

# **Activate Your Account**

**My Retiree Self-Services Portal**

## **Objective:**

A guide on how to activate your account to access the IDB Retiree Self-Services and the information about your retiree benefits with IDB.




# Important

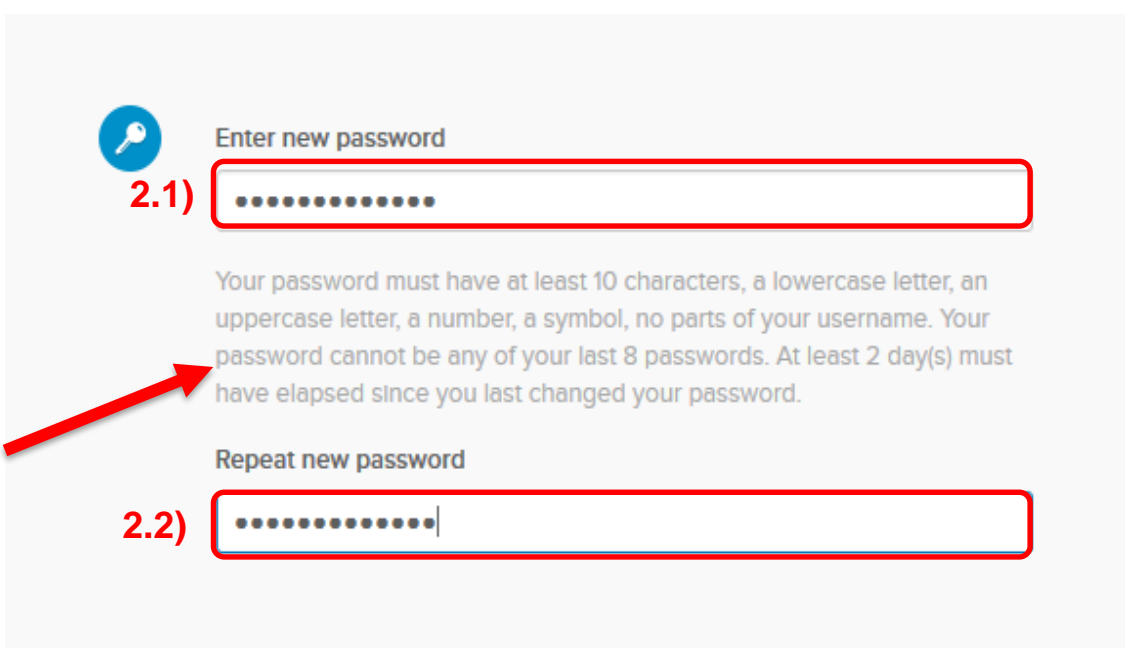
- ✓ Keep your registered **Cellphone/ Fixed line phone** handy for account activation and authentication purposes.
- ✓ Access to your IDB registered **personal email** address.
- ✓ **New User ID format: RetireeID@IDBGRETIREE.ORG**
  - Example: If your IDB Retiree ID is **012345** or **12345**, your User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



# Activate Your Account – Setup Password

Instruction	View
<p><b>1.1)</b> You will receive an email with instructions on how to activate your personal email account.</p> <p>Go to your e-mail inbox and look for an email from <a href="mailto:eam-noreply@iadb.org">eam-noreply@iadb.org</a>, with the “IDBG Retiree Self-Services    New Account” subject.</p> <p><b>1.2)</b> Open the email and click on the link to activate your account.</p>	<p>Inter-American Development Bank Group - Welcome to Retiree Self-Services (RSS)!</p> <p>Dear TEST NEW TEMPLATE,</p> <p>Please be advised that this is an automatic email generated by the IDB Group Identity Manager system. Please do not reply to this email.</p> <p>To access your RSS account, following is your Username:</p> <p><a href="mailto:123456@idbgretiree.org">123456@idbgretiree.org</a></p> <p>To activate your RSS account, you will require your cellphone to receive verification codes via text message.</p> <p>Please click on the following link to activate your RSS account:</p> <p> <b>1.2)</b></p> <p>We recommend activating your account at your earliest possible. It is important to note that this activation link can only be used once and expires 30 days after receipt. To request a new activation link, please email us at <a href="mailto:extranetsupport@iadb.org">extranetsupport@iadb.org</a>.</p> <p>Sincerely IDBG Pensions Service Center</p>







# Activate Your Account – Setup Password

Instruction	View
<p>2.1) Enter a new password in the <b>Enter New Password</b> field.</p> <p>2.2) Re-enter the same password in the <b>Repeat New Password</b> field to confirm the password.</p> <p><b><u>Important:</u></b> Please note that your password must meet the requirements indicated in the image.</p>	 <p>The screenshot displays a password setup form. At the top left is a blue circular icon with a white key. Below it, the text 'Enter new password' is followed by a text input field containing ten dots. To the left of this field is a red label '2.1)'. Below the first field is a paragraph of password requirements: 'Your password must have 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 2 day(s) must have elapsed since you last changed your password.' Below this text is another text input field labeled 'Repeat new password' containing ten dots, with a red label '2.2)' to its left. A red arrow points from the 'Important' note in the instruction column to the password requirements text.</p>

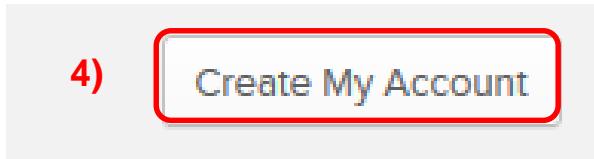
# Password Recovery Setup

- ✓ 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.
- ✓ 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 anytime after the activation with the self-service profile settings (Refer to the user guides).

# Activate Your Account – Setup Password Recovery Options

Instruction	View
<p><b>3.1)</b> Click on the down arrow on the right-hand corner to open the drop-down menu to choose a “<b>forgot your password question</b>” as an alternative way to recover your password in case you forget it.</p> <p><b>3.2)</b> Enter your answer to the selected question in the <b>Answer</b> field.</p> <p><b>Optional:</b> The system provides two additional options to recover your password using your cell phone and/or fixed line phone.</p> <ul style="list-style-type: none"><li>a) Reset password via SMS</li><li>b) Reset password via Voice Call</li></ul> <p><b>Important:</b> Please <b>SKIP</b> Option <b>a)</b> and <b>b)</b> and continue with the activation process.</p>	<div><p>Choose a forgot password question</p><p><b>3.1)</b> <input type="text" value="What is the food you least liked as a child?"/> </p><p>Answer</p><p><b>3.2)</b> <input type="text" value="*****"/></p></div> <div><p>Add a phone number for resetting your password or unlocking your account using <b>SMS</b> (optional)</p><p>Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.</p><p><b>a)</b> <input type="button" value="+ Add Phone Number"/>  <b>Optional</b></p></div> <div><p>Add a phone number for resetting your password or unlocking your account using <b>Voice Call</b> (optional)</p><p>Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.</p><p><b>b)</b> <input type="button" value="+ Add Phone Number"/>  <b>Optional</b></p></div>

## Activate Your Account – Setup Password Recovery Options

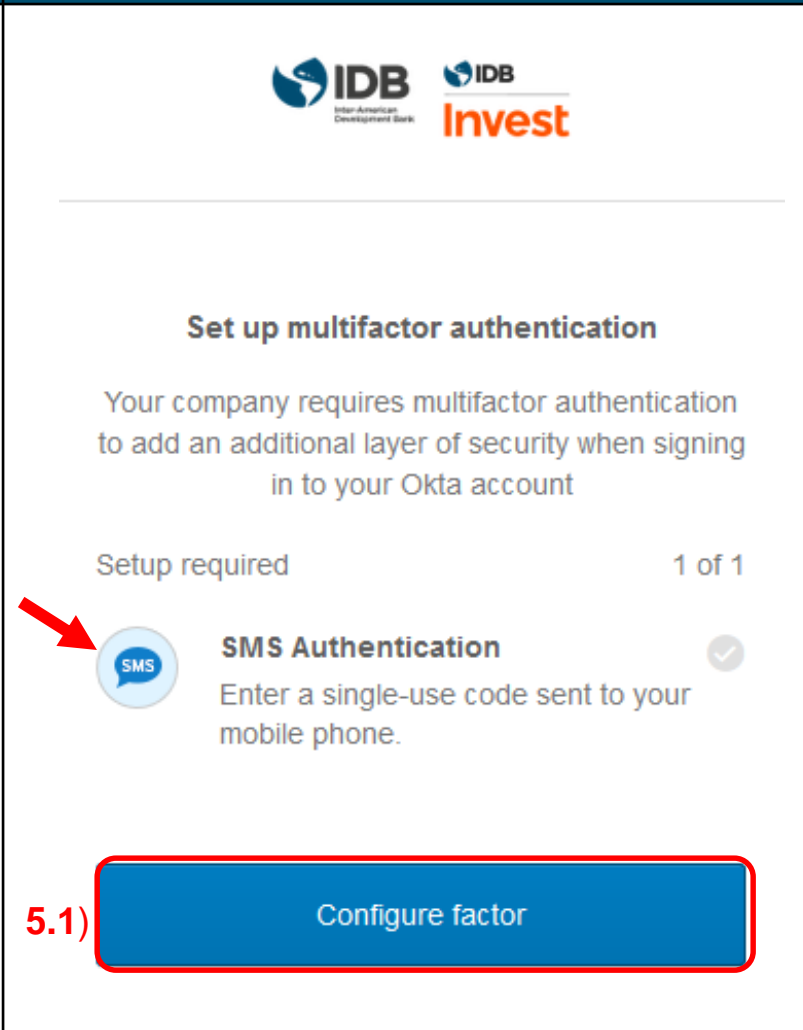
Instruction	View
<p>4) Click on <b>Create My Account</b> button.</p> <p>Your account will be created in the system.</p>	 A screenshot of a button labeled "Create My Account" in a light blue font. The button is highlighted with a red rectangular border. To the left of the button, the text "4)" is written in red. The entire button and label are set against a light gray background.

# Multi Factor Authentication Setup


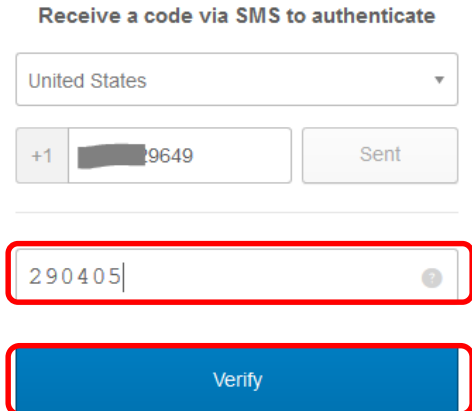
- ✓ In addition to your password, it is a security feature that will help you securely access your retiree self-services.
- ✓ It is a second form of authentication that will confirm the user's identity prior to accessing retiree self-services.
- ✓ Mandatory: The system will prompt to setup SMS Authentication using user's cell phone.
- ✓ User will be required to have the cellphone handy for this setup.
- ✓ Optional: User can setup additional Multi Faction Authentication options via Voice Call and Security Question anytime after the activation with the self-service profile settings (Refer to the user guides).







# Activate Your Account – Setup Multi Factor Authentication

Instruction	View
<p><b>5.1) Multi Factor Authentication (MFA):</b> Click on <b>Configure factor</b> button to configure authentication options. The system provides a mandatory authentication and two optional authentication options.</p> <ul style="list-style-type: none"><li>• <b>SMS Authentication</b></li><li>• <b>Voice Call Authentication (Optional)</b></li><li>• <b>Security Question (Optional)</b></li></ul> <p><b>Note:</b> Multi Factor Authentication is an additional layer of security provided by the system to access (login) your <b>Retiree Self-Services</b>. Also, note that this setup is different from <b>Password recovery options</b>.</p>	 <p><b>5.1)</b> <a href="#">Configure factor</a></p>

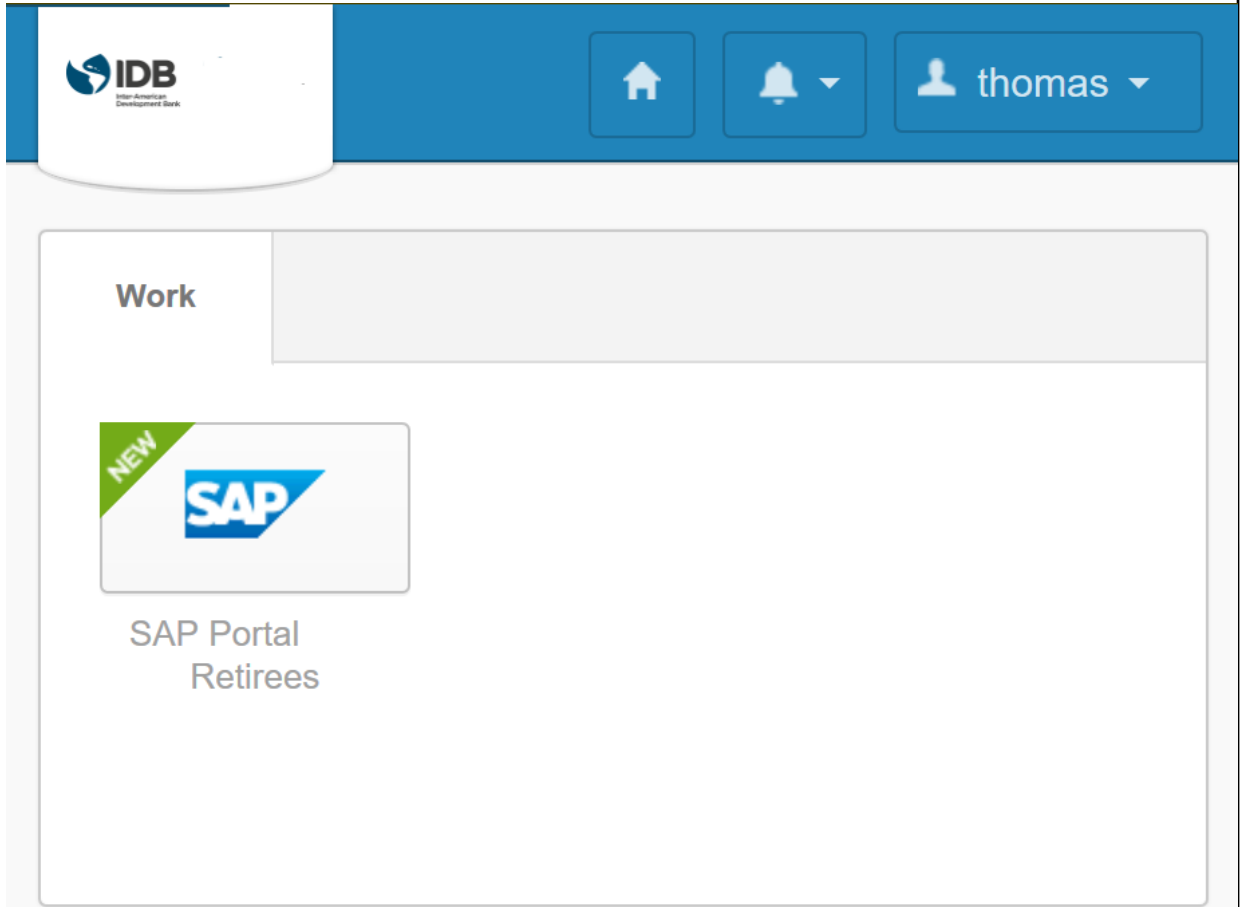
# Activate Your Account – Setup Multi Factor Authentication

Instruction	View
<p><b>5.2) SMS Authentication:</b> Click on the dropdown arrow in the <b>country</b> field and select the country where your cellphone number is registered from the list.</p> <p><b>5.3)</b> Enter the cellphone number in the phone number field.</p> <p><b>Note:</b> Do not add your country code prefix.</p> <p><b>5.4)</b> Click on <b>Send Code</b> button. A test message with verification code will be sent to your phone.</p>	
<p><b>5.5)</b> Enter the <b>verification code</b> that you have received on your cellphone.</p> <p><b>5.6)</b> Click on <b>Verify</b> button.</p> <p><b>Tip:</b> If you enter incorrect verification code, an error message will be displayed and will be promoted to re-enter the code.</p>	

# Activate Your Account – Setup Multi Factor Authentication

Instruction	View
<p><b>6.1)</b> Click on <b>Finish</b> button to complete the Multi Factor Authentication setup.</p> <p><u><b>Note:</b></u> A green tick mark next to SMS Authentication indicates successful setup.</p> <p><u><b>Optional</b></u> – Additional Multi Factor Authentication options</p> <ul style="list-style-type: none"><li>• <b>Voice Call Authentication</b></li><li>• <b>Security Question</b></li></ul> <p><u><b>Important:</b></u> User can <b>SKIP</b> these additional optional Multi Faction Authentication options (<b>Voice Call</b> and <b>Security Question</b>) and setup later anytime after the activation using the self-service user profile settings.</p>	<p>Enrolled factors</p> <div> <b>SMS Authentication</b> </div> <p>Additional optional factors</p> <div> <b>Voice Call Authentication</b> Use a phone to authenticate by following voice instructions. <div>Setup <b>Optional</b></div></div> <div> <b>Security Question</b> Use the answer to a security question to authenticate. <div>Setup <b>Optional</b></div></div> <div><div>6.1)</div><div>Finish</div></div>

# Activate Your Account – Setup Multi Factor Authentication

Instruction	View
<p>7) Your account has been registered successfully. You will be logged into the system and redirected to your personalized home page.</p> <p><b>Note:</b> This is your personalized home page where you will have the options to access your Retiree Self-Services Portal and User Profile settings.</p>	 <p>The screenshot displays the IDB (Inter-American Development Bank) user interface. At the top, there is a blue header bar. On the left side of the header is the IDB logo. On the right side are three icons: a home icon, a bell icon with a dropdown arrow, and a user profile icon labeled 'thomas' with a dropdown arrow. Below the header, the main content area has a light gray background. A section titled 'Work' is visible. Below it, there is a card with a green 'NEW' banner in the top-left corner and the SAP logo. Underneath the card, the text 'SAP Portal Retirees' is displayed.</p>

# Help / 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](mailto: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](mailto: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](#)

