



RRB News

U.S. Railroad Retirement Board

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No. 17-3

For Immediate Release
June 2017

RRB to Launch Redesigned Website June 10

The U.S. Railroad Retirement Board (RRB) will unveil its redesigned website (www.rrb.gov) on Saturday, June 10. Consequently, the website will be unavailable for several hours that day during the transition period, which will begin at 5:00 a.m.

The website's new design features a clean, consistent presentation that offers quick and easy access to essential information. Additionally, the main menu has been streamlined and includes dropdown subcategories to help simplify navigation while allowing visitors to locate information more intuitively.

Along with cosmetic updates, the new website is configured to allow users the flexibility of viewing rrb.gov from a computer, smartphone, or tablet. Integrating a responsive format in the design enables the display to automatically adjust to properly fit mobile devices regardless of screen size.

While rrb.gov may look and feel completely different to frequent visitors, all relevant content and functionality remains intact. Users will still be able to access popular pages from the home page, including the railroad job vacancy list, recent updates, and news releases. Railroad employees and retirees can login to **Benefit Online Services** directly by clicking **Login** at the upper right corner of the screen. The new design also introduces **Field Office Locator**, which combines the zip locator and field office index into one channel and includes an interactive map showing where RRB field offices are located throughout the country.

Improvements to site navigation required extensive reorganization throughout. As a result, most URLs previously saved as personal bookmarks or favorites within a browser will have a different web address. Though pages visited most frequently will redirect to corresponding pages on the new site, visitors may receive an error message when trying to access a less common page from their older bookmarks or favorites list. Starting from the home page, users should be able to navigate to those less popular pages instinctively and are encouraged to edit the web address of their previously saved bookmarks or favorites to match the URLs on the new website. Those having difficulty finding a specific page or item can use the search tool, which is located in the upper right corner of the screen.

In carrying out its mission to provide quality service, the RRB will continue cultivating web-based resources to satisfy evolving customer needs. Updates to the website will be ongoing as the agency expands its digital footprint to improve efficiency.

The RRB encourages website visitors to report any bugs or technical problems directly to the webmaster by clicking on **Website Feedback** in **Useful Links** at the bottom of the site, or by sending an email to webmaster@rrb.gov. Detailed feedback with a link to any problematic page is especially helpful in prompting a speedy resolution. Inquiries submitted to the webmaster should not contain sensitive information or questions about benefit programs administered by the RRB. Likewise, the agency's toll-free number connects callers to representatives in field offices throughout the country who are unable to answer technical inquiries regarding the website.

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