

Frequently Asked Questions - IMF Retirees & Alumni Association Website Users

1. What is changing for IMFRA website users?

IMFRA is introducing a new way to sign in to its website.

After the change, you will sign in using the email address already registered with FIN for access to the Retiree Portal and the one by which you are receiving this email.

Depending on your email provider, you may be asked to sign in using your personal email account, such as Gmail or Outlook, or using your organization's sign-in page and, in some cases, you will receive an email with a code to enter.

This change is intended to make signing in simpler, more secure, and easier to support.

2. What email address should I use to sign in?

To access the site, use the email address that you have registered with FIN to log in to the Retiree Portal and the one by which you are receiving this email.

This may be a personal email address, such as Gmail, Outlook, Yahoo, or another email account, or it may be an organization-issued email address if that is the address registered for you.

3. What password should I use?

Use the password for the email account you are signing in with.

For example, if you sign in with a Gmail address, use your Gmail password. If you sign in with an Outlook or Microsoft account, use that account's password. If you use an organization-issued email address, you may be redirected to your organization's sign-in page and should use that organization's password or in some cases you will receive an email with a code to enter.

IMFRA does not manage or reset passwords for your personal or organization-issued email account.

4. I forgot my password—what should I do?

If you forgot your password, reset it through your email provider or organization.

For example, use the password reset option for Gmail, Outlook, Yahoo, or your organization's sign-in page. After your password has been reset, return to the IMFRA website and try signing in again. Remember: the email to use is the one that is registered by FIN for access to the Retiree Portal and the one by which you are receiving this email.

5. How do I log in for the first time?

Follow the step-by-step Login Guide provided with the migration communications.

In general, you will:

1. Go to the IMFRA website at <https://www.imfretirees.org>.
2. Select **Sign In**.
3. Enter your registered email address.
4. Follow the prompts from your email provider or organization.
5. Accept any permissions prompt if asked.
6. Continue to the IMFRA website.

6. Why am I seeing Microsoft sign-in screens?

If your registered email address is connected to a Microsoft account, such as Outlook, Hotmail, Live, or another Microsoft-registered email address, you may see Microsoft sign-in screens during the login process. This is expected and does not mean there is a problem with the IMFRA website.

Follow the prompts shown on the screen. Depending on your account settings, you may be asked to enter your Microsoft account password, approve a sign-in request, or enter a verification code sent to your email address.

For help managing Microsoft account security information or verification codes, Microsoft-registered users can refer to Microsoft's support guide:

<https://support.microsoft.com/en-us/accounts-billing/manage/microsoft-account-security-info-verification-codes>

7. What should I do if I receive an email code?

In some cases, instead of entering a password, you may receive a one-time code by email. Open the email account you used to sign in, find the verification code, and enter it on the sign-in screen.

If you do not see the code right away, check your junk or spam folder and make sure you are checking the same email account you entered on the sign-in page.

8. I cannot log in—what should I check first?

If you cannot log in, check the following:

- Confirm you are using the email address registered for your access to the FIN Retiree Portal.
- Re-enter your email address and password carefully.
- Make sure Caps Lock is off.
- Confirm you are using the correct login page.
- Avoid using old saved links or bookmarks.
- Try a different browser, such as Edge, Chrome, or Safari.
- Clear your browser cache and restart your browser.
- Check your internet connection.
- Reset your email account password if needed.
- If you receive a verification code, use the most recent code sent to you.

- Do not request multiple codes repeatedly, as this may delay or block new codes.
- For Microsoft-registered email addresses, confirm your Microsoft account security information is current and accessible.

9. What should I do if I see an access blocked or AADSTS50105 error?

If you see a message that says:

The signed in user [email address] is blocked because they are not a direct member of a group with access, nor had access directly assigned by an administrator. Please contact your administrator to assign access to this application.

This usually means you do not have a Retiree Association account set up with FIN.

This is not a password issue. Resetting your email password will not resolve this error. You will need to contact FIN. Please reach out to the IMF Retirement Portal Unit at FINIRP@imf.org, and they can assist you with setting up your Retiree Association account.

10. Can I still use the old login process?

No. After the transition, the previous login method will no longer be available. You must use the new sign-in process with your registered email address to access the IMFRA website.

11. Who can I contact if I continue to have login issues?

If you continue to have login issues for the IMF Retiree Association, please contact IMFRA@imf.org or call (202) 623-8140.

Please include the email address you are using to sign in and a brief description of the issue.

12. Who can I contact if I need assistance with the Retiree Portal?

Please reach out to the IMF Retirement Portal Unit (FINIRP@imf.org)