Retiree Self-Service

Registration and myHR Connection Guides

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conEdison | EVERYTHING MATTERS

Retiree Self-Service

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Retiree Self-Service – myHR Connection

As a retiree from the company, you'll have the same self-service access to your personal and financial information as you did as an employee. To gain access, you'll need to complete the one-time registration process.

Once you're registered, you can:
- View and update your personal information, including your address, email address, and phone number.
- View and update your direct deposit account information and W-4.
- View your paystubs and benefits enrollments.
- Contact the HR Service Center by submitting a request. You can also check the status of previous requests.
- Print your pension verification letter.

If you are a Con Edison customer and already created an account on conEd.com, you can use the same email address and password to register for retiree self-service. Please skip to step 8.

Step 1 – conEd.com/Retirees

Go to www.conEd.com/Retirees. We recommend using Internet Explorer as the browser.

1) Click on Retiree Self-Service in the upper right hand corner.
2) Select to Log In or Register.

IMPORTANT
You'll need your employee ID and last pension net paycheck amount to verify your identity. If you have not received your first pension check, you can use your last net paycheck as an employee.
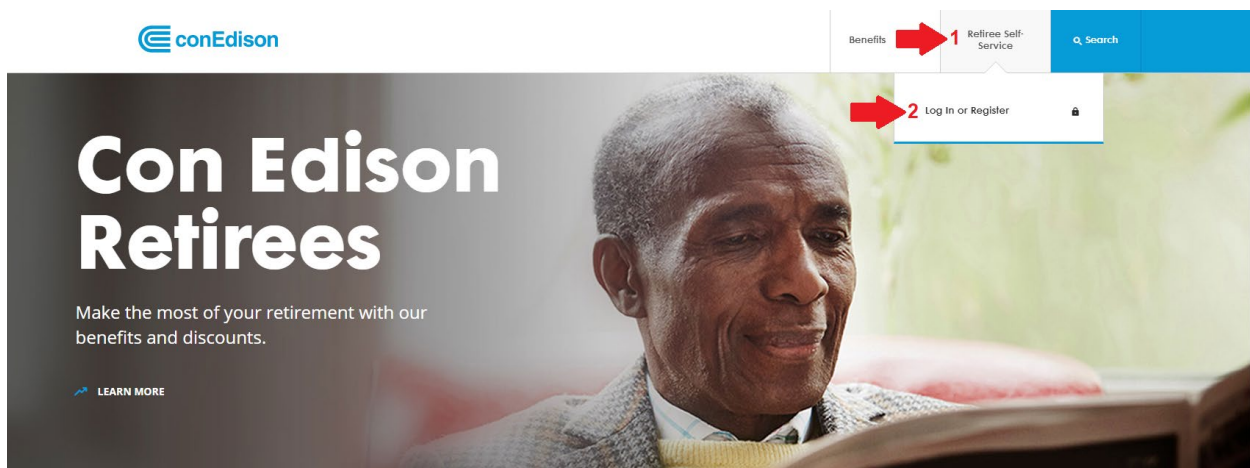
Step 2 – Register

After clicking the link, the Log In page will appear. Click Register to begin the process.

Log In

Email Address

ⓘ

Register

Reset My Password

Steam customer?

Password

Show

Remember me

Log In

Step 3 – Enter Credentials

Enter your first name, last name, and email address. Click the Submit button.

Who is registering?

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

Sign up to access your account services and features online.

First Name
John

Last Name
Jones

Email Address
testjones@test.com

Your email address will be your new login ID.

Submit →

After clicking Submit, you will receive the following message:

We've emailed you at testjones@test.com. Follow the instructions in your email to continue registering.

Not your email address? Register a different email by reloading the page. Your email address will be your new login ID. Resend Your Activation

Step 4 – Verify Email

You will receive an email with the subject line, "Please Verify Your Email Address."

Click Verify Email Address to continue the registration process.

Step 5 – Set Password

Once you verify your email address, you'll can create your profile.

Set and confirm your password, and then click the Submit button.

Create Your Profile

ALL FITLDS REQUIRED, UNLESS OTHERWISE NOTED

Set a Password

Password

●●●●●●●●●●●●   Show

✓ 8-30 characters   ✓ At least 1 uppercase letter   ✓ At least 1 number (0-9)   ✓ Does not contain part of username

Confirm new password

●●●●●●●●●●●●   Show

Submit

Step 6 – Select Second Verification Method

For your security, you'll need to add a second verification method to your account. This will help protect your account from being accessed without your knowledge.

Enter your mobile phone number, choose one of the authentication options, then click the Submit button.

Create Your Profile
ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

Choose a Second Verification

For your protection, add a second verification method to your account. This will help prevent your account from being accessed without your knowledge.

Mobile Phone Number
212-780-7133

I don't have a mobile number

Your mobile phone will be used to authenticate your account. Data charges may apply.

Authentication Options

Submit

If you don't have a mobile phone, select "I don't have a mobile number." Select a Security Question, type in the Security Answer, and then click the Submit button.

Create Your Profile
ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

Choose a Second Verification

For your protection, add a second verification method to your account. This will help prevent your account from being accessed without your knowledge.

Mobile Phone Number

I don't have a mobile number

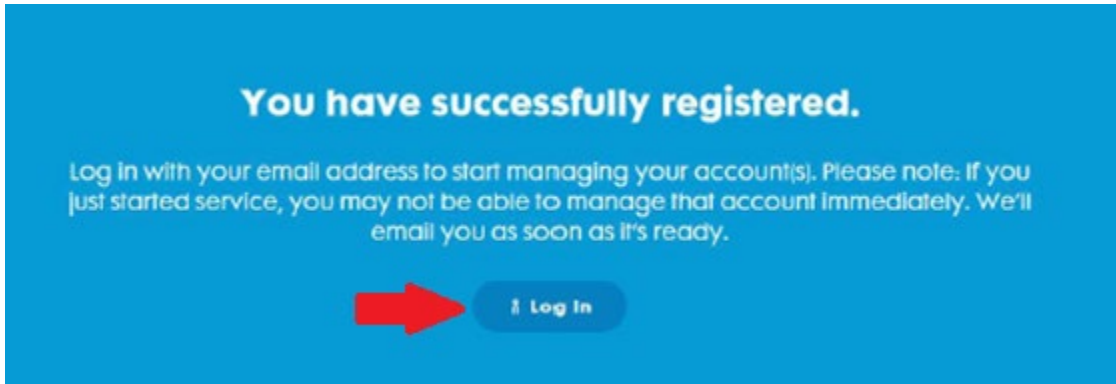Your mobile phone will be used to authenticate your account. Data charges may apply.

Security Question

Security Answer

Submit

Step 7 – Registration Successful

After a successful submission, you can click the Log In button to access your account.

You have successfully registered.

Log in with your email address to start managing your account(s). Please note: If you just started service, you may not be able to manage that account immediately. We'll email you as soon as it's ready.

→ 🔒 Log In

Step 8 – Log In

To log into Retiree Self-Service, enter your Login ID using the email address you entered during step 3 and the password you created during step 5 then click the Log In button.

If you'd like to save your credentials so you can log in faster in the future, click the Remember Me indicator. The indicator will turn green when activated.

Log In

Email Address

email@email.com   ⓘ

Register
Reset My Password
Steam customer?

Password

●●●●●●●●●●●●●●●   Show

Remember me

Log In

Step 9 – Second Verification

If you selected the Mobile Phone Number Authentication as your second verification method during step 6, a notification with an access code will be sent to your mobile phone. Enter this access code on the Extra Verification page.

If you chose a Security Question instead, you will need to type in your answer then click the Submit button.

Extra Verification

Authorize this device to access My Account.

To log in, please answer the following question: "What is the food you least liked as a child?"

Enter Answer

Submit

Step 10 – One-Time Retiree Validation

This will bring you to the one-time retiree validation page. You will need to enter your five-digit employee ID, birth date, and your last net pay from your retiree pay stub then click the Submit button. We recommend using Internet Explorer as the browser.

*Retiree's Employee ID

12345

*Your Birth Date

01/01/1940

Enter your last pension net pay without commas. If you have not received your first pension check yet enter your last net pay as an employee.

*Last Paycheck (Example: 1234.56)

1234.56

I am a surviving spouse

RESET   SUBMIT

NOTE: If you are a spouse of a deceased retiree, please click the indicator. The indicator will turn green when activated.

I am a surviving spouse

Troubleshooting

If you encounter any issues or are brought to the Look Up Account Information page, please log out and close all your open browser windows. Start again by going to conEd.com/Retirees.

If after several attempts, you still encounter this above screen or cannot log in, email benefits@conEd.com for help.

Look Up Account Information

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

If you have an account number, please enter it below. If you recently started service, then we'll send an email when your new account number is ready.

Account Number

Forgot account number?

Look Up Number

myHR Connection Guide

Once you have successfully logged into Retiree Self-Service, you can use myHR Connection as your Human Resources portal.

You have three main services available to you:
1. Links to HR Payroll
2. Find answers to your questions
3. Submit and manage your requests

HR Payroll Quick Links

Quick Links connect you directly to HR Payroll to perform various self-service transactions.

For example, if you need to update your address, click the link for Personal Information Summary and you will be taken directly to that page to make your updates. All the links below will take you to the HR Payroll system.
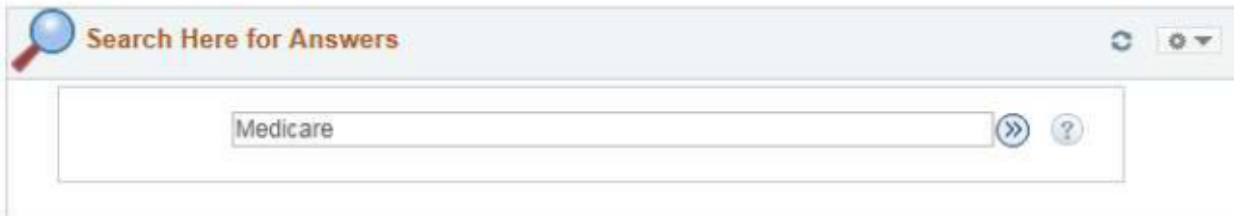
Retiree Quick Links

Personal Information Summary
Review a summary of your personal information.

Compensation History
Review compensation history for salary and variable pay.

Benefits Summary
Review a summary of current, past or future benefit enrollments.

W-4 Tax Information
Review or change your W-4 information

View Paycheck
Review current and prior paychecks.

Direct Deposit
Add or update your direct deposit information

Question Search

Type a question or keywords to search the knowledge base for answers.

Choose that result that best addresses your question from the Search Results list.

Submit a Request

Can't find the answer by searching the knowledge base? You can send your question to us directly by submitting a request.

Click Submit a Request on right side of the landing page under My Resources.

Create Your Request
From the two dropdown boxes provided, select a Category and then a Type that best fits your question. This will ensure your request is routed to the proper area.

Then enter a brief summary and the details of your request. If you have any documents to send, attach them by clicking "Attach a File." Once completed, click Save My Request to submit your request.