

Introduction to MemberDirect

A Self-Service Portal
For Retirees



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MemberDirect Overview



MemberDirect | Introduction

What is it?

MemberDirect is an online tool that provides County retirees, who are enrolled in a County-sponsored pension plan, with on-demand secure access to view their retirement account information

Who is it for?

Retirees who participate in one of the County's four (4) public safety pension plans or seven (7) supplemental plans will be able to establish an account in MemberDirect.

Retirees who receive payment from the Maryland State Pension Plan should visit <https://sra.maryland.gov/mysrps>

MemberDirect | The Benefits

Retirees who enroll in MemberDirect will be able to...

View their pension payment history

View and update tax withholdings

View and update direct deposit information

Update personal information

View 1099R History

MemberDirect | Accessing the Portal

You may access the MemberDirect Portal by visiting <https://memberdirect.princegeorgescountymd.gov>

If you need assistance you may contact the Retirement Services team at pensions@co.pg.md.us or by calling 301-883-6390

Enrolling in MemberDirect



Enrolling in MemberDirect | Overview



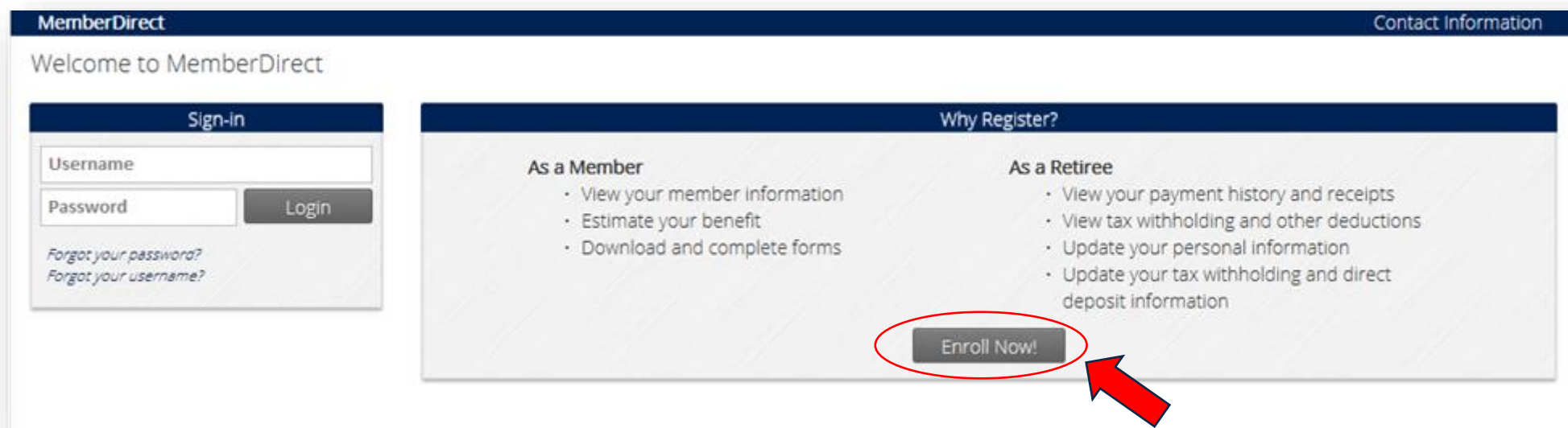
STEP 1: Visit the MemberDirect Portal

Access the MemberDirect Portal by visiting

<https://memberdirect.princegeorgescountymd.gov>

Step 2: Click Enroll Now

In order to set up your account for the first time, click the **Enroll Now!** button.



The screenshot shows the MemberDirect website interface. At the top, there is a dark blue header with 'MemberDirect' on the left and 'Contact Information' on the right. Below the header, the main content area is divided into two sections. On the left, there is a 'Sign-in' section with a 'Username' input field, a 'Password' input field, and a 'Login' button. Below these fields are links for 'Forgot your password?' and 'Forgot your username?'. On the right, there is a 'Why Register?' section with two columns of benefits. The 'As a Member' column lists: 'View your member information', 'Estimate your benefit', and 'Download and complete forms'. The 'As a Retiree' column lists: 'View your payment history and receipts', 'View tax withholding and other deductions', 'Update your personal information', and 'Update your tax withholding and direct deposit information'. At the bottom of the 'Why Register?' section, there is a dark grey button labeled 'Enroll Now!', which is circled in red with a red arrow pointing to it.

Step 3: Verify your personal information

Before you can create an account, we must first verify your identity.



Enter the following information to help us identify you

SSN:

Last Name:

Birth Date: 

Home Zip Code:

Country:

1. Your Social Security Number
2. Last Name
3. Date of Birth
4. Home Zip Code
5. Country

Note: You are only permitted access if you are enrolled in a County Pension Plan and if your information matches exactly as we have it in the system.

Step 4: Create a Username and Password

Username Requirements

- Cannot be your email address
- Cannot already exist
- Case sensitive

Email Address:

- This email address will be used to retrieve forgotten password notifications and portal activity alerts.

Password Requirements:

- Must be at least eight (8) characters long
- Include one (1) upper letter
- Include one (1) lower case letter
- Include one (1) number

Enter your new account information

Username:

Email:

Confirm Email:

Your password must be at least 8 characters, include both upper and lower case, and be alphanumeric.

Password:

Confirm Password:

Step 5: Define your Challenge Questions

Define challenge questions for identity protection

Question #1:

Answer:

Question #2:

Answer:

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

- Challenge questions are used to secure your account by confirming your identity every time you log into MemberDirect.
- You must select two different questions.
- The answer to these questions **cannot** be the same.
- Answers are case sensitive, make note of exactly how you entered your response.

Step 6: Accept Terms and Agreement

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

Enroll

Cancel


- Read and agree to the Terms And Conditions of the service provided through MemberDirect.
- Click the **Enroll** button.

Congratulations!

You are now officially enrolled in MemberDirect

You are now enrolled into MemberDirect! [Login to access your account!](#)

[Login to MemberDirect](#)

In addition to the confirmation on the screen, an email notification will be sent to the email address used to create your account. 



1400 McCormick
Drive
Largo, MD 20774
(301) 883-6390

A new MemberDirect account for Prince George has been created.

You can now logon to MemberDirect with the account information you created during enrollment.

Use this link to access your [MemberDirect](#) account.

If you have any questions, please contact the Prince George's County Pension Fund at 1 (301) 883-6390.

This email will come from pensions@co.pg.md.us.

Navigating MemberDirect

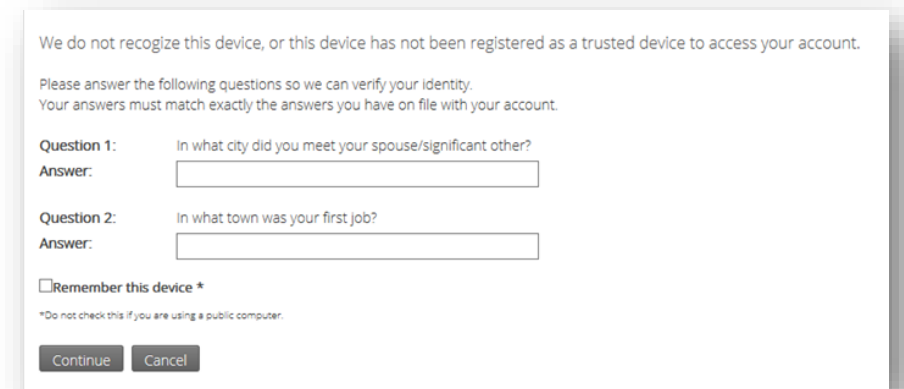


Navigating MemberDirect| Retirees

- As a retiree you now have on-demand access to your retirement account.
 - Review your payment history
 - Update tax withholding, direct deposit, and address

Navigating MemberDirect| Secure Login

- When you log in to MemberDirect on a device for the first time, you will be asked to provide the answers to your security questions.
- Remember the answer must match what you provided during the enrollment process. This includes capital letters and spaces.



We do not recognize this device, or this device has not been registered as a trusted device to access your account.

Please answer the following questions so we can verify your identity.
Your answers must match exactly the answers you have on file with your account.

Question 1: In what city did you meet your spouse/significant other?
Answer:

Question 2: In what town was your first job?
Answer:

Remember this device *

*Do not check this if you are using a public computer.

Navigating MemberDirect| Secure Login

- Once you have successfully answered your security questions, you have the option of selecting “Remember this device” and give your device a name.
- Naming your device eliminates the need to answer the security question each time you login.

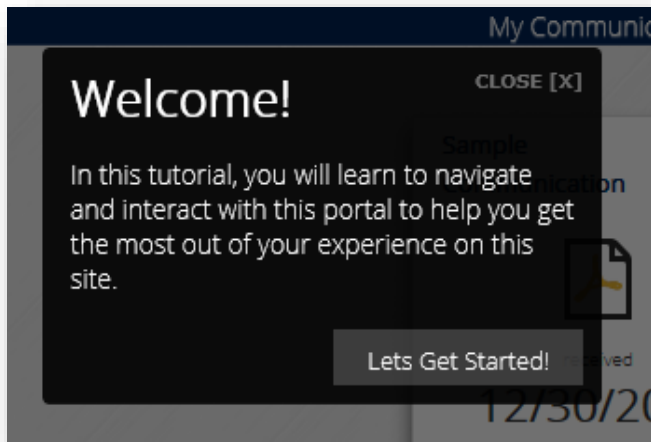


A screenshot of a web form for the 'Remember this device' feature. At the top, there is a checked checkbox labeled 'Remember this device *'. Below it is a text input field labeled 'Device Name' with a blue question mark icon to its right. Underneath the input field is a small asterisked note: '*Do not check this if you are using a public computer.' At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

The “Remember this device” feature should not be used on shared or public devices.

Navigating MemberDirect| Site Tour

- When you log in to MemberDirect for the first time, the system will take you on a tour.
- You are encouraged to take the tour so that you may familiarize yourself with the portal features and location of pertinent information.



Help
Help Contents
Contact Information
Site Tour

- If you are not logging in for the first time, but would like to take the tour, you can start the Site Tour anytime by going to the help menu on the side panel of the portal

Navigating MemberDirect| Retiree Information

Once you are logged in, your Benefit Summary is visible from the home screen.

- Here you will be find the your benefit type (Service or Disability Retirement), payment type, retirement effective date, and current benefit amount.
- The side panel is always visible for ease of navigation through the portal

BENEFIT SUMMARY Viewing: [Service Retirement \(Active\)](#)

Benefit Information
Benefit Summary
Benefit Payment History
Withholding Elections
Direct Deposit Elections
Year to Date
1099-R
Personal Information
Beneficiaries

Forms

Communications
Correspondence
Statements

Help
Help Contents
Contact Information
Site Tour
FAQs

User
Profile
Communication Settings
Retiree Connection
Sign Out

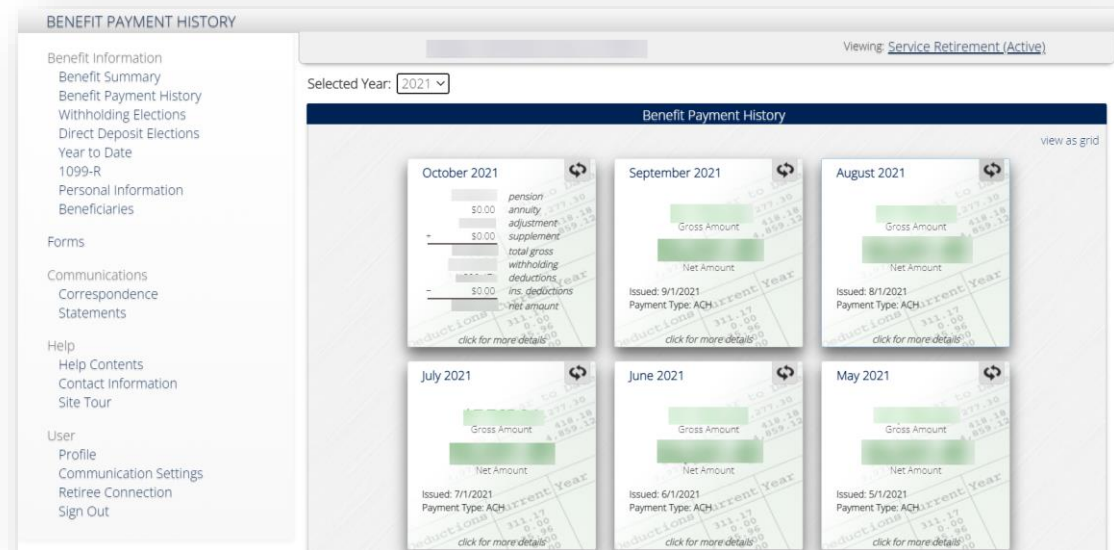
Benefit Summary	
Benefit Type:	Service Retirement
Payment Method:	Contingent Joint & Survivor
Benefit Status:	Active
Effective:	1/1/2010

Benefit Amount as of 1/19/2021	
\$	Pension
\$0.00	Annuity
.....	Adjustments
.....	Supplements
+	Total Gross
\$0.00	Withholding
.....	Deductions
-	Insurance Deductions
\$	Net Amount

Navigating MemberDirect| Benefit Payment History

The Benefit Payment History menu option automatically displays tiles of payments received during the current year.

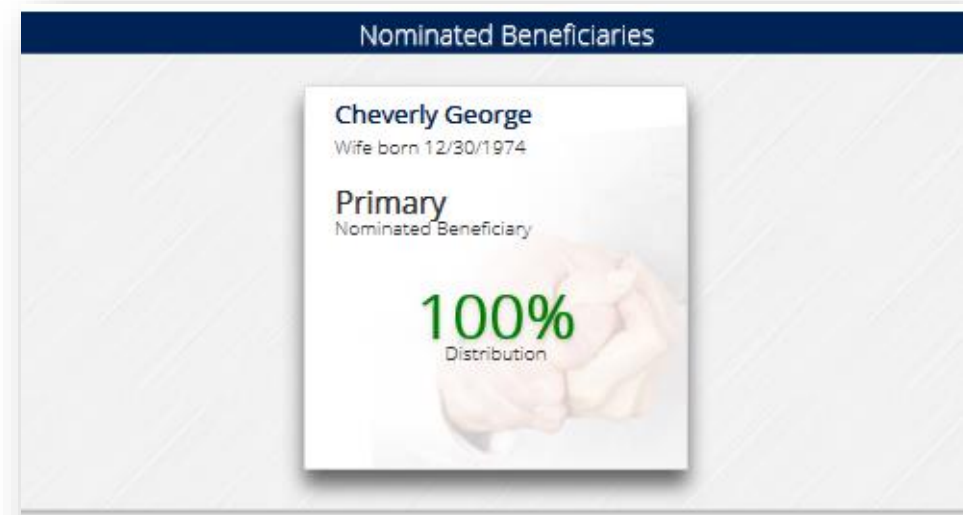
- When you click on a tile for a particular month, you will be able to view payment details, which includes tax withholding and health insurance deductions.
- To view as a grid, instead tiles, click on the “View as Grid” option to the right of the tiles.
- If you wish to view prior years, select the year from the drop down menu.



Click “View more details to view, download, or print your payment receipt.

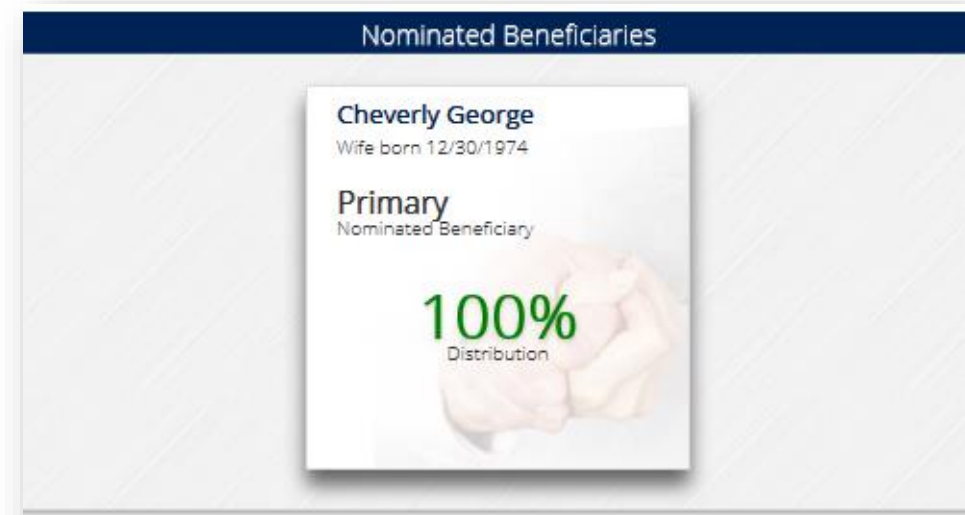
Navigating MemberDirect | View Nominated Beneficiaries

- View your nominated beneficiaries on file.
- This is the person you selected at retirement to receive a portion of your pension benefit in the event of your death.
- Changes cannot be made through the portal.



Navigating MemberDirect| 1099-R Information

- View your nominated beneficiaries on file.
- This is the person you selected at retirement to receive a portion of your pension benefit in the event of your death.
- Changes cannot be made through the portal.



Making Updates



Making Updates | Personal Information

The screenshot displays a web interface titled "PERSONAL INFORMATION". On the left is a navigation menu with categories: Benefit Information (Benefit Summary, Benefit Payment History, Withholding Elections, Direct Deposit Elections, Year to Date, 1099-R, Personal Information, Beneficiaries), Forms, Communications (Correspondence, Statements), Help (Help Contents, Contact Information, Site Tour), and User (Profile, Communication Settings, Retiree Connection, Sign Out). The main content area is divided into four sections:

- Address:** Includes a dropdown for "Address Type" (set to "Home"), text boxes for "Address Line 1" and "Address Line 2", a "City" dropdown, a "State" dropdown, a "Zip Code" text box, a "Country" dropdown, and a "Mail Stop" text box. "Update" and "Cancel" buttons are at the bottom.
- Phone:** Includes a dropdown for "Phone Type" (set to "Home"), text boxes for "Area Code", "Number", "Ext.", and "Country Code". "Update" and "Cancel" buttons are at the bottom.
- Email:** Includes a dropdown for "Email Type" (set to "Home") and a text box for "Address". "Update" and "Cancel" buttons are at the bottom.
- Additional Information:** Includes text boxes for "Birth Date", "Gender", and "Ethnicity".

- View and update your address, telephone number, and email address on file.
- If you are receiving payment from the Maryland State Retirement System, you must contact them directly.

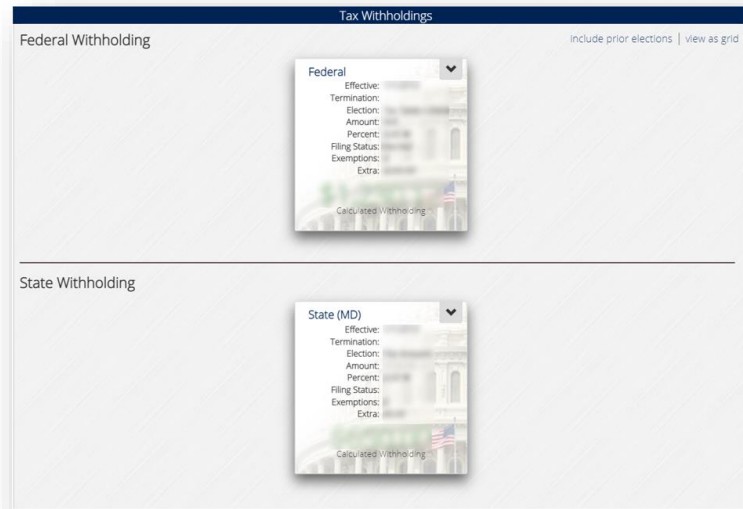
Making Updates | Communication Settings

The screenshot displays a web interface titled "PERSONAL INFORMATION". On the left is a navigation menu with categories: "Benefit Information" (Benefit Summary, Benefit Payment History, Withholding Elections, Direct Deposit Elections, Year to Date, 1099-R, Personal Information, Beneficiaries), "Forms", "Communications" (Correspondence, Statements), "Help" (Help Contents, Contact Information, Site Tour), and "User" (Profile, Communication Settings, Retiree Connection, Sign Out). The main content area is divided into four sections: "Address", "Phone", "Email", and "Additional Information".

- Address:** Includes a dropdown for "Address Type" (set to "Home"), text boxes for "Address Line 1", "Address Line 2", "City", "State" (dropdown), "Zip Code", "Country" (dropdown), and "Mail Stop". "Update" and "Cancel" buttons are at the bottom.
- Phone:** Includes a dropdown for "Phone Type" (set to "Home"), text boxes for "Area Code", "Number", "Ext.", and "Country Code". "Update" and "Cancel" buttons are at the bottom.
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- Additional Information:** Includes text boxes for "Birth Date", "Gender", and "Ethnicity".

- View and update your address, telephone number, and email address on file.
- If you are receiving payment from the Maryland State Retirement System, you must contact them directly.

Making Updates | Withholding Elections



- The Withholding Elections screen allows you to view and maintain tax withholding deductions.
- You are able to update both federal and state tax withholding data.

Making Updates | Maintaining Tax Withholdings

Withholding Maintenance

Withholding Type: Federal

Election: Tax Table + Extra Amou

Amount: 0.00

Percent: 0.0000000

Filing Status: Married

Exemptions: 0

Extra Withholding:

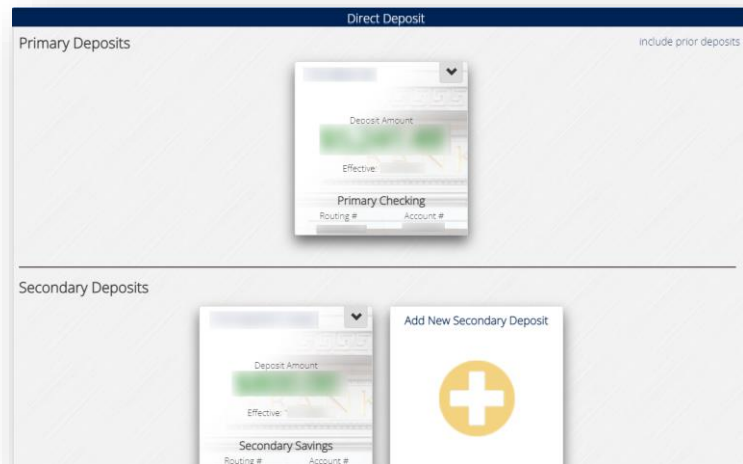
Changes Will Be Effective As Of 2/1/2021

Calculate New Net Benefit Cancel

- To update your withholding election for either Federal or State, click the down arrow in the upper right part of the appropriate withholding card
- Make your changes and then click the *Calculate New Net Benefit* button.
- If everything is correct, click Save Withholding and a confirmation email for this update is sent to you.

Only Maryland State taxes can be withheld and Maryland withholdings must be entered as a dollar amount.

Making Updates | Direct Deposit Elections



- View current direct deposit banking information.
- You can update both your primary and secondary deposits.
- The amount displayed on the card is the net amount to be deposited in your account.

Making Updates | Maintaining Primary Deposits



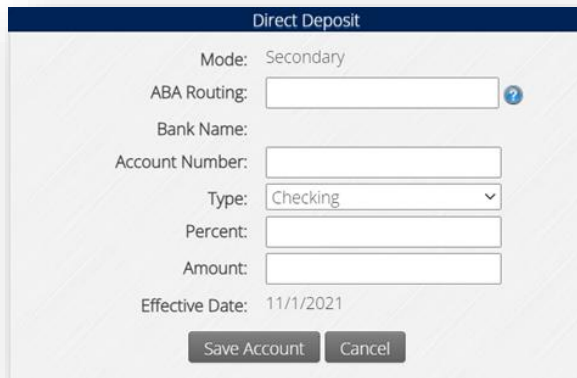
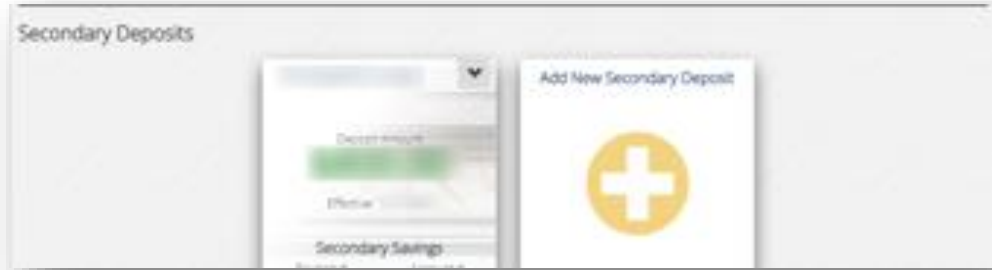
- To update/change your primary account, click the down arrow in the upper right corner of the primary deposit card.
- Enter new information for Financial Institution, then save account.

A screenshot of a "Direct Deposit" form. The form is titled "Direct Deposit" and contains the following fields:

- Mode: Primary
- ABA Routing: [text input field]
- Bank Name: [text input field]
- Account Number: [text input field]
- Type: [dropdown menu with "Checking" selected]

Below the fields, it says "Changes Will Be Effective As Of 11/1/2021". At the bottom, there are two buttons: "Save Account" and "Cancel".

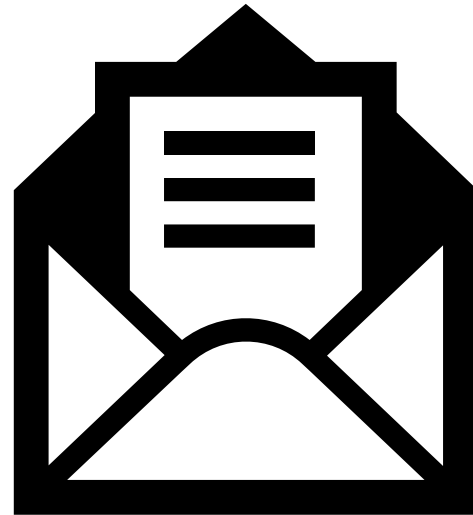
Making Updates | Maintaining Secondary Deposits

A screenshot of a "Direct Deposit" form. The form is titled "Direct Deposit" and has a "Mode" dropdown set to "Secondary". It includes several input fields: "ABA Routing" (with a help icon), "Bank Name", "Account Number", "Type" (a dropdown menu currently showing "Checking"), "Percent", and "Amount". There is also a pre-filled "Effective Date" of "11/1/2021". At the bottom of the form are two buttons: "Save Account" and "Cancel".

- To update amount going to you existing secondary, click the down arrow in the upper right corner of the secondary deposit card.
 - Change dollar amount or percentage, then save account.
- To add a new secondary account, select *Add New Secondary Deposit*.
 - Enter banking information and either the amount or percentage to be deposited.
 - Save account.

Congratulations!

You have successfully updated your information!!



For any and all changes made, a confirmation email is sent to the email addressed used to create your account.

What you may do next...

Visit the Pensions Administration Web Page for additional resources.

Email Retirement Services with questions at pensions@co.pg.md.us

Call Retirement Services at 301-883-6390

Questions?

