

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. 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 still need help, please follow the instructions under #10 below.

7. 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.

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

If you continue to have login issues, 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.