
MEMBERDIRECT GUIDE FOR ACTIVE OR DEFERRED MEMBERS



MENDOCINO COUNTY EMPLOYEES
RETIREMENT ASSOCIATION

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Enrolling in MemberDirect

Please begin by using the the following link to MemberDirect:

<https://mcera-prod.pensiongoldhosting.com/WMSWebsite/Login.aspx> All members must first enroll in MemberDirect by clicking “Enroll Now” to use the site.

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect Enroll Now | Contact Information

Welcome to MemberDirect

Sign-in

Username:

Password: **Login**

[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 or Recipient

- 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**

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Complete all fields on the enrollment screen.

- Only use 5 numbers for your zip code
- Your username must not include symbols so do not use your email as your username.
- All fields are case sensitive

Click the link to the [Terms and Conditions](#) in the Disclosure section in order to review, or simply check the box stating you have read the terms and conditions. Then click “Enroll.”

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

Enrollment Contact Information

Enter the following information to help us identify you

SSN:

Last Name:

Birth Date:

Home Zip Code:

Country:

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: In what city did you meet your spouse/significant other?

Answer:

Question #2: In what town was your first job?

Answer:

Disclosure

☐ I read and agree to the Terms and Conditions of service

Enroll **Cancel**

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Once you have completed enrollment the following screen will appear. Click the “Login to MemberDirect” link.



Re-enter your Username and Password and click “Login.”



HELP

If at any time you forget your username or password you may click on “Forgot your password?” or “Forgot your username?” Both links redirect you to a page wherein you may enter your identifying information. Once submitted you will receive an email which will prompt you to click “here” to answer your challenge questions and complete your request. Contact MCERA if you require additional assistance.

For your protection, any changes made to your password will generate an email notification to the email address on file.

Following login, the “Account Summary” screen will open. Here, you can review your retirement account information including service credit and contribution balance.



Navigating MemberDirect

To navigate MemberDirect, click on the individual links in the menu on the left.

Personal Information

The “Personal Information” page will show current address, email, and phone numbers associated with your account. As an active employee you will not be able to make any changes to the information found here. Please contact your payroll clerk in order to make changes to your personal information.

The screenshot shows the MemberDirect interface for Jane Mendocino. The header includes the association's logo and name, contact information (6258 Kings Court, Ukiah, CA 95482, 707-463-4328), and user details (Hi, JANE MENDOCINO | Profile | Sign Out). The left sidebar lists navigation options: Member information, Account Summary, Personal Information (highlighted with an arrow), Nominated Beneficiaries, Estimate a Benefit, Estimate History, Seminars, Forms, Communications, Correspondence, Statements, Help, Help Contents, Contact information, and User (Profile, Communication Settings, Sign Out). The main content area is titled 'PERSONAL INFORMATION' and displays fields for Address, Phone, Email, and Additional Information. A message states: 'If you need to change your address, phone number, or your email address, please contact your employer.'

| MENDOCINO, JANE (xxx-xx-4321) | |
|----------------------------------|-------------------------------|
| Address | Phone |
| Address Type: Home | Phone Type: Home |
| Address Line 1: 321 MAIN ST | Area Code: 707 |
| Address Line 2: | Number: 222-2222 |
| City: UKIAH | Extension: |
| State: CA | Country Code: 1 |
| Zip Code: 95482 | |
| Country: USA | |
| Mail Stop: | |
| Email | Additional Information |
| Email Type: Home | Birth Date: 1/15/1983 |
| Address: janemendocino@gmail.com | Gender: Female |
| | Ethnicity: |

Nominated Beneficiaries

The “Nominated Beneficiaries” page will contain information pertaining to each of your nominated beneficiaries. This information can be updated at any time by completing and submitting the Member Beneficiary Designation form located in the “Forms” link on the left.

The screenshot shows the MemberDirect interface for Jane Mendocino, specifically the 'NOMINATED BENEFICIARIES' page. The header and left sidebar are identical to the previous screenshot. The main content area displays two beneficiary cards: Jack A Mendocino (Husband born 1/1/1985, Primary Nominated Beneficiary, 100% Distribution) and Emma Mendocino (Daughter born 1/1/2009, Alternate Nominated Beneficiary, 100% Distribution).

| MENDOCINO, JANE (xxx-xx-4321) | |
|--|---|
| Nominated Beneficiaries | |
| JACK A MENDOCINO Husband born 1/1/1985 Primary Nominated Beneficiary 100% Distribution | EMMA MENDOCINO Daughter born 1/1/2009 Alternate Nominated Beneficiary 100% Distribution |

Estimate a Benefit

The “Estimate a Benefit” page will allow you to create your own future retirement benefit estimate. Select the type from the drop down menu, either “Retirement” or “Disability Retirement.” Select a separation date (usually the day before your first day of retirement) and a “payments begin date” (retirement date). The system will default to the earliest date you are eligible to retire. Click “Generate.” Once the system has generated your estimate, the “Estimate History” page will open and you can view your estimate.



MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect: JANE MENDOCINO Profile Sign Out

BENEFIT ESTIMATE

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MENDOCINO, JANE (xxx-xx-4321)

You will be eligible to receive retirement benefits as of 8/15/2035. Make sure the Payments Begin Date you use for your estimate is on or after this date.

Benefit Options

Type: Retirement
Separation: 8/14/2035
Payments Begin: 8/15/2035

Beneficiary

Name: JACK A MENDOCINO
Relationship: Husband
Date of Birth: 7/1/1985

*Beneficiary is for estimate only.

Generate



REMEMBER

Estimates created in MemberDirect are estimates only and may not take reciprocity with another system, future salary increases, or sick leave into consideration. If you are nearing your retirement date and would like an estimate prepared for you or to meet with a benefit specialist, please complete the Consultation Request Form found on the “Forms” page and submit it to MCERA.

Estimate History

The “Estimate History” page will allow you to view every benefit estimate that has been generated for you. Click on the card to download your estimate. You will be asked if you would like to include final average salary details in the estimate. If you would like to delete an estimate, click the down arrow on the top right of the card.



MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect: JANE MENDOCINO Profile Sign Out

BENEFIT ESTIMATE HISTORY

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MENDOCINO, JANE (xxx-xx-4321)

Below you will find the Benefit Estimates you have created on this website, as well as any estimates that our staff has generated for you and made available here. If you have any comments, questions, or concerns about the results, please do not hesitate to [Contact Us](#).

My Estimates

view as grid

Service Retirement

General Tier 4
Service Credit: 19.40807 yrs

Download PDF

Separation Date: 8/14/2035
Benefit Begin Date: 8/15/2035

Created: 2012-10-21 10:21:49

Adobe Reader is required to view estimates and may be downloaded for free. Still having problems? View the [PDF Support Page](#).

Seminars

The “Seminars” page lists upcoming retirement seminars. Click “Details” for additional information about a particular seminar.

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect JANE MENDOCINO | Profile | Sign Out

MY SEMINARS

MENDOCINO, JANE (xxx-xx-4321)

| | Seminar Title | Status | Begins | Register By |
|-------------------------|-------------------------|--------|---------------------|-------------|
| Details | Retirement Benefits 101 | Open | 05/03/2018 10:00 AM | 5/3/2018 |
| Details | Retirement Benefits 101 | Open | 06/23/2018 10:00 AM | 8/22/2018 |
| Details | Retirement Benefits 101 | Open | 10/25/2018 10:00 AM | 10/25/2018 |

A “Seminar Details” page will open. Clicking the circular arrow on the top right corner of the card will reveal the location, status, and time of the seminar. To register for the seminar, click “Register.” Once you register for the seminar, a confirmation letter will be sent to your email. You also have the option of adding the seminar to your calendar by clicking on “add to calendar” in the center of the card.

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect JANE MENDOCINO | Profile | Sign Out

SEMINAR DETAILS

MENDOCINO, JANE (xxx-xx-4321)

<< Return to Seminar List

Seminar

One of the most significant benefits for County employees is the retirement plan administered by the Mendocino County Employees Retirement Association (MCERA). How well do you understand this benefit?

Registration Information

Number of Attendees: 1

Register

Retirement Benefits 101

5/3/2018
10:00 AM - 12:00 PM

add to calendar

register before 5/3/2018

Retirement Benefits 101

Location: Board of Supervisors Chambers
Status: Open
Begin: 5/3/2018 10:00 AM

Once you have registered, clicking on “Seminars” will display any seminars you have registered for.

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect JANE MENDOCINO | Profile | Sign Out

MY SEMINARS

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MENDOCINO, JANE (xxx-xx-4321)

My Seminars view as grid

Retirement Benefits 101

5/3/2018
10:00 AM
Registered

Available Seminars

| | Seminar Title | Status | Begins | Register By |
|-------------------------|-------------------------|--------|---------------------|-------------|
| Details | Retirement Benefits 101 | Open | 08/23/2018 10:00 AM | 8/22/2018 |
| Details | Retirement Benefits 101 | Open | 10/25/2018 10:00 AM | 10/25/2018 |

Clicking on the card will provide additional information about the seminar and will give you the opportunity to unregister for the event.

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

MemberDirect JANE MENDOCINO | Profile | Sign Out

SEMINAR DETAILS

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MENDOCINO, JANE (xxx-xx-4321)

<< Return to Seminar List

Seminar

One of the most significant benefits for County employees is the retirement plan administered by the Mendocino County Employees Retirement Association (MCERA). How well do you understand this benefit?

Retirement Benefits 101

5/3/2018
10:00 AM - 12:00 PM

add to calendar
register before 5/3/2018

Registration Information

Current Status: Registered
Number of Attendees: 1

Unregister ←

Forms

The “Forms” page displays forms that are available for download. The ability to allow our members to submit forms from within the site is not available at this time. While the majority of information on the forms may be completed digitally, we still require an original signature. Please download and sign the forms, then return them to the retirement office in order to make the requested changes.



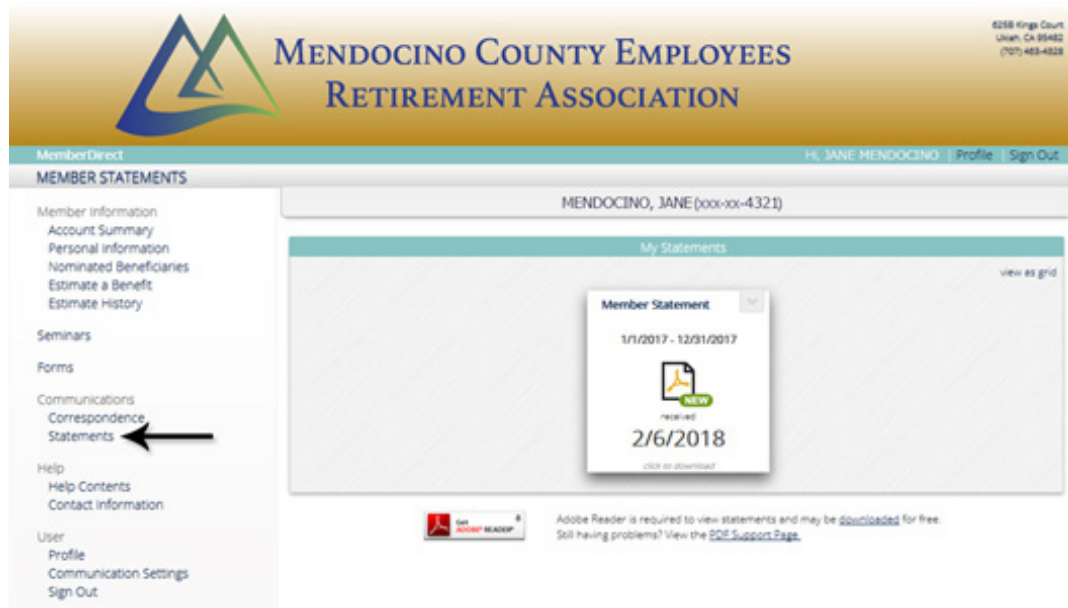
Correspondence

Correspondence displays any correspondence created specifically for you. Clicking on a card allows you to download the correspondence to your computer. Clicking on the drop down arrow on the top right of a card gives you the option to download or delete that correspondence.



Statements

Statements provides access to annual member statements. Statements are generated annually for active and deferred members only. Once you retire, any past active member statements can be viewed here.



Help Contents

Clicking on “Help Contents” provides additional instructions for all functions of MemberDirect.

Your Pension Plan Information: Help

Your retirement office has established this web site so that you can track, and in some cases modify, your retirement account information. You should direct any questions about the information on this site to the retirement office.

Select from the options below to find out more about using this site.

What do you want to do?

If you are a member not receiving a benefit, use these options:

[View Account Summary Information](#)

[View Personal Contact and Demographic Information](#)

[View Nominated Beneficiary Information](#)

[Estimate a Future Benefit](#)

[View Estimate History](#)

If you are receiving a benefit, use these options:

[View Benefit Summary](#)

[View Benefit Payment History \(Payment Receipts\)](#)

[View and Maintain Tax Withholding Elections](#)

[View Direct Deposit Elections](#)

[View Year to Date Benefit Information](#)

[View 1099-R Tax Form Information](#)

[View Personal Contact and Demographic Information](#)

[View Beneficiary Information](#)

Other options:

[Seminars](#)

[Forms](#)

[View/Print Correspondence](#)

[View/Print Member Statements](#)

[Contact Pension Fund](#)

[Change Account Email, Password, Security Challenge Questions](#)

[Change Communications Settings](#)

[Exit Online Account Information \(Sign out\)](#)

Contact Information

Contact Information provides contact information for the MCERA including our email address, retirementassociation@mendocinocounty.org, and our website <https://www.mendocinocounty.org/retirement>. The map can provide directions to the retirement office by clicking on “click here to enter a starting location.” Once you enter your starting location you should get appropriate directions from your location to the retirement office.

The screenshot shows the MemberDirect interface for the Mendocino County Employees Retirement Association. The header includes the logo and contact information: 6258 Kings Court, Ukiah, CA 95482, (707) 463-4328. The user is logged in as HL JOHNNY UKIAH. The left sidebar lists various options, with 'Contact Information' highlighted by a black arrow. The main content area displays the contact information for Johnny Ukiah, including the mailing address, phone number, email, and website. A map of Ukiah, CA, is shown with a red pin indicating the location of the retirement office. Below the map, there is a 'Get Directions' button and a link to 'click here to enter a starting location'.

Profile

Profile contains your email address, challenge questions and answers, and password choice for MemberDirect. You must re-enter your password to access your profile.

The screenshot shows the MemberDirect interface for the Mendocino County Employees Retirement Association. The header includes the logo and contact information: 6258 Kings Court, Ukiah, CA 95482, (707) 463-4328. The user is logged in as HL JANE MENDOCINO. The left sidebar lists various options, with 'Profile' highlighted by a black arrow. The main content area displays the 'Verify Identity' page, which prompts the user to confirm their password before making changes to their account. The page includes a 'Confirm Password' field and 'Continue' and 'Cancel' buttons.

Once your identity is confirmed you will be allowed to change your email address, password, and challenge questions.

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

6258 Kings Court
Ukiah, CA 95482
(707) 463-4328

MemberDirect HI, JANE MENDOCINO | Profile | Sign Out

PROFILE EDIT

MENDOCINO, JANE (xxx-xx-4321)

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Change Email

Current Email: janemendocino@gmail.com
New Email:
Confirm Email:
Update Cancel

Change Password

New Password:
Confirm Password:
Update Cancel

Change Challenge Questions

Question #1: What is the first name of the best man?
Answer:
Question #2: What year did you graduate from high school?
Answer:
Update Cancel

Communication Settings

Communication Settings allows you to set up preferences for how you prefer to receive correspondence. If you would like to receive email notification when your member statement is available to view on MemberDirect, click on “Add Communication Setting.”

MENDOCINO COUNTY EMPLOYEES RETIREMENT ASSOCIATION

6258 Kings Court
Ukiah, CA 95482
(707) 463-4328

MemberDirect HI, JANE MENDOCINO | Profile | Sign Out

PROFILE EDIT

MENDOCINO, JANE (xxx-xx-4321)

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Communication Settings

| Communication Type | Delivery Method | |
|--------------------|-----------------|--|
| Default | Mail | JANE MENDOCINO 321 MAIN ST UKIAH, CA 95482 |

Add Communication Setting ←

Use the drop down menu next to “Communication Type” to add preferences for direct deposit receipts, member statements (not applicable for retirees), or tax forms. Click the drop down menu next to “Delivery Method” and choose email. You will now receive email notification when the specified correspondence types are ready to view on MemberDirect. The email address used will be the email you set up in your “Profile”

For your protection, any changes you make to your communications settings will generate an email notification to the email address on file.

The screenshot displays the MemberDirect interface for the Mendocino County Employees Retirement Association. The header includes the organization's logo, name, and contact information (6558 Kings Court, Ukiah, CA 95482, (707) 469-4828). The user is logged in as H. JANE MENDOCINO, with links to Profile and Sign Out. A left-hand navigation menu lists various options: Member Information, Account Summary, Personal Information, Nominated Beneficiaries, Estimate a Benefit, Estimate History, Seminars, Forms, Communications, Correspondence, Statements, Help, Help Contents, Contact Information, User, Profile, Communication Settings (highlighted with a black arrow), and Sign Out. A 'Communication Setting' dialog box is open in the center, featuring two dropdown menus: 'Communication Type' and 'Delivery Method'. Below these menus are 'Insert' and 'Cancel' buttons.

Sign Out

Clicking “Sign Out” will allow you to sign out and exit MemberDirect.

Mendocino County Employees Retirement Association
625-B Kings Ct, Ukiah, CA 95482
Tel: (707) 463-4328 Fax: (707) 467-6472
retirementassociation@mendocinocounty.org