

HOW TO LOGIN & ACCESS YOUR PERSONAL ASRS ACCOUNT

Step 1

From ASRS website (www.azasrs.gov), click the “Login Here” button:



Step 2

On the **Member Login and Registration** page, click the appropriate option:

A login form with two input fields: "Login ID" and "Password". Below the fields is a button labeled "Login to Secure Home". There is a small information icon (i) to the right of the Login ID field.

[Forgot your Login ID?](#)



[Forgot your password?](#)



[Forgot your Login ID and password?](#)



[First time registering?](#)



Select this option if you know you have registered in the past, but have forgotten your Login ID.

If you know your Login ID but have forgotten your password, follow the link above to change your password by answering a few key questions

Select this option if you have forgotten both your Login ID and password.

Select this option if you are attempting to register for secure access the first time or if you have never completed the registration process.

Step 3

If you receive a “Pop-Up” for the Survey, please minimize it until you have completed the registration process. Once you have completed registering, take a moment to complete the survey. We appreciate your feedback. ***Thank you!***

Step 4

Click on the link Register for Secure Account Access to start the registration process:

A screenshot of a web page titled "Web User Registration". Below the title is a sub-heading "Information on Establishing an Online Access Account". The main text reads: "The ASRS is proud to present to our members the ability to access their account information online. In order to have access you must register for an account." Below this text is a link "Register for Secure Account Access" which is highlighted with a red box. At the bottom of the page, there is a footer with links for "Website Privacy Policy", "Accessibility Policy", "Contact Us", and "© Copyright 2012 AZ.gov".

Step 5

Once you have completed the review for the Access Agreement select “I Agree” to continue the Registration Process.

Step 6

Complete the required fields.

Note: If any information you provide does not match our records or is not on file, you may receive an “Unable to Verify” message. You will be asked to send a copy of your Driver’s License or Birth Certificate to validate the information. You can fax them to the ASRS at (602) 240-2096. Be sure to include your Social Security Number.

Step 7

Complete the security questions.

Note: For security purposes, we only show one of your past or present employers. Please choose it from the drop down arrow.

Step 8

The Final Step in completing your registration – you will receive an e-mail with a link to “activate” your account. Click on the link provided in the e-mail and follow the instructions. You will have 14 days to activate your account or it will be necessary to restart the registration process.

Step 9

Restore the survey pop-up to complete the quick survey. **Thank You!**

TROUBLE-SHOOTING THE ASRS WEB REGISTRATION PROCESS:

These are the errors most frequently experienced during the ASRS web registration process and what to do:

Formatting -

Social Security Number – can be entered with or without dashes (123-45-6789 or 123456789).

Date of Birth – can be entered with or without slashes (MMDDYYYY or MM/DD/YYYY). The zero will automatically be removed from the month &/or day by the system.

Last Name – enter your last name as used on your mailings from ASRS (including hyphens, apostrophes and periods, as applicable).

Unhandled Exception -

If you receive this message, try refreshing your browser by closing all web pages and reopening Internet Explorer or stopping and restarting Firefox, Google Chrome, etc.

If you have any questions after following this trouble-shooting guide, please contact us for additional assistance:

If unable to register, send a non-secure email to AskMAC@azasrs.gov.

Send us a secure email. ASRS members (active, inactive or retired) can send and receive email correspondence in a secure setting via their ASRS personal homepage. Members must be logged in to their secure homepage to use this important function.

Call our Members Services center. Be sure to have your social security number handy when calling in. Please note that call volumes can vary considerably, resulting in longer wait times, particularly after the first of the month. Your patience is appreciated.

- IN PHOENIX: (602) 240-2000
- IN TUCSON: (520) 239-3100
- OUTSIDE THE METRO AREA: (800) 621-3778