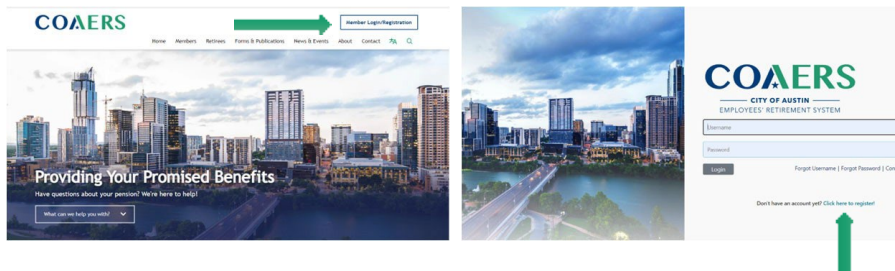
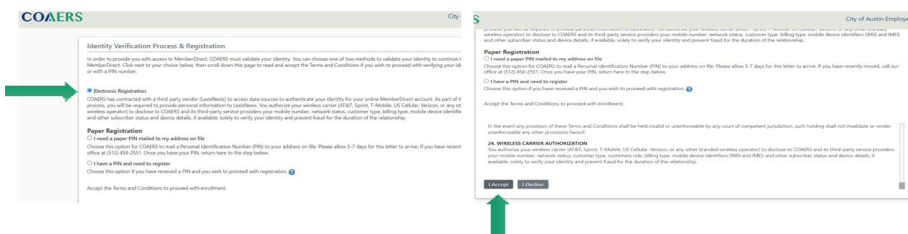


## Getting Started: MemberDirect Registration

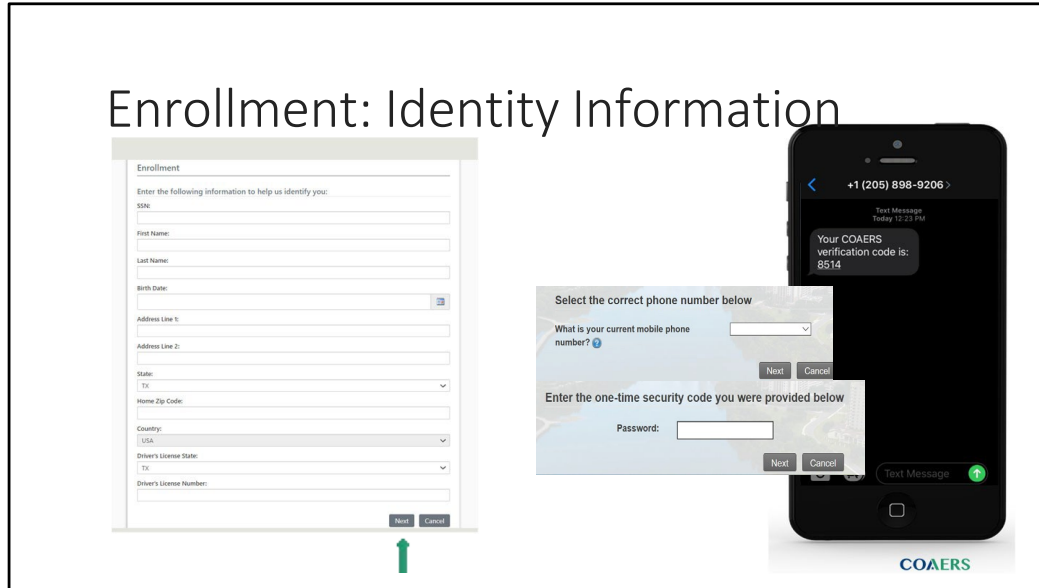


1. Navigate to [www.coaers.org](http://www.coaers.org)
2. Select Member Login/Registration
3. Click the following link: Don't have an account yet? Click here to register!

## Identity Verification & Registration Process: Electronic Registration



1. Select Electronic Registration
2. Under Terms and Conditions, select "I Accept."



To enroll, enter the following information to help us identify you:

1. Enter your Enrollment PIN NUMBER as you see it printed on the attached document.
2. Enter your SSN.
3. Enter your Last Name
4. Enter your DOB.
5. Enter your Home Zip Code (5 digits)
6. Select Next
7. Verify your identity by selecting the correct phone number.
6. Enter the security code you receive via text

## Enrollment: Account Info and Login

The image contains two screenshots of the COAERS MemberDirect registration process. The left screenshot shows the 'Enter your new account information' form. It includes fields for email address, password, and confirmation password. Below these are two challenge questions for identity protection, each with a dropdown menu for the question and a text input for the answer. At the bottom right of this form are 'Enroll' and 'Cancel' buttons, with a green arrow pointing to the 'Enroll' button. The right screenshot shows the login page. It features the COAERS logo and the text 'CITY OF AUSTIN EMPLOYEES' RETIREMENT SYSTEM'. There are input fields for 'Username' and 'Password'. Below the password field is a 'Login' button, which is highlighted with a green arrow. To the right of the 'Login' button are links for 'Forgot Username', 'Forgot Password', and 'Contact'. At the bottom, there is a link for 'Don't have an account yet? Click here to register!'.

1. Create a Username (Must be unique, cannot contain your social security number, or contain the “@” symbol)
2. Enter your Email.
3. Confirm Email
4. Create a Password (your password must be at least 10-characters, with 1 uppercase letter, 1 number and 1 special character)
5. Confirm password.
6. Choose Challenge question 1 and type in your answer.
7. Choose Challenge question 2 and type in your answer.
8. Select Enroll

Success, you are now enrolled. Next, log in to your account:

1. Enter Username
2. Enter Password
3. Select Login

## Security and Two-Step

The image shows two screenshots from the MemberDirect registration process. The left screenshot displays a challenge question interface with two questions: 'What is the name of your first pet?' and 'In what city did you meet your spouse/significant other?'. Both questions have input fields with a yellow 'Enter' placeholder. Below the questions are 'Continue' and 'Cancel' buttons. The right screenshot shows the 'Turn On Two-Step Verification' screen. It offers a 'Text Message' option and asks for a U.S. phone number with an area code. There is an input field with a yellow 'Enter your phone' placeholder and a 'Continue' button. Below this is a password entry field with the prompt 'Enter the password you were provided below' and 'Next' and 'Cancel' buttons.

1. Enter the answers to your challenge questions.
2. Select continue.
3. Turn on Two-Step Verification
4. Enter the U.S. phone number with area code that you want to use to receive verification codes and continue.
5. Enter the verification code sent to (\*\*\*) \*\*\*\_\*\*XX in the box below.
6. Select next to finish the login process.

## Welcome to MemberDirect

The image shows a screenshot of the MemberDirect dashboard. A 'Take A Tour!' pop-up window is overlaid on the page. The pop-up contains the text: 'This site is full of valuable information and features. To make sure you take full advantage of your online account, please take a minute to go through this quick tour. It will help you to become familiar with how to navigate and use this site.' At the bottom of the pop-up, there is a checkbox labeled 'Do not show me this again.' and two buttons: 'Take the Tour' and 'No Thanks'. The background dashboard shows a sidebar with navigation options like 'Member Information', 'Employment', and 'Education', and a main content area with a table of member information.