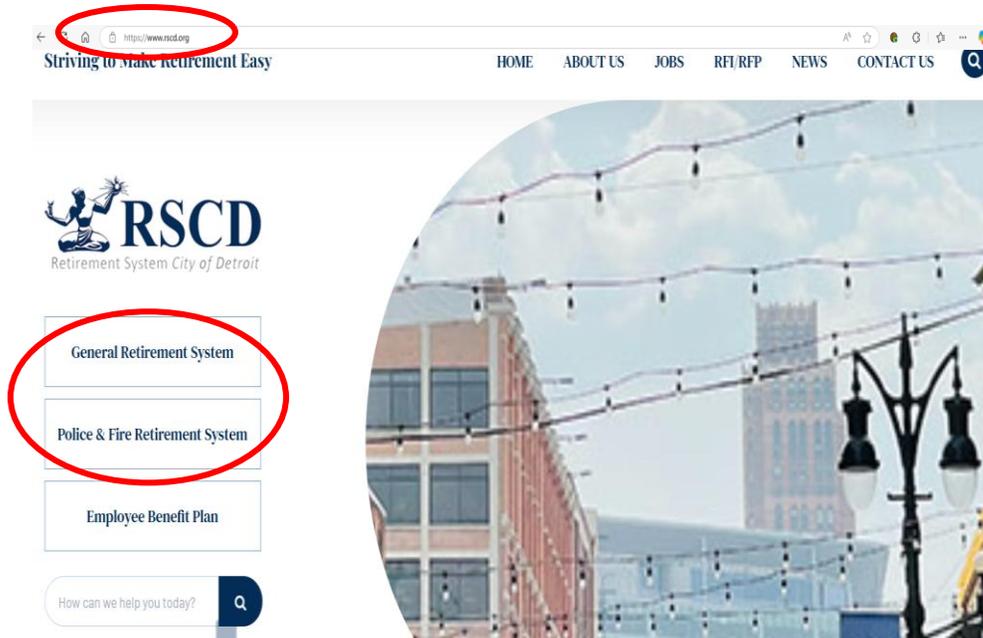


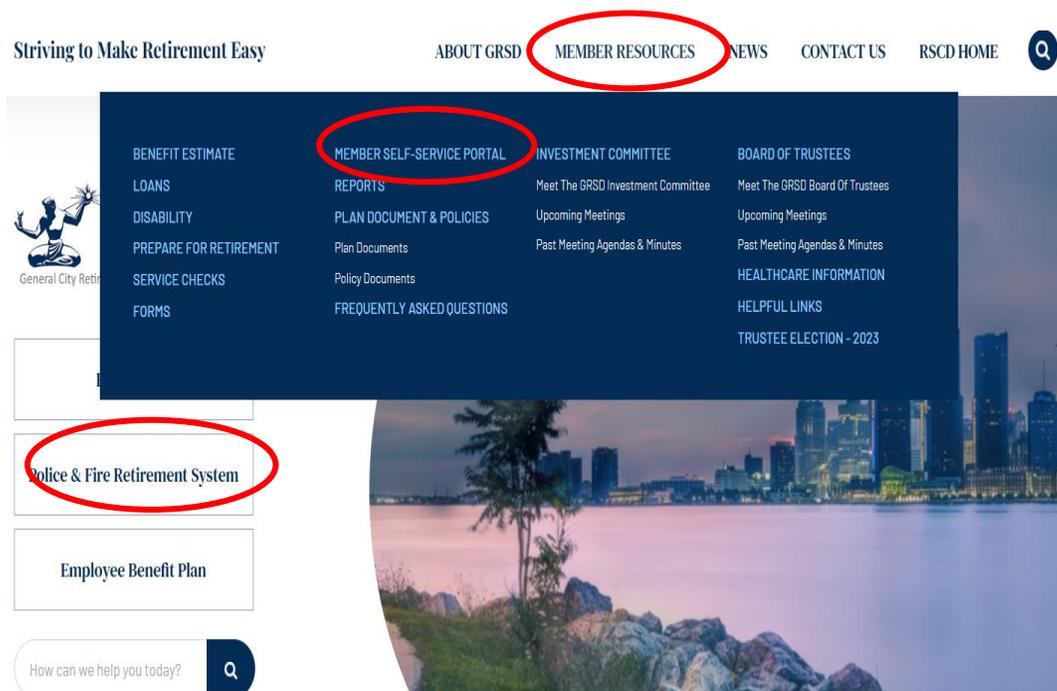
Direct Deposit for City of Detroit Pension Recipients through the Member Self-Service Portal (IntelliPlan)

Access the Self-Service Portal

1. Go directly to the Self-Service Portal with this website address <https://selfservice.rscd.org/>
2. Or access the Self-Service Portal through the RSCD website with the instructions below:
3. Go to the RSCD <https://www.rscd.org>
4. Select either **General Retirement** or **Police & Fire**



5. Select **Member Resources** and **Member Self-Service Portal**



6. On this page, members can view a tutorial and access the portal. First time users must Register with the **Register** button. Returning users can log in with Member # and password. Additional links at the bottom include **Forgot Member Number** and **Forgot Password**

MEMBER SELF-SERVICE PORTAL

- Benefit Estimate
- Loans
- Disability
- Prepare for Retirement
- Service Checks
- Forms
- Member Self-Service Portal
- Plan of Adjustment & Policies
- Reports
- Frequently Asked Questions
- Investment Committee
- Board of Trustees
- Healthcare Information
- Helpful Links
- Trustee Election 2023

MEMBER SELF-SERVICE PORTAL

Home > Member Resources > Member Self-Service Portal

The Retirement System of the City of Detroit is currently implementing a new web-based pension administration system called **IntelliPlan**. The system will streamline work, reduce costs, and improve service to our members. IntelliPlan features a self-service portal through which Members can access information quickly and conduct business with RSCD online. Data is secure and access is available only to authorized users.

For assistance registering on the portal, please click [here](#) to watch a tutorial video:

Services currently on the member self-service portal include:

- Integrated Payroll:
 - Update Direct Deposit
 - Update State and Federal Withholdings
- Update Contact Information
- Look Up Annuity Balances
- Submit Documents
- Change Social Security Number

Click [here](#) to be redirected to the Member Self-Service Portal

Welcome to the RSCD Self-Service Member Portal
Please log in or register to continue

Member Number

Password

Log in

Forgotten your member number?

Forgotten your password?

Not registered yet? [Click here to register](#)

Register your account.

To view and manage your plan online register your details below. You will need your Member Number which can be found on any personalized document you receive from us.

Step 1 of 3

Member Number

Social Security Number

Last Name

Date of Birth (MM/DD/YYYY)

We take your data seriously. To activate your account, you will need to complete the following three steps.

Proceed to Step 2

Confused? Please [Contact us](#) for additional assistance. Be sure to provide the following information along with a detailed description of your issue:

- Full Name
- Member Number (Provided on your registration letter)
- SSN OR Pension Number

Forgotten your Member Number?

Don't worry, complete the details below and we'll send a reminder to your email.

Last Name

Confused?
Your member number is used to log you into your account. It can be found on any personalized document you receive from us.

Social Security Number

If you have forgotten your password, you can create a new one [here](#).

Date of Birth (MM/DD/YYYY)

If you have not yet registered, please do so [here](#).

Back to Login

Proceed to Step 2

Forgotten your Password?

Don't worry, complete our reset password process by first telling us your member number.

Step 1 of 3

Member Number

Confused?
Your Member Number is used to log you into your account. It can be found on any personalized document we send you.

We take your data seriously. To reset your password, you will need to complete three steps.

Proceed to Step 2

Registering Your Account with Your Member Number

1. **First time users-** you must register your account by selecting the last option:

The screenshot shows the RSCD Self-Service Member Portal login page. At the top, it says "Welcome to the RSCD Self-Service Member Portal" and "Please log in or register to continue". There are input fields for "Member Number" and "Password", and a "Log in" button. Below these are links for "Forgotten your member number?", "Forgotten your password?", and "Not registered yet? Click here to register". The "Not registered yet? Click here to register" link is circled in red. Below this is a "Step 1 of 3" registration form with fields for "Member Number", "Social Security Number", "Last Name", and "Date of Birth (MM/DD/YYYY)". A "Proceed to Step 2" button is visible. At the bottom, there is a "Confused?" section with a "Contact us" link and a list of required information: Full Name, Member Number (Provided on your registration letter), and SSN OR Pension Number.

- Member Number can be located on your Pension Statement, referenced as your “Employee ID” number.
- Member Number can be accessed within the RSCD Self-Service Member Portal using “Forgotten Your Member Number.” (you will need your last name, 9-digit social security number and date of birth)
- Member Number was also included in letters previously sent from RSCD



2. Step 2 is to verify your address. Select one of the buttons on the left and proceed to Step. *Note** If it is not your address, retirees must update their address with RSCD

Register your account.
Please confirm your address below.

Important
The address we have on record for you is listed here. Please confirm this address is correct by checking the box below.

This is my address
 This is not my address

Step 2 of 3

Address: 6 Concourse Pkwy
City: Atlanta
State: GA
ZipCode: 30328-6117

[Proceed to Step 3](#)

Retirees Only:

1. Use the Contact Us page located on the RSCD Website
2. Under "Department to send issue to" select General Member Services
3. Be sure to include the following information with your message in the Issue message box:
 - SSN or Pension Number
 - Your Correct Address

Retirees, please click [Here](#) to change your address now.

[Proceed to Step 3](#)

3. Step 3 is to set your security question and answer as well as a valid email address. Fill out the information and select **Activate Your Account** prompting a confirmation message.

Please choose a security question and answer, then confirm your email address.

Step 3 of 3

Security Question: What is your mother's maiden name?

Your Answer: Johnson
Confirm Your Answer: Johnson

Email Address: johnsmith@gmail.com
Confirm Email Address: johnsmith@gmail.com

Please click here to enroll in the RSCD Go Green Program. As we launch new systems and online services over the next few months, participants will begin to receive email notifications to view their documents online, rather than physical mail. We appreciate your support and patience as we make this transition.

[Activate your Account](#)

Registration Confirmation

Thank you for registering for the Retirement System of the City of Detroit Self Service Portal.

You will receive an email with your Member Number and a temporary password.

[Continue](#)

4. Check your email for your Temporary Password to log into the Portal

The image shows an email from memberservices@rscd.org titled "User Activation Details". The email content includes: "Dear Member, Thank you for activating your account. Your Member Number is 2104686", "Your temporary password is FWQTPZQFW", and "Login now at http://selfservice.rscd-intelliplan-test.com/". Red arrows point from the text to labels: "Member Number" for 2104686, "Temporary Password" for FWQTPZQFW, and "Self-Service Website" for the URL. A blue box on the right contains the text: "Once your registration has been submitted in the Self-Service portal, you will receive a confirmation email to complete your registration steps."

5. You will immediately prompted to change your password

The screenshot shows a web form titled "Change My Password". At the top, there are navigation links for "Login", "Registration", and "Help & Support". The form includes "Password Requirements" (8-16 characters, at least 1 letter and 1 number, at least 1 special character) and input fields for "New Password" and "Confirm Password". A "Set a new password" button is at the bottom.

6. Once you change your password, your account will reset and you will be asked to log in to continue.

The screenshot shows the login page for the RSCD Self-Service Member Portal. It features a "Welcome to the RSCD Self-Service Member Portal" header and a "Please log in or register to continue" instruction. There are input fields for "Member Number" and "Password", a blue "Log in" button, and links for "Forgotten your member number?", "Forgotten your password?", and "Not registered yet? Click here to register".

Logging in to the Self-Service Portal

1. Those who are already registered may log in with Member Number and Password.
Note* Logging in requires 2 factor authentication:

Welcome to the RSCD Self-Service Member Portal
Please log in or register to continue

Member Number

Password

[Log in](#)

[Forgotten your member number?](#)

[Forgotten your password?](#)

[Not registered yet? Click here to register](#)



Please enter the six digit security code sent to your phone number ending in

Pension Site Verification Code

[Re-send by email](#) [Re-send by SMS text](#)

[Cancel](#) [Continue](#)

The image displays the main dashboard of the RSCD Retirement System for the City of Detroit. The header includes the RSCD logo and navigation links: 'View My Profile', 'My Data & Estimates', 'Tools & Resources', and 'Help'. On the right side of the header, there are links for 'Privacy Policy', 'RSCD Home', and 'Logout'.

The main content area features a large banner with the text 'RETIREMENT SYSTEM CITY OF DETROIT' and a photograph of a couple. Below the banner are two primary sections: 'Member Information' and 'Contact Information'. The 'Member Information' section includes fields for 'Number', 'Pension Number', 'Plan' (with a dropdown menu set to 'Police and Fire Retirement System Component 1'), and 'Date of Birth'. The 'Contact Information' section includes fields for 'Address', 'City', 'Zip Code', and 'Email'.

At the bottom of the dashboard, there are three prominent cards, each with a 'Proceed' button:

- PERSONAL DATA**: Accompanied by an image of a laptop and a coffee cup on a desk.
- MY ADDRESSES**: Accompanied by an image of a white envelope.
- ANNUITY BALANCE REQUEST**: Accompanied by an image of a person standing on a grassy hill with mountains in the background.

Setting Up Direct Deposit

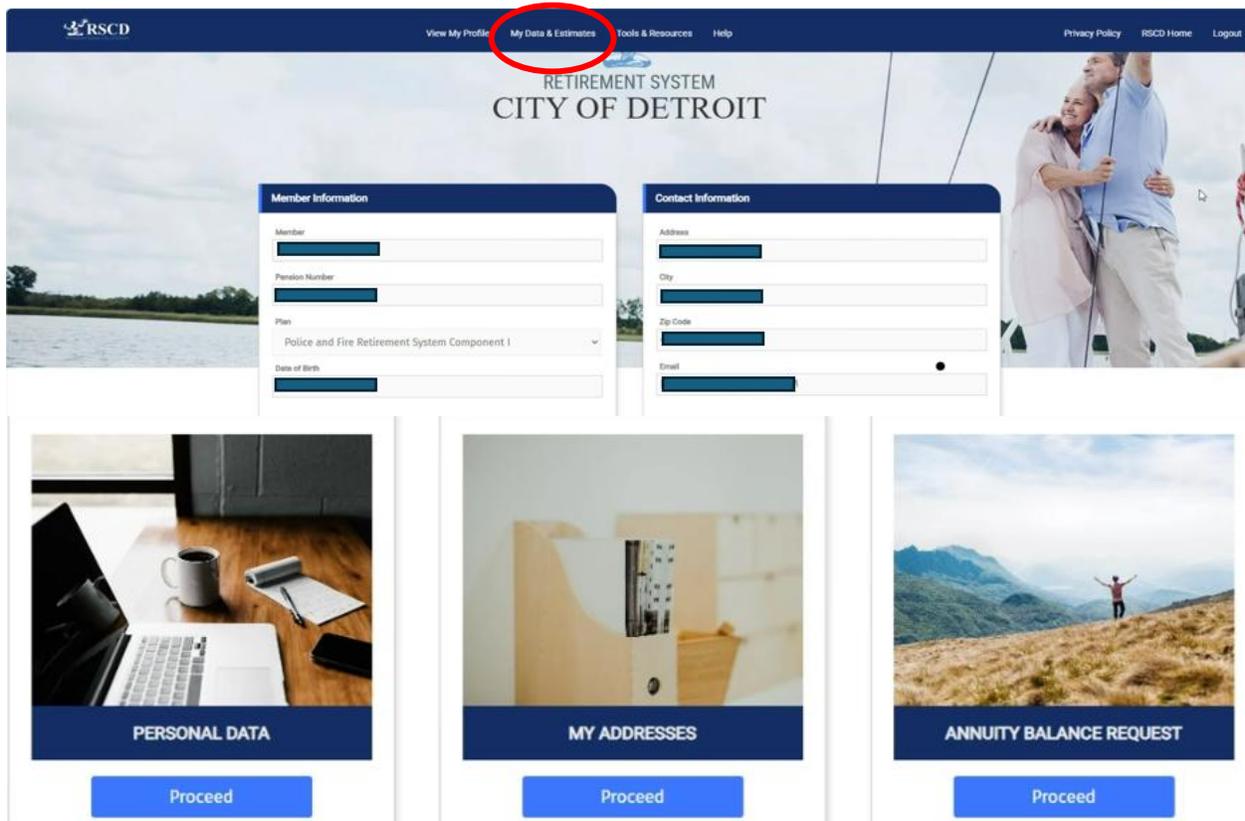
*Note** within the Self-Service Portal, under the **Help** menu, there are training videos to assist with setting up Direct Deposit. <https://selfservice.rscd.org/Video%20Trainings>



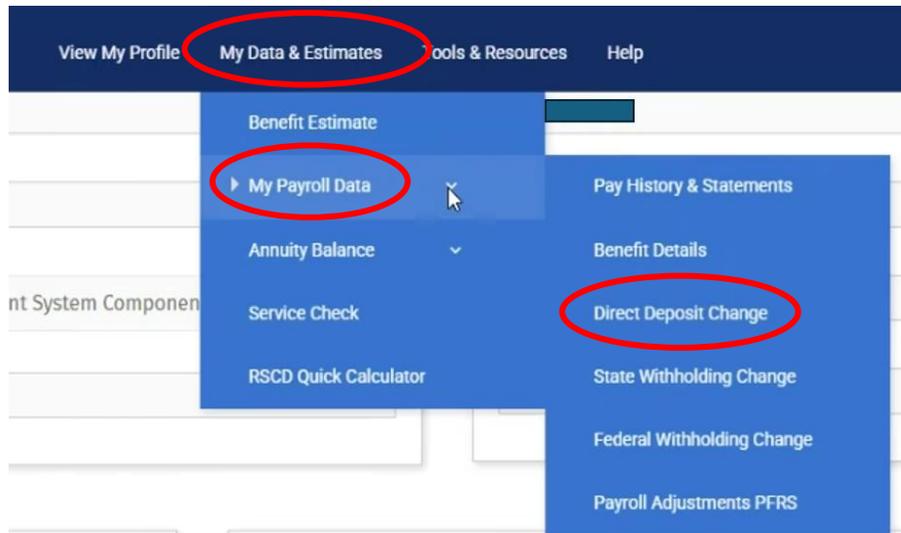
Training Videos

How to Change Your Password
How to Update Your Contact Information
How to Recover a Forgotten Member Number or Password
How to Update Your Federal Tax Withholdings
How to Update Your Direct Deposit
How to Change Your SSN

1. Once logged in, select **My Data & Estimates**



2. Select My Payroll Data and Direct Deposit Change



3. Select the Add button to add a new Financial Institution
4. To remove a Financial Institution, use the checkbox in the Delete column

A screenshot of the 'UPDATE PAYMENT ACCOUNT(S) - PFRS' form. It features a table with the following columns: Delete, *Order, *Payment Type, *Amount Type, *Amount, *Routing Number, Bank Name, and *Account Number. The first row contains a checkbox, the value '6', 'Direct Deposit - Savings', 'Remainder', '100.00', '272078297', 'Detroit Municipal Credit', and a masked account number. Below the table is a blue 'Add' button, and further down are 'Abort', 'Previous', and 'Next' buttons. At the bottom, there are status indicators: 'Check for Open Cases', 'Direct Deposit - PFRS', and 'Finished'.

Direct Deposit Change

A screenshot of the 'UPDATE PAYMENT ACCOUNT(S) - PFRS' form, similar to the previous one, but with the 'Payment Type' dropdown menu open. The dropdown menu shows three options: 'Direct Deposit - Checking', 'Direct Deposit - Savings', and 'Pay Card'. The 'Add' button is highlighted with a blue box. The 'Abort', 'Previous', and 'Next' buttons are also visible.

5. Select the **Order** you want the direct deposit to happen with 6 being last
6. Select the **Payment Type**—Direct Deposit-Checking, Direct Deposit Savings or Pay Card
7. Select the **Amount Type**—Flat Amount, Percentage or Remainder of check
8. Enter **Routing Number** and **Account Number** and select **Next**

Needing Further Assistance

Should you require further assistance, please contact RSCD Member Services.

Contact information can be found on the RSCD website using the Contact Us link.



www.RSCD.org