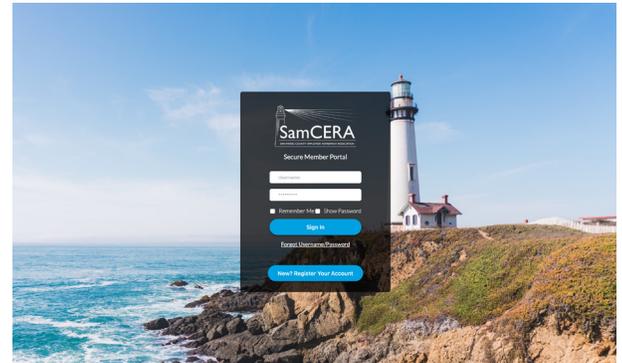


# MySamCERA Member Portal: Register for a New Account

Registering for the MySamCERA member portal can be done in a few steps. Follow the instructions below to create an account for the first time.

## Create a new MySamCERA account

1. Go to [www.mysamcera.org](http://www.mysamcera.org) on a desktop computer or laptop



2. Click on Get Started

### Registration Helper



#### Welcome to your new Pension Portal!

This tool was designed to help you save time and stay informed so you can live better in retirement.

From quick calculations to managing beneficiaries, to going paperless, or even just asking for help, we're dedicated to delivering the answers you need right to your fingertips.

Registration should only take about 2 min.

[Get Started](#)



3. Review the Terms of Service and click Accept if you agree

### Registration Helper

#### Terms of Service

Your use of self-service is voluntary. When you choose to log into our secure self-service website and/or mobile app, you are acknowledging that you have read and understand both the Security Policy and the Privacy Policy and Limitation of Liability, and that you are the individual who is the subject, legal representative, or beneficiary of the self-service account accessed. Your use of self-service means that you have agreed to these terms.

Click [here](#) to read the Security Policy and the Privacy Policy and Limitation of Liability.

#### Logging out.

To protect your privacy, you should log out when leaving self-service. For self-service online, click on the "Profile" icon on the top right-hand corner, and a "Logout" option will appear for you to click. To logout of self-service Mobile, click the "Logout" button.

#### Acknowledgment and agreement.

If you do not agree to these terms, please do not use self-service. If you do not wish to conduct electronic business with self-service or if you have problems with our site or mobile app, our staff is available to assist you by phone at (650) 599-1234, or toll-free at (800) 339-0761, or you can visit our office.

To proceed and agree to the terms above, click "Accept" below.

[Accept](#)

[Decline](#)

# MySamCERA Member Portal: Register for a New Account

- On the next screen, enter your SamCERA ID. Click on the Process to Next Step button.

## Registration Helper x

### Confirm Your SamCERA ID

Your SamCERA ID is a unique number that was assigned to your account when you joined the retirement system.

**Quick Tip:** The easiest place to find your SamCERA ID is in your pension welcome email.

SamCERA ID\*

Back

Process to Next Step

### Having trouble locating your SamCERA ID? We can help.

If you've misplaced your SamCERA ID or your welcome email, our customer service team can easily help retrieve it for you during business hours (Mon-Thu 7:30am-5:30pm PST) - (800) 339-0761.

If you need assistance outside of business hours, just leave a message and we'll promptly return your call. Alternatively, you can also [email us](#) and we'll get back to you as soon as possible.

- Verify your identity by entering your Social Security Number, last name, and date of birth. Then click the Process to Next Step button.

## Registration Helper x

### Verify Your Identity

To verify your identity, please enter your Social Security Number, last name, and your date of birth. Your information is secured during transmission.

SSN\*

Last Name\*

Date of Birth\*

Back

Process to Next Step

- On the next screen, you'll be asked to create a username and password, and enter your email. You'll also be required to set up security questions for your new account. When you're done, click on the Submit button.

- When you see this screen, you've successfully completed all the steps in the Registration Helper. Click on the Return to login screen button, and after logging in you'll be all set to start using MySamCERA.org.

## Registration Helper Close x



**Well done! Your account is ready to be activated.**

A final activation link has been emailed to you. Once you click on the link and confirm your identity, you can begin accessing your account via the portal.

Return to login screen



**Need help or have questions?**

**Email [samcera@samcera.org](mailto:samcera@samcera.org) or call 800-339-0761 for assistance.**



# MySamCERA Member Portal: Register for a New Account

Registering for the MySamCERA member portal can be done in a few steps. Follow the instructions below to create an account for the first time.

## Create a new MySamCERA account

1. Go to [www.mysamcera.org](http://www.mysamcera.org) on a desktop computer or laptop.
2. Click on Get Started.
3. Review the Terms of Service and click Accept if you agree.
4. On the next screen, enter your SamCERA ID. Click on the Process to Next Step button.
5. Verify your identity by entering your Social Security number, last name, and date of birth. Then click the Process to Next Step button.
6. On the next screen, you'll be asked to create a username and password, and enter your email. You'll also be required to set up security questions for your new account. When you're done, click on the Submit button.
7. The last screen will let you know that you've successfully completed all the steps in the Registration Helper. Click on the Return to login screen button, and after logging in you'll be all set to start using MySamCERA.org.

**Need help or have questions?**

**Email [samcera@samcera.org](mailto:samcera@samcera.org) or call 800-339-0761 for assistance.**