The City of Jacksonville Retirement System Pension Portal for Current Employees & Current Pensioners

The Retirement System Pension Office administers the Pension Portal for current and future retirees. This tool allows members ease of access to view their individual pension information 24 hours a day, 7 days a week.

The portal can be viewed at https://jaxpensionportal.coj.net. Current employees can register by using their COJ email address. Current pensioners are required to register with their personal email address to create an account.

FIRST TIME LOGIN INSTRUCTIONS

1. Go to jaxpensionportal.coj.net
2. Click "Sign Up" on the login page located in the bottom center of the box
3. Complete the information requested. Register with your email address, first name, last name, full date of birth, and the last four digits of your Social Security Number. This information MUST match what we have on file.
4. Click the box for "I'm not a robot" and select the appropriate pictures requested. Click "Verify". Then Continue.
5. You will be asked to choose three security questions and provide answers to those questions, then click to register.
6. Once registered you will receive an email with a temporary password.
7. Using this temporary password, log onto the website again at jaxpensionportal.coj.net and login with the temporary password. The temporary password is only valid for 30 minutes. After login, you will be asked to establish your own password.
   If the temporary password times out, click on "Forgot Password" to request a new temporary password. You will be asked for your first and last name, full date of birth, last four digits of your Social Security Number, and the answers to the three security questions which were previously entered on the register screen.
8. TO SET UP YOUR OWN PERSONAL PASSWORD: Your new password must be a minimum of 12 characters in length and contain the following: at least one number, at least one special character ($, @, !, %, *, ?, &, etc…), and at least one capitalized letter.

   Re-enter the same personal password to confirm the password was entered correctly.

9. You have successfully enrolled in the City of Jacksonville Pension Portal for access to your pension information.

HOW TO ACCESS THE PORTAL IF YOU HAVE FORGOTTEN THE PASSWORD

1. Go to jaxpensionportal.coj.net
2. Click "Forgot Password" on the login page located in the bottom left of the box
3. Enter your portal-registered email address
4. Click Next
5. Enter your first name, last name, date of birth, and last four numbers of your Social Security number
6. Enter the answers to your three security questions
7. Click Submit
8. The system will send you a temporary password that is valid for thirty minutes
9. Using this temporary password, log onto the website again at jaxpensionportal.coj.net and login with the temporary password. The temporary password is only valid for 30 minutes. After login, you will be asked to establish your own password.
   If the temporary password times out, click on "Forgot Password" to request a new temporary password again.
10. TO SET UP YOUR OWN PERSONAL PASSWORD: Your new password must be a minimum of 12 characters in length and contain the following: at least one number, at least one special character ($, @, !, %, *, ?, &, etc…), and at least one capitalized letter.

    Re-enter the same personal password to confirm the password was entered correctly.

11. You have successfully updated your password.

PENSIONERS CAN PERFORM THE FOLLOWING ACTIVITIES

- View current Pay Notice
- Click on printer icon to create a print-friendly Pay Statement
- Review prior Pay Notices by selecting the Year and Check Date from the drop-down menus.
- Review Pay Summary History to see payment history for an entire year. You can also view prior years from the drop-down menu.
- Export Pay Summary information to Excel
- Access and download current and past year 1099R forms
- Update your password and change security questions
- Access more pension information online through the Contact Us section

HELPFUL INFORMATION

www.coj.net/departments/finance/retirement-system

www.ssa.gov

www.municode.com Jacksonville, FL Ch. 120

For City Benefits call 255-5555

For JEA Benefits call 665-5300

Retirement System Pension Office

Phone: (904) 255-7280

E-mail: citypension@coj.net

Portal: https://jaxpensionportal.coj.net

FAX: (904) 588-0524

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