

MemberDirect Guide Retirees and Beneficiaries



Employees' Retirement System

Agenda



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Enrolling in 2 **MemberDirect**

Navigating **MemberDirect**

Additional Resources



MemberDirect Overview

MemberDirect: Introduction

What is it?

This innovative platform is designed to empower ERS members with valuable knowledge to provide support throughout the full retirement journey—from early planning to life after retirement.



M-NCPPC | Employees' Retirement System

Who can enroll?

Retirees
Beneficiaries
Full-time and Part-time Employees



MemberDirect: Benefits

MemberDirect provides a secure and convenient way to view your pension information anytime, anywhere. Designed for self-service access to essential retirement account information, it keeps you informed about your retirement benefits with just a few clicks — all from the digital device of your choice.

Key features include:

Benefit summary

View benefit payment history

View tax withholding and other deductions

View contact information

Secure communications

Download forms





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





M-NCPPC | Employees' Retirement System

Step 3

Verify your personal information



Step 4

Create a username and password

Step 1: Request a PIN

Protecting ERS members' personal information is of the utmost importance. For added security, a Personal Identification Number (PIN) is required for enrollment in MemberDirect. Note: Retirees and Survivors must email the ERS office at contactERS@mncppc.org to request a PIN. Upon request, a letter containing a PIN and enrollment instructions will be sent to the address that we have on file. The PIN is for the initial enrollment process only. Please allow time to receive the initial enrollment invitation.

Remember to check your mailbox.

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





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, 2026. If your PIN has expired, please contact The Maryland-National Capital Park and Planning Commission Employees' Retirement System for a new one.

PIN: S8KSXJWX36TNGQ



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

Step 2: Visit the MemberDirect Portal

member.mncppc.org

Click the **Enroll Now** button to set up your account for the first time.





As a Retiree - Coming Soon

- · View tax withholding and other deductions
- Coming Soon



Step 3: Verify Personal Information

We must verify your identity 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

Note: Access is restricted to members of an M-NCPPC Pension Plan. To create a MemberDirect account, your information must match your personnel record exactly. If you experience any issues during enrollment, please contact the ERS at (301) 454-1415.



Step 4: Create a Username and Password

Username Requirements

- It cannot be your email address.
- It is case-sensitive.
- It cannot already exist.

Password Requirement:

- Must be at least eight (8) characters long.
- Include one (1) uppercase letter.
- Include one (1) lowercase letter.
- Include one (1) number.

Account informa	ition
Username: Email:	
Confirm:	
	Your password must be at least 8 characters, include both upper and lower case, and be alphanumeric.
Password:	
Confirm:	



Step 5: Create 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.



Complete the security prompts, review the disclosure, and accept it to finalize your enrollment.

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in what city (ulu you i		<u></u>

Congratulations!

You are now officially enrolled in MemberDirect.

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

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

Login to MemberDirect



M-NCPPC | Employees' Retirement System

Navigate to the MemberDirect homepage and use your recently established username and password to log in.

Navigating MemberDirect Features

MemberDirect: Security Challenge

- 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 re	cognize this device, or th
Enter the answ	ers to your challenge questi
Question 1: Answer:	In what town was your first
Question 2: Answer:	What was the name of you
Trust this dev	ice *

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

is device has not been registered as a trusted device to access your account.

ons:

job?

MemberDirect: Two-Step Verification

- To further enhance the security of your MemberDirect account, you'll be prompted to set up two-step verification when you log in to your account for the first time. This additional layer of protection ensures that only you can access your account. Two-step verification can be set up via text, email, or an authenticator like the Microsoft Authenticator App or Google's Two-Step Verification.
- Note: Challenge Questions will already be configured during your enrollment. You must choose at least one additional option.
- Once you've completed this setup, you'll receive a code each time you log in from an untrusted device. This, along with your password, will ensure your account remains secure.

Two-Step Verification

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

Authenticat

Challenge C Configured

Email Click to Add

Text Message Click to Add

a tor App d
Questions
d
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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.

Help Contents Contact Us Site Tour FAQs



End tour

Next »

MemberDirect: FAQs

Frequently asked questions about retirement can be found in the FAQ section after you log in.



Frequently Asked Qu Active Members: Is there a Disability Retirement benefit?

- Active Members: Is there a Cost-of-Living Adjustment to protect against
- Retired Members and Beneficiaries: How do I update my tax withholding
- Retired Members and Beneficiaries: How do I update my health and ber

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MemberDirect: Benefit Summary

The Benefit Summary provides a comprehensive overview of your benefit details. This feature allows you to: • View Benefit Details: Access information about your benefit type, payment amount, and payment schedule. • Note: If you have multiple benefits, use the Viewing filter to quickly find the one you are looking for.

Benefit Summary			
Benefit Information	Petrillo, Sophia		
Benefit Summary Benefit Payment History	Benefit Summary		
Withholding Elections Direct Deposit Elections Year to Date My Contact Information	Benefit Type: Payment Method: Benefit Status: Effective:	Service Retirement Single Life (Basic Life Ar Active 1/1/2006	
Education - Coming Soon	Benefit Amount as of 1/13/2025		
Counseling - Coming Soon	\$3,273.14 \$0.00	Pension Annuity	
Communications Forms	+ \$0.00	Adjustments Supplements	
Correspondence Statements Message Center	\$4,079.78 (\$1,054.42) (\$143.08)	Total Gross Withholding ② Deductions	



MemberDirect: Benefit Payment History

• The Payment History lets you easily track and view all Benefit Payment History your past payments dating back to 2018. Benefit Information Benefit Summary Selected Year: 2024 ~ Benefit Paym aing Election **Direct Deposit Elections** • Use the date range filter (Select Year) to view Year to Date My Contact Information payments from specific periods or search by payment Education - Coming Soon Seminars - Coming Soon status. Counseling - Coming Soon Communications Forms Correspondence • For more information on any payment, click on the Message Center payment entry to view detailed transaction Payment Details Benefit Summary information. \$3,273.14 \$0.00 (\$818.29) \$1 624 93 \$0.00 \$4.079.78 (\$808.96) (\$250.00) (\$54.02) (\$8.31) (\$6.91) (\$59.81) \$2,891.77



MemberDirect: Tax Withholdings

The Tax Withholding section provides an overview of your current tax withholding status.

- View Current Withholdings: Review federal, state, and other applicable tax withholding amounts.
- Analyze Year-to-Date Totals: Track cumulative tax withholdings for the current calendar year.
- To update your federal or state tax withholding:
- Use the Withholding section on the front of your payment stub.
- Alternatively, you can submit a W-4P form to change your federal withholding election. A blank form can be found under the Forms section in MemberDirect.
- Completed forms should be mailed to the ERS.

	Petrillo, Soph
Federal Withho	olding
	El II.
State Withhold	ling

Viewing: Service Retirement (Active)



MemberDirect: Direct Deposit

The Direct Deposit feature provides a comprehensive view of your direct deposit information. This section allows you to:

- View Deposit Details: Access a clear breakdown of all current direct deposit allocations.
- Account Information: Verify the financial institution, account numbers, and deposit amounts for each listed account.
- Transaction History: Review past deposit transactions for reference and reconciliation.

Petrillo	o, Sophia Viewing: <u>Serv</u>
	Direct Deposit
Primary Deposits	
	BANK OF AMERICA
	Deposit Amount
	\$2,891.77
	BANH
	Delegan Charling
	Routing # Account #
	and the second sec

To update the bank account for your direct deposit:

Use the Direct Deposit Change section on the back of your payment stub.

- Alternatively, you may download a blank Electronic Deposit Authorization Form located under forms in MemberDirect.
- Completed forms should be mailed to the ERS office.





MemberDirect: Year-to-Date

The Year-to-Date section provides a detailed overview of your earnings and deductions for the current calendar year. This feature allows you to:

- View Total Earnings: Access a cumulative display of all income received year-to-date.
- **Track Deductions**: Review year-to-date totals for tax withholdings, benefits, and other deductions.

	Year to Date 7	Totals		
				view as gr
2024 Totals	2023 Totals	27	2022 Totals	
-		-		1.11
\$48,106,74	\$46,131.	.00	\$44,182,08	166
Gross Amount	Gross Amount	21	Gross Amount	
\$33,944.18	\$32,125.6	57	\$30,439.94	16.26
98	0	28	98	1111
click for details	click for details	s	click for details	11.1
2021 Totals	2020 Totals	775	2019 Totals	12
	Lozo rotais		2010 1000	Sec.
\$43 101 24	\$50 561	50	\$51 126 24	
Gross Amount	Gross Amount	.50	Gross Amount	11/1
\$29,443.85	\$35,340.6	58	\$35,169.24	1.1
Net Amount	Net Amount	281	Net Amount	1111
dick for datails	click for dotail	40	click for details	14.1
	Totals E	Breakdown		
	\$51,126.24	pension		11
	\$0.00	annuity		15-10
11 Ale - 11 Ale	\$0.00	adjustmer	nt	11
+	\$0.00 supplement			
	\$51,126.24 total gross (\$14,050,80) withholding		11	
	(\$1,906.20) deductions		11	
	\$35,169.24 net amount			
	Tax	Details		
	Taxable:	\$50,998.5	6	18
	Tax Excluded:	\$0.00		100
	Fed Withheld	\$127.68	30)	12
	State Withhold:	(\$3,000,00))	

MemberDirect: Contact Information

- View your address, telephone number, email, and additional information on file. You will not be able to make changes to the information found here.
- Please contact the **ERS** to update inaccurate information.

Test, Leisure		
If you need to change your address, phone number, or you active employee. Contact the ERS if you are retired.	ur email address, please contact HR if you are an	
Address	Phone	
Address Type: Home 🗸	Phone Type: Home 🗸	
*No record on file for this address type.	*No record on file for this phone type.	
Email	Additional Information	
Email Type: Home 🗸	Birth Date: 11/12/1969	
Address: leisure.test@mncppc.org	Gender: Female	
	Marital Status: Married	
	Marriage Date: 7/24/2016	
	Spouse: Leisure, John (born 12/18/1974)	

Test, Leisure		
If you need to change your address, phone number, or you active employee. Contact the ERS if you are retired.	ır email address, p	please contact HR if you are an
Address		Phone
Address Type: Home 🗸	Phone Type:	Home 🗸
*No record on file for this address type.	*No reco	ord on file for this phone type.
Email		Additional Information
Email Type: Home 🗸	Birth Date:	11/12/1969
Address: leisure.test@mncppc.org	Gender:	Female
	Marital Status:	Married
	Marriage Date:	7/24/2016
L.	Spouse:	Leisure, John (born 12/18/1974)

MemberDirect: Forms

View forms that are available for download. The ability to allow our members to submit forms from within the portal 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, complete it, sign the form, and return it to the retirement office.

	Leisure, Test Account
You may click <u>here</u> to download a PDF Note: The member and witness signat	⁻ fillable form, or click below to download a non-fillable forr ture must be original.
	Online Forms
	Revised Designation of Beneficiaries.pdf
	Downloadable Form Click to Download

💄 My Account 🐱		

MemberDirect: Message Center

- 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.





Test, Leisure Message Center view as grid | view closed

e Center	
	view as grid view closed
Send a New Message	
	e Center Send a New Message

MemberDirect: Help

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

	welcome to Memo	erDirect Help	
	What can we help you with today?		
	Search	C	
Your retirement offic account information	e has established this website so that you car . You should direct any questions about the ir	n track, and in some cases moo nformation on this site to the r	
Select from the opti	ons below to find out more about using this s	ite.	
What do you want to	o do?		
If you are an ACTIV	E MEMBER, use these options:		
View Account Summ	ary Information		
View My Contact Inf	ormation		
View Beneficiary Info	ormation		
Estimate a Future Be	nefit		
Estimate History			
lf you are a BENEFI	T RECIPIENT, use these options:		
View Benefit Summa	iry		
View Benefit Paymer	nt History		
View Tax Withholdin	g Elections		
View Direct Deposit	Elections		
View Year to Date Be	enefit Information		
View 1099-R Tax For	m Information		
View My Contact Inf	ormation		





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.

The Maryl Commis	and-National Capital Park and Planning ssion Employees' Retirement System	
Address:	M-NCPPC ERS 6611 Kenilworth Avenue, Suite 100 Riverdale, MD 20737	Calvert Road Park
Phone:	(301) 454-1415	Sher Ditch
Fax:	(301) 454-1413	Riverdale (-
Email:	CONTACTERS@mncppc.org	Tennyson St William Wirt Mid School Some Set Rd 1000 feet 25 Microsoft Bings 2023 TomTem © 2023 Microsoft Corporation © OffenStreetMap Biverdale
		Select 'Get Directions' to view directions
		based on your current location.
		If you do not wish to share your current
		click here to enter a starting location.
		Get Directions



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.



Verity	Identity word before making	changes to your	account	
Password:				
Continue	Cancel			
	L	Jsername		
	Current Username:	TLeisure		
	New Username:			
cel /////	Confirm Username:			
Carlo de Car Carlo de Carlo de Carl	Updat	e Cancel		
	Two-Si	tep Verification		
org	Authenticator App	. 🗙	he isp	
	Challenge Questions	e / 🖌 // //		
	Email	t 🖌		
el de la companya de	Text Message			
	Update Two	p-Step Verification		
	Tru:	sted Devices		
not receive these items in	Device	Last Accessed		
e available to be viewed	None		111 112	
	Remo	we Selected		
me communications in				
Tel la tel				
ences				

Additional Resources

Additional Resources: Retirees and Beneificiaries

- Employees' Retirement System Website
- <u>M-NCPPC Retirees Association</u>
- <u>M-NCPPC Health and Benefits</u>
- <u>M-NCPPC Credit Union</u>