

Scenario 1: Log In

Scenario

You are a new user and are logging into myCalPERS for the first time.

System Logic

After you have been given your myCalPERS username and temporary password, the system will require you to create a new password, select a security image, enter a security message, and choose challenge questions and answers. The temporary password expires in 30 days.

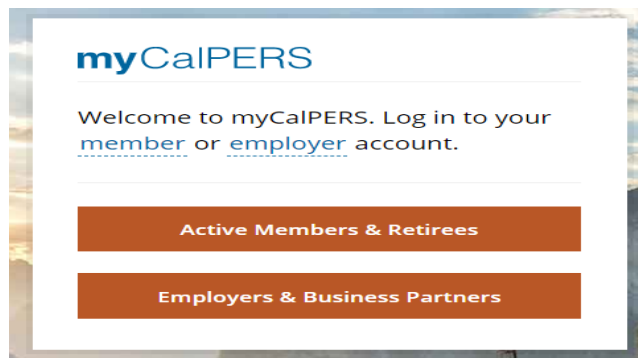
Step Actions

Step 1 Visit the CalPERS website at www.calpers.ca.gov.

Step 2 Select the **myCalPERS Log In** button on the blue navigation bar.

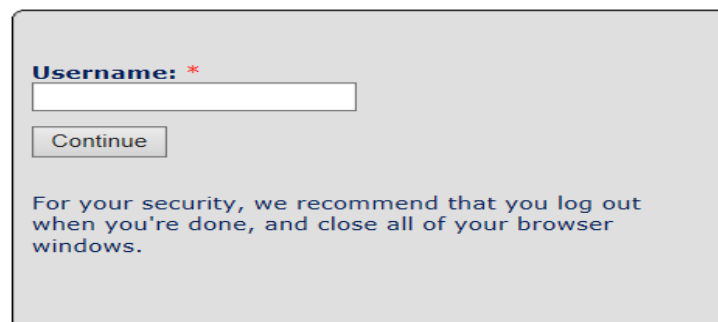


Step 3 At the Pre-Log In page, select the **Active Members & Retirees** button.



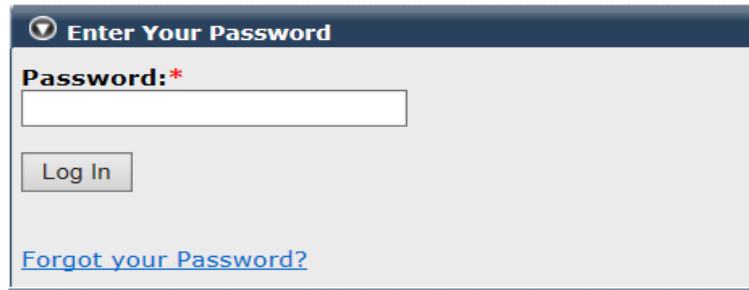
Step 4 Select the **Continue** button.

Step 5 Enter your username.

A screenshot of the myCalPERS login form. It shows a "Username:" label with a red asterisk, followed by a text input field. Below the input field is a "Continue" button. At the bottom of the form, there is a security message: "For your security, we recommend that you log out when you're done, and close all of your browser windows."

Step 6 Select the **Continue** button.

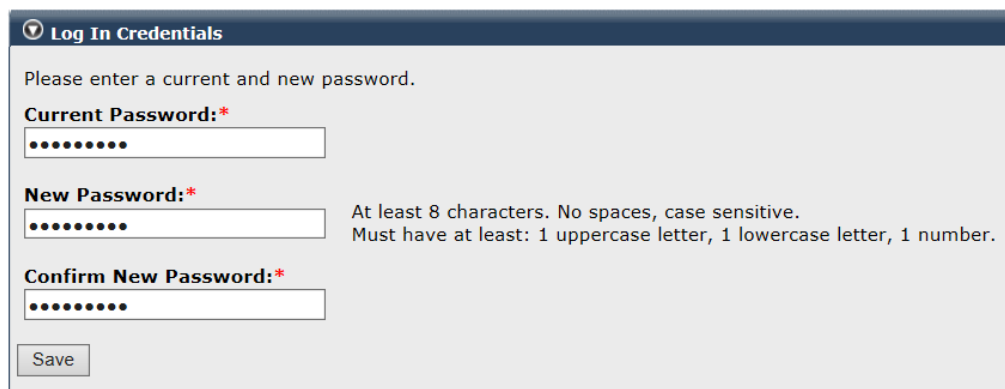
Step 7 Enter your temporary password.



The screenshot shows a dialog box titled "Enter Your Password". It contains a text input field labeled "Password:" with a red asterisk. Below the input field is a "Log In" button. At the bottom of the dialog, there is a blue hyperlink that says "Forgot your Password?".

Step 8 Select the **Log In** button.

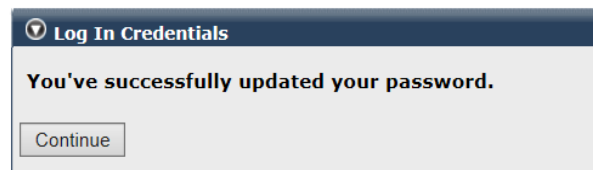
Step 9 Complete the Log In Credentials section.



The screenshot shows a dialog box titled "Log In Credentials". It contains the instruction "Please enter a current and new password." followed by three text input fields: "Current Password:" (with a red asterisk and masked with dots), "New Password:" (with a red asterisk and masked with dots), and "Confirm New Password:" (with a red asterisk and masked with dots). To the right of the "New Password:" field, there is a password requirement note: "At least 8 characters. No spaces, case sensitive. Must have at least: 1 uppercase letter, 1 lowercase letter, 1 number." At the bottom left of the dialog is a "Save" button.

Step 10 Select the **Save** button.

Step 11 Select the **Continue** button.



The screenshot shows the "Log In Credentials" dialog box with a success message: "You've successfully updated your password." Below the message is a "Continue" button.

Step 12 Read the security agreement.





Step 13 If you agree to the agreement, select the **I Accept** button at bottom left.





Step 14 Complete the Security Image section.

Security Image

Your security image displays with your security message when you log in. If they're not correct, you may be on a fraudulent site.

Security Image*

[Next](#)

Security Message

Enter a message below that is unique and memorable to you. Your message should be different from your username.

Security Message*

Between 3 and 50 characters

Step 15 Complete the Security Message section.

Step 16 Select the **Save and Continue** button.

Step 17 Complete the Update Your Challenge Questions section. Your answers are case sensitive.

Update Your Challenge Questions

Choose 3 questions and enter a unique answer for each one.

Question 1:*

Answer 1:*

Question 2:*

Answer 2:*

Question 3:*

Answer 3:*

Step 18 Select the **Save and Continue** button.

Step 19

Complete the Password Recovery Options section.

Password Recovery Options

Recovery options give you a way to access your account.
We can send you an email or text message, if you forget your password.
Your email address and mobile phone number will be used for CalPERS purposes and are protected by our [Privacy Policy](#).

Email Address:

Mobile Phone:
 We can't send a temporary passcode to international phone numbers.

[Save and Continue](#) [Clear](#)

Step 20

Select the **Save and Continue** button.

Note: myCalPERS has a two-hour timeout period. You will need to re-log in if you have not been using the system in a two-hour period.
