Access Your Account

My Retiree Self-Services Portal

Objective:

This is a guide on how to access your account for the retirees who have already activated their account.

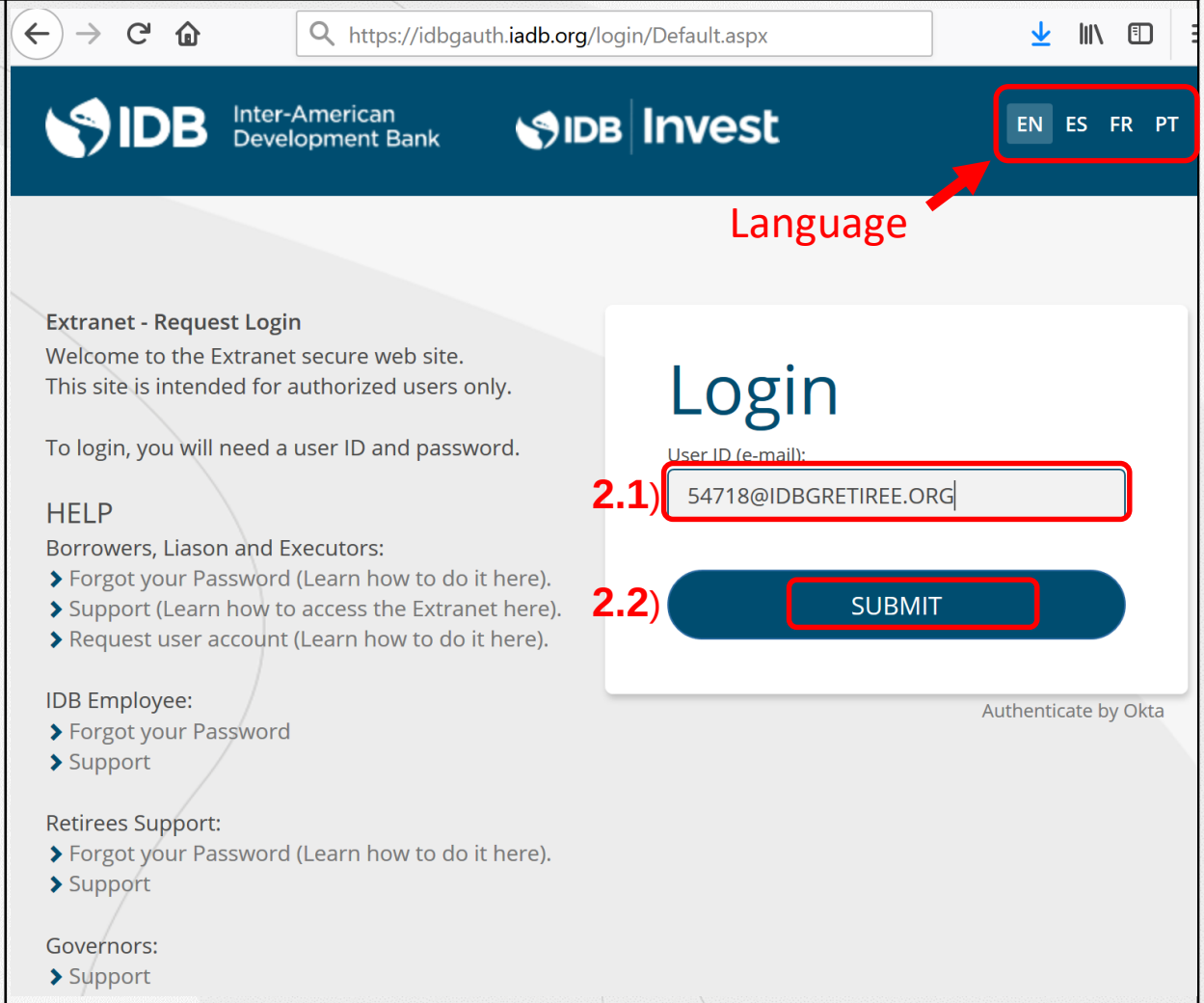
Important

- ✓ 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.

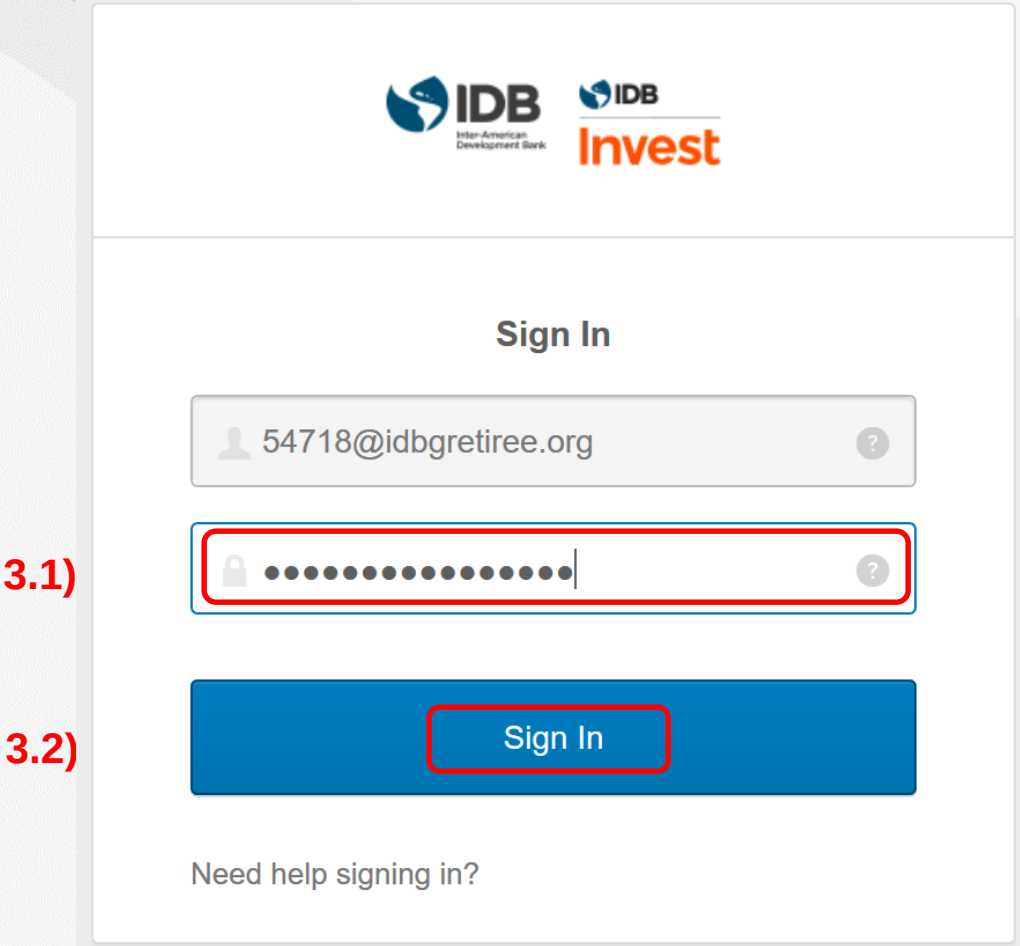
Access Your Retiree Self-Services

Instruction	View
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)** 

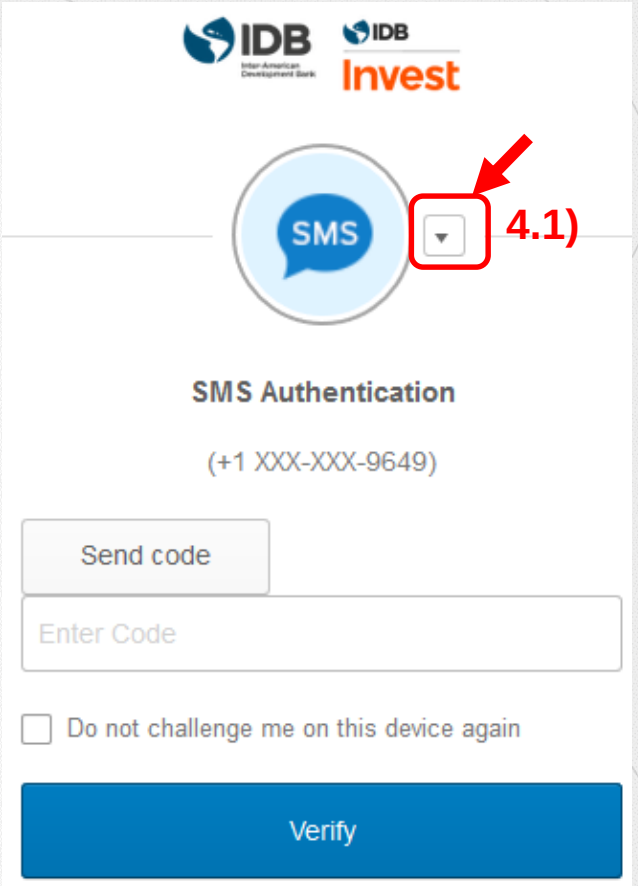
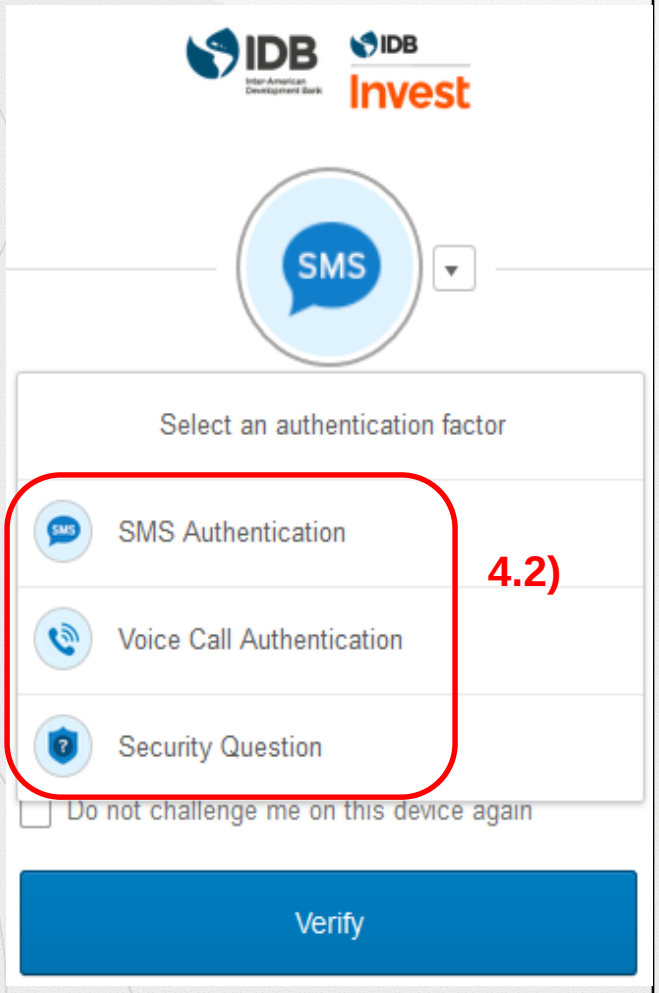
Access Your Retiree Self-Services

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**(wit hout 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	

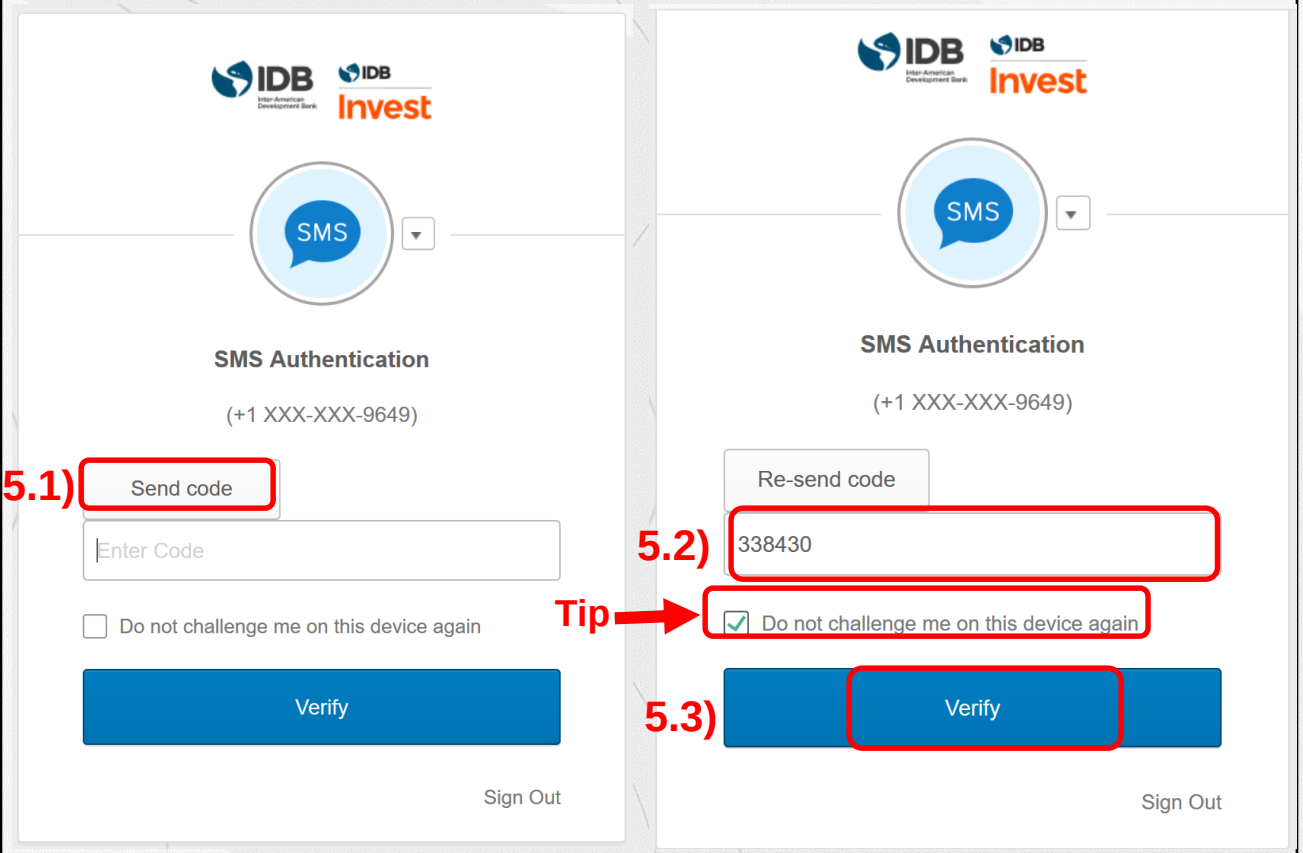
Access Your Retiree Self-Services

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

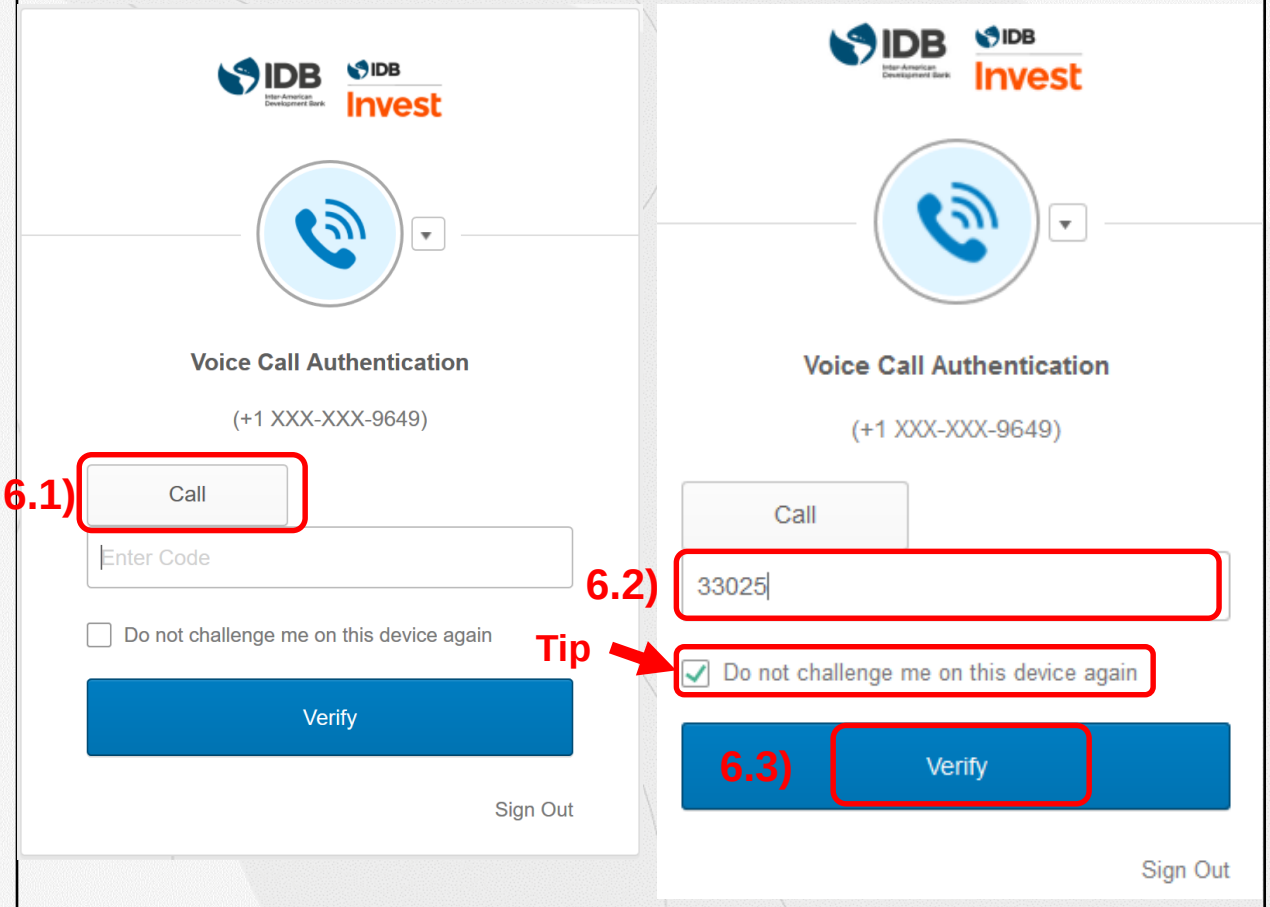
Access Your Retiree Self-Services – Choose Authentication Options

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	 

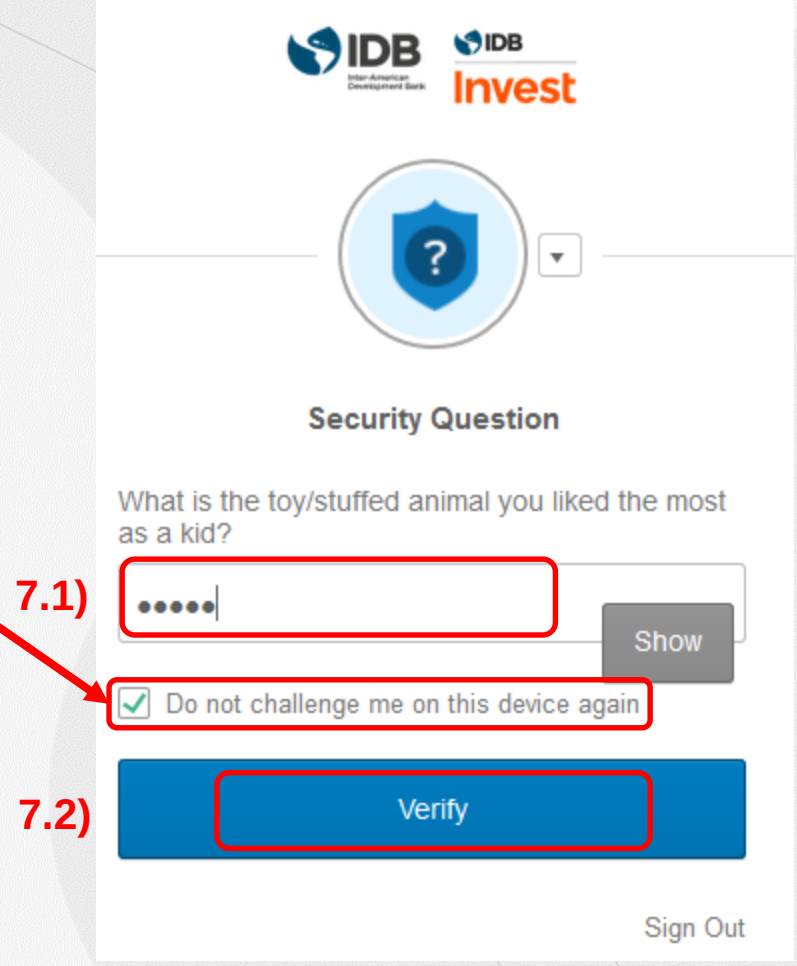
Access Your Retiree Self-Services – SMS Authentication

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.	

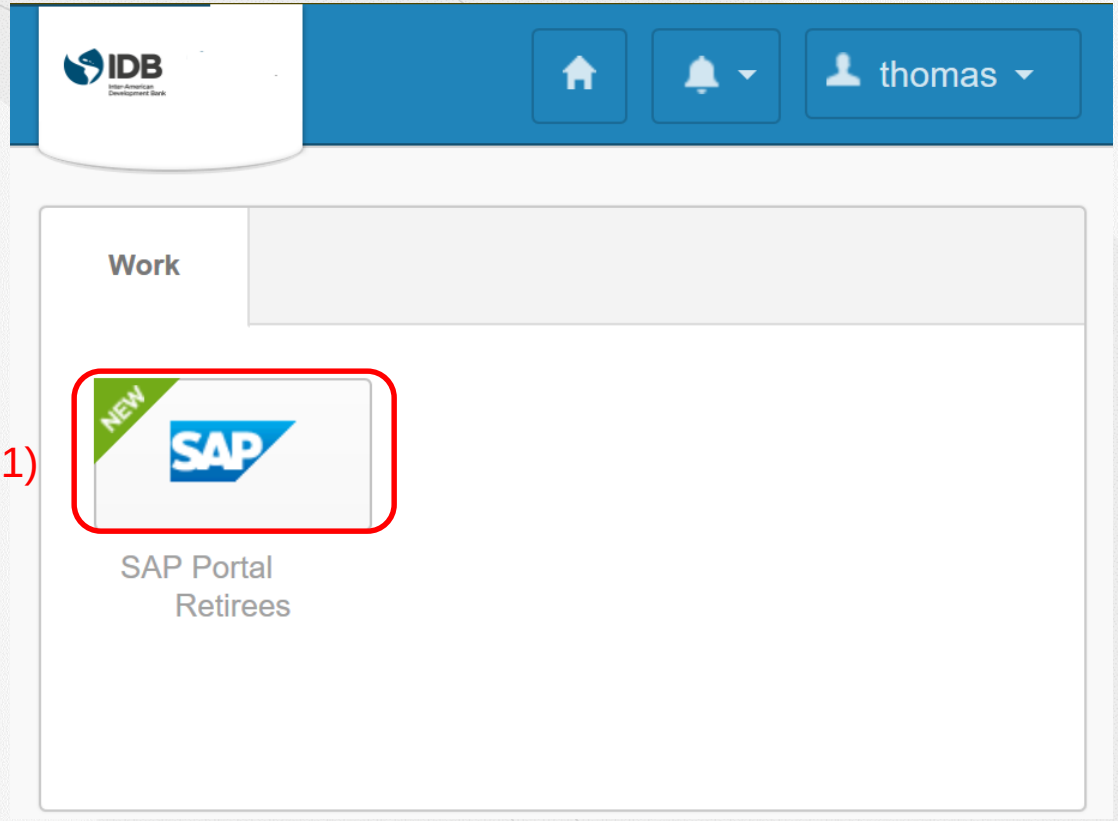
Access Your Retiree Self-Services – Voice Call Authentication

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.	

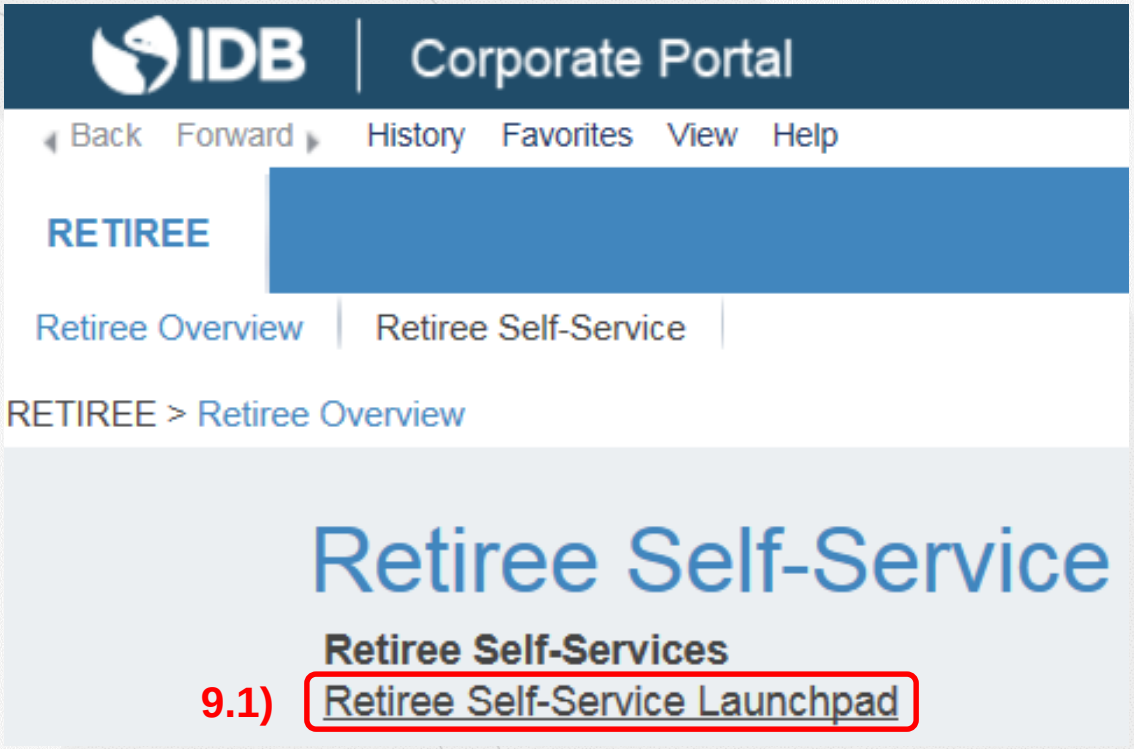
Access Your Retiree Self-Services – Security Question

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

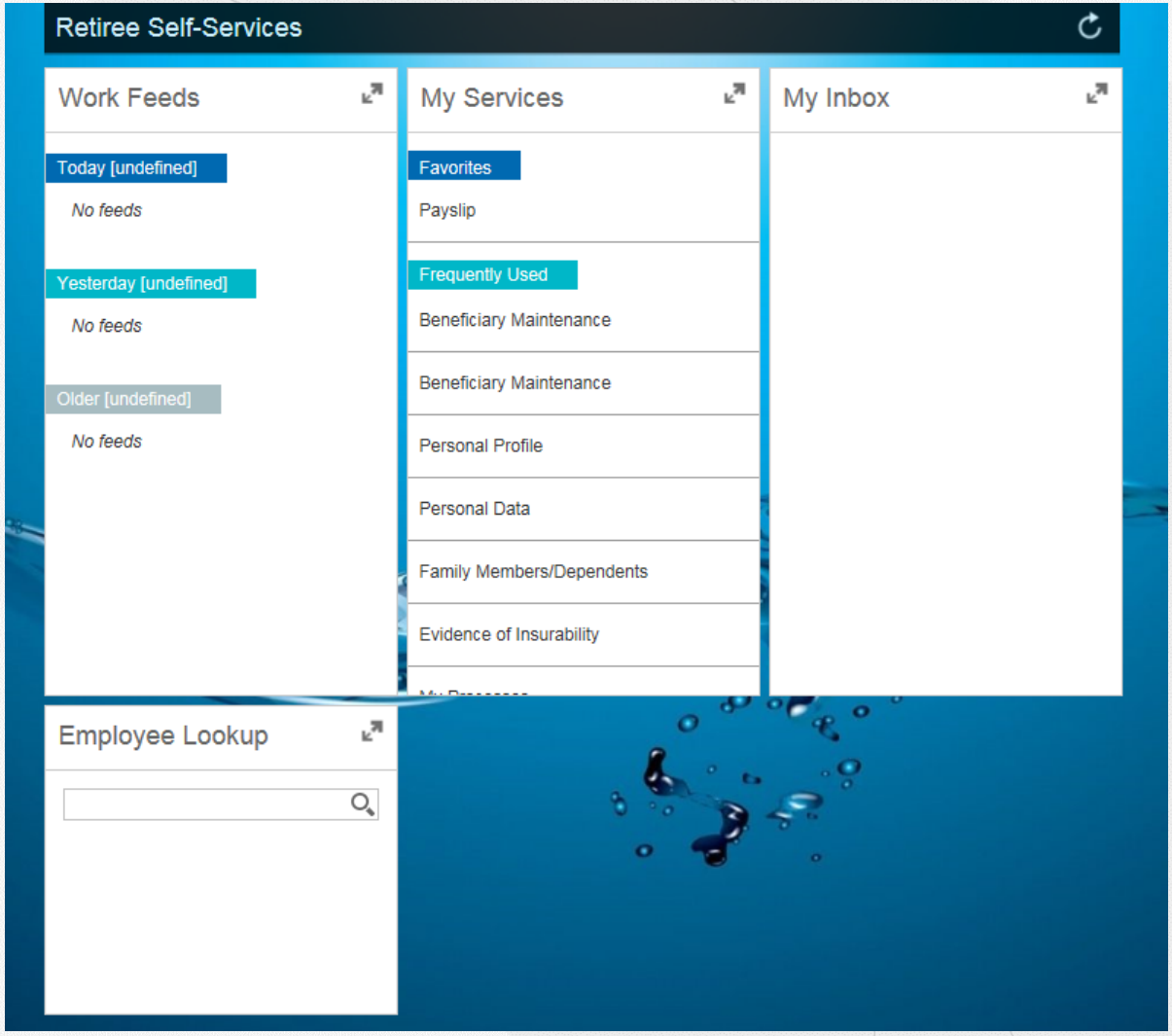
Instruction	View
8.1) Click on **SAP Portal – Retirees** button. You will be re-directed to your personalized Retiree Self-Services Portal.	

Access Your Retiree Self-Services

Instruction	View
9.1) Retiree Self-Services portal will be launched. Click on "**Retiree Self-Service Launchpad**" the link. Retiree Self-Service Launchpad **9.2)** User will be redirected to a new page with Retiree Self-Services.	

Welcome to Your Retiree-Self Services!

9.2)



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: ExtranetSupport@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**