Forgot Your Login

1. If you cannot recall your credentials, select "Forgot your login?" below the credential fields on the Account Access page:

n & Resour	rces Help Center	
ň.	Account Type	-
	RETIREMENT ACCOU 🗸	
500	User ID	
	Enter User ID	
	Password	
	Enter your password	
0	Login	
1	Español Forgot your login? New user?	
		-

Once you have selected "Forgot your login?" you will be prompted to enter some additional information.
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 Request Cr	English / Español edentials	
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 avai previously entered th verification info. Select Role:	ilable if you have ne alternate	
Participant SSN# *	~	
Date of Birth (mm	n/dd/yyyy) *	
Zip Code *		
	IEXT	

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

English / Español			
Request Credentials			
Request creating			
Please enter the required info			
below. A message will be sent			
to vour 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 is your father's middle name?			
CANCEL			

4. You will be be sent an email that includes instructions on how to access your account. This email will be



sent to the preferred email address on file and includes a link that is only active for 24 hours. If you are not able to reset within the 24 hour timeframe, you will need to make the request online again. If you do not see the reset email in your inbox, check your spam or junk folders.

Your Requested Information sentinelgroup Please do not reply to this automatically generated email. You have indicated that you have forgotten the user ID and/or password for your Sentinel Group online account. To update your login information, please click on the link below. This link is only valid for a 24hour period of time. If you have not clicked on the link within this timeframe, you will need to request your login information again. If you have any questions concerning your account, please contact our Service Center at (888) 762-6088.

Click here to change your login details.

If you need further assistance, please contact our Service Center. You can reach a representative at 888-762-6088. Representatives are available Mon. - Fri. 8AM-7PM ET (excluding holidays).

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.

