

## 105 Introduction

The PIN/Password (PPW) system allows our customers to access specific internet services via the RRB website at [WWW.RRB.GOV](http://WWW.RRB.GOV). The Benefit Online Services menu page displays the option to create a PPW account, as well as all other internet services options. The system provides the security necessary to protect the privacy of all users. Only current or former RR employees (not receiving an annuity) can establish a PPW account at this time.

Currently, employees who establish a PPW account will be able to access the following Benefit Online Services online:

- View Railroad Service and Compensation History
- Use Retirement Planner to request employee and spouse estimates (for employees who have not yet retired)
- Apply for Unemployment Benefits
- Claim Unemployment Benefits (for employees who have already filed an application for unemployment benefits)
- View RUIA Account Statement

The following is a list of terms you should know:

Term	Definition
PRC	PRC is the acronym for Password Request Code. The PRC is used to validate the identity of the user and establish a PIN/Password account. A PRC is used only once (initially) to establish a PPW account. For security reasons, the PRC is mailed to the user's address (as shown on RRB records.) A PRC never changes, expires 30 days after issuance and can be extended.
PIN	The PIN is the user's social security number. After entering the PRC, PIN and a password (created by the user) to successfully establish an account, a user only needs to enter their PIN and password (for future log ins) to use our online services.
Password	The password is created by the user according to the password rules on the <i>Establish your Internet Account</i> screen. After establishing an account, users have the option to change their password; or can request a new password via the PIN PASSWORD ADMINISTRATOR group mailbox. For security reasons, new passwords are mailed to the user's address.

After establishing an account, a user only needs to enter their PIN and password to log in.
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The PPW system is used to establish a PIN/Password account. The system:

- Verifies the identity of the user by matching the user information to data in RRB records.
- Assigns and provides a Password Request Code (PRC).
- When the PRC is received, the user enters the PRC, PIN (social security number) and password to establish the PPW account.
- The system validates the PRC and PIN and allows user access to online services.
- Once the account is established, only the PIN and password are needed for future log-ins.

When the user identification entries match the information on RRB records and the user enters appropriate entries for the password, a PPW account can be established completely online (without the intervention of any field office personnel or PPW System Administrators.)

## 110 Web Page Design And Processing

### 110.1 Acknowledgement Page

When a first time user selects *request a PRC* from the Benefit Online Services menu ([see Section 110.7](#)), the Acknowledgement page opens.

**PIN/Password (PPW) Services**  
**PPW Certification Statement**

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Any person who knowingly and willingly makes any representation that is false to obtain information from Railroad Retirement Board records and/or that is intended to deceive the Railroad Retirement Board as to the true identity of an individual could be punished by a fine or imprisonment, or both.

I have read the above statement and am the individual to whom the PIN/Password information applies.

The Acknowledgement page appears every time the PPW system is accessed. A user must access the PPW system to create a PPW account, change a password or login to a secure online service. The purpose of this page is to ensure that all users are notified of the effect of making a false/fraudulent statement to gain access to any of the internet services.

The user has the option to accept or cancel from this page. If the user clicks on the OK button, the *PPW Introduction* page opens.

## **110.2 PPW Introduction Page**

The *PPW Introduction* page provides customers with a brief explanation of the steps needed to establish a PPW account.

## PIN/Password (PPW) Services

### PPW Introduction

Form Approved: OMB No. 3220-0198

If you have already established an account you may [login](#) now.

You must first establish an account in order to access RRB Internet services. To establish an account, follow steps 1 and 2.

1. Go to Box 1 to request a Password Request Code (PRC). A PRC will be sent by US Mail to your address of record.
2. Go to Box 2 when you receive your PRC. Use the PRC to establish your PIN/Password account.

Once you receive your PRC and establish your account, you never need to click on Box 1 or 2 again. You perform steps 1 and 2 only one time. Go to Box 3 for all future access to our online services.

[View presentation about requesting a PRC](#) 

**NOTE:** You will not be able to establish an account unless your web browser supports [advanced encryption](#). Some older versions of web [browsers](#) are not compatible with the PIN/Password feature.

This explanation is followed by three choices:

- Request a Password Request Code (PRC)
- Establish your RRB Internet Account
- Internet Services Log In

<b>1</b>	<a href="#">Request a Password Request Code (PRC)</a>	Obtain a Password Request Code (PRC). A PRC is needed to establish an online account with the RRB.
<b>2</b>	<a href="#">Establish your RRB Internet Account</a>	Establish an RRB Internet account after receiving a PRC in the mail. Once the account is established the PRC is no longer needed.
<b>All established accounts should select below to log in to online services</b>		
<b>3</b>	<a href="#">Internet Services Log In</a>	Access RRB online services.

### 110.3 PRC Explanation Page

First time users will click *request a PRC* from the Benefit Online Services menu. Users then click on box 1 - *Request a Password Request Code (PRC)*. This opens the PRC Explanation page which provides an explanation of the PRC and lists the information the user will have to provide.

<b>PIN/Password (PPW) Services</b> <b>Password Request Code (PRC)</b>	
<b>Form Approved: OMB No. 3220-0198</b>	
The PRC is used to:	
<ul style="list-style-type: none"> <li>■ Establish a RRB account under the railroad employee's Social Security Number (SSN)</li> <li>■ Validate the identity of the person making the request</li> <li>■ Provide the ability to request a PIN and Password</li> </ul>	
To request a PRC, you will be asked to provide the railroad employee's:	
<ul style="list-style-type: none"> <li>■ Full name</li> <li>■ SSN</li> <li>■ Date of birth</li> <li>■ Mailing address</li> </ul>	
<p>The information you provide is matched against the employee's records, which are stored by the Railroad Retirement Board (RRB). If the information matches, your request will be approved and you will receive your PRC in the mail within 10 business days from the date of the request.</p> <p>If the information you provide does not match the information stored by the RRB, you will be advised to contact the nearest RRB field office to resolve any discrepancy.</p> <p>The PRC, which is unique to each individual and may not be shared, must be used within 30 days from the date of the letter to establish a PIN/Password account. If the PRC is not used within the 30 day time frame, you must contact the <a href="#">system administrator</a> to request a new PRC letter.</p> <p>If you want to block password access to your account to ensure that your personal information cannot be accessed using this automated system, please contact the <a href="#">system administrator</a>.</p> <p style="text-align: center;"><b>At this time only railroad employees can create an account.</b></p>	

A PRC is used to validate the identity of the user and establish a PPW account. The PPW system will assign an 8 character alpha/numeric PRC to validated users through the U.S. mail. Each user will receive a unique PRC which may not be shared, and must be used within 30 days from the date of the PRC letter. A PRC is used only once, to initially establish an account.

To begin the request for a PRC, users will be asked to indicate where they live. The choices are U.S., Canada or other. Clicking the *Submit* button will open the appropriate PRC request form.

Please answer the following question.

Where does the railroad employee live?  United States  Canada  Other

### 110.4 Request PRC Screen

The user should complete all items on the form. The PRC request forms (for U.S and Canadian residents) are displayed below:

**PIN/Password (PPW) Services**  
**Password Request Code (PRC)**

Form Approved: OMB No. 3220-0198

Enter information for the railroad employee

RR Employee Name:\* 

First	MI	Last
<input type="text"/>	<input type="text"/>	<input type="text"/>

Social Security Number:\* -- Date of Birth:\* --

Street Address:\*

City:\*  State:\*  Zip Code:\* -

\* Field is required

(U.S.)

<b>PIN/Password (PPW) Services</b>			
<b>Password Request Code (PRC)</b>			
<b>Form Approved: OMB No. 3220-0198</b>			
<b>Enter information for the railroad employee</b>			
<b>RR Employee Name:*</b>	<b>First</b>	<b>MI</b>	<b>Last</b>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Social Security Number:*</b>	<input type="text"/>	<input type="text"/>	<b>Date of Birth:*</b>
	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
<b>Street Address:*</b>	<input type="text"/>		
	<input type="text"/>		
<b>Province:*</b>	<input type="text"/>	<b>Country:*</b>	<input type="text"/>
		<b>Postal Code:*</b>	<input type="text"/>
<b>* Field is required</b>			
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>			

(Canadian)

If a user clicks the *Other* button, the following message is displayed:

#### **Password Request Code (PRC) Status**

At this time, international addresses cannot request a PRC online.  
Your request must be processed at the field office.  
Please [contact](#) your local field office for more information.

The mandatory identification items are the railroad employee's name, social security number, date of birth and address. These four items must be matched to the information in our records. After completing the items, the user will click the *Submit* button at the bottom of the screen.

The employee's identification items must match our records. The system will validate the mandatory entries against EDM. If the entries match our records, the following message will appear:

Your PRC Request has been approved.  
A PRC will be sent by U.S. Mail to your address on record.  
Please allow 10 working days for your PRC to arrive.

The text of the GL-60 PRC letter is shown (in the five paragraphs) below:

Your request for a Password Request Code (PRC) has been received and approved.

Your PRC is:

A PRC is used only once to establish a PIN/Password account on the RRB Web Site (WWW.RRB.GOV). To use your PRC, click on the Establish Internet Account link on the Benefit Online Services menu page. After successfully establishing your account, your PRC is no longer needed and may be discarded.

Please establish your account within 30 days. The PRC provided in this letter will expire 30 days from the date of this letter. If this PRC expires, you will be required to contact the PPW System Administrator for a new letter.

If you have any problems establishing your account, please contact the PPW System Administrator through the link on the left of the PIN/Password web page. If you have any questions or need any other assistance, please contact your local field office. The field office responsible for providing assistance to you is located at:

If the mandatory entries do not match our records, the following message will appear:

The information you provided does not match the information on our records.  
Please check your entries and try again.

After five failed attempts, the user is referred to the field office for assistance. The field office action is described under Field Office Responsibilities/Functions (Section 115 of this procedure.)

### **110.5 Establish Your Internet Account Screen**

When users receive a PRC, they will access the RRB website Benefit Online Services menu page and select *Establish Internet Account (After PRC received)*. After clicking OK on the Acknowledgement page, the *Establish your Internet Account* screen opens. This screen briefly explains the necessity of a PRC. It then explains password rules.

## PIN/Password (PPW) Services

### Establish your Internet Account

**Form Approved: OMB No. 3220-0198**

To establish an Internet account, you must have a Password Request Code (PRC). If you have not applied for a PRC, please click [here](#) to go to the PRC request screen. If you have a PRC, complete the items below and click Submit.

Please note the following password rules:

1. Password length must be between 8 and 15 characters
2. Password can contain any combination of the following characters:
  - a through z
  - A through Z
  - 0 through 9
  - pound (#)
  - star (\*)

The user makes the following required entries: PRC, PIN (enters own social security number), Create Your Password (created by user according to explained rules), Re-enter Password (re-enters password for confirmation.) Users must create passwords that are between 8 and 15 characters. The password can be comprised of A through Z, a through z, 0 through 9, pound (#) and star (\*). After completing the entries, the user clicks the *Submit* button at the bottom of the screen.

- PRC is case sensitive
- Enter the PRC exactly as it appears on your letter
- PIN is your Social Security Number (no dashes)

<b>PRC:*</b>	<input style="width: 90%;" type="text"/>
<b>PIN:*</b>	<input style="width: 90%;" type="text"/> (999999999)
<b>Create Your Password:*</b>	<input style="width: 90%;" type="password"/>
<b>Re-enter Password:*</b>	<input style="width: 90%;" type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	

**\* Field is required**

The system will validate the PRC and PIN against information in the PPW module. The system also checks that the password is in the specified format. If the match is successful, the following message will appear:

#### **Establish PIN/Password Account Status**

Your PIN/Password Account has now been established.  
You may now [login](#) to the Internet Services Page.

If the PRC and PIN cannot be validated, the appropriate error message will appear. All error messages on this screen will include the statement: *Please check your entries and try again*. The user will be allowed five attempts, then, locked out of the session. The user must completely exit the PPW system and try again.

This screen provides a link to *Contact an RRB office near you* and *PPW System Administrator* group mailbox if the user needs assistance.

#### **110.6 Log In Screen**

After successfully establishing a RRB account, the first time user is taken to the *Log In* screen. Users who already have an account established, can access the *Log In* screen by clicking *Login Now* from the Benefit Online Services menu.

<b>PIN/Password (PPW) Services</b>	
<b>Log In</b>	
To log in, you must have already established your Internet account. If you have established your account then enter your PIN (Social Security Number) and password below.	
<ul style="list-style-type: none"> <li>■ <b>PIN is your Social Security Number (no dashes)</b></li> <li>■ <b>Password is case sensitive</b></li> </ul>	
<b>PIN:</b>	<input type="text"/> (999999999)
<b>Password:</b>	<input type="password"/> <a href="#">Forgot your password?</a>
<input type="button" value="Login"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	
If you need assistance logging in, contact the <a href="#">system administrator</a>	

The *Log In* screen requires the user enter a PIN (social security number) and Password. After entering a PIN and Password, the user clicks the *Login* button. The system will validate the PIN and Password. If they are valid, the Benefit Online Services menu page opens.

If the PIN and Password are not validated, an error message will appear. This screen provides a link to *Contact an RRB office near you* and *PPW System Administrator* if the user needs assistance.

Users who have established a PPW account and forget the password may request a new password from this screen by clicking *Forgot your password*. The PPW system will assign a new password and mail it to the user's home address on record. The text of the GL-60a reset password letter is shown (in the four paragraphs) below:

Your request for a new password has been received and approved.

Your new password is:

You need to enter this password and your PIN to access certain Internet services on the RRB Web Site (WWW.RRB.GOV). To use your new password, you must click on the Login Now link on the Benefit Online Services menu page. After successfully logging in, you may change your password by clicking on Change Password from the Benefit Online Services menu.

If you have any problems logging in, please contact the PPW System Administrator through the link on the left of the PIN/Password web page. If you have any questions or need any other assistance, please contact your local field office. The field office responsible for providing assistance to you is located at:

Users with an established PPW account have the option of changing their password whenever they want. The option to change passwords is selected from the Benefit Online Services menu page.

### 110.7 Benefit Online Services Menu Page

## Benefit Online Services

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Use Benefit Online Services to conduct private and secure RRB business over the Internet. To get started, select a service below. [More info](#)

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**No Login Required**

- [Request Services:](#)
  - Request Duplicate Tax Statement ~ [More info](#)
  - Request Monthly Rate Verification ~ [More info](#)
  - Request Replacement Medicare Card ~ [More info](#)
  - Request Service & Compensation History ~ [More info](#)
  
- Online Bill Payment Services:
  - [Pay](#) Unemployment or Sickness Bill Online ~ [More info](#)
  - [Pay](#) Retirement or Survivor Bill Online ~ [More info](#)

**Login Required** You are logged out [[Login Now](#)]

**First time users** must [request a PRC](#) ~ [More info](#)

[View presentation about requesting a PRC](#) 

The following Internet services are intended for railroad employees who are **not receiving annuities**.

Apply for Unemployment Benefits, Claim Unemployment Benefits and View RUIA Account Statement are unavailable Monday and Thursday, from 11:00 P.M. to Midnight CST for routine maintenance.

- [Establish](#) Internet Account (After PRC received) ~ [More info](#)
  - [Request](#) New Password ~ [More info](#)
  - [Change](#) Password (After log in) ~ [More info](#)
- 
- [View](#) Service & Compensation History ~ [More info](#)
  - [Get](#) Annuity Rate Estimate ~ [More info](#)
  - [Apply](#) for Unemployment Benefits ~ [More info](#)
  - [View presentation on Applying for Unemployment Benefits Online](#) 
  - [Claim](#) Unemployment Benefits ~ [More info](#)
  - [View](#) RUIA Account Statement ~ [More info](#)

This page provides the selection of internet services available. The services requiring a PPW account are listed at the bottom. ([Section 105](#) of this procedure describes the services currently available to users with PPW accounts.) Click *More info* to open a question/answer page of frequently asked PPW questions.

Links available to users:

- All pages/screens provide a link to *Contact an RRB office near you*. Users may use this link to contact their field office for assistance.
- All pages/screens provide a link to the PIN PASSWORD ADMINISTRATOR group mailbox for assistance. The link opens an e-mail template (see below) which can be used to transmit a message to the Administrator

## PIN/Password (PPW) Services

### User PPW Services Feedback

**Before sending an inquiry**, make sure you have tried the following links:

- [Request a PRC](#), if you are a first time user
- [Establish the Internet account](#), after the PRC is received
- [Request a new password](#), if you forgot your password
- [Contact the RRB Field Office](#), to report your current address or any other records corrections

If you have any **questions concerning benefit information**, please contact your local [RRB Field Office](#).

This form is intended for **PIN/Password issues** only.

This link provides a secure line for transmission of personal information. Please include your social security number (SSN) with your inquiry. Inquiries are handled in the order in which they are received. Please allow 5 days before sending a second inquiry.

Use this form if you:

- Did not receive your PRC
- Need the expiration of your PRC extended
- Locked your account

All other questions should be directed to your local [RRB Field Office](#).

<b>Your Email Address:*</b>	<input type="text"/>
<b>Subject:*</b>	<input type="text"/>
<b>Comment:*</b> (Include your SSN with your inquiry in the box to the right)	<input type="text"/>

**\* Field is required**

## 115 Field Office Responsibilities/Functions

The field office's primary responsibility is to correct RRB records when they conflict with user input and answer general questions about the system. The pages/screens contain prompts and messages guiding the user through the process. Most accounts should be established completely online. However, when the user receives an error message, the field office may be contacted.

Section 115.1 describes specific inquiries such as when the records don't match, PRC extensions, SSN already in the system, new password doesn't work, locked and fraudulent accounts. Section 115.2 describes general inquiries such as forgotten passwords, new employees and/or employees receiving an annuity requesting an online account, and security issues regarding our mailings. Sections 115.1 and 115.2 are organized in Question/Answer information blocks.

### 115.1 Specific Inquiries

<b>Question – Records Don't Match</b>	<b>Answer</b>
I am getting the message that my records do not match RRB's records. What should I do?	This is the most common situation a field office will encounter. It occurs when the user is requesting a PRC and enters identification information that does not match the information on RRB records. NOTE: The four identification items are the RR employee's name, date of birth, social security number and street address. All four items must match what we have on EDM before the system can approve the PRC request. (See explanation below.)

The PRC request form requires all identification entries to be completed. This information is being stored in the PPW system for audit purposes. The items that must be an exact match for PPW validation are as follows:

- EE Name – first initial, middle initial and first 10 characters of last name
- SSN – full social security number
- Address US or Canadian – first 4 positions of street address
- Address Canadian – province
- Date of birth – month and year (If the day is missing from EDM, this will not cause a reject.)

NOTE: The third bullet above indicates the address must match on the first 4 positions. The address must be entered online exactly as it appears on EDM. If there is a space on EDM, enter the space online. In the examples below, the positions matched against EDM are shown in BOLD:

- **123** Main St (1 2 3 space - matched)
- **1234** Main St (1 2 3 4 - matched)
- **P.O.** Box 123 (P period O period – matched)
- **P O** Box 123 (P space O space – matched)
- **PO** Box 123 (P O space B – matched)

When requesting the PRC, if one or more of these items do not match our records, an error message will appear. As a security measure, the error message will not specify which item does not match. The user will be advised to contact his nearest field office for assistance. The field office must correct our records to correspond with the user information before a PRC can be assigned.

Handle these cases as follows:

When items do not match,

1. Compare all four items provided by the user against EDM (Refer to FOM1 130.50 for procedure on confirming the identity of callers.)
2. Determine which item(s) is incorrect
3. Verify and correct the item(s) on EDM

To correct the address, refer to FOM1 1595.33.

NOTE: Canadian addresses must be in a specific format to match. Refer to FOM1 1705.15.8 for valid province abbreviations.

To correct the name, date of birth or social security number refer to FOM V Art.6 Chapter 609.01.

4. After our records are corrected have the user resubmit the PRC request, or; you may submit the PRC request for the user. (It may be helpful to view the web pages along with the user.) The PRC request may be resubmitted immediately. If the PRC request is still not being accepted, send an e-mail to the PIN Password Administrator group mailbox. (NOTE: Use the standard Outlook e-mail message format. Do not use the e-G-115 General Inquiry Form template when sending inquiries to the PIN Password Administrator group mailbox.) In the subject line

indicate PPW. In your message state that the problem is a PRC request. The PPW System Administrator will request the PRC bypassing EDM edits.

<b>Question – PRC Extension</b>	<b>Answer</b>
<p>My PRC expired. Can I get another PRC?</p>	<p>Once assigned to a person, a PRC never changes. A PRC, however, will expire if not used within 30 days from the date of the PRC letter. If someone needs a PRC extension, contact the PPW System Administrator via a (standard format) e-mail message sent to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line. In the message, indicate that the PRC needs to be extended. The PPW System Administrator will extend the expiration for another 30 days by reprinting the PRC letter.</p>
<b>Question – SSN Already in System</b>	<b>Answer</b>
<p>I am trying to request a PRC and receiving the message that my social security number is already in the PPW system. I don't remember requesting a PRC before. What should I do?</p>	<p>If the social security number is already in the system, it means that person has requested and been approved for a PRC. If he/she does not remember receiving a PRC letter, another letter can be released. If the person has already used the PRC to establish an account and does not remember doing so, the person may need a new password. In either case, send a (standard format) e-mail message to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line and provide the social security number. The PPW System Administrator will look up the account and take appropriate action.</p>
<b>Question - New Password Doesn't Work</b>	<b>Answer</b>
<p>I received a new password in the mail and can't get it to work. What should I do?</p>	<p>One possibility is that the person is not entering the new password correctly. The password entry is case sensitive and must be entered exactly as it appears in the letter. The other situation is that the person has incorrectly gone to the <i>Establish Your Internet Account</i> screen instead of the <i>Log In</i> screen. After receiving a new password, a user (with an established account) needs to click on the <i>Login Now</i> link on the Benefit Online Services menu. This will open the <i>Log In</i></p>

	screen, where the user enters his/her PIN (social security number) and the new password to login.
<b>Question – Account Locked</b>	<b>Answer</b>
I tried to log in and now my account is locked. What should I do?	As a security measure, an account gets locked when the wrong password is entered three times. Only the PPW System Administrator can unlock an account. When the user gets the error message informing them that their account has now been locked, the link to the PPW System Administrator appears in the message. Most users will click the link and ask the PPW System Administrator for assistance. However, some users may feel more comfortable contacting their local RRB field office for help. You should send a (standard format) e-mail to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line. Request that the account be unlocked.
<b>Question – Fraudulent Account</b>	<b>Answer</b>
I believe someone else established (or tried to establish) an account under my social security number. What should I do?	Field Service should notify the PPW System Administrator immediately. Send a (standard format) e-mail message to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line and provide the social security number. The PPW System Administrators will take appropriate action.

## 115.2 General Inquiries

<b>Question – Forgotten/Lost Password</b>	<b>Answer</b>
I forgot my password. Can I get another one? If so, how?	A person can request a new password by clicking on the <i>Request New Password</i> link on the Benefit Online Services menu page, or the <i>Forgot your password</i> link on the <i>Log In</i> screen. The system will assign a new password to the person and release it in a letter mailed to the address on our records. When the person receives the letter, they should login with the new password.
<b>Question – New Employee</b>	<b>Answer</b>

I just started working for the railroad and would like to obtain a PIN/Password account. The system is telling me that my social security number is not in the database. Can I get a PIN/Password?	Employees cannot get a PIN/Password account if they started working for the railroad during the current year; or if they received a BA-6 form and their birth date is shown as 99-99.
<b>Question – Employee Receiving an Annuity</b>	<b>Answer</b>
I am receiving an annuity and would like a PIN/Password account. I am receiving the message that my information does not match your records. Can I get a PIN/Password account?	We are using the records of current and former railroad employees (EDM) for online validation. We are not using the records of people already receiving benefits. That is why the information is not matching. We have no internet services for annuitants. They do not need PIN/Password accounts.
<b>Question – Security Mailings</b>	<b>Answer</b>
Can you e-mail my PRC or password to me?	No. For security reasons, all PRCs and Passwords are released through the U. S. mail.

Field offices will answer general questions about the system. If you receive a question that is not addressed in this procedure, contact the PIN PASSWORD ADMINISTRATOR group mailbox. (NOTE: Use the standard Outlook e-mail message format.) Notate in the subject line or first line of the message that it refers to PIN/Password (PPW).

## **120 PPW System Administrator Responsibilities/Functions**

The PPW System Administrators' primary responsibility is to maintain and monitor the PIN/Password system.

General duties include:

- Releasing PRC letters

- Unlocking user accounts
- Responding to user inquiries
- Responding to field office requests for assistance
- Referring user inquiries to a field office when appropriate
- Assigning new passwords
- Managing user accounts
- Managing administrative accounts
- Compiling reports
- Coordinating the display of a message when the system is down

Inquiries - Users may contact the PPW System Administrators at any time for a variety of reasons. The majority of the inquiries concern PRC and password issues. These include:

- PRC extensions
- Forgotten/lost passwords

Users may also contact the PPW System Administrators about:

- PRC and PIN problems establishing the account
- PIN and Password problems while attempting to Log In
- Password format problems

If the PPW System Administrators receive an inquiry that involves correcting EDM, the inquiry will be referred to the appropriate field office for handling. Most user inquiries are received online. The PPW System Administrators will respond to the user via e-mail.

If the user contacts the field office for help and you cannot assist them, you should forward the inquiry to the PIN PASSWORD ADMINISTRATOR group mailbox. (NOTE: Use the standard Outlook e-mail message format.) Include the individual's e-mail address. The PPW System Administrators will respond to the user directly. Field office inquiries will be given priority handling.

## 105 Introduction

The PIN/Password (PPW) system allows our customers to access specific internet services via the RRB website at [WWW.RRB.GOV](http://WWW.RRB.GOV). The Benefit Online Services menu page displays the option to create a PPW account, as well as all other internet services options. The system provides the security necessary to protect the privacy of all users. Only current or former RR employees (not receiving an annuity) can establish a PPW account at this time.

Currently, employees who establish a PPW account will be able to access the following Benefit Online Services online:

- View Railroad Service and Compensation History
- Use Retirement Planner to request employee and spouse estimates (for employees who have not yet retired)
- Apply for Unemployment Benefits
- Claim Unemployment Benefits (for employees who have already filed an application for unemployment benefits)
- View RUIA Account Statement

The following is a list of terms you should know:

Term	Definition
PRC	PRC is the acronym for Password Request Code. The PRC is used to validate the identity of the user and establish a PIN/Password account. A PRC is used only once (initially) to establish a PPW account. For security reasons, the PRC is mailed to the user's address (as shown on RRB records.) A PRC never changes, expires 30 days after issuance and can be extended.
PIN	The PIN is the user's social security number. After entering the PRC, PIN and a password (created by the user) to successfully establish an account, a user only needs to enter their PIN and password (for future log ins) to use our online services.
Password	The password is created by the user according to the password rules on the <i>Establish your Internet Account</i> screen. After establishing an account, users have the option to change their password; or can request a new password via the PIN PASSWORD ADMINISTRATOR group mailbox. For security reasons, new passwords are mailed to the user's address.

After establishing an account, a user only needs to enter their PIN and password to log in.
---

The PPW system is used to establish a PIN/Password account. The system:

- Verifies the identity of the user by matching the user information to data in RRB records.
- Assigns and provides a Password Request Code (PRC).
- When the PRC is received, the user enters the PRC, PIN (social security number) and password to establish the PPW account.
- The system validates the PRC and PIN and allows user access to online services.
- Once the account is established, only the PIN and password are needed for future log-ins.

When the user identification entries match the information on RRB records and the user enters appropriate entries for the password, a PPW account can be established completely online (without the intervention of any field office personnel or PPW System Administrators.)

## 110 Web Page Design And Processing

### 110.1 Acknowledgement Page

When a first time user selects *request a PRC* from the Benefit Online Services menu ([see Section 110.7](#)), the Acknowledgement page opens.

**PIN/Password (PPW) Services**  
**PPW Certification Statement**

---

Any person who knowingly and willingly makes any representation that is false to obtain information from Railroad Retirement Board records and/or that is intended to deceive the Railroad Retirement Board as to the true identity of an individual could be punished by a fine or imprisonment, or both.

I have read the above statement and am the individual to whom the PIN/Password information applies.

The Acknowledgement page appears every time the PPW system is accessed. A user must access the PPW system to create a PPW account, change a password or login to a secure online service. The purpose of this page is to ensure that all users are notified of the effect of making a false/fraudulent statement to gain access to any of the internet services.

The user has the option to accept or cancel from this page. If the user clicks on the OK button, the *PPW Introduction* page opens.

## **110.2 PPW Introduction Page**

The *PPW Introduction* page provides customers with a brief explanation of the steps needed to establish a PPW account.

## PIN/Password (PPW) Services

### PPW Introduction

Form Approved: OMB No. 3220-0198

If you have already established an account you may [login](#) now.

You must first establish an account in order to access RRB Internet services. To establish an account, follow steps 1 and 2.

1. Go to Box 1 to request a Password Request Code (PRC). A PRC will be sent by US Mail to your address of record.
2. Go to Box 2 when you receive your PRC. Use the PRC to establish your PIN/Password account.

Once you receive your PRC and establish your account, you never need to click on Box 1 or 2 again. You perform steps 1 and 2 only one time. Go to Box 3 for all future access to our online services.

[View presentation about requesting a PRC](#) 

**NOTE:** You will not be able to establish an account unless your web browser supports [advanced encryption](#). Some older versions of web [browsers](#) are not compatible with the PIN/Password feature.

This explanation is followed by three choices:

- Request a Password Request Code (PRC)
- Establish your RRB Internet Account
- Internet Services Log In

<b>1</b>	<a href="#">Request a Password Request Code (PRC)</a>	Obtain a Password Request Code (PRC). A PRC is needed to establish an online account with the RRB.
<b>2</b>	<a href="#">Establish your RRB Internet Account</a>	Establish an RRB Internet account after receiving a PRC in the mail. Once the account is established the PRC is no longer needed.
<b>All established accounts should select below to log in to online services</b>		
<b>3</b>	<a href="#">Internet Services Log In</a>	Access RRB online services.

### 110.3 PRC Explanation Page

First time users will click *request a PRC* from the Benefit Online Services menu. Users then click on box 1 - *Request a Password Request Code (PRC)*. This opens the PRC Explanation page which provides an explanation of the PRC and lists the information the user will have to provide.

<b>PIN/Password (PPW) Services</b> <b>Password Request Code (PRC)</b>	
<b>Form Approved: OMB No. 3220-0198</b>	
The PRC is used to:	
<ul style="list-style-type: none"> <li>■ Establish a RRB account under the railroad employee's Social Security Number (SSN)</li> <li>■ Validate the identity of the person making the request</li> <li>■ Provide the ability to request a PIN and Password</li> </ul>	
To request a PRC, you will be asked to provide the railroad employee's:	
<ul style="list-style-type: none"> <li>■ Full name</li> <li>■ SSN</li> <li>■ Date of birth</li> <li>■ Mailing address</li> </ul>	
<p>The information you provide is matched against the employee's records, which are stored by the Railroad Retirement Board (RRB). If the information matches, your request will be approved and you will receive your PRC in the mail within 10 business days from the date of the request.</p> <p>If the information you provide does not match the information stored by the RRB, you will be advised to contact the nearest RRB field office to resolve any discrepancy.</p> <p>The PRC, which is unique to each individual and may not be shared, must be used within 30 days from the date of the letter to establish a PIN/Password account. If the PRC is not used within the 30 day time frame, you must contact the <a href="#">system administrator</a> to request a new PRC letter.</p> <p>If you want to block password access to your account to ensure that your personal information cannot be accessed using this automated system, please contact the <a href="#">system administrator</a>.</p> <p style="text-align: center;"><b>At this time only railroad employees can create an account.</b></p>	

A PRC is used to validate the identity of the user and establish a PPW account. The PPW system will assign an 8 character alpha/numeric PRC to validated users through the U.S. mail. Each user will receive a unique PRC which may not be shared, and must be used within 30 days from the date of the PRC letter. A PRC is used only once, to initially establish an account.

To begin the request for a PRC, users will be asked to indicate where they live. The choices are U.S., Canada or other. Clicking the *Submit* button will open the appropriate PRC request form.

Please answer the following question.

**Where does the railroad employee live?**  United States  Canada  Other

#### 110.4 Request PRC Screen

The user should complete all items on the form. The PRC request forms (for U.S and Canadian residents) are displayed below:

**PIN/Password (PPW) Services**  
**Password Request Code (PRC)**

Form Approved: OMB No. 3220-0198

**Enter information for the railroad employee**

	<b>First</b>		<b>MI</b>		<b>Last</b>
<b>RR Employee Name:*</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Social Security Number:*</b>	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>
	<b>Date of Birth:*</b> <input type="text"/> <input type="text"/> <input type="text"/>				
<b>Street Address:*</b>	<input type="text"/>				
	<input type="text"/>				
<b>City:*</b>	<input type="text"/>	<b>State:*</b>	<input type="text"/>	<input type="text"/>	<b>Zip Code:*</b> <input type="text"/>
			<input type="text"/>	<input type="text"/>	<input type="text"/>

\* Field is required

(U.S.)

<b>PIN/Password (PPW) Services</b>			
<b>Password Request Code (PRC)</b>			
<b>Form Approved: OMB No. 3220-0198</b>			
<b>Enter information for the railroad employee</b>			
<b>RR Employee Name:*</b>	<b>First</b>	<b>MI</b>	<b>Last</b>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Social Security Number:*</b>	<input type="text"/>	<input type="text"/>	<b>Date of Birth:*</b>
	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
<b>Street Address:*</b>	<input type="text"/>		
	<input type="text"/>		
<b>Province:*</b>	<input type="text"/>	<b>Country:*</b>	<input type="text"/>
		<b>Postal Code:*</b>	<input type="text"/>
<b>* Field is required</b>			
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>			

(Canadian)

If a user clicks the *Other* button, the following message is displayed:

#### **Password Request Code (PRC) Status**

At this time, international addresses cannot request a PRC online.  
Your request must be processed at the field office.  
Please [contact](#) your local field office for more information.

The mandatory identification items are the railroad employee's name, social security number, date of birth and address. These four items must be matched to the information in our records. After completing the items, the user will click the *Submit* button at the bottom of the screen.

The employee's identification items must match our records. The system will validate the mandatory entries against EDM. If the entries match our records, the following message will appear:

Your PRC Request has been approved.  
A PRC will be sent by U.S. Mail to your address on record.  
Please allow 10 working days for your PRC to arrive.

The text of the GL-60 PRC letter is shown (in the five paragraphs) below:

Your request for a Password Request Code (PRC) has been received and approved.

Your PRC is:

A PRC is used only once to establish a PIN/Password account on the RRB Web Site (WWW.RRB.GOV). To use your PRC, click on the Establish Internet Account link on the Benefit Online Services menu page. After successfully establishing your account, your PRC is no longer needed and may be discarded.

Please establish your account within 30 days. The PRC provided in this letter will expire 30 days from the date of this letter. If this PRC expires, you will be required to contact the PPW System Administrator for a new letter.

If you have any problems establishing your account, please contact the PPW System Administrator through the link on the left of the PIN/Password web page. If you have any questions or need any other assistance, please contact your local field office. The field office responsible for providing assistance to you is located at:

If the mandatory entries do not match our records, the following message will appear:

The information you provided does not match the information on our records.  
Please check your entries and try again.

After five failed attempts, the user is referred to the field office for assistance. The field office action is described under Field Office Responsibilities/Functions (Section 115 of this procedure.)

### **110.5 Establish Your Internet Account Screen**

When users receive a PRC, they will access the RRB website Benefit Online Services menu page and select *Establish Internet Account (After PRC received)*. After clicking OK on the Acknowledgement page, the *Establish your Internet Account* screen opens. This screen briefly explains the necessity of a PRC. It then explains password rules.

## PIN/Password (PPW) Services

### Establish your Internet Account

**Form Approved: OMB No. 3220-0198**

To establish an Internet account, you must have a Password Request Code (PRC). If you have not applied for a PRC, please click [here](#) to go to the PRC request screen. If you have a PRC, complete the items below and click Submit.

Please note the following password rules:

1. Password length must be between 8 and 15 characters
2. Password can contain any combination of the following characters:
  - a through z
  - A through Z
  - 0 through 9
  - pound (#)
  - star (\*)

The user makes the following required entries: PRC, PIN (enters own social security number), Create Your Password (created by user according to explained rules), Re-enter Password (re-enters password for confirmation.) Users must create passwords that are between 8 and 15 characters. The password can be comprised of A through Z, a through z, 0 through 9, pound (#) and star (\*). After completing the entries, the user clicks the *Submit* button at the bottom of the screen.

- PRC is case sensitive
- Enter the PRC exactly as it appears on your letter
- PIN is your Social Security Number (no dashes)

<b>PRC:*</b>	<input style="width: 90%;" type="text"/>
<b>PIN:*</b>	<input style="width: 90%;" type="text"/> (999999999)
<b>Create Your Password:*</b>	<input style="width: 90%;" type="password"/>
<b>Re-enter Password:*</b>	<input style="width: 90%;" type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	

**\* Field is required**

The system will validate the PRC and PIN against information in the PPW module. The system also checks that the password is in the specified format. If the match is successful, the following message will appear:

#### **Establish PIN/Password Account Status**

Your PIN/Password Account has now been established.  
You may now [login](#) to the Internet Services Page.

If the PRC and PIN cannot be validated, the appropriate error message will appear. All error messages on this screen will include the statement: *Please check your entries and try again*. The user will be allowed five attempts, then, locked out of the session. The user must completely exit the PPW system and try again.

This screen provides a link to *Contact an RRB office near you* and *PPW System Administrator* group mailbox if the user needs assistance.

#### **110.6 Log In Screen**

After successfully establishing a RRB account, the first time user is taken to the *Log In* screen. Users who already have an account established, can access the *Log In* screen by clicking *Login Now* from the Benefit Online Services menu.

<b>PIN/Password (PPW) Services</b>	
<b>Log In</b>	
To log in, you must have already established your Internet account. If you have established your account then enter your PIN (Social Security Number) and password below.	
<ul style="list-style-type: none"> <li>■ <b>PIN is your Social Security Number (no dashes)</b></li> <li>■ <b>Password is case sensitive</b></li> </ul>	
<b>PIN:</b>	<input type="text"/> (999999999)
<b>Password:</b>	<input type="password"/> <a href="#">Forgot your password?</a>
<input type="button" value="Login"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	
If you need assistance logging in, contact the <a href="#">system administrator</a>	

The *Log In* screen requires the user enter a PIN (social security number) and Password. After entering a PIN and Password, the user clicks the *Login* button. The system will validate the PIN and Password. If they are valid, the Benefit Online Services menu page opens.

If the PIN and Password are not validated, an error message will appear. This screen provides a link to *Contact an RRB office near you* and *PPW System Administrator* if the user needs assistance.

Users who have established a PPW account and forget the password may request a new password from this screen by clicking *Forgot your password*. The PPW system will assign a new password and mail it to the user's home address on record. The text of the GL-60a reset password letter is shown (in the four paragraphs) below:

Your request for a new password has been received and approved.

Your new password is:

You need to enter this password and your PIN to access certain Internet services on the RRB Web Site (WWW.RRB.GOV). To use your new password, you must click on the Login Now link on the Benefit Online Services menu page. After successfully logging in, you may change your password by clicking on Change Password from the Benefit Online Services menu.

If you have any problems logging in, please contact the PPW System Administrator through the link on the left of the PIN/Password web page. If you have any questions or need any other assistance, please contact your local field office. The field office responsible for providing assistance to you is located at:

Users with an established PPW account have the option of changing their password whenever they want. The option to change passwords is selected from the Benefit Online Services menu page.

### 110.7 Benefit Online Services Menu Page

## Benefit Online Services

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Use Benefit Online Services to conduct private and secure RRB business over the Internet. To get started, select a service below. [More info](#)

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### No Login Required

- [Request Services:](#)
  - Request Duplicate Tax Statement ~ [More info](#)
  - Request Monthly Rate Verification ~ [More info](#)
  - Request Replacement Medicare Card ~ [More info](#)
  - Request Service & Compensation History ~ [More info](#)
  
- Online Bill Payment Services:
  - [Pay](#) Unemployment or Sickness Bill Online ~ [More info](#)
  - [Pay](#) Retirement or Survivor Bill Online ~ [More info](#)

**Login Required** You are logged out [[Login Now](#)]

**First time users** must [request a PRC](#) ~ [More info](#)

[View presentation about requesting a PRC](#) 

The following Internet services are intended for railroad employees who are **not receiving annuities**.

Apply for Unemployment Benefits, Claim Unemployment Benefits and View RUIA Account Statement are unavailable Monday and Thursday, from 11:00 P.M. to Midnight CST for routine maintenance.

- [Establish](#) Internet Account (After PRC received) ~ [More info](#)
  - [Request](#) New Password ~ [More info](#)
  - [Change](#) Password (After log in) ~ [More info](#)
- 
- [View](#) Service & Compensation History ~ [More info](#)
  - [Get](#) Annuity Rate Estimate ~ [More info](#)
  - [Apply](#) for Unemployment Benefits ~ [More info](#)
  - [View presentation on Applying for Unemployment Benefits Online](#) 
  - [Claim](#) Unemployment Benefits ~ [More info](#)
  - [View](#) RUIA Account Statement ~ [More info](#)

This page provides the selection of internet services available. The services requiring a PPW account are listed at the bottom. ([Section 105](#) of this procedure describes the services currently available to users with PPW accounts.) Click *More info* to open a question/answer page of frequently asked PPW questions.

Links available to users:

- All pages/screens provide a link to *Contact an RRB office near you*. Users may use this link to contact their field office for assistance.
- All pages/screens provide a link to the PIN PASSWORD ADMINISTRATOR group mailbox for assistance. The link opens an e-mail template (see below) which can be used to transmit a message to the Administrator

## PIN/Password (PPW) Services

### User PPW Services Feedback

**Before sending an inquiry**, make sure you have tried the following links:

- [Request a PRC](#), if you are a first time user
- [Establish the Internet account](#), after the PRC is received
- [Request a new password](#), if you forgot your password
- [Contact the RRB Field Office](#), to report your current address or any other records corrections

If you have any **questions concerning benefit information**, please contact your local [RRB Field Office](#).

This form is intended for **PIN/Password issues** only.

This link provides a secure line for transmission of personal information. Please include your social security number (SSN) with your inquiry. Inquiries are handled in the order in which they are received. Please allow 5 days before sending a second inquiry.

Use this form if you:

- Did not receive your PRC
- Need the expiration of your PRC extended
- Locked your account

All other questions should be directed to your local [RRB Field Office](#).

<b>Your Email Address:*</b>	<input type="text"/>
<b>Subject:*</b>	<input type="text"/>
<b>Comment:*</b> (Include your SSN with your inquiry in the box to the right)	<input type="text"/>

**\* Field is required**

## 115 Field Office Responsibilities/Functions

The field office's primary responsibility is to correct RRB records when they conflict with user input and answer general questions about the system. The pages/screens contain prompts and messages guiding the user through the process. Most accounts should be established completely online. However, when the user receives an error message, the field office may be contacted.

Section 115.1 describes specific inquiries such as when the records don't match, PRC extensions, SSN already in the system, new password doesn't work, locked and fraudulent accounts. Section 115.2 describes general inquiries such as forgotten passwords, new employees and/or employees receiving an annuity requesting an online account, and security issues regarding our mailings. Sections 115.1 and 115.2 are organized in Question/Answer information blocks.

### 115.1 Specific Inquiries

<b>Question – Records Don't Match</b>	<b>Answer</b>
I am getting the message that my records do not match RRB's records. What should I do?	This is the most common situation a field office will encounter. It occurs when the user is requesting a PRC and enters identification information that does not match the information on RRB records. NOTE: The four identification items are the RR employee's name, date of birth, social security number and street address. All four items must match what we have on EDM before the system can approve the PRC request. (See explanation below.)

The PRC request form requires all identification entries to be completed. This information is being stored in the PPW system for audit purposes. The items that must be an exact match for PPW validation are as follows:

- EE Name – first initial, middle initial and first 10 characters of last name
- SSN – full social security number
- Address US or Canadian – first 4 positions of street address
- Address Canadian – province
- Date of birth – month and year (If the day is missing from EDM, this will not cause a reject.)

NOTE: The third bullet above indicates the address must match on the first 4 positions. The address must be entered online exactly as it appears on EDM. If there is a space on EDM, enter the space online. In the examples below, the positions matched against EDM are shown in BOLD:

- **123** Main St (1 2 3 space - matched)
- **1234** Main St (1 2 3 4 - matched)
- **P.O.** Box 123 (P period O period – matched)
- **P O** Box 123 (P space O space – matched)
- **PO** Box 123 (P O space B – matched)

When requesting the PRC, if one or more of these items do not match our records, an error message will appear. As a security measure, the error message will not specify which item does not match. The user will be advised to contact his nearest field office for assistance. The field office must correct our records to correspond with the user information before a PRC can be assigned.

Handle these cases as follows:

When items do not match,

1. Compare all four items provided by the user against EDM (Refer to FOM1 130.50 for procedure on confirming the identity of callers.)
2. Determine which item(s) is incorrect
3. Verify and correct the item(s) on EDM

To correct the address, refer to FOM1 1595.33.

NOTE: Canadian addresses must be in a specific format to match. Refer to FOM1 1705.15.8 for valid province abbreviations.

To correct the name, date of birth or social security number refer to FOM V Art.6 Chapter 609.01.

4. After our records are corrected have the user resubmit the PRC request, or; you may submit the PRC request for the user. (It may be helpful to view the web pages along with the user.) The PRC request may be resubmitted immediately. If the PRC request is still not being accepted, send an e-mail to the PIN Password Administrator group mailbox. (NOTE: Use the standard Outlook e-mail message format. Do not use the e-G-115 General Inquiry Form template when sending inquiries to the PIN Password Administrator group mailbox.) In the subject line

indicate PPW. In your message state that the problem is a PRC request. The PPW System Administrator will request the PRC bypassing EDM edits.

<b>Question – PRC Extension</b>	<b>Answer</b>
My PRC expired. Can I get another PRC?	Once assigned to a person, a PRC never changes. A PRC, however, will expire if not used within 30 days from the date of the PRC letter. If someone needs a PRC extension, contact the PPW System Administrator via a (standard format) e-mail message sent to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line. In the message, indicate that the PRC needs to be extended. The PPW System Administrator will extend the expiration for another 30 days by reprinting the PRC letter.
<b>Question – SSN Already in System</b>	<b>Answer</b>
I am trying to request a PRC and receiving the message that my social security number is already in the PPW system. I don't remember requesting a PRC before. What should I do?	If the social security number is already in the system, it means that person has requested and been approved for a PRC. If he/she does not remember receiving a PRC letter, another letter can be released. If the person has already used the PRC to establish an account and does not remember doing so, the person may need a new password. In either case, send a (standard format) e-mail message to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line and provide the social security number. The PPW System Administrator will look up the account and take appropriate action.
<b>Question - New Password Doesn't Work</b>	<b>Answer</b>
I received a new password in the mail and can't get it to work. What should I do?	One possibility is that the person is not entering the new password correctly. The password entry is case sensitive and must be entered exactly as it appears in the letter. The other situation is that the person has incorrectly gone to the <i>Establish Your Internet Account</i> screen instead of the <i>Log In</i> screen. After receiving a new password, a user (with an established account) needs to click on the <i>Login Now</i> link on the Benefit Online Services menu. This will open the <i>Log In</i>

	screen, where the user enters his/her PIN (social security number) and the new password to login.
<b>Question – Account Locked</b>	<b>Answer</b>
I tried to log in and now my account is locked. What should I do?	As a security measure, an account gets locked when the wrong password is entered three times. Only the PPW System Administrator can unlock an account. When the user gets the error message informing them that their account has now been locked, the link to the PPW System Administrator appears in the message. Most users will click the link and ask the PPW System Administrator for assistance. However, some users may feel more comfortable contacting their local RRB field office for help. You should send a (standard format) e-mail to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line. Request that the account be unlocked.
<b>Question – Fraudulent Account</b>	<b>Answer</b>
I believe someone else established (or tried to establish) an account under my social security number. What should I do?	Field Service should notify the PPW System Administrator immediately. Send a (standard format) e-mail message to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line and provide the social security number. The PPW System Administrators will take appropriate action.

## 115.2 General Inquiries

<b>Question – Forgotten/Lost Password</b>	<b>Answer</b>
I forgot my password. Can I get another one? If so, how?	A person can request a new password by clicking on the <i>Request New Password</i> link on the Benefit Online Services menu page, or the <i>Forgot your password</i> link on the <i>Log In</i> screen. The system will assign a new password to the person and release it in a letter mailed to the address on our records. When the person receives the letter, they should login with the new password.
<b>Question – New Employee</b>	<b>Answer</b>

I just started working for the railroad and would like to obtain a PIN/Password account. The system is telling me that my social security number is not in the database. Can I get a PIN/Password?	Employees cannot get a PIN/Password account if they started working for the railroad during the current year; or if they received a BA-6 form and their birth date is shown as 99-99.
<b>Question – Employee Receiving an Annuity</b>	<b>Answer</b>
I am receiving an annuity and would like a PIN/Password account. I am receiving the message that my information does not match your records. Can I get a PIN/Password account?	We are using the records of current and former railroad employees (EDM) for online validation. We are not using the records of people already receiving benefits. That is why the information is not matching. We have no internet services for annuitants. They do not need PIN/Password accounts.
<b>Question – Security Mailings</b>	<b>Answer</b>
Can you e-mail my PRC or password to me?	No. For security reasons, all PRCs and Passwords are released through the U. S. mail.

Field offices will answer general questions about the system. If you receive a question that is not addressed in this procedure, contact the PIN PASSWORD ADMINISTRATOR group mailbox. (NOTE: Use the standard Outlook e-mail message format.) Notate in the subject line or first line of the message that it refers to PIN/Password (PPW).

## 120 PPW System Administrator Responsibilities/Functions

The PPW System Administrators' primary responsibility is to maintain and monitor the PIN/Password system.

General duties include:

- Releasing PRC letters

- Unlocking user accounts
- Responding to user inquiries
- Responding to field office requests for assistance
- Referring user inquiries to a field office when appropriate
- Assigning new passwords
- Managing user accounts
- Managing administrative accounts
- Compiling reports
- Coordinating the display of a message when the system is down

Inquiries - Users may contact the PPW System Administrators at any time for a variety of reasons. The majority of the inquiries concern PRC and password issues. These include:

- PRC extensions
- Forgotten/lost passwords

Users may also contact the PPW System Administrators about:

- PRC and PIN problems establishing the account
- PIN and Password problems while attempting to Log In
- Password format problems

If the PPW System Administrators receive an inquiry that involves correcting EDM, the inquiry will be referred to the appropriate field office for handling. Most user inquiries are received online. The PPW System Administrators will respond to the user via e-mail.

If the user contacts the field office for help and you cannot assist them, you should forward the inquiry to the PIN PASSWORD ADMINISTRATOR group mailbox. (NOTE: Use the standard Outlook e-mail message format.) Include the individual's e-mail address. The PPW System Administrators will respond to the user directly. Field office inquiries will be given priority handling.

## 401 Introduction

After establishing a PIN/Password account, employees who have not yet retired under the Railroad Retirement Act may access Retirement Planner by selecting **Estimate My Annuity** from the Mainline Services Menu page. The employee may obtain any of the following:

- 1) An employee annuity estimate based on service and earnings currently on record with the Railroad Retirement Board. The Tier 1 and Tier 2 amounts will be provided for the earliest full annuity date and, if applicable, the earliest reduced annuity rate.
- 2) If requested, a spouse annuity estimate based on the spouse's date of birth and the employee's age, years of service, and eligibility dates.
- 3) A print summary of service months, railroad compensation, and Social Security wages, and print output of employee and spouses estimates as described in 1).
- 4) An employee estimate based on additional service months, railroad compensation, or Social Security wages entered by the employee.
- 5) If requested, a spouse annuity estimate based on the projected employee service and earnings.
- 6) An employee estimate as described above based on two additional annuity beginning dates selected by the employee.
- 7) If required, a spouse annuity estimate based on the additional employee annuity beginning dates.

## 405 Screen Description and Processing

Select **Estimate My Annuity**:

### 405.1 PIN/Password

At the **PIN/Password (PPW) Acknowledgement** screen, click **OK** to continue.

### 405.2 Retirement Planner Screen

At the **Retirement Planner initial screen** (see below), users will have the option to enter a corrected date of birth.

**Corrected DOB** If the day of birth is not shown in the Railroad Retirement Board record, Retirement Planner will display the day date as “15.” The user may correct the DOB by entering **MM DD YY** in a drop down field. Note: The corrected DOB is used for the estimate calculation only; the user should contact their servicing Field Office to correct the year we have on record.

**Spouse DOB** – The user would enter the **MM DD YY** in a drop down field for a spouse estimate.

Click **Continue**

### 405.3 Earnings Information

Retirement Planner - Earnings Information - Microsoft Internet Explorer provided by U.S. Railroad Retirement Board

Address: <https://63.240.198.84/MainLine/RetPlanner/earnings.asp>

United States of America - Railroad Retirement Board  
 Providing Secure Internet Services to the Railroad Community

Retirement Planner

Employee Name:  
 Employee SSA Number:  
 Employee Date of Birth: **9/15/1951**

**SERVICE AND COMPENSATION HISTORY STATEMENT**  
[Click here to view an explanation of this statement.](#)

Year	Service Months	Railroad Compensation	SSA Wages
1966	0	0.00	336.41
1967	0	0.00	1,129.53
1968	0	0.00	970.88
1969	0	0.00	1,431.82
1970	0	0.00	4,882.71
1971	0	0.00	3,330.12
1972	11	4,389.63	12.60
1973	12	8,760.32	0.00

The screen displays the annual and cumulative totals of service months, railroad compensation, and SSA wages according to RRB records. If military service has been included in the RRB record, the screen will display the beginning and ending date of the period of military service, and, if the period of military service is creditable as railroad service, the number of service months derived from military service.

The terms “military service months, service months, Railroad compensation, and SSA wages” are defined by clicking an informational link on the screen. The definitions, and a message urging the pre-submission of proofs of age and military service, will also be included with the print output of the screen.

At the bottom of the screen, users will have three options:

- 1). **Print** – Print output of the screen.
- 2). **Estimate** – An estimate based on current service, compensation, and wages on record will be provided.
- 3). **Earnings** – Click to add additional service and earnings for future years for the estimate.

## 405.4 Employee Estimate

Based on the employee's Date of Birth and Years of Railroad Service, the eligibility date and estimated amount of a Reduced and Full Age *and Service* annuity are shown (see below.)

Employee Estimate Information		
Click on any of the links below for a more detailed explanation of this estimate.		
<a href="#">Annuity Beginning Date</a>	10/1/2013	9/1/2017
Gross Tier 1	1,349.00	1,349.00
Age Reduction	331.62	0.00
<a href="#">Net Tier 1</a>	1,017.00	1,349.00
Gross Tier 2	300.89	300.89
Age Reduction	58.51	0.00
<a href="#">Net Tier 2</a>	242.38	300.89
<b>Total Rate</b>	<b>1,259.38</b>	<b>1,649.89</b>

Buttons: **Print** **Spouse** **Estimates** **Earnings** **Exit**

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The user may click the informational links – *Annuity Beginning Date*, *Net Tier 1*, or *Net Tier 2* – for a more detailed explanation of the estimate.

Options:

**Print** – The Print output of the employee estimate screen is identified by the employee's name and SSN. If the estimate is also based on additional service months, Railroad Compensation, or SSA wages entered by the user, those amounts and the year they begin are displayed. The estimate output also includes a standard paragraph advising:

*“The estimated amounts of future dates are calculated without considering any increase due to inflation. The purpose of the estimate is to furnish a starting reference point for planning your retirement future. If you need information concerning disability or survivor benefits, please visit those areas of our website or contact your nearest RRB office for information concerning events that may affect the amount of employee and spouse annuities.”*

## 405.5 Spouse

Click to view **Spouse Estimate Screen**. Note: This button only appears if a spouse DOB was entered on the **Initial Retirement Planner screen**.

Based on the spouse date of birth and the employee's age, years of service, and previously furnished eligibility dates, the eligibility date and estimated amount of a reduced, and, if applicable, full spouse annuity is shown.

User options on the spouse estimate screen include:

**Print** – Print output of the **Spouse Estimate Screen**. This is in the same format as described for the print output of the employee estimate.

**Employee** – Returns to the **Employee Estimate Screen**.

**Exit** – Exits from the estimate program.

## 405.6 Earnings

If the user wants to add additional service or earnings for future years, click the **Earnings** button at the bottom of the Service and Compensation Statement. Enter the additional service months, Railroad Compensation, and Social Security Wages and then click **Estimate**.

### Enter Estimated Earnings Screen:

The screenshot shows a web browser window titled "Additional Earnings - Microsoft Internet Explorer provided by U.S. Railroad Retirement Board". The address bar shows "https://63.240.198.84/MainLine/RetPlanner/AddEarnings.asp". The page content includes the "MainLine services" logo and the text "United States of America - Railroad Retirement Board" and "Providing Secure Internet Services to the Railroad Community". The main heading is "Retirement Planner". Below this, there is a section titled "Additional Earnings for:" followed by "Enter Estimated Earnings". A note states: "The information entered will be used for each year from the indicated year through the year before the annuity beginning date." The form contains the following fields: "Year" (2002), "Service Months" (12), "Regular Compensation" (50000), and "SSA Wages". Below the form are two buttons: "Estimate" and "Reset".

The information entered will be used for each year from the indicated year on the screen (see above) through the year before the annuity beginning date. The indicated year is the next year after the latest year, according to our records, that either Railroad Compensation or Social Security Wages were credited. For example, if the last year of service was 2002, the additional service and earnings would be from 2003.

The entries by the user are service months, Railroad Compensation, and SSA Wages. The number of service months (1-12) are entered by a drop-down box. Click on the box next to Railroad Compensation and the box next to SSA Wages to enter the respective amounts. The amounts should not be entered with a dollar sign or comma.

The additional information will be the same for each individual year. For example, if the number of service months and the amount of railroad compensation are, respectively, “12” and “50000”, then the estimate will be based on the additional service and compensation (12 SM and 50000 in compensation) for each year from 2002 through the year before the annuity beginning date.

### 405.7 Estimates

When clicking this button, the **Additional Estimates Screen** appears (see below.)

The user may enter up to two additional Annuity Beginning Dates (ABD.) The dates must be later than the earliest ABD previously established by Retirement Planner. For example, the earliest ABD for an employee with less than 360 service months and a DOB of 9/15/1951 is 10/1/2013. The screen would indicate that the dates must be later than 10/1/2013.

The user may enter, via a drop-down box entry, the month and year of the two additional ABDs. The “Day” Date Field is pre-filled with 01.

After the ABD entry, the user clicks the **Continue** button to view the **Employee Estimate Screen** with the new ABDs. If the user had previously entered additional service months, compensation, or wages, the estimate will be based on the additional information through the year before the additional ABDs. Since spouse estimates are derived from the employee service and compensation record and ABD, changes in the employee data will affect the amount and ABD of the spouse estimate. The spouse estimate may be viewed by clicking the **Spouse** button.

## **410 Field Office Responsibilities/Functions**

Retirement Planner provides a starting point for Railroad employees to plan for their retirement. Users of Retirement Planner are therefore urged to contact their servicing Field Office for more information concerning retirement. Please handle these program related inquiries in the usual manner. If inquiries from users of Retirement Planner cannot be resolved, report the problem to Policy and Systems via the P&S Inquiry Mailbox. Identify the inquiry with Retirement Planner as the subject of the e-mail.

## 401 Introduction

After establishing a PIN/Password account, employees who have not yet retired under the Railroad Retirement Act may access Retirement Planner by selecting **Estimate My Annuity** from the Mainline Services Menu page. The employee may obtain any of the following:

- 1) An employee annuity estimate based on service and earnings currently on record with the Railroad Retirement Board. The Tier 1 and Tier 2 amounts will be provided for the earliest full annuity date and, if applicable, the earliest reduced annuity rate.
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- 3) A print summary of service months, railroad compensation, and Social Security wages, and print output of employee and spouses estimates as described in 1).
- 4) An employee estimate based on additional service months, railroad compensation, or Social Security wages entered by the employee.
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- 7) If required, a spouse annuity estimate based on the additional employee annuity beginning dates.

## 405 Screen Description and Processing

Select **Estimate My Annuity**:

### 405.1 PIN/Password

At the **PIN/Password (PPW) Acknowledgement** screen, click **OK** to continue.

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**Spouse DOB** – The user would enter the **MM DD YY** in a drop down field for a spouse estimate.

Click **Continue**

### 405.3 Earnings Information

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Address: <https://63.240.198.84/MainLine/RetPlanner/earnings.asp>

United States of America - Railroad Retirement Board  
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Retirement Planner

Employee Name:  
 Employee SSA Number:  
 Employee Date of Birth: **9/15/1951**

**SERVICE AND COMPENSATION HISTORY STATEMENT**  
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Year	Service Months	Railroad Compensation	SSA Wages
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1968	0	0.00	970.88
1969	0	0.00	1,431.82
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Employee Estimate Information		
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Gross Tier 1	1,349.00	1,349.00
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<b>Total Rate</b>	<b>1,259.38</b>	<b>1,649.89</b>

Buttons: **Print** **Spouse** **Estimates** **Earnings** **Exit**

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The user may click the informational links – *Annuity Beginning Date*, *Net Tier 1*, or *Net Tier 2* – for a more detailed explanation of the estimate.

Options:

**Print** – The Print output of the employee estimate screen is identified by the employee's name and SSN. If the estimate is also based on additional service months, Railroad Compensation, or SSA wages entered by the user, those amounts and the year they begin are displayed. The estimate output also includes a standard paragraph advising:

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## 405.5 Spouse

Click to view **Spouse Estimate Screen**. Note: This button only appears if a spouse DOB was entered on the **Initial Retirement Planner screen**.

Based on the spouse date of birth and the employee's age, years of service, and previously furnished eligibility dates, the eligibility date and estimated amount of a reduced, and, if applicable, full spouse annuity is shown.

User options on the spouse estimate screen include:

**Print** – Print output of the **Spouse Estimate Screen**. This is in the same format as described for the print output of the employee estimate.

**Employee** – Returns to the **Employee Estimate Screen**.

**Exit** – Exits from the estimate program.

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The information entered will be used for each year from the indicated year on the screen (see above) through the year before the annuity beginning date. The indicated year is the next year after the latest year, according to our records, that either Railroad Compensation or Social Security Wages were credited. For example, if the last year of service was 2002, the additional service and earnings would be from 2003.

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