

Reset Your Password

My Retiree Self-Services Portal

Objective:

- ✓ A guide on how to reset your password and unlock your account, using the self-service settings on the IDB Retiree login portal.



Important

- ✓ Keep your registered **Cellphone/ Fixed line phone** handy for account activation and authentication purposes.
- ✓ Access to your IDB registered **personal email** address.
- ✓ **New User ID format: RetireeID@IDBGRETIREE.ORG**
 - Example: If your IDB Retiree ID is **012345** or **12345**, your User ID will be **12345@IDBGRETIREE.ORG** (without leading zeros).
- ✓ **Browser Support:**
 - ❖ For PC/WINDOWS Users:
 - **Google Chrome**
 - **Internet Explorer 11**
 - ❖ For MAC/APPLE Users:
 - **Safari**
- ✓ You will require **Adobe Acrobat Reader** installed.



Index

1. Forgot Your Password

- a) [Reset via SMS](#)
- b) [Reset via Email](#)

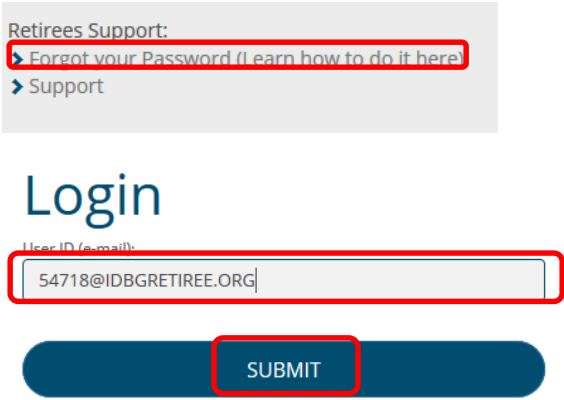
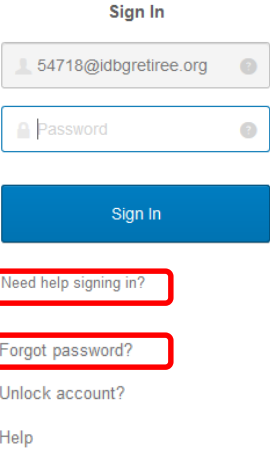
2. Unlock Your Account

- a) [Reset via SMS](#)
- b) [Reset via Email](#)

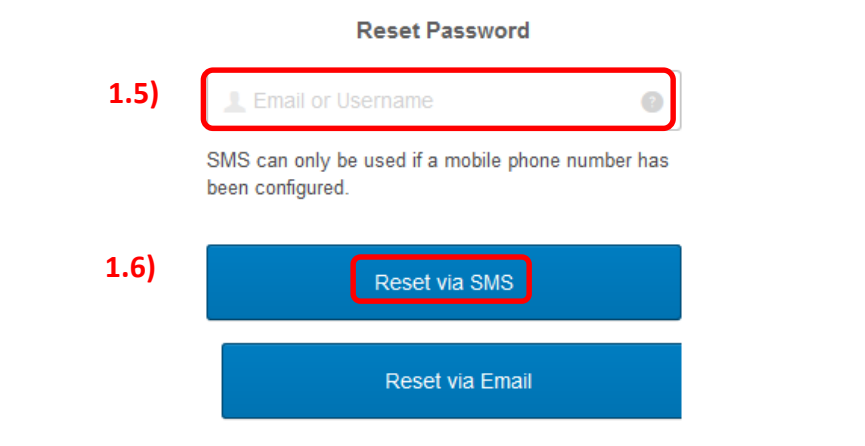
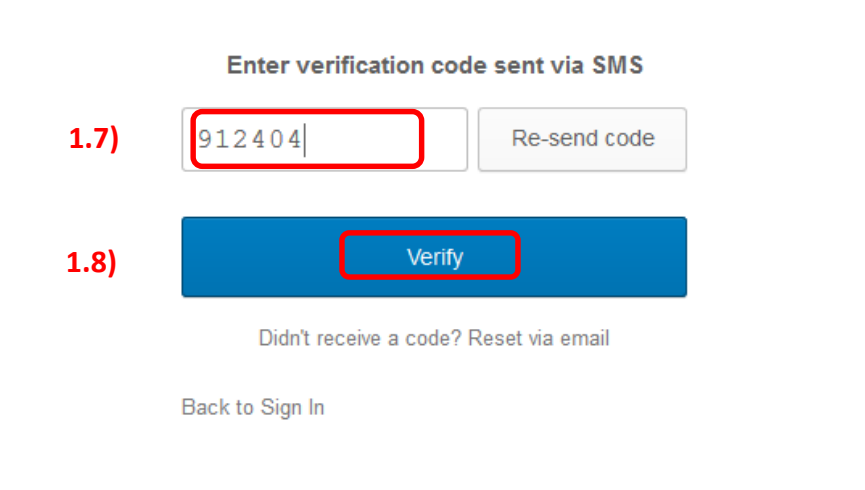
3. [Extranet Support](#)

Note: Your account will be locked after 5 unsuccessful login attempts. Your account will be unlocked automatically after 15 minutes or perform **Unlock Your Account** steps for instant unlock using the self-service settings.

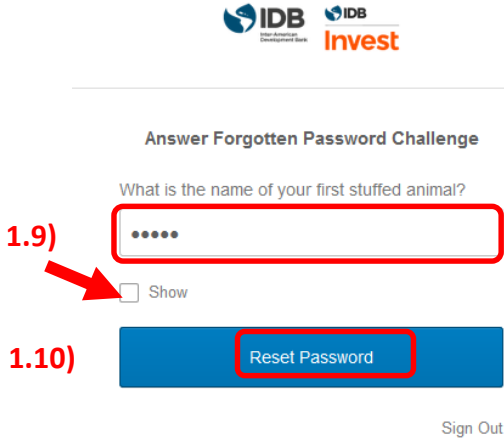
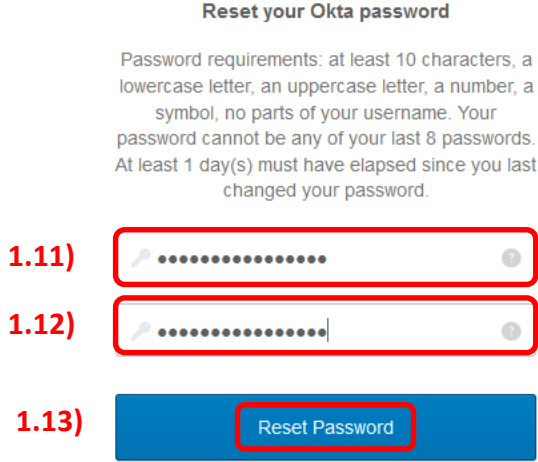
1. Forgot Your Password

Instruction	View
<p>1.1) On the Retiree Self-Services Login page, click on “Learn how to do it here” under Retiree Support, to open <u>Recover My Password</u> manual</p> <p>1.2) Enter your User ID in the login screen and click on SUBMIT button.</p> <p>Important: Please remember to use the User ID format - RetireeID@IDBGRETIREE.ORG</p>	 <p>1.1) Retirees Support: ▶ Forgot your Password (Learn how to do it here) ▶ Support</p> <p>1.2) Login User ID (e-mail): <input type="text" value="54718@IDBGRETIREE.ORG"/> SUBMIT</p>
<p>1.3) Click on “Need help signing in?” and Forgot Password? option will be displayed.</p> <p>1.4) Click on Forgot password? Link. A new screen with Reset Password options will be displayed.</p> <p>Note: You can't change your password within 24 hours period of your most recent password change. Please send an e-mail to ExtranetSupport@iadb.org for a temporary password.</p>	 <p>1.3) Need help signing in?</p> <p>1.4) Forgot password?</p> <p>Unlock account? Help</p>

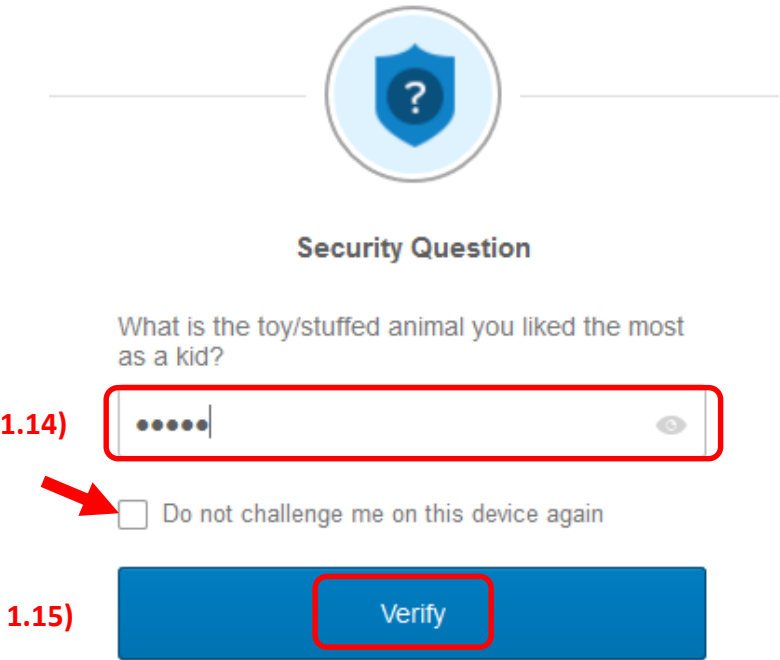
1. Forgot Your Password – Reset via SMS

Instruction	View
<p>1.5) Enter your User ID in the Email or Username field on the Reset Password page.</p> <p>1.6) Click on Reset via SMS button. You will be re-directed to a new page to enter the verification code.</p>	 <p style="text-align: center;">Reset Password</p> <p>1.5) <input type="text" value="Email or Username"/></p> <p>SMS can only be used if a mobile phone number has been configured.</p> <p>1.6) <input type="button" value="Reset via SMS"/></p> <p><input type="button" value="Reset via Email"/></p>
<p>1.7) Enter the verification code that you have received on your cellphone via text message.</p> <p>1.8) Click on Verify button. A new page with forgotten password challenge question will be displayed.</p>	 <p style="text-align: center;">Enter verification code sent via SMS</p> <p>1.7) <input type="text" value="912404"/> <input type="button" value="Re-send code"/></p> <p>1.8) <input type="button" value="Verify"/></p> <p style="text-align: center;">Didn't receive a code? Reset via email</p> <p style="text-align: center;">Back to Sign In</p>

1. Forgot Your Password – Reset via SMS

Instruction	View
<p>1.9) Enter your answer for the Forgotten Password Challenge.</p> <p>1.10) Click on Reset Password button. You will be re-directed to a new page to enter your new password.</p> <p><i>Tip:</i> Click on “Show” check box to see the actual answer you typed in.</p>	 <p>1.9)</p> <p>1.10)</p>
<p>1.11) Enter your new password.</p> <p>1.12) Repeat your new password.</p> <p>1.13) Click on Reset Password button. You will be re-directed to security question page.</p>	 <p>1.11)</p> <p>1.12)</p> <p>1.13)</p>

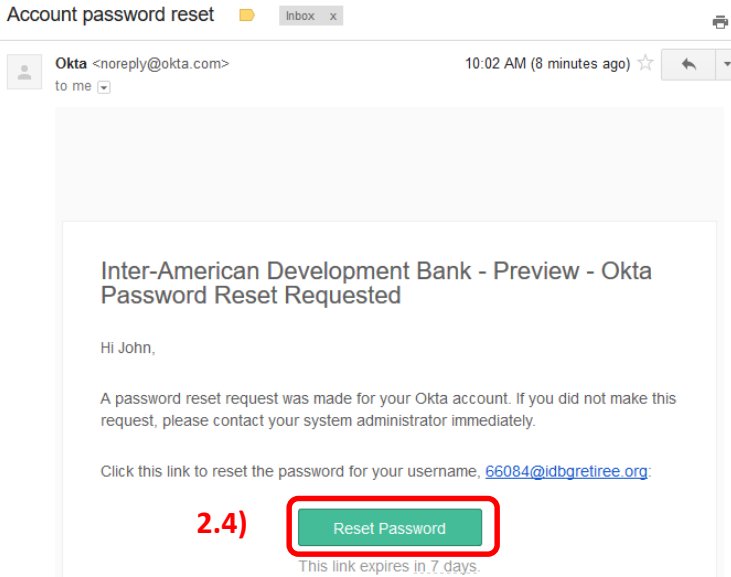
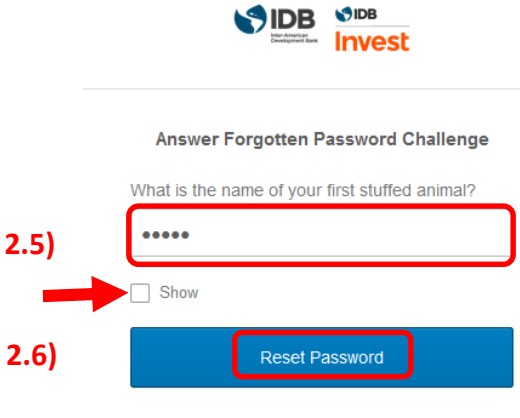

1. Forgot Your Password – Reset via SMS

Instruction	View
<p>1.14) Enter your answer to the Security Question.</p> <p>1.15) Click on Verify button. Your password will be reset.</p> <p>You can login with your new password from the Retiree Self-Services login page.</p> <p>Tip: Click on the “Do not challenge me on this device again” check mark button if you don’t want to be asked the security question again on your current device.</p>	 <p>The screenshot displays the 'Security Question' interface. At the top, there is a blue shield icon with a white question mark. Below it, the text 'Security Question' is centered. The question asked is 'What is the toy/stuffed animal you liked the most as a kid?'. A text input field is provided for the answer, currently showing five dots. A red box highlights this input field with the label '1.14)'. Below the input field is a checkbox labeled 'Do not challenge me on this device again', with a red arrow pointing to it and the label '1.15)'. At the bottom, there is a blue button labeled 'Verify', which is also highlighted with a red box and the label '1.15)'.</p>


2. Forgot Your Password – Reset via Email

Instruction	View
<p>2.1) On the Retiree Self-Services login page, enter your User ID in the Email or Username field on the Reset Password page.</p> <p>2.2) Click on Reset via Email button. You will be re-directed to a new page to enter the verification code.</p>	<p style="text-align: center;">Reset Password</p> <p>2.1) <input type="text" value="54718@idbgretiree.org"/></p> <p>SMS can only be used if a mobile phone number has been configured.</p> <p style="text-align: center;">Reset via SMS</p> <p>2.2) Reset via Email</p>
<p>2.3) An email with the reset password link sent to your personal email address.</p>	<p style="text-align: center;">Email sent!</p> <p>Email has been sent to 54718@idbgretiree.org with instructions on resetting your password.</p> <p style="text-align: center;">Back to Sign In</p>

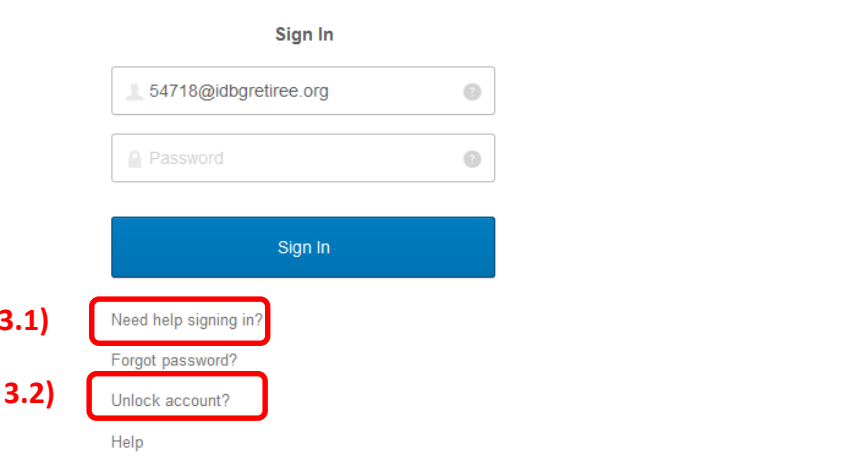
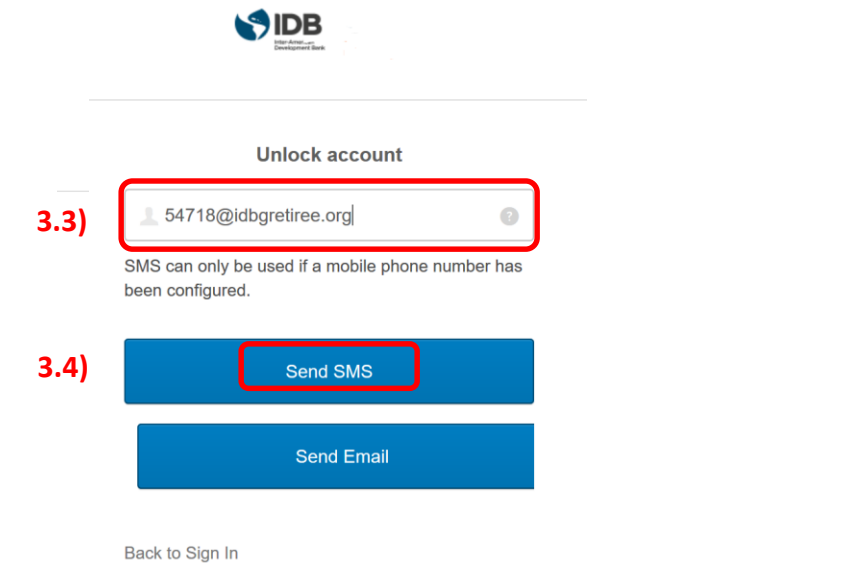
2. Forgot Your Password – Reset by Email

Instruction	View
<p>2.4) You will receive an e-mail from noreply@okta.com with the password reset link. Click on Reset Password button. A new page with forgotten password challenge question will be displayed.</p> <p><u>Important:</u> If you get an email to contact the system administrator, please send an e-mail to ExtranetSupport@iadb.org for a new password reset email.</p>	 <p>Account password reset Inbox x</p> <p>Okta <noreply@okta.com> to me 10:02 AM (8 minutes ago)</p> <p>Inter-American Development Bank - Preview - Okta Password Reset Requested</p> <p>Hi John,</p> <p>A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.</p> <p>Click this link to reset the password for your username, 66084@idbgretiree.org:</p> <p>2.4) Reset Password</p> <p>This link expires in 7 days.</p>
<p>2.5) Enter your answer for the Forgotten Password Challenge.</p> <p>2.6) Click on Reset Password button. You will be re-directed to a new page to enter your new password.</p>	 <p></p> <p>Answer Forgotten Password Challenge</p> <p>What is the name of your first stuffed animal?</p> <p>2.5) <input type="text" value="....."/></p> <p><input type="checkbox"/> Show</p> <p>2.6) Reset Password</p> <p>Sign Out</p>

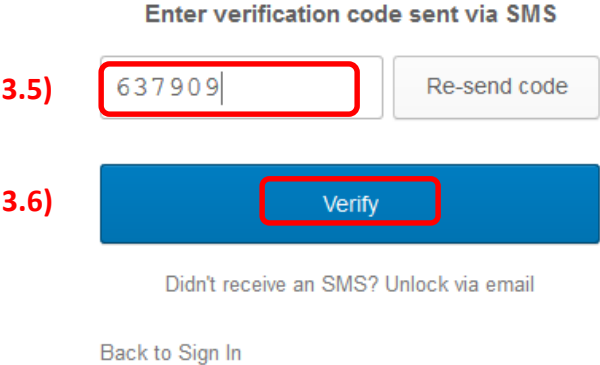
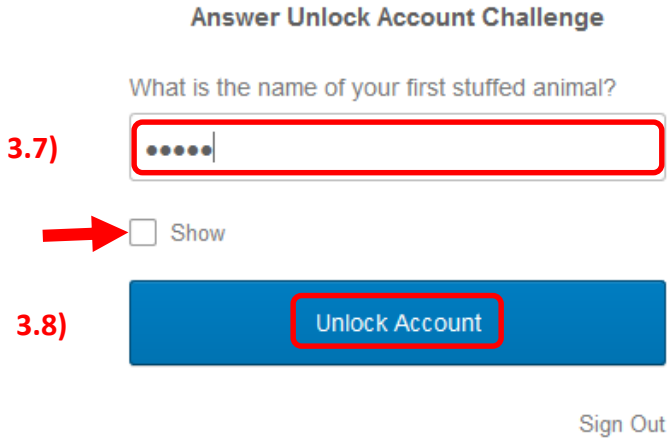
2. Forgot Your Password – Reset by Email

Instruction	View
<p>2.6) Enter your new password.</p> <p>2.7) Repeat your new password.</p> <p>2.8) Click on Reset Password button. You will be re-directed to security question page.</p> <p><i>Important:</i> Please ensure to follow the password requirements to avoid any errors changing your password.</p>	<p style="text-align: center;">Reset your Okta password</p> <p style="text-align: center;">Password requirements: at least 10 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username. Your password cannot be any of your last 8 passwords. At least 1 day(s) must have elapsed since you last changed your password.</p> <p>2.6) <input type="password"/></p> <p>2.7) <input type="password"/></p> <p>2.8) <input type="button" value="Reset Password"/></p>
<p>2.9) Enter your answer to the Security Question.</p> <p>2.10) Click on Verify button. Your password will be reset and you can login with your new password.</p> <p><i>Tip:</i> Click on the “Do not challenge me on this device again” check mark button if you don’t want to be asked the security question again on your current device.</p>	<p style="text-align: center;"></p> <p style="text-align: center;">Security Question</p> <p style="text-align: center;">What is the toy/stuffed animal you liked the most as a kid?</p> <p>2.9) <input type="text"/></p> <p><input type="checkbox"/> Do not challenge me on this device again</p> <p>2.10) <input type="button" value="Verify"/></p>


3. Unlock Your Account– Reset via SMS

Instruction	View
<p>3.1) On the Retiree Self-Services login page, Click on Need help signing in? and Unlock account option will be displayed. (Perform Steps 1.2 and 1.3 prior to this step)</p> <p>3.2) Click on Unlock account link. You will be redirected to a new page.</p>	 <p>The screenshot shows the 'Sign In' page. At the top, there is a 'Sign In' heading. Below it are two input fields: one for the email address (containing '54718@idbgretiree.org') and one for the password. A blue 'Sign In' button is positioned below the password field. Below the button, there are four links: 'Need help signing in?' (highlighted with a red box and labeled 3.1), 'Forgot password?' (unhighlighted), 'Unlock account?' (highlighted with a red box and labeled 3.2), and 'Help' (unhighlighted).</p>
<p>3.3) Enter your User ID in the Email or Username field on the Unlock account page.</p> <p>3.4) Click on Send SMS button. You will be re-directed to a new page to enter the verification code.</p> <p>Note: Your account will be locked after 5 unsuccessful login attempts. Your account will be auto unlocked after 15 minutes or perform the Unlock my Account steps for instant unlock.</p>	 <p>The screenshot shows the 'Unlock account' page. At the top, there is the IDB logo and the heading 'Unlock account'. Below the heading is an input field for the email address (containing '54718@idbgretiree.org'), which is highlighted with a red box and labeled 3.3. Below the input field, there is a note: 'SMS can only be used if a mobile phone number has been configured.' Below the note are two blue buttons: 'Send SMS' (highlighted with a red box and labeled 3.4) and 'Send Email'. At the bottom of the page, there is a link that says 'Back to Sign In'.</p>

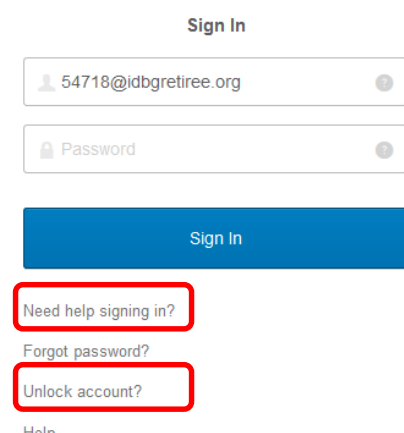
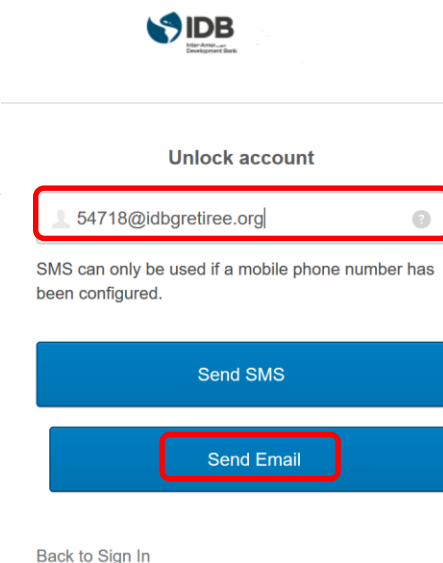
3. Unlock Your Account– Reset via SMS

Instruction	View
<p>3.5) Enter the verification code that you have received on your cellphone via text message.</p> <p>3.6) Click on Verify button. A new page with answer unlock account challenge will be displayed.</p>	 <p>Enter verification code sent via SMS</p> <p>3.5) 637909 Re-send code</p> <p>3.6) Verify</p> <p>Didn't receive an SMS? Unlock via email</p> <p>Back to Sign In</p>
<p>3.7) Enter your Answer to Unlock Account Challenge question.</p> <p>3.8) Click on Unlock Account button. Your account will be unlocked and you can log into your account.</p> <p><u>Tip:</u> Click on “Show” check box to see the actual answer you typed in.</p>	 <p>Answer Unlock Account Challenge</p> <p>What is the name of your first stuffed animal?</p> <p>3.7)</p> <p>3.8) <input type="checkbox"/> Show</p> <p>Unlock Account</p> <p>Sign Out</p>

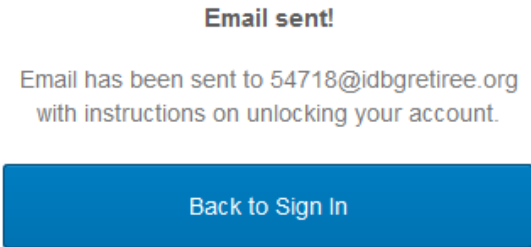
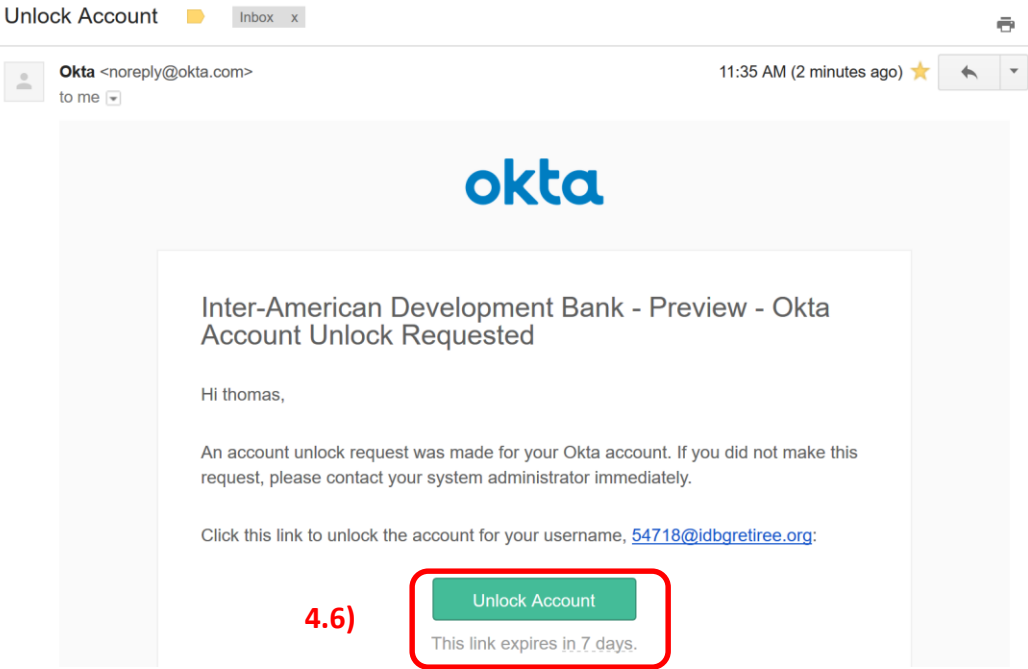
3. Unlock Your Account– Reset via SMS

Instruction	View
<p>3.9) Your account successfully unlocked. Click on Back to Sign In button to log into your account.</p>	<p data-bbox="942 315 1392 344"><i>Account successfully unlocked!</i></p> <p data-bbox="857 389 1476 458">You can log in using your existing username and password.</p> <p data-bbox="768 546 826 575">3.9)</p> <div data-bbox="848 502 1481 601"></div>

4. Unlock Your Account– Reset via Email

Instruction	View
<p>4.1) On the Retiree Self-Services login page, Click on Need help signing in? and Unlock account option will be displayed. (Perform Steps 1.2 and 1.3 prior to this step)</p> <p>4.2) Click on Unlock account link. You will be redirected to a new page.</p>	 <p>4.1) Need help signing in?</p> <p>4.2) Unlock account?</p>
<p>4.3) Enter your User ID in the Email or Username field on the Unlock account page.</p> <p>4.4) Click on Send Email button. You will be re-directed to a new page to enter the verification code.</p>	 <p>4.3) 54718@idbgretiree.org</p> <p>4.4) Send Email</p>

4. Unlock Your Account– Reset via Email

Instruction	View
<p>4.5) An email with unlock account link will be sent your personal email address.</p>	
<p>4.6) Open the email with Subject – Unlock Account from noreply@okta.com and click on Unlock Account button.</p>	

4. Unlock Your Account– Reset via Email

Instruction	View
<p>4.7) Enter your Answer to Unlock Account Challenge question.</p> <p>4.8) Click on Unlock Account button. Your account will be unlocked and you can log into your account.</p> <p><i>Tip:</i> Click on “Show” check box to see the actual answer you typed in.</p>	<p style="text-align: center;">Answer Unlock Account Challenge</p> <p style="text-align: center;">What is the name of your first stuffed animal?</p> <p>4.7) <input type="password" value="....."/></p> <p>4.8) <input type="checkbox"/> Show</p> <p style="text-align: center;">Unlock Account</p> <p style="text-align: right;">Sign Out</p>
<p>4.9) Your account successfully unlocked. Click on Back to Sign In button to log into your account.</p>	<p style="text-align: center;">Account successfully unlocked!</p> <p style="text-align: center;">You can log in using your existing username and password.</p> <p style="text-align: center;">4.9) Back to Sign In</p>

5. Extranet Support

If you are unable to perform the following self-service actions, please contact Extranet Support via email with the **description of the issue** and **screenshots**.

- Have not received account activation email.
- Activation link is not working.
- Unable to register the account.
- Unable to access the retiree self-services.
- Unable to reset the password.
- Forgot the password challenge.
- Unable to receive the passcode on the cell phone via Text Message.
- Unable to receive the passcode on the cell phone/ fixed line phone via Voice Call.
- Unable to unlock the account.

Email: ExtranetSupport@iadb.org

For all other questions related to your retiree benefits, please contact Executive Secretariat of the Retirement Plans.

Email: vpf/srp@iadb.org

Phone: (202) 623-3560
(M-F 9:30 am. – 5:00 pm. DC time)

Additional Guides: Please click on the below links.

- [PC/WINDOWS User Guides](#)
- [MAC/APPLE User Guides](#)

