



From the Benefits and Entitlements Service Team (BEST)

How to Access the Government Retirement and Benefits (GRB) Platform

Applicable to: Civilians

Employees wishing to make changes or elections to their Federal Employees' Health Benefits, Federal Employees' Group Life Insurance coverage, or Thrift Savings Plan (TSP) must now access the (GRB) Platform to do so.

Overview:

The GRB Platform is an enterprise web application designed to provide employees with access to personalized and general information about government-wide benefits programs. As the corner stone of federal benefits calculators, the GRB Platform provides employees with the ability to complete their benefits elections, obtain and/or request various complex retirement estimates, complete and print the documentation for the retirement application, review current benefits coverage, obtain various online retirement courses, informational videos, fact sheets, electronic forms, calculators, and links to external websites to aid in making important benefits decisions.

Retirement applications completed in the GRB Platform must be printed, signed, and mailed to the Benefits & Entitlements Service Team.

Getting Started in GRB Platform:

The GRB Platform provides Single Sign-On functionality via <https://grbplatform.us.af.mil/> link using your common access card (CAC). Access can only be gained through a CAC enabled device. Once you have logged into the GRB Platform, there will be a New User Video available which will assist you in transitioning to this new application. If you are not able to access the GRB Platform, please contact the A1 Service Desk at afpoa.a1.sd@us.af.mil.

GRB Platform Website: <https://grbplatform.us.af.mil/>

Note: Ensure you are on the Department of the Air Force GRB login web page, and not DFAS, DECA, Navy, Army, or any other agency GRB web page.

Newly Hired Employees:

To access the GRB web site, you may have to wait 3 weeks for your account to be established by AFPC as a new employee. To enroll immediately in benefits, you will need to call BEST at 800-525-0102, Option "2" (civilian employees), then Option "3" (benefits). Remember, as a new employee, you have 60 days to enroll.

The GRB web application is the primary avenue available for enrolling in civilian benefits. If you are unable to access GRB because you will not be issued a Common Access Card (CAC), issuance will be delayed, CAC readers are not available; or your account hasn't been established, don't wait; instead, conduct your benefits enrollments by calling BEST at 1-800-525-0102.

Login via UserID and Password:

You should only establish a userid and password if you are within 60 days of retirement and/or separation. After retirement or separation, you will have userid and password access to view limited applications through AFPC Secure.

To Enter GRB:

<https://grbplatform.us.af.mil/> This will take you to the GRB Login page.

- Login to GRB by entering your SSN (no dashes) and your BEST PIN; then click the "Login" button. See below for more information on Forgot PIN and PIN Reset.
- Once logged into GRB, click the icon that relates to what you wish to do.

[GRB Login Page]

Department of Air Force GRB Login:

It can take up to 3 weeks for AFPC to establish your account and for you to gain access to GRB. In the meantime, members can enroll by calling BEST at 800-525-0102.

Time Limit to Enroll: **60 days**

Forgot PIN and PIN Reset:

If user has forgotten their PIN, refer to the "Forgot Login" link on the GRB login screen. This will allow the user to reset their PIN. Users should read the instructions in the "gray box" and input personal information requested in the "User Validation" form. The date field must contain the slashes and any applicable preceding zeroes. AFPC does not show preceding zeroes, but GRB requires them. Users should capitalize the letters in the Pay Plan. The new PIN will need to be numeric and 6 characters in length. If this process fails, the user could try the "New User" option.

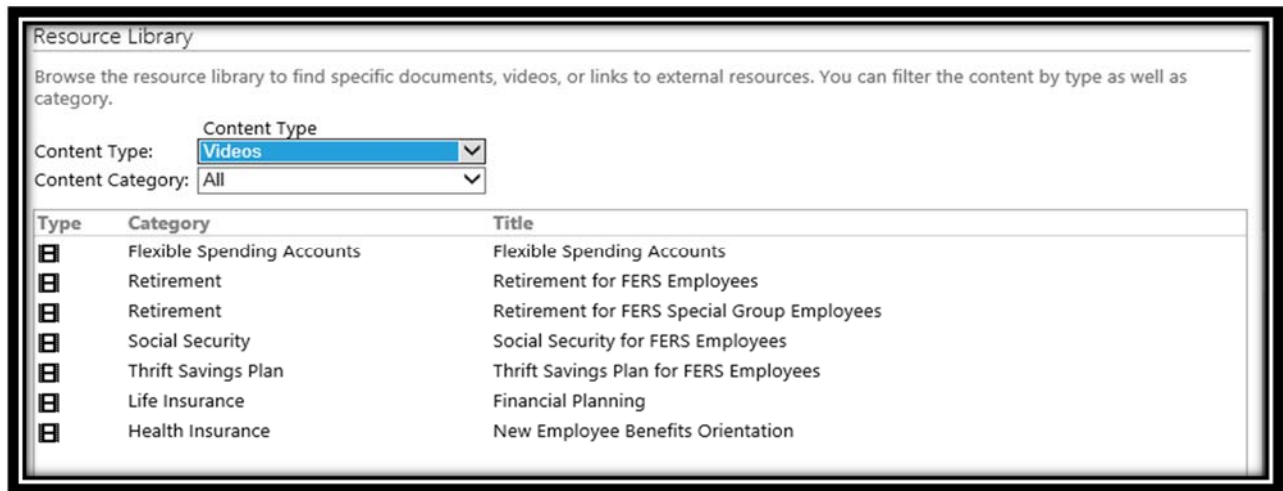
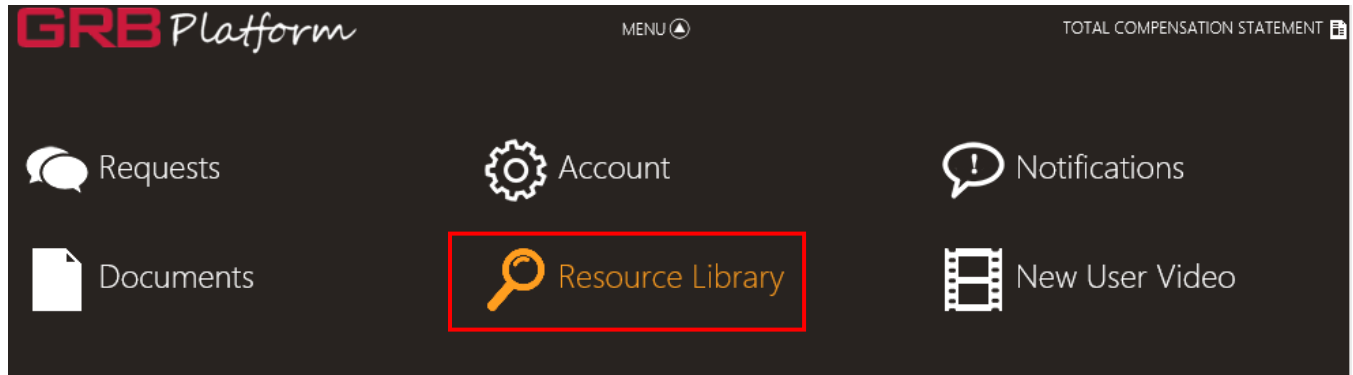
Your temporary PIN is based on your date of birth - four digits consisting of the 2 digit month and the last 2 digits of your year of birth. If you have forgotten your six digit PIN, the required information can be found on your most recent Leave and Earnings Statement or SF-50 (Notification of Personnel Action). Your PIN must be a combination of numbers that are not easily identifiable; it cannot repeat the same number, equal the first or last six digits of your social security number, equal your date of birth or service computation date for leave, and cannot include any single number repeated three or more times. When entering your date of birth and service computation date follow the format shown on the screen and be sure to include the slashes.

[GRB Main Menu]



GRB Resource Library:

The Department of the Air Force offers videos on retirement, benefits and financial literacy to civilian appropriated fund employees. These videos offer civilian employees the ease of accessing information at any stage in their career or as needs arise. These videos are for user convenience and very useful.



Contact BEST for Employee Benefits Counseling and Questions

Phone: 800-525-0102 | Web: <https://grbplatform.us.af.mil/>

Contact AFPC A1 Service Desk for Login Assistance and Questions

Phone: DSN: 665-5004 | Phone: COM: 210-565-5004 or 800 - 525-0102