



This step-by-step guide will assist active and retired members from Public Employees' Retirement System (PERS), Teachers' Pension and Annuity Fund (TPAF), Police and Firemen's Retirement System (PFRS), State Police Retirement System (SPRS), and beneficiaries who are receiving a survivor benefit with retrieving their Member Benefit Online System (MBOS) login ID and/or resetting their password.

Only authorized users can register for an MBOS account. If you are an authorized user and have not registered for an MBOS account, visit the MBOS registration page here: <https://www.nj.gov/treasury/pensions/mbos-register.shtml>

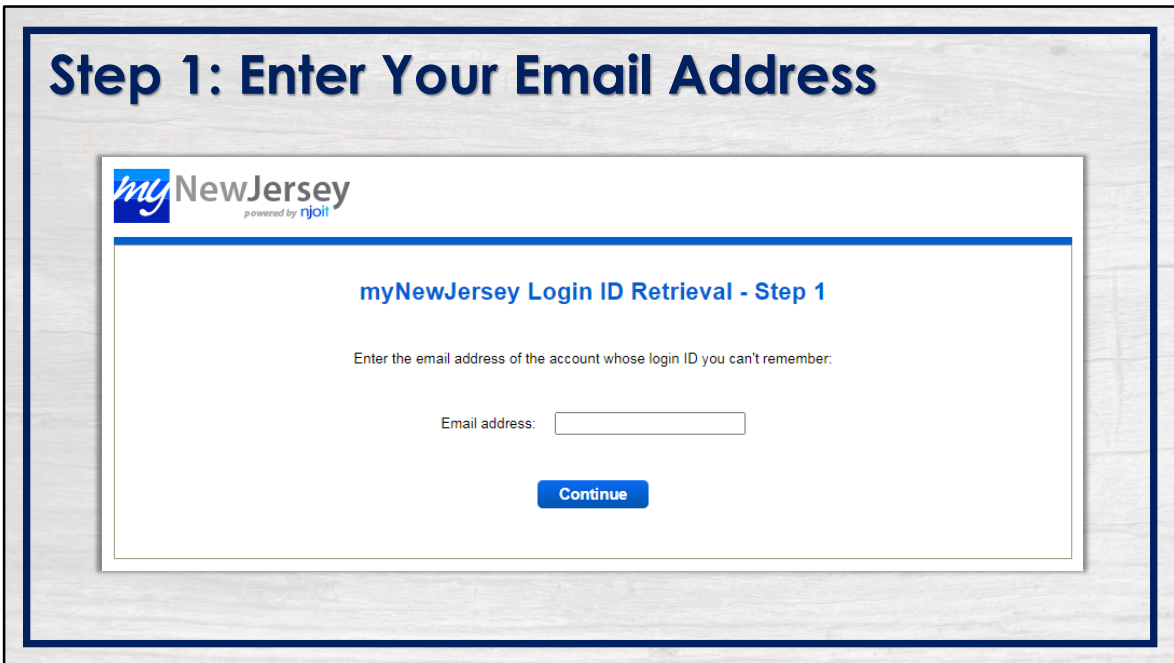
For assistance with the registration process, see the *Active MBOS Registration* or the *Retired MBOS Registration* video or user guides which can both be accessed from the MBOS registration page.



To access the login page, go to [www.nj.gov/treasury/pensions](http://www.nj.gov/treasury/pensions) and click the “Access my MBOS Account” button.



If you forgot your login ID, click the appropriate link from the myNewJersey login screen.



The screenshot shows a web form titled "Step 1: Enter Your Email Address" for myNewJersey. The form includes the myNewJersey logo (powered by njoli), the title "myNewJersey Login ID Retrieval - Step 1", and a prompt: "Enter the email address of the account whose login ID you can't remember:". Below this is a text input field labeled "Email address:" and a blue "Continue" button.

Enter the email address attached to the account whose login ID you do not remember and then click the “Continue” button.

## Step 2: Answer Your Challenge Question

**myNewJersey** Login ID Retrieval - Step 2

If you answer your challenge question correctly below, we'll send an email message with your login ID to the address you entered.

Please be sure your email service is set to accept email from us (oit.myNJHelpDesk@tech.nj.gov) **before** you submit your answer. Otherwise you won't receive the message, and you'll have to go through these steps again. Earthlink users, in particular, need to unblock email from our address.

Your challenge question: Mother's Maiden Name

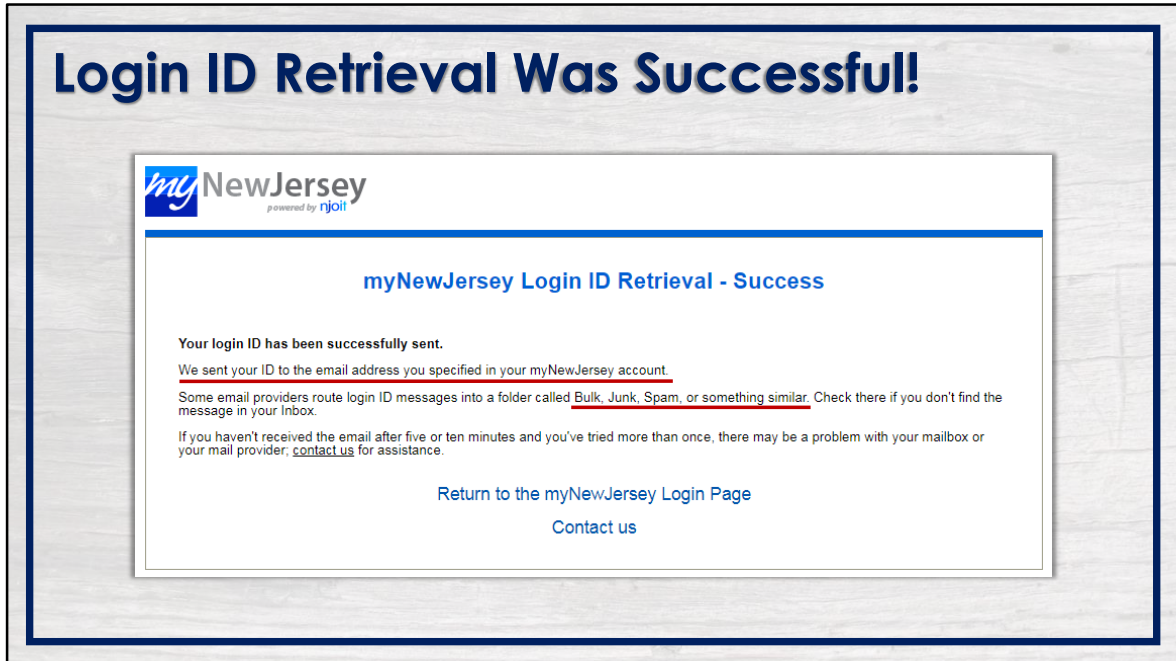
Your answer:

[Continue](#)

Can't remember your answer? [Contact us.](#)

**You created this question when you registered**

Answer your challenge question in the field provided, then click continue. Remember, you created this question when you registered your account.



If successful, your login ID will be sent to the email address specified in your myNewJersey account. Be sure to check your bulk and junk/spam folders if the email does not appear not in your inbox.

## Sample Email

From: oit.myNJHelpDesk@tech.nj.gov  
Sent: Wednesday, May 05, 2021 12:46 PM  
To: Smith, Susan <susan.smith@myemail.com>  
Subject: Your logon ID for the myNewJersey portal

Your logon ID for myNewJersey is susansmith123



To log in, go to <https://www.nj.gov/> and click the Login link.

You're receiving this message because you or someone else asked what logon ID is registered to this email address.

If you didn't make this request, the answer to your challenge question may be too easy to guess. You should update your account immediately to set a challenge question and answer that only you would know. To do this,

- \* Go to <https://www.nj.gov/> and click the Login link
- \* Enter your log on ID and password
- \* Click the "my account" link on the Welcome line
- \* Change your challenge question and answer
- \* Click the Update button

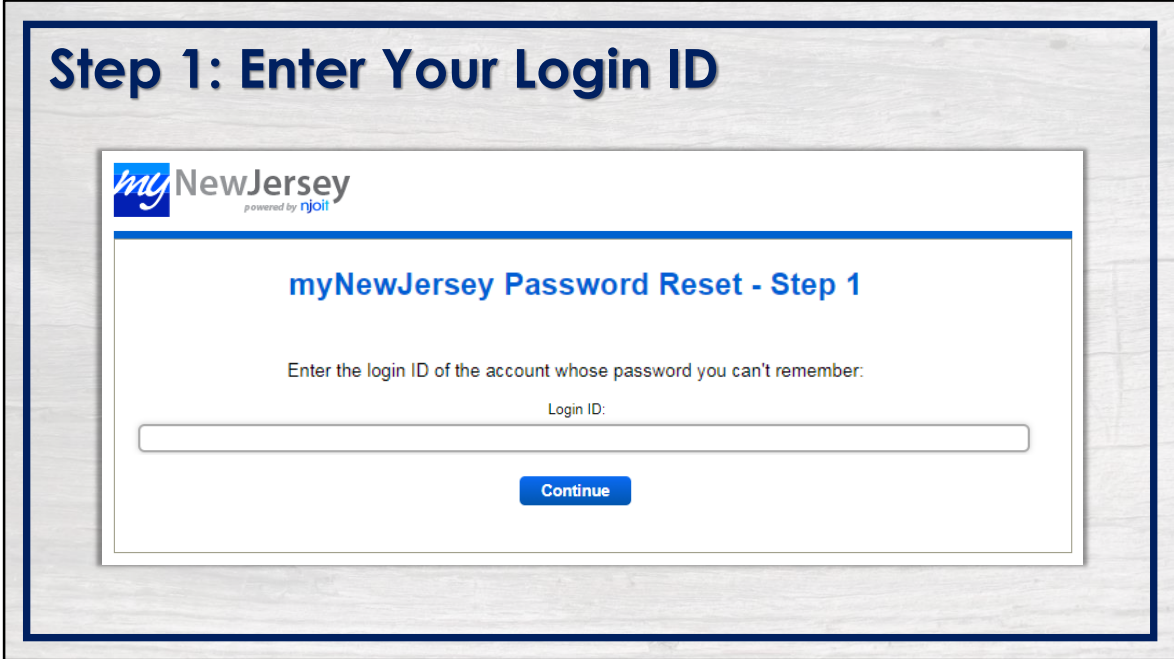
The email will be sent from the Office of Information Technology's Help Desk (OIT). The subject of the email will reference your login ID for your myNewJersey portal.

Your login ID will be provided in the body of the email. Follow the steps to return to the myNewJersey login page to continue.



If you forgot your password, click the appropriate link from the myNewJersey login screen.





Enter your login ID for the account whose password you cannot remember.

## Step 2: Answer Your Challenge Question

 **myNewJersey**  
powered by njoit

### myNewJersey Password Reset - Step 2

If you answer your challenge question correctly below, we'll generate a new password for the jangelini\_test account.  
Then we'll send the new password to the email address you provided for that account.

Please be sure your email service is set to accept email from us (oit.myNJHelpDesk@tech.nj.gov) before you submit your answer. Otherwise you won't receive your new password, and you'll have to go through these steps again. Earthlink users must unblock email from our address.

Your challenge question: Mother's Maiden Name

Your answer:

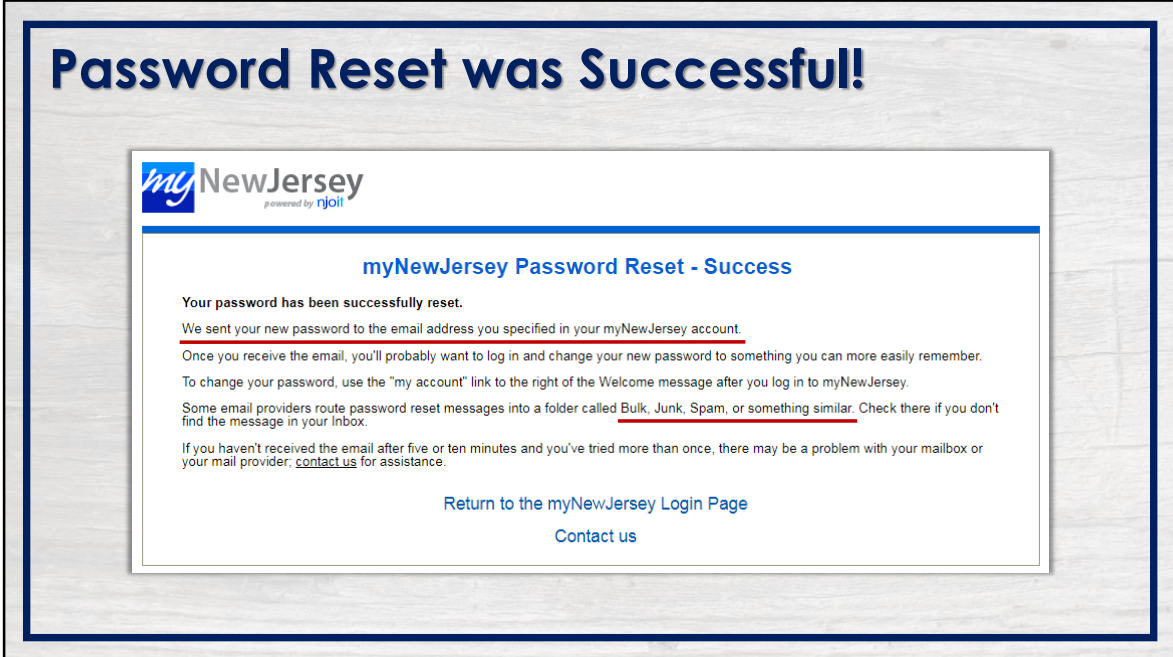
[Submit](#)

Can't remember your answer? [Contact us](#).



**You created this question when you registered**


Answer your challenge question in the field provided, then click “Submit” to proceed. Remember, you created this question when you registered your account.



If successful, a new password will be sent to the email address specified in your my New Jersey account. Be sure to check your bulk, junk, and/or spam folders if the email is not in your regular inbox.

## Sample Email

From: oit.myNJHelpDesk@tech.nj.gov  
Sent: Wednesday, May 05, 2021 2:15 PM  
To: Smith, Susan <susan.smith@myemail.com>  
Subject: Your password for the myNewJersey portal

Your password has been reset to A1Bc@3dE%F\*5 

To log in, go to <https://www.nj.gov/> and click the Login link.

If you find this new password too hard to remember, follow these steps to change it:

- \* Go to <https://www.nj.gov/> and click the Login link
- \* Enter your log on ID and the new password above
- \* Click the "my account" link on the Welcome line
- \* Copy the generated password above and paste it into the Current Password box
- \* Type what you want your new password to be in the New Password box
- \* Type it again in the Confirm Password box
- \* Click the Update button

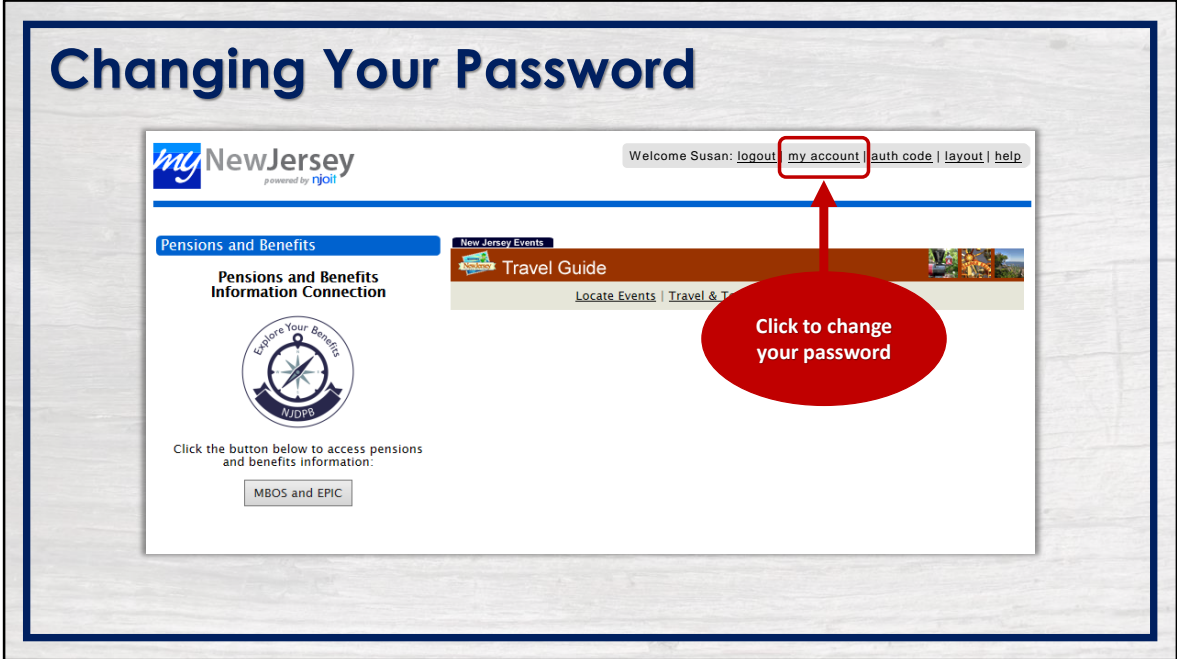
You're receiving this message because you or someone else answered the challenge question for your logon ID.

If you didn't make this request, the answer to your challenge question may be too easy to guess. You should

The email will be sent from the OIT Help Desk. The subject of the email will reference your password for your myNewJersey portal.

Your reset password will be provided in the body of the email. The reset password provided is case-sensitive and must be entered EXACTLY as it appears.

Follow the steps provided to return to the myNewJersey login page, log into your account and to change your password.



From your myNewJersey homepage, click the “my account” link at the top of the page to change your password.

## Changing Your Password

1. Enter the password you received via email in the “Current Password” field
2. Enter the new password in appropriate field
3. Re-enter password in the “Confirm New Password” field
4. Click “Update” to save your change

Update myNewJersey Account Information for Logon ID susansmith123

First Name  
Susan

Last Name  
Smith

Email Address  
susansmith@myemail.com

Only enter values in these password fields if you want to change your password. New Passwords must be at least 8 characters long, chosen from at least three of these groups: lowercase letters, uppercase letters, digits, and other characters (except space, quotes, <, >, & #).

**Current Password**

**New Password**

**Confirm New Password**

If you forget your ID or password in the future, the system can ask you your Challenge Question. If the answer you give then matches the response you enter now, the system will send your ID or a new password to the email address you entered above. (The match has to be exact except for upper and lower case.)

**Challenge Question**

Mother's Maiden Name

Response  
Jones

Multi factor authentication is not available for basic member accounts with no roles.

Enter your current password EXACTLY as it appears in the email you received. Remember, it is case-sensitive.

Next, create a new password in the “New Password” field.

Then, in the next field, re-enter the new password to confirm.

Take a moment to review the information you’ve provided to be sure the new password will be something you will remember. When you are ready, click “Update” to save the changes you’ve made to your account.

## How to Contact NJDPB:

### Telephone



**(609) 292-7524**

### Mail



**P.O. Box 295  
Trenton, NJ 08625-0295**

### Email



**pensions.nj@treas.nj.gov**

You should now be able to access your MBOS account. Remember to keep your login ID and password safe.

If you cannot answer your challenge question or no longer have access to the email address specified in your myNewJersey account, please see *Solving MBOS Login Issues – Part 2* where we will walk you through contacting myNewJersey for assistance.

If you have additional questions, you can reach out to the Division of Pensions & Benefits by telephone, email, or postal mail.