



Easy access to your PERF Account Now called INPRS

If you've tried accessing your online account or the customer service center, you might be aware that improvements have been made to the login procedure.

Instead of a Pension ID number (PID), members are now asked to use their Social Security Number (SSN) or alternate User ID, and passcode.

Here's what you need when contacting INPRS:

1) Calling In:

- Social Security Number (SSN) for User ID and most recent passcode.
- *If you have never called in, or accessed your online account, use your SSN for the User ID and the passcode that was mailed to you. Follow the instructions provided during the voice prompts.*

2) Logging in to online account:

- Most recently updated User ID and passcode.
- *If you have never accessed your online account, use your SSN for the User ID and the passcode previously mailed to you.*

3) Forgot your User IDs/passcode?

- Call (888)526-1687 to request it be sent to you. If you signed up for the "Forgot Your Passcode" feature online, you may retrieve it online.