

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

(Retirees cannot access personal information on this site. Retirees who need to confirm personal account information must do so by calling the Retirement System.)

1. Go to the website at <https://www.manchesterretirement.org/>
Select "Member Login" in the upper right hand portion of the screen, and where it asks, "Need an account?", click on the "SIGN UP" button.
2. You should now be on the user signup page. Enter your first name, middle initial and last name, where requested. If you don't have a middle initial, you can just leave it blank. Please be sure to enter a phone number, email address and your date of birth.
3. Answer the math question in the lower right corner of the screen, (that's an important security step) and click "Submit". Please note that if you are using Internet Explorer 11 or earlier versions, you may need to click on the "Submit" button twice. Users of other browsers will not experience this issue.
4. We will receive your request and send you a User ID and Starter Password by U.S. mail. Once you receive the Starter Password, you will be able to change it yourself to anything you like but we strongly recommend complex passwords which use a combination of upper and lower case letters, numbers, and special characters.
5. Typical response time for user access is under three days. Failure to receive a written response after 5 days, should be followed up with a phone call to the office during business hours so that we can identify and correct any addressing problems.
6. **You can call us during business hours, (8 am to 4 PM) at 624-6506 for assistance.**