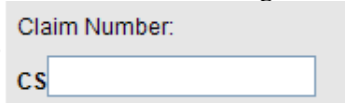


Services Online Sign on Tips

Here is a list of the most common problems and solutions. Find more tips and suggestions for using [Services Online](#) on our main page. Select “Using Services Online”.

- Tip #1. Did you get an error message? If so, tell us what error message you received. Even better, send us a screen shot of the error message. You can do that by holding down both keys together <ctrl> and <print scrn>. Select this link to send us an email -> comment@opm.gov and paste the screen shot in the email. This will help us troubleshoot and resolve the problem faster.
- Tip #2. Verify the website address. Click on this link to go directly to Services Online <https://www.servicesonline.opm.gov>
- Tip #3. Check to see if you have pop ups blocked. Our website utilize pop ups, so you must allow pop ups. Find out how to check pop ups from [Services Online](#) main page. Select “Using Services Online”.
- Tip #4. Does your browser support 128 bit encryption and is JavaScript enabled? Find out how to check your browser and read more about 128 bit encryption from [Services Online](#) main page. Select “Using Services Online”. Please note any browser released as a beta version is not supported by Services Online.
- Tip #5. Do you have CAPS Lock on? If so, turn it off. Passwords are case sensitive.
- Tip #6. Did you enter your claim number correctly? The claim number must be **NINE** digits. All claim numbers begin with CS. You don’t have to type in those letters.



Claim Number:
CS

Retiree: If you are a retiree, the first letter you type into the box above is capital “A”. Type in your 7 digit claim number. Then type in a **zero**.

Example: A12345670

Survivor: The first letter you type into the box above is capital “F”. Then type in your 7 digit claim number. Then type in a “W”.

Example: F1234567W

Apportionment: First letter is “A”, seven digit claim number, add the number “3”.

Example: A12345673

Insurable interest: First letter is “F”, seven digit claim number and last letter is “Y”.

Example: F1234567Y

Ex-Spouse of deceased employee: First letter is “F”, seven digit claim number and last letter is Z.

Example: F1234567Z

Child: First letter is “F”, seven digit claim number and last letter is “A”.

Example: F1234567A

- Tip #7. Are you trying to change your password? A new password must contain:

- 8-12 digits
- An upper case letter (A-Z)
- A lower case letter (a-z)
- A number (0-9)
- **EXAMPLE Sam12345**

Tip #8. Your password doesn't work?

- Have you made 6 unsuccessful attempts to sign on? Access to SOL is suspended after 6 unsuccessful tries. You must call us at 888-767-6738 to request a new password. We will mail a temporary password to your address of record within 5 to 7 days.
- Have you logged on within the past 15 months? If not, your SOL account is locked and you must call us to request a new password. To protect your personal information, we follow Government regulations for securing the Services Online system. **The guidelines require that passwords automatically expire if an account has not been accessed within 15 months.** You must contact us at 888-767-6738 to request a new password. This will allow us to verify and protect your important account information from fraud. Once we have verified your identity, a new PASSWORD will be sent to you by mail. The agent will not give you a new PASSWORD over the phone.
- Is your case blocked? If you asked us to block your case, you will not be able to sign on to Services Online. All your business must be conducted over the telephone or via postal mail. You can call us at 888-767-6738 or write us at Office of Personnel Management, PO Box 45, Boyers, PA 16017. Be sure to include your CSA/CSF number and let us know you want a new password.

Tip #9. How do I request a password? [Select this link to read our tips on requesting a temporary password.](#)

Tip #10. Do I have a Services Online account? In most cases, YES.

- If you are an **annuitant**, your case has been finalized and we have mailed you a retirement booklet and password, you have an SOL account.
- If you are in **interim pay** and we have mailed you a CSA/CSF number and a password, you have an SOL account.
- If you have written to us and requested we **block** access to your SOL account, you still have an account; however, no one can access it. [All business must be conducted via telephone or postal mail.](#)
- If you are a **guardian, representative payee, or third party** representing the annuitant, you **do not** have an SOL account. [All business must be conducted via telephone or by mail.](#)
- If you are a **former spouse** and are receiving a benefit under your own claim number, you have a limited account.
Remember to provide your claim number (or social security number) and date of birth.