

For participant use only. Plan Sponsors contact your Relationship Manager for assistance.



Trouble logging in? Call our Information Line at 1.800.452.4190*

If you don't remember your User ID or Password, you can reset them by clicking on 'Forgot User ID or Password?'

*Available Monday through Friday 8:00AM to 8:00PM EST

HOW TO LOG IN TO YOUR ONLINE PORTAL



If this is your first time logging in:

- 1. Enter your 9-digit Social Security Number (SSN), without dashes, in the User ID field
- 2. Enter the last 4 digits of your SSN in the Password field
- 3. Make sure "Participant" is selected from the drop-down box
- 4. Click "LOGIN"
- 5. See the First Time User Setup on Page 2 to complete your online account access

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If you have been here before:

- 1. Simply enter your User ID & Password
- 2. Make sure "Participant" is selected from the drop-down box
- 3. Click "LOGIN"
- 4. Enter the One-Time PIN sent to your personal device to validate your identity



FIRST TIME USER SETUP



One-Time PIN

- 1. The website requires a One-Time PIN to validate your identity
- 2. If a valid e-mail address or text-enabled phone number is available in your website profile, a One-Time PIN will be generated for you to retrieve from your device to enter when prompted
- 3. If no e-mail address or text-enabled phone number is found in your profile, follow the instructions to use Google Authenticator to retrieve the One-Time PIN to enter when prompted



Security Questions

- 1. Choose 3 different security questions and enter the answers to these questions
- 2. The answers you enter must be longer than 3 characters
- 3. The security questions and answers will be used each time you log in from a new computer, or after you clear your cookies



Choose your User ID and Password

- 1. User ID requirements
 - a. Must be 6 to 12 characters long
 - b. Must contain capital and lowercase letters
 - c. Must contain letters and numbers
 - d. Cannot be similar to your password
- 2. Password requirements
 - a. Must be 8 to 20 characters long
 - b. Must contain capital and lowercase letters
 - c. Must contain letters and numbers
 - d. Must contain at least one of the following special characters: !@#\$%^&*
 - e. Cannot be similar to your User ID



Review your Personal Info

- 1. Make sure your personal information is accurate and up to date
- 2. Fill out your preferred email address, which is used to communicate important account information

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