

# Questions and Answers about changes to the TRA website

## When will the new *MyTRA* be available?

The new member portal, *MyTRA Online*, will be available Sept. 14.

Certain online services will be unavailable until later this fall:

- Estimate calculator
- ELSA information
- On-line appointment scheduler

All other services will be available on Sept. 14.

## Is registering mandatory?

No. You need only register if you want to access your information online. This change does not affect your monthly benefit payment, your copy of the newsletter, or your access to general information on the website.

## What do I need to do to access the new *MyTRA*?

You must re-register to access your account. Watch our video, “Creating an online account” (available on the website) for instructions. To register,

- Active and inactive members must have their six-digit TRA number
- Benefit recipients must have the amount of their last net benefit payment
- Everyone must have a valid email address

## Does this change affect when I will get my benefit payment or refund?

No. Processing of retirement, disability, and refund applications by TRA staff is unaffected.

If all required retirement forms and supporting information are submitted on a timely basis, you should receive your first retirement check within 30 to 60 days of your effective date of retirement. Refunds are typically processed within two weeks.

## Are there “blackout periods” in which online services are not available?

Yes. As of August 3, the online counseling schedule and the online retirement application process are unavailable. All online services will be unavailable from Sept. 8 to Sept. 14.

Certain online services including the estimate calculator, ELSA information, and the on-line appointment scheduler will be unavailable until later this fall. All others will be available on Sept. 14.

Call TRA at 651-296-2409 or 1-800-657-3669 to schedule an appointment, have a retirement application or estimate mailed to you, make address changes, and so forth. Our phone counselors can answer all of your questions.

## What new features will be available on the new *MyTRA* web portal?

The new *MyTRA* contains the same information you currently see when you log into your account, but in an easier-to-use format. For example, when creating an online retirement application, you will be able to save the application and return later to finish it.

## Who do I contact for further information?

Call TRA at 651-296-2409 or 1-800-657-3669. Our phone counselors can answer all of your questions.