

Instructions for Accessing Annuitant Employee Express for Foreign Service Annuitants

On *Annuitant Employee Express*, **retirees and annuitants** can make changes to:

- Direct Deposit
- Voluntary Allotments
- Federal Withholdings tax
- State Withholdings tax
- Home Address
- Personal Identification Numbers (PIN) and Passwords

To access your retiree accounts go to: www.employeeexpress.gov. At the Employee Express page, follow these steps:

- Enter your Social Security number or the user ID you have created to replace it.
- The first time you log on, enter the personal identification number (PIN) that was provided to you by OPM after retirement, and then create a password.
 - [You must remove any pop-up blockers on your computer in order to create a password. Otherwise, you will be asked to request a new PIN.]
 - *Your password must contain exactly 8 characters, upper and lower case letters, numbers and a special character such as: !@#%&*. Protect your password privacy.*
 - [If you forgot your password, go to the login screen of www.employeeexpress.gov and click on “Forgot login ID or password?” Follow the prompts to request a new PIN by mail from OPM. *Note: Your mailing address must match the address on record with the Retirement Accounts Division (otherwise, you must change it at e-mail: Payhelp@state.gov). OPM cannot send a PIN via e-mail.]*
- *Select* “Foreign Service Annuitants” (not Department of State or any other Foreign Affairs agency), to access and make changes on your Annuity Statements and financial accounts.

If you are employed as a Part-time/Intermittent/Temporary Employee (WAE) and want access to your Earnings & Leave Statements, you must select “Department of State,” (not Foreign Service annuitants). You may request that a PIN be sent to you via e-mail if you have an e-mail address ending in “gov”.

Technical Assistance

Online Help is always available when using *Annuitant Employee Express*. You may also reference the [Frequently Asked Questions](#) page for commonly asked questions. If you need technical assistance, contact the Employee Express Help Desk at 478-757-3030. From home, you may contact the Help Desk toll-free at 888-353-9450. Help Desk business hours are Monday through Friday 7:00 a.m. to 7:00 p.m. Eastern Time. During non-business hours, you may leave a message and a Help Desk representative will return your call within one business day (Monday-Friday). You may also contact the Help Desk by sending a detailed email message to EEXHelp@opm.gov with the following information:

- Your name: last, first, middle
- The name of the agency responsible for paying your annuity, i.e. Department of State
- Your daytime phone number
- A detailed description of your problem.
- For security reasons, DO NOT include your Social Security Number (SSN) or Personal Identification Number (PIN) in your message.

Hearing impaired annuitants may access the TDD by calling 478-757-3117 or 1-888-880-0412. Visually impaired annuitants can access the Employee Express telephone system using their agency’s designated telephone number.