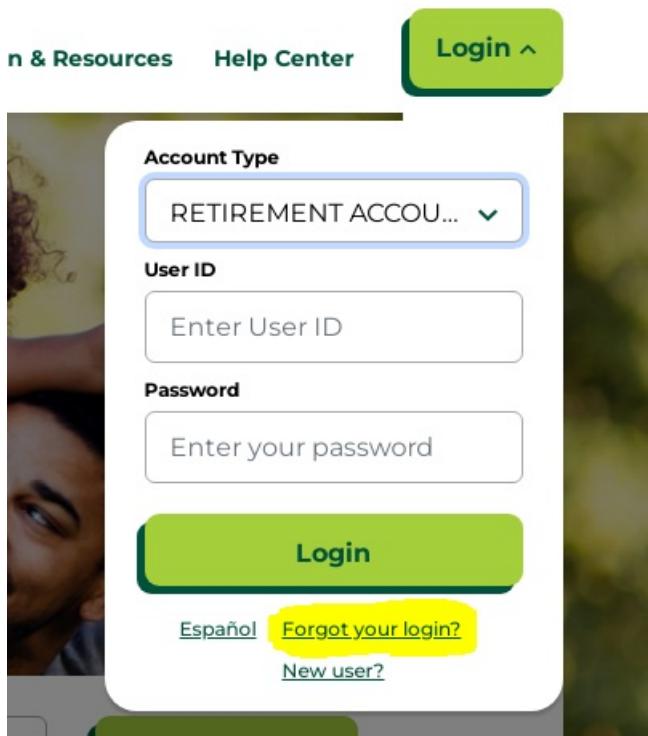
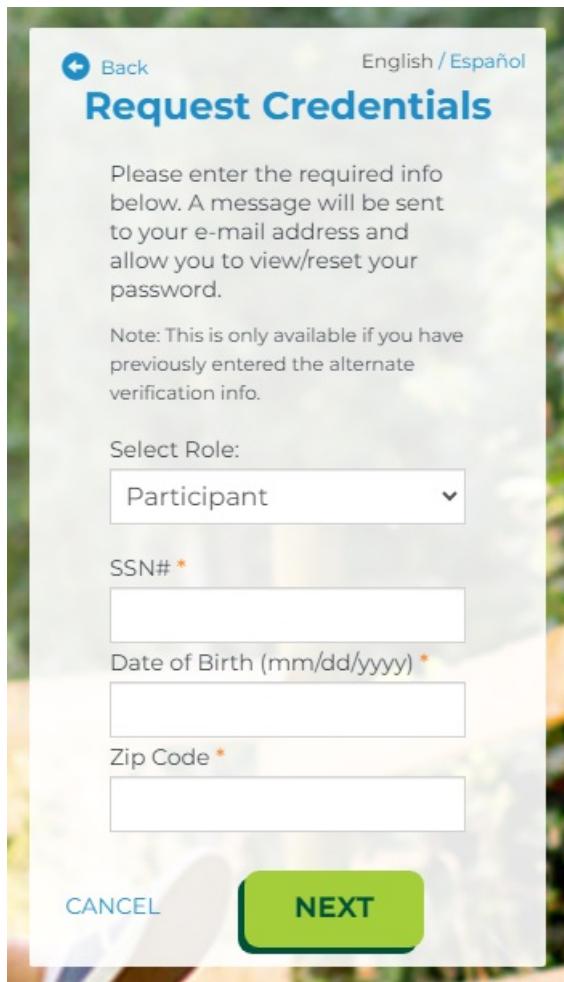


Forgot Your Login

1. If you cannot recall your login credentials, select "**Forgot your login?**" below the credential fields on the [Account Access](#) page:



2. Once you have selected "**Forgot your login?**" you will be prompted to enter some additional information. Enter your full Social Security Number (SSN) without spaces or dashes, and use your personal zip code, not your employer's. 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.

Select Role:

Participant

SSN# *

Date of Birth (mm/dd/yyyy) *

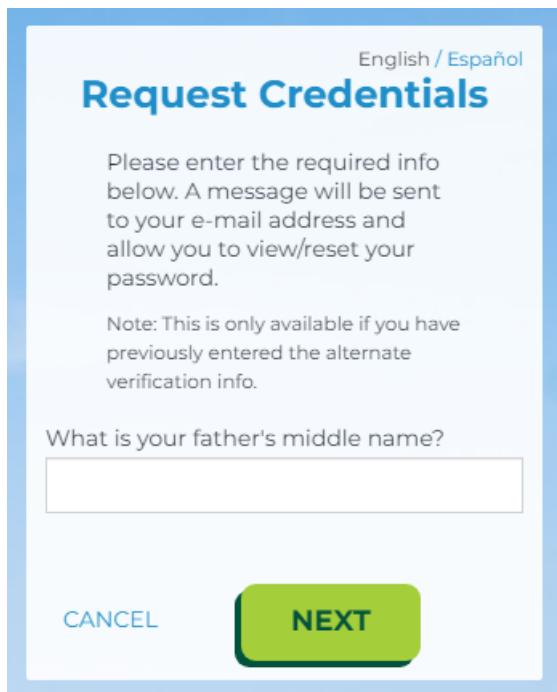
Zip Code *

CANCEL

NEXT

This screenshot shows the initial step of a 'Request Credentials' process. It includes a note about alternate verification info, a dropdown for role selection (set to 'Participant'), and fields for SSN, date of birth, and zip code. The 'NEXT' button is highlighted in green.

3. Answer the security question to verify your credentials. 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 is your father's middle name?

CANCEL

NEXT

This screenshot shows the second step of the 'Request Credentials' process, asking for a security question. It includes a question about the father's middle name, a 'CANCEL' button, and a green 'NEXT' button.

4. We'll send an email with instructions to access your account to your preferred email address on file. The email will include a secure link that is active for 24 hours. If you don't reset your account within 24 hours, you'll need to submit a new request. If you don't see the email in your inbox, please check your spam or junk folder.

Your Requested Information



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 24-hour 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](tel:(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 Monday through Friday 8 a.m. to 7 p.m. 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.
