

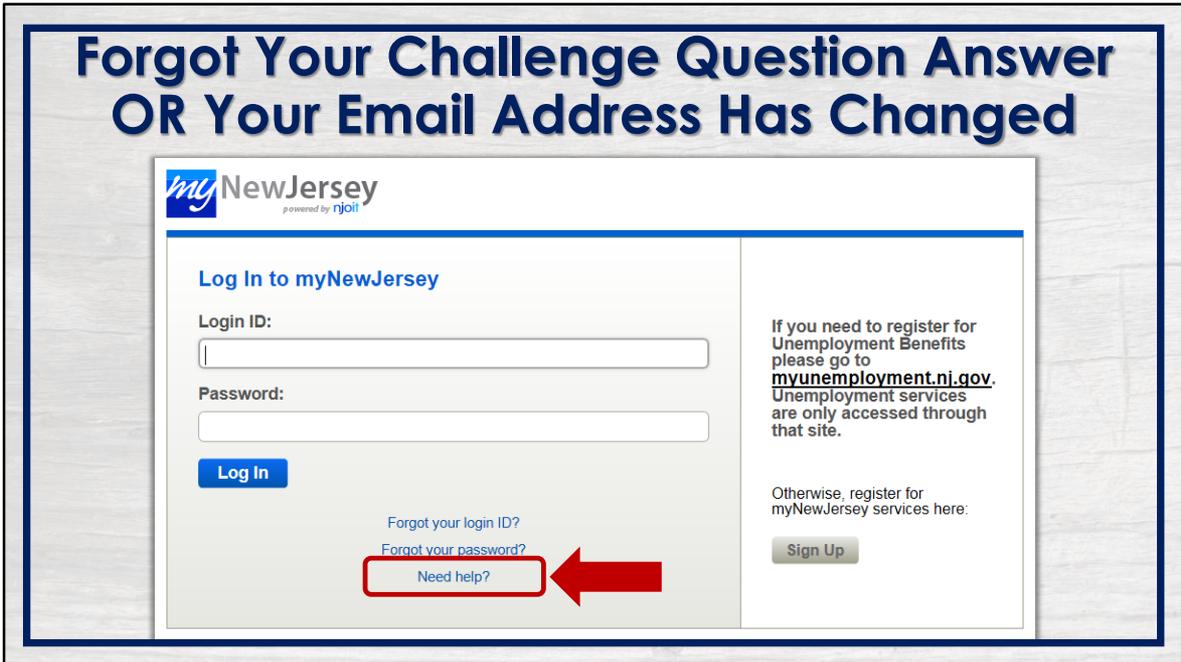
This step-by-step guide will assist active and retired members from Public Employees' Retirement System (PERS), Teachers' Pension and Annuity Fund (TPAF), Police and Firemen's Retirement System (PFRS), State Police Retirement System (SPRS), and beneficiaries who are receiving a survivor benefit with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

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>

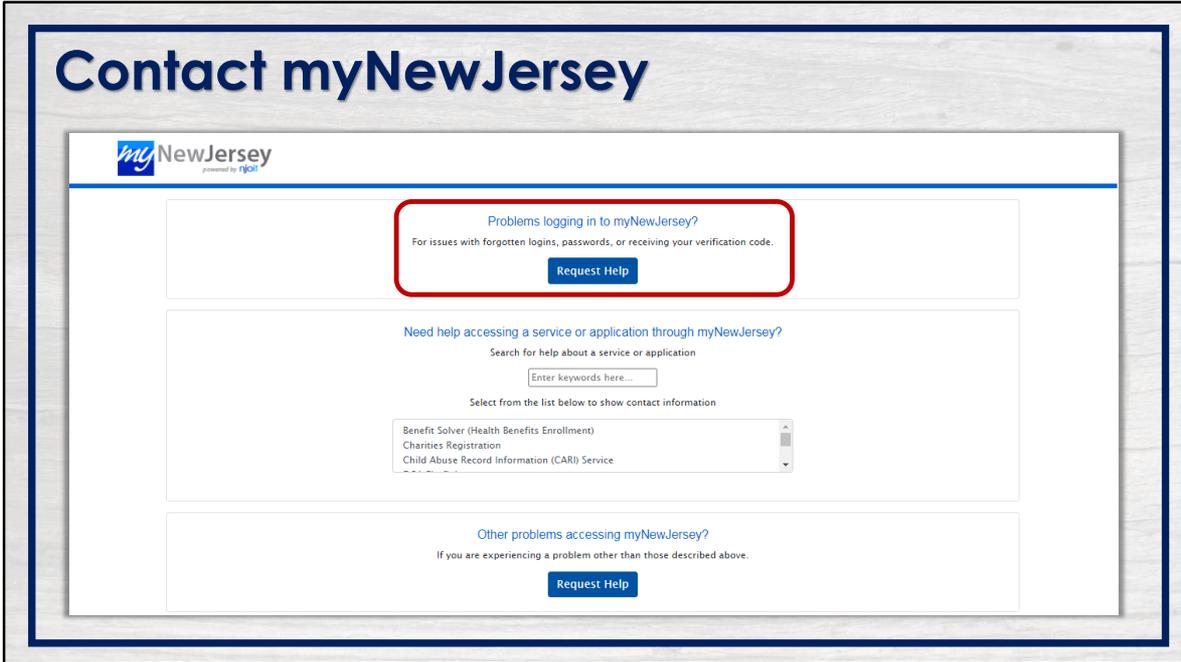
For assistance with the registration process, see the *Active MBOS Registration* or the *Retired MBOS Registration* video or user guides which can both be accessed from the MBOS registration page.



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



On the myNewJersey login in screen, click "Need help?" at the bottom.



In the “Problems logging in to myNewJersey?” section, click the “Request Help” button.

Contact myNewJersey

myNewJersey
powered by FICOM

Which of the following describes why you can't log into your myNewJersey account:

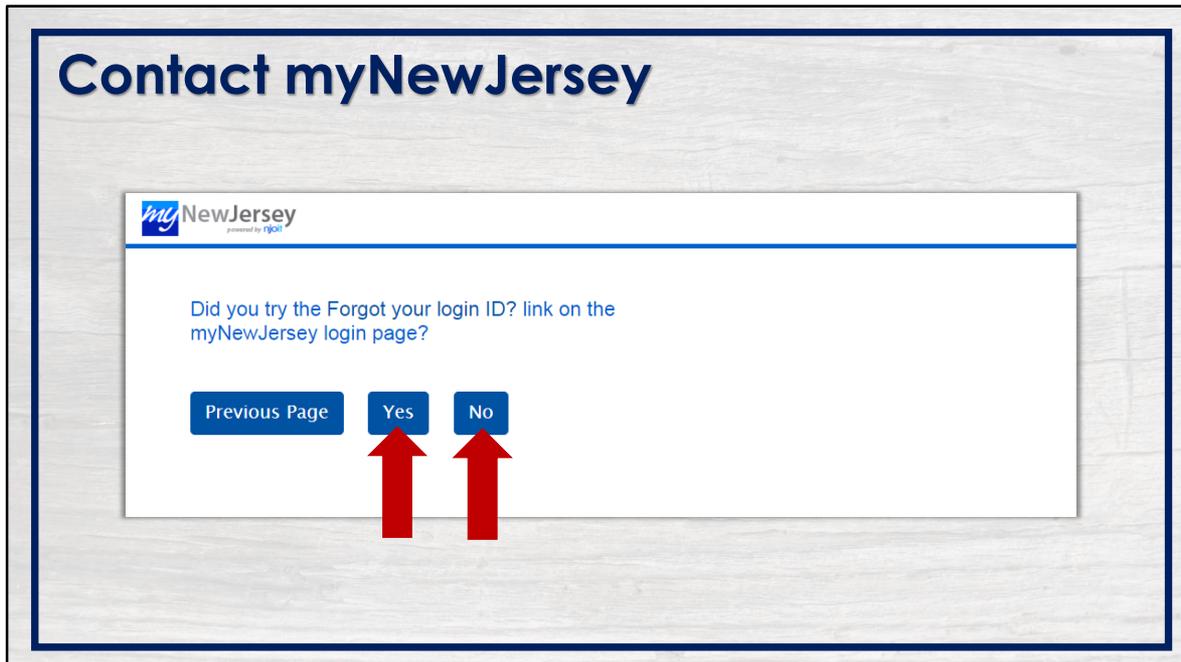
- I've forgotten my myNewJersey Login ID, or it wasn't accepted
- I've forgotten my myNewJersey password, or it wasn't accepted
- I never received an email after trying to reset my password
- I'm having problems with the verification code for my MyNewJersey account
- My email address has changed for my myNewJersey account

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From the list, select the reason you cannot log into your myNewJersey account.

Based on the selection you have made, myNewJersey may ask a series of questions to help you rectify the problem.

Let's take a look at one of the scenarios: If you are unable to log in to your myNewJersey account because you forgot your login ID or it wasn't accepted, you would select the first option and click next.



The first question you will be asked is if you have tried the “Forgot Your Login ID?” link on the myNewJersey login page.

If you did not, select “No” and follow the prompts. You may want to see our “MBOS Login Issues Part 1” video or user guide for assistance.

Assuming you tried the link and it was unsuccessful, click “Yes.”

Contact myNewJersey



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What happened when you tried to retrieve your login ID?

- I entered my email address and the message said "We don't have an account for the email address you entered, or there are multiple accounts with that address"
- My answer to the challenge question wasn't accepted
- I never received the email after requesting my login ID

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Next, select what happened when you tried to retrieve your login ID and follow the prompts.

In our scenario, select "My answer to the challenge question wasn't accepted."

Contact myNewJersey

myNewJersey
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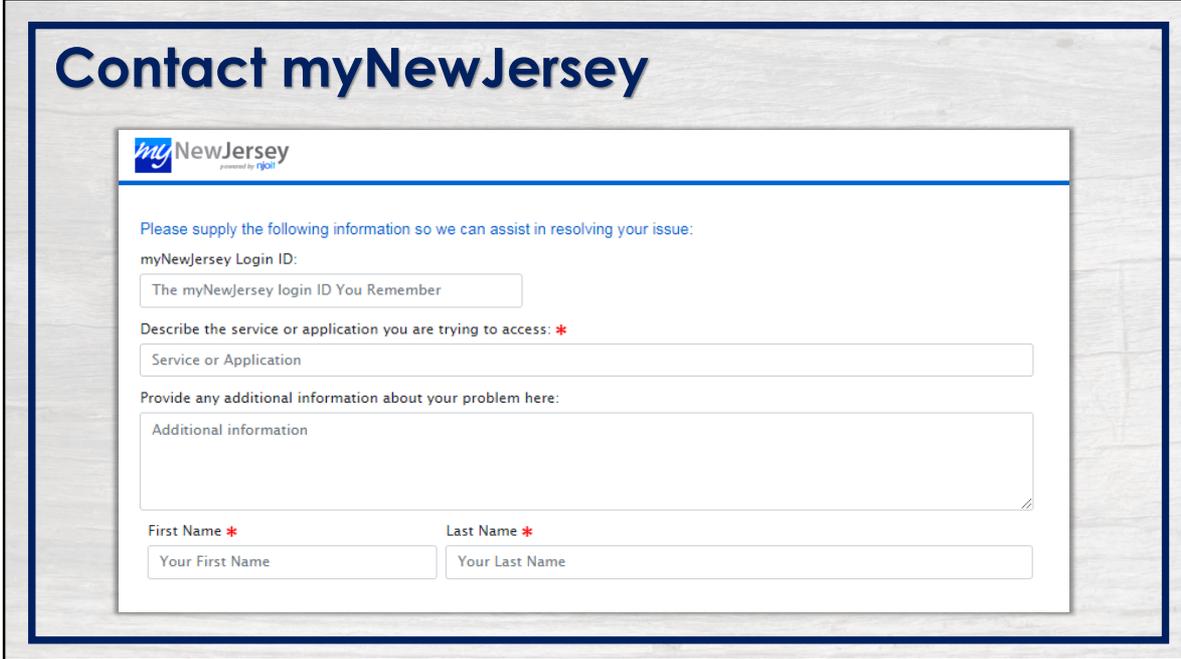
Please supply the following information so we can assist in resolving your issue:

What is the answer to your challenge question? *

* Indicates A Required Field

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On the next screen, provide the answer to your challenge question and click the “Continue” button to proceed.



Contact myNewJersey

myNewJersey
powered by FIDM

Please supply the following information so we can assist in resolving your issue:

myNewJersey Login ID:

The myNewJersey login ID You Remember

Describe the service or application you are trying to access: *

Service or Application

Provide any additional information about your problem here:

Additional information

First Name * Last Name *

Your First Name Your Last Name

Because the series of questions and prompts did not rectify the situation, you will need to contact myNewJersey for assistance by completing this electronic form.

At the top of the form, provide the myNewJersey login ID you remember—if you cannot remember it, you can leave this field blank.

In next field, describe the service or application you are trying to access. In this case, you would indicate MBOS. Space is provided if you have any additional information you'd like to provide about the problem you are experiencing.

Then enter your first and last name.

Contact myNewJersey

myNewJersey
powered by NJOB

Current Email Address *

Current Email

If you no longer have access to the old email for your myNewJersey login ID, you can add them here:

+ Add Additional Email Addresses

If you registered using a different name, you can add additional names here:

+ Add Additional Names

* Indicates A Required Field

Previous Page Submit Your Help Request

Next provide your CURRENT email address.

If you no longer have access to the old email attached to your account, click the green button labeled "Add Additional Email Addresses."

Contact myNewJersey

myNewJersey
powered by NJOB

Current Email Address *

Current Email

If you no longer have access to the old email for your myNewJersey login ID, you can add them here:

+ Add Additional Email Addresses

* Previous Email

If you registered using a different name, you can add additional names here:

+ Add Additional Names

* Indicates A Required Field

Previous Page Submit Your Help Request

A field will appear for you to provide your previous email.

If you have more than one old email address, you can click the button again for a new "Previous Email" field.

Contact myNewJersey

myNewJersey
powered by NJOB

Current Email Address *

Current Email

If you no longer have access to the old email for your myNewJersey login ID, you can add them here:

+ Add Additional Email Addresses

If you registered using a different name, you can add additional names here:

+ Add Additional Names

* Indicates A Required Field

Previous Page Submit Your Help Request

If you registered your account using a different name, click the button labeled “Add Additional Names” to list your former name.

Contact myNewJersey

myNewJersey
powered by NJOB

Current Email Address *

Current Email

If you no longer have access to the old email for your myNewJersey login ID, you can add them here:

+ Add Additional Email Addresses

If you registered using a different name, you can add additional names here:

+ Add Additional Names

* Previous First Name Previous Last Name

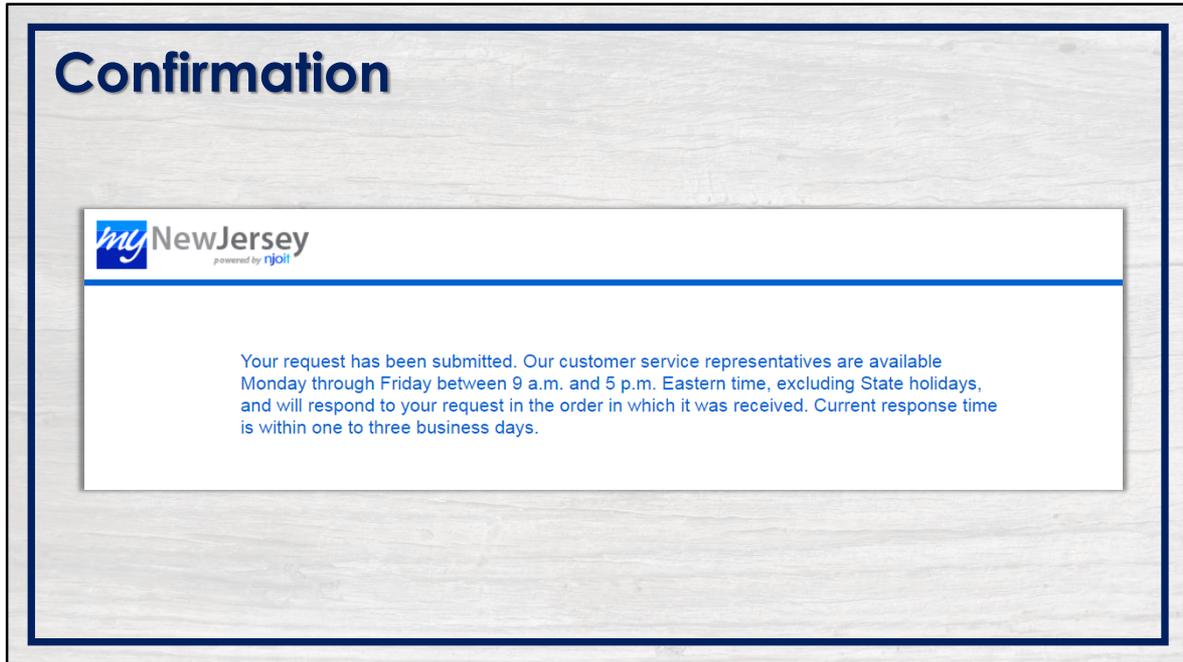
* Indicates A Required Field

Previous Page Submit Your Help Request

Provide your previous name starting with the first name then your previous last name.

Review everything you have entered.

If the information is correct, click the “Submit Your Help Request” button.



Once submitted, a myNewJersey customer service representative will respond to your request in the order it was received. Response times may vary so be sure to check the timeframe on the confirmation screen.

Remember to check your bulk, junk, and/or spam folders if your response does not appear in your regular inbox.

Sample Email

From: xxxxx.xxxxx@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

Within several business days, an Office of Information Technology's Help Desk (OIT) support staff member will respond to your inquiry. The email address will vary so be sure to look for an email ending in @tech.nj.gov. Also, the subject will reference your myNewJersey portal.

Sample Email

From: xxxx.xxxx@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

You may be asked to provide the last four digits of your SSN to confirm your identity!

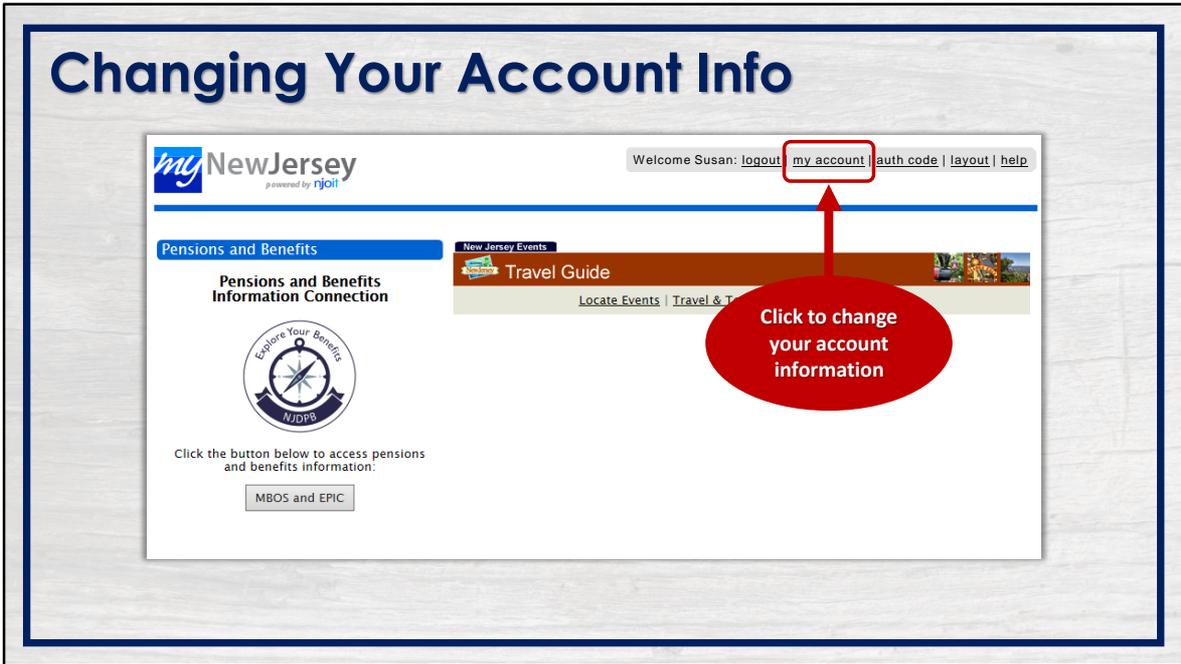
- * Go to <https://www.nj.gov/> and click the Login link
- * Enter your log on ID and password
- * Click the "my account" link on the Welcome line
- * Change your challenge question and answer
- * Click the Update button

Please note that myNewJersey may ask you to provide the last four digits of your Social Security number to confirm your identity before they can assist you.

Please Note

**Remember, this was just an example.
The questions you will be asked
before completing the electronic form
may vary depending on the login issue
you are encountering, as well the
response from myNewJersey.**

Remember, this was just an example. The questions you will be asked before completing the electronic form may vary depending on the login issue you are encountering, as well as the response from myNewJersey.



Once you have gained access to your myNewJersey account, you may need to update your account information like your password and/or the answer to your security question.

To do so, click the “my account” link at the top of the page.

Changing Your Account Info

- Do you need to update your email address?
- Has your password been reset? Create a new one that you'll be able to remember.
- Is your challenge question and answer too easy to guess or too difficult to remember?
- Click "Update" to save your changes

Update myNewJersey Account Information for Logon ID susansmith123

First Name
Susan

Last Name
Smith

Email Address
susansmith@myemail.com

Current Password

New Password

Confirm New Password

Challenge Question
Mother's Maiden Name

Response
Jones

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

What information do you need to update?

Is your email address outdated? If so, provide your current email address in the appropriate field.

Was your password reset? If it was, you will need to create a new one that you will be able to remember. To begin, enter your current password EXACTLY as it appears in the email you received in the "Current Password" field. 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.

Does your challenge question and answer need to be changed? Your security question and answer should be something only you can answer like "What was the make of my first car?" or "Who was my favorite teacher?" It is a good idea to refrain from using questions where the answer can change or can be easily answered by someone other than you. For example, "What is my favorite color?" or "What is the name of my pet?" Enter the new security question in the "Challenge Question" field and your answer in the "Response" field.

When you are finished, click "Update" to save your changes.

How to Contact NJDPB:

<u>Telephone</u>  (609) 292-7524	<u>Mail</u>  P.O. Box 295 Trenton, NJ 08625-0295	<u>Email</u>  pensions.nj@treas.nj.gov
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You should now be able to access your MBOS account. Remember to keep your login ID and password safe.

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