



## ERB Member Self-Service (MSS) Trouble Shooting

- **My username and password aren't working, I get an error message when I enter my information.**
  - o You haven't created your brand new account yet. As of September 15, 2014, all users were required to create brand new user accounts. Click on "member login" then click on "Register" then create your NEW user account. *Your old username (which was your social security number) and password won't work anymore.*
  
- **I'm trying to create my new account and I get an error message saying the information doesn't match, please contact the fund office.**
  - o The Fund Office is the NMERB; please contact NMERB at 1-866-691-2345 or [ERB-memberhelp@state.nm.us](mailto:ERB-memberhelp@state.nm.us) to verify your profile information; we may have an incorrect DOB or a misspelling in your last name.
  
- **I created my new member account and now it won't let me enter my username or password, the screen is greyed out and won't let me type.**
  - o Try closing your internet browser completely and getting back to the NMERB website, [http://www.nmerb.org/NMERB\\_Accout.html](http://www.nmerb.org/NMERB_Accout.html), and logging back into the MSS. This is a web based system and your browser may be clocking.
  - o If that doesn't work, then try using the recommended versions of internet browsers: Internet Explorer 9, Mozilla Firefox 28.0, Google Chrome 36.0.7985.143m, or Safari 5.1.7.
  
- **I'm trying to create my new account, I can't enter my DOB, it won't let me type it in.**
  - o This is likely because you are using Internet Explorer 11; you'll need to use the drop down calendar to find your DOB.

- **I created my new account, logged in with my new username and password, now it's just a blank page, nothing's happening.**
  - Try closing your internet browser completely and getting back to the NMERB website, [http://www.nmerb.org/NMERB\\_Accout.html](http://www.nmerb.org/NMERB_Accout.html), and logging back into the MSS. This is a web based system and your browser may be clocking.
  
- **When I enter my SSN, Last Name and DOB and click "validate," it just sends me back to the same screen and makes me enter my information again.**
  - Try closing your internet browser completely and getting back to the NMERB website, [http://www.nmerb.org/NMERB\\_Accout.html](http://www.nmerb.org/NMERB_Accout.html), and logging back into the MSS. This is a web based system and your browser may be clocking.
  - If that doesn't work, then try using the recommended versions of internet browsers: Internet Explorer 9, Mozilla Firefox 28.0, Google Chrome 36.0.7985.143m, or Safari 5.1.7.
  - If this still isn't working, please contact NMERB at [ERB-memberhelp@state.nm.us](mailto:ERB-memberhelp@state.nm.us) so we can investigate further.