

MemberDirect Guide | Retirees and Beneficiaries



Employees' Retirement System

Agenda

- 1** MemberDirect Overview
- 2** Enrolling in MemberDirect
- 3** Navigating MemberDirect
- 4** Additional Resources



MemberDirect Overview

MemberDirect: Introduction

What is it?

This innovative platform is designed to empower ERS members with valuable knowledge to provide support throughout the full retirement journey—from early planning to life after retirement.

Who can enroll?

- Retirees
- Beneficiaries
- Full-time and Part-time Employees



MemberDirect: Benefits

MemberDirect provides a secure and convenient way to view your pension information anytime, anywhere. Designed for self-service access to essential retirement account information, it keeps you informed about your retirement benefits with just a few clicks — all from the digital device of your choice.

Key features include:

Benefit summary

View benefit payment history

View tax withholding and other deductions

View contact information

Secure communications

Download forms

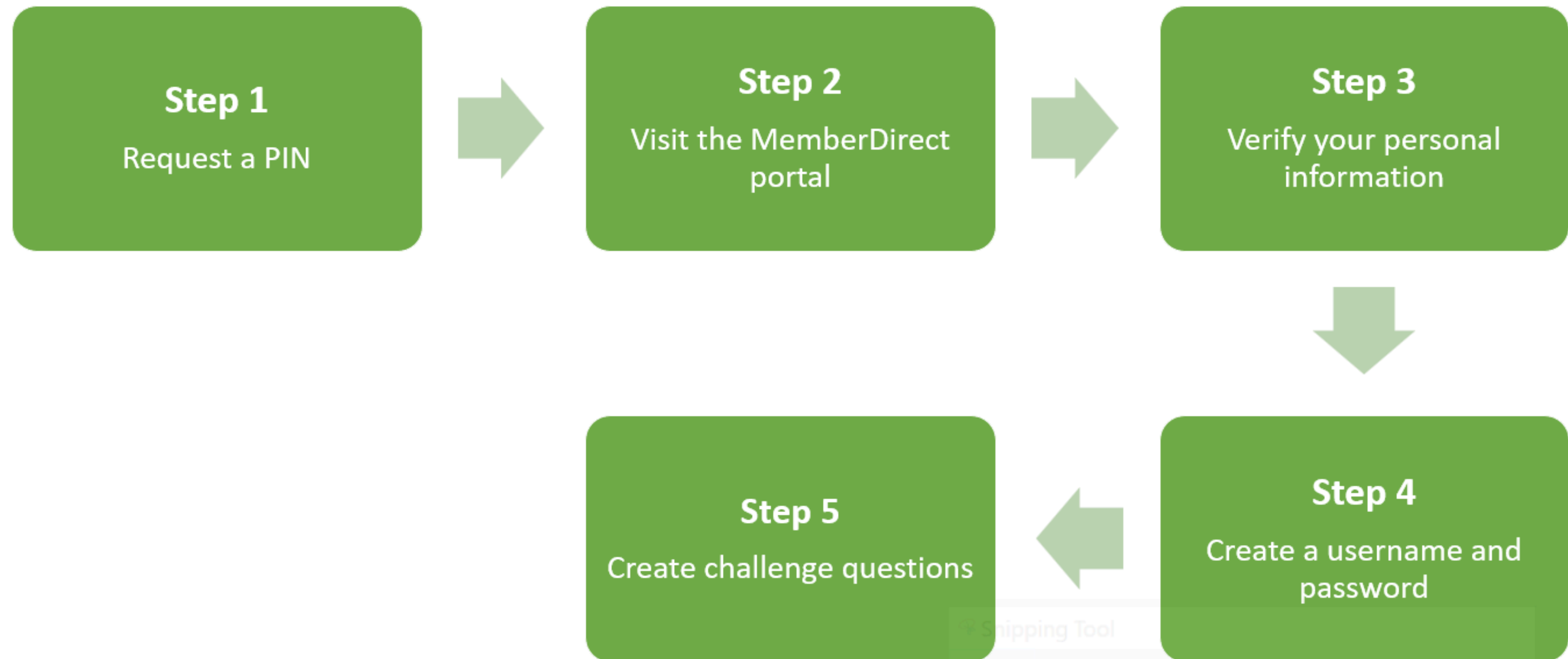


Enrolling in MemberDirect

If you need assistance you may contact the Employees' Retirement System at contactERS@mncppc.org or by calling (301) 454-1415.



MemberDirect: Enrollment Overview



Step 1: Request a PIN

Protecting ERS members' personal information is of the utmost importance. For added security, a Personal Identification Number (PIN) is required for enrollment in MemberDirect. **Note: Retirees and Survivors must email the ERS office at contactERS@mncppc.org to request a PIN.** Upon request, a letter containing a PIN and enrollment instructions will be sent to the address that we have on file. The PIN is for the initial enrollment process only. Please allow time to receive the initial enrollment invitation.

Remember to check your mailbox.



Once you have received your PIN you may complete your enrollment.



EMPLOYEES' RETIREMENT SYSTEM

The Maryland-National Capital Park and Planning Commission
6611 Kenilworth Avenue, Suite 100, Riverdale, Maryland 20737

Leisure Test
1234 Retirement Drive
Pension, MD 12345

Dear Ms. Test,

Please find below your MemberDirect Enrollment Personal Identification Number (PIN). This PIN can be used to enroll on MemberDirect at <https://member.mncppc.org>.

Please enroll soon, as this PIN will expire on February 19, 2026. If your PIN has expired, please contact The Maryland-National Capital Park and Planning Commission Employees' Retirement System for a new one.

PIN: S8KSXJWX36TNGQ



Step 2: Visit the MemberDirect Portal

member.mncppc.org

Click the **Enroll Now** button to set up your account for the first time.

The Maryland-National Capital Park and Planning Commission Employees' Retirement System

MemberDirect [FAQs](#) | [Contact Us](#)

Sign-in

Username
Password

[Forgot Username?](#)
 [Forgot Password?](#)

Why Register?

As a Member

- View your member information
- Estimate your benefit
- Download and complete forms
- View/register for upcoming seminars - *Coming Soon*

As a Retiree - *Coming Soon*

- View tax withholding and other deductions - *Coming Soon*

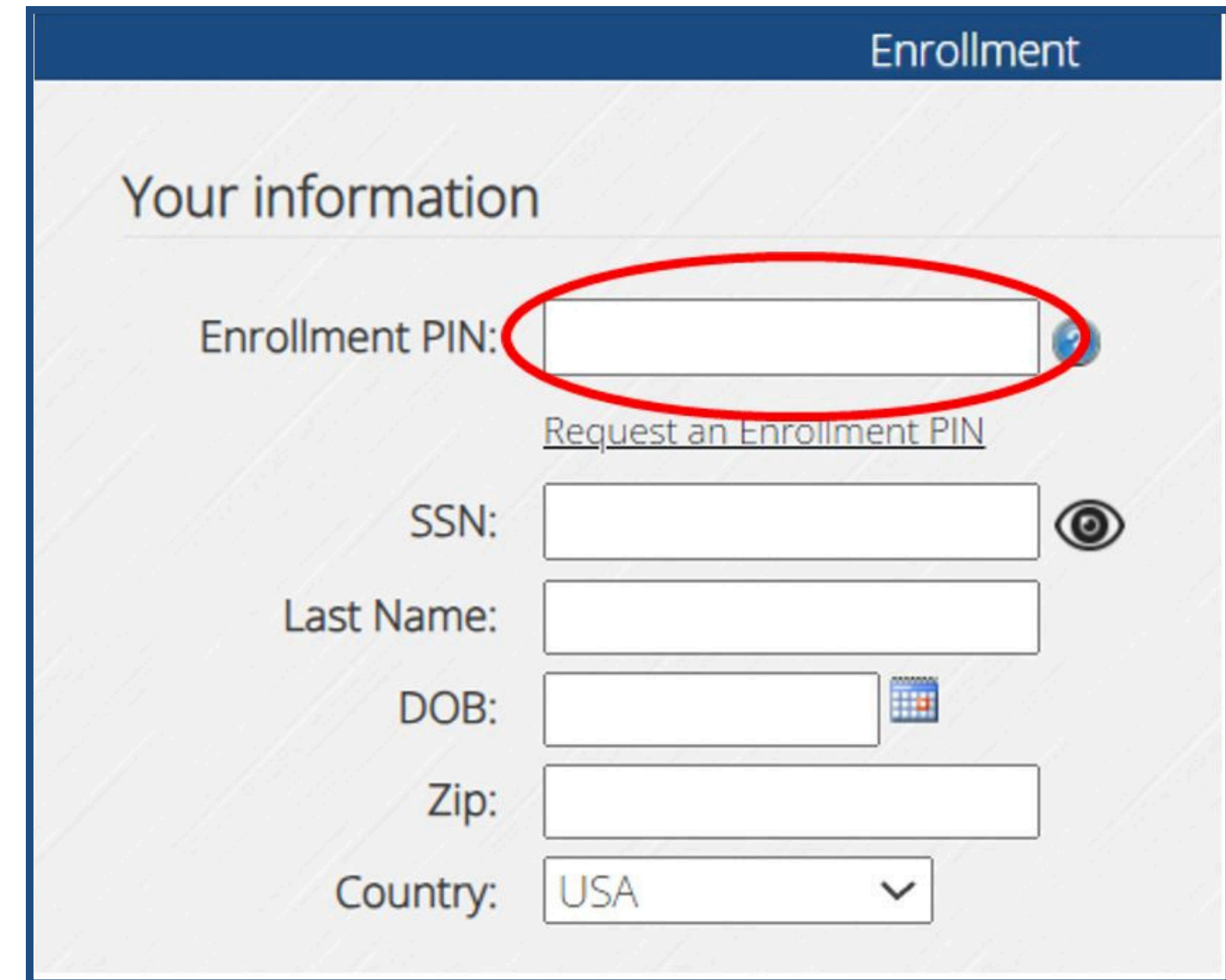
Enroll Now!

Step 3: Verify Personal Information

We must verify your identity before you can create an account.

Enter your Enrollment PIN and personal information.

- Your Social Security Number
- Last Name
- Date of Birth
- Home Zip Code
- Country



The screenshot shows a web form titled "Enrollment" with a sub-header "Your information". The form contains several input fields: "Enrollment PIN:" (highlighted with a red oval), "SSN:", "Last Name:", "DOB:" (with a calendar icon), "Zip:", and "Country:" (a dropdown menu showing "USA"). A link "Request an Enrollment PIN" is located below the PIN field. There is also an eye icon next to the SSN field.

Note: Access is restricted to members of an M-NCPPC Pension Plan. To create a MemberDirect account, your information must match your personnel record exactly. If you experience any issues during enrollment, please contact the ERS at (301) 454-1415.

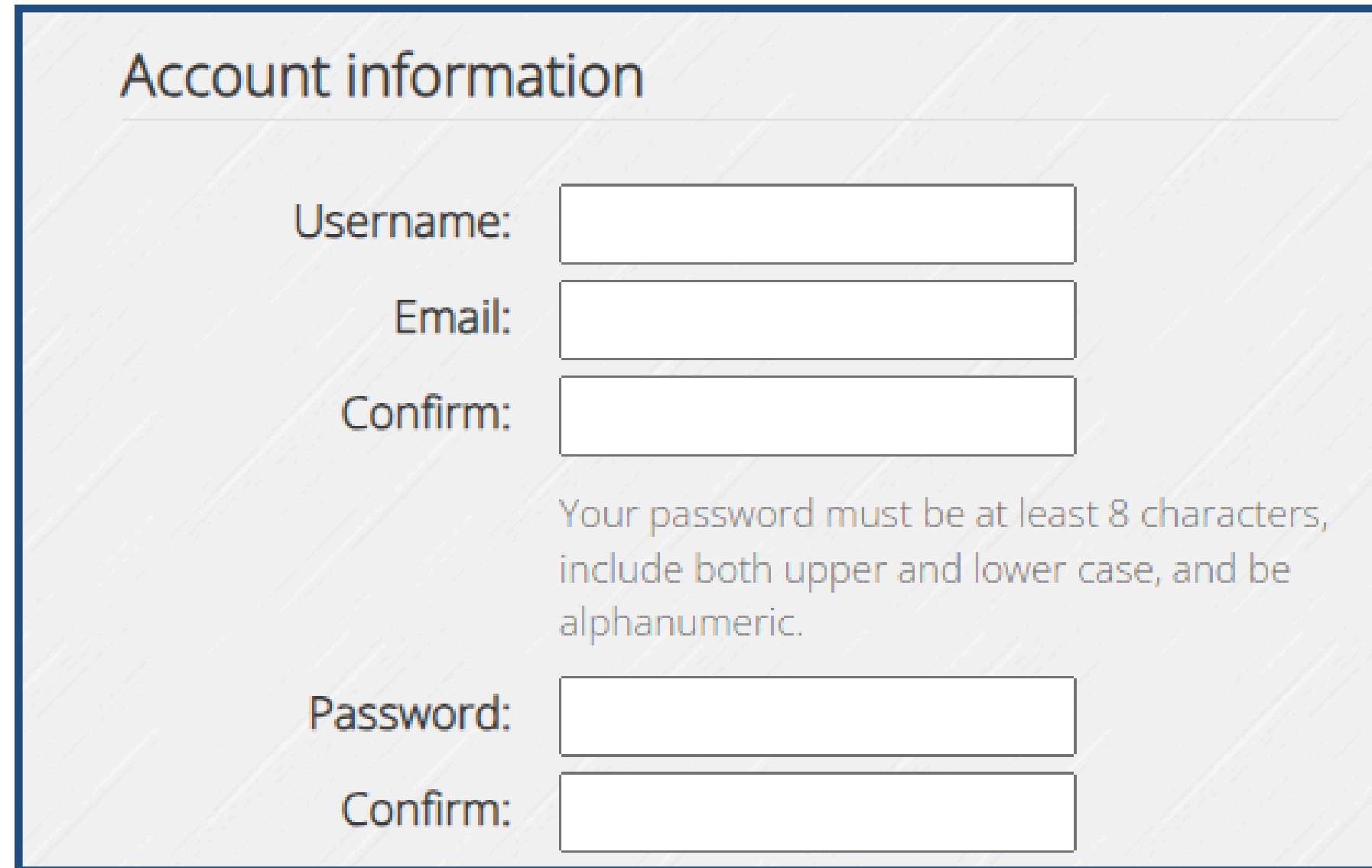
Step 4: Create a Username and Password

Username Requirements

- It cannot be your email address.
- It is case-sensitive.
- It cannot already exist.

Password Requirement:

- Must be at least eight (8) characters long.
- Include one (1) uppercase letter.
- Include one (1) lowercase letter.
- Include one (1) number.

A screenshot of a web form titled "Account information" with a blue border. The form contains input fields for Username, Email, Confirm (for email), Password, and Confirm (for password). A password requirement note is displayed next to the password fields.

Account information

Username:

Email:

Confirm:

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

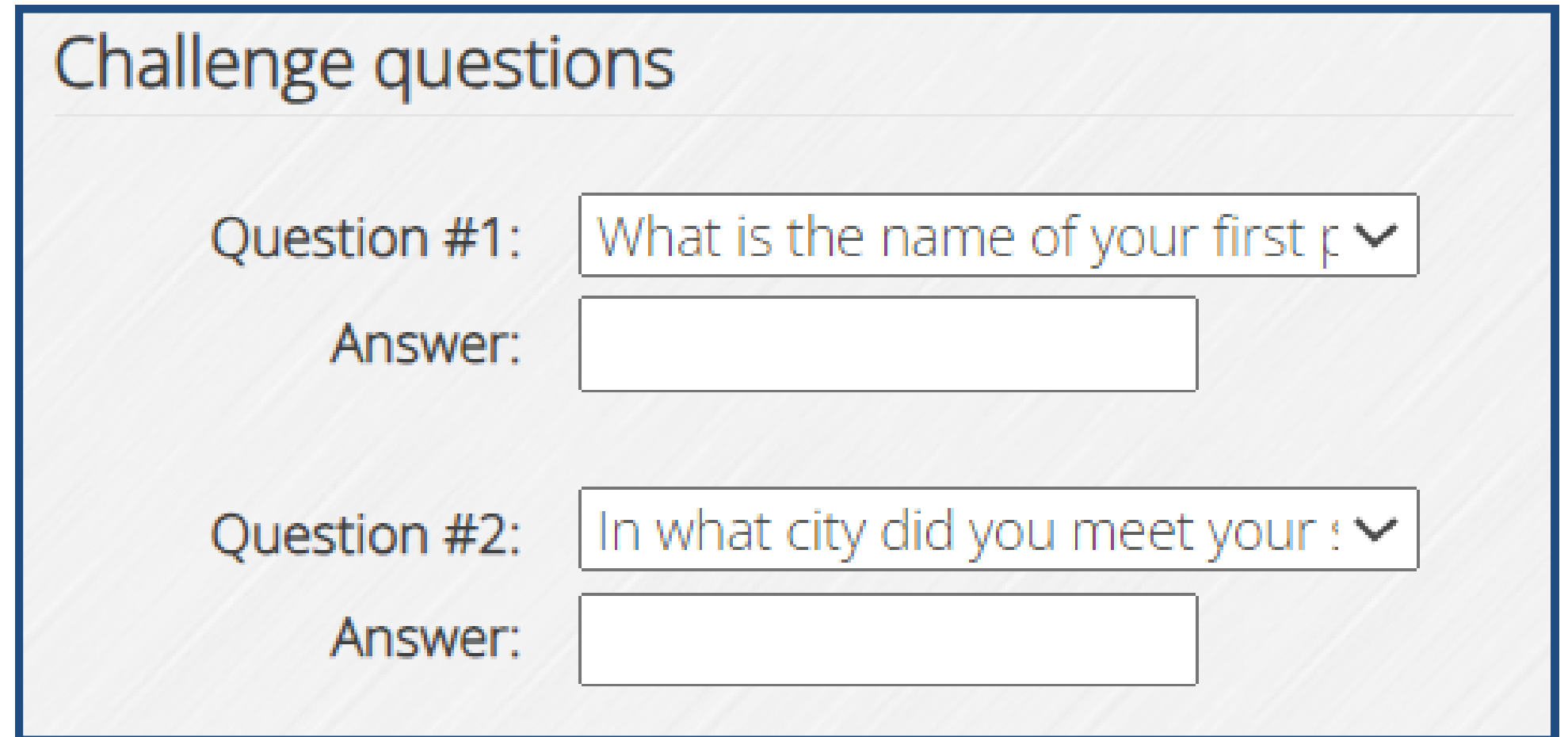
Password:

Confirm:



Step 5: Create Challenge Questions

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



The screenshot shows a 'Challenge questions' form with a light gray background and a blue border. It contains two question entries. Each entry has a question label, a dropdown menu for selecting a question, and a text input field for the answer. The first question is 'Question #1: What is the name of your first pet?' and the second is 'Question #2: In what city did you meet your first love?'. Both dropdown menus have a blue checkmark icon. The answer fields are empty text boxes.

Challenge questions

Question #1: What is the name of your first pet? ▾

Answer:

Question #2: In what city did you meet your first love? ▾

Answer:

Complete the security prompts, review the disclosure, and accept it to finalize your enrollment.

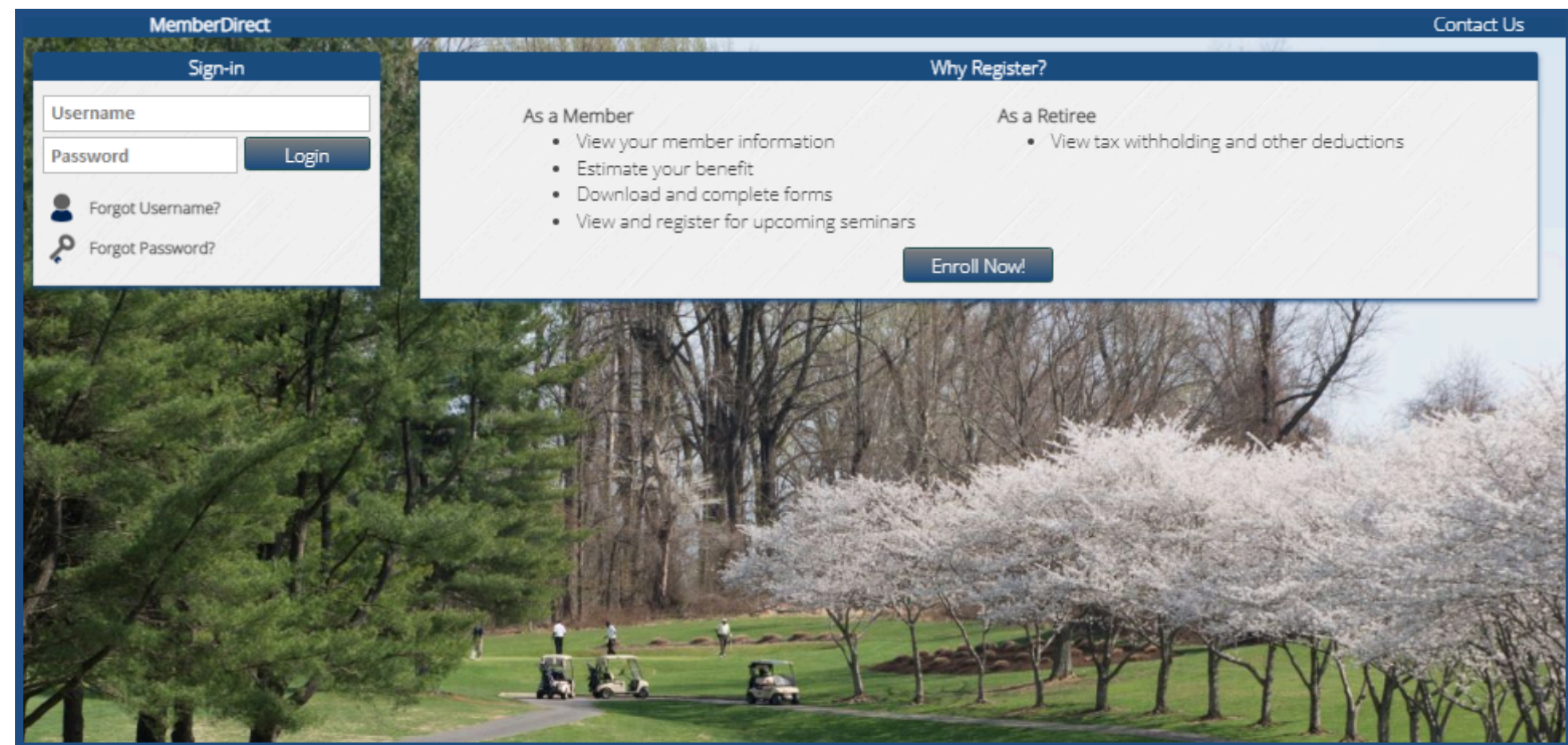
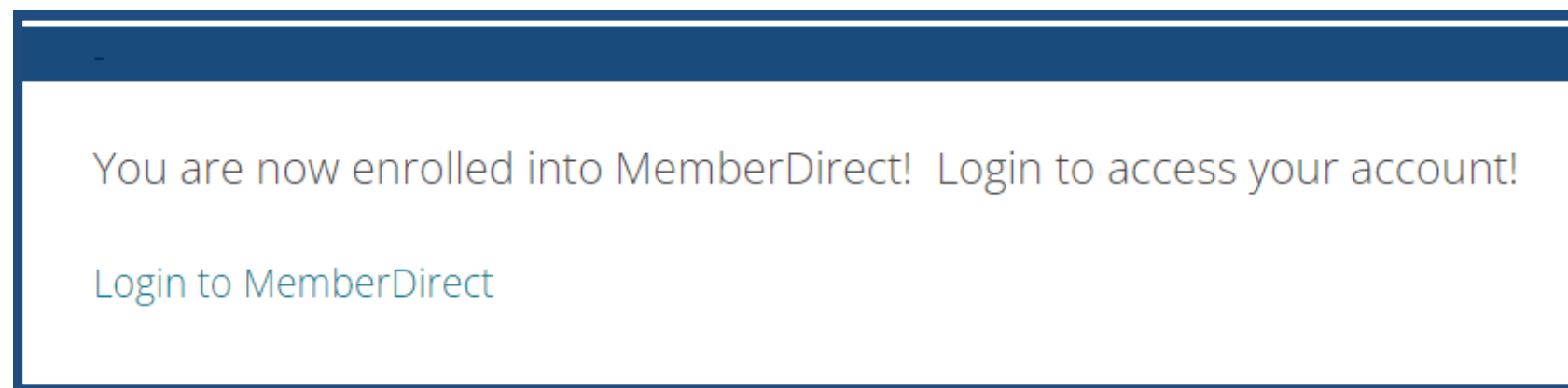


Congratulations!

You are now officially enrolled in MemberDirect.

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

Navigate to the MemberDirect homepage and use your recently established username and password to log in.



Navigating MemberDirect Features



MemberDirect: Security Challenge

- When logging into MemberDirect from a new device, you will be required to answer your challenge questions. Remember the answer must match what you provided during the enrollment process. This includes capital letters and spaces.
- If this is your personal device, you can avoid answering your challenge questions every time you log in by checking the box next to “Trust this device.”

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



MemberDirect: Two-Step Verification

- To further enhance the security of your MemberDirect account, you'll be prompted to set up two-step verification when you log in to your account for the first time. This additional layer of protection ensures that only you can access your account. Two-step verification can be set up via text, email, or an authenticator like the Microsoft Authenticator App or Google's Two-Step Verification.
- Note: Challenge Questions will already be configured during your enrollment. You must choose at least one additional option.
- Once you've completed this setup, you'll receive a code each time you log in from an untrusted device. This, along with your password, will ensure your account remains secure.

Two-Step Verification

Setting up Two-Step Verification helps keep your account secure. Select a Two-Step Verification method below to add or change.

Authenticator App

[Click to Add](#)

Challenge Questions

Configured

Email

[Click to Add](#)

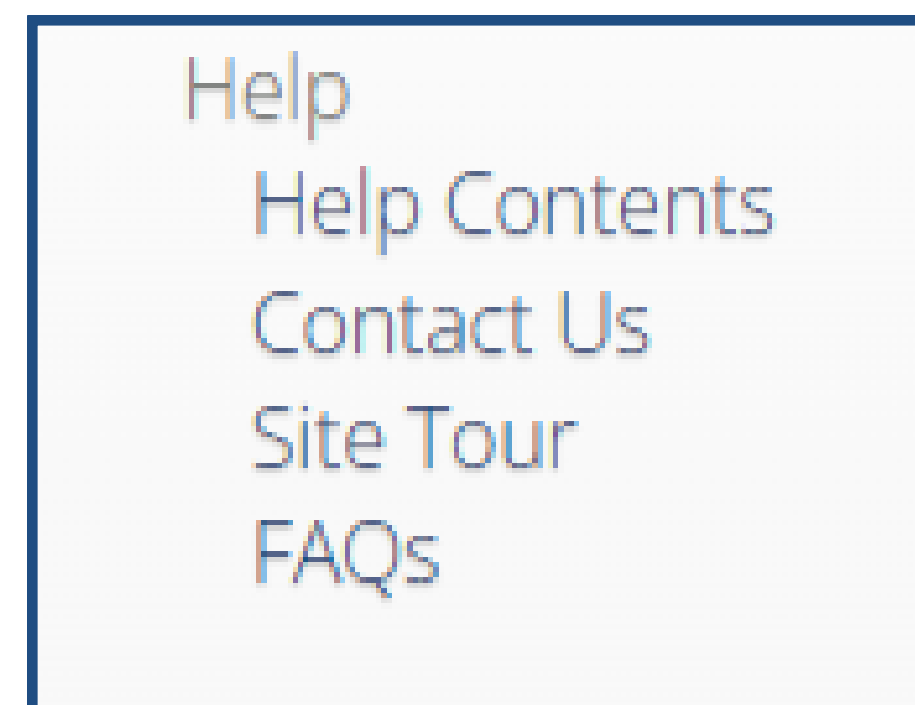
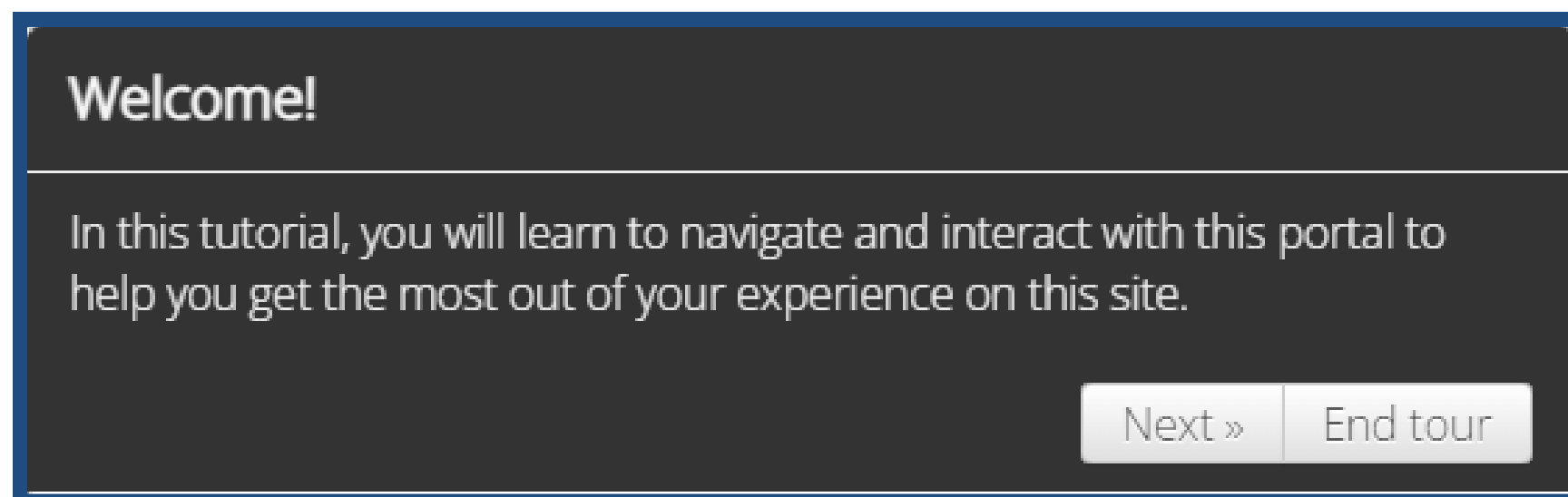
Text Message

[Click to Add](#)



MemberDirect: Site Tour

- When you log in to MemberDirect for the first time, the system will take you on a site tour.
- You are encouraged to take the tour to familiarize yourself with the portal features.
- You can start the Site Tour anytime after your first login by going to the help menu on the side panel of the portal.



MemberDirect: FAQs

Frequently asked questions about retirement can be found in the FAQ section after you log in.

- Help
- Help Contents
- Contact Us
- Site Tour
- FAQs**

Frequently Asked Questions

▶ Active Members: Is there a Disability Retirement benefit?

▶ Active Members: Is there a Cost-of-Living Adjustment to protect against inflation?

▶ Retired Members and Beneficiaries: How do I update my tax withholdings?

▶ Retired Members and Beneficiaries: How do I update my health and benefits elections?



MemberDirect: Benefit Summary

The Benefit Summary provides a comprehensive overview of your benefit details. This feature allows you to:

- View Benefit Details: Access information about your benefit type, payment amount, and payment schedule.
- Note: If you have multiple benefits, use the Viewing filter to quickly find the one you are looking for.

Benefit Summary

Benefit Information

Benefit Summary

Benefit Payment History

Withholding Elections

Direct Deposit Elections

Year to Date

My Contact Information

Education - Coming Soon

Seminars - Coming Soon

Counseling - Coming Soon

Communications

Forms

Correspondence

Statements

Message Center

Petrillo, Sophia

Viewing: Service Retirement (Active)

Benefit Summary

Benefit Type:

Payment Method:

Benefit Status:

Effective:

Service Retirement

Single Life (Basic Life Annuity)

Active

1/1/2006

Benefit Amount as of 1/13/2025

\$3,273.14

\$0.00

\$806.64

+ \$0.00

\$4,079.78

(\$1,054.42)

(\$143.08)


Pension

Annuity

Adjustments

Supplements

Total Gross

Withholding 

Deductions

↑

Note: If you have multiple benefits, use the Viewing filter to quickly find the one you're looking for.



MemberDirect: Benefit Payment History

- The Payment History lets you easily track and view all your past payments **dating back to 2018**.
- Use the date range filter (Select Year) to view payments from specific periods or search by payment status.
- For more information on any payment, click on the payment entry to view detailed transaction information.

The screenshot displays the MemberDirect interface for Sophia Petrillo, showing the 'Benefit Payment History' for 'Service Retirement (Active)'. The 'Selected Year' is set to 2024. The main area shows a grid of payment cards for December, November, and October 2024. Each card displays the Gross Amount (\$4,079.78) and Net Amount (\$2,891.77). A 'Payment Details' modal is open, providing a detailed breakdown of the payment components.

Payment Information	
\$3,273.14	Pension
\$0.00	Annuity
	Adjustments
(\$818.29)	Tier 1 Social Security Stepdown
\$1,624.93	Tier 1 COLA Adjustment
\$0.00	Supplements
	None
\$4,079.78	Total Gross
	Withholdings
(\$808.96)	Federal Withholding
(\$250.00)	State Withholding
	Deductions
(\$54.02)	Prescription
(\$8.31)	Vision
(\$6.91)	Dental
(\$59.81)	Medical
\$2,891.77	Net Amount

Tax Information	
Taxable Amount:	\$4,069.14
Tax Excluded Amount:	\$0.00
Tax Free Amount:	\$10.64

MemberDirect: Tax Withholdings

The Tax Withholding section provides an overview of your current tax withholding status.

- View Current Withholdings: Review federal, state, and other applicable tax withholding amounts.
- Analyze Year-to-Date Totals: Track cumulative tax withholdings for the current calendar year.
- To update your federal or state tax withholding:
- Use the Withholding section on the front of your payment stub.
- Alternatively, you can submit a W-4P form to change your federal withholding election. A blank form can be found under the Forms section in MemberDirect.
- Completed forms should be mailed to the ERS.

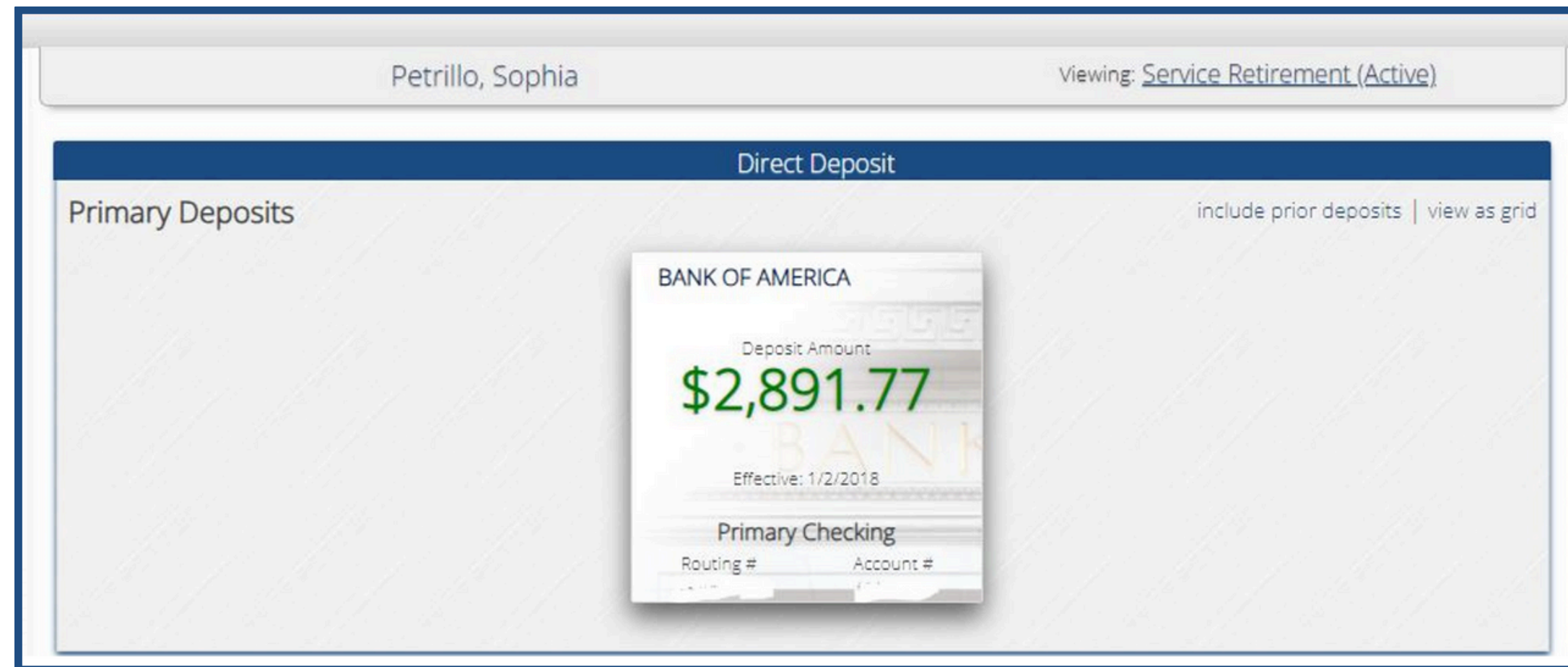
The screenshot shows the 'Tax Withholdings' section for Sophia Petrillo, viewing 'Service Retirement (Active)'. It displays two main categories: Federal Withholding and State Withholding. The Federal Withholding section shows a calculated withholding of \$808.96, with details including an effective date of 2/1/2021, termination, election of Tax Table + Extra, and a single filing status. The State Withholding section shows a calculated withholding of \$250.00 for Maryland (MD), with details including an effective date of 2/1/2021, termination, election of Flat Amount, amount of \$250.00, 0.00% percent, single filing status, 0 allowances, and \$0.00 extra. A disclaimer at the bottom states: 'The Estimated Withholding amount may change as a result of Federal and State Withholding calculated by Northern Trust.'

Category	Effective Date	Termination	Election	Filing Status	Allowances	Extra	Calculated Withholding
Federal Withholding	2/1/2021		Tax Table + Extra	Single			\$808.96
State (MD) Withholding	2/1/2021		Flat Amount		0	\$0.00	\$250.00

MemberDirect: Direct Deposit

The Direct Deposit feature provides a comprehensive view of your direct deposit information. This section allows you to:

- **View Deposit Details:** Access a clear breakdown of all current direct deposit allocations.
- **Account Information:** Verify the financial institution, account numbers, and deposit amounts for each listed account.
- **Transaction History:** Review past deposit transactions for reference and reconciliation.



To update the bank account for your direct deposit:

Use the Direct Deposit Change section on the back of your payment stub.

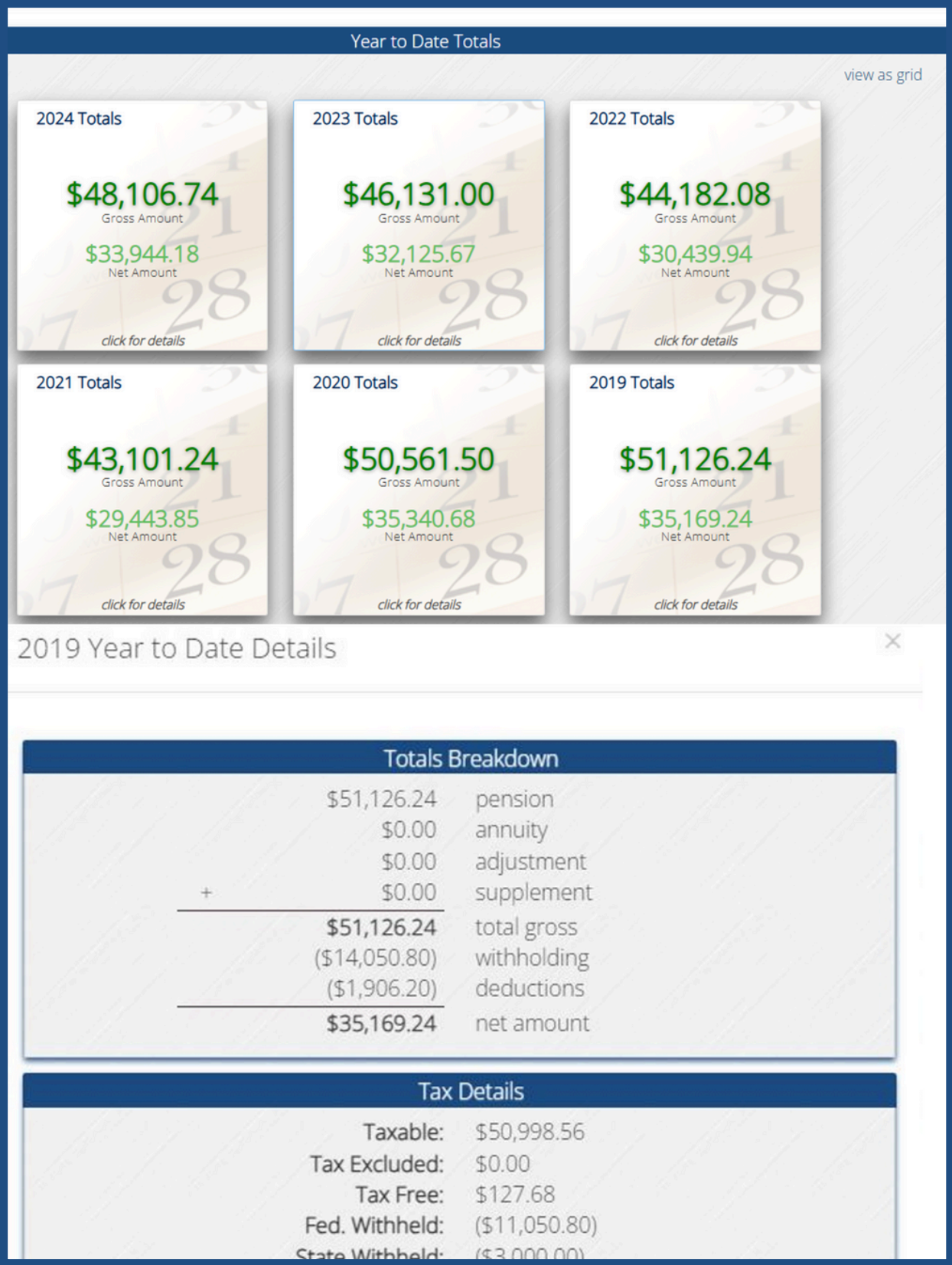
- Alternatively, you may download a blank Electronic Deposit Authorization Form located under forms in MemberDirect.
- Completed forms should be mailed to the ERS office.



MemberDirect: Year-to-Date

The Year-to-Date section provides a detailed overview of your earnings and deductions for the current calendar year. This feature allows you to:

- **View Total Earnings:** Access a cumulative display of all income received year-to-date.
- **Track Deductions:** Review year-to-date totals for tax withholdings, benefits, and other deductions.



MemberDirect: Contact Information

- View your address, telephone number, email, and additional information on file. You will not be able to make changes to the information found here.
- Please contact the **ERS** to update inaccurate information.

Test, Leisure

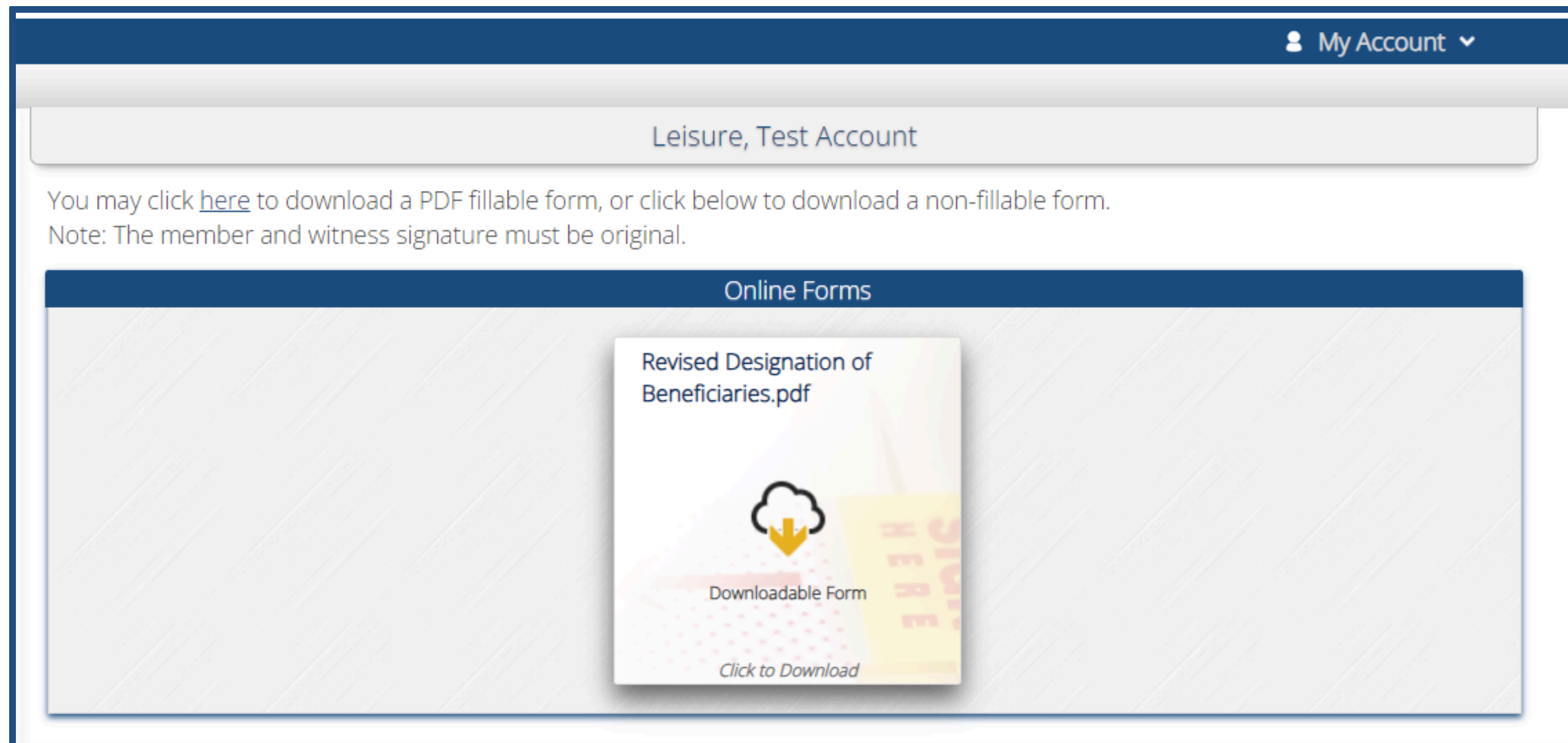
If you need to change your address, phone number, or your email address, please contact HR if you are an active employee. Contact the ERS if you are retired.

<div>Address</div> <div>Address Type: Home ▾</div> <div>*No record on file for this address type.</div>	<div>Phone</div> <div>Phone Type: Home ▾</div> <div>*No record on file for this phone type.</div>
<div>Email</div> <div>Email Type: Home ▾</div> <div>Address: leisure.test@mncppc.org</div>	<div>Additional Information</div> <div>Birth Date: 11/12/1969</div> <div>Gender: Female</div> <div>Marital Status: Married</div> <div>Marriage Date: 7/24/2016</div> <div>Spouse: Leisure, John (born 12/18/1974)</div>



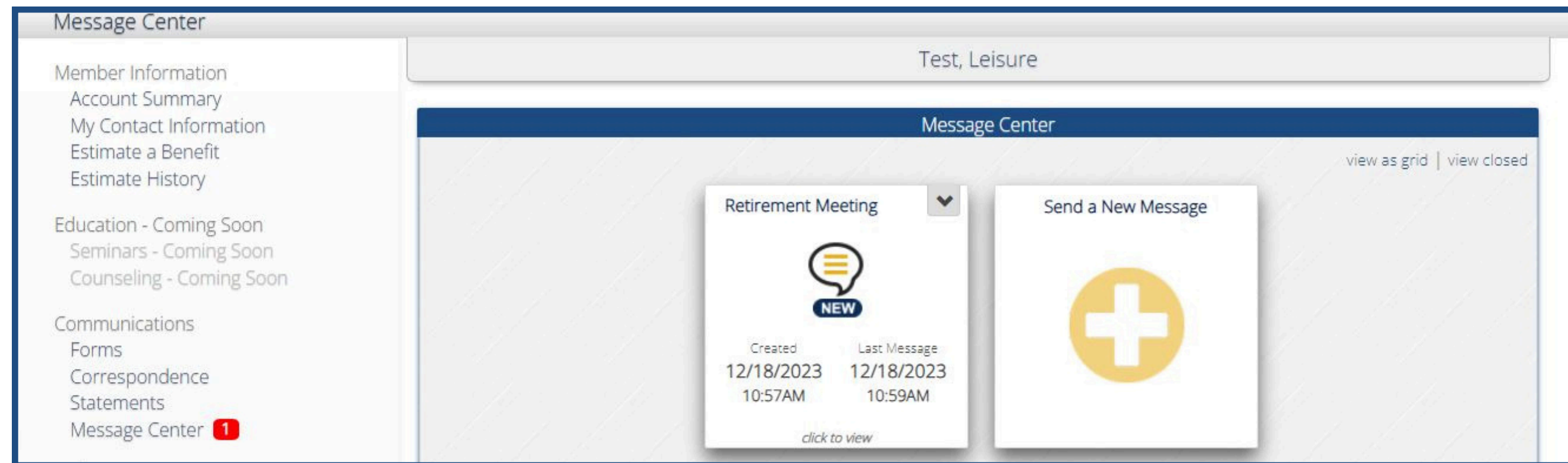
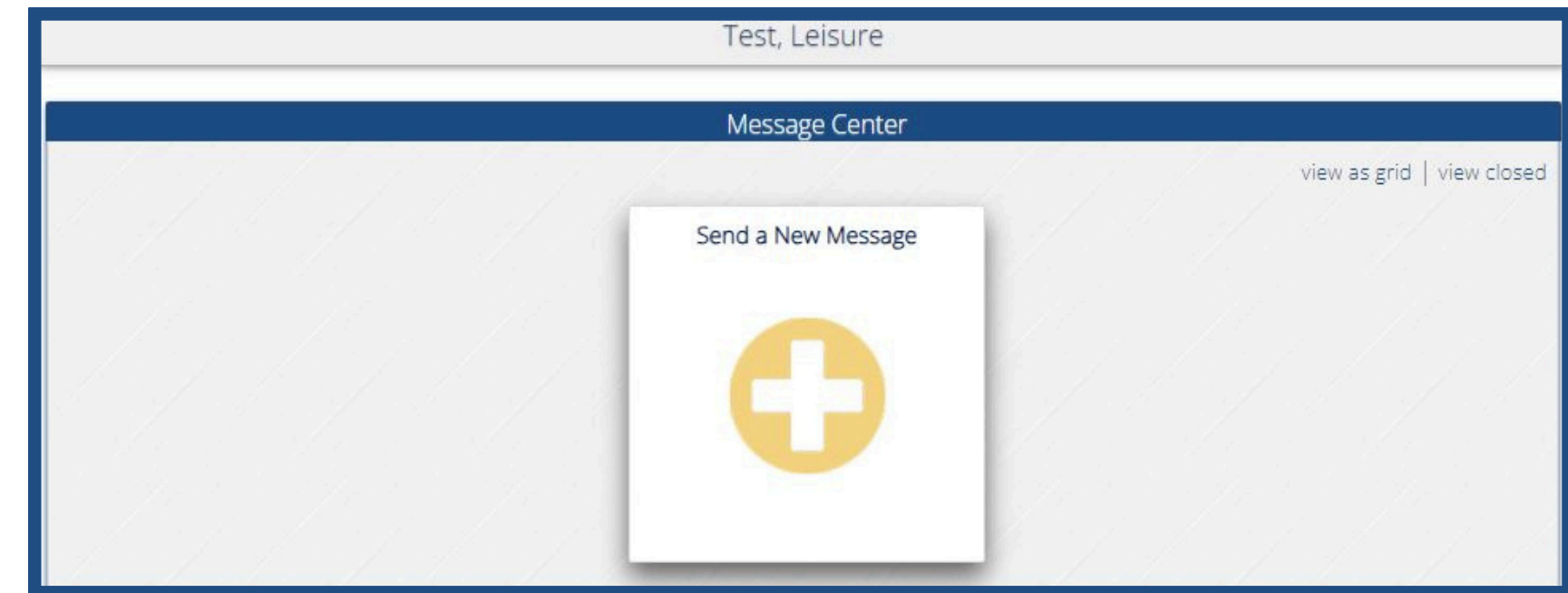
MemberDirect: Forms

View forms that are available for download. The ability to allow our members to submit forms from within the portal is not available at this time. While the majority of the information on the forms may be completed digitally, we still require an original signature. Please download the form, complete it, sign the form, and return it to the retirement office.



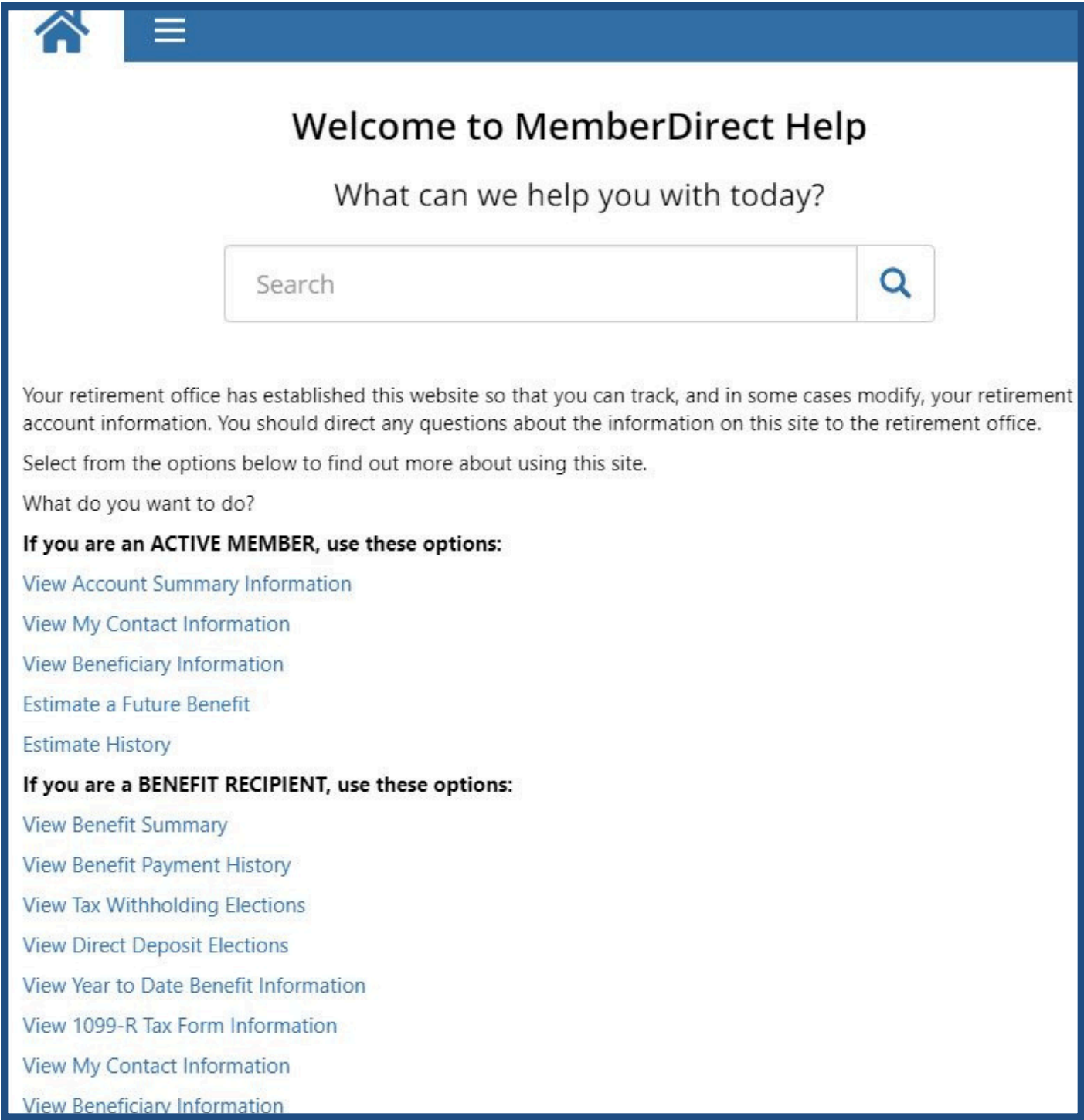
MemberDirect: Message Center

- The Message Center is used to communicate with the retirement office using electronic messages.
- To start a new conversation, click the Send a New Message card.
- To view a conversation, including any new messages related to it, click the card.
- Message notifications appear next to Message Center.



MemberDirect: Help

View additional instructions for MemberDirect functions. **Note:** Content here is general and may not fully represent ERS customizations.



MemberDirect: Contact Us

- View contact information for the ERS including our email address, contactERS@mncppc.org, and website: ers.mncppc.org. The map can provide directions to the retirement office by clicking on “click here to enter a starting location.” Once you enter your starting location you should get appropriate directions from your location to the retirement office.

Contact Us

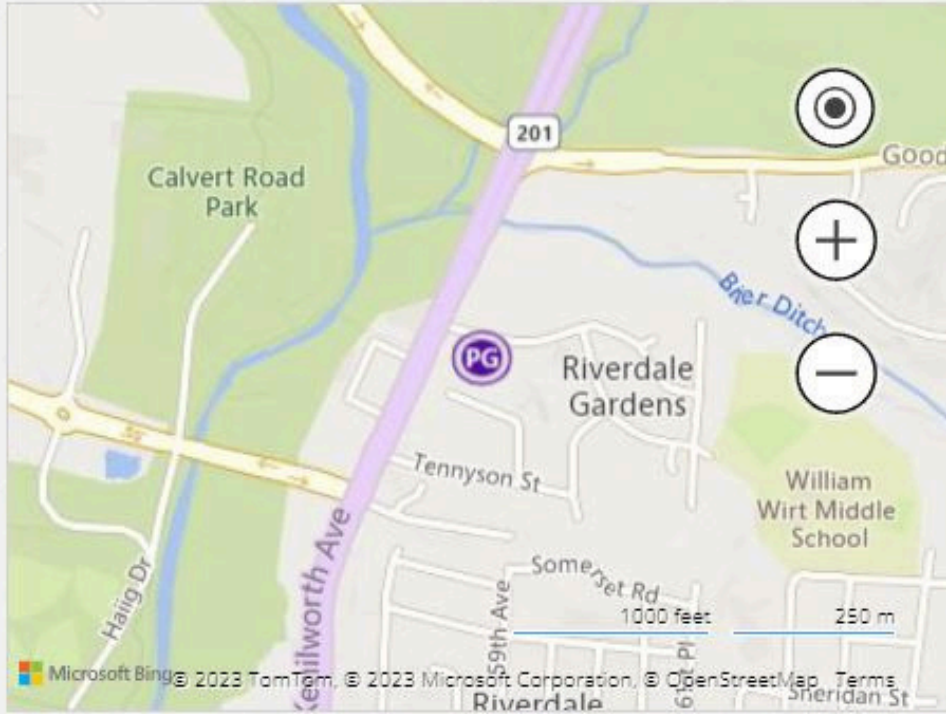
The Maryland-National Capital Park and Planning Commission Employees' Retirement System

Address: M-NCPPC ERS
6611 Kenilworth Avenue, Suite 100
Riverdale, MD 20737

Phone: (301) 454-1415

Fax: (301) 454-1413

Email: contactERS@mncppc.org



Select 'Get Directions' to view directions based on your current location. If you do not wish to share your current location, [click here to enter a starting location.](#)

[Get Directions](#)

MemberDirect: Settings

- Contains your email address, challenge questions and answers, and password choice for MemberDirect. You must re-enter your password to access your profile.
- Once your identity is confirmed you will be allowed to make changes to this information.

Verify Identity

Please verify your identity by entering your current password before making changes to your account.

Password:

Continue Cancel

Password

New Password:

Confirm Password:

Update Cancel

Username

Current Username: TLeisure

New Username:

Confirm Username:

Update Cancel

Email

Current Email: c***@mncppc.org

New Email:

Confirm Email:

Update Cancel

Two-Step Verification

Authenticator App: ✖

Challenge Questions: ✔

Email: ✔

Text Message: ✔

Update Two-Step Verification

e-Delivery

Choose e-Delivery if your preference is to not receive these items in the mail. You will be alerted when they are available to be viewed online.

Member Statements ☐ Off

Tax Forms ☐ Off

All Other Correspondence ☐ Off

From time to time, you may still receive some communications in the mail regardless of your preference.

Trusted Devices

Device	Last Accessed
None	

Remove Selected

Additional Preferences

Show Site Tour Prompt On Login ☒ Yes

Additional Resources



Additional Resources: Retirees and Beneficiaries

- [Employees' Retirement System Website](#)
- [M-NCPPC Retirees Association](#)
- [M-NCPPC Health and Benefits](#)
- [M-NCPPC Credit Union](#)

