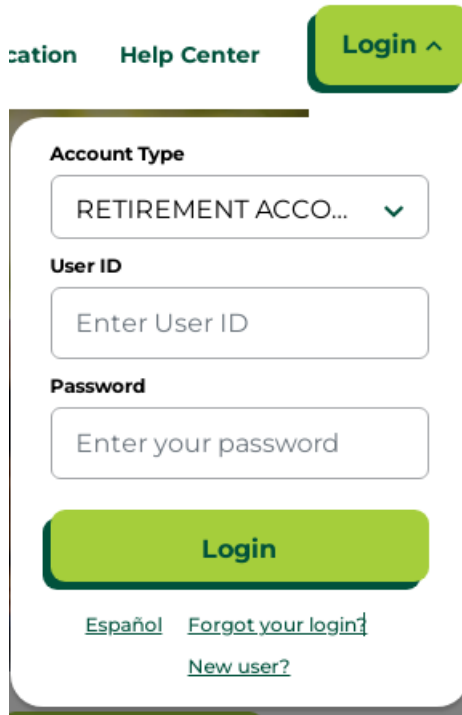
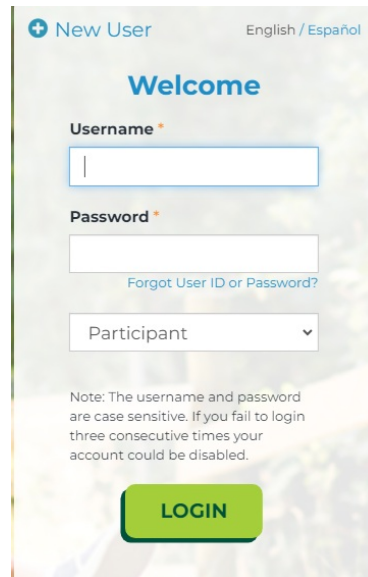


Forgot Your Login

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



The screenshot shows the top navigation bar with 'Account Access', 'Help Center', and a 'Login' button with a dropdown arrow. Below this is a form titled 'Account Type' with a dropdown menu showing 'RETIREMENT ACCO...'. Underneath are fields for 'User ID' (with placeholder 'Enter User ID') and 'Password' (with placeholder 'Enter your password'). A green 'Login' button is positioned below these fields. At the bottom of the form, there are links for 'Español', 'Forgot your login?', and 'New user?'.



The screenshot shows the 'New User' registration page. At the top, it says '+ New User' and 'English / Español'. The main heading is 'Welcome'. There are two required fields: 'Username *' and 'Password *'. Below the password field is a link for 'Forgot User ID or Password?'. There is also a 'Participant' dropdown menu. A note at the bottom states: 'Note: The username and password are case sensitive. If you fail to login three consecutive times your account could be disabled.' A green 'LOGIN' button is at the bottom.

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.

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. 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-7PM EST (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.
