



MAILING ADDRESS:
PO Box 295
TRENTON, NJ 08625-0295

LOCATION:
50 WEST STATE STREET
TRENTON, NEW JERSEY

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

State of New Jersey
DEPARTMENT OF THE TREASURY
DIVISION OF PENSIONS AND BENEFITS
(609) 292-7524 TDD (609) 292-7718
www.state.nj.us/treasury/pensions

ANDREW P. SIDAMON-ERISTOFF
State Treasurer

FLORENCE J. SHEPPARD
Acting Director

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TO: Certifying Officers of the State-administered Retirement Systems
FROM: Division of Pensions and Benefits
SUBJECT: MBOS and EPIC Update — Logon ID Retrieval

A new option has been added to the *MyNewJersey* Portal to allow users who cannot remember their Logon ID to automatically request that it be e-mailed to them. The *MyNewJersey* Portal is the access point through which State-administered retirement system members sign on to the **Member Benefits Online System (MBOS)** or the **Employer Pensions and Benefits Information Connection (EPIC)**.

The Logon ID retrieval option, along with the option that allows registered users to reset their *MyNewJersey* Password, should eliminate a significant number of help desk calls — and the associated wait times — from users who cannot remember their Logon ID (in addition to inquiries if the member had already created one).

The Logon ID retrieval process is similar to the password reset feature and uses the same user-defined challenge question, response, and e-mail address for confirmation and contact.*

Please share this information with your employees in addition to any other staff members who assist employees with MBOS access or use of MBOS applications.

ADDITIONAL INFORMATION

For additional information about *MyNewJersey*, or to contact the *MyNewJersey* Support Staff, visit: www.nj.gov/mynj/myNJRestrHelp.html

For questions about registering for or using the Member Benefits Online System (MBOS), visit: www.state.nj.us/treasury/pensions/mbosregister.shtml or call the Division's MBOS Help Desk at (609) 777-0534.

***Note:** Any registered user who has multiple (valid) Logon IDs that use the same e-mail address but are associated to different systems (such as one Logon for MBOS and another Logon for another online system) will not be able to use this new Logon ID retrieval feature. These users will receive an error message that they must contact the Help Desk because the system does not know which Logon ID to send.

Additionally, users who have changed their e-mail address but not updated it with *MyNewJersey*, will not be able to use this feature. In this case, click "Help" from the *MyNewJersey* log-on page and use the "Contact *MyNewJersey*" link to provide the correct address to *MyNewJersey*.