



## **BNY Mellon Participant Website Welcome – New User**

In an effort to enhance your overall participant experience, the BNY Mellon is providing a safe, secure self-service website offering you inquiry access to the following features:

- Participant Profile information
- Payment History, including the status of payments issued
- Direct Deposit or Check Statements
- Tax Withholding Elections
- Negotiated Check Images

When logging on to the website for the first time, you will be asked to agree to the Terms of Use for the BNY Mellon website. If you do not agree to the Terms of Use, you will not be granted access to the website.

For fast, easy, and secure access, please complete the registration process by following the step-by-step instructions below:

- Enter the URL to navigate to the website: <https://my.accessportals.com/app/bdw/login>.
- Click on Create Account, located to the right of the Log In button.
- Enter your Social Security Number (SSN) in the designated field.
- Enter the 15-character account number listed on the deposit advise from your first pension disbursement. It will start with ISP01M and is case sensitive. The account number can be found above “payee name” on the Deposit Summary.
- Agree to the Terms and Conditions by clicking on the box and click continue.
- Complete the User and Login Information page by filling in all fields and click continue.
- Receive an email which contains a one-time password (this may take up to 24 hours). You may need to check your SPAM folder.
- 24 hours after the initial set up, log into the system with your newly created user ID and your one-time password to complete the registration process. You will be prompted to create a new password.
- Visit the profile page to confirm your selections and for additional communication options.

Congratulations! You have successfully registered. In agreeing to use the website, you are advised of the following:

- Any instructions, choices or requests you make through the website will be considered your written permission to BNY Mellon and your company to take the actions you have directed or requested.
  - *All Changes of Address, Tax Withholding Updates, and Direct Deposit Changes must be submitted through ISP-Human Resources not directly to BNY Mellon.*
- You are responsible for reviewing any confirmation statements provided to you (either electronically or on paper) regarding any instructions, choices, or requests you have made through the website. You are responsible for reviewing the information for inaccuracies. If there are inaccuracies, you are responsible for correcting them by using the website or by contacting BNY Mellon or your company.
- You are responsible for safeguarding your Password and Security Answers. If you share your Password and Security Answers with others, they may access personal information. Therefore, you should change

your Password and Security Answers as you deem appropriate and should contact BNY Mellon or your company if you are concerned about the potential misuse of your Password and Security Answers.

- In the unlikely event that there is a discrepancy between the website and any information sent to you on paper, the information contained in the website will be considered the information of record.
- *If you have any questions regarding your BNY Mellon online account, please call the BNY HelpDesk: **1-800-418-0273, Option #7 or 1-800-247-3685.***

Please remember to notify us of any change to your permanent address, or to obtain the forms to change your federal/state tax withholding or direct deposit. These forms are available on the State Police website, <https://www.in.gov/isp/human-resources-information/isp-retiree-information/>. Please remember the following:

- All pension payments will be issued by BNY.
- Paystubs will only be issued for your first disbursement and if there is a change to your *net* pay. Each participant will have the ability to view the details and payment history using BNY's secure website (instructions are on the next page).
- BNY is only able to withhold Indiana state taxes for Indiana residents. If you split your time between Indiana and another state and wish to maintain your Indiana withholdings, you will need to provide an Indiana address as your primary address. The BNY system does allow for a second "alternate" address for those who wish to have a different mailing address on file.
- County taxes will not be withheld from your monthly benefit. An option to replace this is to increase your Indiana state withholding amount. When you file your state tax return, the additional state withholding will be distributed to the appropriate county. We recommend consulting a tax professional on this subject.

If you have any questions or need further assistance, feel free to contact the Human Resources Division:

**HR Main Line**                      **317-232-8275**

**HR Fax**                                **317-233-9518**

**<https://www.in.gov/isp/isp-retiree-information/>**

**Retirement Specialist**

**Anne Williamson-Wolf**            **317-232-0097**            **[awilliamson-wolf@isp.in.gov](mailto:awilliamson-wolf@isp.in.gov)**

**Senior Pension Administrator**

**Marty Hutchinson**                **317-232-8350**            **[mhutchinson@isp.in.gov](mailto:mhutchinson@isp.in.gov)**

**BNY Help Desk**

**1-800-418-0273, Option #7 or 1-800-247-3685**

**Mail To:**

**ISP Human Resources**

**Attn: Pension**

**100 N Senate Ave Rm N340**

**Indianapolis, IN 46204**

Sincerely,

*Anne M. Williamson-Wolf*

Retirement Specialist