



National Association
of Federal Retirees

Association nationale
des retraités fédéraux

Member account access guide

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Member account access guide | federalretirees.ca

Create your account

New and existing members must first create an account to allow them to manage their communication preferences, update their profile, renew their membership online and more. To create a member account:

- Go to www.federalretirees.ca and select **Login** from the top navigation.
- Click the **Create account** button after the introductory text.
- Enter either **your membership number or your email address** in the text field provided and click the **Create Account** button to receive a one-time login link email to the email address associated with your membership. 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 email junk folder.

If there is no valid email address currently associated with your membership, please contact client services (contact information below, under "Support").

Couples with a double membership who share an email address should use their membership numbers instead of their email address to create an account or log in.

Your membership ID number must be 8 digits long. If your membership number has fewer than 8 digits, add preceding zeroes until it is 8 digits long. For example, if your membership number is 12345, enter 00012345 in the text field.

Create and activate your password

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

- Click the one-time link found in the email to be redirected to the **Reset Password** page.
- From this page, set and confirm your password in the **New Password** and **Confirm New Password** fields. Use at least 8 characters with a mix of letters, numbers, and symbols.
- Click the **Set New Password** button to complete the process.

Congratulations! Your new member account has been created successfully. You should now be able to log in with your membership ID, or using your email address, and new password directly from the **Login** page.

Support

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

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Log in to your account

To access your member account:

- Go to www.federalretirees.ca and select **Login** from the top navigation.
- Enter your **Membership ID or the email address connected to your account** and **Password** and click the **Log in** button.

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

If there is no valid email address currently associated with your membership, please contact client services (contact information on the previous page, under "Support").

Couples with a double membership who share an email address should use their membership numbers instead of their email address to create an account or log in.

***Your membership ID number must be 8 digits long.** If your membership number has fewer than 8 digits, add preceding zeroes until it is 8 digits long. For example, if your membership number is 12345, enter 00012345 in the text field.*

Reset your password

To reset your password:

- Go to www.federalretirees.ca and click **Login** at the top of the homepage.
- Click the **Forgot your password?** button below the login fields.
- Enter either your membership number or the email address connected to your account and click the **Send my Password Reset email** button to receive a one-time password reset email to the email address associated with your membership number. 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 email junk folder.
- Click the reset password link found in the email to be redirected to the **Reset Password** page.
- From this page, set and confirm your password in the **New Password** and **Confirm New Password** fields. Use at least 8 characters with a mix of letters, numbers, and symbols.
- Click the **Set New Password** button to complete the process.

Congratulations! You have successfully updated your password. A **Login** button will appear with the confirmation message or select **Login** from the website header.