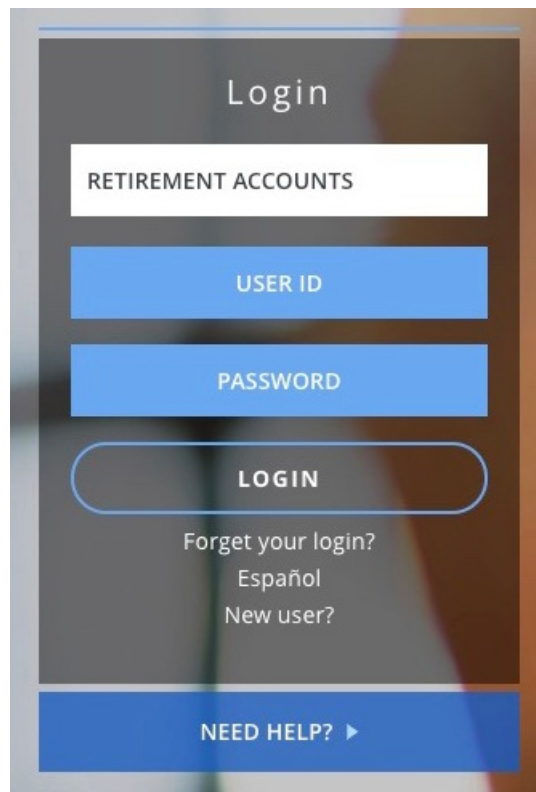


## Forgot Your Login

1. If you cannot recall your credentials you may select Forget your login? option below the credential fields on the [Account Access](#) page:



The screenshot shows a mobile application interface for logging into retirement accounts. At the top, the word "Login" is centered. Below it is a white box labeled "RETIREMENT ACCOUNTS". Underneath are two blue input fields labeled "USER ID" and "PASSWORD". A blue rounded button labeled "LOGIN" is positioned below the fields. Under the "LOGIN" button, there are three links: "Forget your login?", "Español", and "New user?". At the bottom of the form is a blue button labeled "NEED HELP? ►".

2. Once you have selected Forget your login you will be prompted to enter some personal information. Be sure to follow the required format: ***Be sure you enter your full SSN with no spaces or dashes, and the zip code is your personal zip code, not the zip code of your employer.*** Click next.

Back English / Español

## Request Credentials

Please enter the required info below. A message will be sent to your e-mail address and allow you to view/reset your password.

Note: This is only available if you have previously entered the alternate verification info.

Role

Participant

SSN# \*

••••••••••

Date of Birth (mm/dd/yyyy) \*

11/02/1962

Zip Code \*

01880

CANCEL NEXT

3. You will then be asked to verify your credentials by answering a security question. Click **Next**.

English / Español

## Request Credentials

Please enter the required info below. A message will be sent to your e-mail address and allow you to view/reset your password.

Note: This is only available if you have previously entered the alternate verification info.

What make was your first car?

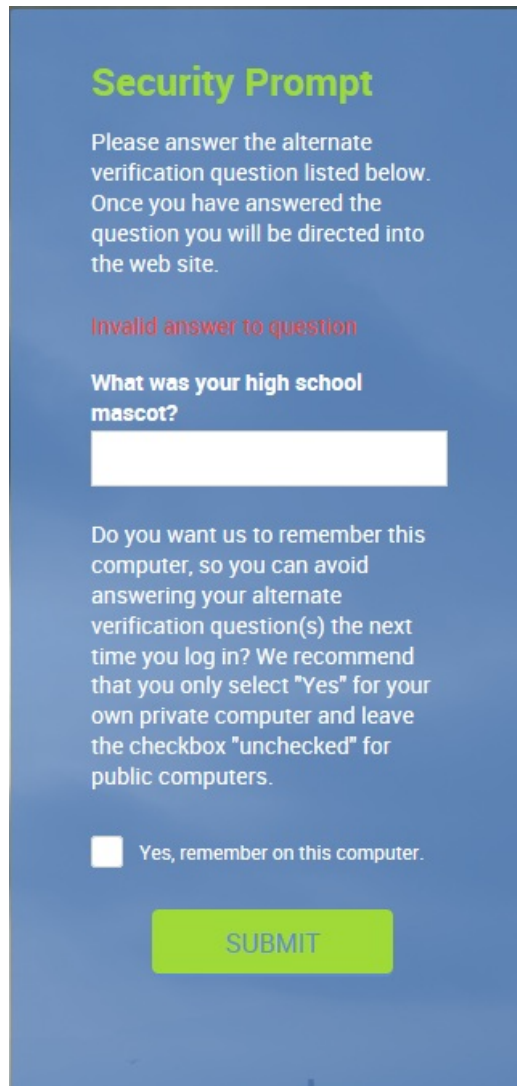
•••••

CANCEL NEXT

4. Once you click next you will be notified that you have received an email which will include instructions on how to access your account. This email will go to the email on file and include a link that is only active for 24 hours. If you are not able to reset within the 24 hour time frame, you will need to make the request online again.

\*If you do not receive the email you may contact the Service Center directly for assistance resetting your credentials. You can reach a representative at 888-762-6088. Representatives are available Mon. - Fri. 8AM-6PM EST (excluding holidays).

5. If you cannot correctly answer your security question you will be prompted to answer an alternate security question.

A screenshot of a 'Security Prompt' screen with a blue background. At the top, the title 'Security Prompt' is in green. Below it, white text explains the alternate verification process. A red error message 'Invalid answer to question' is displayed. The current question is 'What was your high school mascot?' followed by a white text input field. Below the input field, white text asks if the user wants to remember this computer. At the bottom, there is an unchecked checkbox and a green 'SUBMIT' button.

**Security Prompt**

Please answer the alternate verification question listed below. Once you have answered the question you will be directed into the web site.

**Invalid answer to question**

**What was your high school mascot?**

Do you want us to remember this computer, so you can avoid answering your alternate verification question(s) the next time you log in? We recommend that you only select "Yes" for your own private computer and leave the checkbox "unchecked" for public computers.

☐ Yes, remember on this computer.

**SUBMIT**

6. If you cannot answer the alternate question you will be notified that your log in failed and will be prompted to contact customer support.

**\*IMPORTANT** - If you are unable to recall the answer to your security question, Service Center Representatives will not be able to provide you access to your account. You will need to contact your employer to request they assist you with re-establishing your credentials.

## Security Prompt

Please answer the alternate verification question listed below. Once you have answered the question you will be directed into the web site.

Login failed. Invalid  
UserID/Password combination.  
Please contact Customer Support  
for any account related questions.

**Who was your first employer?**

Do you want us to remember this computer, so you can avoid answering your alternate verification question(s) the next time you log in? We recommend that you only select "Yes" for your own private computer and leave the checkbox "unchecked" for public computers.

☐

Yes, remember on this computer.

SUBMIT