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PIN/Password FAQ

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System

Q. What is the PIN/Password System?

A. The PIN/Password system allows RRB customers to establish RRB online accounts. Once an online account is established, RRB customers can conduct business with the RRB through the Internet.

Q. Can anyone get an online account?

A. No. At this time, only current and former railroad employees can get an online account. Also, you cannot get an account if you began working for the railroad during the current year, or you received a BA-6 form and your birth date is shown as 99-99.

Q. What type of services are available through online accounts?

A. At this time, current or former railroad employees with accounts may:

- View their railroad service and compensation statement
- Estimate their annuity rate
- Apply for unemployment benefits
- Claim Unemployment Benefits

Q. Is the system always available?

A. The system is available most of the time. If the system is down for maintenance or technical difficulties, a message will be displayed. For example, THIS FEATURE IS CURRENTLY DOWN FOR MAINTENANCE. PLEASE CHECK BACK SHORTLY.

Q. How do I get an online account?

A. There are two steps to establishing an online account. First, you must request a Password Request Code (PRC). Second, when you receive your PRC in the mail, you will enter your PRC, PIN (social security number) and a password to establish your account.

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Password Request Code (PRC)

Q. What is a Password Request Code?

A. A PRC is a randomly selected code assigned to online users after their identity is verified.

Q. Why do I need a PRC?

A. A PRC is a security measure that verifies your identity. PRC's are only assigned to online users whose identities have been

validated. This code is needed to establish a PIN/Password account.

Q. How do I get a PRC?

A. You request a PRC on the PRC Request screen on the website. You will be asked to provide specific identifying information about yourself. For example, name, date of birth, address. The information will be matched against the information on RRB records.

Q. I entered all of my information, but your system says "We are unable to match your information in our records." Does this mean my RRB record is wrong?

A. This message is generated when the information that you provide does not agree with the information on our records. You should carefully review the data submitted, especially spelling of names and resubmit the information until you have reached your maximum times to authenticate.

To reduce the risk of fraudulent activity over the Internet, we do not disclose the incorrect information that you input when it does not agree with our records. If your information does not match, you will be advised to contact your field office for assistance. You may do this in person, phone or through the link on the website.

Q. Why must I wait 7-10 days to receive a PRC?

A. The PRC identifies who you are. As a security measure, it is released to you through the U.S. mail to the address on our records. We expect most PRC's to be received within 7 days. However, we cannot predict mail delivery service times. Therefore, we must allow at least 10 days for the PRC to reach your home.

Q. What should I do if my PRC is not received in 10 days?

A. You should contact your RRB field office or the system administrator for assistance. You may do this by using the links provided on the website.

Q. I received a PRC. How do I establish an account?

A. You establish an account by selecting the Create PIN/Password link from the Benefit Online Services menu. Then select Box 2 (ESTABLISH YOUR RRB INTERNET ACCOUNT) from our PPW home page. You will be taken to the ESTABLISH RRB ACCOUNT screen. There you will enter your PRC and PIN (social security number). You will create and enter your own password, then click the SUBMIT box. You will receive the following message YOUR PIN/PASSWORD ACCOUNT HAS NOW BEEN ESTABLISHED.

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Password

Q. I'm trying to establish an account. But your system won't accept my password. What should I do?

A. Each user should create his or her own unique password. However, all passwords must be in a specific format. Passwords

should be between 8 and 15 characters. Passwords can be comprised on A-Z, a-z, 0-9, pound (#) and star (*). If your password is in this format and you are still having problems, contact the System Administrator through the link on the website.

Q. I forgot my password. What do I do?

A. You should request that your password be reset. You may do this using the link on the Internet Services Login screen.

Q. Will my password expire?

A. Passwords do not expire.

Q. Can I change my password? If so, how?

A. You may change your password as often as you like. You must first Log In. From there, you will be returned to the Benefit Online Services page. Click "CHANGE my Password."

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Assistance/Comments

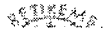
Q. Who can I contact for assistance?

A. You should contact your RRB field office in person, by phone, or through the link on the website for most general questions. If you are having problems establishing your account or setting up your password, you should contact the System Administrator through the link on the website.

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