



MyTRS Member Guide

# Forgot Username or Password?

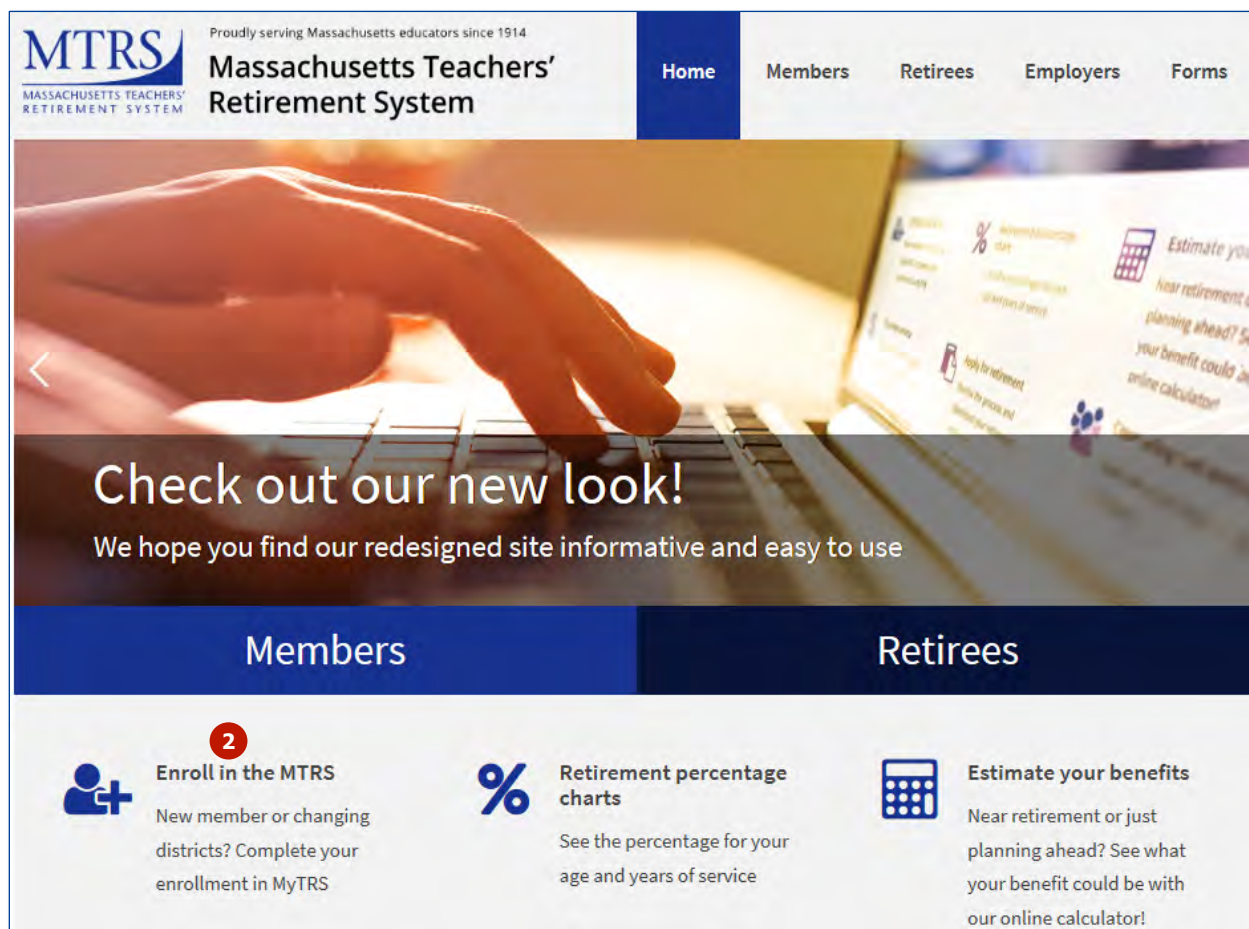
April 11, 2018

## Accessing MyTRS

1. Using only **Internet Explorer (but not Edge)** or **Firefox** as your web browser, go to [www.mass.gov/MTRS](http://www.mass.gov/MTRS).

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

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



**MTRS** Proudly serving Massachusetts educators since 1914  
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM  
**Massachusetts Teachers' Retirement System**

Home Members Retirees Employers Forms

Check out our new look!  
We hope you find our redesigned site informative and easy to use

**Members** **Retirees**

**2** Enroll in the MTRS  
New member or changing districts? Complete your enrollment in MyTRS

Retirement percentage charts  
See the percentage for your age and years of service

Estimate your benefits  
Near retirement or just planning ahead? See what your benefit could be with our online calculator!

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

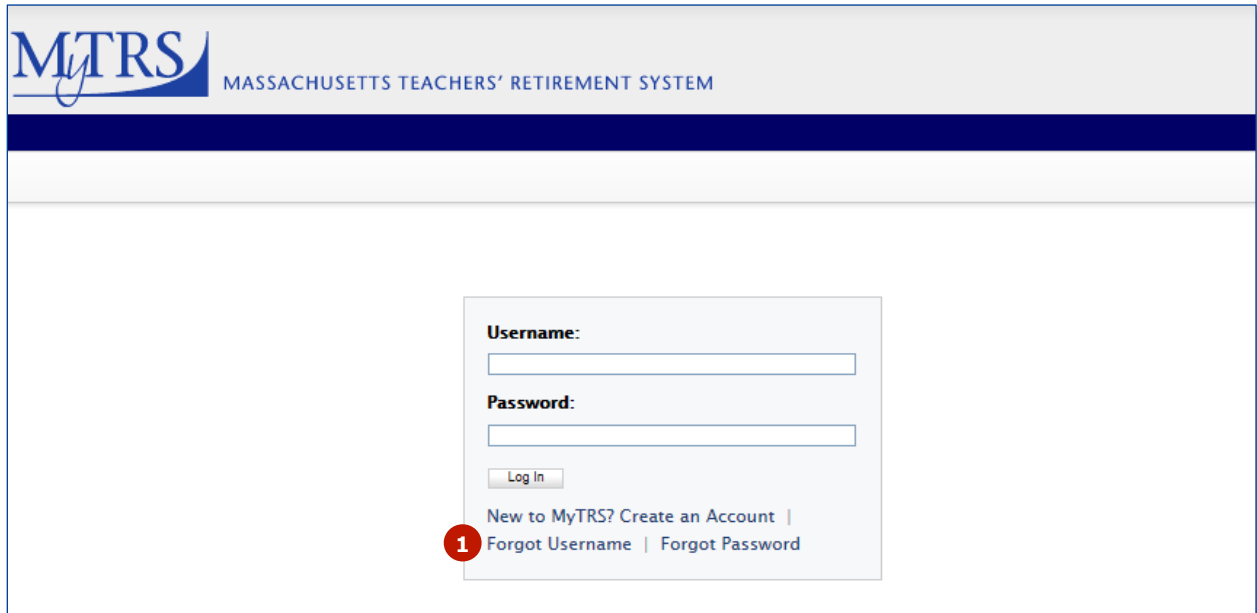
I have read the above instructions and information.

**3**  
Sign in to MyTRS to complete your enrollment

## Forgot Username?

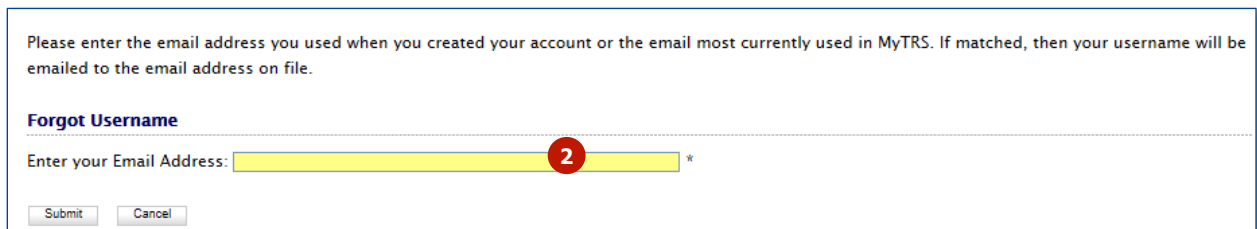
If you have forgotten your username, you can recover it by using the “Forgot Username” link on the login page.

1. Click **Forgot Username**.



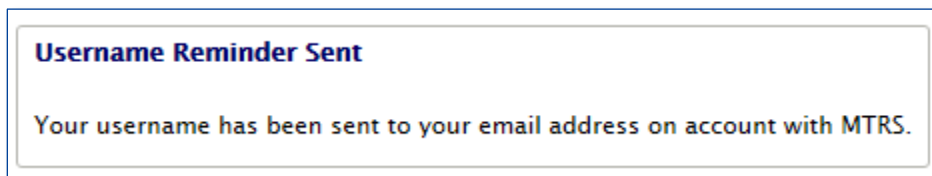
The screenshot shows the MyTRS login page. At the top left is the MyTRS logo and the text "MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM". Below this is a login form with fields for "Username:" and "Password:", a "Log In" button, and links for "New to MyTRS? Create an Account | Forgot Username | Forgot Password". A red circle with the number "1" highlights the "Forgot Username" link.

2. Enter your email address on account with the MTRS.



The screenshot shows the "Forgot Username" form. It includes the instruction: "Please enter the email address you used when you created your account or the email most currently used in MyTRS. If matched, then your username will be emailed to the email address on file." Below this is a section titled "Forgot Username" with a text input field labeled "Enter your Email Address:". A red circle with the number "2" highlights the input field. There are "Submit" and "Cancel" buttons at the bottom.

3. As long as the email address you entered matches the email address on your account, your MyTRS username will be emailed to you.



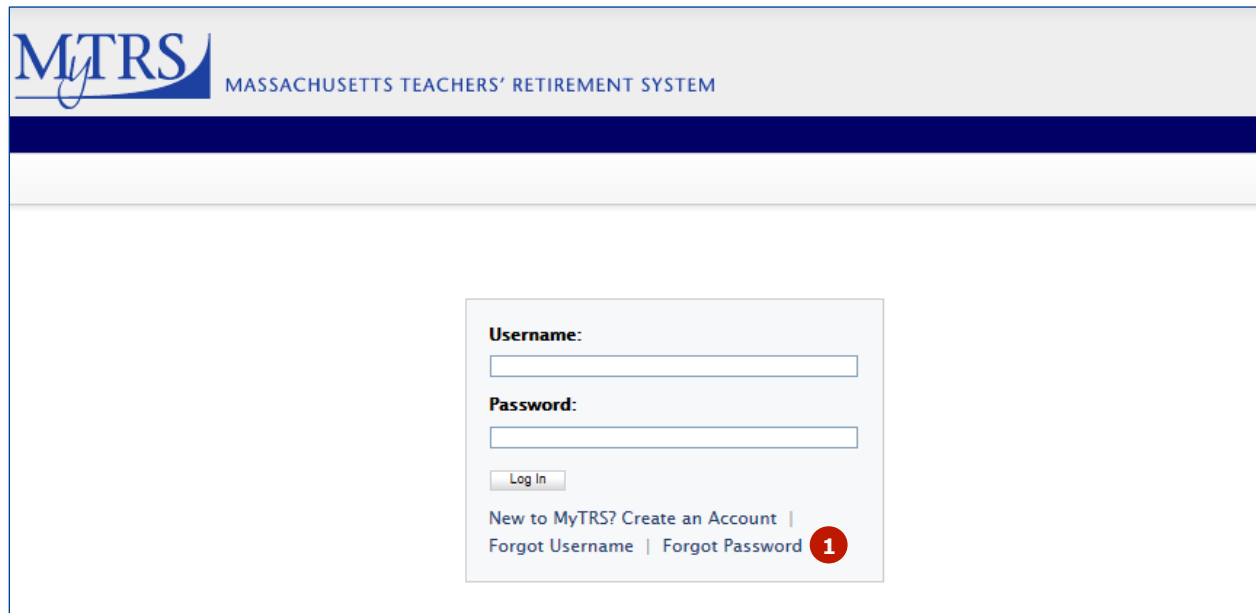
The screenshot shows a confirmation message box with the title "Username Reminder Sent" and the text "Your username has been sent to your email address on account with MTRS."

*If you no longer have access to the email address used when you originally set up your account, please call MTRS at (617) 679-6877 and we can update your email address to your current one (we recommend using your personal email address as opposed to a work email address).*

## Forgot Password?

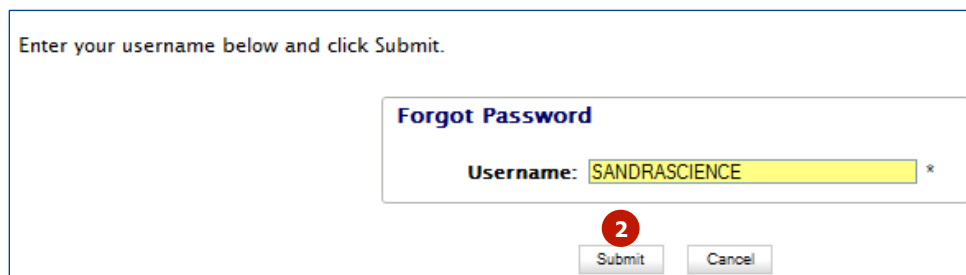
If you know your username but have forgotten your password, MyTRS allows you to reset it online if you can answer your security questions correctly.

1. Click **Forgot Password**.



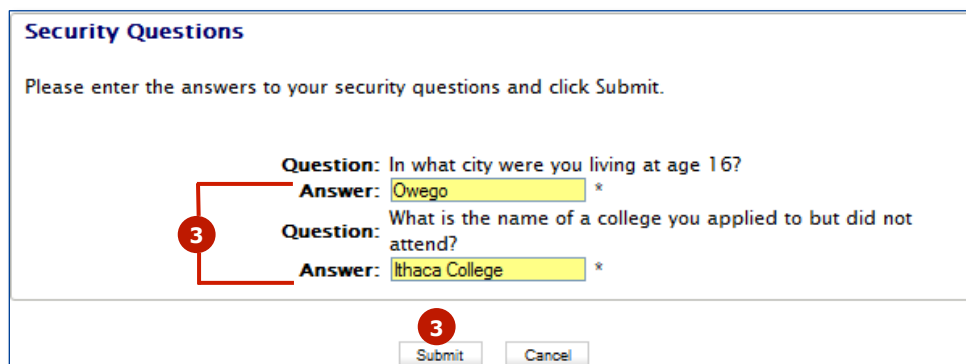
The screenshot shows the MyTRS (Massachusetts Teachers' Retirement System) login page. At the top left is the MyTRS logo and the text "MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM". In the center, there is a login form with fields for "Username:" and "Password:", a "Log In" button, and links for "New to MyTRS? Create an Account | Forgot Username | Forgot Password". The "Forgot Password" link is highlighted with a red circle containing the number 1.

2. Enter your Username and click **Submit**.



The screenshot shows a dialog box titled "Forgot Password". It contains the instruction "Enter your username below and click Submit." Below this is a text input field labeled "Username:" containing the text "SANDRASCIENCE". Below the input field are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red circle containing the number 2.

3. Answer your security questions correctly and click **Submit**.



The screenshot shows a dialog box titled "Security Questions". It contains the instruction "Please enter the answers to your security questions and click Submit." Below this are two questions and their answers:

- Question: In what city were you living at age 16?  
Answer: Owego \*
- Question: What is the name of a college you applied to but did not attend?  
Answer: Ithaca College \*

At the bottom of the dialog box are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red circle containing the number 3.

4. Enter and Re-enter your new password, then click **Submit**. The password is case sensitive and must contain:

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

Enter and confirm a password (passwords are case sensitive, must have at least 1 number, 1 special character (e.g., #, @, \$, etc.), 1 capital letter and have a minimum of 10 characters);

**Enter New Password**

Enter New Password:  4

Re-enter Password:  4

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