

OPM- SERVICES ONLINE

Who can use these services?

You can use these services if you receive benefits under the Civil Service Retirement System (CSRS), Federal Employees Retirement System (FERS) or FERS Special, or the Organization Retirement and Disability System (ORDS).

How do I log in to Services Online?

To log in, go to <http://www.servicesonline.opm.gov>. You will need your “CSA” or “CSF” claim number and your Personal Identification Number (PIN). Your PIN is the random number issued to you by the Office of Personnel Management (OPM). It is the same number you use for our automated self-service telephone system. If you do not have a PIN, [call us](#) to request one be sent to you.

What services are available?

You can:

- Start, change, or stop Federal and State income tax withholdings;
- Buy, change, or stop savings bonds;
- Request a duplicate tax-filing statement (1099R);
- Change your Personal Identification Number (PIN) for accessing our automated systems;
- Establish, change, or stop an allotment to an organization;
- Change your mailing address;
- Start direct deposit of your payment or change the account or financial institution to which your payment is sent; and,
- Establish, change, or stop a checking or savings allotment;
- View a statement describing your annuity payment.

Need more service information?

If you receive payments for someone else, please [call](#) our toll-free number to change your mailing address, start direct deposit of payments or change the account or financial institution to which payments are sent.

You can also make all of these changes by [calling](#) our automated self-service telephone system or speaking with a Customer Service Specialist.

We send important benefits related information to you by mail. Therefore, it is important that we have your current mailing address, even if you receive your payments electronically.