

Tips for Using Web Member Services (Online Account Tool)



Have you had trouble establishing an account on Web Member Services (WMS)? Once you've gotten into WMS, have you had trouble returning? Don't give up just yet; there's help for the technologically timid. We are here to help you get online and get involved in managing your retirement benefit.

Web Member Services is an option for members and beneficiaries to create an account and gain access to retirement benefit information anytime, day or night. The WMS area is located on the SBCERA Home Page (www.SBCERA.org) in the left column, by clicking on the orange button that says, "Create a (WMS) Account" or the red button "(WMS) Account Login."

Following are some tips for effectively using this powerful tool to manage your account and plan your retirement:

I Followed the Instructions, But I Just Can't Set Up An Account!

There may be a few simple solutions to this problem:

1. Make sure you have not tried to add an extra forward-slash (/) or space in your date of birth.
2. Could your zip code possibly be different than what you've entered? Unless you have updated your address through your employer, SBCERA will use the last zip code of record to establish your account. If you recently moved or you moved without updating your information with your employer or SBCERA, try using your previous zip code to establish your account.
3. Make sure you have entered your information correctly. Transposed Social Security digits or an extra space or two after your last name will prevent you from establishing an account because the data will not exactly match the way your employer reports it to SBCERA.
4. If all else fails, call SBCERA at (909) 885-7980 or toll free at (877) 722-3721 for support. We are happy to help!

I Forgot My Username

When you forget your User Name or Password, there is a way to get the information e-mailed to you right away. If you forget your Username, go to the area in the left-hand column of WMS that says "Forgot your Username?". You will be prompted to enter the e-mail address that you used to establish your account. If you receive a message that says "ERROR: This email address is not on file," then the e-mail address you entered is not the one you used to establish the account; try a different one if applicable. Within a few minutes of successfully completing this task, you will receive an e-mail from Support@sbcera.org (SBCERA) with your requested information.

I Forgot My Password

The steps are similar to the Forgot Username process. Select "Forgot your Password?" from the WMS menu in the left column. In this case, you must know your username to access this function. Once entered, you will be prompted to answer your Secret Question. If you have answered successfully, you will receive an e-mail from Support@sbcera.org (SBCERA) with your requested information within a few minutes. If you receive a message that says, "No email address was found for this user," then you either have not successfully established an account, or the username you provided is incorrect (perhaps a typo or extra space). Try again.

I Forgot Both My User Name and Password

If you have become overwhelmed by the demands of technology security and cannot seem to remember either your password or user name, there is still hope. As long as you know your establishing e-mail address, then you can first request your user name. Once received, you can enter your user name and select the Forgot your Password link and follow the instructions from there. By performing the two tasks (in this order), you will have regained your information and re-established your access to your account.