

# Pensioner Portal

## Initial Registration and Log On

### The City of Palm Bay Police and Fire Pension Plan

1. Launch your browser and go to <https://portal.innovestsystems.com/usb/usb>
2. The Welcome page appears. Click on the **Register** tab.
3. Enter your full Social Security Number, the **Identifier Number** listed in the welcome letter, your date of birth, a phone number and an email address. Click **Continue**.
4. If your SSN, Identifier Number or date of birth are incorrect, you will receive the following error message:  
*Entered data does not correspond with the information held on file. Please review and re-enter or contact your account administrator.*  
If you receive this message, please contact U.S. Bank Retirement Services at 800-843-2399 for help with your registration.
5. If all information is correct, you will need to select how to receive an identifying code. Select either via email, SMS/Text or voice call. The code will be sent via email or to the phone number you provided in step #3. Enter the code and click **Identify**.
6. Create a username, password and select three security questions with answers. Click **Register**.
7. Click on the **Login** tab.
8. Enter the username and password you created in step 6. Click **Log In**.
9. Review and accept the Terms and Conditions. Click on **Accept and Proceed**.
10. You will receive an email with a link. Click on the link in the email.
11. You will be routed to a screen confirming your log in. Click on **Log In**.
12. Reenter your username and password. Click **Log In**.
13. You are now logged on to the Pensioner Portal.
14. You can access a full User Guide by clicking the **Documents** tab and then clicking on the **Other** tab. The User Guide is at the bottom of the page.

*If you have any questions or need assistance navigating the Portal, please contact U.S. Bank Retirement Services at 800-843-2399.*