Sign-in

Username

Password

Login

Forgot Username?

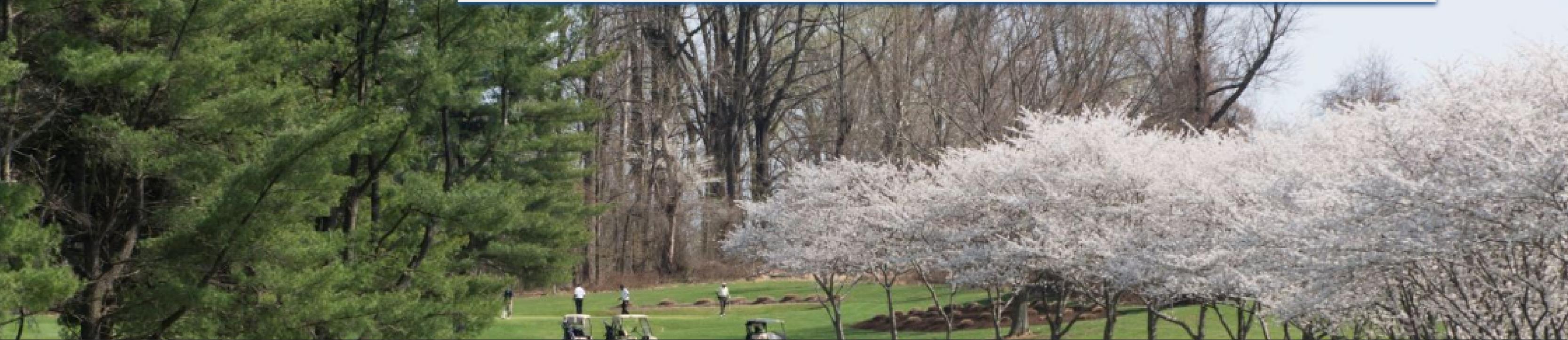Forgot Password?

Why Register?

As a Member

- View your member information
- Estimate your benefit
- Download and complete forms
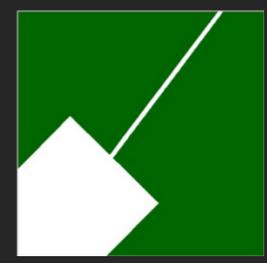- View and register for upcoming seminars

As a Retiree

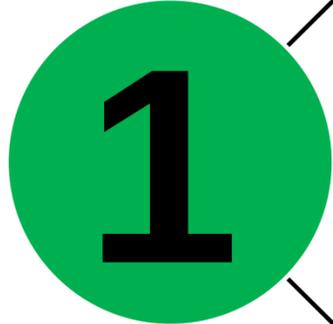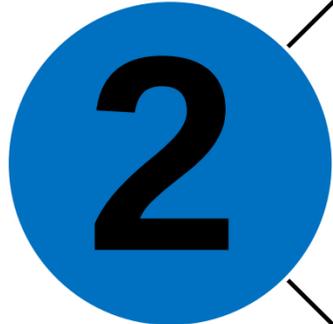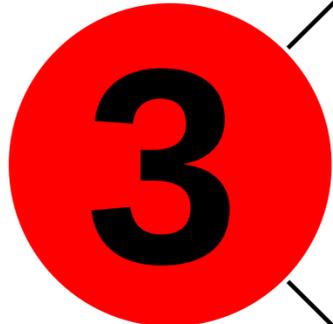- View tax withholding and other deductions

Enroll Now!

MemberDirect | Self-Service Portal

Agenda

1 **MemberDirect Overview**

2 **Enrolling in MemberDirect**

3 **Navigating MemberDirect**

MemberDirect Overview

MemberDirect Introduction

What is it?

This innovative platform has been designed to empower ERS members with knowledge to help manage the retirement process. By enrolling in MemberDirect, ERS members will gain access to their retirement account information.

Who can enroll?

Full-time, Part-time and other employees contributing to the ERS.

MemberDirect Benefits

Key features to assist with retirement planning include:

Retirement Benefit Estimates

View Contribution Balance and Credited Service

View Annual Statements

View Retirement Benefit Options

Repository of Frequently Asked Questions (FAQs)
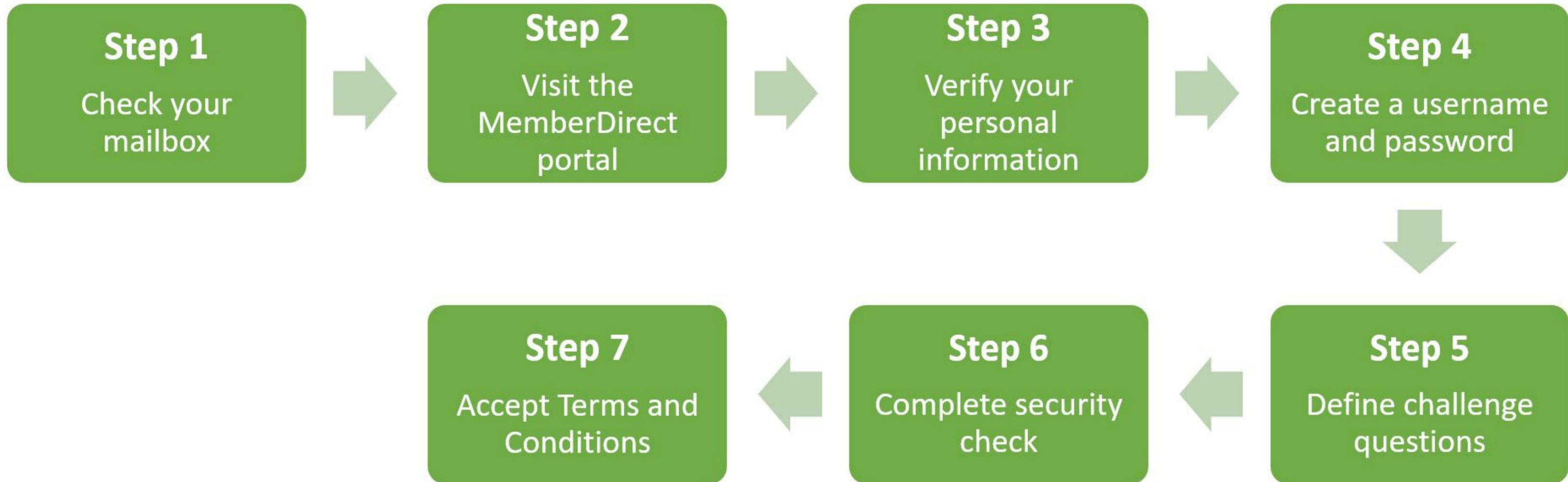
Secure Communications

Enrolling in MemberDirect

If you need assistance you may contact the Employees' Retirement System at contactERS@mncppc.org or by calling (301) 454-1415.

MemberDirect Enrollment Overview

Step 1
Check your mailbox

Step 2
Visit the MemberDirect portal

Step 3
Verify your personal information

Step 4
Create a username and password

Step 5
Define challenge questions

Step 6
Complete security check

Step 7
Accept Terms and Conditions

Step 1: Check Your Mailbox

Protecting ERS members' personal information is of the utmost importance. For added security, a Personal Identification Number (PIN) is required for enrollment in MemberDirect. Active ERS members will be mailed a letter containing a PIN and enrollment instructions. This letter will be sent to the address on the Human Resources personnel file. The PIN is for the initial enrollment process only. Please allow time to receive the initial enrollment invitation.

Once you have received your PIN you may complete your enrollment.

EMPLOYEES' RETIREMENT SYSTEM
The Maryland-National Capital Park and Planning Commission
6611 Kenilworth Avenue, Suite 100, Riverdale, Maryland 20737

Leisure Test
1234 Retirement Drive
Pension, MD 12345

Dear Ms. Test,

Please find below your MemberDirect Enrollment Personal Identification Number (PIN). This PIN can be used to enroll on MemberDirect at https://member.mncppc.org.

Please enroll soon as this PIN will expire on February 19, 2025. If your PIN has expired, please contact The Maryland-National Capital Park and Planning Commission Employees' Retirement System for a new one.

PIN: S8KSXJWX

Step 2: Visit the MemberDirect Portal

https://member.mncppc.org

Click the **Enroll Now** button to set up your account for the first time.
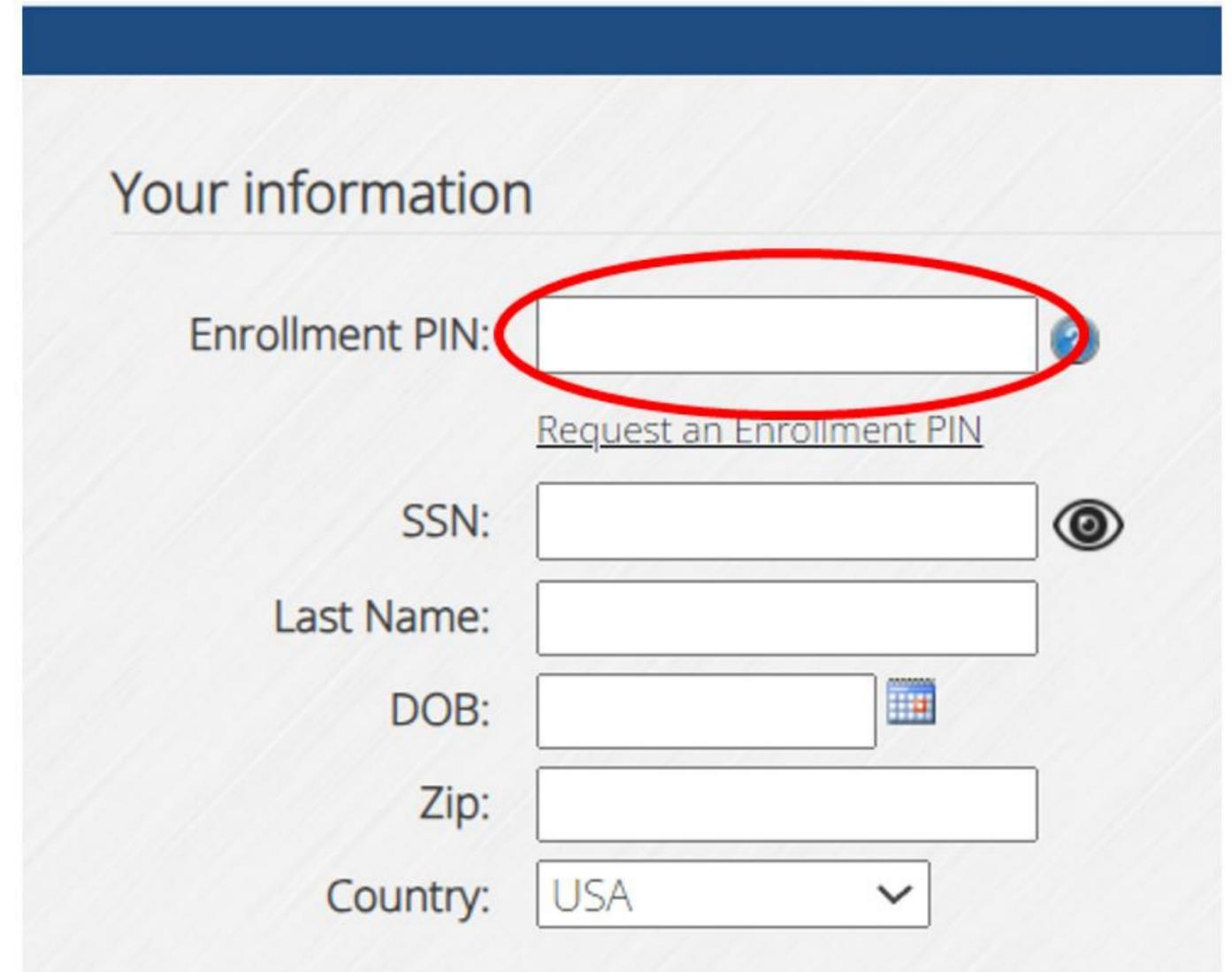
Step 3: Verify personal information

We must verify your identify before you can create an account.

Enter your Enrollment PIN and personal information.

- Your Social Security Number
- Last Name
- Date of Birth
- Home Zip Code
- Country

Your information

Enrollment PIN:

Request an Enrollment PIN

SSN:

Last Name:

DOB:

Zip:

Country: USA

Note: You are only permitted access if you are a member of an M-NCPPC Pension plan.
Your information must match exactly to the personnel record.

# Step 4: Create a username and password

Username Requirements
- Cannot be your email address
- Case sensitive
- Cannot already exist

Email Address:
- Since this account will follow you upon your separation from employment, you are encouraged to use a personal email address.

Password Requirement:
- Must be at least eight (8) characters long
- Include one (1) upper letter
- Include one (1) lowercase letter
- Include one (1) number
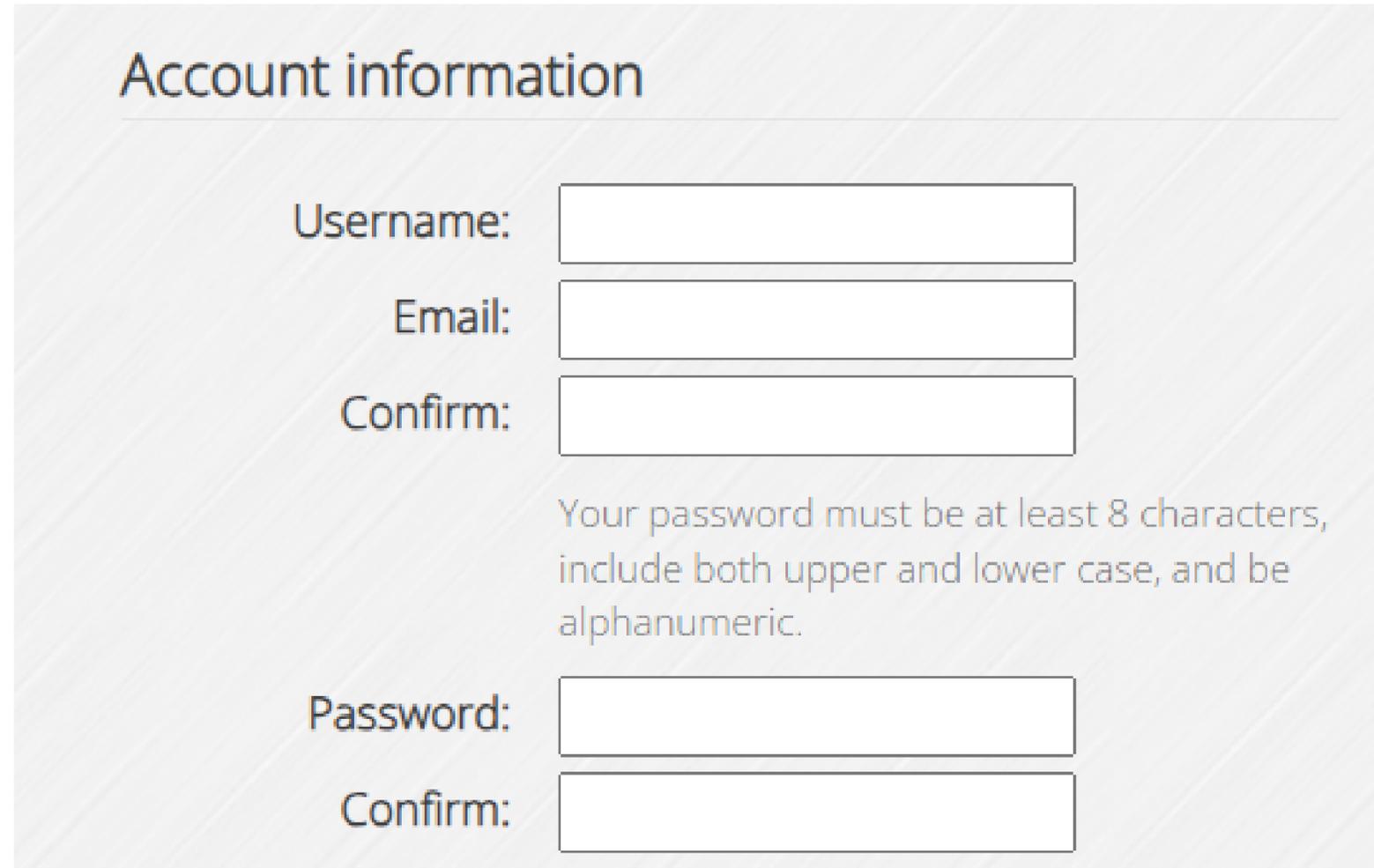
Account information

Username:

Email:

Confirm:

Your password must be at least 8 characters, include both upper and lower case, and be alphanumeric.

Password:

Confirm:

Step 5: Define challenge questions

- Challenge questions are used to secure your account by confirming your identity every time you log in to MemberDirect.

- You must select two different questions.

- Answers are case-sensitive. (Make note of exactly how you entered your response).

- The answer to these questions cannot be the same.
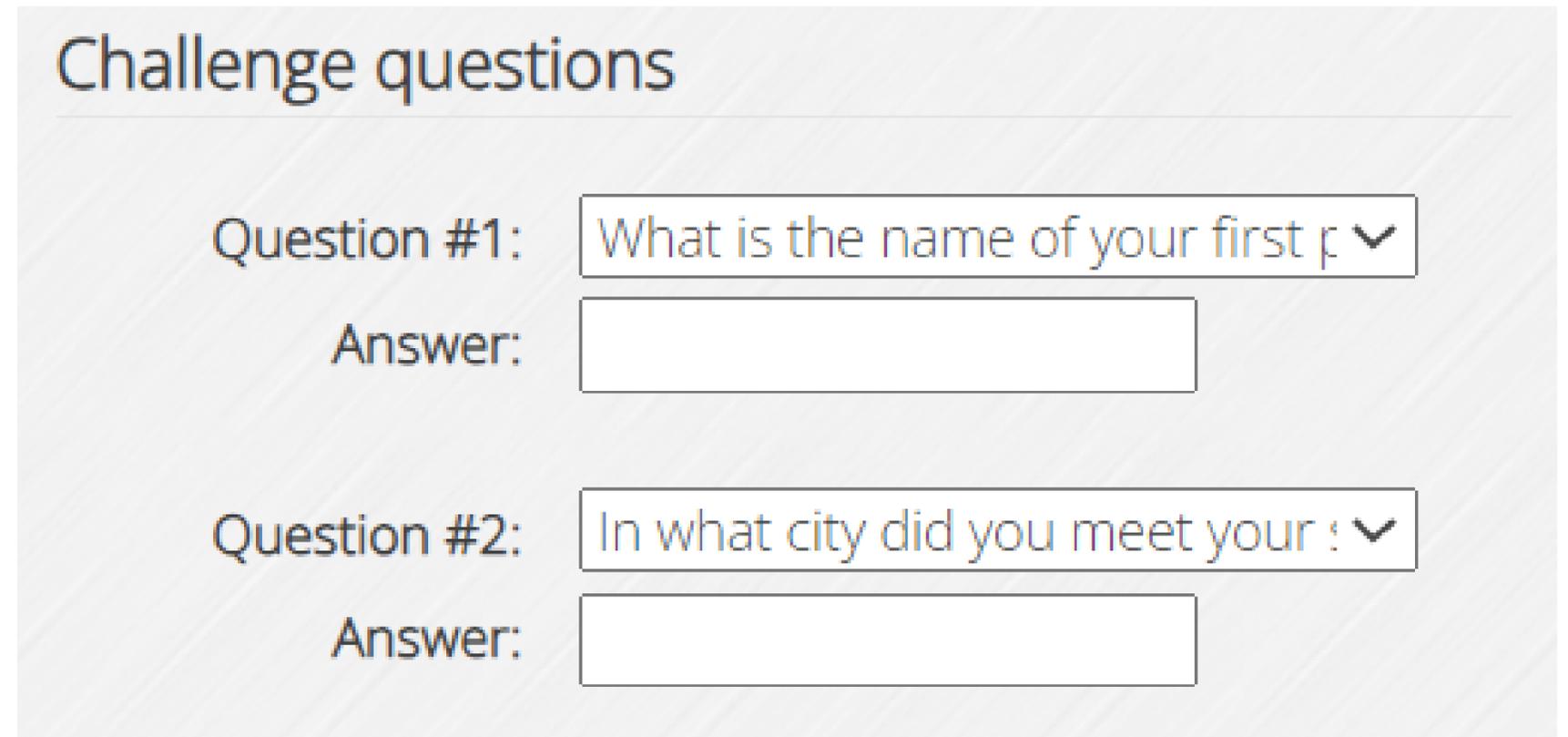
Challenge questions

Question #1: | What is the name of your first ⌄
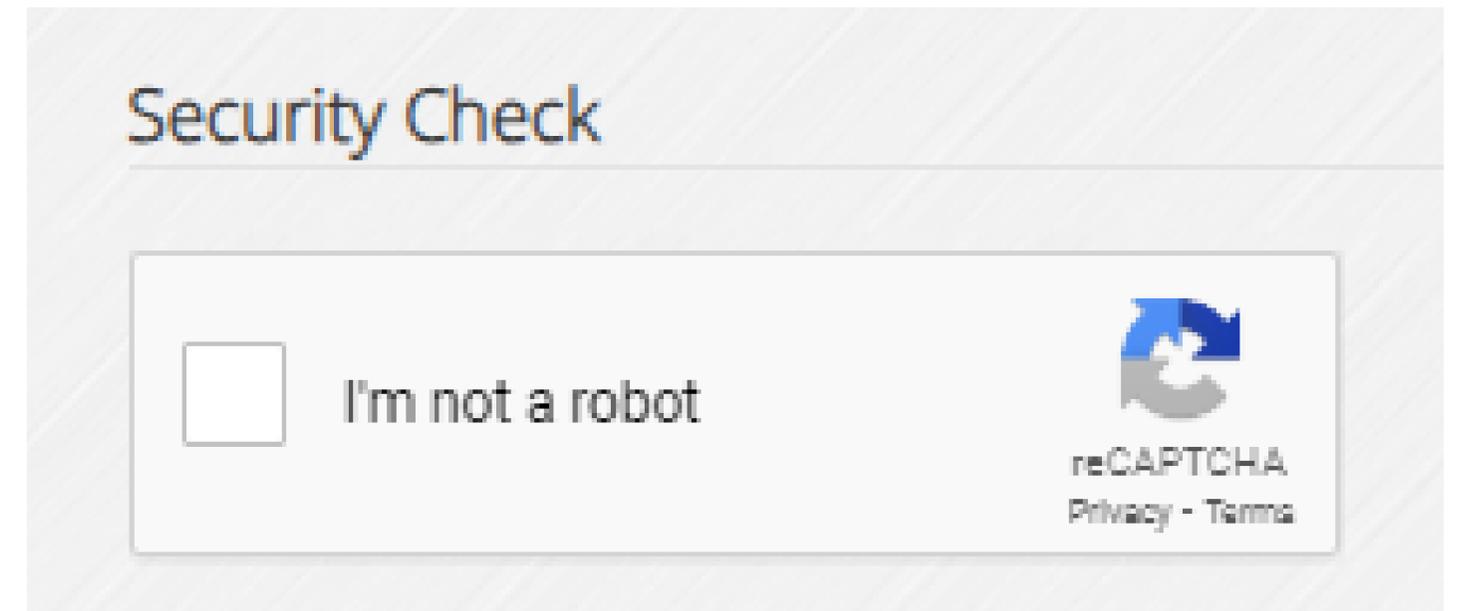
Answer: [   ]

Question #2: | In what city did you meet your ⌄

Answer: [   ]

Step 6: Complete security check

ReCaptcha Security Checks are used to detect abusive website traffic without user interaction.

Note: You may be challenged to complete a puzzle to ensure that you are not a "bot."

Security Check

I'm not a robot

reCAPTCHA
Privacy - Terms

Step 7: Complete security check

Read and agree to the Terms and Conditions of the service provided through MemberDirect.

Disclosure

☐ I read and agree to the Terms And Conditions of service.

Congratulations!

You are now officially enrolled in MemberDirect.

You are now enrolled into MemberDirect! Login to access your account!

Login to MemberDirect

In addition to the on-screen confirmation, the following email notification will be sent to the email address used to create your account.

A new MemberDirect account has been created.

You can now logon to MemberDirect with the account information you created during enrollment.

Use this link to access your MemberDirect account.

If you have any questions, please contact The Maryland-National Capital Park and Planning Commission Employees' Retirement System at (301) 454-1415 or email us at contactERS@mncppc.org.

Navigating MemberDirect

MemberDirect Active Members

Here's what you can do in MemberDirect as an Active employee:

- View current account balance information, including credited service.

- View annual benefit statements.

- Communicate with ERS and receive electronic notifications.

- Generate retirement benefit estimates.

MemberDirect Secure Login

- When logging into MemberDirect from a new device, you will be required to answer your challenge questions. Remember the answer must match what you provided during the enrollment process. This includes capital letters and spaces.

- If this is your personal device, you can avoid answering your challenge questions every time you log in by checking the box next to "Trust this device."
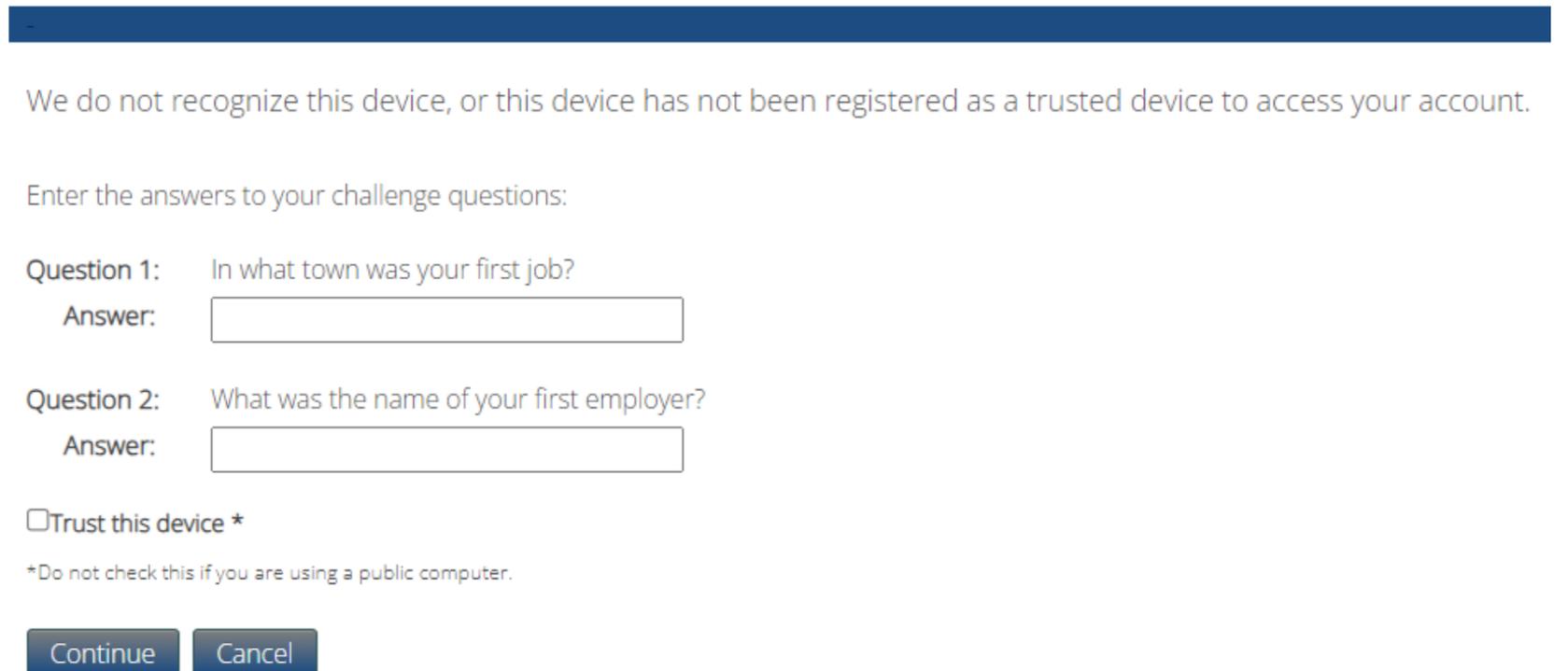
We do not recognize this device, or this device has not been registered as a trusted device to access your account.

Enter the answers to your challenge questions:

Question 1:   In what town was your first job?
Answer: [   ]

Question 2:   What was the name of your first employer?
Answer: [   ]

☐ Trust this device *

*Do not check this if you are using a public computer.

[Continue] [Cancel]

Note: The "Trust this device" feature should not be used on shared or public devices.

MemberDirect Two-Step Verification

- MemberDirect features two-step verification, which you will be prompted to set up when you log in to your MemberDirect account. Two-step verification can be set up via text, email, or an authenticator like the Microsoft Authenticator App or Google's 2-Step Verification. Note: Challenge Questions will already be configured during your enrollment. You must choose at least one additional option.

Two-Step Verification

Setting up Two-Step Verification helps keep your account secure. Select a Two-Step Verification method below to add or change.

Authenticator App
Click to Add

Challenge Questions
Configured

Email
Click to Add

Text Message
Click to Add

MemberDirect Site Tour

- When you log in to MemberDirect for the first time, the system will take you on a site tour.

- You are encouraged to take the tour to familiarize yourself with the portal features.

- You can start the Site Tour anytime after your first login by going to the help menu on the side panel of the portal.
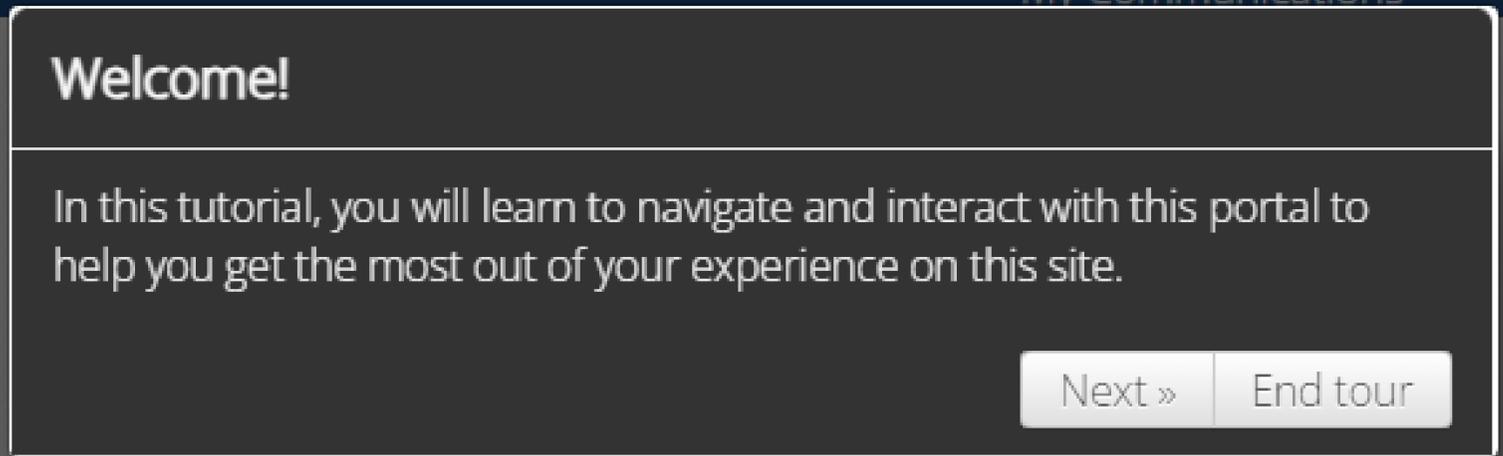
Welcome!

In this tutorial, you will learn to navigate and interact with this portal to help you get the most out of your experience on this site.

Next »   End tour
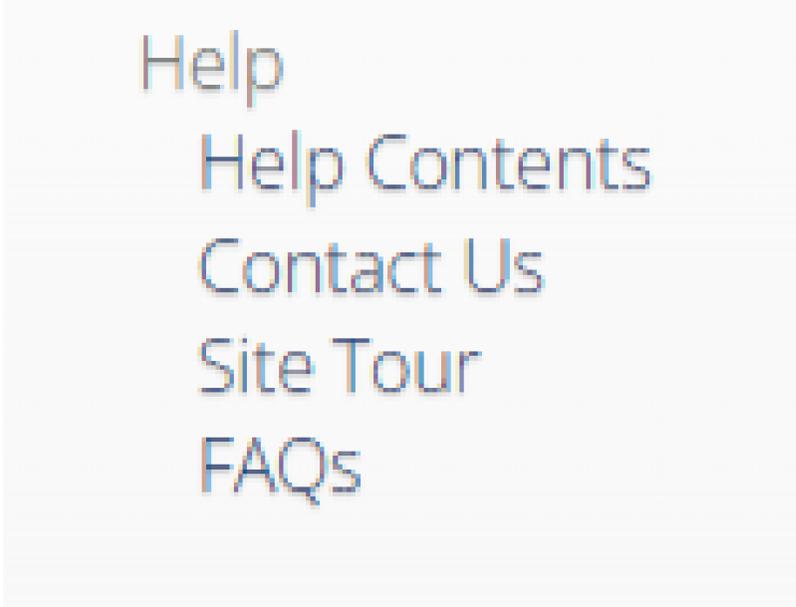
Help
Help Contents
Contact Us
Site Tour
FAQs

MemberDirect Account Summary

- Following log in, the "Account Summary" screen will open. Here, you can review the plan you are enrolled in, your years of credited service in the plan, and your contribution balance.

- To navigate MemberDirect, click on the individual links in the menu on the left. This menu is always visible for ease of navigation through the portal.

MemberDirect Contact Information

- View your address, telephone number, email, and additional information on file. As an active employee, you will not be able to make changes to the information found here.

- Please contact M-NCPPC HR to make changes to your personal information. Please contact the ERS to update spouse information located under Additional Information.

Test, Leisure

If you need to change your address, phone number, or your email address, please contact HR if you are an active employee. Contact the ERS if you are retired.

Address

Address Type: Home

*No record on file for this address type.

Phone

Phone Type: Home

*No record on file for this phone type.

Email

Email Type: Home

Address: leisure.test@mncppc.org

Additional Information

Birth Date: 11/12/1969

Gender: Female

Marital Status: Married

Marriage Date: 7/24/2016

Spouse: Leisure, John (born 12/18/1974)

MemberDirect Estimate a Benefit

- Create your own future retirement benefit estimate. For convenience, the system will pre-populate with your earliest retirement date.

- This information can be updated by you.

- For planning purposes, you may run various scenarios.

Remember!

Estimates created in MemberDirect are estimates only and may not take reciprocity with another system, future salary increases, or sick leave into consideration. If you are nearing your retirement date and would like an estimate prepared for you, please complete the Retirement Benefit Estimate form found on the "Forms" page and submit it to the ERS.

Test, Leisure

You will be eligible to receive retirement benefits as of 1/1/2032. Make sure the Payments Begin Date you use for your estimate is on or after this date. Note: Separation date is the last day of the month before you retire. Note: A beneficiary must be a person at least 40 years of age at your proposed retirement date. Contact the ERS if your proposed beneficiary is younger than 40 years of age and you are within 6 months of your retirement date.

Example:
Separation Date: 11/30/2030
Payment Begin Date: 12/1/2030

Benefit Options

Type: Retirement

Separation: 12/31/2031

Payments Begin: 1/1/2032

Beneficiary

Name:

Relationship:

Date of Birth:

Generate

MemberDirect Estimate History

- Once the system has generated your estimate, the Estimate History page will open and you can view the default Estimate worksheet. All estimates you calculate are saved here for your records and future reference.

- **Tip: We recommend navigating to Correspondence to view the user-friendly MD Estimate Summary Letter.**

- You will be asked if you want to include the final average salary details in the estimate.

- Helpful links, such as retirement options, Plan Descriptions, and FAQs are listed above the estimates to help you understand your benefit plan and options.

- Note: You may delete estimates by clicking the down arrow on the top right of the card.

Test, Leisure

Below you will find the Benefit Estimates you have created on this website, as well as any estimates that our staff has generated for you and made available here. Most importantly, anytime you run a Benefit Estimate, a Letter providing a detailed explanation regarding your Benefit Estimate will upload in Correspondence. You should review this letter to have a full understanding of your Benefit Estimate. If you have any comments, questions, or concerns about the results, please do not hesitate to Contact Us.

Helpful Links: Retirement Options - Summary Plan Descriptions - FAQ

My Estimates

view as grid

Service Retirement

Plan E
Service Credit: 10.00000 yrs.

Separation Date: Benefit Begin Date:
12/31/2031   1/1/2032

Created: 12/13/2023 4:35 PM

All estimates older than 3 years will be deleted.

MemberDirect Forms

View forms that are available for download. The ability to allow our members to submit forms from within the site is not available at this time. While the majority of the information on the forms may be completed digitally, we still require an original signature. Please download the form, sign the form, and return it the retirement office.

MemberDirect Correspondence

- In addition to the user-friendly, MD Benefit Estimate Summary, any correspondence created specifically for you will be located here.

- Clicking on the drop-down arrow on the top right of the card gives you the option to download or delete the correspondence.
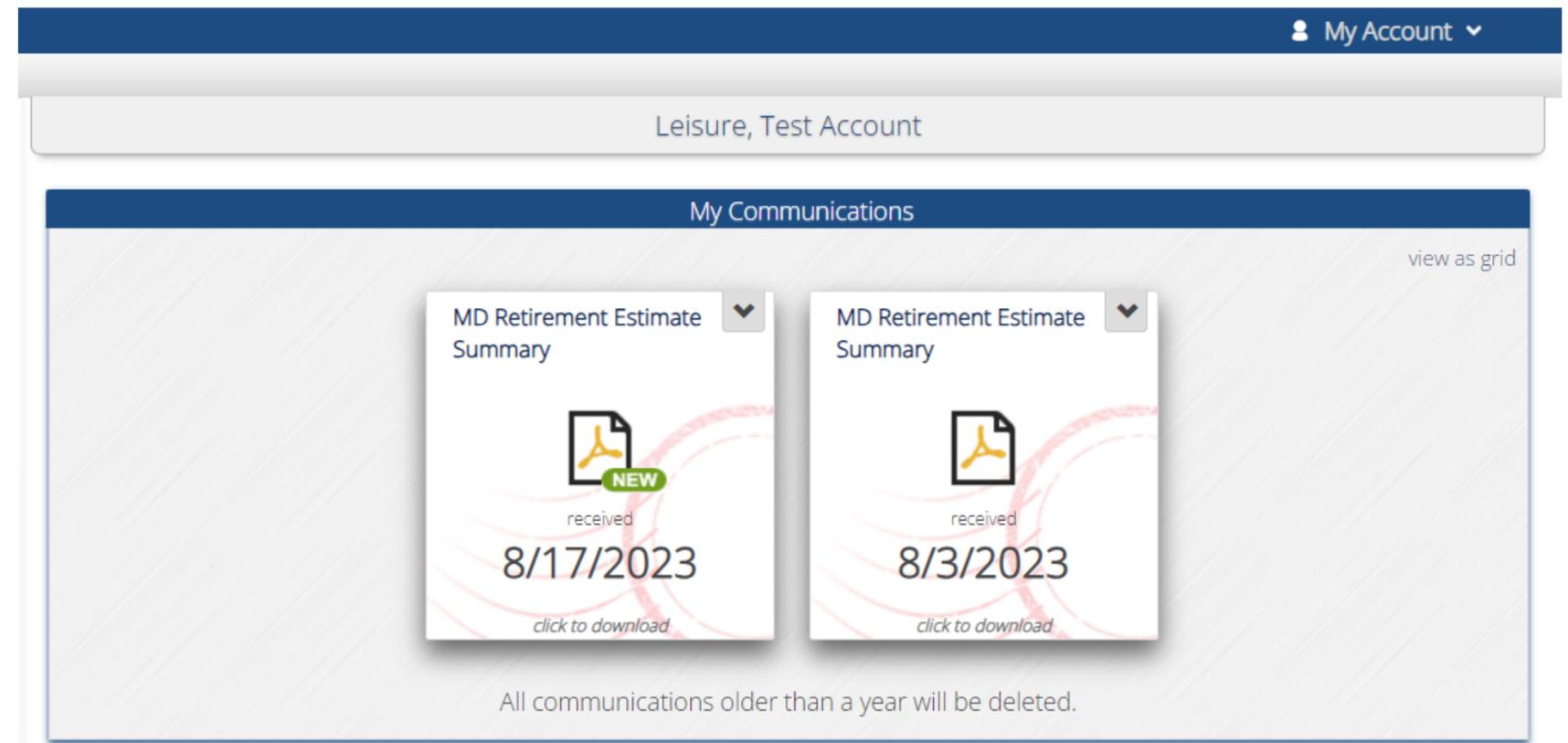
MemberDirect Statements

Account Statements are generated annually for active and deferred members only and mailed via USPS. You may also view your statements here.

MemberDirect

- The Message Center is used to communicate with the retirement office using electronic messages.

- To start a new conversation, click the Send a New Message card.

- To view a conversation, including any new messages related to it, click the card.

- Message notifications appear next to Message Center.
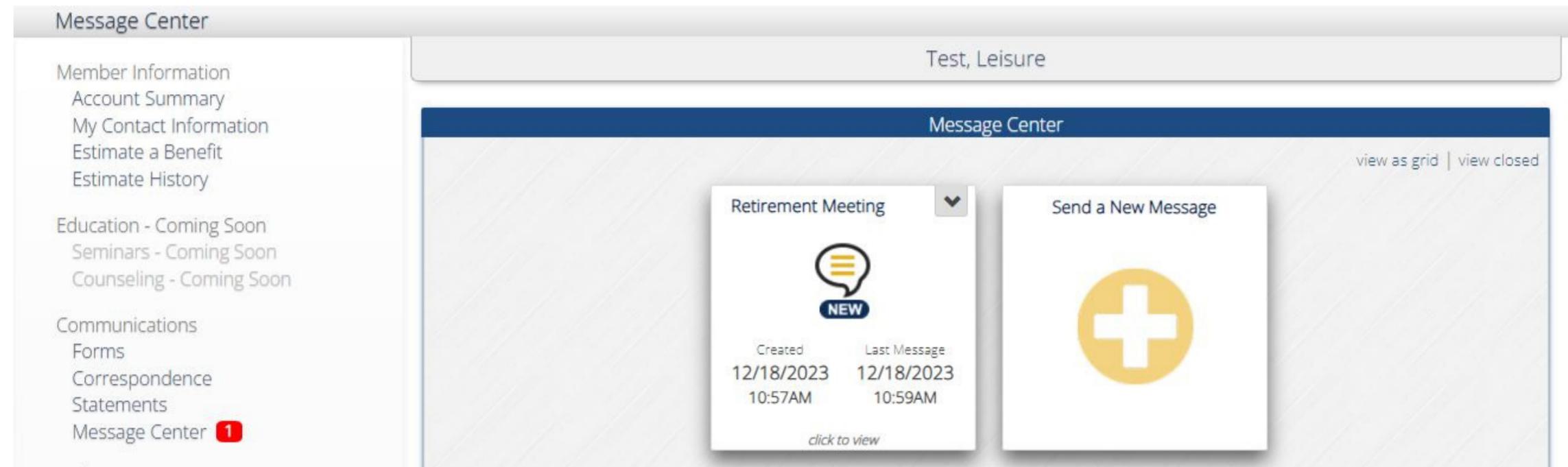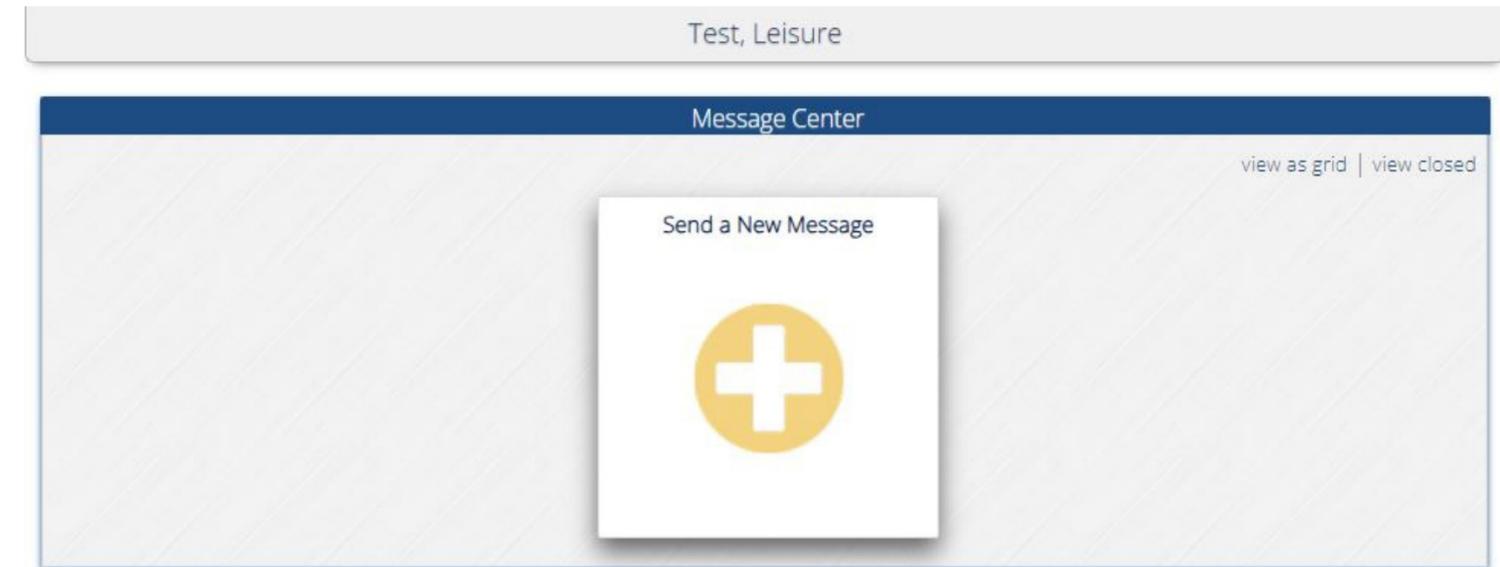
MemberDirect Help

View additional instructions for MemberDirect functions. Note: Content here is general and may not fully represent ERS M-NCPPC customizations.

MemberDirect Settings

- Contains your email address, challenge questions and answers, and password choice for MemberDirect. You must re-enter your password to access your profile.

- Once your identity is confirmed you will be allowed to make changes to this information.
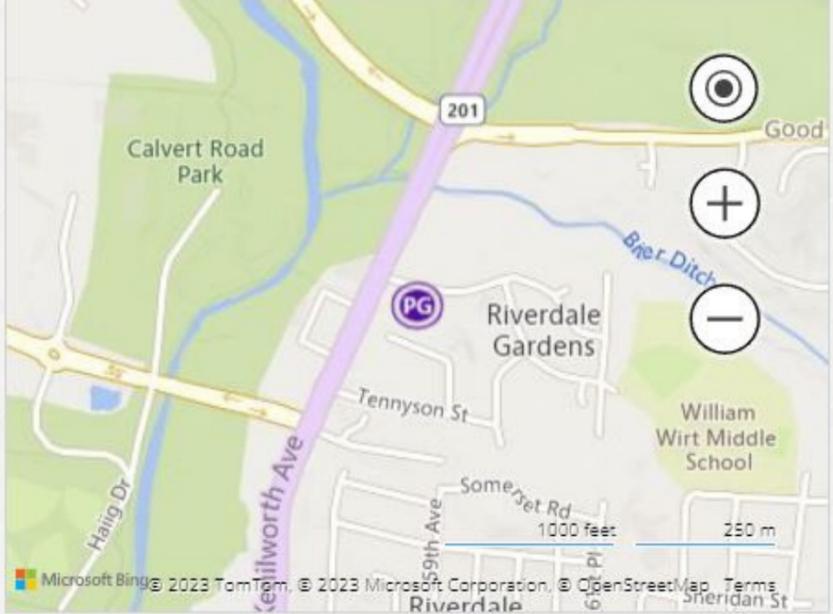
MemberDirect Contact Us

- View contact information for the ERS including our email address, **contactERS@mncppc.org** , and website: **ers.mncppc.org**. The map can provide directions to the retirement office by clicking on "click here to enter a starting location." Once you enter your starting location you should get appropriate directions from your location to the retirement office.

Additional Resources

Additional Resources

- Employees' Retirement System Website

- Retirement Options

- Summary Plan Descriptions

- Retirement Benefit Estimate Form