

ACCESS YOUR ACCOUNT

USER GUIDE FOR PC/WINDOWS

Note: This guide is designed for retirees of the IDB group who have already Activated their account on the portal

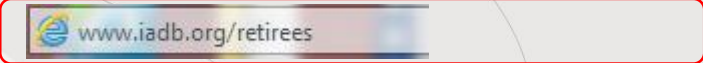
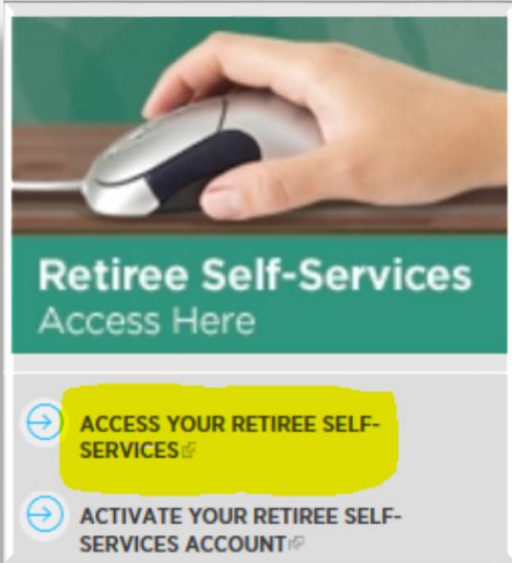
for first time access, please refer to the How-To Guide

[“How to Access the Retiree Self-Services for the First Time”](#)

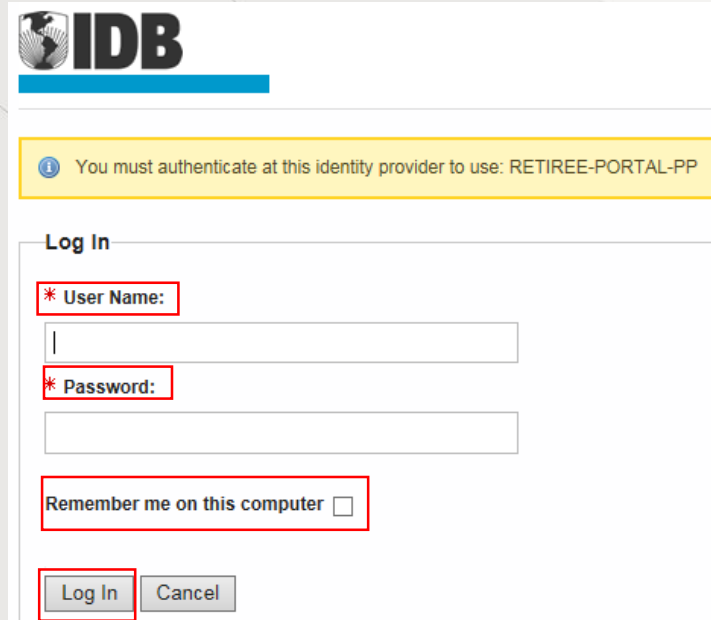
IMPORTANT

For PC/WINDOWS Users: You can only access through Internet Explorer version 11.0 or Google Chrome and will require Adobe Acrobat Reader

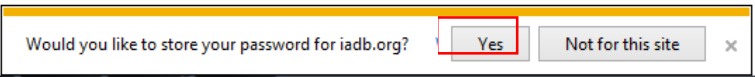

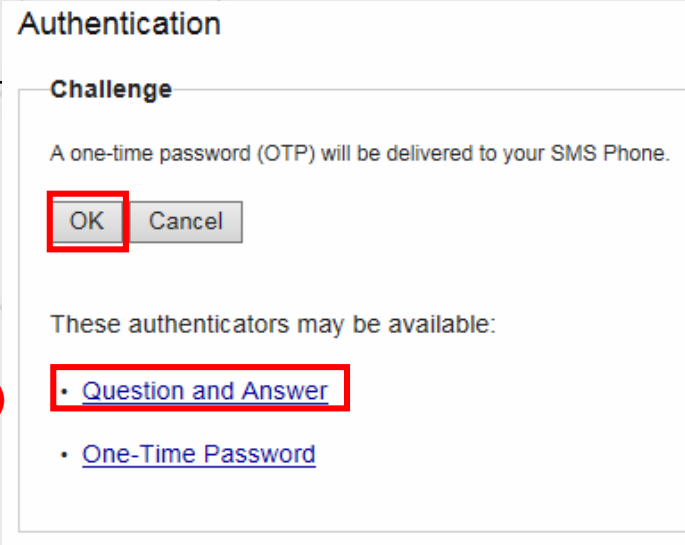
Access to Retiree Self-Services-PC WINDOWS USERS

Instruction	View
<p>1.1) Open Internet Explorer or Google Chrome and enter the Retiree Self-service URL:</p> <p>www.iadb.org/retirees</p> <p>1.2) Click on 'Access your Retiree Self-Services' tab.</p>	<p>1.1) </p> <p>1.2) </p>


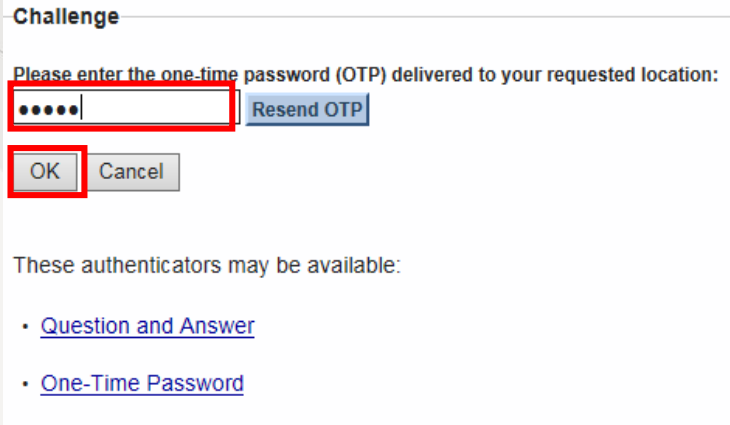

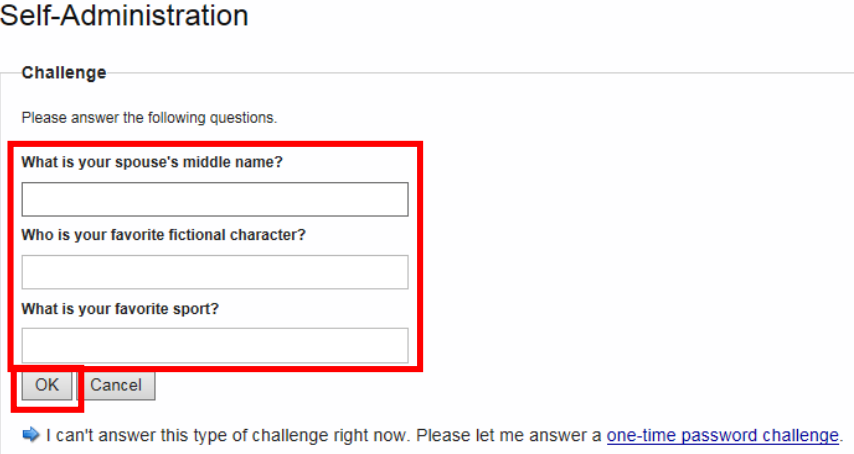
Access to Retiree Self-Services-PC WINDOWS USERS

Instruction	View
<p>2.1) Enter your "User" (your retired identification number, which is the same identification number assigned to you as an active IDB Group employee, without leading zeros).</p> <p>2.2) Enter your "Temporary Password" sent from the email extranetsupport@iadb.org. If you are a new retiree, you should have received this password from the email EIAM-noreply@iadb.org.</p> <p>If you have not received your temporary password or you need a password reset, please contact the extranetsupport@iadb.org.</p> <p>2.3) Select <input type="checkbox"/> Remember me on this computer <input type="checkbox"/> (If you access the portal from a personal computer and for private use, we recommend selecting the option 'Remember me on this computer'. When selecting this option, the system will not ask for your password, or security questions next time you try to enter).</p> <p>2.4) Click on <input type="button" value="Log In"/></p>	


Access to Retiree Self-Services-PC WINDOWS USERS

Instruction	View
<p>3) Select (If you access the portal from a personal computer and for private use, we recommend selecting the option 'Remember me on this computer'. When selecting this option, the system will not ask for your password, or security questions next time you try to enter).</p>	
<p>4) When accessing the “Authentication” page, please choose one of the following options:</p> <p>Option A) Click  to receive the validation code via text message (one-time password OTP).</p> <p>Option B) Click Question and Answer to respond to the registration questions.</p>	<p>Option A)</p> <p>Option B)</p> 

Access to Retiree Self-Services-PC WINDOWS USERS

Instruction	View
<p>Option A:</p> <p>A.1) Enter the validation code sent to your cell phone.</p> <p>A.2) Click .</p>	 <p>The dialog box is titled "Challenge". It contains the text "Please enter the one-time password (OTP) delivered to your requested location:". Below this is a text input field with four dots, a "Resend OTP" button, and "OK" and "Cancel" buttons. Below the buttons, it says "These authenticators may be available:" followed by two links: "Question and Answer" and "One-Time Password".</p> <p>A.1) [Red box around input field]</p> <p>A.2) [Red box around OK button]</p>
<p>Option B:</p> <p>B.1) Respond to three security questions.</p> <p>B.2) Click .</p>	 <p>The dialog box is titled "Self-Administration" and "Challenge". It contains the text "Please answer the following questions." followed by three questions: "What is your spouse's middle name?", "Who is your favorite fictional character?", and "What is your favorite sport?". Each question has a text input field. Below the questions are "OK" and "Cancel" buttons. At the bottom, there is a link: "I can't answer this type of challenge right now. Please let me answer a one-time password challenge."</p> <p>B.1) [Red box around the three questions and their input fields]</p> <p>B.2) [Red box around OK button]</p>

Access to Retiree Self-Services-PC WINDOWS USERS

Instruction	View
<p>5) Retiree Self-Services portal will be launched.</p> <p>Click on the link:</p> <p>Retiree Self-Service Launchpad</p>	

Welcome to Your Retiree Self-Services!

Retiree Self-Services

Work Feeds

Today [undefined]

No feeds

Yesterday [undefined]

No feeds

Older [undefined]

No feeds

My Services

Favorites

Payslip

Frequently Used

Beneficiary Maintenance

Beneficiary Maintenance

Personal Profile

Personal Data

Family Members/Dependents

Evidence of Insurability

My Processes

My Inbox

Employee Lookup