

# Quick Links to the Retiree Portal Guide

Click on the Link that applies to you:

- It's been a long time....need help? Click the links according to your registered email with Pension Administration:

- [Gmail](#)

- [Non-Gmail](#)

- Password? I forgot it already. Don't worry, [click here](#) for help.

- New to the Portal, I have never logged on to the Retiree Portal.

**Click Below** according to your email address registered with Pension Administration.

- [Gmail](#)

- [Outlook, Hotmail, MSN](#)

- [Yahoo, AOL, MAC, iCloud and other email accounts](#)

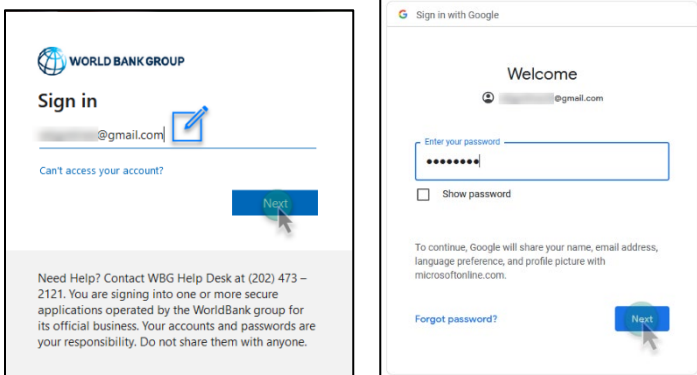
- [For STT's, STC's & Consultants](#)

# How to log in to the Retiree Portal (Gmail)

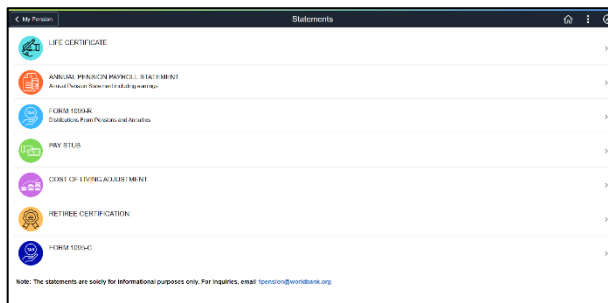
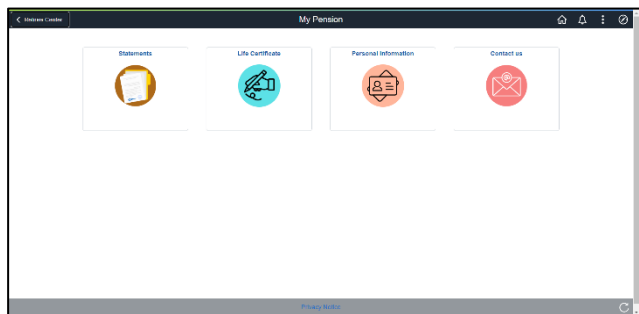
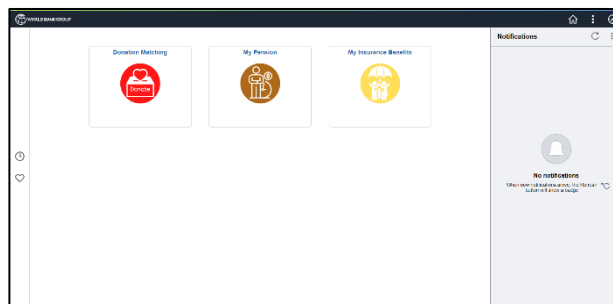
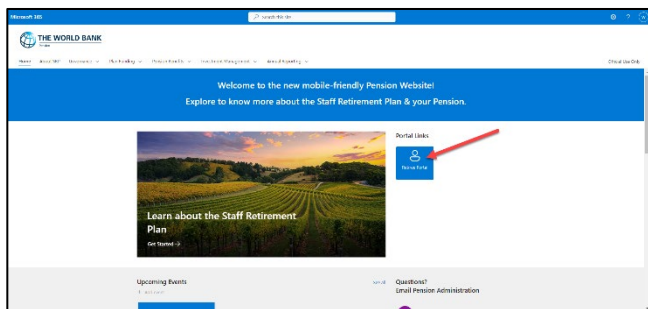
[Use your Email address as registered with Pension Administration for log-in](#)

## Quick Tips:

1. Open <https://pension.worldbank.org> in your favorite internet browser.
2. Enter your Pension Administration registered email address & click 'Next'.  
Follow the instructions to sign in.



3. Click on the 'Retiree Portal' button on the upper right. Explore & enjoy



GO TO TOP PAGE

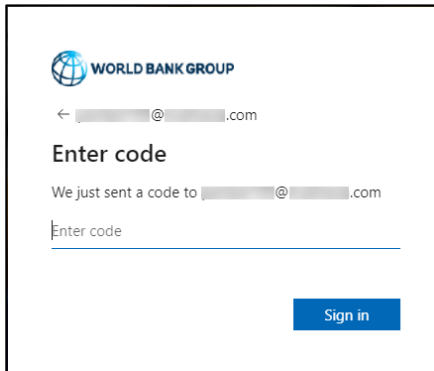
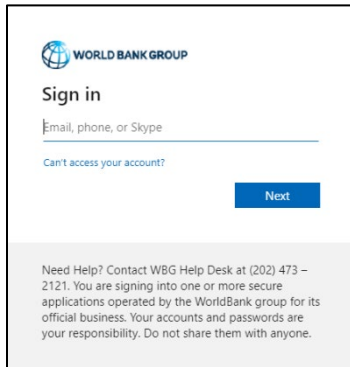
\* As an added security measure, you may choose to turn on the multifactor authentication as offered by your email provider.

# How to log in to the Retiree Portal (Non-Gmail)

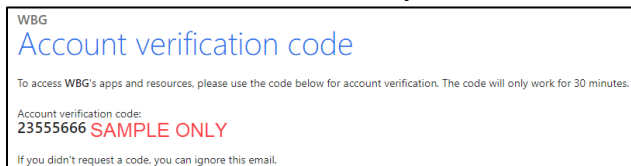
[Use your Email address as registered with Pension Administration for log-in](#)

## Quick Tips:

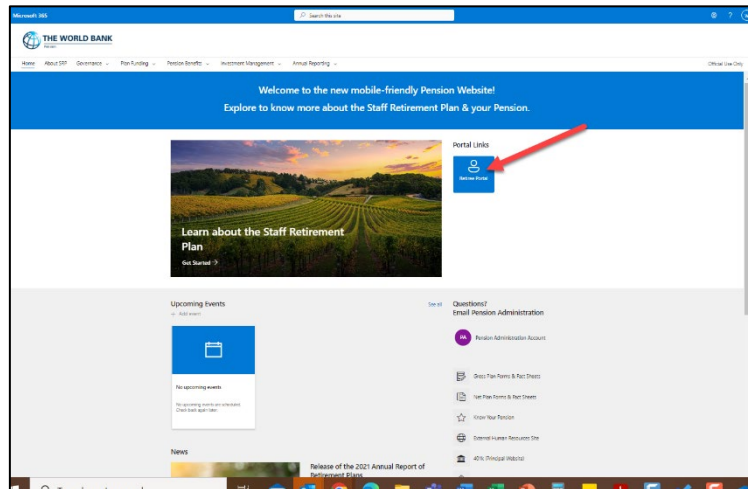
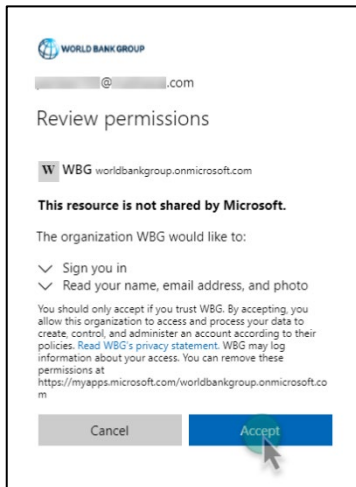
1. Open <https://pension.worldbank.org> in your favorite internet browser.
2. Enter your Pension Administration registered email address & click 'Next'.



3. Enter the code sent to your email address.



4. Click 'Accept' and follow the instructions to sign in. Click on the 'Retiree Portal' button on the upper right. Explore & enjoy!



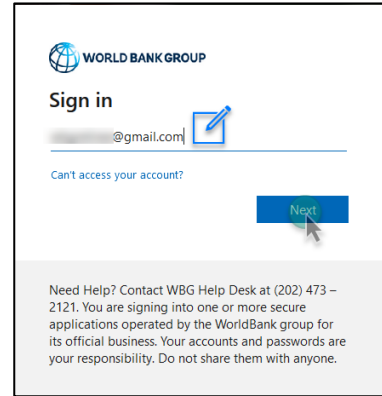
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\* As an added security measure, you may choose to turn on the multifactor authentication as offered by your email provider.

# Forgot Your Password

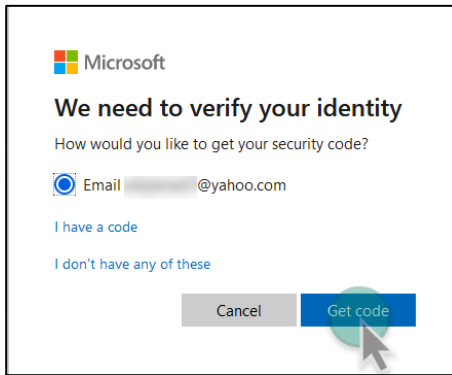
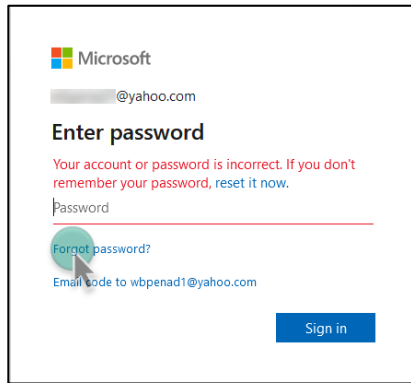
Use your Email address as registered with Pension Administration for log-in

1. Go to <https://pension.worldbank.org> and enter email.

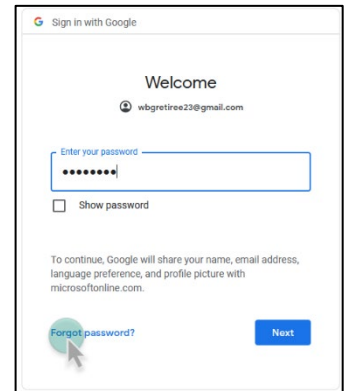


your

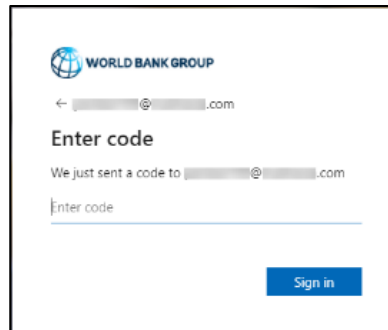
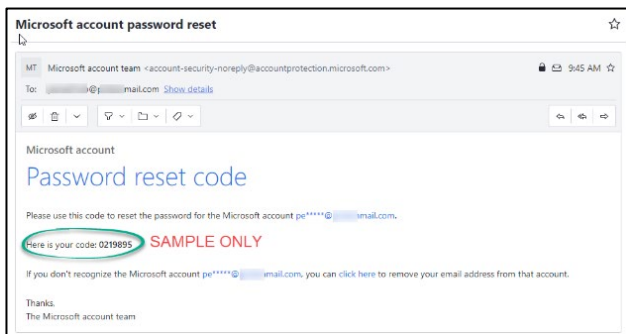
2. If you do not remember your password, click on the 'Forgot Password' or 'reset it now' & 'Get code' buttons **OR** click on the 'Forgot Password link' and 'Next' for Gmail accounts.



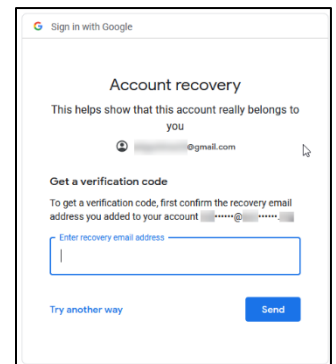
**OR**



3. Verify your identity by entering a one-time code sent to your email address or mobile number for non-Gmail. For Gmail, enter your recovery email address.



**OR**



4. Create a New Password.
5. Need more help troubleshooting? Click on this link to [Change & Reset Password](#) for Gmail accounts. Click on this link to [Reset Forgotten Password](#) for non-Gmail accounts. You may also opt to call (202) 473-2121.

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\* As an added security measure, you may choose to turn on the multifactor authentication as offered by your email provider.

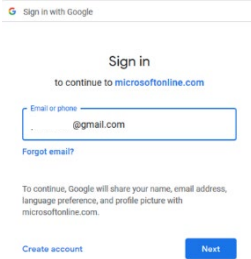
# Set-up your Email account to Access the Retiree Portal For Gmail accounts

**Use your Email address as registered with Pension Administration for the new log-in**

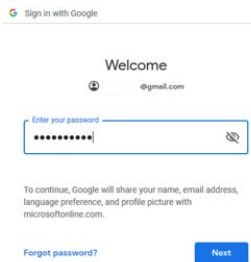
You would have received an email invitation from [2pension@worldbank.org](mailto:2pension@worldbank.org) to log-in to the retiree portal and click on the link provided in the email. If you have not received the email invitation, call the Pension Hotline at +1 202-458-2977.

## For Gmail email accounts

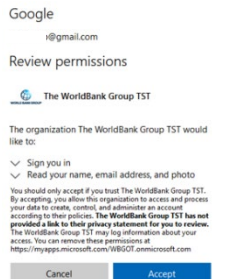
1. You will be directed to Google sign in page with your Gmail ID. Click Next button.



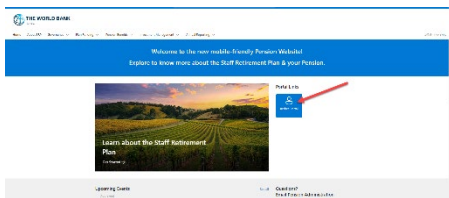
2. Enter your Gmail password and click Next button.\*



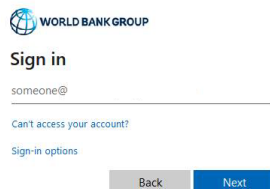
3. Review permission and click on Accept button.



4. You will then be directed to the pension website home page. To access your personal pension information, click on **Proceed to Retiree Portal** button located at the upper right-hand corner of the page.



To access the retiree portal next time, go to <https://pension.worldbank.org> and enter Email ID and password.

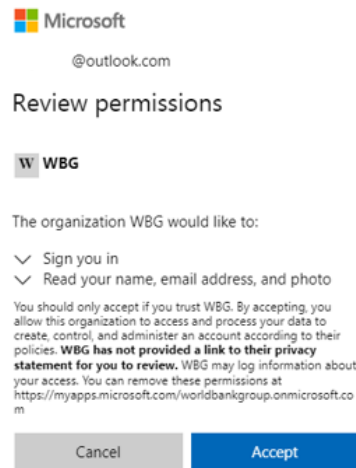


## For Gmail email account with Microsoft ID

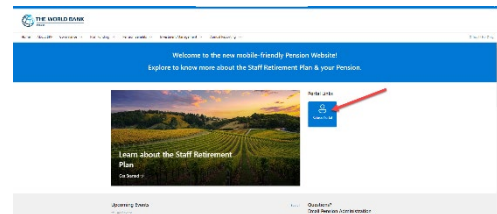
1. You will be directed to Microsoft page. Enter your password provided for Microsoft and click Sign In button.



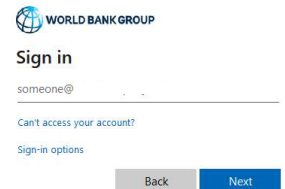
2. Review permission and click on Accept button.



3. You will then be directed to the pension website home page. To access your personal pension information, click on **Proceed to Retiree Portal** button located at the upper right-hand corner of the page.



To access the retiree portal next time, go to <https://pension.worldbank.org> and enter Email ID and password.



\* As an added security measure, you may choose to turn on the multifactor authentication as offered by your email provider.

# Set-up your Email account to Access the Retiree Portal

## For Outlook, Hotmail, MSN email accounts

**Use your Email address as registered with Pension Administration for the new log-in**

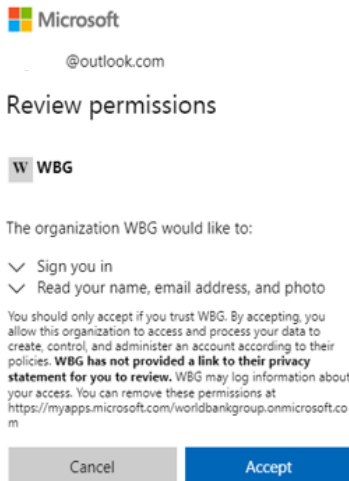
You would have received an email invitation from [2pension@worldbank.org](mailto:2pension@worldbank.org) to log-in to the retiree portal and click on the link provided in the email. If you have not received the email invitation, call the Pension Hotline at +1 202-458-2977.

1. You will be directed to Microsoft page. Enter your Outlook/Hotmail/MSN email password and click Sign In button.



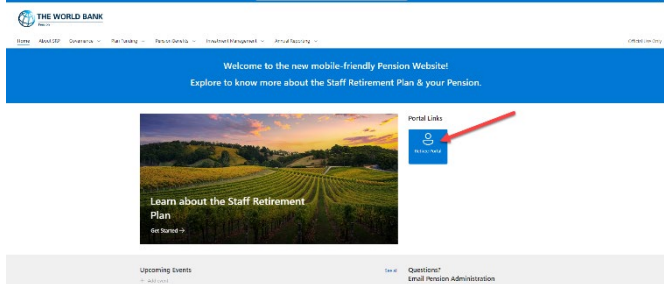
The screenshot shows the Microsoft sign-in interface. At the top is the Microsoft logo. Below it, the email address field is populated with "@outlook.com". The main heading is "Enter password". There is a password input field with the placeholder text "Password". Below the password field are three options: a checkbox for "Keep me signed in", a link for "Forgot my password", and a link for "Sign in with a different Microsoft account". At the bottom right is a blue "Sign in" button.

2. Review permission and click on Accept button.

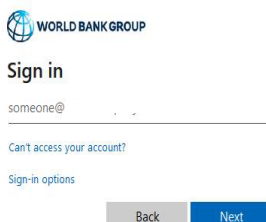


The screenshot shows the Microsoft permission review page. At the top is the Microsoft logo. Below it, the email address field is populated with "@outlook.com". The main heading is "Review permissions". Below this is the WBG logo. The text reads: "The organization WBG would like to:" followed by two checked items: "Sign you in" and "Read your name, email address, and photo". Below this is a paragraph of text: "You should only accept if you trust WBG. By accepting, you allow this organization to access and process your data to create, control, and administer an account according to their policies. **WBG has not provided a link to their privacy statement for you to review.** WBG may log information about your access. You can remove these permissions at <https://myapps.microsoft.com/worldbankgroup.onmicrosoft.com>". At the bottom are two buttons: a grey "Cancel" button and a blue "Accept" button.

3. You will then be directed to the pension website home page. To access your personal pension information, click on **Proceed to Retiree Portal** button located at the upper right-hand corner of the page.



To access the retiree portal next time, go to <https://pension.worldbank.org> and enter Email ID and password.



The screenshot shows the World Bank Group sign-in page. At the top is the World Bank Group logo. Below it is the heading "Sign in". There is an email address input field with the placeholder text "someone@". Below the input field is a link for "Can't access your account?". Below that is a link for "Sign-in options". At the bottom are two buttons: a grey "Back" button and a blue "Next" button.

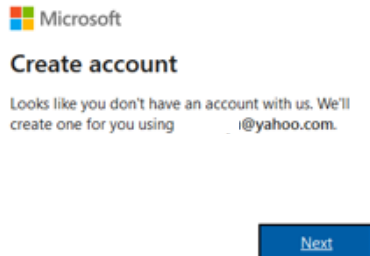
\* As an added security measure, you may choose to turn on the multifactor authentication as offered by your email provider.

# Set-up your Email account to Access the Retiree Portal For Yahoo, AOL, MAC, iCloud and other email accounts

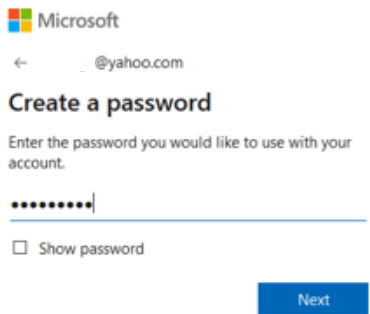
**Use the Email address as registered with Pension Administration for the new log in**

You would have received an email invitation from [2pension@worldbank.org](mailto:2pension@worldbank.org) to log-in to the retiree portal and click on the link provided in the email. If you have not received the email invitation, call the Pension Hotline at +1 202-458-2977.

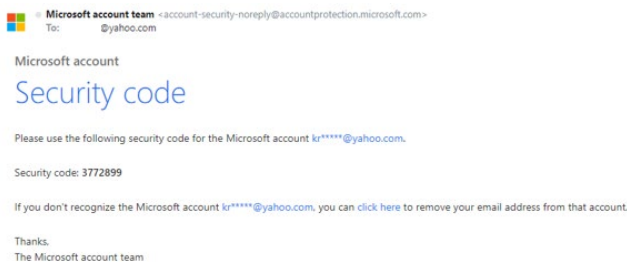
1. You will be directed to Microsoft Create Account with your email ID. Click Next button.



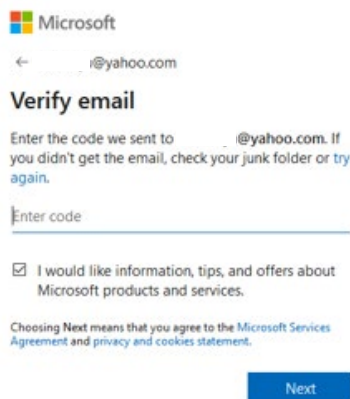
2. Create a password and click Next button. A verification email will be sent to your email address.



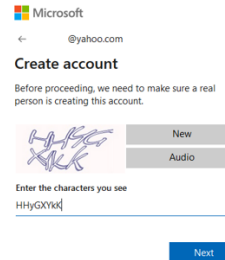
3. Go to your email account and locate the message from Microsoft Account Team in your inbox or spam folder. \*



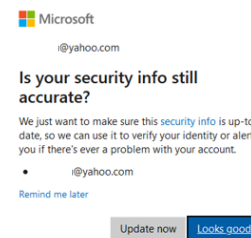
4. Enter security code and click on Next button.



5. Enter the captcha and click on Next button.



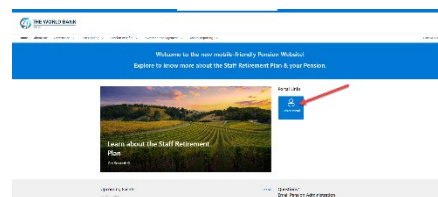
6. Review security info and click on Looks Good.



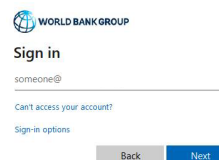
7. Review permission and click on Accept button.



8. You will then be directed to the pension website home page. To access your personal pension information, click on **Proceed to Retiree Portal** button located at the upper right-hand corner of the page.



To access the retiree portal next time, go to <https://pension.worldbank.org> and enter Email ID and password.



\* As an added security measure, you may choose to turn on the multifactor authentication as offered by your email provider.



# Set-up your Email account to Access the Retiree Portal

## For STT's, STC's & Consultants

Use the Email address as registered with Pension Administration for the new log in

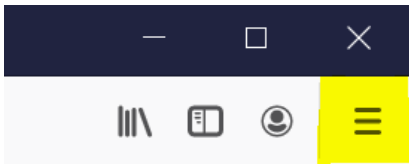
### Login using WBG laptop

1. Open the fire fox browser in the laptop.

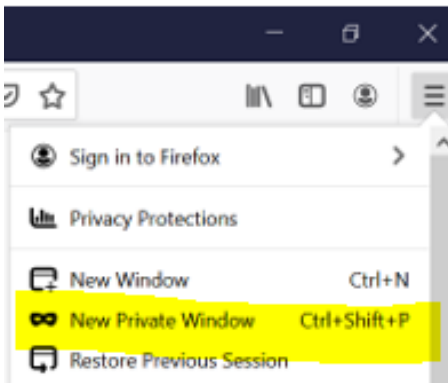


2. Once the browser is opened, you will need to open the private browsing mode (incognito mode). Please follow below steps to open the private browsing mode.

- Select the '☰' symbol at the upper right-side corner on the page.



- From the drop-down menu select '**new private window**'



3. In the address bar of the private window page paste the link received in the email. Based on your email domain, kindly use the relevant instructions from this guide to access the portal.

### Login using non-WBG laptop

1. You would have received an email invitation from [2pension@worldbank.org](mailto:2pension@worldbank.org) to log-in to the retiree portal and click on the link provided in the email.
2. Based on your email domain, kindly use the relevant instructions from this user guide to access the portal.

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