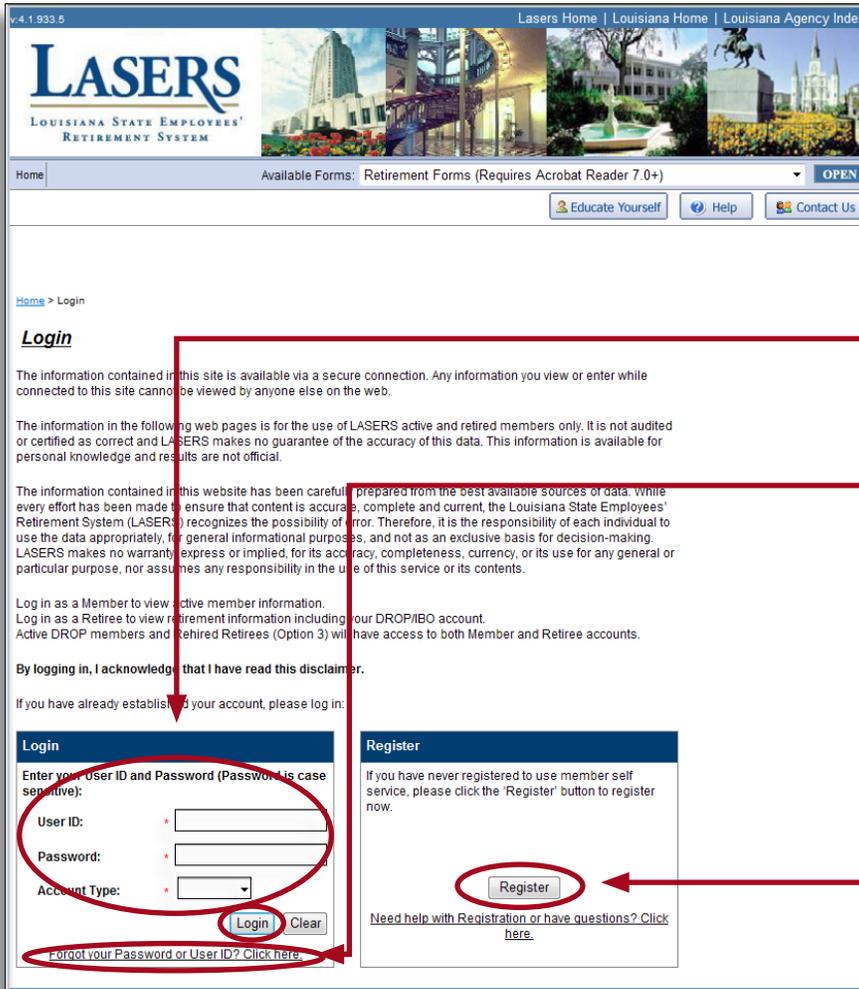


### Accessing Member Self-Service

- 1) Go to the LASERS Website: **www.lasersonline.org.**
- 2) Click on **Access Member Self-Service.**

You will be directed to the Member Self-Service Login page.



- 3a) Already registered? Login using your **UserID** and **Password**. Under **Account Type** choose "Retiree" if you are retired or choose "Member" if you are not retired. Click on **Login**. Continue to **page 4** of instructions.

- 3c) Already registered, but forgot your UserID, Password or both? Click on "**Forgot your Password and UserID? Click Here.**" Continue to **page 3** of instructions.

- 3b) First visit to Member Self-Service? Click on **Register**. Continue to **page 2** of instructions.

## First Visit to Member Self-Service? Register a New Account.

- 4) Enter your **Social Security Number.**    5) Enter your **Birth Date.**

**Registration Step 1 of 3**

Social Security Number: \*  Must be 9 numeric digits like 987654321

Birth Date: \*  A valid date, entered as MM/DD/YYYY

\* Required field

Next >>

- 6a) If you are an *Active Member*, enter your **Zip Code.**

**Registration Step 2 of 3**

Enter Zip Code: \*  Must be 5 numeric digits like 70829

\* Required field

Next >>

- 6b) If you are a *Retired Member*, enter the **Monthly Net Amount of your Last Payment.**

**Registration Step 2 of 3**

Monthly Net Amount of your last payment: \*  A valid dollar amount like 1,053.29

\* Required field

Next >>

- 7) Create a **New User ID.**    9) Select a **Secret Question.**  
8) Create a **New Password.**    10) Answer the **Secret Question.**

**Registration Step 2 of 2**

New User ID: \*  Minimum of 6 characters and Maximum of 25 characters

New Password: \*  Minimum of 8 characters and Maximum of 15 characters

Confirm Password: \*

Secret Question: 9) \*

Answer to the secret question: \*

\* Required field

Next >>

- 11) *You have completed Registering a New Account!*  
Continue to **step 3a** on **page 1** of instructions.

**Registration Done**

**Congratulations! Your member self service registration is complete.**

Should you ever forget your User ID or Password, you can re-register to use member self service using your secret question and answer. Please click the 'Done' button below to enter self service.

Done

## Forgot your UserID, Password or both? Create a New One.

12) Enter your **Social Security Number**. 13) Enter your **Birth Date**.

**Lost User ID or Password Step 1 of 3**

Social Security Number: \*  Must be 9 numeric digits like 987654321

Birth Date: \*  A valid date, entered as MM/DD/YYYY

\* Required field

14) Answer the **Secret Question** originally created by you.

**Lost User ID and Password Step 2 of 3**

Secret Question: What is your mother's maiden name?

Secret Answer: \*

15) Create a **New User ID**. 16) Create a **New Password**.

**Lost User ID or Password Step 3 of 3**

New User ID: \*  Minimum of 6 characters and Maximum of 25 characters

New Password \*  Minimum of 8 characters and Maximum of 15 characters

Confirm Password \*

\* Required field

17) *You have completed changing your UserID and Password!*  
Continue to **step 3a** on **page 1** of instructions.

**Registration Done**

**Congratulations! Your member self service registration is complete.**

Should you ever forget your User ID or Password, you can re-register to use member self service using your secret question and answer. Please click the 'Done' button below to enter self service.

## How to Change your Email Address in Member Self-Service

- 18) You will be directed to the *Welcome Member* page.  
Click on “**Maintain Phone/E-mail.**”  
Continue to **page 5** of instructions.

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**LASERS**  
LOUISIANA STATE EMPLOYEES'  
RETIREMENT SYSTEM

Welcome Member Available Forms: Retirement Forms (Requires Acrobat Reader 7.0+) **OPEN**

**Member** [Educate Yourself](#) [Help](#) [Contact Us](#)

Welcome Member

[View Personal Information](#)

[Maintain Phone/E-mail](#) *Welcome Member*

[View Account Summary](#) ***Welcome Member***

[View Account History](#)

[View Recent Requests](#)

[Create Benefit Estimate](#)

[Create Repay Refund Estimate](#)

[View Annual Statement](#)

[View Tax Documents](#)

[Request Appointment](#)

[Logout](#)

A message from the Executive Director:  
Dear John,  
Welcome to SOLARIS, a state-of-the-art technology tool that will provide you with full access to your personal retirement account. We designed SOLARIS to improve your access to your retirement information and the service we are able to provide to you. You can feel secure as a member of one of the strongest retirement systems in the country. Now, you have access to a state-of-the-art retirement technology system that is a model for the nation.  
It is our privilege to bring this exciting new technology to you.  
-LASERS

\* You may view detailed information and instructions by clicking on the Help link at the top of each screen.

[View Personal Information](#)  
Click to view your personal information on file with LASERS.

[Create Repay Refund Estimate](#)  
Click to create a repay refund estimate of potential cost.

[View Annual Statement](#)  
Click to view your latest annual statement.

[View Tax Documents](#)  
Click to view any tax documents related to your account.

[Request Appointment](#)  
Click to request an appointment.

[Logout](#)  
Click to log out of the secure member self service site.

[View Account Summary](#)  
Click to view your beneficiary designations and a summary of your account information.

[View Account History](#)  
Click to view a historical summary of your service, salary, and contributions.

[View Recent Requests](#)  
Click to view the status of recent transactions.

[Create Benefit Estimate](#)  
Click to create a customized estimate of your benefits.

[Click here to view a printer friendly version of this page for your records.](#)

- 19) You will be directed to the *Maintain Phone/E-mail* page.  
Click on “**Change your current phone/e-mail address?**”  
Continue to **page 6** of instructions.

v:4.1.933.5 Lasers Home | Louisiana Home | Louisiana Agency Index

**LASERS**  
LOUISIANA STATE EMPLOYEES'  
RETIREMENT SYSTEM

Welcome Member Available Forms: Retirement Forms (Requires Acrobat Reader 7.0+) **OPEN**

**Member** Educate Yourself Help Contact Us

Welcome Member  
View Personal Information  
Maintain Phone/E-mail [Welcome Member > Maintain Phone/E-mail](#)  
View Account Summary  
View Account History  
View Recent Requests  
Create Benefit Estimate  
Create Repay Refund Estimate  
View Annual Statement  
View Tax Documents  
Request Appointment  
Logout

### Maintain Phone/E-mail

Member Name: JOHN RALPH DOE Date of Birth: 00/00/0000

Please review the information below. If your telephone number(s) and/or home e-mail are incorrect, please click the Maintain Phone/E-mail link to update.

Your current phone number(s) and home e-mail address information on file is:

Contact Information
Your Current Evening Phone Number on file is : (225) 000-0000
Your Current Daytime Phone Number on file is : (225) 000-0000
Your Current Mobile Phone Number on file is : (225) 000-0000
Your Current International Phone Number on file is :
Your Current Fax Number on file is : (225) 000-0000
Your Current Home E-mail Address on file is : jdoe11@gmail.com
Your Current Work E-mail Address on file is : JDOE@LASERSONLINE.ORG

If your work e-mail information is incorrect please contact your employing agency's Human Resource Office to update. All work e-mail updates must be provided by your employer. Be sure to make these updates with any/all of your state employers.

**NOTE:** You should keep all Mailing Addresses, Phone Numbers, and E-mail Addresses updated with your employer. If you change information directly with LASERS, and do not update with your employer, your information will revert to the information your employer has on file with their next electronic update to LASERS.

Would you like to:  
[Change your current phone/e-mail address?](#)  
[View phone/e-mail changes?](#)

[Click here to view a printer friendly version of this page for your records.](#)

- 20) You will be directed to the *Edit Phone/E-mail* page.  
Next to “Home E-mail Address,” click the **Change** button.  
In the blank field adjacent to the Change button, type the **new email address**.  
Click **Save**.  
Continue to **page 7** of instructions.

Lasers Home | Louisiana Home | Louisiana Agency Index

v:4.1.933.5

Welcome Member Available Forms: Retirement Forms (Requires Acrobat Reader 7.0+) **OPEN**

**Member** [Educate Yourself](#) [Help](#) [Contact Us](#)

Welcome Member

[View Personal Information](#)

Maintain Phone/E-mail [Welcome Member > Maintain Phone/E-mail > Edit Phone/E-mail](#)

[View Account Summary](#)

[View Account History](#)

[View Recent Requests](#)

[Create Benefit Estimate](#)

[Create Repay Refund Estimate](#)

[View Annual Statement](#)

[View Tax Documents](#)

[Request Appointment](#)

[Logout](#)

**Edit Phone/E-mail**

**Member Name:** JOHN RALPH DOE **Date of Birth:** 00/00/0000

Please enter your phone/e-mail information updates below. Once you are done making updates, click the 'Save' button below to save your changes. If you do not want to make any changes to your existing information displayed or do not wish to add any new updates, please click the 'Cancel' button.

Edit Phone/E-mail		
<b>Evening Phone Number</b> (225) 000-0000	<b>Effective Date:</b> 12/11/2013	<input checked="" type="radio"/> No Change <input type="radio"/> Change
<b>Daytime Phone Number</b> (225) 000-0000	<b>Effective Date:</b> 12/11/2013	<input checked="" type="radio"/> No Change <input type="radio"/> Change
<b>Mobile Phone Number</b> (225) 000-0000	<b>Effective Date:</b> 12/11/2013	<input checked="" type="radio"/> No Change <input type="radio"/> Change
<b>International Phone Number</b>	<b>Effective Date:</b> 12/11/2013	<input checked="" type="radio"/> No Change <input type="radio"/> Change
<b>Fax Number</b> (225) 000-0000	<b>Effective Date:</b> 12/11/2013	<input checked="" type="radio"/> No Change <input type="radio"/> Change
<b>Home E-mail Address</b> jdoe11@gmail.com	<b>Effective Date:</b> 12/11/2013	<input type="radio"/> No Change <input checked="" type="radio"/> Change <b>newjdoe@gmail.com</b>

**Save** **Cancel**

Would you like to:  
[View your current phone/e-mail address?](#)  
[View phone/e-mail changes?](#)

21) You have completed changing your e-mail address!

The screenshot shows the LASERS member self-service portal. At the top, there is a navigation bar with links for 'Lasers Home', 'Louisiana Home', and 'Louisiana Agency Index'. Below this is a banner image featuring the LASERS logo and several scenic photos of Louisiana landmarks. A 'Welcome Member' message is displayed, along with a dropdown menu for 'Available Forms' set to 'Retirement Forms (Requires Acrobat Reader 7.0+)' and an 'OPEN' button. On the right, there are buttons for 'Educate Yourself', 'Help', and 'Contact Us'. A left-hand navigation menu lists various services such as 'View Personal Information', 'Maintain Phone/E-mail', 'View Account Summary', 'View Account History', 'View Recent Requests', 'Create Benefit Estimate', 'Create Repay Refund Estimate', 'View Annual Statement', 'View Tax Documents', 'Request Appointment', and 'Logout'. The main content area is titled 'Phone/E-mail Change Confirmation' and includes a breadcrumb trail: 'Welcome Member > Maintain Phone/E-mail > Phone/E-mail Change Confirmation'. It displays the member's name as 'JOHN RALPH DOE', SSN as 'XXX-XX-0000', and Date of Birth as '00/00/0000'. A congratulatory message states: 'Congratulations! Your Phone/E-mail Information has been updated as indicated below.' Below this, it shows the updated 'Your E-mail Address on file is : newjdoe@gmail.com' and the 'Effective Date :12/11/2013'. At the bottom, there is a link to view a printer-friendly version of the page.