



## NDPERS On-Line Services Frequently Asked Questions



### NDPERS ACCOUNT:

**Q. Why is my annual statement not updated each time I login or make a change?**

A. Annual statements are a reflection of your NDPERS account(s) as of the end of each fiscal year (June 30<sup>th</sup>) for active or deferred members and end of each calendar year for retirees. Annual statements print only once a year. Any changes you make throughout the year are reflected on the annual statement generated at the end of the next fiscal year or calendar year.

**Q. When is my member account balance, credit and salary information updated?**

A. Accounts are updated once a month, generally around the 20th.

**Q. Why do I get the message: You do not have an active account?**

A. Either 1) You only have group insurance with NDPERS and/or your retirement account is another employer-sponsored plan, such as Teacher's Fund for Retirement or TIAA-CREF.

Or

2) You are a "lost participant"-NDPERS no longer has a valid address on file. To update your address, please complete a "[Notice of Change SFN 10766](#)" and send the form to the NDPERS office.

**Q. Can I view my NDPERS medical spending account balance?**

A. Not through the NDPERS on-line services. To view FlexComp balance and other payroll/general benefit information, you must go to the PeopleSoft Portal.

### LOGIN, PASSWORD, ID

**Q. I have multiple ND Login IDs?**

A. Only one ID can be associated to your NDPERS On-line Services account. Please remember which ID is associated with your NDPERS account as we cannot access this information.

**Q. Why am I getting a message that my Social Security number is already associated with a ND Login ID?**

A. You are not using the ND Login ID you assigned to your NDPERS account and need to use the same one you originally setup, or call NDPERS.

**Q. What do I do if my email address changes?**

A. Contact the ITD Help desk.

Telephone number is (701) 328-4470

Web: <http://www.state.nd.us/itd/contact-us.html>

**Q. How do I choose a password?**

A. You create your own password, so choose a password you will easily remember. Your password must be no less than six characters which contains at least one lower and one upper case character and one number--Remember what characters are upper and lower case characters and numeric. Change your password regularly.

**Q. How do I set security questions?**

A. Make them unique to you.

Examples:

Q. What's my brother/sister's middle name

A. Jack/Jill

Q. What's my pet's name?

A. No pet