

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 activate my account” guide.

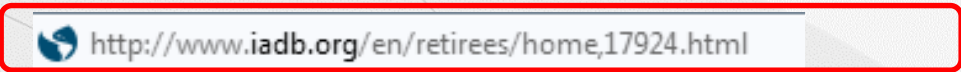
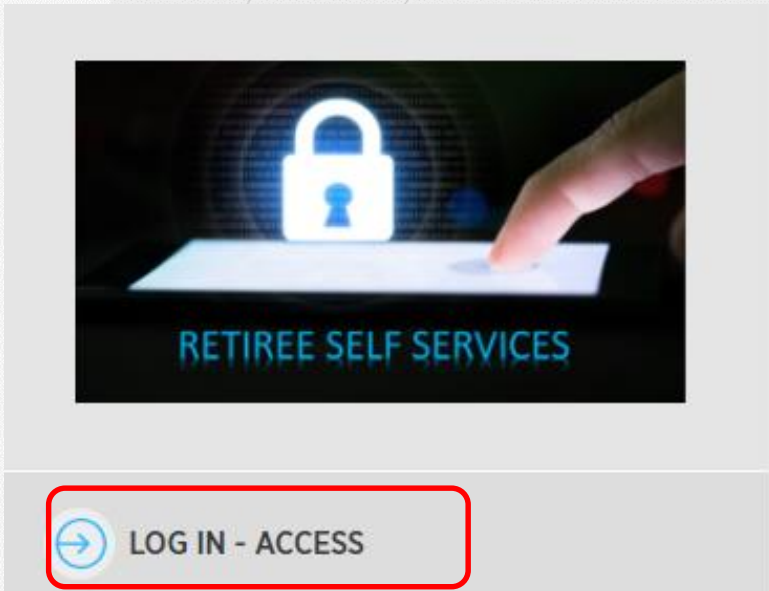


Important

- ✓ 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.



Access Your Retiree Self-Services

Instruction	View
<p>1.1) Open Internet Explorer or Google Chrome and enter the Retiree Self-Services URL:</p> <p>www.iadb.org/retirees</p> <p>1.2) Click on 'Access your Retiree Self-Services account' tab. A new window will be opened with the login page.</p>	<p>1.1) </p> <p>1.2) </p>

Access Your Retiree Self-Services

Instruction

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.

EN ES FR PT

View

← → ↺ 🏠 🔍 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

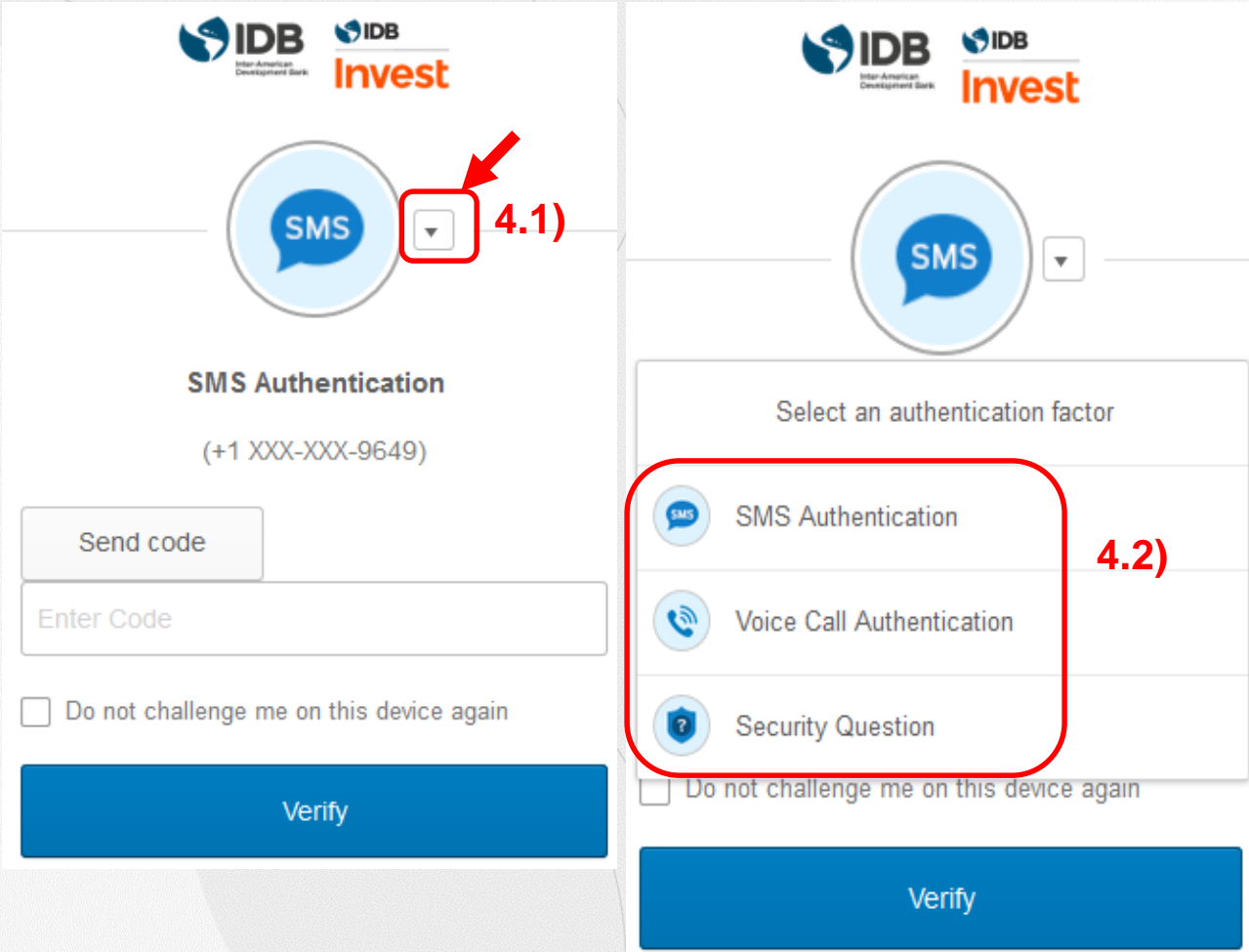
Authenticate by Okta

IDB

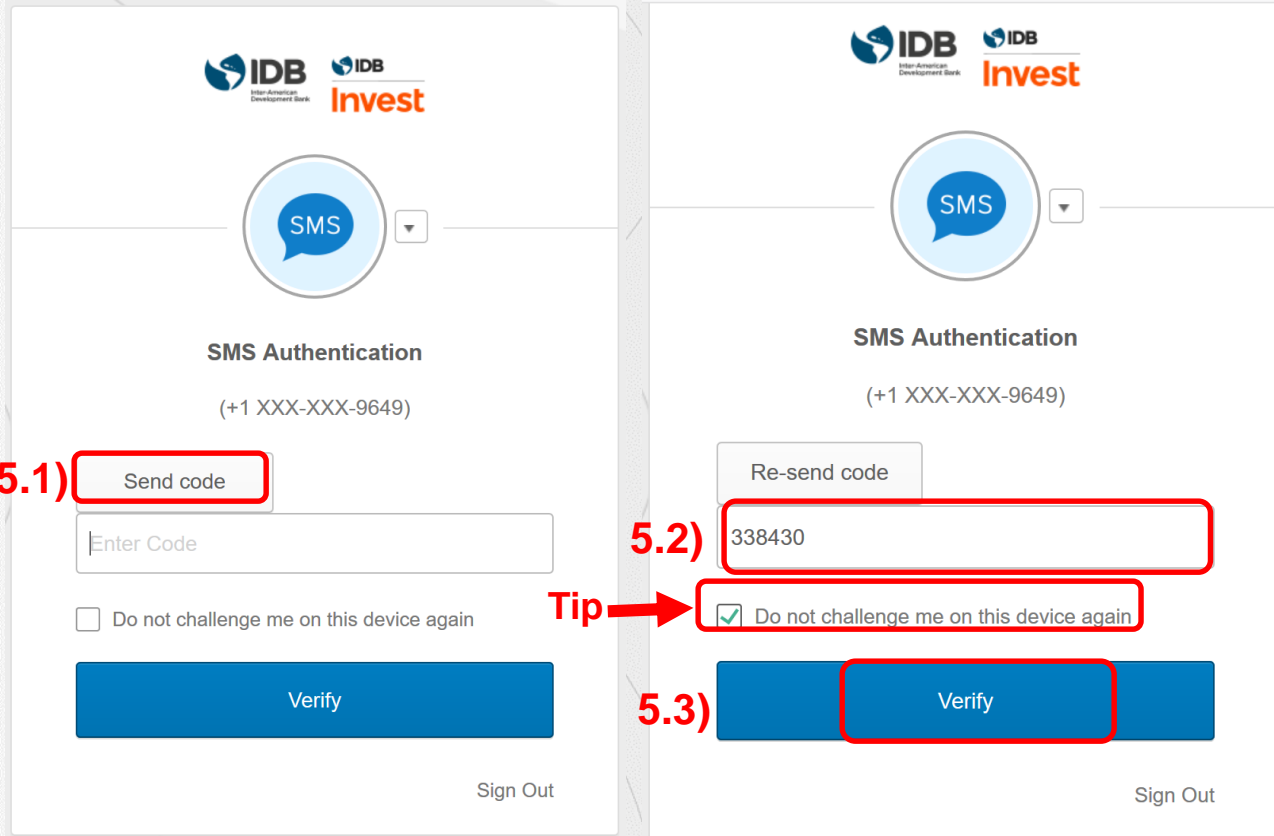
Access Your Retiree Self-Services

Instruction	View
3.1) Enter your password	<div><div><div><div><div><div><div><div>IDB</div><div>Inter-American Development Bank</div></div></div><div><div><div></div></div></div></div></div><div><div><div>Sign In</div></div><div><div><div><div><div>54718@idbgretiree.org</div><div></div></div></div><div><div><div><div><div></div><div><div><div>••••••••••••••••</div></div></div></div><div></div></div></div></div><div><div><div><div>Sign In</div></div></div></div><div><div>Need help signing in?</div></div></div></div></div></div></div></div>
3.2) Click on Sign In button.	


Access Your Retiree Self-Services – Choose Authentication Options

Instruction	View
<p>4.1) Select one of your preferred Multifactor authentication Option by clicking on the down arrow button.</p> <p>4.2) Click on one of your preferred option.</p> <ul style="list-style-type: none">▪ SMS Authentication▪ Voice Call Authentication▪ Security Question <p><u>Important:</u> You will only see the options that you have setup. SMS authentication is a mandatory option in the system.</p> <p><u>Note:</u></p> <ul style="list-style-type: none">• 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	 <p>The left screenshot shows the IDB logo and 'Invest' text at the top. Below is a large blue circle with 'SMS' inside. To its right is a small square button with a downward arrow, highlighted by a red box and a red arrow pointing to it, with the label '4.1)' next to it. Below this is the text 'SMS Authentication' and a phone number '(+1 XXX-XXX-9649)'. There is a 'Send code' button, an 'Enter Code' input field, a checkbox for 'Do not challenge me on this device again', and a large blue 'Verify' button at the bottom.</p> <p>The right screenshot shows the same IDB logo and 'Invest' text. Below is a large blue circle with 'SMS' inside. To its right is a small square button with a downward arrow. Below this is a box titled 'Select an authentication factor' containing three options: 'SMS Authentication' (with an SMS icon), 'Voice Call Authentication' (with a phone icon), and 'Security Question' (with a question mark icon). This list is highlighted by a red box, with the label '4.2)' next to it. Below the list is a checkbox for 'Do not challenge me on this device again' and a large blue 'Verify' button at the bottom.</p>

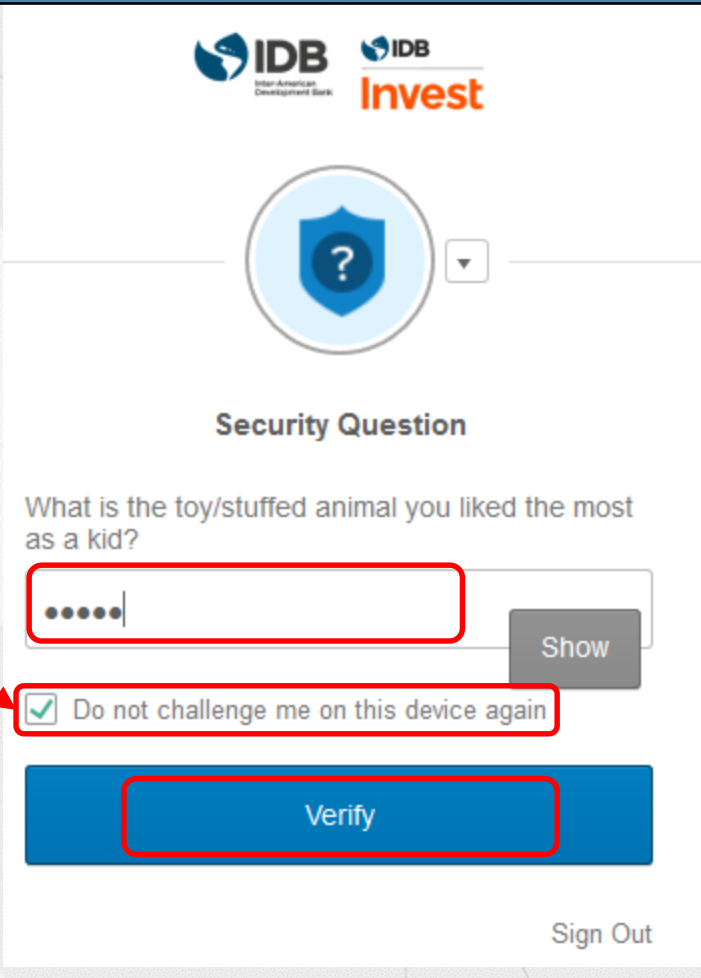
Access Your Retiree Self-Services – SMS Authentication

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





Access Your Retiree Self-Services – Voice Call Authentication

Instruction	View
<p>6.1) Voice Call Authentication: Click on Call button.</p> <p>6.2) Enter the security code that you have received on your phone via voice call announcement.</p> <p>Tip: Click on the check box, if you don't want to be challenged on this device again on your next logins.</p> <p>6.3) Click on Verify button. You will be re-directed to a personalized landing page.</p> <p>Tip: You can click on Re-send code if you haven't received your verification code.</p>	 <p>The interface displays the IDB Invest logo and a phone icon. The title is "Voice Call Authentication" with the phone number "(+1 XXX-XXX-9649)".</p> <p>6.1) The "Call" button is highlighted.</p> <p>6.2) The "Enter Code" field contains the code "33025".</p> <p>Tip → The checkbox "Do not challenge me on this device again" is checked.</p> <p>6.3) The "Verify" button is highlighted.</p> <p>Sign Out</p>


Access Your Retiree Self-Services – Security Question

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

Access Your Retiree Self-Services

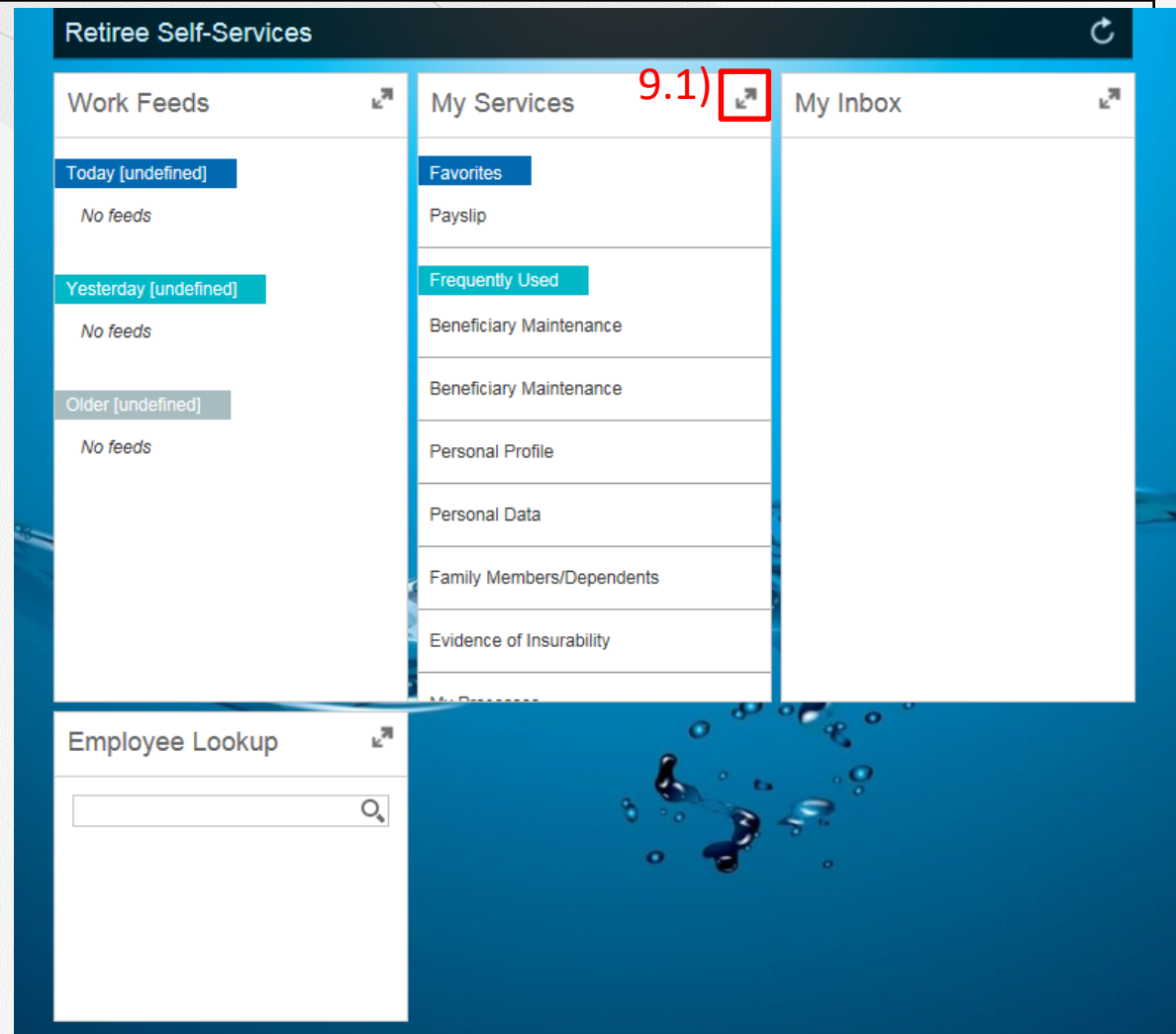
Instruction	View
<p>8.1) Click on the Retiree Self-Services button.</p> <p>You will be re-directed to your personalized Retiree Self-Services Portal.</p>	<div><div><div><div>thomas ▾</div></div></div><div><div>Work</div><div><div><div>Retiree Self-Services</div></div></div></div></div>

Instruction

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.

View




Retiree Self-Services

Work Feeds

Today [undefined]
No feeds

Yesterday [undefined]
No feeds

Older [undefined]
No feeds

My Services 9.1) 

Favorites
Payslip
Frequently Used
Beneficiary Maintenance
Beneficiary Maintenance
Personal Profile
Personal Data
Family Members/Dependents
Evidence of Insurability

My Inbox

Employee Lookup

Welcome to Your Retiree-Self Services!

View

← My Services

Benefits and Payment

Personal Information

Life Events

Benefits Overview

Participation Overview ☆

Beneficiary Maintenance ☆

Beneficiary Designation ☆

i

Payment

Payslip ★

Pension Verification ★

Form 1099 ☆

i

Forms and Documentation

Aetna ☆

Retirement Plans Documents ☆

Medical Benefits Handbooks ☆

Retiree Life Insurance Beneficiaries ☆

Pension Plan Designation of Beneficiaries (SRP-EN) ☆

Pension Plan ☆

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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](#)

