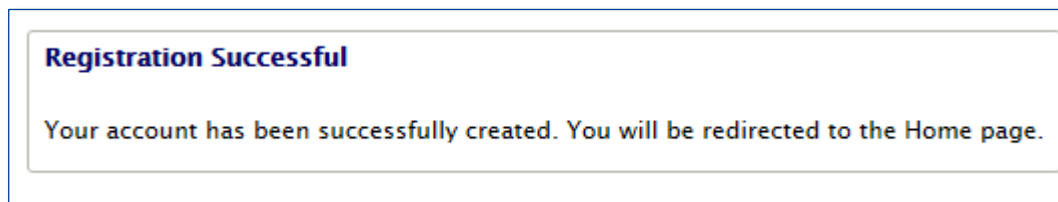


The screenshot shows a registration form with the following fields and values:

- Name:** PENCIL, PAUL
- Username:** PAULPENCIL
- Enter New Password:** [Masked with 10 dots]
- Re-enter Password:** [Masked with 10 dots]
- Select First Security Question:** What was the name of your first pet? (dropdown menu)
- Enter Answer to First Security Question:** Tide
- Select Second Security Question:** What is the name of a college you applied to but did not attend (dropdown menu)
- Enter Answer to Second Security Question:** Ithaca College
- Enter Email Address:** mytrsuser@gmail.com
- Re-enter Email Address:** mytrsuser@gmail.com

At the bottom of the form, there is a red circle with the number 14, and two buttons: **Submit** and **Cancel**.

15. When the following message is displayed, your username and password have been successfully created and you will be redirected to your MyTRS home page. Your username will also be emailed to the address provided.



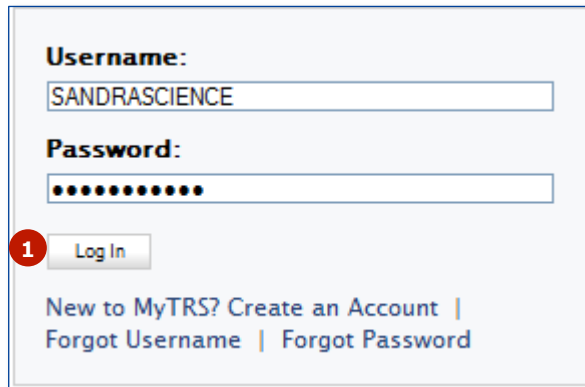
The screenshot shows a message box with the following text:

**Registration Successful**

Your account has been successfully created. You will be redirected to the Home page.

## Logging in to MyTRS

1. If you already have a username and password, enter them in the appropriate fields and click **Log in**.



The screenshot shows a login form with the following elements:

- Username:** A text input field containing the text "SANDRASCIENCE".
- Password:** A password input field filled with 10 black dots.
- Log In:** A button with a red circle containing the number "1" to its left.
- Links:** Below the button, there are three links: "New to MyTRS? Create an Account |", "Forgot Username |", and "Forgot Password".