



We're pleased to announce the debut of **myRRB** – a new front door to our collection of online services. Previously known as Benefit Online Services, myRRB boasts a simplified, approachable design and integrates identity verification via login.gov to provide a more seamless and secure user experience. This marks the beginning of an exciting chapter for us as we use innovative solutions to meet the needs and expectations of the people we serve.

Like many agencies across the Federal government, the RRB is currently working through an extensive IT modernization initiative that will transform how we do business from the inside-out. Our efforts will be ongoing over the next few years as we bring the agency's core functions into the 21st century, and in the process improve mission performance, expand service capabilities, and strengthen cybersecurity.

Those familiar with Benefit Online Services will notice that the same functions are still available through myRRB, and railroad employees who've been using a Pin Password (PPW) account to sign in may continue doing so for now. Because PPW account access will soon be phased out, employees are encouraged to start transitioning to the login.gov platform at this time.

### **What is login.gov?**

Launched in 2017 by the General Services Administration, login.gov provides a single sign-on solution for government websites that enables citizens to access public services across different agencies using the same email address and password. login.gov is currently helping over 15 million people keep their information safe across dozens of web-based government channels.

### **Why is the RRB using login.gov?**

Our partnership with login.gov allows you to conduct business with us quicker and easier than ever. The login.gov team created a system that meets the design, performance, and experience you're probably used to when signing in to check your email or bank statement. We're also using login.gov to verify your identity and provide you with an extra layer of security to protect your personal information.

### **How do I access myRRB through login.gov?**

Go to [RRB.gov/myRRB](https://www.RRB.gov/myRRB) and click on the button labeled **SIGN IN WITH LOGIN.GOV** at the top of the page. You'll be directed to login.gov where you'll be guided through the process of creating an account and verifying your identity – which takes about 20 minutes to complete. Once your identity is verified, you'll be prompted to sign in to your account and then return to myRRB with instant access to our online services.

The next time you need to use myRRB, click on the same button to sign in with login.gov. After signing in to your account, you'll be directed back to myRRB.

### **Need help with login.gov?**

If you'd like to learn more about the login.gov process, or if you experience problems while creating or signing in to your account, we suggest browsing through the information available at [login.gov/help](https://login.gov/help). You can also request additional support from the login.gov team at [login.gov/contact](https://login.gov/contact).

### **What's next?**

As we mentioned earlier, this is just the beginning of our concentrated effort to reshape the way we serve you. We're already making progress on the next phases of myRRB, which will introduce new self-serve options and add more enhancements to existing services.



## WHAT CAN I DO ONLINE?

### EMPLOYEES

- Apply for Unemployment Benefits
- Claim Unemployment Benefits
- Claim Sickness Benefits
- View RUIA Account
- View Service & Compensation
- Get Retirement Benefits Estimate

### RETIREES

- Request Documents - If you lose your Medicare Card or need copies of personal documents from the RRB, you can submit a request to have any of the following mailed to you:
  - Replacement Medicare Card
  - Duplicate Tax Statement
  - Monthly Rate Verification Letter
  - Service & Compensation History
- Online Bill Payment - Pay your benefit bills with easy access to Pay.gov. Select the type of debt noted in the letter issued to you by the RRB:
  - Retirement/Survivor
  - Medicare
  - Unemployment/Sickness (for railroad employees)