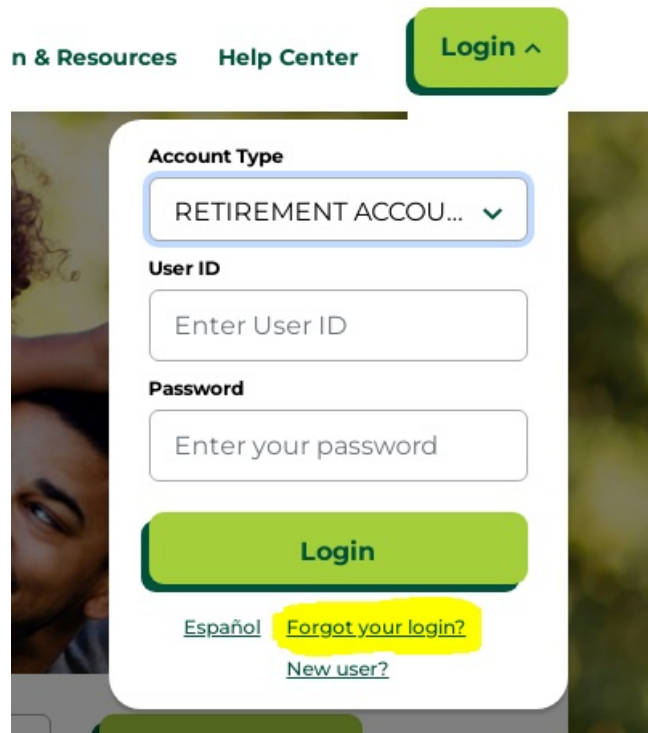


# Forgot Your Login

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



The screenshot shows the top navigation bar with "n & Resources", "Help Center", and a "Login ^" button. Below is a white login form with the following fields and options:

- Account Type**: A dropdown menu showing "RETIREMENT ACCOU..." with a downward arrow.
- 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 large green button.
- Language**: A link for "Español".
- Forgot your login?**: A link highlighted in yellow.
- New user?**: A link.

2. 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 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

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 is your father's middle name?

CANCEL NEXT

4. You will 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.

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### 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:8887626088).

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.