MemberDirect

Frequently Asked Questions

▼ What is MemberDirect?

MemberDirect is a self-service portal for active employees that provides secure access to individual retirement account information.

Here's what you can do in MemberDirect:

- Active members can obtain their annual account statement, look up their current account balance, pension contributions, service credit, and generate various retirement estimates.

▼ Who can register for MemberDirect?

Full-time, Part-time and other employees contributing to the Employees' Retirement System (ERS).

Who cannot register?

•Temporary, seasonal, and non-career employees cannot register because they do not participate in the Commission's retirement plans.

•Members who have terminated their participation due to a refund of their pension contributions cannot register for a MemberDirect account.

▼ When should I sign up for Member Direct?

If you are an active employee and contribute to the Commission's retirement plan, you may sign up for MemberDirect at any time.

It is beneficial to sign up before you retire, otherwise you will lose access upon separation of employment.

▼ How do I create my MemberDirect account?

Click here (https://member.mncppc.org) to create a MemberDirect account and follow the steps to register.

▼ Why am I being directed to use my personal email address?

Your work email address becomes invalid upon retirement or separation from employment. Using your personal email address for MemberDirect allows for a seamless transition. You may change your email address once you separate from service.

▼ What do I need to register for MemberDirect?

Here's what you'll need to register for access to your MemberDirect account:

· 15 minutes of uninterrupted time to register

· A cell phone that can receive text messages

· Email address to receive MemberDirect communications

· Have your username and password decided ahead of time and remember to write it down so you don't forget

Special Enrollment Tips:

- A Personal Identification Number (PIN) is required to complete enrollment. Your assigned PIN will be mailed to you. Please allow for processing and mailing time.
- Existing MemberDirect account users do not need a PIN.
- New member enrollment information must match your personnel information exactly. That includes hyphenated names, email, mailing address, and 5-digit zip code.
- The username field will not accept symbols, so do not use your email address as a username.
- Passwords must be at least 8 characters, include both upper and lower case, and be alphanumeric (letters and numbers).
- Security question answers are case sensitive.
- Technical assistance is available during normal business hours by emailing or calling the retirement office.
- Keep your password saved in a safe place.
- Do not share your password.

▼ I requested an enrollment PIN, when and how will I receive this?

Your enrollment PIN is mailed from our office. If you have not received your PIN within 10 business days from the date of your request, please contact our office at (301) 454-1415 or send an email to contactERS@mncppc.org.

▼ What does it mean to register my computer or mobile device, as a trusted device?

If you are logging into MemberDirect on a trusted personal computer/mobile device, you may register it as a secure device. Whenever you access MemberDirect from your registered device, you will only need to enter your username and password. You will not have to answer the corresponding security questions or utilize Multi-Factor Authentication. **You should never register a public computer as a trusted device.**

▼ I am not able to register/log-in to my MemberDirect account. What should I do?

It may be helpful to clear your browser's cache/cookies/browsing history and open a new browsing session before you start your log-in or registration process. To find out how, search "clear browsing history" in your browser's help bar. If you are still receiving an error message, please contact our office at contactERS@mncppc.org or (301) 454-1415.

▼ Can I take a tour of the MemberDirect website?

After successfully signing into MemberDirect the first time, you will be prompted to take a tour of MemberDirect. If an additional tour of MemberDirect is needed at a later time, click the Site Tour hyperlink on the left side menu.

▼ What if I forget my username or password?

Click on the links provided on the MemberDirect login page and you will receive an email with instructions.

▼ What can you do in MemberDirect?

Active members can obtain their annual account statement, view their pension contributions account balance, view their plan enrollment date and years of service credit, run retirement benefit estimates, and download forms.

▼ What is the purpose of the Correspondence feature in MemberDirect?

You can use the Correspondence feature in MemberDirect to communicate with ERS Staff. Messages will be sent to the ERS and responses will upload under Correspondence in your account. 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.

▼ What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA), also known as two-factor authentication or two-step verification, is a security process that requires users to provide two or more separate forms of identification (factors) to access an online account, system, or application. MFA enhances security by adding an extra layer of verification beyond just a password, making it more difficult for unauthorized individuals to gain access to your account.