

# Introduction to MemberDirect

A Self-Service Portal



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# MemberDirect Overview



# MemberDirect | Introduction

## What is it?

MemberDirect is an online tool that provides County employees, who are enrolled in a County-sponsored pension plan, with on-demand secure access to view their retirement account information

## Who is it for?

Employees who participate in one of the County's four (4) public safety pension Plans or seven (7) supplemental plans will be able to establish an account in MemberDirect.

# MemberDirect | The Benefits

Employees who enroll in MemberDirect will be able to...

View their Pension Plan account summary

View their plan enrollment date and years of service

View their accumulated contribution balance

**Generate their own estimate!**

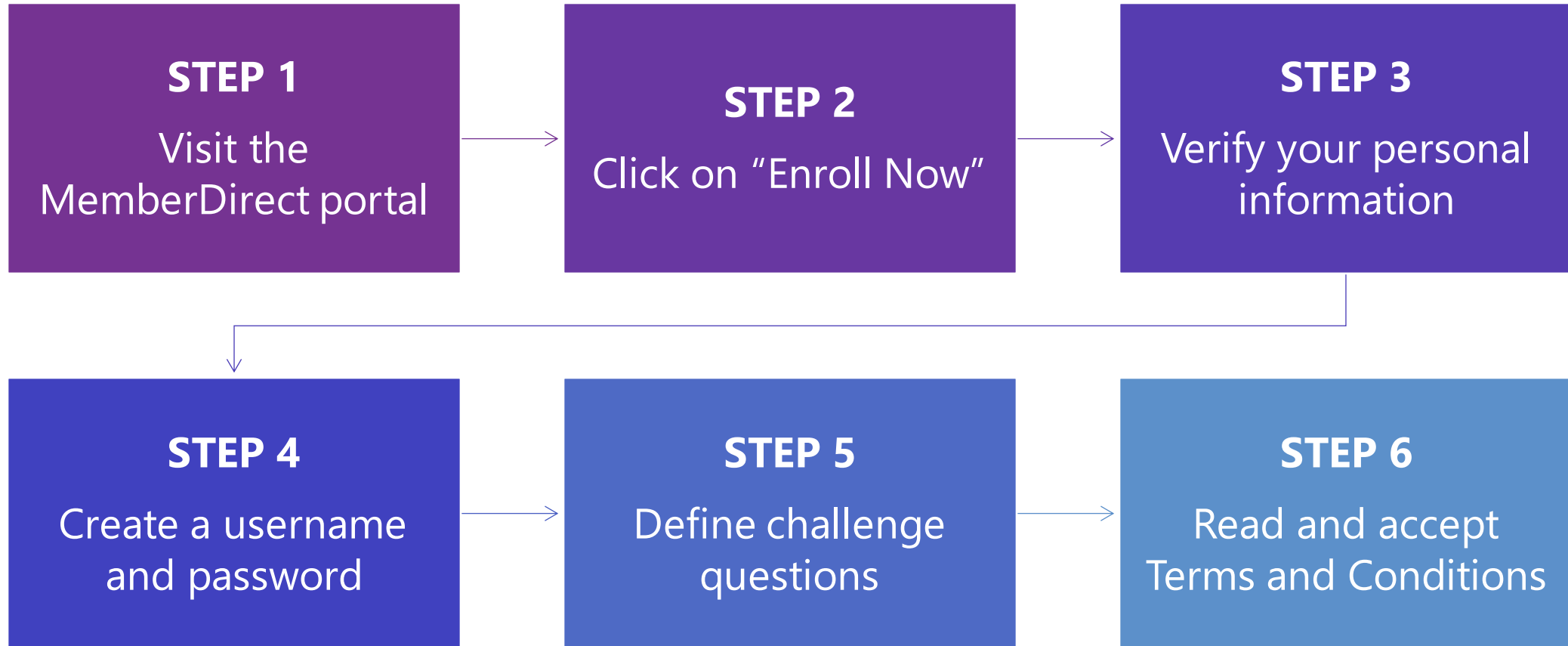
# MemberDirect | Accessing the Portal

- You may access the MemberDirect Portal by visiting <https://memberdirect.princegeorgescountymd.gov>
- If you need assistance you may contact the Retirement Services team at [pensions@co.pg.md.us](mailto:pensions@co.pg.md.us) or by calling 301-883-6390

# Enrolling in MemberDirect



# Enrolling in MemberDirect | Overview





# STEP 1: Visit the MemberDirect Portal

The MemberDirect Portal by visiting

<https://memberdirect.princegeorgescountymd.gov>

# Step 2: Click Enroll Now

In order to set up your account for the first time, click the **Enroll Now!** button.

The screenshot displays the MemberDirect website interface. At the top, there is a dark blue header with 'MemberDirect' on the left and 'Contact Information' on the right. Below the header, the main content area is divided into two sections. On the left, there is a 'Sign-in' box with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot your password?' and 'Forgot your username?'. On the right, there is a 'Why Register?' section with two columns: 'As a Member' and 'As a Retiree'. The 'As a Retiree' column lists several benefits, and at the bottom of this section, the 'Enroll Now!' button is circled in red with a red arrow pointing to it.

MemberDirect Contact Information

Welcome to MemberDirect

### Sign-in

Username

Password

[Forgot your password?](#)  
[Forgot your username?](#)

### Why Register?

<b>As a Member</b> <ul style="list-style-type: none"><li>• View your member information</li><li>• Estimate your benefit</li><li>• Download and complete forms</li></ul>	<b>As a Retiree</b> <ul style="list-style-type: none"><li>• View your payment history and receipts</li><li>• View tax withholding and other deductions</li><li>• Update your personal information</li><li>• Update your tax withholding and direct deposit information</li></ul>
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# Step 3: Verify your personal information

Before you can create an account, we must first verify your identity.



Enter the following information to help us identify you

SSN:

Last Name:

Birth Date:  

Home Zip Code:

Country:

1. Your Social Security Number
2. Last Name
3. Date of Birth
4. Home Zip Code
5. Country

**Note:** You are only permitted access if you are enrolled in a County Pension Plan and if your information matches exactly as we have it in the system.

# Step 4: Create a Username and Password

## Username Requirements

- Cannot be your email address
- Cannot already exist
- Case sensitive

## Email Address:

- This email address will be used to retrieve forgotten password notifications portal activity alerts.
- Since this account will follow you upon your separation from employment, you are encouraged to use a personal email address.

## Password Requirements:

- Must be at least eight (8) characters long
- Include one (1) upper letter
- Include one (1) lower case letter
- Include one (1) number

Enter your new account information

Username:

Email:

Confirm Email:

Your password must be at least 8 characters, include both upper and lower case, and be alphanumeric.

Password:

Confirm Password:

# Step 5: Define your Challenge Questions

Define challenge questions for identity protection

Question #1:

Answer:

Question #2:

Answer:

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

- Challenge questions are used to secure your account by confirming your identity every time you log into MemberDirect.
- You must select two different questions.
- The answer to these questions **cannot** be the same.
- Answers are case sensitive, make note of exactly how you entered your response.

# Step 6: Accept Terms and Agreement

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

Enroll Cancel


- Read and agree to the Terms And Conditions of the service provided through MemberDirect.
- Click the **Enroll** button.

# Congratulations!

*You are now officially enrolled in MemberDirect*

You are now enrolled into MemberDirect! [Login to access your account!](#)

[Login to MemberDirect](#)

In addition to the confirmation on the screen, an email notification will be sent to the email address used to create your account. 



1400 McCormick  
Drive  
Largo, MD 20774  
(301) 883-6390

A new MemberDirect account for Prince George has been created.

You can now logon to MemberDirect with the account information you created during enrollment.

Use this link to access your [MemberDirect](#) account.

If you have any questions, please contact the Prince George's County Pension Fund at 1 (301) 883-6390.

This email will come from [pensions@co.pg.md.us](mailto:pensions@co.pg.md.us).

# Navigating MemberDirect



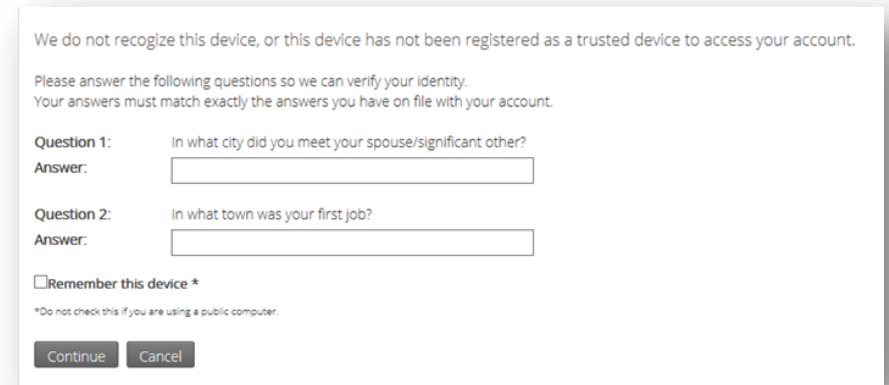


# Navigating MemberDirect| Active Members

- As an active employee you now have on-demand access to your retirement account.
  - Review your employment history
  - View your contribution balance and service credit
- Proactively plan for your retirement by running your own pension calculations.

# Navigating MemberDirect| Secure Login

- When you login to MemberDirect on a device for the first time, you will be asked to provide the answers to your security questions.
- Remember the answer must be match what you provided during the enrollment process. This includes capital letters and spaces.



We do not recognize this device, or this device has not been registered as a trusted device to access your account.

Please answer the following questions so we can verify your identity.  
Your answers must match exactly the answers you have on file with your account.

Question 1: In what city did you meet your spouse/significant other?  
Answer:

Question 2: In what town was your first job?  
Answer:

Remember this device \*

\*Do not check this if you are using a public computer.

# Navigating MemberDirect | Secure Login

- Once you have successfully answered your security questions, you have the option of selecting "Remember this device" and give your device a name.
- Naming your device eliminates the need to answer the security question each time you login.

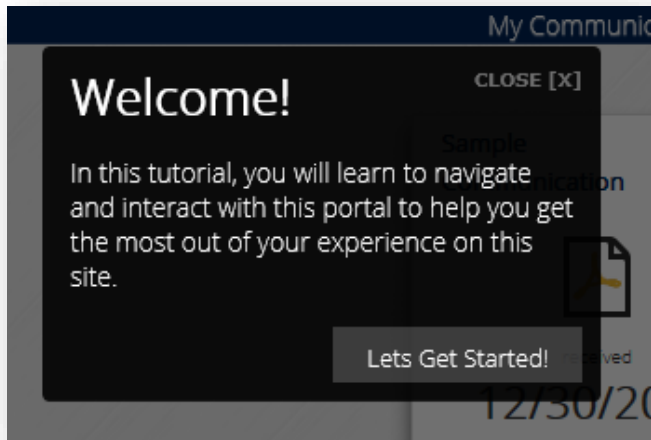


A screenshot of a web form for the 'Remember this device' feature. It includes a checked checkbox labeled 'Remember this device \*', a text input field for 'Device Name' with a help icon, and a note: '\*Do not check this if you are using a public computer.' Below the form are 'Continue' and 'Cancel' buttons.

***The "Remember this device" feature should not be used on shared or public devices.***

# Navigating MemberDirect| Site Tour

- When you login to MemberDirect for the first time, the system will take you on a tour.
- You are encouraged to take the tour so that you may familiarize yourself with the portal features and location of pertinent information.



Help  
Help Contents  
Contact Information  
Site Tour

- If you are not logging in for the first time, but would like to take the tour, you can start the Site Tour anytime by going to the help menu on the side panel of the portal

# Navigating MemberDirect| Member Information

Once you are logged in, your employment information is visible from the home screen.

- Here you will be find the pension plan you are enrolled in, your years of service in the plan, and your contribution balance.
- The side panel is always visible for ease of navigation through the portal

**ACCOUNT SUMMARY**

George, Prince (xxx-xx-1000)

**Member Information**  
Current Status: Active  
Date of Birth: 4/16/1970

**My Employment**  
Plan: Police Pension Plan B  
Employer: Prince George's County  
Participation Date: 1/1/2000  
Employment Date: 1/1/2000  
Termination Date:

**My Service**  
Eligibility Service: 20.03846  
Benefit Service: 20.03846

**My Contributions**

Contribution Type	Pre Tax	Post Tax	Total
Member:	\$500.00	\$1,207.31	\$1,707.31

**Side Panel Navigation:**  
Member Information  
Account Summary  
Personal Information  
Nominated Beneficiaries  
Estimate a Benefit  
Estimate History  
Forms  
Communications  
Correspondence  
Statements  
Help  
Help Contents  
Contact Information  
Site Tour  
User  
Profile  
Communication Settings  
Retiree Connection  
Sign Out

# Navigating MemberDirect | Personal Information

George, Prince (xxx-xx-1000)

If you need to change your address, phone number, or your email address, please contact your employer.

Address	Phone
Address Type: <input type="text" value="Home"/>	Phone Type: <input type="text" value="Home"/>
Address Line 1: 1400 McCormick	*No record on file for this phone type.
Address Line 2:	
City: Largo	
State: MD	
Zip Code: 20774	
Country: USA	
Mail Stop:	

Email	Additional Information
Email Type: <input type="text" value="Home"/>	Birth Date: 4/16/1970
*No record on file for this email type.	Gender: Male
	Ethnicity:

- View your address, telephone number, and email address on file.
- For active employees, changes to your personal information should be through the SAP Employee Self-Service

# Navigating MemberDirect| Nominated Beneficiaries

- View your nominated beneficiaries on file.
- SAP is the system of record for active employees changes to your beneficiaries should be done through the SAP Employee Self-Service



# Navigating MemberDirect | Estimate a Benefit

Congratulations! You are eligible to retire. Your retirement effective date is always the first of the month. Please select a retirement date on or after 1/1/2021.

Benefit Options		Beneficiary	
Please select your retirement type and desired date of separation.			
Plan:	Police Pension Plan B	If you wish to leave a survivor benefit, please provide your beneficiary's information below. The date of birth must be entered to view these options.	
Type:	Retirement	Name:	Cheverly George
Separation:	12/31/2020	Relationship:	Wife
Benefit Effective Date:	1/1/2021	Date of Birth:	12/30/1974

- For convenience, the system will pre populate with your earliest retirement date and nominated beneficiary
- This information can be updated by your for planning purposes.




# Navigating MemberDirect | Estimate History

Below you will find the Benefit Estimates you have created on this website. If you have any comments, questions, or concerns about the results, please do not hesitate to [Contact Us](#).

My Estimates view as grid

**Service Retirement** ▼

Police Pension Plan B  
Service Credit: 24.943228 yrs.



Separation Date: 12/31/2020    Benefit Begin Date: 1/1/2021

*Created: 12/30/2020 10:39 AM*

- All estimates you calculate are saved under "Estimate History" for your records and future reference.

# Additional Resources



# What you may do next...

- Visit the [Pensions Website](#)
- Email Retirement Services at [pensions@co.pg.md.us](mailto:pensions@co.pg.md.us)