FAQs – Retiree Self-Services

1. Can I use my phone or tablet to navigate through my Retiree Self-Services?
We recommend to use computers. Remember to use Internet Explorer if you use a PC or Safari if you are an Apple user.

2. I forgot my password. What should I do?
Send an email to extranetsupport@iadb.org with your username (Retiree ID). Include "Retiree Password Reset" as a subject.

3. Why did my password expire? What should I do?
The safety of your personal information and the Bank's data is our priority. As part of the Retiree Self-Services security, all passwords reset every 120 days.

In the authentication page, you will get a message saying that "Your password has expired", the system will ask you to type your expired password and then create a new one. Remember that passwords must have:
- 10 characters
- At least one letter – At least one of the letters must be capitalized (Uppercase)
- At least one number

4. My Retiree Self-Service won't download; I can't see anything. What should I do?
a) Make sure your pop-up windows are enabled by following the instructions in these guides. PC/Windows users | Apple computer users
b) Refresh the page (PC: press **Ctrl** and **F5** simultaneously / Apple: press **Command** ⌘ and **R** simultaneously).
c) If it is your first time accessing the system, it might take a couple of minutes to appear.

5. How can I check my complete postal address in the Retiree Self-Services? All I can see is the street name and city.
Click on the pencil icon (next to your address information) to check the details on your postal address. If you don't see the pencil icon, click on "Details" next to your address information.

6. I keep getting a Java message, what should I do?
You may ignore it. If you have problems with a functionality and need assistance, please contact VPF/SRP@iadb.org

7. How do I log off the system?

To log off, close all the Retiree Self-Services windows.

8. Is my information secure in the Retiree Self-Services?

The safety of your personal information and the Bank's data is our priority. The IDB has followed the market best practices, implemented the latest technology on systems security, and developed a security plan to keep the information safe.

Part of the plan that ensures the safety of the data, is the steps that users need to follow to activate the account. Also, passwords must be changed every 120 days. **Important Note on Safety**: please, do not share your User Name and Password.

9. Can I check my tax reimbursement information in the Retiree Self-Services?

No, but in the "Taxes" section of the IDB Group Retiree web page you will find information about the reimbursing procedure, as well as the forms, and a copy of the taxes manual.

Visit GlobalAdvantage de Deloitte to check your taxes information and to send your Tax Settlements.

10. Can I change the language of my Retiree Self-Services?

No, the Retiree Self-Services is configured in English.
The user guides are available in English and Spanish to help you access and navigate the system. Find these guides at www.iadb.org/RetireeSelfServices .