Access Your Account

My Retiree Self-Services Portal

Objective:

✓ **This is a guide on how to access your RSS account, once you have already activated your account*.**

*If you have not activated your account, please refer to our "How to actívate my account" guide.
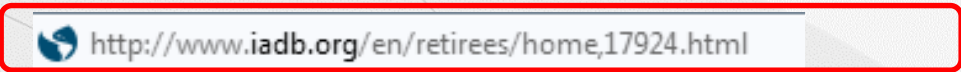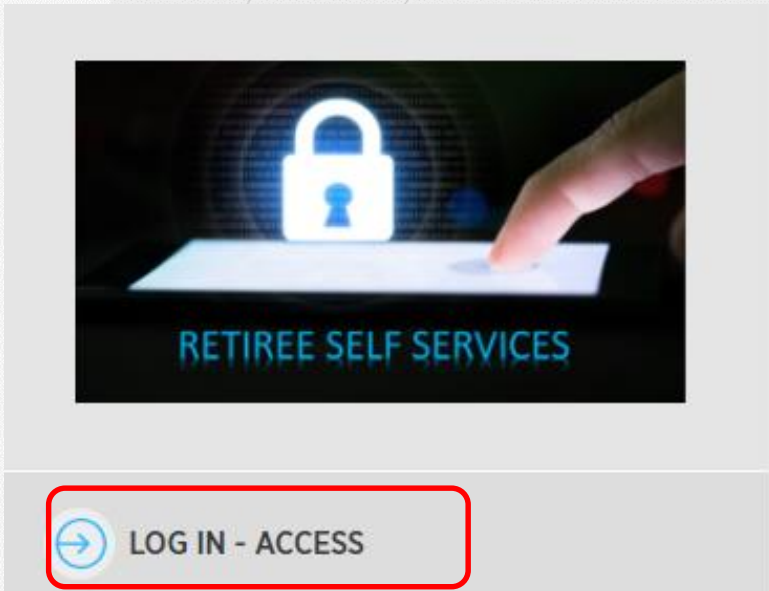
IDB

Important

✓ Keep your registered Cellphone/ Fixed line phone handy for authentication purposes.

✓ Access to your IDB registered personal email address.

✓ **New User ID format**: **RetireeID@IDBGRETIREE.ORG**

- Example**:** If your IDB Retiree ID is **012345** or **12345**, your User ID will be **12345@IDBGRETIREE.ORG** (without leading zeros).

✓ **Browser Support**:

❖ For PC/WINDOWS Users:

- **Google Chrome**
- **Internet Explorer 11**

❖ For MAC/APPLE Users:

- **Safari**

✓ You will require **Adobe Acrobat Reader** installed.

IDB

Access Your Retiree Self-Services

Instruction	View
1.1) Open Internet Explorer or Google Chrome and enter the Retiree Self-Services URL: www.iadb.org/retirees **1.2)** Click on 'Access your Retiree Self-Services account' tab. A new window will be opened with the login page.	**1.1)** http://www.**iadb.org**/en/retirees/home,17924.html **1.2)** RETIREE SELF SERVICES ⊕ LOG IN - ACCESS

IDB

Access Your Retiree Self-Services

Instruction	View
2.1) Enter your **User ID** (It is your **IDB Retiree ID@IDBGRETIREE.ORG**). _**Example**_: If your IDB Retiree ID is **012345** or **12345**, your User ID will be **12345@IDBGRETIREE.ORG**(without leading zeros). _**Important:**_ Ensure that the text is **IDBGRETIREE.ORG** in the user id field. **2.2)** Click on **SUBMIT** button. You will be prompted to enter the password in the next page. _**Note:**_ You can also find your **User ID** on your Retiree Welcome Letter or Paystub. You can change the display language by selecting on of these options.	

View panel:

https://idbgauth.**iadb**.org/login/Default.aspx

IDB Inter-American Development Bank   **IDB** | Invest   EN ES FR PT

Language

Extranet - Request Login
Welcome to the Extranet secure web site.
This site is intended for authorized users only.

To login, you will need a user ID and password.

HELP

Borrowers, Liason and Executors:
- Forgot your Password (Learn how to do it here).
- Support (Learn how to access the Extranet here).
- Request user account (Learn how to do it here).

IDB Employee:
- Forgot your Password
- Support

Retirees Support:
- Forgot your Password (Learn how to do it here).
- Support

Governors:
- Support

Login
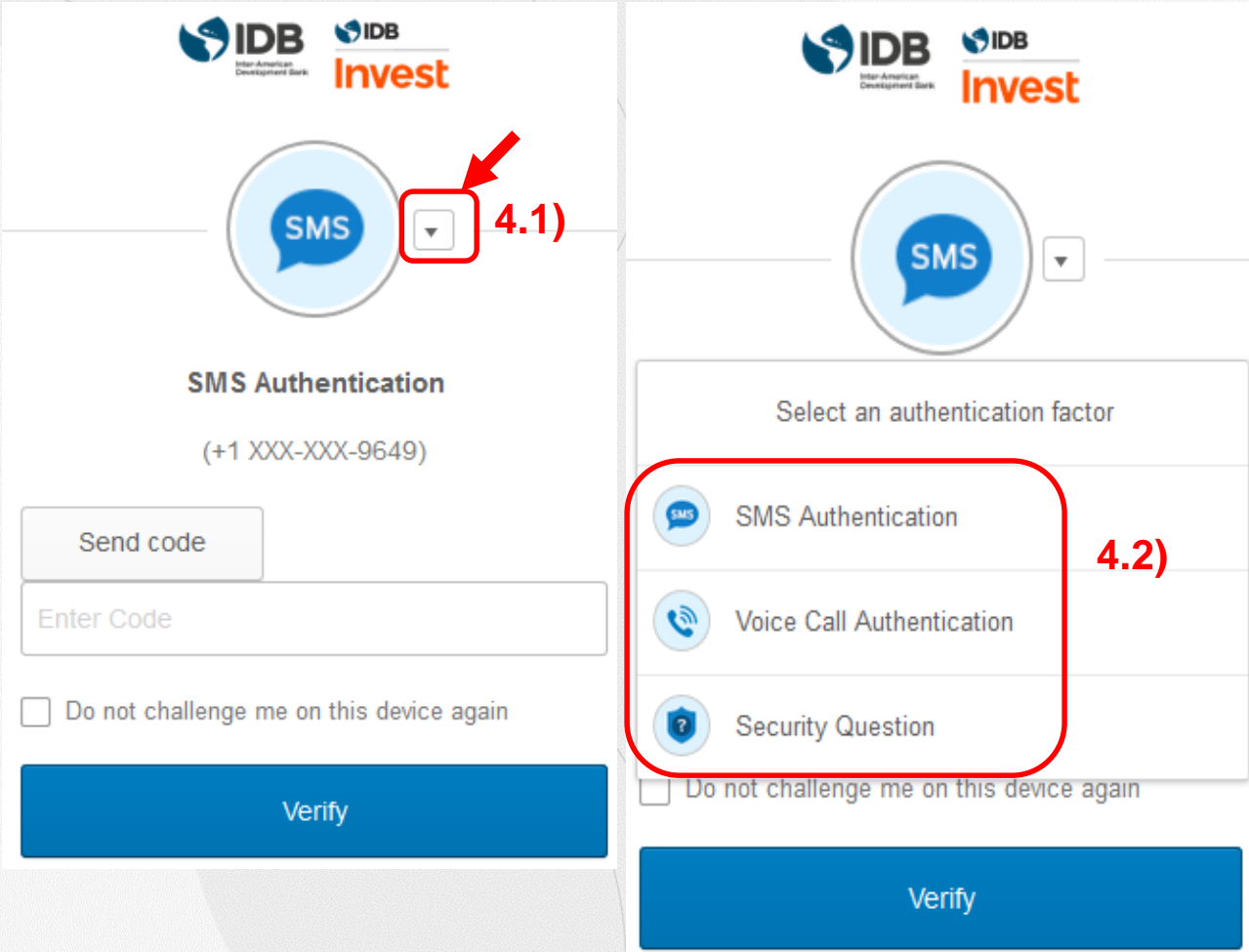
User ID (e-mail):

2.1) 54718@IDBGRETIREE.ORG
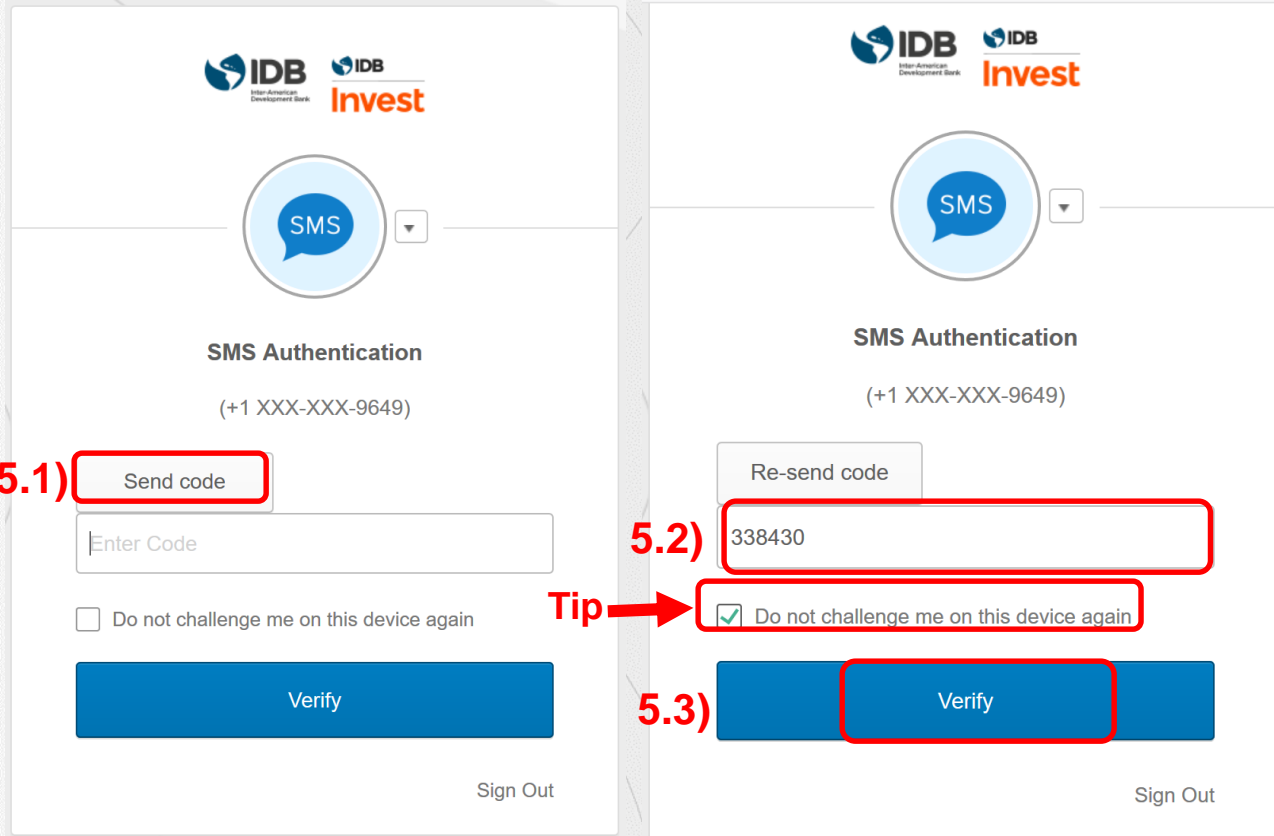
2.2) SUBMIT

Authenticate by Okta

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Access Your Retiree Self-Services

Instruction	View
3.1) Enter your password **3.2)** Click on **Sign In** button.	

Access Your Retiree Self-Services – Choose Authentication Options

Instruction	View
4.1) Select one of your preferred Multifactor authentication Option by clicking on the **down arrow** button. **4.2)** Click on one of your preferred option. ▪ **SMS Authentication** ▪ **Voice Call Authentication** ▪ **Security Question** *Important:* You will only see the options that you have setup. **SMS authentication** is a mandatory option in the system. *Note:* • Skip **STEP 6, 7** if you have chosen SMS Authentication. • Skip **STEP 5,7** if you have chosen Voice Call Authentication • Skip **STEP 5,6** if you have chosen Security Question	

Access Your Retiree Self-Services – SMS Authentication

Instruction	View
5.1) SMS Authentication: Click on **Send code** button. **5.2)** Enter the security code that you have received on your cellphone via text/SMS message. ***Tip:*** Click on the check box, if you don't want to be challenged on this device again on your next logins. **5.3)** Click on **Verify** button. You will be re-directed to a personalized landing page. ***Tip:*** Click on **Re-send code** if you haven't received your verification code.	

Access Your Retiree Self-Services – Voice Call Authentication

Instruction	View
6.1) Voice Call Authentication: Click on **Call** button. **6.2)** Enter the security code that you have received on your phone via voice call announcement. ***Tip:*** Click on the check box, if you don't want to be challenged on this device again on your next logins. **6.3)** Click on **Verify** button. You will be re-directed to a personalized landing page. ***Tip:*** You can click on **Re-send code** if you haven't received your verification code.	

Access Your Retiree Self-Services – Security Question

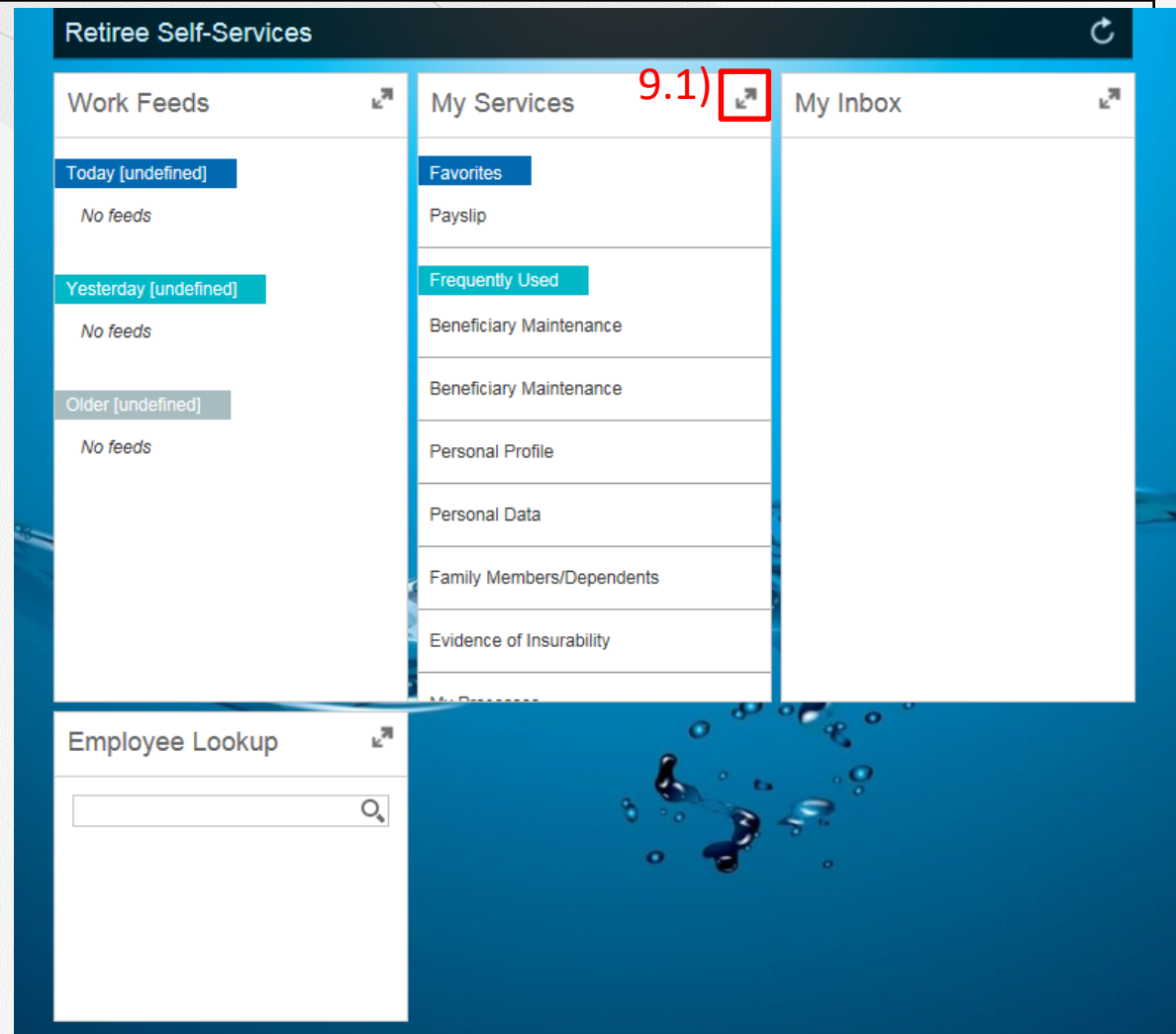| Instruction	View
7.1) Security Question: Enter your answer under the security question. ***Tip:*** Click on the check box, if you don't want to be challenged on this device again on your next logins. **7.2)** Click on **Verify** button. You will be re-directed to a personalized landing page.	

Access Your Retiree Self-Services

Instruction	View
8.1) Click on the **Retiree Self-Services** button. You will be re-directed to your personalized Retiree Self-Services Portal.	

Instruction	View

9.1) Click on the **double arrows** located on the top right corner of the **My Services** table.

You will be re-directed to your personalized Retiree Self-Services Portal.

Welcome to Your Retiree-Self Services!

Extranet Support

If you are unable to perform the following self-service actions, please contact Extranet Support via email with the **description of the issue** and **screenshots**.

- Have not received account activation email.
- Activation link is not working.
- Unable to register the account.
- Unable to access the retiree self-services.
- Unable to reset the password.
- Forgot the password challenge.
- Unable to receive the passcode on the cell phone via Text Message.
- Unable to receive the passcode on the cell phone/ fixed line phone via Voice Call.
- Unable to unlock the account.

Email: pensions@iadb.org

For all other questions related to your retiree benefits, please contact Executive Secretariat of the Retirement Plans.

Email: vpf/srp@iadb.org
Phone: (202) 623-3560
            (M-F 9:30 am. – 5:00 pm. DC time)

Additional Guides: Please click on the below links.

- **PC/WINDOWS User Guides**

- **MAC/APPLE User Guides**