

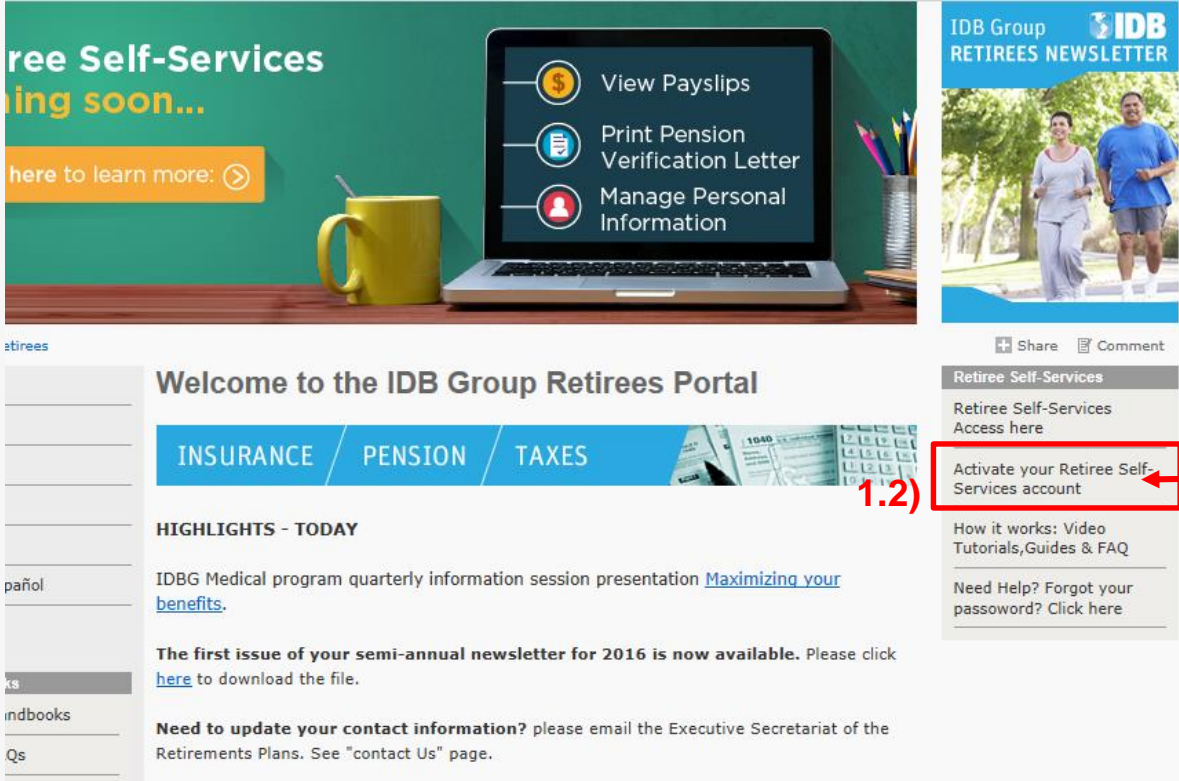
HOW TO ACCESS THE SYSTEM FOR THE FIRST TIME

IDB RETIREE SELF-SERVICES


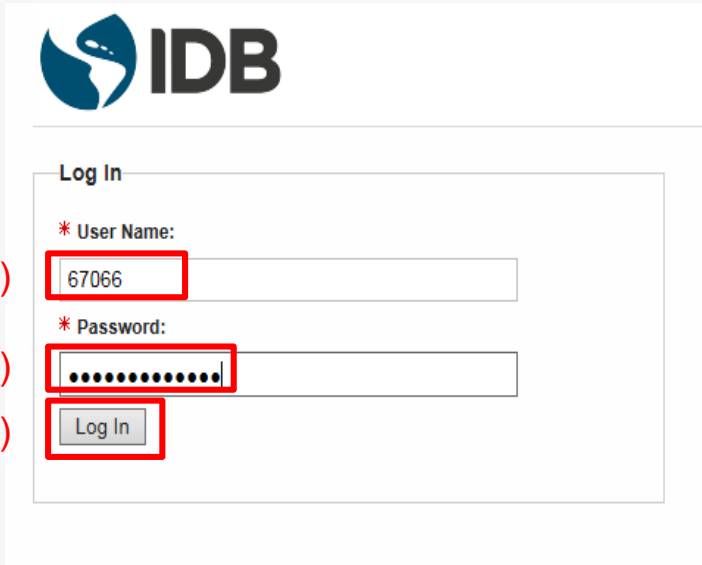
OBJECTIVES

- ✓ Activate your Retiree Self-Services account
- ✓ Program the security aspects
- ✓ Access the system **for the first time**


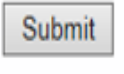
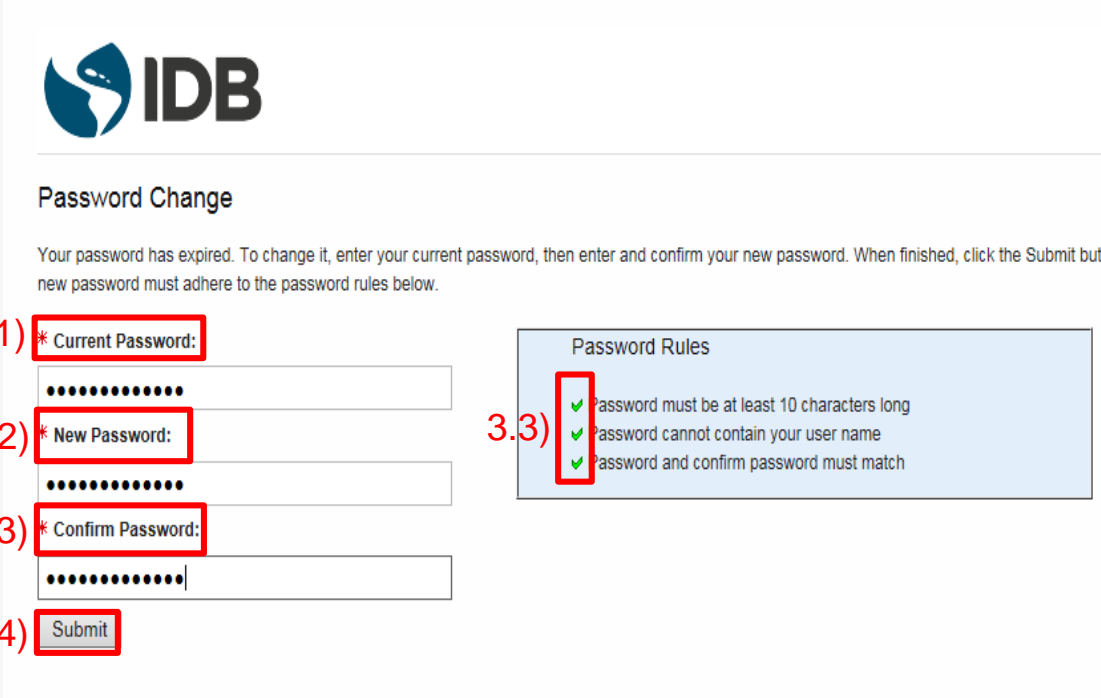
ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>1.1) Visit the IDB Retirees Self-Services web page: www.iadb.org/RetireeSelfServices</p> <p>1.2) Click on “Activate your Retiree Self-Services account”</p>	





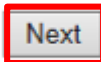





ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>2.1) Enter your “User Name” (it is your “Retiree (ID)” found in your latest IDB pension paystub).</p> <p>2.2) Enter your “Password” (the password is the one you received via email from the IDBG ITE Retiree Self-Services Provisioning department EIAM-noreply@iadb.org).</p> <p>2.3) Click .</p>	 <p>The screenshot shows the IDB Log In interface. It features the IDB logo at the top. Below it, there is a 'Log In' section with two input fields and a 'Log In' button. The first input field is labeled '* User Name:' and contains the text '67066'. The second input field is labeled '* Password:' and contains a series of dots. The 'Log In' button is located below the password field. Red boxes and numbers are used to highlight the steps: 2.1) points to the User Name field, 2.2) points to the Password field, and 2.3) points to the Log In button.</p>


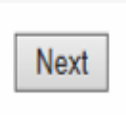







ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>3.1) In “Current Password”, type in again the password given by EIAM-noreply@iadb.org.</p> <p>3.2) In “New Password”: create your own password:</p> <ul style="list-style-type: none">- Must be at least 10 characters- Must have at least one letter- Must have at least one number- Must have at least one capital letter- Can not be the “User Name” <p>3.3) Retype the new password in “Confirm Password”.</p> <p>After the password meets each requirement, a check mark will appear .</p> <p>3.4) Click .</p>	 <p>The screenshot shows the IDB Password Change interface. It includes the IDB logo, a title 'Password Change', and a message: 'Your password has expired. To change it, enter your current password, then enter and confirm your new password. When finished, click the Submit button. Your new password must adhere to the password rules below.' There are three input fields: '* Current Password:', '* New Password:', and '* Confirm Password:'. Each field has a red box around its label and a green checkmark icon to its right. A 'Submit' button is at the bottom. A 'Password Rules' box on the right lists three rules, each with a green checkmark icon to its left: 'Password must be at least 10 characters long', 'Password cannot contain your user name', and 'Password and confirm password must match'.</p> <p>3.1) * Current Password:</p> <p>3.2) * New Password:</p> <p>3.3) * Confirm Password:</p> <p>3.4) Submit</p> <p>3.3) Password Rules</p> <ul style="list-style-type: none">✓ Password must be at least 10 characters long✓ Password cannot contain your user name✓ Password and confirm password must match


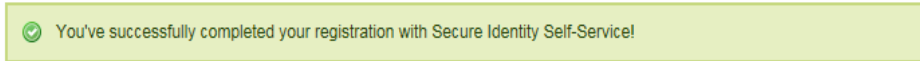




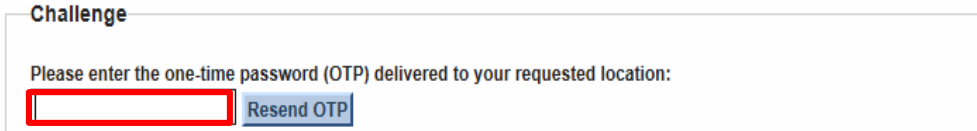



ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View																								
<p>4.1) In the “Label” column, select the menu  to display the information you want to enter (cellphone number, email...). Then enter the corresponding information in the “Value” column.</p> <p><i>Make sure to add a cell phone number (SMS Phone) for it will be used to send the validation code to access the system. The correct format is:</i> <i>+Country code-Phone number</i></p> <p>4.2) Click  .</p>	<div><h3>Personal Information</h3><p>Welcome to Secure Identity self registration. To begin, please provide the personal information requested below.</p><p>* Contact Information: An email address is required.</p><table><thead><tr><th>Delete</th><th>Label</th><th>Value</th><th>Default</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>Email </td><td>JSMITH@GMAIL.COM</td><td><input type="radio"/></td></tr><tr><td><input checked="" type="checkbox"/></td><td><div>Choose label SMS Phone Voice Phone</div></td><td>+1-2025551234</td><td><input type="radio"/></td></tr><tr><td><input type="checkbox"/></td><td>Email</td><td></td><td><input type="radio"/></td></tr><tr><td><input type="checkbox"/></td><td>Alternate Email</td><td></td><td><input type="radio"/></td></tr><tr><td><input type="checkbox"/></td><td>Choose label... </td><td></td><td><input type="radio"/></td></tr></tbody></table><div> 4.2)</div></div> <div><h3>Telephone Number Format: + </h3><h4>Country code - Phone number</h4><ul style="list-style-type: none">• Country Code (always required; 1-3 digits preceded by a "+" and followed by a hyphen).• Country codes list• Area or city code (optional; 2-3 digits).• Local phone number (required; 7 digits for North American locations, 4-13 digits elsewhere).• The separator character hyphen is allowed where expected, space, open and close parenthesis are not allowed.<hr/><p>Examples of valid non-North American numbers:</p><ul style="list-style-type: none">• +61-292315555• +34-985678912<p>Examples of valid North American numbers:</p><ul style="list-style-type: none">• +1-2025551234• +1-7575555678</div>	Delete	Label	Value	Default	<input type="checkbox"/>	Email 	JSMITH@GMAIL.COM	<input type="radio"/>	<input checked="" type="checkbox"/>	<div>Choose label SMS Phone Voice Phone</div>	+1-2025551234	<input type="radio"/>	<input type="checkbox"/>	Email		<input type="radio"/>	<input type="checkbox"/>	Alternate Email		<input type="radio"/>	<input type="checkbox"/>	Choose label... 		<input type="radio"/>
Delete	Label	Value	Default																						
<input type="checkbox"/>	Email 	JSMITH@GMAIL.COM	<input type="radio"/>																						
<input checked="" type="checkbox"/>	<div>Choose label SMS Phone Voice Phone</div>	+1-2025551234	<input type="radio"/>																						
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




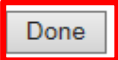
ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>5.1) Select  to display the security questions menu.</p> <p>5.2) Select the question by clicking on it.</p> <p>5.3) Click “Answer” and answer the selected question.</p> <p>Make sure to select and answer 5 security questions.</p> <p>5.4) Click  when finished.</p>	<div data-bbox="743 249 1400 307"> Your personal information has been successfully saved!</div> <div data-bbox="743 321 1400 1249"><h3>Questions & Answers</h3><p>You must answer 5 predefined questions.</p><div><p>Predefined Questions</p><p>Predefined Question 1:</p><div data-bbox="763 492 1420 549"><div data-bbox="763 499 1275 535">Please choose a question...</div><div data-bbox="1275 492 1323 549"></div></div><div data-bbox="1362 499 1420 542">5.1)</div><p>Answer:</p><div data-bbox="763 564 1188 606"></div></div><div><p>Predefined Question 2:</p><div data-bbox="763 628 1400 678"><div data-bbox="763 635 1284 671">Please choose a question...</div><div data-bbox="1284 628 1323 678"></div></div><div data-bbox="1362 635 1400 678">5.2)</div><p>Answer:</p><div data-bbox="763 699 1265 749"></div><div data-bbox="1217 714 1265 756">5.3)</div></div><div><p>Predefined Question 3:</p><div data-bbox="763 778 1313 821"><div data-bbox="763 785 1284 813">Please choose a question...</div><div data-bbox="1284 778 1313 821"></div></div><p>Answer:</p><div data-bbox="763 849 1188 892"></div></div><div><p>Predefined Question 4:</p><div data-bbox="763 921 1313 963"><div data-bbox="763 928 1284 956">Please choose a question...</div><div data-bbox="1284 921 1313 963"></div></div><p>Answer:</p><div data-bbox="763 992 1188 1035"></div></div><div><p>Predefined Question 5:</p><div data-bbox="763 1063 1313 1106"><div data-bbox="763 1071 1284 1099">Please choose a question...</div><div data-bbox="1284 1063 1313 1106"></div></div><p>Answer:</p><div data-bbox="763 1135 1188 1178"></div></div><div data-bbox="743 1192 898 1249"><div data-bbox="743 1192 821 1249"></div><div data-bbox="840 1199 898 1242">5.4)</div></div></div>

ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>6) You will receive this message after you registered your security details. Proceed with one of the two options:</p> <p>Option A) Click  to receive a validation code via text message (one-time password OTP).</p> <p>Option B) Click question & answer challenge to answer the registration questions.</p>	<p>6) </p> <p>Self-Administration</p> <p>Challenge</p> <p>A one-time password (OTP) will be delivered to your SMS Phone.</p> <p>Option A)  </p> <p>Option B)  I can't answer this type of challenge right now. Please let me answer a question & answer challenge.</p>
<p>Option A:</p> <p>A.1) Enter the validation code sent to your cell phone.</p> <p>A.2) Then click .</p>	<p>A.1) </p> <p>A.2)  </p> <p> I can't answer this type of challenge right now. Please let me answer a question & answer challenge.</p>

ACCESS THE SYSTEM FOR THE FIRST TIME

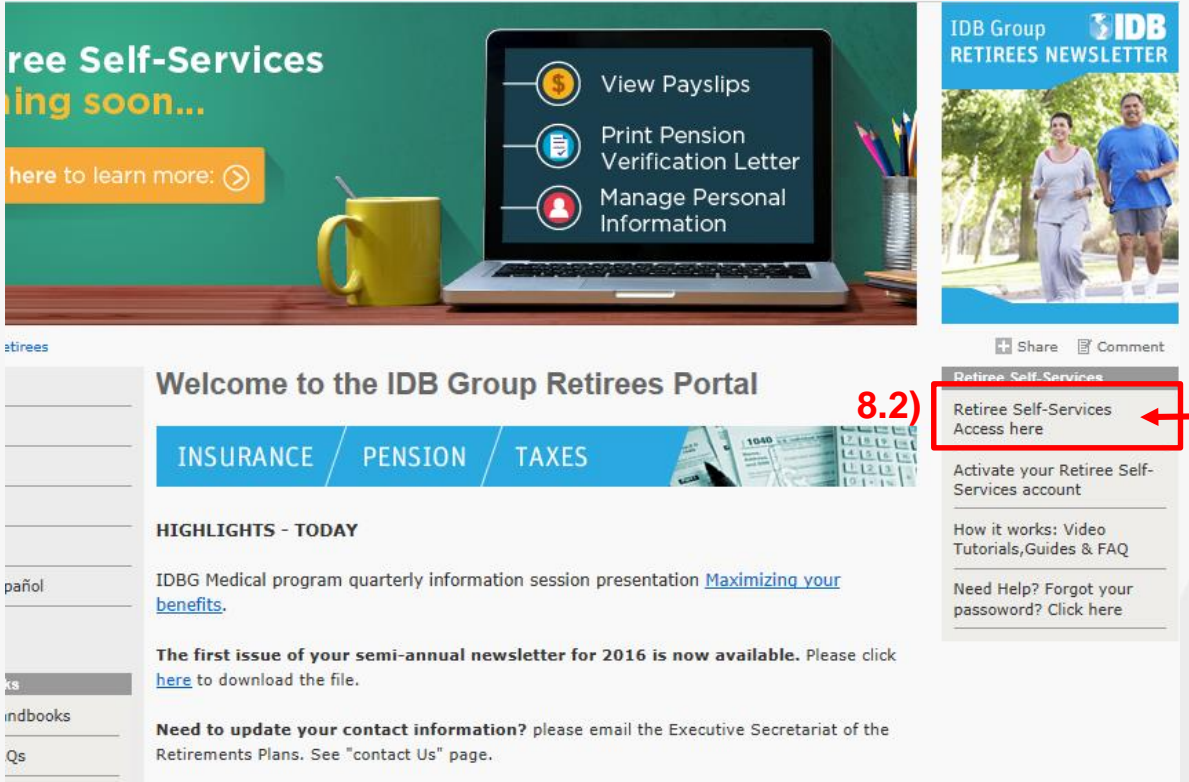
Instruction	View
<p>Option B:</p> <p>B.1) Respond to 3 security questions.</p> <p>B.2) Click .</p>	<p>Self-Administration</p> <p>Challenge</p> <p>Please answer the following questions.</p> <p>B.1) What is your spouse's middle name?</p> <input data-bbox="751 444 1222 482" type="text"/> <p>Who is your favorite fictional character?</p> <input data-bbox="751 525 1222 564" type="text"/> <p>What is your favorite sport?</p> <input data-bbox="751 606 1222 645" type="text"/> <p>B.2)  </p> <p> I can't answer this type of challenge right now. Please let me answer a one-time password challenge.</p>
<p>7) Click .</p>	<p>Self-Administration Actions</p> <p>Please select one of the actions below or click Done if you're finished:</p> <ul style="list-style-type: none">• Update personal information• Update security questions <p></p>

Note:


You only perform the previous 7 steps once.

The next steps will work to access the system from now on.



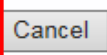
ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>Now that you have activated your account and programmed the security aspects (which only happens once), we proceed to access the system.</p> <p>8.1) Visit the IDB Retirees Self-Services web page: www.iadb.org/RetireeSelfServices</p> <p>8.2) Click on “Retiree Self-Services Access here”.</p>	


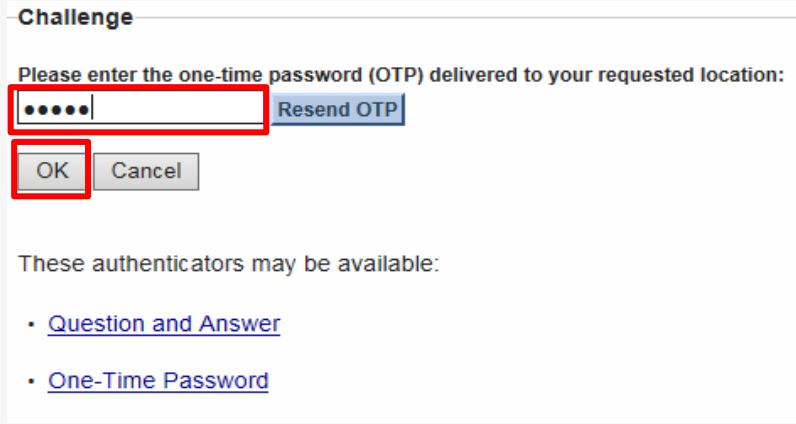

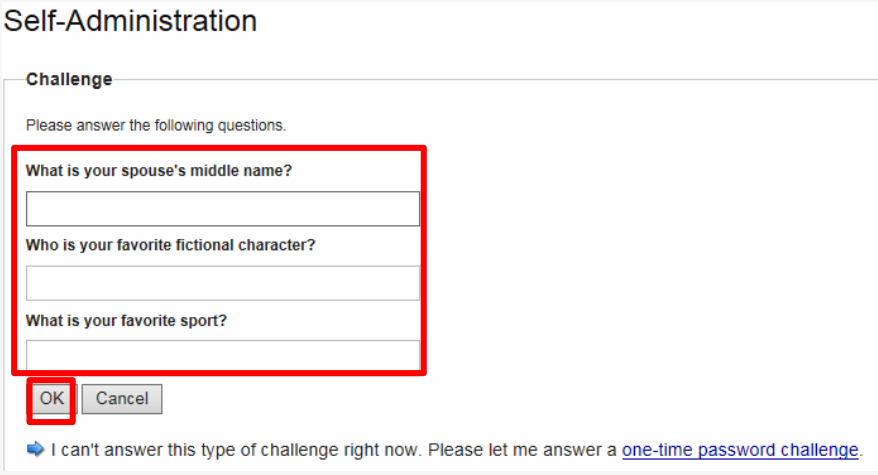
ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>9.1) Enter your “User Name”, it is your “Retiree (ID)” found in your latest IDB pension paystub.</p> <p>9.2) Enter your “Password” (created in Step 3.2).</p> <p>9.3) Select <input type="checkbox"/> Remember me on this computer (so the next time you log-in, you just need to enter you User Name and Password, but not your one-time cellphone password -OTP- or your security questions.)</p> <p>9.4) Click <input type="button" value="Log In"/> .</p>	 <p>The screenshot shows the IDB Retiree Portal login interface. At the top is the IDB logo. Below it is a yellow banner with an information icon and the text: "You must authenticate at this identity provider to use: RETIREE-PORTAL-PP". Underneath is a "Log In" section. On the left side of the screenshot, four red annotations with numbers in parentheses point to specific elements: 9.1) points to the "* User Name:" label; 9.2) points to the "* Password:" label; 9.3) points to the "Remember me on this computer" checkbox; and 9.4) points to the "Log In" button. The "Log In" button is highlighted with a red box, and the "Cancel" button is also visible next to it.</p>

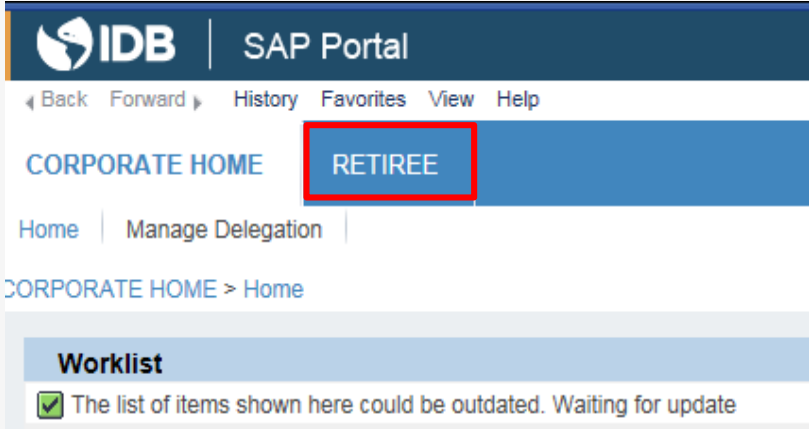
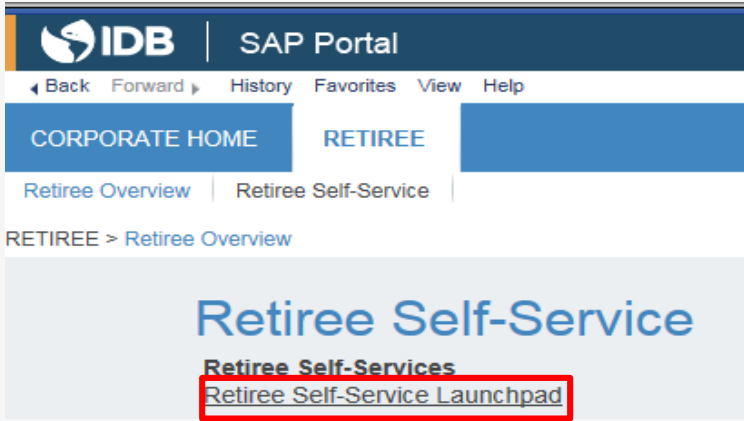
ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>10) Select one of the two options for validation.</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>	<div><p>Authentication</p><p>Challenge</p><p>A one-time password (OTP) will be delivered to your SMS Phone.</p><p>Option A)  </p><p>These authenticators may be available:</p><p>Option B) • Question and Answer</p><p>• One-Time Password</p></div>

ACCESS THE SYSTEM FOR THE FIRST TIME

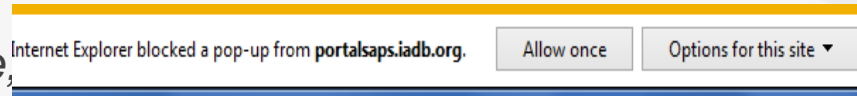
Instruction	View
<p>Option A:</p> <p>A.1) Enter the validation code sent to your cell phone.</p> <p>A.2) Click .</p>	 <p>A.1)</p> <p>A.2)</p>
<p>Option B:</p> <p>A.1) Respond to the three security questions.</p> <p>A.2) Click .</p>	 <p>B.1)</p> <p>B.2)</p>

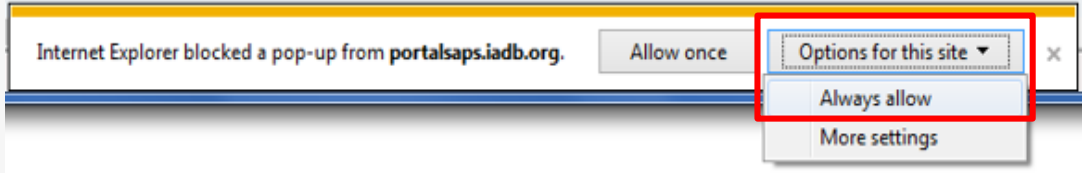

ACCESS THE SYSTEM FOR THE FIRST TIME

Instruction	View
<p>11) Click on the tab RETIREE</p>	 <p>The screenshot shows the SAP Portal interface. At the top, there is a header bar with the IDB logo and 'SAP Portal'. Below this is a navigation bar with links: Back, Forward, History, Favorites, View, and Help. The main navigation area has two tabs: 'CORPORATE HOME' and 'RETIREE'. The 'RETIREE' tab is highlighted with a red box. Below the tabs, there is a 'Worklist' section with a message: 'The list of items shown here could be outdated. Waiting for update'.</p>
<p>12) Click on the link: <u>Retiree Self-Service Launchpad</u></p>	 <p>The screenshot shows the SAP Portal interface. At the top, there is a header bar with the IDB logo and 'SAP Portal'. Below this is a navigation bar with links: Back, Forward, History, Favorites, View, and Help. The main navigation area has two tabs: 'CORPORATE HOME' and 'RETIREE'. The 'RETIREE' tab is selected. Below the tabs, there is a 'Retiree Overview' section. Under 'Retiree Overview', there is a link 'Retiree Self-Service Launchpad' which is highlighted with a red box.</p>

ACCESS THE SYSTEM FOR THE FIRST TIME

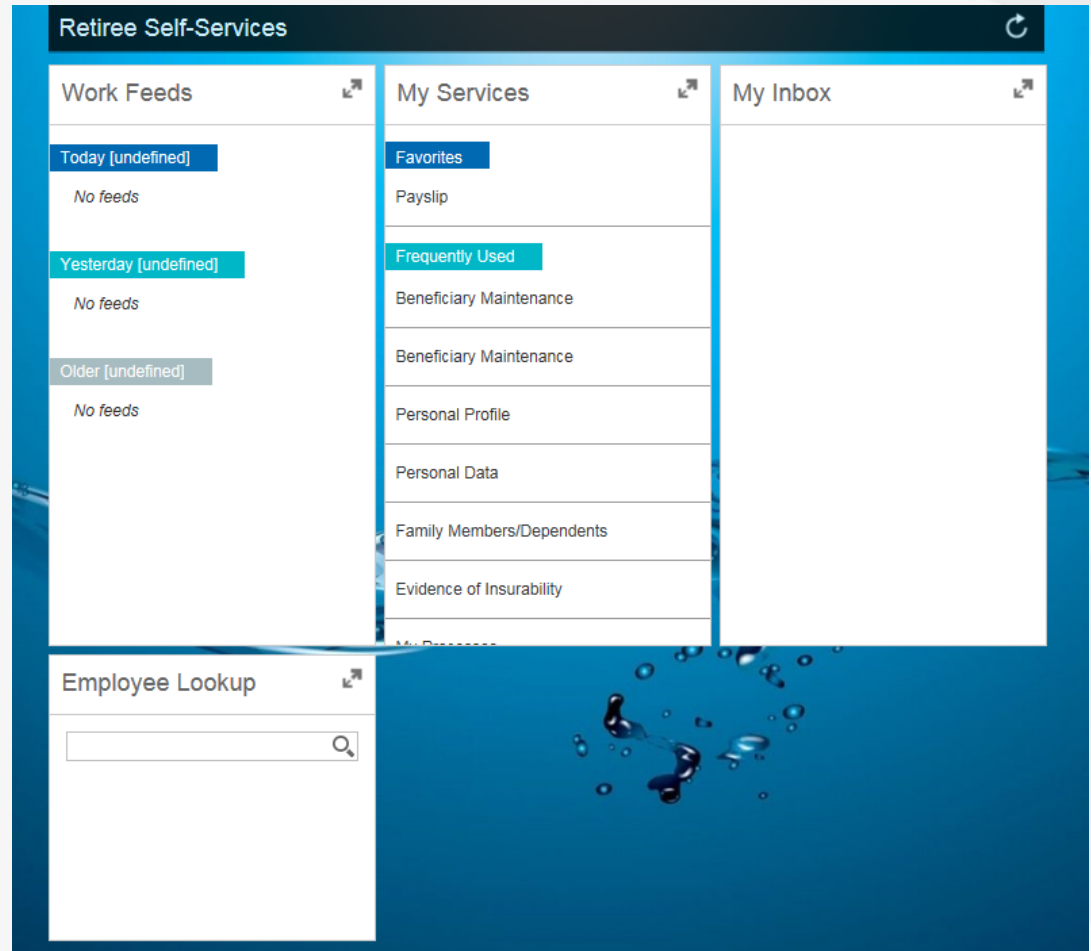
Note: *If you see this message, instead of your Retiree Self-Services, it means that your POP-UPS windows are disabled. Please enable your POP-UPS by following these instructions.*



Instruction	View
<p>Click “Options for this site” to display the menu.</p> <p>Select “Always allow”.</p>	
<p>If the Retiree Self-Services does not appear automatically, refresh your screen by pressing Ctrl and F5 at the same time.</p>	

Welcome to Your Retiree Self-Services!

Note: when accessing for the first time, it might take a couple of minutes for the Retiree Self-Services to upload and show.



Need help to navigate your Retiree Self-Services?

More user guides and video tutorials at:

www.iadb.org/RetireeSelfServices

Recommended browsers:

Internet Explorer for PC/Windows

Safari for Mac/Apple

