mySBCERA
Your Secure Online Member Portal

First Things First - Create an Account

Before you can login, you'll need to verify that you're an SBCERA member and set up your account. Follow the instructions below to get your account up and running in just a few minutes.

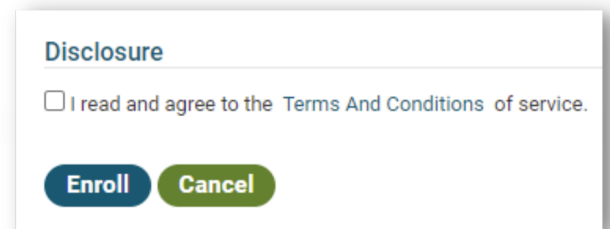### Step 1

Visit: **SBCERA.org/mySBCERA**

Step 2

Click **Enroll** to create a mySBCERA account

Step 3

Fill out **verifying information** including Challenge Questions

Step 4

Read and accept the **Terms and Conditions** to create your account

Two-Step Verification

For your security, you will be prompted to set up **two-step verification** in your mySBCERA account.

Step 5

In addition to setting up challenge questions, you will need to set up **one** additional verification option from the following choices: (1) Email Notification, (2) Text Message, or (3) Authenticator App. **You are not required to set up more than one of these options.**

Note: If you select the Authenticator App as one of your options, you must first download an Authenticator App from your App store.
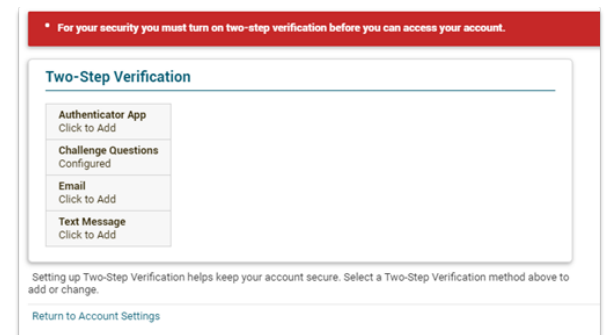
Update Your Tax Withholding Elections

You can update both your federal and state tax withholding elections in mySBCERA.

Note: If you are a new payee, you won't have access to this feature until you have received your first benefit payment.

Step 1

Log into your mySBCERA account

Step 2

Click on the **Withholding Elections** tab in the left-side menu and select **Edit**

Step 3

Click **Calculate New Net Benefit**

Note: Before your changes are saved, you will get a pop-up which shows you the effect that change would have on your monthly benefit. Then you can decide whether to proceed, or go back and re-calculate.

Step 4

Verify your name in the **Electronic Acknowledgement** box

Step 5

Select **Save Withholding**

Step 6

Click **Submit** to generate a new tax withholding

Update Your Direct Deposit Information

You can update direct deposit information for both primary and secondary accounts in mySBCERA.

Note: If you are a new payee, you won't have access to this feature until you have received your first benefit payment.

Step 1

Log into your mySBCERA account

Step 2

Click on the **Direct Deposit Elections** tab in the left-side menu

Step 3

Select the dropdown in the current election card and click **Update Account**

Step 4

Update the necessary information. Click the authorization check box and select **Save Account**

Step 5

The new election will be displayed on the **Direct Deposit Elections** page of mySBCERA

Add a Secondary Direct Deposit Account ➕

1. Select **Add Secondary Deposit**
2. Complete the **Direct Deposit Election** e-form
3. Fill in your **Bank Identifier**, **Account Number**, **Account Type**, and **Percentage / Dollar Amount**.
4. Click the authorize check box and select **Save Account** to finalize the change
5. The secondary deposit will display on the **Direct Deposit Elections** page of mySBCERA

mySBCERA

Your Secure Online Member Portal

Access Your Benefit Payment History in mySBCERA

Your benefit history and copies of your paystubs are always available in your member portal. Accessing your Benefit Payment History in mySBCERA is easy.

1. Log into your mySBCERA account
2. Click on the **'Benefit Payment History'** tab in the left-side menu
3. View information for each payment, beginning with your current benefit amount listed

Update Your Contact Information

You can update your address, phone number, and email in mySBCERA.

Address 📍

1. Go to the **Contact Information** option in the menu
2. Add a new address or update an existing address
3. Click **Update**

Phone 📞

1. Go to the **Contact Information** option in the menu
2. Add or update your phone number
3. Click **Update**

Email ✉

1. Go to **Account Settings** in the upper right corner
2. Add a new email address or update an existing one
3. Click **Update**

Other Features in mySBCERA 🔍

- View your benefit summary
- View your 1099-R information
- View your beneficiary information

Additional Help ❓

For additional questions about mySBCERA, you can call us at **(909) 885-7980** or send us a message at **MemberServices@SBCERA.org**