

MEMBER DIRECT FIRST-TIME ENROLLMENT

Welcome to Member Direct

Please see the directions below to begin your enrollment.

If you have any questions or have issues registering your account, please contact Lesley Campbell at the Retirement Division at 802-828-5640 or Lesley.Campbell@Vermont.gov.

1. Navigate your web browser to the Member Direct Website at: retire.Vermont.gov.
2. Click on "Enroll Now" under the right-hand side "As a Retiree."

The screenshot shows the MemberDirect website interface. At the top right is the VERMONT logo. Below it is the State of Vermont Office of State Treasurer logo and name. A navigation bar contains "MemberDirect" and "Enroll Now | Contact Information". The main content area is titled "Welcome to MemberDirect" and features two panels. The "Sign-in" panel has fields for "Username" and "Password", a "Login" button, and links for "Forgot your password?" and "Forgot your username?". The "Why Register?" panel is divided into "As a Member" and "As a Retiree" sections. The "As a Retiree" section lists several benefits, with "Update your tax withholding and direct deposit information" and "Enroll Now" circled in yellow.

VERMONT

OFFICE OF THE STATE TREASURER
STATE OF VERMONT
Office of State Treasurer

MemberDirect Enroll Now | Contact Information

Welcome to MemberDirect

Sign-in

Username

Password

[Forgot your password?](#)
[Forgot your username?](#)

Why Register?

As a Member


- View your member information
- Estimate your benefit
- Download and complete forms
- View and register for upcoming seminars
- [Enroll Now](#)


As a Retiree

- View your payment history and receipts
- View tax withholding and other deductions
- Update your personal information
- [Update your tax withholding and direct deposit information](#)
- [Enroll Now](#)

MEMBER DIRECT FIRST-TIME ENROLLMENT

3. You will be directed to a new screen. When it is your first-time logging into Member Direct you will need to first request an enrollment PIN, for security reasons. Do not fill out any information yet, click on the "Request an Enrollment Pin" link:





STATE OF VERMONT


Office of State Treasurer

EnrollmentContact Information

Enter the following information to help us identify you


SSN:

Last Name:

Birth Date: 

Home Zip Code:

Country:

Enrollment PIN: 

Request an Enrollment PIN

Enter your new account information

Username:

Email:


Confirm Email:

Your password must be at least 8 characters, include both upper and lower case, and be alphanumeric.


Password:

Confirm Password:

Define challenge questions for identity protection

Question #1: 

Answer:

Question #2: 



Answer:

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

MEMBER DIRECT FIRST-TIME ENROLLMENT

4. Once you are on the page to request a PIN, enter your information in the fields and click "Request PIN."



STATE OF VERMONT
Office of State Treasurer

Request Enrollment PIN Contact Information


Enter the following information to help us identify you so that we may send your Enrollment PIN. Please allow time for review and processing after your request is received.

[<< Back to Enrollment](#)


Your information

SSN:

Last Name:

Birth Date: 


Home Zip Code:


Country: 

After you have made the request, the Retirement Division will be notified and **will mail you a letter to the address on file containing a PIN**. This is for security purposes to ensure that the individual requesting access to member direct is the retiree. You should receive your PIN letter within 3-5 days. If you would like immediate access, please contact Lesley at (802) 828-5640. She will verify your identity and give you the PIN over the phone.

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5. After you have received the PIN either via mail or over the phone, return to retire.vermont.gov and click "Enroll now."
6. Enter your information, answer the security questions, and after reading the Terms and Conditions, check the box that states you agree. Keep a record of your password and answers to your security questions.






STATE OF VERMONT
Office of State Treasurer

Enrollment Contact Information


Enter the following information to help us identify you


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[Request an Enrollment PIN](#)

Enter your new account information

Username:

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Question #1: 

Answer:

Question #2: 

Answer:

Disclosure

I read and agree to the [Terms And Conditions](#) of service.

MEMBER DIRECT FIRST-TIME ENROLLMENT

7. After clicking “Enroll,” you will be directed to a page where you are able to return to the login page. Please enter your Username and Password.

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MemberDirect Enroll Now | Contact Information

Welcome to MemberDirect

Sign-in

Username
Password

[Forgot your password?](#)
[Forgot your username?](#)

Why Register?

As a Member

- View your member information
- Estimate your benefit
- Download and complete forms
- View and register for upcoming seminars
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As a Retiree

- View your payment history and receipts
- View tax withholding and other deductions
- Update your personal information
- Update your tax withholding and direct deposit information
- [Enroll Now](#)

8. You will be directed to answer your security questions the first-time logging in using your computer.

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We do not recognize this device, or this device has not been registered as a trusted device to access your account.

Please answer the following questions so we can verify your identity.
Your answers must match exactly the answers you have on file with your account.

Question 1: What is the name of your first pet?
Answer:

Question 2: What is your mother's maiden name?
Answer:

Remember this device *

*Do not check this if you are using a public computer.

After you have answered your security questions, you are in Member Direct! We recommend taking the tutorial to help you navigate Member Direct.