



Create a member account



Create your account

New members must first create an account that will allow them to manage their communication preferences, update their profile, download a complimentary digital copy of *Sage Magazine*, access the **You and Your Survivors** document and much more.

To create a member account:

1. Go to www.federalretirees.ca and click **Login** at the top right-hand corner to be redirected to the login page.
2. Click the **create a member account** link to the left of the **Log in** box.
3. Enter your member ID number in the **Membership Number** field and click the **Set up my login** button to receive a one-time login link email to the email address associated with your membership ID. If there is no valid email address associated with your membership, please contact Client Services (contact info below). Your membership ID number must be 8 digits long. If it is less than 8 digits, please add preceding zeros before your membership number so that it becomes 8 digits long. For example, if your membership number is 12345, you should enter 00012345 in the **Membership Number** field.

Note: The link you receive can only be clicked once and is only valid for 24 hours from the time of receipt. If you don't see an email from Federal Retirees, check your junk email folder.

Create and activate your password

Open the one-time login link email message from Federal Retirees once it arrives and follow the steps below.

1. Click the one-time link found in the email to be redirected to the **Reset password** page and then click the **Log in** button.
2. From the **My Password Management** page, set and confirm your password in the **Password** and **Confirm Password** fields. Passwords must be a minimum of 6 characters and should have at least one lower case character, one upper case character and one number.
3. Click the **Save** button to complete the process.

Congratulations! Your new member account has been created successfully. You should now be able to login with your membership ID and password directly from the **Thank you** page.

Support

If you have questions, please contact Client Services at 1-855-304-4700 ext. 300 or email service@federalretirees.ca.



Access your member account

Reset your password



Login to your account

To access your member account:

- Go to www.federalretirees.ca.
- Click **Login** at the top right-hand corner.
- Enter your **Membership ID** and **Password** and click the **Log in** button.

You may now view and edit your profile, manage your communication preferences, access member documents and much more.

Reset your password

To reset your password:

- Go to www.federalretirees.ca and click **Login** at the top right-hand corner.
- Click the **Reset your password** tab above the **Log in** box.
- Enter your membership ID number and click the **Send my Password Reset email** button to receive a one-time reset password email to the email address associated with your membership ID. If there is no valid email address associated with your membership, please contact Client Services (contact info on the previous page). Your membership ID number must be 8 digits long. If it is less than 8 digits, please add preceding zeros before your membership number so that it becomes 8 digits long. For example, if your membership number is 12345, you should enter 00012345 in the **Membership Number** field.
- Click the one-time reset password link found in the email to be redirected to the **Reset password** page and then click the **Log in** button.
- From **My Password Management** page, reset and confirm a new password in the **Password** and **Confirm Password** fields. Passwords must be a minimum of 6 characters and should have at least one lower case character, one upper case character and one number.
- Click the **Save** button to complete the process.

Congratulations! You have successfully updated your password. You should now be able to login with your membership ID and your newly reset password directly from the **Thank you** page.

Note: The link you receive can only be clicked once and is only valid for 24 hours from the time of receipt. If you don't see an email from Federal Retirees, check your junk email folder.