

# Program Letter

United States  
Railroad Retirement Board  
Office of Programs



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Quality Reporting Service Center

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Letter No. 2017-04

Date: July 27, 2017

TO: **Employer Contact Officials**

SUBJECT: **Guide for Employers to the Redesigned RRB.Gov**

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**Please distribute this notice to all individuals within your organization who may need the information in connection with their work.**

On **June 10, 2017**, the Railroad Retirement Board (RRB) unveiled its redesigned website ([www.rrb.gov](http://www.rrb.gov)). The website's new design features a clean, consistent presentation that offers quick and easy access to essential information. Additionally, the main menu has been streamlined and includes dropdown subcategories to help simplify navigation while allowing visitors to locate information more intuitively.

Along with cosmetic updates, the new website is configured to allow users the flexibility of viewing [rrb.gov](http://rrb.gov) from a computer, smartphone, or tablet. Integrating a responsive format in the design enables the display to automatically adjust to properly fit mobile devices regardless of screen size.

While [rrb.gov](http://rrb.gov) may look and feel completely different to frequent visitors, all relevant content and functionality remains intact.

Improvements to site navigation required extensive reorganization throughout. As a result, most URLs previously saved as personal bookmarks or favorites within a browser will have a different web address. Though pages visited most frequently will redirect to corresponding pages on the new site, visitors may receive an error message when trying to access a less common page from their older bookmarks or favorites list. Starting from the home page, users should be able to navigate to those less popular pages instinctively and are encouraged to edit the web address of their previously saved bookmarks or favorites to match the URLs on the new website. Those having difficulty finding a specific page or item can use the [search tool](#), which is located in the upper right corner of the screen.

The RRB will continue working to meet your future online needs and stay on par with advancing trends in digital government platforms. As updates to the website will be ongoing, the RRB appreciates your patience and understanding when any additional developments are implemented.

The RRB encourages website visitors to report any bugs or technical problems by submitting [Website Feedback](#) or by sending an email to the [webmaster](#). Detailed feedback with a link to any

problematic page is especially helpful in prompting a speedy resolution. Inquiries submitted to the webmaster should not contain sensitive information or questions about benefit programs administered by the RRB. Likewise, the agency's toll-free number connects callers to representatives in field offices throughout the country who are unable to answer technical inquiries regarding the website.

If you have any specific questions regarding contents in the revised [EMPLOYERS](#) section of the website, please contact the Quality Reporting Service Center via the information listed on the top of this program letter.