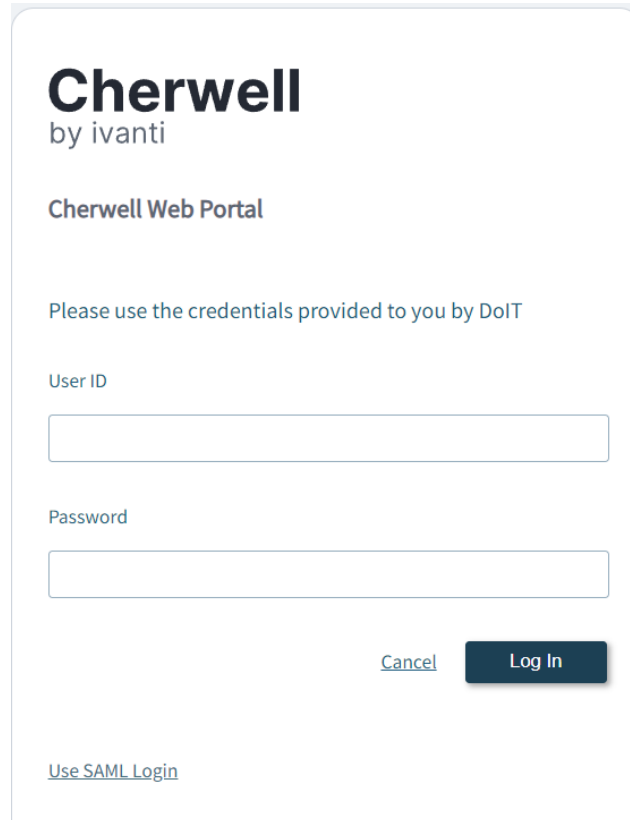


Retiree's Portal Tour

Customers will receive an email from BCPS Serve that will contain their login credentials and a link to the Retiree's Portal. The link is [BCPS Retiree's Portal](#). This will take the customer to the login page for the Retiree's Portal.



Cherwell
by ivanti

Cherwell Web Portal

Please use the credentials provided to you by DoIT

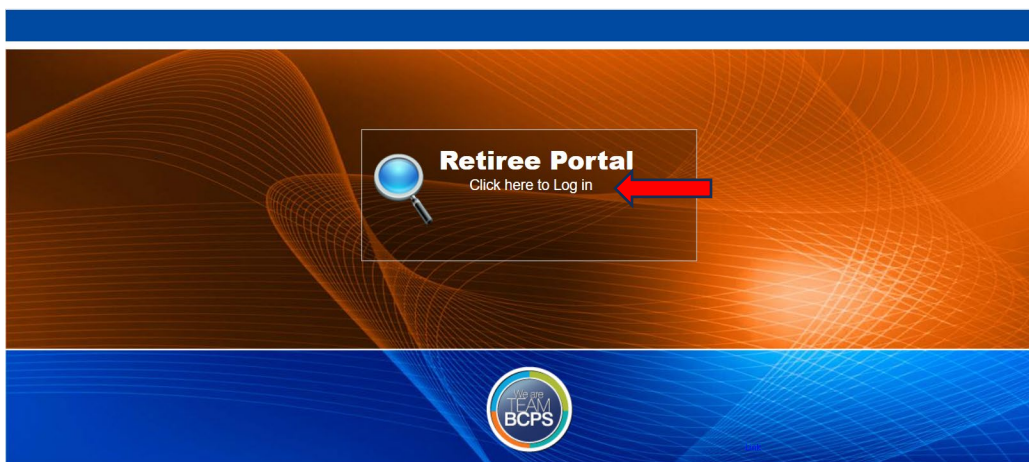
User ID

Password

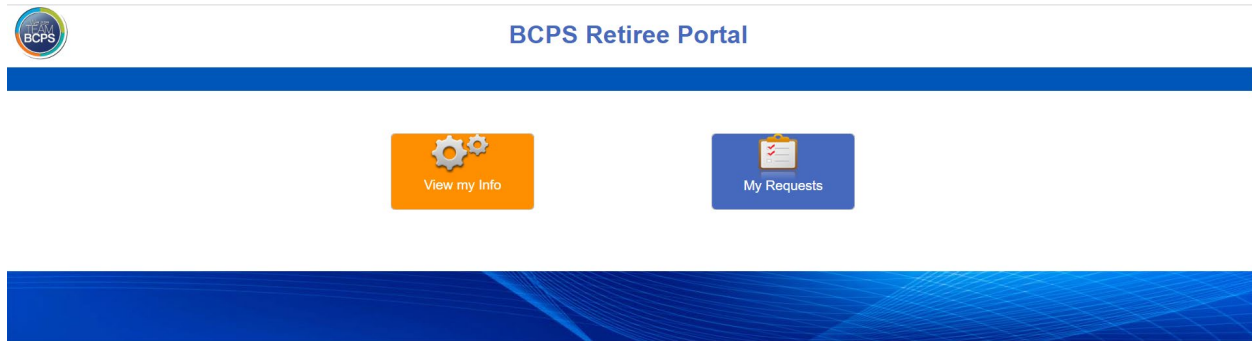
[Cancel](#)

[Use SAML Login](#)

After logging in, they will arrive at the Retiree's Portal "Landing Page". From here they just click on [Click here to Log In](#).



From here, the customer has the options of *View my Info* or to view *My Requests*.



If the customer navigates to View my Info, an example of what they will see is below.

CHRISTOPHER NEUMAN
Submit Request to Update Information

To update the below information please submit a Request and add the changes to the "Detailed Description" Field.

Personal Information


<p>Full Name: <input type="text"/></p> <p>Pre: <input type="text"/> First: <input type="text"/> Middle: <input type="text"/> Last: <input type="text"/> Suffix: <input type="text"/></p> <p>Town/City: <input type="text"/></p> <p>State/Province: <input type="text"/> Zip/Postal Code: <input type="text"/></p> <p>MD <input type="text"/> 21221 <input type="text"/></p> <p>Phone: <input type="text"/> Mobile: <input type="text"/></p> <p>4105551212 <input type="text"/> 4105551213 <input type="text"/></p> <p>Address 1: <input type="text"/></p> <p>237 Address Line <input type="text"/></p> <p>Address 2: <input type="text"/></p> <p>Dependant01: <input type="text"/></p> <p>Dependant03: <input type="text"/></p>	<p>Employee ID: <input type="text"/></p> <p>Sex: <input type="text"/></p> <p>M <input type="text"/></p> <p>Qualified Ben ID: <input type="text"/></p> <p>E-Mail: <input type="text"/></p> <p>Spouse: <input type="text"/></p> <p>Letter Recipient: <input type="text"/></p> <p>YES <input type="text"/></p> <p>Notes: <input type="text"/></p> <p>Dependant02: <input type="text"/></p> <p>Birth Date: <input type="text"/></p> <p>1/1/1970 <input type="text"/></p>
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Coverage Information

<p>Coverage Type: <input type="text"/></p> <p>Retiree <input type="text"/></p> <p>Coverage 1: <input type="text"/></p> <p>Coverage 3: <input type="text"/></p> <p>RLBL-15(BAS LIFE INS 15K) Cost:\$18.60 EffDate:01/01/2016</p> <p>Coverage 5: <input type="text"/></p> <p>Coverage 7: <input type="text"/></p>	<p>Pension Type: <input type="text"/></p> <p>Coverage 2: <input type="text"/></p> <p>RVISN-HW (VISION-HW-RET) Cost:\$8.01 RggFyrr:01/01/2016</p> <p>Coverage 4: <input type="text"/></p> <p>RDGP-HW (DCP-HW-RET) Cost:\$65.84 EffDate:01/01/2016</p> <p>Coverage 6: <input type="text"/></p> <p>Coverage 8: <input type="text"/></p>
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If the user wishes to update their information, they can click on the Submit Request to Update Information button.

CHRISTOPHER NEUMAN

 **Submit Request to Update Information**

To update the below information please submit a Request and add the changes to the "Detailed Description" Field.

The only thing the customer needs to do is fill in the Detailed Description box and select Submit. This will submit an incident to the Customer Support Center.

Retirement > Retirement Consultation


Please describe the issue you're having:

Location:

Office: Room:

Please provide the information to update in the detailed description box below.

Detailed Description:



The Customer can view any open incidents they have by navigating to the My Requests link from the Home Page. This will show them any open incidents they have.

Home



BCPS Retiree Portal

My Open Incidents and Requests

ID	Create...	Requestor	Status	Service	Category	Subcat...	Location
733799	10/11/2023 8:5...	CHRISTOPHER NEUMAN	New	HR Service	Retirement	Retirement Co...	Retiree