

Profile Settings – Self-Service

My Retiree Self-Services Portal

Objective:

- ✓ A guide on how to update your self-services authentication setup (Multi Factor Authentication and Password recovery) and personal preferences, using the self-service settings on the IDB retiree login portal.

Important

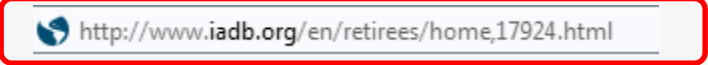
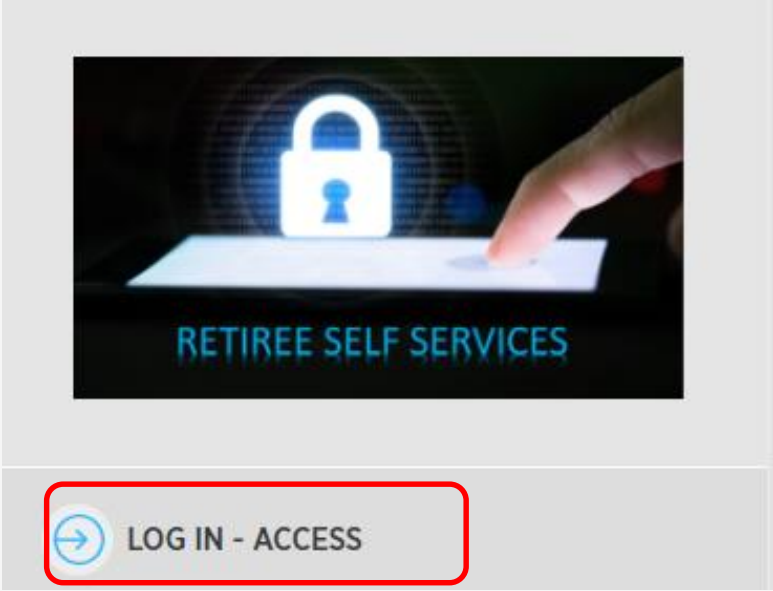
- ✓ Keep your registered Cellphone/ Fixed line phone handy for authentication purposes.
- ✓ Access to your IDB registered personal email address.
- ✓ New User ID format: **RetireeID@IDBGRETIREE.ORG**
 - Example: If your IDB Retiree ID is **012345** or **12345**, your User ID will be **12345@IDBGRETIREE.ORG** (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.



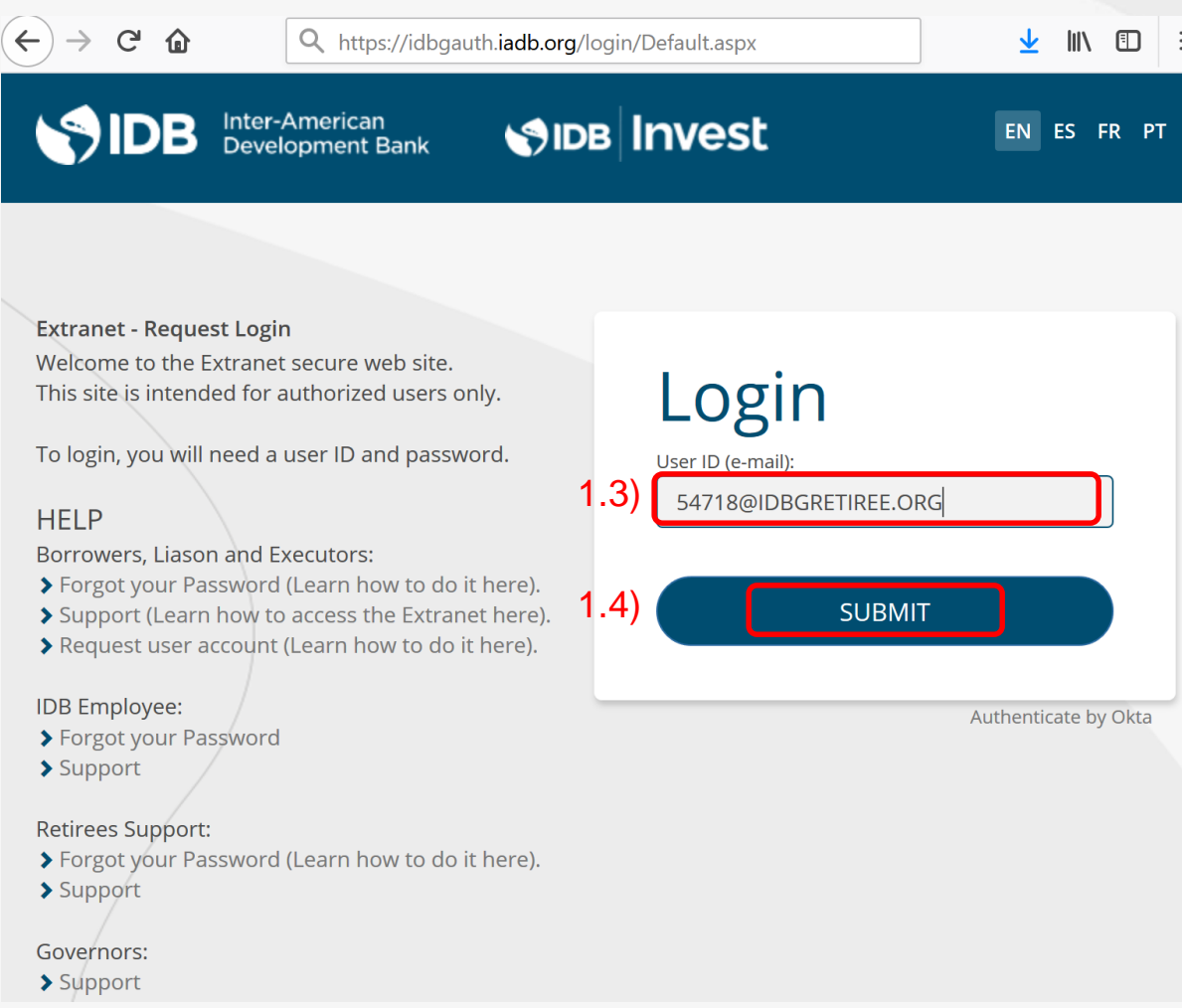
Index

1. [Log into your account](#)
2. **Setup/Update Multi Factor Authentication Options**
 - a) [Reset Text Message\(SMS\)](#)
 - b) [Reset Voice Call \(Optional\)](#)
 - c) [Reset Security Question \(Optional\)](#)
3. **Reset/Update Password Recovery Options**
 - a) [Forgot Password Question](#)
4. [Update Display Language Settings](#)
5. [Update Your Password \(if you remember your password\) - Optional](#)
6. [Extranet Support](#)

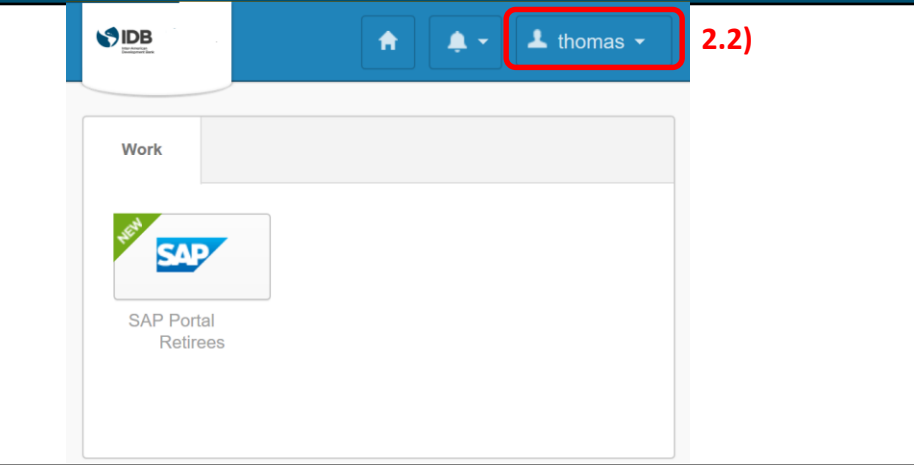
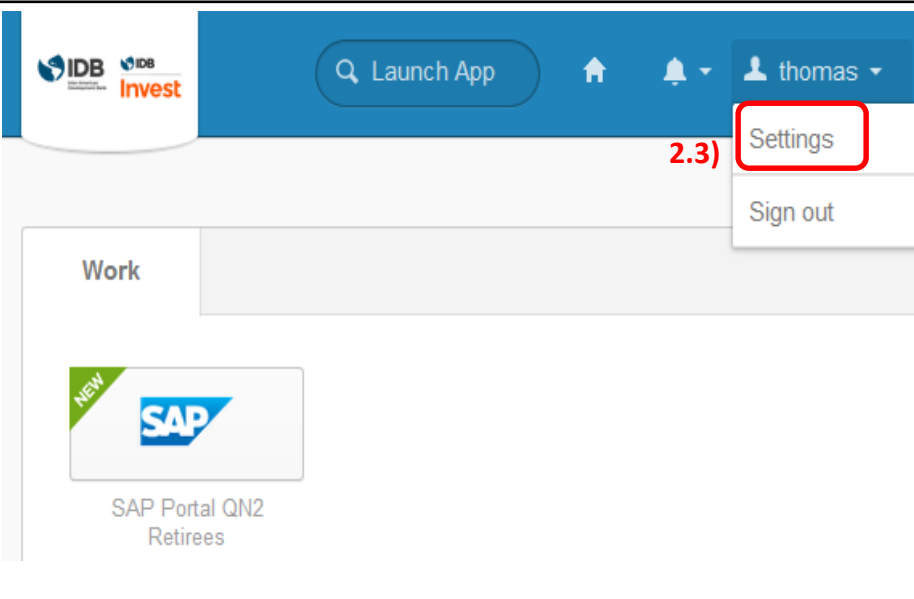
Access Your Retiree Self-Services

| 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 'LOG IN - ACCESS' tab. A new window will be opened with the login page.</p> <p><u>Important:</u> Please skip from step 1.1 to 1.4 if you have already logged into your account.</p> | <p>1.1)</p>  <p>1.2)</p>  |

Access Your Retiree Self-Services

| Instruction | View |
|--|---|
| <p>1.3) Enter your User ID (It is your IDB Retiree number@IDBGRETIREE.ORG).</p> <p>Example: If your IDB Retiree ID is 012345 or 12345, your User ID will be 12345@IDBGRETIREE.ORG (with no leading zeros).</p> <p>1.4) Click on SUBMIT button. You will be prompted to enter the password and verify multi factor authentication in the next pages.</p> <p><u>Note:</u> You can also find your User ID on your Retiree Welcome Letter or Paystub.</p> |  <p>Extranet - Request Login</p> <p>Welcome to the Extranet secure web site. This site is intended for authorized users only.</p> <p>To login, you will need a user ID and password.</p> <p>HELP</p> <p>Borrowers, Liason and Executors:</p> <ul style="list-style-type: none">➤ 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). <p>IDB Employee:</p> <ul style="list-style-type: none">➤ Forgot your Password➤ Support <p>Retirees Support:</p> <ul style="list-style-type: none">➤ Forgot your Password (Learn how to do it here).➤ Support <p>Governors:</p> <ul style="list-style-type: none">➤ Support <p>Login</p> <p>User ID (e-mail):</p> <p>1.3) 54718@IDBGRETIREE.ORG</p> <p>1.4) SUBMIT</p> <p>Authenticate by Okta</p> |

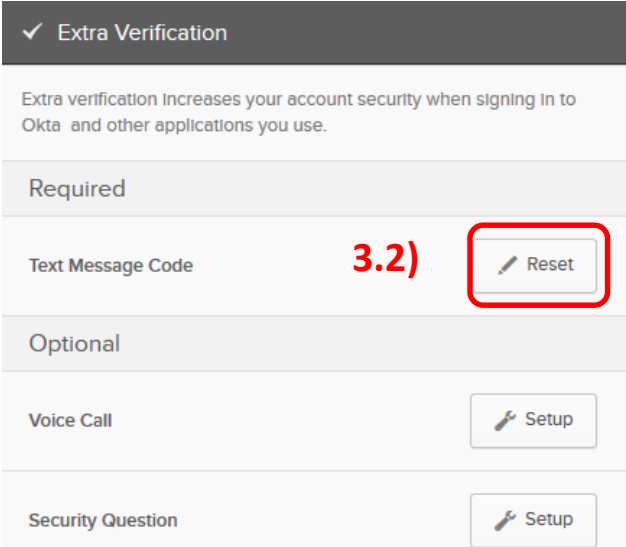
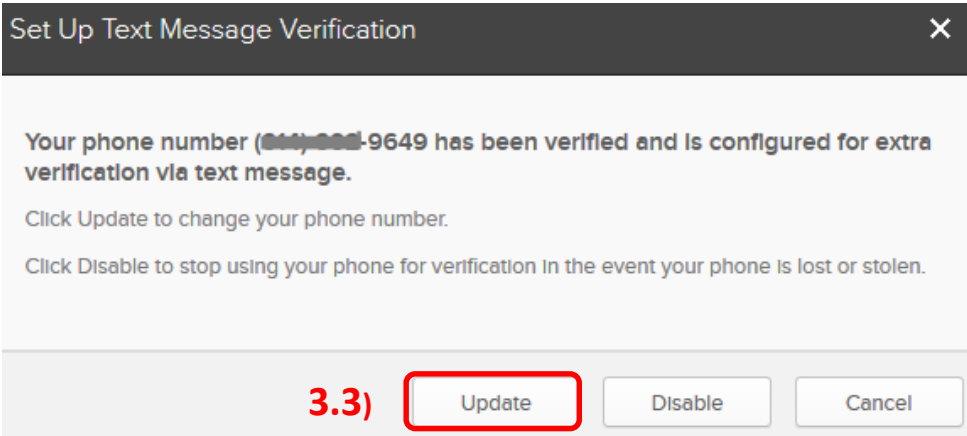
2. Update Password Recovery Settings

| Instruction | View |
|--|---|
| <p>2.1) Log into your Retiree Self-Services and you will be re-directed to Retiree Self-Services personalized home page.</p> <p>2.2) Click on User Profile link to view user options.</p> |  <p>The screenshot shows the IDB Retiree Self-Services home page. The user profile 'thomas' is highlighted with a red box and labeled 2.2). The page includes a 'Work' section with a 'SAP Portal Retirees' link.</p> |
| <p>2.3) Click on Settings to view your profile. You will see the following options on the profile page.</p> <ul style="list-style-type: none">• Personal Information• Extra Verification (Multi Factor Authentication)• Display Language• Change Password• Forgotten Password Question• Forgot Password Text Message• Forgot Password Voice Call |  <p>The screenshot shows the IDB Retiree Self-Services profile page. The 'Settings' link is highlighted with a red box and labeled 2.3). The page includes a 'Work' section with a 'SAP Portal QN2 Retirees' link.</p> |

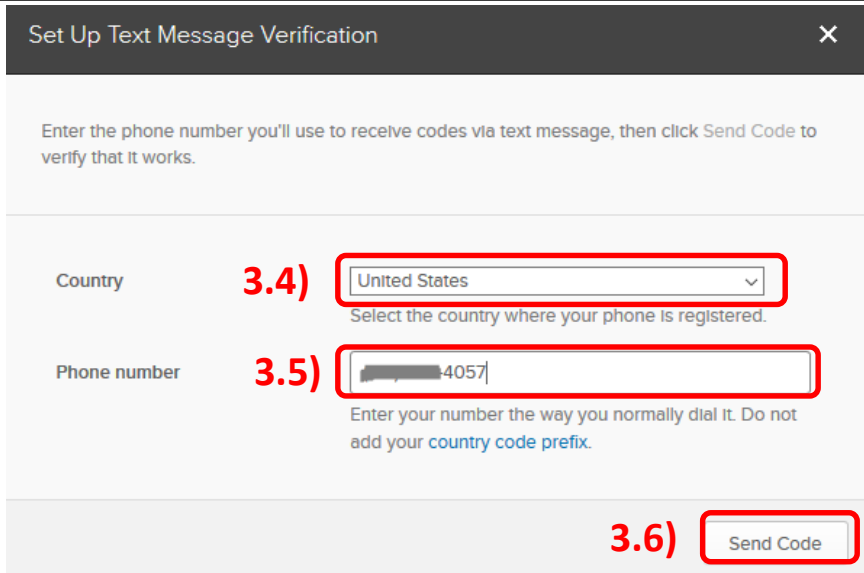
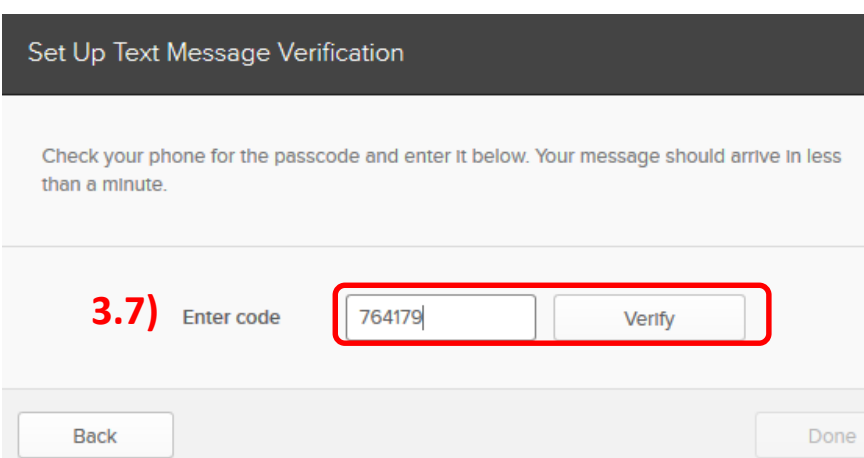
Extra Verification (Multi Factor Authentication) Setup/Update

- ✓ In addition to your password, it is a security feature that will help you securely access your retiree self-services.
- ✓ It is a second form of authentication that will confirm the user's identity prior to accessing retiree self-services.
- ✓ **Mandatory:** SMS Authentication has been setup during the user activation process. User can update the cellphone number here.
- ✓ User will be required to have a cellphone handy for this setup.
- ✓ **Optional:** User can setup additional Multi Faction Authentication options (Voice Call and Security Question) here.
- ✓ **Important:** Security Question option will help accessing the retiree self-services for those travel abroad frequently and/or do not have access to their cellphone service. We strongly recommend them to setup this option.

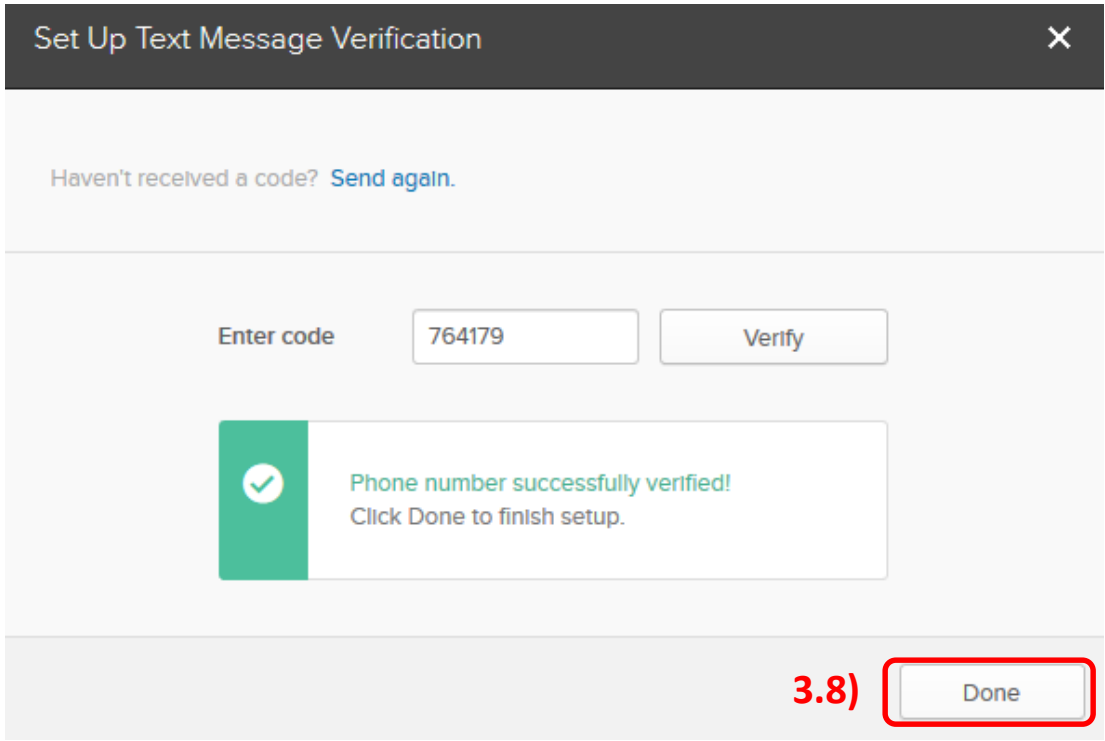
3. Update Multi Factor Authentication– Text Message Code (SMS)

| Instruction | View |
|--|---|
| <p>3.1) Go to settings page. (Follow instructions 2.1, 2.2 and 2.3).</p> <p>3.2) On Extra Verification screen, click on Reset button for Text Message Code.</p> |  <p>✓ Extra Verification</p> <p>Extra verification increases your account security when signing in to Okta and other applications you use.</p> <p>Required</p> <p>Text Message Code 3.2) Reset</p> <p>Optional</p> <p>Voice Call Setup</p> <p>Security Question Setup</p> |
| <p>3.3) Click on Update button to update your phone number.</p> <p>Important: We strongly recommend you to use Update option only. Do not use Disable option.</p> |  <p>Set Up Text Message Verification</p> <p>Your phone number (204) 991-9649 has been verified and is configured for extra verification via text message.</p> <p>Click Update to change your phone number.</p> <p>Click Disable to stop using your phone for verification in the event your phone is lost or stolen.</p> <p>3.3) Update Disable Cancel</p> |

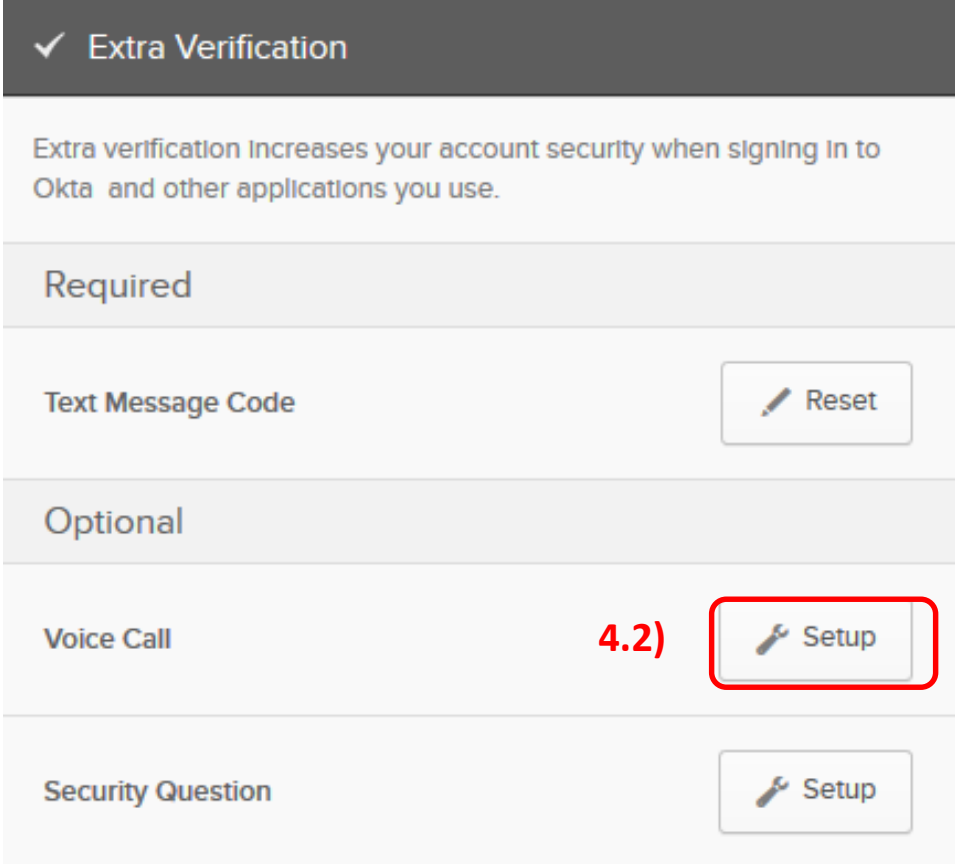
3. Update Multi Factor Authentication – Text Message Code (SMS)

| Instruction | View |
|---|--|
| <p>3.4) Click on Country dropdown arrow and select the country where your phone is registered.</p> <p>3.5) Enter your Cellphone number.</p> <p>Note: Do not add your country code prefix.</p> <p>3.6) Click on Send Code button. A passcode text message will be sent to your cellphone.</p> |  <p>Set Up Text Message Verification</p> <p>Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.</p> <p>Country 3.4) United States Select the country where your phone is registered.</p> <p>Phone number 3.5) [redacted] 4057 Enter your number the way you normally dial it. Do not add your country code prefix.</p> <p>3.6) Send Code</p> |
| <p>3.7) Enter the passcode and click on Verify button.</p> |  <p>Set Up Text Message Verification</p> <p>Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.</p> <p>3.7) Enter code 764179 Verify</p> <p>Back Done</p> |

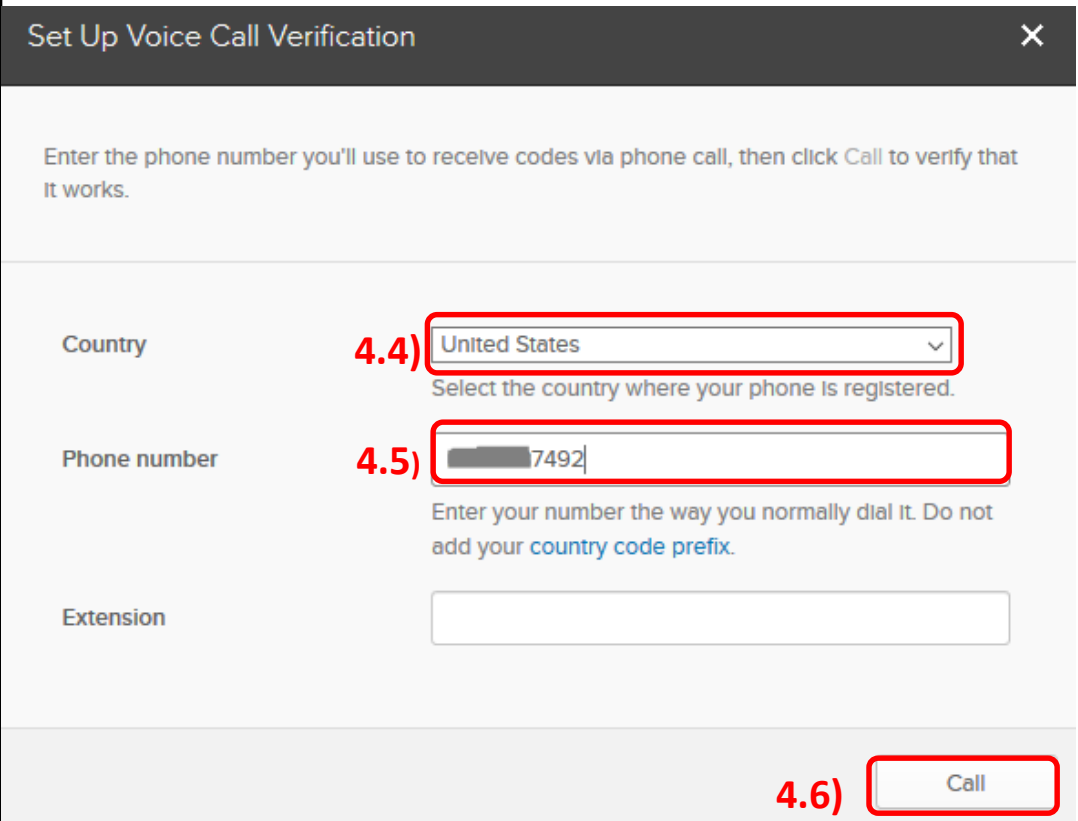
3. Update Multi Factor Authentication – Text Message Code (SMS)

| Instruction | View |
|---|--|
| <p>3.8) A successful verification message will be displayed. Click on Done button to complete the setup.</p> <p><u>Important:</u> SMS option - Changing your cellphone number for SMS under Multi Factor Authentication will automatically update the cellphone number for Password Recovery Settings and vice versa.</p> |  |

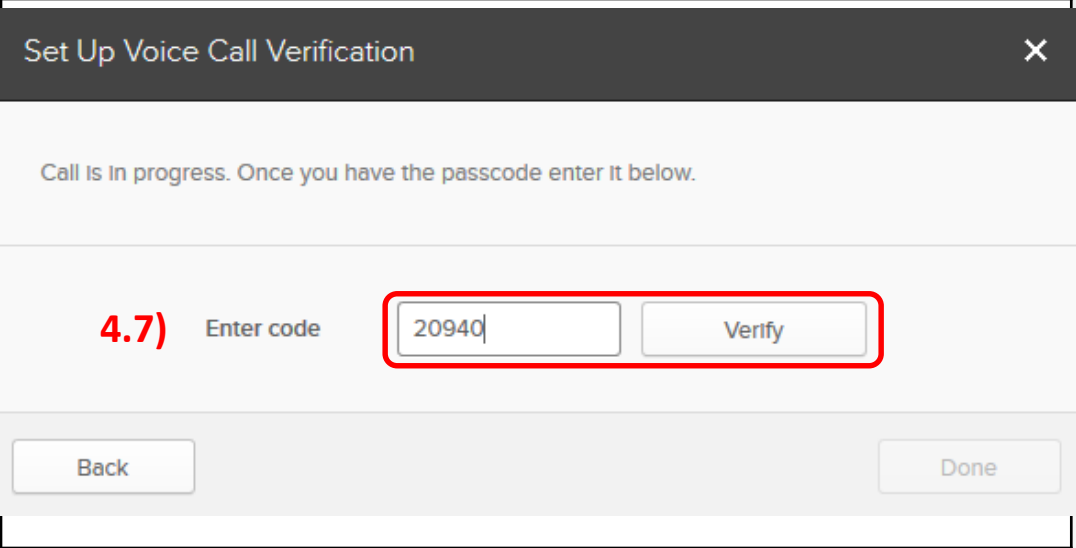
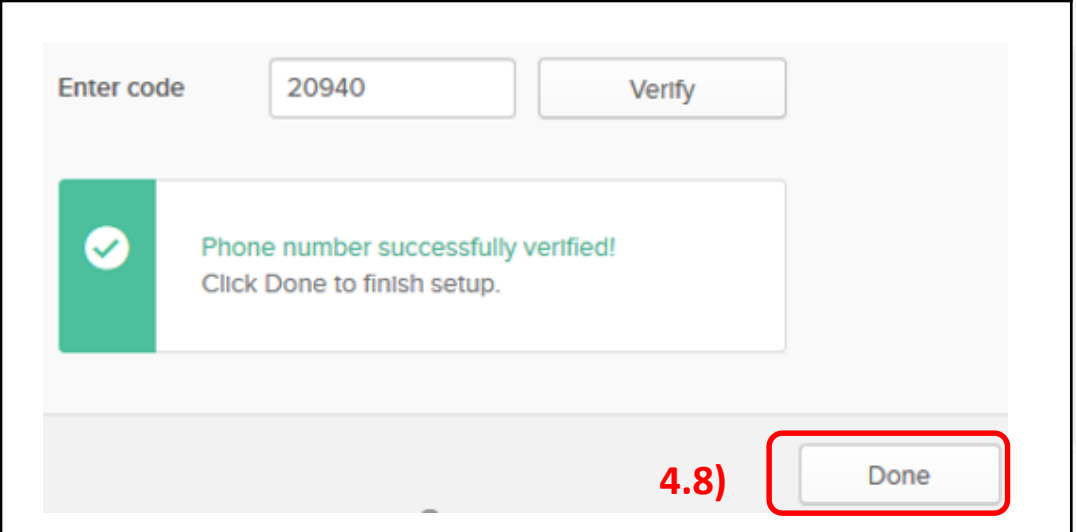
4. Update Multi Factor Authentication – Voice Call (Optional)

| Instruction | View |
|---|--|
| <p>4.1) Go to settings page. (Follow instructions 2.1, 2.2 and 2.3).</p> <p>4.2) On Extra Verification screen, click on Setup button for Voice Call.</p> |  <p>✓ Extra Verification</p> <p>Extra verification increases your account security when signing in to Okta and other applications you use.</p> <p>Required</p> <p>Text Message Code Reset</p> <p>Optional</p> <p>Voice Call 4.2) Setup</p> <p>Security Question Setup</p> |






4. Update Multi Factor Authentication – Voice Call (Optional)

| Instruction | View |
|--|---|
| <p>4.4) Click on Country dropdown arrow and select the country where your phone is registered.</p> <p>4.5) Enter your Cellphone number.</p> <p>Note: Do not add your country code prefix.</p> <p>4.6) Click on Call button. You will receive a voice call on your phone and a passcode will be announced.</p> |  <p>Set Up Voice Call Verification</p> <p>Enter the phone number you'll use to receive codes via phone call, then click Call to verify that it works.</p> <p>Country 4.4) United States Select the country where your phone is registered.</p> <p>Phone number 4.5) 7492 Enter your number the way you normally dial it. Do not add your country code prefix.</p> <p>Extension</p> <p>4.6) Call</p> |

4. Update Multi Factor Authentication – Voice Call (Optional)

| Instruction | View |
|--|---|
| <p>4.7) Enter the passcode and click on Verify button.</p> |  |
| <p>4.8) A successful verification message will be displayed. Click on Done button to complete the setup.</p> <p><u>Important:</u> Voice Call option - Changing your phone number for Voice Call under Multi Factor Authentication will automatically update the phone number for Password Recovery Settings and vice versa.</p> |  |

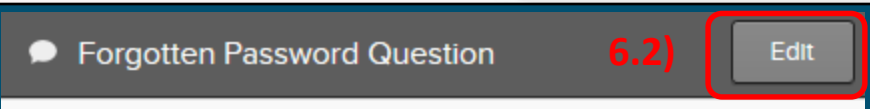
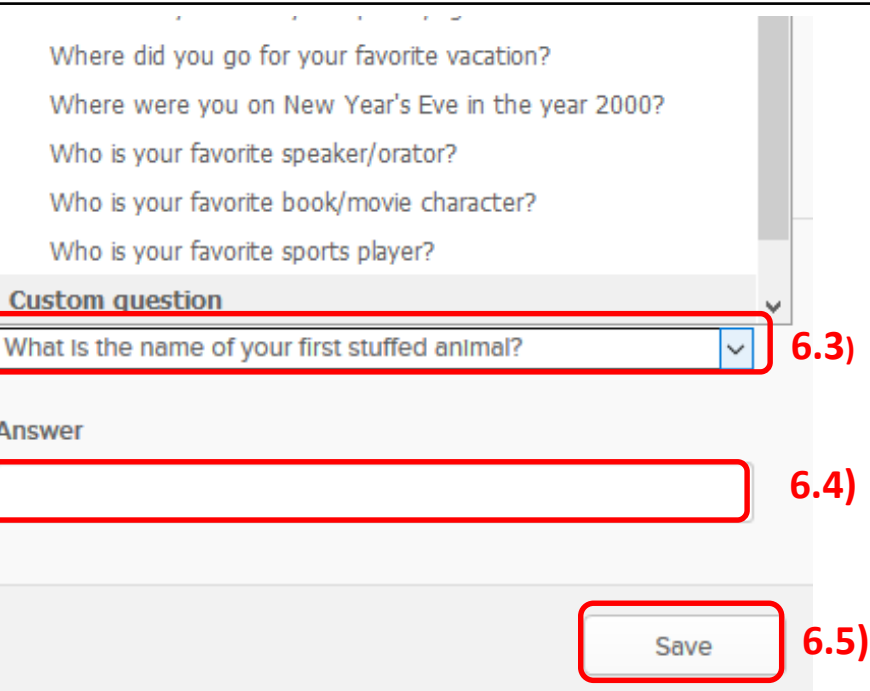
5. Update Multi Factor Authentication – Security Question (Optional)

| Instruction | View | ✓ Extra Verification |
|---|---------------------------------------|---|
| <p>5.1) Go to settings page. (Follow instructions 2.1, 2.2 and 2.3).</p> <p>5.2) On Extra Verification screen, click on Setup button for Security Question.</p> <p><u>Important:</u> This option will help retirees accessing their retiree self-services for those travel abroad frequently and do not have access to their cellphone service.</p> | | <p>Extra verification increases your account security when signing in to Okta and other applications you use.</p> <p>Required</p> <p>Text Message Code  Reset</p> <p>Optional</p> <p>Voice Call  Setup</p> <p>Security Question 5.2)  Setup</p> |
| <p>5.3) Click on Dropdown arrow under Security Option and select your question.</p> <p>5.4) Enter you answer under Answer option.</p> <p>5.5) Click on Save button. You will see a successful update message .</p> | <p>5.3)</p> <p>5.4)</p> | <p>Setup your security question </p> <p>Pick a security question with an answer that only you would know. You'll be asked to answer your security question when you sign in to Okta from an unrecognized computer.</p> <p>Security Question</p> <p>What is the name of your first stuffed animal? </p> <p>Answer</p> <p>.....</p> <p>Save</p> |

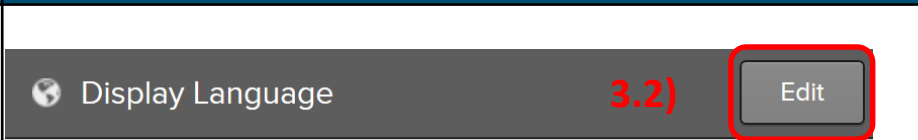
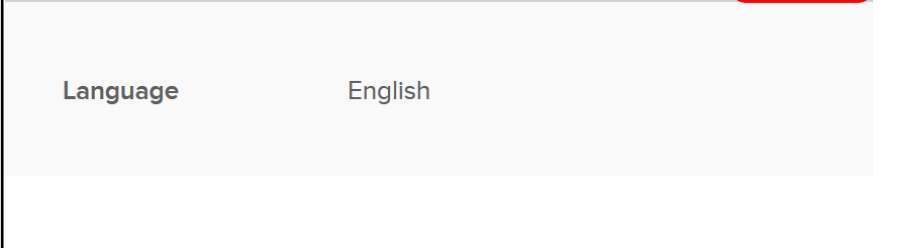
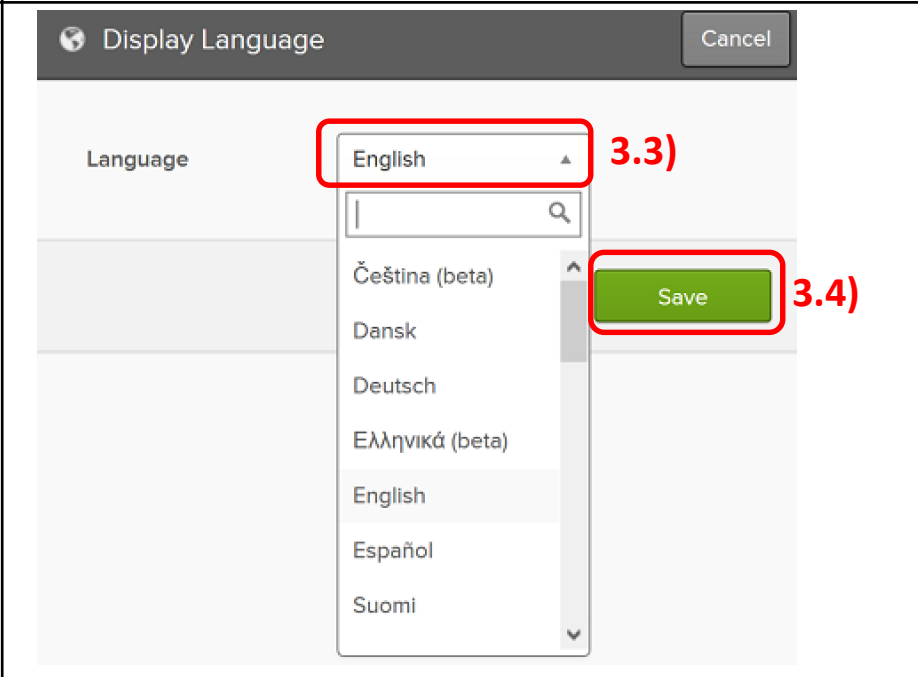
Password Recovery Setup

- ✓ This setup will provide the ability to reset the password if the user forget the password.
- ✓ Users could reset the password on their own using the self-service settings available in the new system.
- ✓ **Mandatory:** User is required to setup a forgot password recovery question during the activation. This can be updated under profile settings.
- ✓ The system provides another default password recovery option – Your primary Email. This primary email will be your registered personal email in the system. No action required from the user.
- ✓ **Optional:** User can setup additional password recovery options via SMS or Voice Call using a cellphone or fixed line phone. Please ignore these options as you can setup the same under Multi factor authentication settings (Steps 3 and 4).




6. Update Password Recovery Settings – Forgot Password Question

| Instruction | View |
|--|--|
| <p>6.1) Go to settings page. (Follow instructions 2.1, 2.2 and 2.3).</p> <p>6.2) On Forgotten Password Question screen, click on Edit button.</p> |  <p>Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.</p> <p>Question</p> <p>What is the name of your first stuffed animal?</p> |
| <p>6.3) Click on down arrow button to select a new question or you could choose the same question from the list.</p> <p>Note: You have the option to choose a custom question as well by selecting Custom question from the dropdown.</p> <p>6.4) Enter your Answer in the Answer field.</p> <p>6.5) Click on Save button. Your question will be saved.</p> |  <p>Where did you go for your favorite vacation?</p> <p>Where were you on New Year's Eve in the year 2000?</p> <p>Who is your favorite speaker/orator?</p> <p>Who is your favorite book/movie character?</p> <p>Who is your favorite sports player?</p> <p>Custom question</p> <p>What is the name of your first stuffed animal? ▼ 6.3)</p> <p>Answer</p> <p>6.4)</p> <p>6.5) Save</p> |

7. Update Your Display Language Settings

| Instruction | View |
|---|--|
| <p>7.1) Go to settings page. (Follow instructions 2.1, 2.2 and 2.3).</p> <p>7.2) On Display Language screen, click on Edit button.</p> |   |
| <p>7.3) Click on Dropdown arrow for Language option and select your preferred Display Language.</p> <p>7.4) Click on Save button. You will language settings will be saved.</p> |  |

8. Update Your Password (if you remember your password)

| Instruction | View |
|--|--|
| <p>8.1) Go to settings page. (Follow instructions 2.1, 2.2 and 2.3). In the Change Password Option, Enter your password in the Enter current password field.</p> <p>8.2) Enter new password in the Enter new password field.</p> <p>8.3) Re-enter new password in the Repeat new password field.</p> <p>8.4) Click on Change Password button.</p> | <div data-bbox="782 229 1539 906"><div> Change Password</div><div>Password requirements: at least 10 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username. Your password cannot be any of your last 8 passwords. At least 1 day(s) must have elapsed since you last changed your password.</div><div><div>Enter current password</div><div>.....</div><div>8.1)</div></div><div><div>Enter new password</div><div>.....</div><div>8.2)</div></div><div><div>Repeat new password</div><div>..... </div><div>8.3)</div></div><div><div>Change Password</div><div>8.4)</div></div></div> |
| <p>8.5) A confirmation message will be displayed in the same window upon a successful password change.</p> <p>Note: You need to wait 24 hours to update your password after your most recent update. Otherwise, you will see an error message.</p> | <div data-bbox="772 939 1636 1282"><div>8.5)  Password changed successfully.</div><div>Error message  Please review the form to correct the following error(s):<ul style="list-style-type: none">• Enter new password: Password has been changed too recently</div></div> |

9. 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](#)

