

# NDPERS Member Self Service Guide

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ND Public Employees Retirement System  
Member Self Service

For  
Current Employees

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## *Getting Your NDPERS Member ID*

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1. You may request your Member ID online by following the instructions in Section 4-Problem/Error Resolution beginning on page 11
2. Your employer can get your Member ID by logging into their NDPERS Employer Self Service
3. You may call NDPERS to get your Member ID

# *Instructions for Logging into PERSLink Member Self Service (MSS)*

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## **System Requirements**

For optimum performance, Microsoft Windows XP or higher and Microsoft Internet Explorer 6.5 or higher are recommended. If you are using Microsoft Internet Explorer 8 or 9, please add the PERSLink Member Self Service (MSS) web site to your “compatibility view” settings by selecting “Tools” => “Compatibility View Settings”. Please add PERSLink MSS to your pop-up blocker’s “allowed sites” or temporarily turn off your browser’s pop-up blocker for this site.

The application has also been successfully tested using Google Chrome, Opera 11.50 and Mozilla Firefox 3.6.3 and higher. In addition, you will need Adobe Acrobat Reader for viewing/printing the documents on this site.

## **Login Instructions**

The first step to logging in to PERSLink is to set up a ND Login ID. If you do not currently have a ND Login ID, continue to section #1. If you do currently have a ND Login ID, skip section #1 and proceed to section #2.

### **What is a North Dakota Login ID?**

A North Dakota Login ID is a unique account created by a user via the State of North Dakota Login System (self-registration system) that provides access to multiple North Dakota Online Services. The current personal Online Services are:

- - Department of Human Services - Online Child Support
- - ND Game and Fish - Online Services
- - Job Service ND - Unemployment Insurance Internet Claims Entry System (UI ICE)
- - ND Public Employees Retirement System - Online Services
- - ND Parks and Recreation Online Services
- - ND Retirement and Investment Office - Member Teachers' Fund for Retirement (TFFR)

## Section 1 – ND Login ID – New Account

Copy and paste the following link into the address bar of your web browser and press Enter:

<https://perslink.nd.gov/PERSLinkWSS/wfmLoginME.aspx>

You should see the page below:

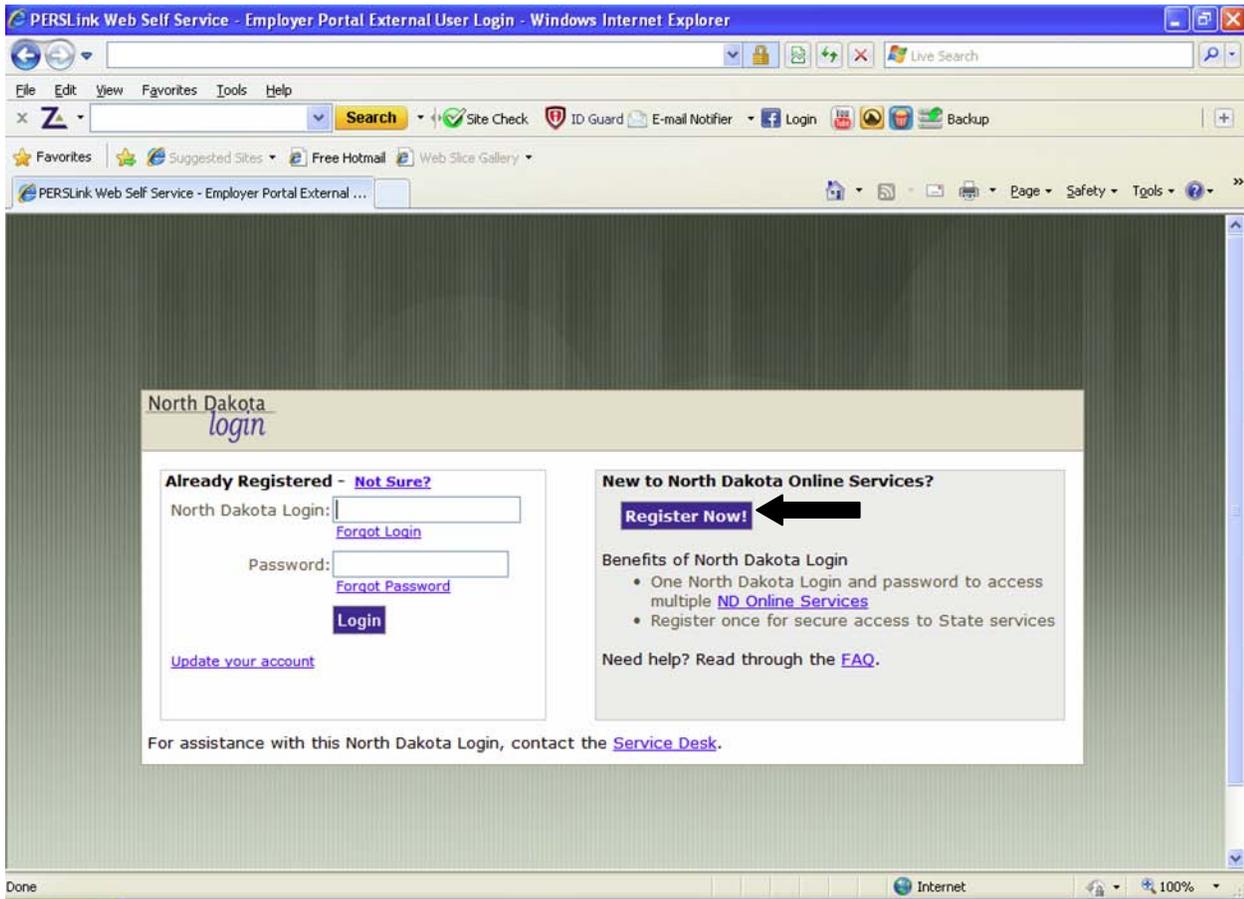


Figure 1.1 – ND Login Screen

At the login screen, select the link titled, 'Register Now!' which is located in the middle of the page. The following page should display:

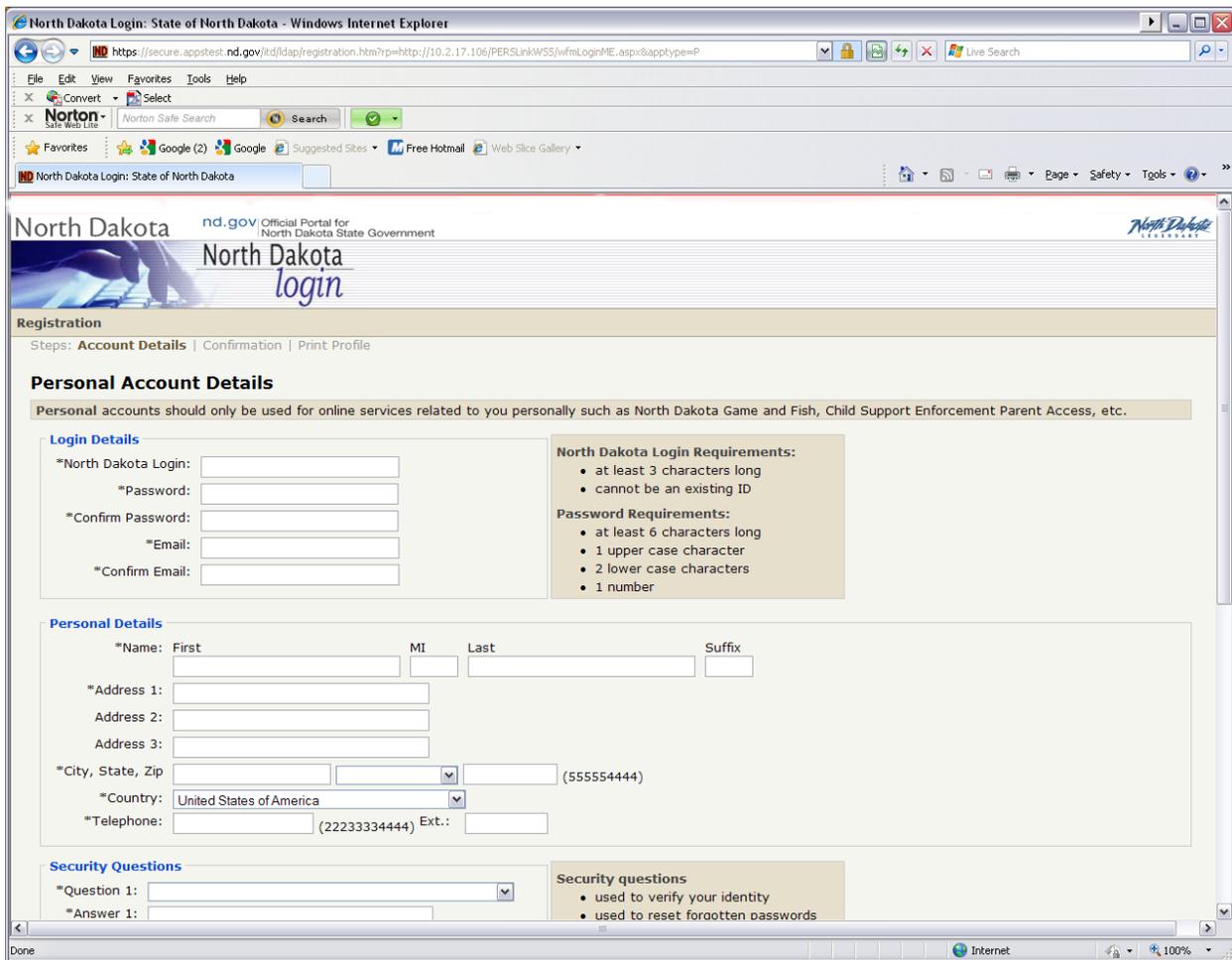


Figure 1.2 – ND Login Profile Screen

Complete the Login Details section. All sections marked with an asterisk (\*) are required. The North Dakota Login is a unique login name that you will need to select. Please see the section titled 'North Dakota Login Requirements.' If the login name that you select is already in use, you will receive an error message requesting that you choose another login-id. Password is a unique password of your choice as long as you follow the rules outlined in section titled 'Password Requirements'. Email must be an active email account. This is required so that a confirmation/verification notice can be sent to you when you complete the North Dakota Login Account information. Complete the Personal Details section and Security Questions.

After you have completed the North Dakota Login ID Account Details, select the check box in the 'Terms of Use' section indicating that you agree with the terms.

Select the 'Create Account' button at the bottom of the page. After you have created your account, you will receive an email message requesting that you "activate your account". See figure 1.3 below.

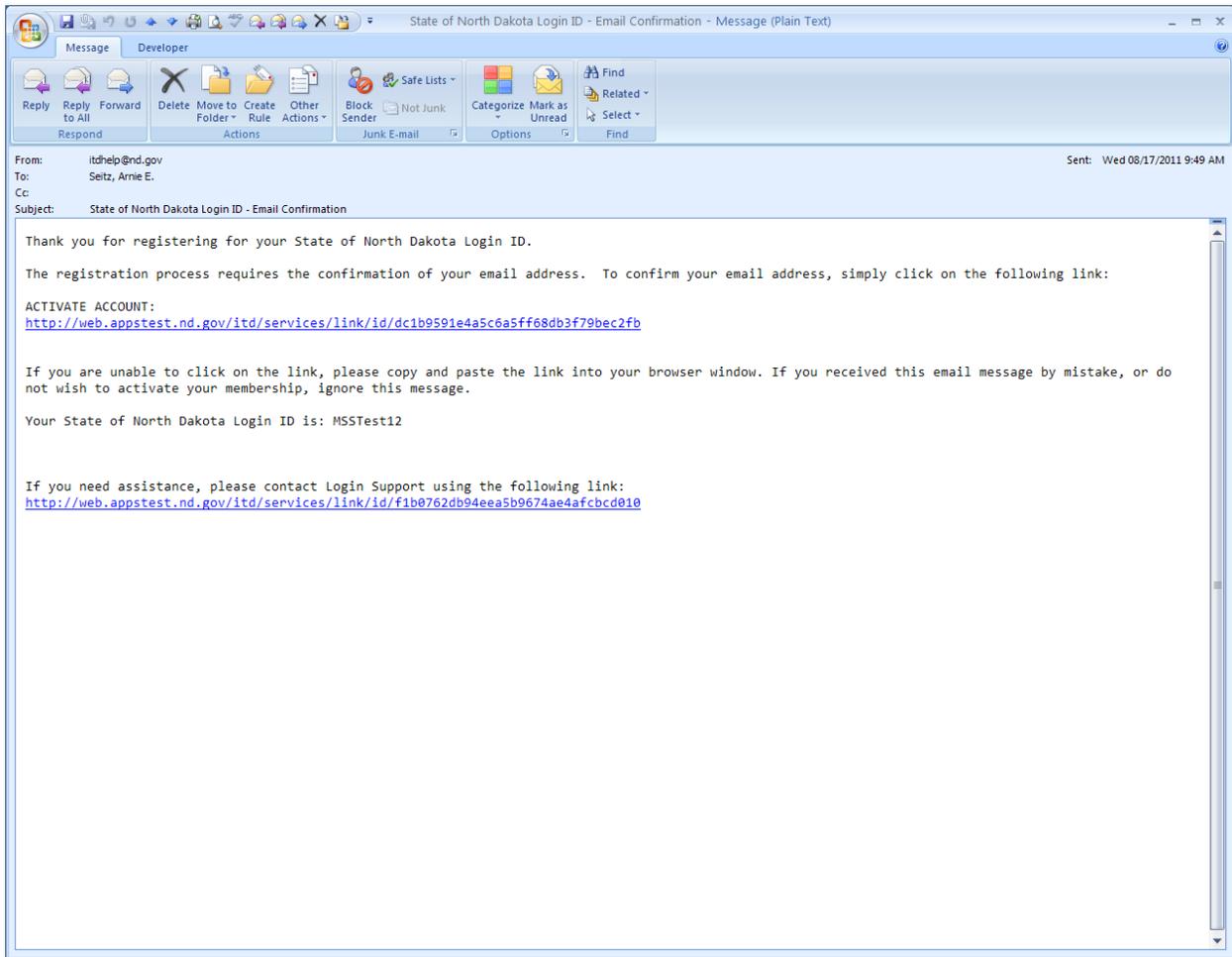


Figure 1.3 – Activate Your Account

Activating your account will allow you to use your newly-created ND Login credentials.

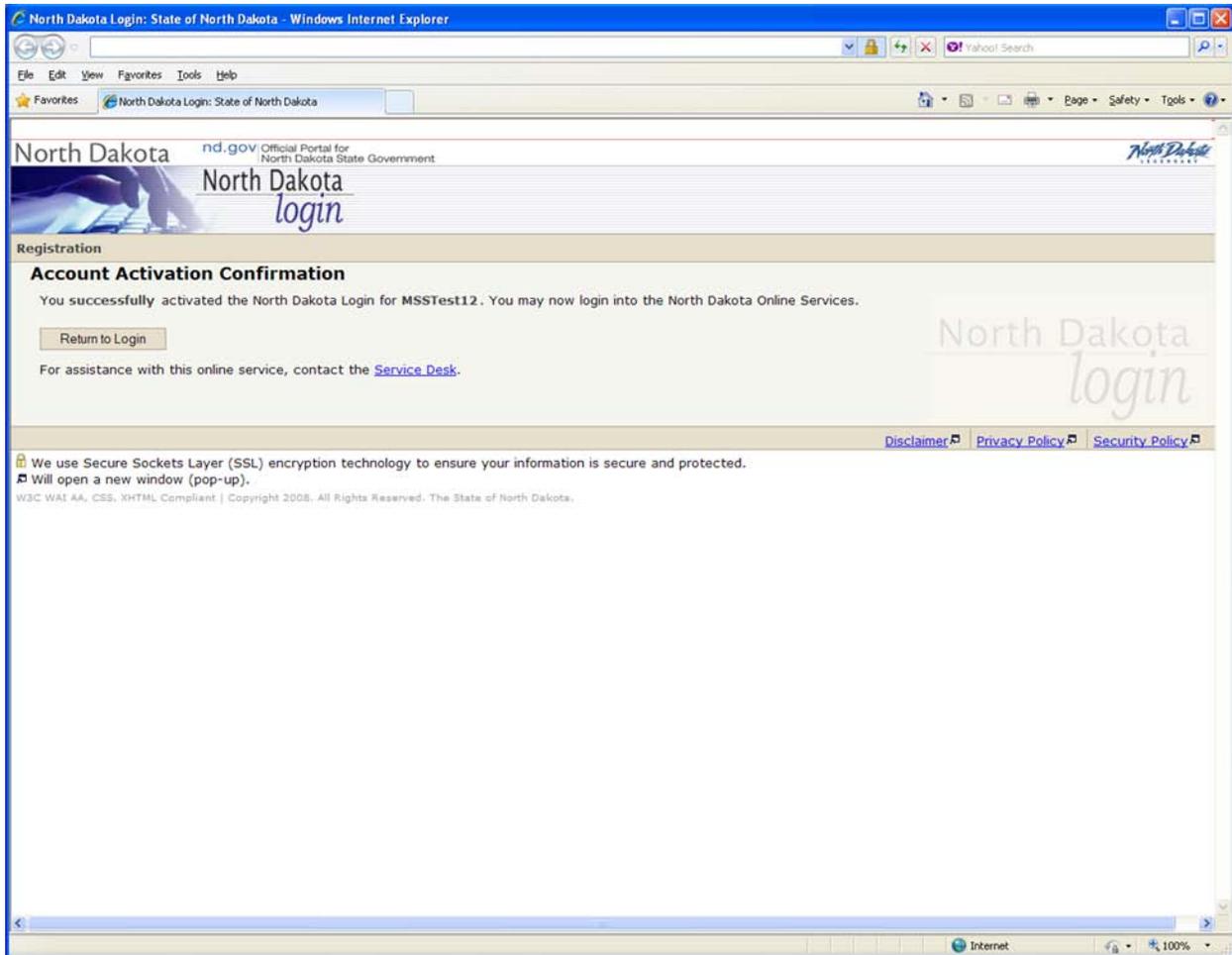


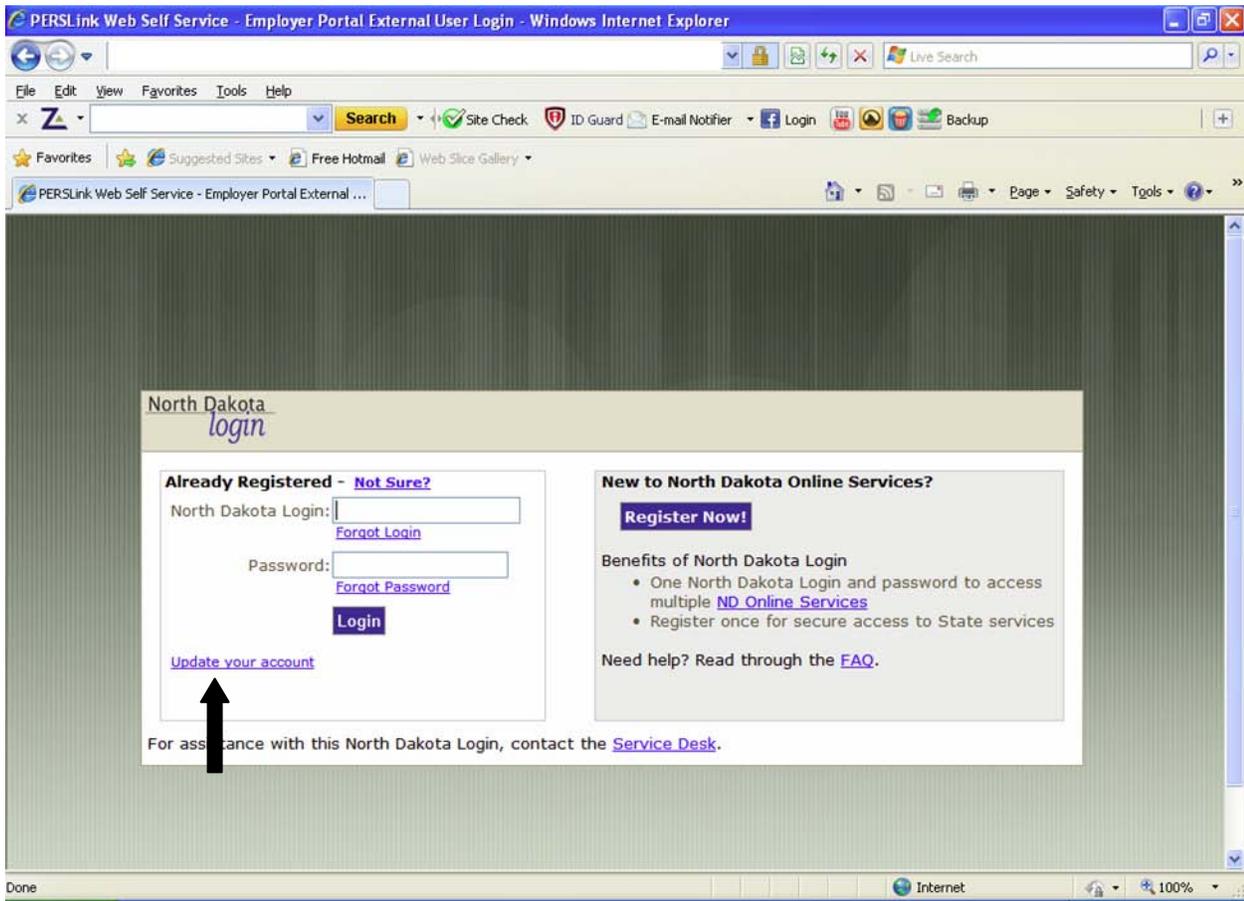
Figure 1.4 – Account Activation Confirmation

## Section 2 – ND Login ID – Existing Account

If you currently have a ND Login ID, you must check the 'Login Details' on the 'Personal Account Details' screen of the ND Login registration page to ensure accuracy. To do this, paste the link below into the address bar of your browser and press Enter.

<https://perslink.nd.gov/PERSLinkWSS/wfmLoginME.aspx>

Next, select 'Update your account'.



**Figure 2.1 – Update Your Account**

First, make sure that the email address in your ND Login profile is an active email account. Changing your email address will result in a confirmation message being sent to the new email address. Follow the instructions in the email to activate your changes. Next, if you are now married, or for some other reason have changed your last name since creating the ND Login ID, you will need to make sure that the last name in the Personal Account Details is correct. To do this, select 'Update your account' then select 'Edit Details' located towards the bottom of the next screen. Select 'Update' after you have finished your changes. You will see the message 'Your profile details have been successfully changed and a notification email has been sent to *youremailaddress@youremailprovider.com*'. Select the 'Continue' button to proceed. When you have finished with your edits, go to section #3.

### **Section 3 – Login to PERSLink Member Self Service (MSS)**

If your ND Login is successful, you will see the PERSLink Member Self Service login page as shown below:

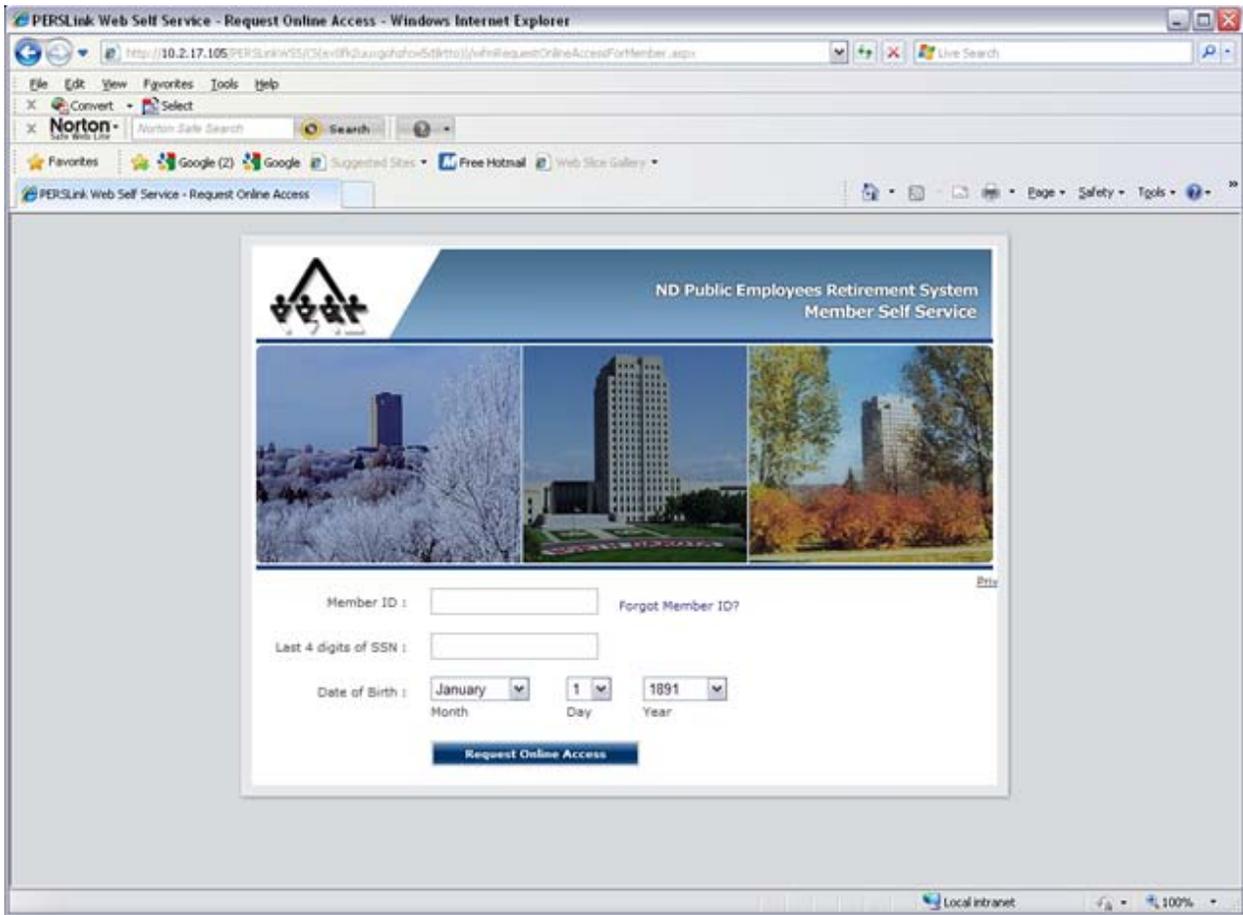


Figure 3.1 – PERLink MSS Authentication Screen

Here, you will need to supply your 'PERLink Member ID', the last four digits of your Social Security Number along with your date of birth. If you do not know your PERLink Member ID, please see Section 4 Problem/Error Resolution.

After you have supplied the information requested, select the 'Request Online Access' button and you will be directed to PERSLink Member Self Service (MSS) as shown below. Figure 3.2 shows the home page for active members.

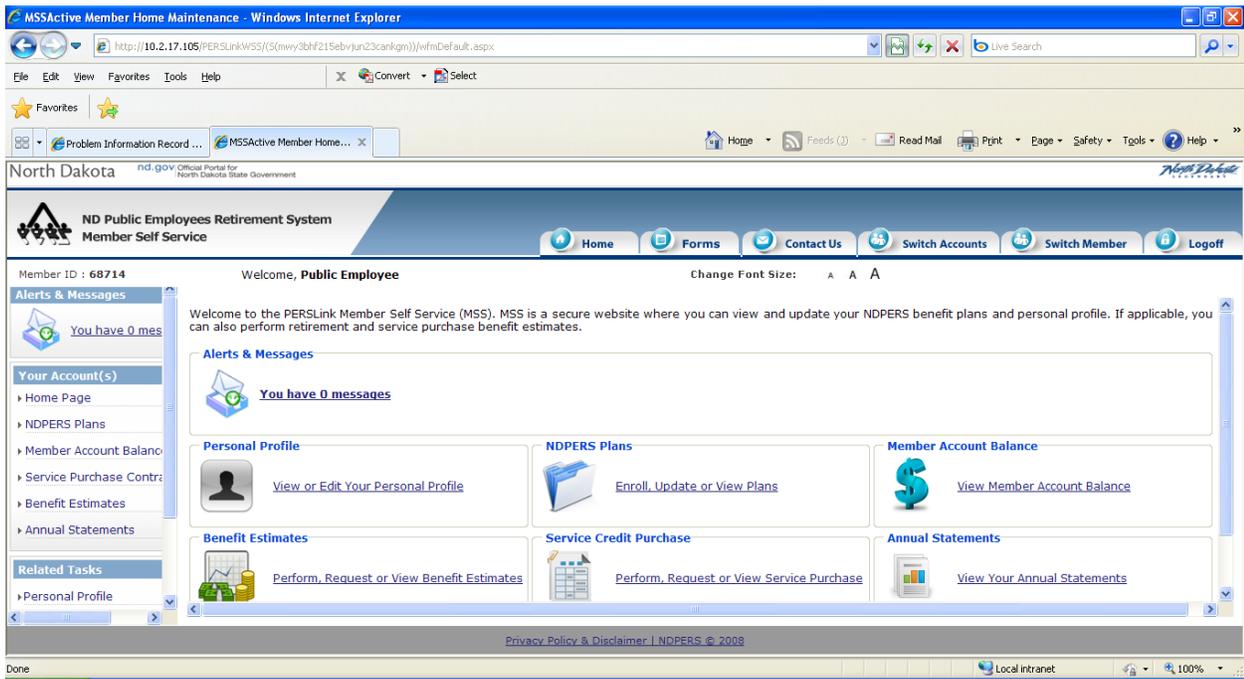


Figure 3.2 – PERSLink MSS Home Page – Active Members

Now that you have set up your credentials with PERSLink, the next time you log on to MSS, you will only need to use your ND Login ID and password.

## Section 4 – Problem/Error Resolution

If you receive errors or have other problems with the North Dakota Login ID process, please contact the ITD Service Desk by selecting the 'Service Desk' link which can be found on the ND Login page (see below).

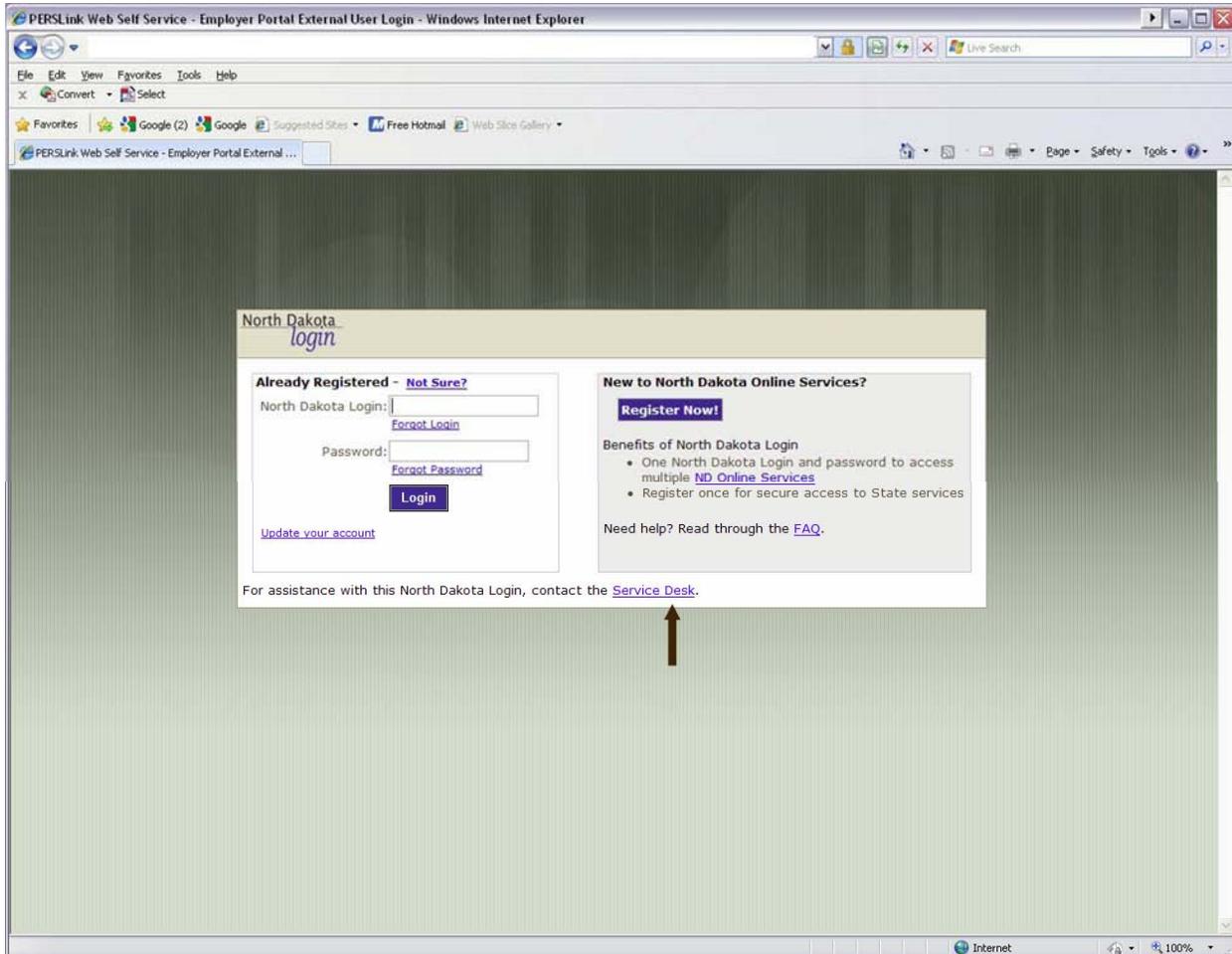


Figure 4.1 – Contact the ITD Service Desk

If you do not remember your PERSLink Member ID, you will not be able to log on to PERSLink Member Self Service at this time. You may request that your Member ID be mailed to your current postal address on file at NDPERS. To request your Member ID, select the link titled "Forgot Member ID?" (Figure 4.2). You will be directed to the "Retrieve Member ID" screen where you will need to enter your last name; the last four digits of your SSN; and your date of birth. After you have entered all of the correct information, select the button "Retrieve Member ID" (Figure 4.3).

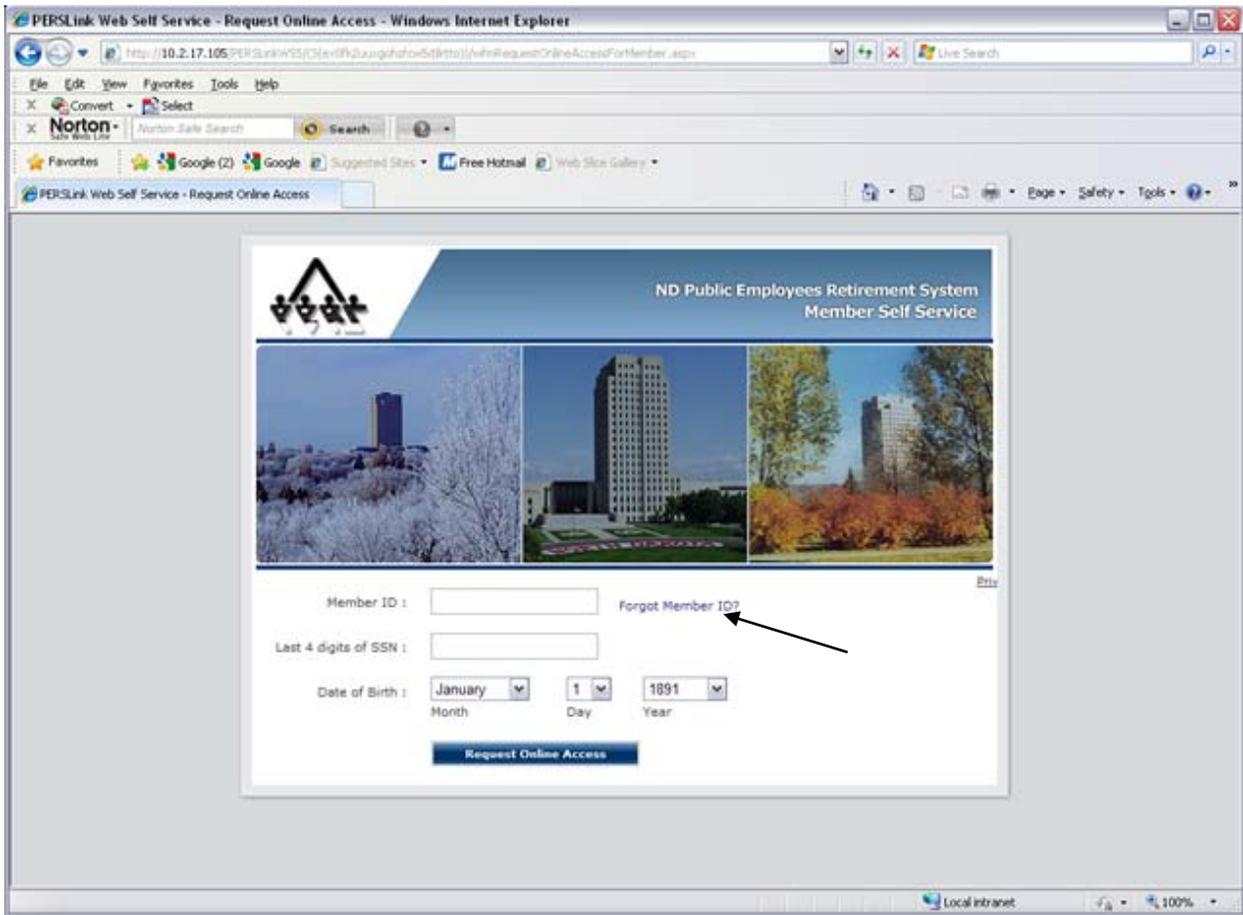


Figure 4.2 – Forgot Member ID

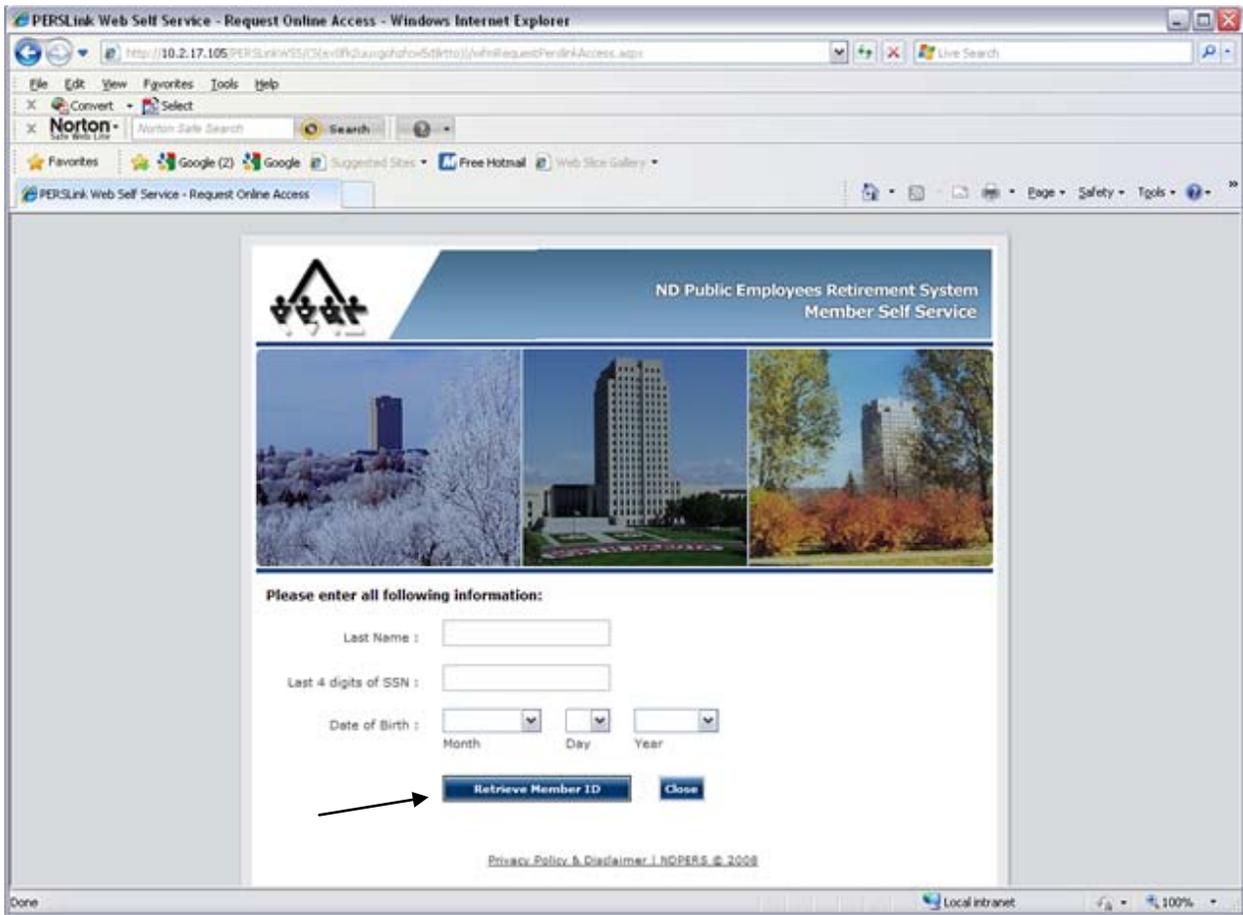


Figure 4.3 – Retrieve Member ID

### **BENEFIT PLAN ENROLLMENT QUESTION OR PROBLEM RESOLUTION**

If you have a question or encounter a problem on your Member Self Service, contact your payroll/human resource office. If the question or problem can not be resolved, please contact the NDPERS Member Service Unit at (701) 328-3900 or toll-free at 1-800-803-7377.

# Member Self Service Features

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## [Tabs upper Right Hand Corner](#)

<b>Home</b>	Navigates you back to your home page
<b>Forms</b>	Forms Directory
<b>Contact Us</b>	Send NDPERS a Contact Ticket to request information
<b>Switch Accounts</b>	This is only visible if you have had a payment from an NDPERS retirement plan & are also an active employee
<b>Logoff</b>	Log off your Member Self Service

## [Homepage](#)

<b>Alerts &amp; Messages</b>	Messages regarding your plan enrollments Status of any on-line requests sent to NDPERS
<b>Personal Profile</b>	View your personal information on record at NDPERS Update your Name and/or Marital Status Update your Address, Telephone numbers, and Email
<b>NDPERS Plans</b>	Displays all the NDPERS benefit plans you are enrolled in or are eligible to enroll in View Plan Details Document View Plan Highlights Video Provides link to each Benefit Plan: For Plans Enrolled In: View details of the plan as well as ability to make on-line updates to Plan Enrollment For Plans Eligible to Enroll In: Ability to enroll on-line
<b>Member Account Balance</b>	Provides a direct link to Retirement Plan member account balance details
<b>Benefits Estimates</b>	Request an official retirement benefit estimate from NDPERS Calculate a Benefit Estimate on-line View Benefit Estimate you performed
<b>Service Credit Purchase</b>	Request an official Service Purchase Cost from NDPERS Calculate a Service Purchase Cost Estimate on-line View any Service Purchase Contracts you have. Not available for service purchases completed prior to 10/1/2010
<b>Annual Statements</b>	View 2011 & 2012 Detailed Annual Statement of Accounts

## [Left Side Menu](#)

<b>Links Back To:</b>	Alerts & Messages Home Page NDPERS Plans Member Account Balance Service Purchase Contracts Benefit Estimates Personal Profile
<b>Spouse/Designated Contact</b>	View & Update Spouse or alternate personal contact information
<b>Upcoming Seminars</b>	View upcoming Seminars sponsored by NDPERS
<b>Schedule an Appointment</b>	Request an Appointment with NDPERS staff
<b>Report a Death</b>	Report a Death of spouse or covered insurance dependent