



MONTGOMERY COUNTY EMPLOYEE RETIREMENT PLANS

April 2013

Dear Participant,

As a retiree or beneficiary receiving payments from the Employees' Retirement System you can access information related to your payment and update certain information online via the County's website. This service will permit you to do the following:

- Access your monthly pay information, including deductions taken
- Change your address
- Change your Federal tax withholding
- View current health/life insurance coverage
- Participate in "Open Enrollment" for health insurance changes

To begin using this service, you will need a user name and password.

If you do not have a user name and password or if you have other questions related to using the online system, please call the County's 311 Customer Service Center between the hours of 7am and 7pm at **1-877-613-5212**.

Below are instructions as to how to set up your account. You will be required to provide your current email address and setup your permanent password by following the instructions shown below.

1. Register at www.montgomerycountymd.gov/retirement; ERS Retiree Login; "**New User Registration**".
2. When asked for your temporary user name and password, please enter the user name and password shown on your registration letter. For verification purposes you will also be asked to enter your month, day and year of birth (MMDDYYYY) as well as the last 4 digits of your social security number.
3. You will be asked to enter your current email address and a permanent password. To create your password, see the requirements below:

Password rules

- Password is case sensitive
- Must be at least 8 characters long and include 1 number (not more than 6 numbers).
- Must have at least 1 symbol (not more than 6 symbols).
- Must not repeat any character more than 6 times
- Must not repeat any character sequentially more than 4 times.
- Must not include part of your name or username.

Registration instructions continued 

Montgomery County Employee Retirement Plans

101 Monroe Street, 15th Floor • Rockville, Maryland 20850
Investments 240.777.8220 Benefits 240.777.8230 Fax 301.279.1424

4. An email will now be sent to your personal email address verifying your current email. You will have to click the link in the email to continue the account setup.

** Please note that this process **may take several minutes** and you may need to check your Spam or Trash folders.

5. You will be asked whether you agree to comply with the County's security procedures.
6. You will be required to respond to several security questions once you have established your permanent password. When deciding which questions to respond to, please select those that will be easiest to remember. In the future, if you have trouble logging in to the system, you will be asked the security questions that you have selected.
7. Once registration is completed it **may take up to 60 minutes** for the system to update. You will then be able to logon (using your Email (User name) and Password in one of two ways. Either via the AccessMCG or MCERP websites at:

www.montgomerycountymd.gov/accessmcg

OR

www.montgomerycountymd.gov/retirement

Click on "Retirees Login" then "LOG IN HERE"

We hope that you will find this service helpful in viewing your payment information, managing changes to your personal mailing address, and tax withholding information.

If you are having difficulties establishing your password, or if you have other questions related to using the online system, please call the County's 311 Customer Service Center between the hours of 7am and 7pm at **1-877-613-5212**.