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.
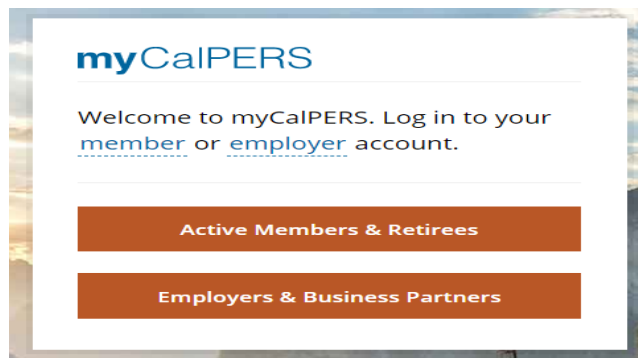
Step Actions

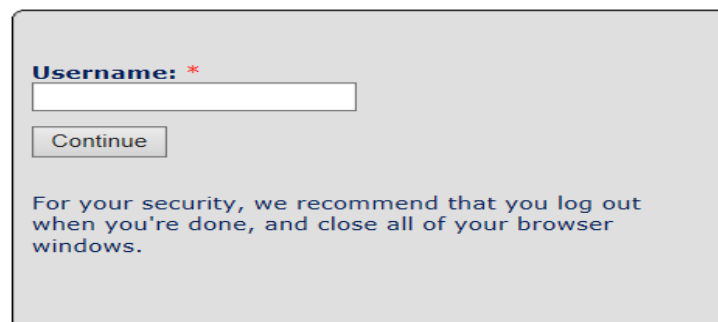|	
Step 1	Visit the CalPERS website at www.calpers.ca.gov.
Step 2	Select the **myCalPERS Log In** button on the blue navigation bar.

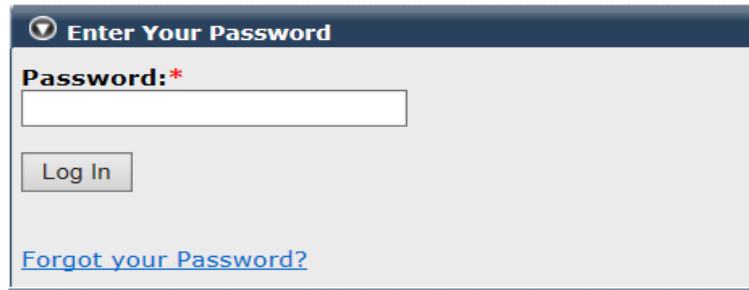|	
Step 3	At the Pre-Log In page, select the Active Members & Retirees button.

Step 4	Select the **Continue** button.
Step 5	Enter your username.

Step 6	Select the **Continue** button.
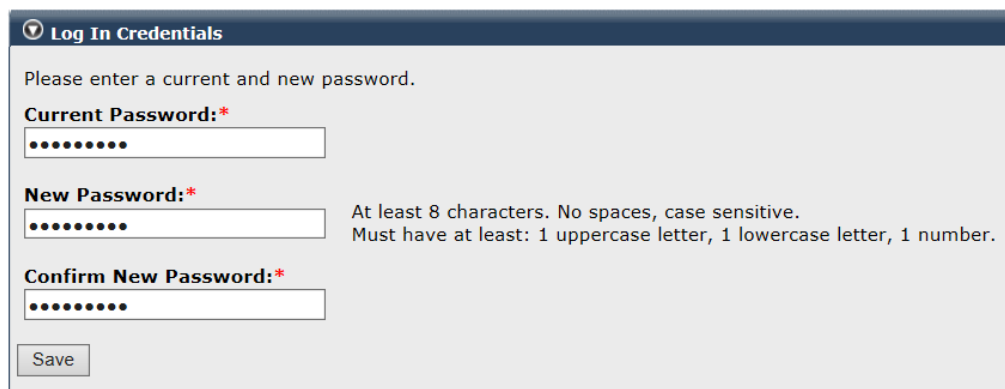
Step 7	Enter your temporary password.

Enter Your Password

Password: *

[   ]

[Log In]

Forgot your Password?

Step 8	Select the **Log In** button.
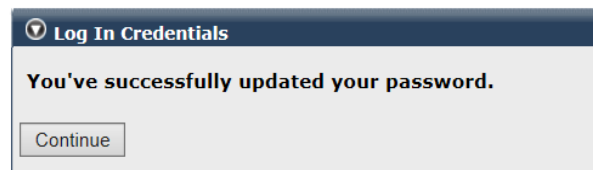
Step 9	Complete the Log In Credentials section.

Log In Credentials

Please enter a current and new password.

Current Password: *

[••••••••]

New Password: *

[••••••••]   At least 8 characters. No spaces, case sensitive.
Must have at least: 1 uppercase letter, 1 lowercase letter, 1 number.

Confirm New Password: *

[••••••••]

[Save]

Step 10	Select the **Save** button.

Step 11	Select the **Continue** button.

Log In Credentials

You've successfully updated your password.

[Continue]

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.

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.

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.