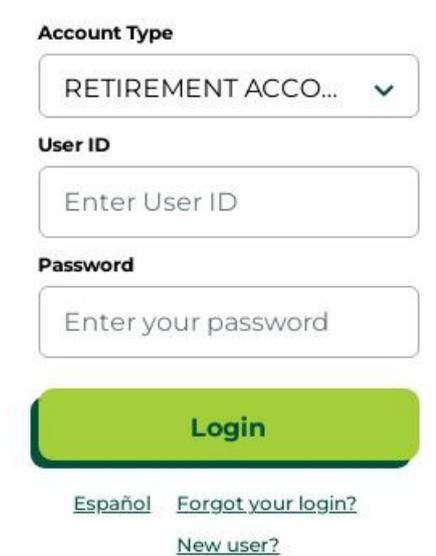


# Logging Into Your Retirement Account

1. Visit [sentinelgroup.com](https://sentinelgroup.com). Ensure you have "For Individuals" selected in the upper left corner.
2. Click the green "Login" button. From the login box dropdown menu, select "Retirement Accounts" and enter your credentials. If you cannot recall your credentials please select [Forget your login](#) option below the credential fields:

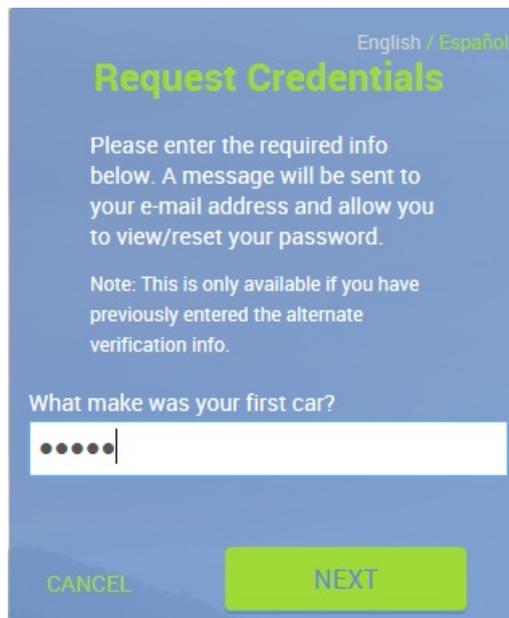


The screenshot shows a login form with the following elements:

- Account Type:** A dropdown menu with "RETIREMENT ACCO..." selected.
- User ID:** A text input field with the placeholder "Enter User ID".
- Password:** A text input field with the placeholder "Enter your password".
- Login:** A prominent green button.
- Links:** Below the button are three links: [Español](#), [Forgot your login?](#), and [New user?](#)

\*\*If this is the first time you are accessing your account, you will need to select [New user?](#) and have your Plan Access Code Available. (This will be provided to you by your employer)

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



The screenshot shows a blue-themed screen titled "Request Credentials" with the following content:

- Language selector: English / Español
- Instruction: "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: "Note: This is only available if you have previously entered the alternate verification info."
- Security question: "What make was your first car?"
- Input field: A white box with five black dots and a cursor, representing a masked answer.
- Buttons: "CANCEL" and "NEXT" (highlighted in green).

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

## 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

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.

Still have questions? Please [contact our service center](#) for assistance.