

Manchester Employees' Contributory Retirement System  
Web Access to your Personal Account Information  
Step by Step Instructions  
For First Time Users

1. Go to the website at <http://www.manchesterretirement.org/>
2. From the options listed on the left side of the home page, choose "Personal Online Features".
3. Click on the "Signup" link.
4. You should find yourself back on the Home Page except that two buttons will now appear at the bottom of the page. Choose the button which says "I agree".
5. You should now be on the user signup page. Enter your name in the "User Name" box. (Remember that this is a user name and need not be your complete name. We suggest that you keep it under 20 characters in length.) Enter the email address where you want the system to send your starter password. Enter your nine digit social security number, **(be sure NOT to enter dashes or your access won't work)**. Select a category for a "Secret Word" and then give the system the secret word of your choice.
6. Click on the "Submit" button.
7. Leave the site and check the email box identified in Step 5.
8. Record your starter password which will be in an email from the site. Revisit the site and choose "Personal Online Features" again.
9. This time you should enter your name as you entered it in Step 5 above and the starter password you received via email. This should not only get you into your personal information section of the site but also allow you to change your starter password. The starter password tends to be a long jumble of letters which will be hard to remember. We suggest you change it to something that won't give you a problem. Your password can be any combination of letters and numbers but cannot exceed 12 characters in length.
10. In the event you follow the steps above and still have difficulty, report your problems to: [gfleury@manchesterretirement.org](mailto:gfleury@manchesterretirement.org). Be sure to include a phone number where you can be reached and a best time for us to contact you as we will remedy any problems you are having and talk you through the access process over the phone if necessary.