



Member Benefits Online System (MBOS)

Retirement Planning Webinar Resource



New Jersey Division of Pensions & Benefits

P.O. Box 295, Trenton, NJ 08625-0295

Phone: (609) 292-7524

Email: pensions.nj@treas.nj.gov

Need to Register for MBOS?

Step 1 – Set Up Your MBOS Account:

1. Go to: <https://www.nj.gov/treasury/pensions/mbos-register.shtml>
2. Under “First-Time Users – Active Employees,” click the “Register for MBOS” button.
3. The MBOS Registration page will open. Click the “Active Members” button.
4. Enter the following information:
 - a. Your first and last name.
 - b. Your Social Security Number.
 - c. Your email address – we recommend a permanent, personal email address.
 - d. Your phone number – we recommend your personal phone number.
 - e. Your Membership Number – State Active Members can find their membership number on their paystub. Local Government and Education members should contact their employer.
5. When all of the information has been entered click the “Continue” button.

Note: At this point, MBOS checks to see if you have already registered. If it finds that you are a registered MBOS user, you will be automatically taken to the myNewJersey Log In page. The myNewJersey Account Page will open and you will be asked to choose “Yes” or “No.”

- If you already have a myNewJersey account, select “Yes,” enter your Login ID and password, and click “Link MBOS to My Account.” You will be taken to your MBOS home page.
- If you do not have a myNewJersey account, you need to create one. Select “No” on the myNewJersey Account Page and then follow the directions starting with Step 2 below.

Step 2– Create Your myNewJersey Account:

1. To create your personal myNewJersey account, select “No” and enter all of the information requested on the myNewJersey Account Page. We recommend using a personal email address so password recovery is easier if needed.
2. Be sure to select a Login ID and Password that is easy to remember!
 - Forgotten Login IDs and Passwords are the most common problem members have when using MBOS. Be sure that you can remember your Login ID and Password for future use.
 - Passwords must be at least eight characters long and include at least two of: lowercase letters, uppercase letters, digits, and other characters (except space, quotes and \).
3. When done, click the “Create this new myNewJersey Account and Link MBOS to it” button.
4. Congratulations! You are now registered for MBOS. You can access your account anytime by going to: <https://my.state.nj.us/au/Login> and logging in with your credentials. Click the “MBOS and EPIC” button to start using the applications.



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Forgot Your Login ID?

1. Go to <https://my.state.nj.us>
2. Select "Forgot your login ID?" below the "Log In" button.
3. Enter the email address associated with your account and click "Continue."
4. You will be prompted to answer a security question you previously created. Once you have answered the question, click "Continue."
5. Check your email to see the login ID and follow the instructions to access your account.

Forgot Your Password?

1. Go to <https://my.state.nj.us>
2. Select "Forgot your password?" below the "Log In" button.
3. Enter your login ID and click "Continue."
4. You will be prompted to answer a security question you previously created. Once you have answered the question, click "Continue."
5. Check your email to get your temporary password and follow the instructions to change it to something you can easily remember. **Note:** Passwords are case sensitive and must be typed exactly.

Need More Specific Help?

1. Go to <http://my.state.nj.us>
2. Below the "Log In" button, click the "Need Help?" link.
3. Choose the "Request Help" button at the top of the page.
4. Select the issue you are experiencing and click next.
5. Follow the prompts to troubleshoot the issue.
6. If your issue can't be resolved using the prompts, you will be taken to a page where you can submit your issue in detail to the myNewJersey web team, who will reach out to you via email to help you with access.
7. For additional MBOS troubleshooting assistance, visit our video library at: <https://www.state.nj.us/treasury/pensions/videos/shtml>