MyTRS Member Guide

Forgot Username or Password?
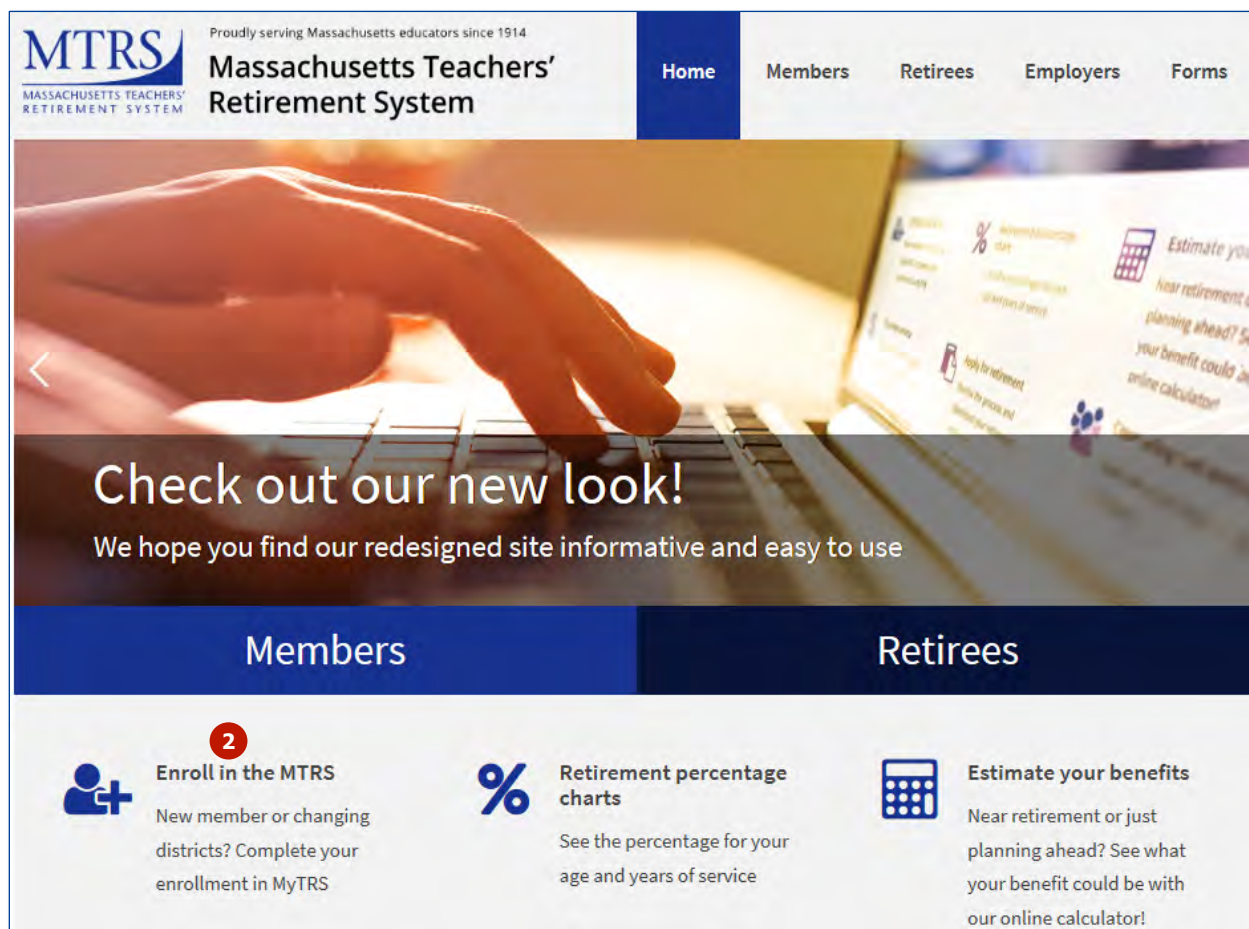
April 11, 2018

MTRS

MASSACHUSETTS TEACHERS'
RETIREMENT SYSTEM

Accessing MyTRS

1. **Using only Internet Explorer (but not Edge) or Firefox** as your web browser, go to www.mass.gov/MTRS.

   ⚠️ *Do not use Chrome, Safari or a mobile device to enroll.*

2. Click the **Enroll in the MTRS** link on the Home page.

3. Scroll to the bottom and click **Sign in to MyTRS to complete your enrollment**.

Forgot Username?
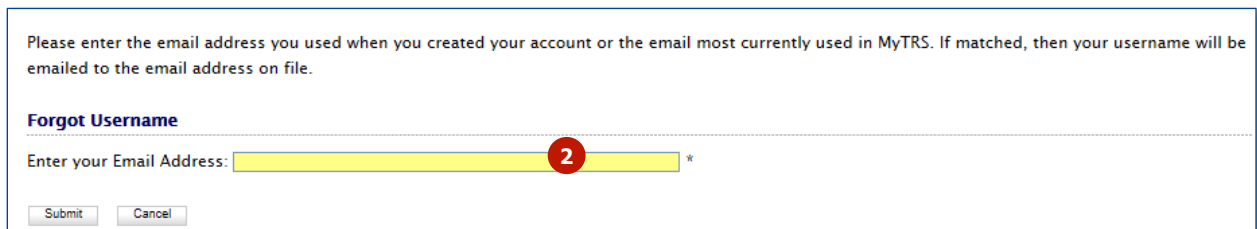
If you have forgotten your username, you can recover it by using the "Forgot Username" link on the login page.
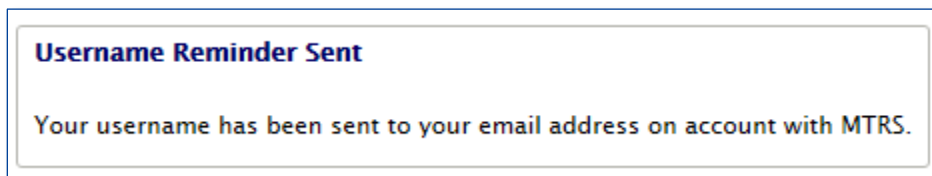
1. Click **Forgot Username**.

2. Enter your email address on account with the MTRS.

3. As long as the email address you entered matches the email address on your account, your MyTRS username will be emailed to you.
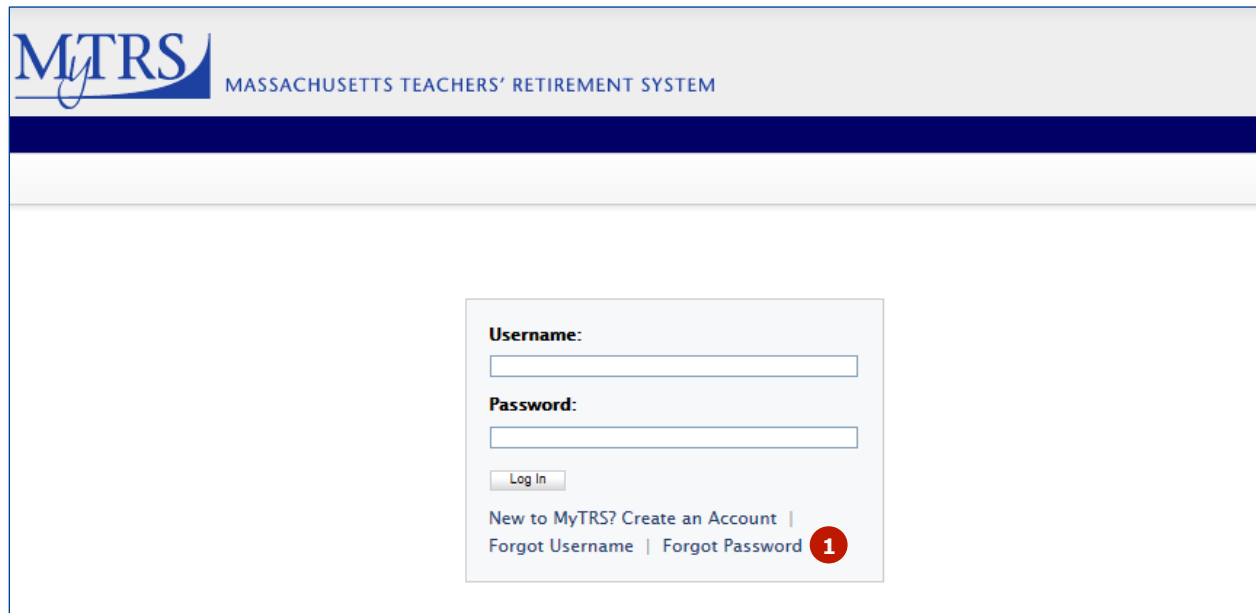

If you no longer have access to the email address used when you originally set up your account, please call MTRS at (617) 679-6877 and we can update your email address to your current one (we recommend using your personal email address as opposed to a work email address).
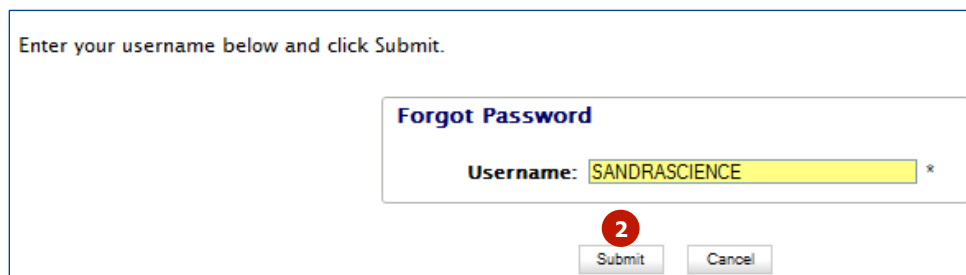
Forgot Password?

If you know your username but have forgotten your password, MyTRS allows you to reset it online if you can answer your security questions correctly.

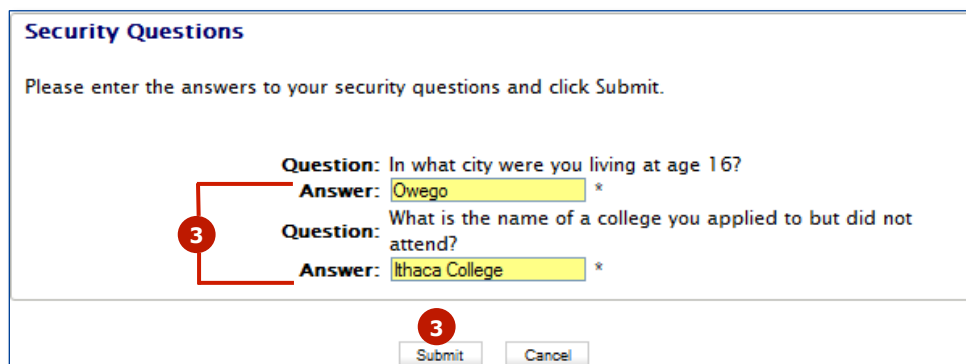1. Click **Forgot Password**.

2. Enter your Username and click **Submit.**

3. Answer your security questions correctly and click **Submit**.

4. Enter and Re-enter your new password, then click **Submit**. The password is case
    sensitive and must contain:

    - a minimum of 10 characters in length,

    - at least one capital letter,

    - at least one number, and

    - at least one special character (e.g., #, @, $, etc).