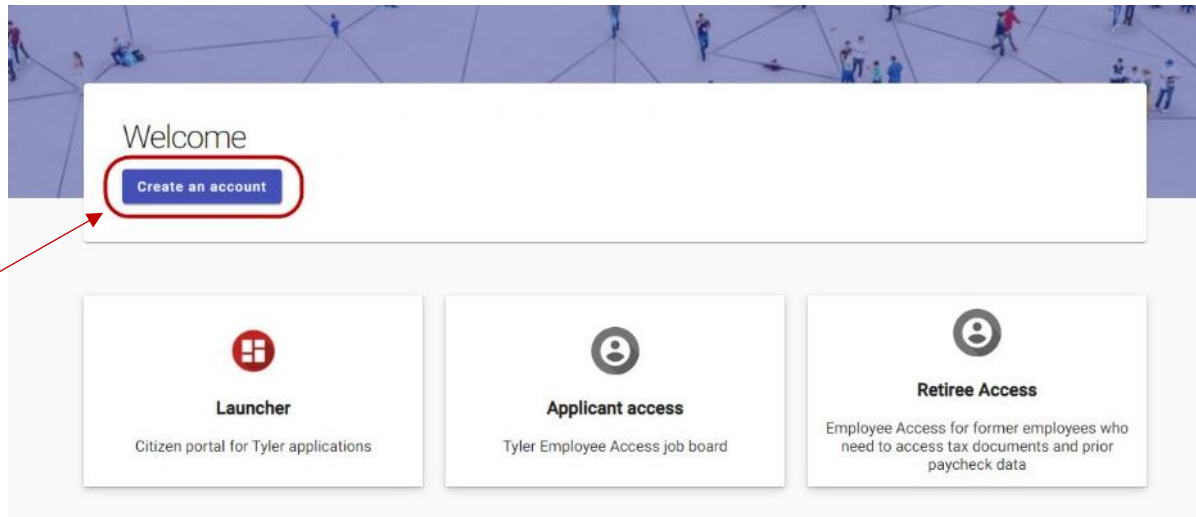


Resident Access

Trouble-shoot login errors on page 5

- Once you click on the Resident Access Link:
- It will send you to the Portal Home – Click the Create an Account button.



- This will send you out to this following screen.

Sign in to community access services for

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

Password

Remember me

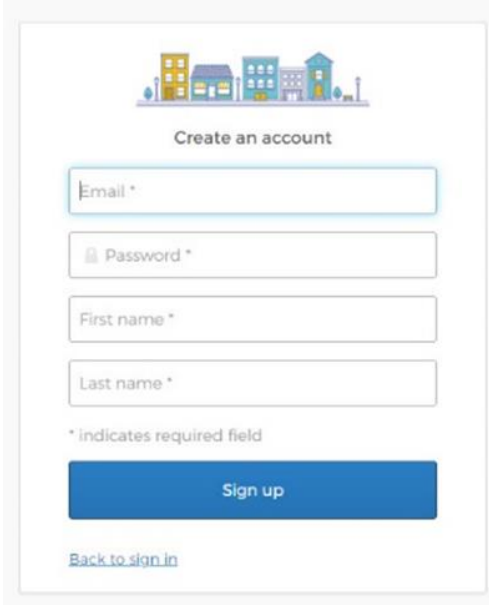
[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

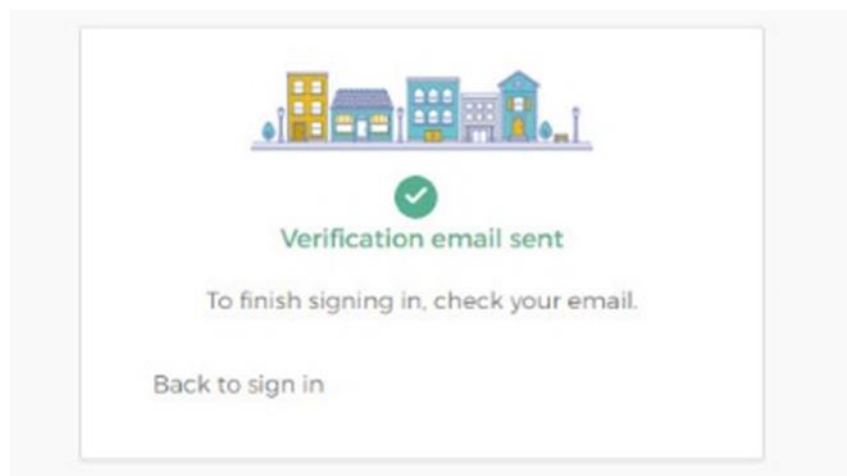
- Choose the “Don’t have an account? Sign up” at the bottom of the box.

-Fill in your personal email, create a password, First and Last name.

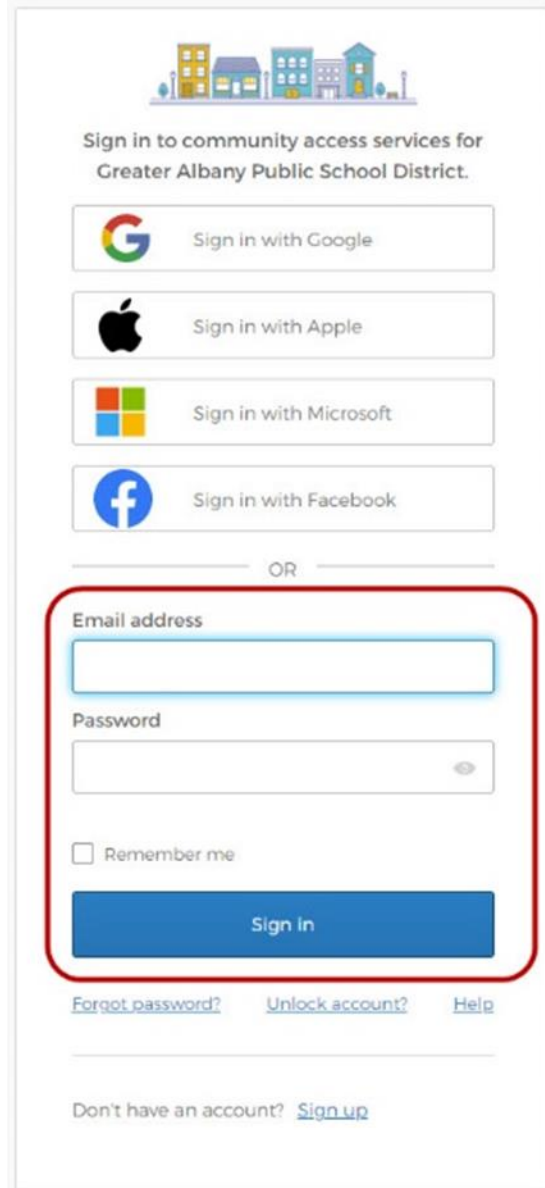


The image shows a 'Create an account' form. At the top, there is an illustration of a city skyline with colorful buildings. Below the illustration, the text 'Create an account' is centered. The form consists of four input fields: 'Email *', 'Password *', 'First name *', and 'Last name *'. Each field has a small asterisk indicating it is required. Below the fields, there is a note: '* indicates required field'. At the bottom of the form, there is a blue button labeled 'Sign up' and a link labeled 'Back to sign in'.

-You will then be sent a verification email.





-Once you verify your account through your personal email, you will click the “**Back to Sign in**”, Which will redirect you to the sign in screen.





The image shows a sign-in interface for the Greater Albany Public School District. At the top, there is a colorful illustration of a school building. Below the illustration, the text reads "Sign in to community access services for Greater Albany Public School District." There are four social media sign-in options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these options is a horizontal line with the word "OR" in the center. Underneath the line is a red-bordered box containing the email and password fields. The "Email address" field is a simple text input. The "Password" field is a text input with a small eye icon on the right side. Below the password field is a checkbox labeled "Remember me". At the bottom of the red-bordered box is a blue "Sign In" button. Below the sign-in options are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link that says "Don't have an account? [Sign up](#)".

Sign in to community access services for
Greater Albany Public School District.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

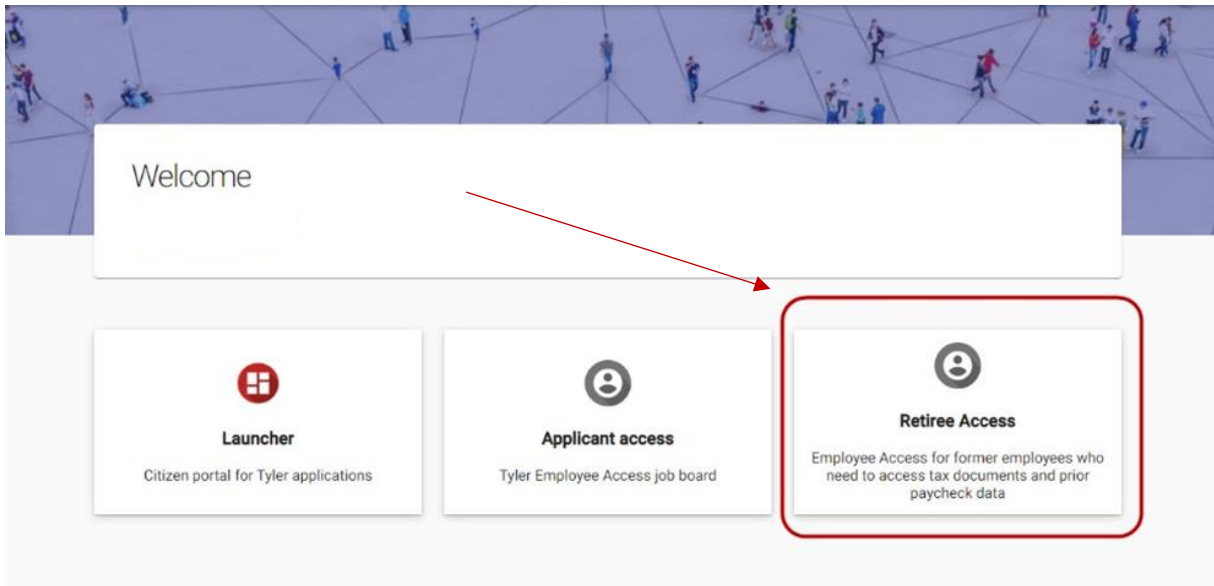
Remember me

[Sign In](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

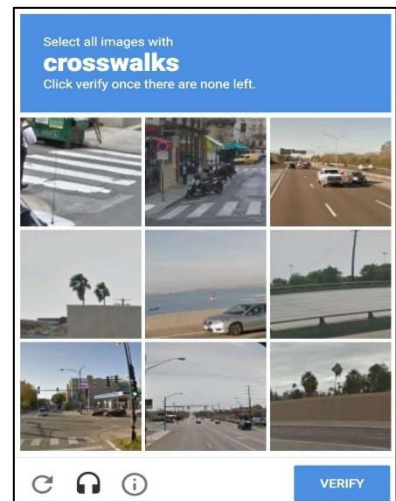
-After logging in the system will open back up to the resident access main page. You will want to select the “**Retiree Access**” box.



-You will now be prompted to finish your account registration. Fill in the last four of your SSN, Birthdate, Zip Code, and Click the “**I’m not a robot**” reCAPTCHA.

A screenshot of a registration form. At the top is a person icon and the text "Welcome to 's Retiree Access!". Below that is a message: "Since it's your first time logging in with us, please enter the following information to allow us to locate your employee record." The form has three input fields: "Last four of SSN*", "Birthdate*" (with the value "04/28/2023" and a calendar icon), and "Zip Code*". Below the fields is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo. At the bottom is a grey "Submit" button.

- “**I’m not a Robot**” reCAPTCHA example.



-Once you have filled out all your personal information and completed the reCAPTCHA, you will hit the submit button at the bottom of the page.

-You will now be loaded into the **Retiree Access** site where you can view old paystubs and other Tax Documents.

The screenshot shows the Retiree Access website interface. At the top, there is a dark blue header with the "Retiree Access" logo and a user profile icon. Below the header, a "Welcome back" message is displayed. The main content area is divided into two columns. The left column, titled "Recent paychecks", contains a table with columns for "Date", "Take Home Pay", and "Gross Pay". The right column, titled "Tax documents", lists several documents with "View" buttons. Below the tax documents is a "Current address" section with a pencil icon for editing.

Date	Take Home Pay	Gross Pay	
05/28/2021	1234.56	1500.00	Download
05/28/2021	1234.56	1500.00	Download
04/30/2021	1234.56	1500.00	Download
03/31/2021	1234.56	1500.00	Download
02/26/2021	1234.56	1500.00	Download
01/29/2021	1234.56	1500.00	Download
12/31/2020	1234.56	1500.00	Download
11/30/2020	1234.56	1500.00	Download
10/30/2020	1234.56	1500.00	Download

Tax documents

- Employee's Withholding Certificate [View](#)
- Oregon Employee's Withholding Statement and Exemption Certificate [View](#)
- Employee's Withholding Certificate [View](#)
- Employee's Withholding Allowance Certificate [View](#)
- ACA Processing - 2016 [View](#)

Current address [Edit](#)

1234 5th Street NE
Albany, OR 97321

Trouble Shooting Login Errors

-If you have trouble logging into your Resident Access account, you have the ability to reset your password and unlock your account.

The image shows three screenshots of the login process. The first screenshot is the main login page, which includes social media sign-in options (Google, Apple, Microsoft, Facebook) and a "Sign in" button. A red arrow points to the "Forgot password?" and "Unlock account?" links at the bottom. The second screenshot shows the "Reset your password" screen, which has an "Email address" input field and a "Reset via Email" button. The third screenshot shows the "Unlock your account" screen, which also has an "Email address" input field and a "Send Email" button.

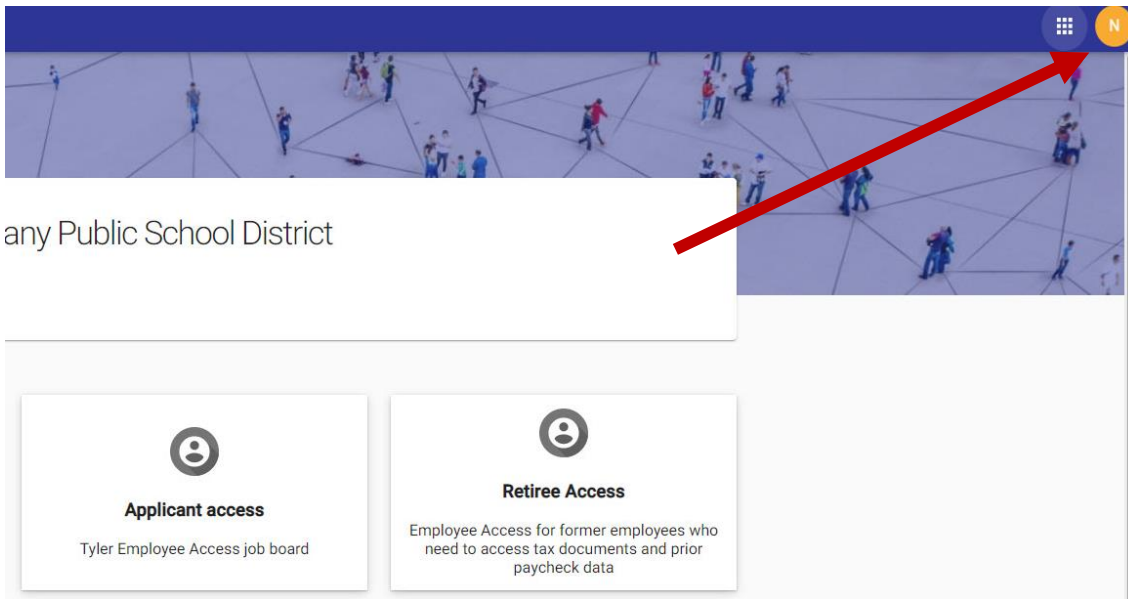
[Forgot password?](#) [Unlock account?](#) [Help](#)

- Reset Password Screen.

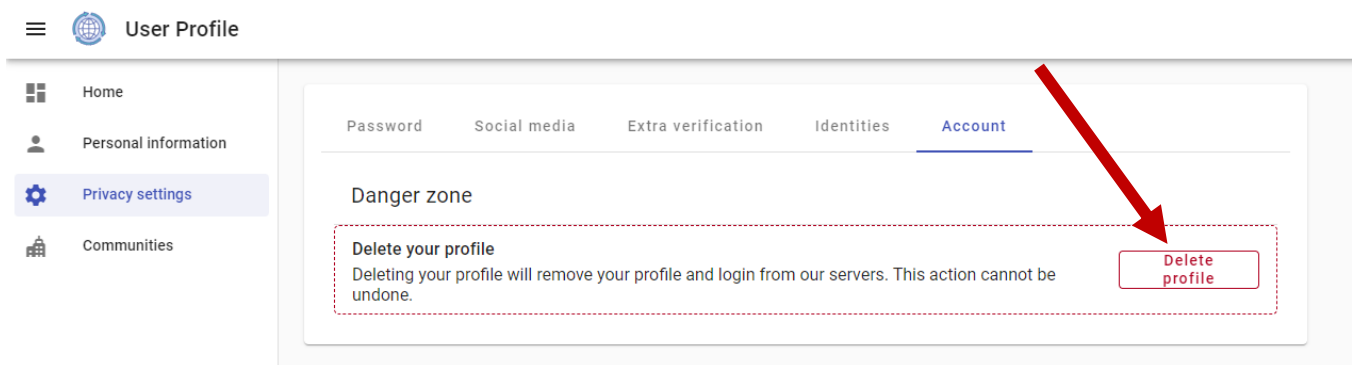
- Unlock Account Screen.

-If you are able to log in to the **Resident site**, but the system is not letting you access the **Retiree Page**; You will want to delete your account and recreate your resident access profile.

-To delete your account, you will first log into **Resident Access**. Once logged in you will go to the top right where it shows your first initial and click **“Profile”** on the dropdown.



-Once on the profile page you will click **“Privacy Settings”** and then proceed to the **“Account”** Tab. Once there you will click **“Delete profile”**



-Once you have deleted your profile you will proceed back to the **Resident Access** Site. Click **“Create Account”** then follow the additional steps provided on page 1-5 of this document.

