

Accessing your new Plan account at Voya

New account access just got easier

Accessing your Plan account for the first time online or over the phone is easy!

Follow these steps to access your Plan account.

Go to [VoyaRetirementPlans.com](https://www.voyaretirementplans.com) and click *Register Now*.

VOYA
FINANCIAL

[Contact Us](#)
Your Retirement Plan

Log In

Username
[Forgot Username?](#)

Password
[Forgot Password?](#)

Enter Remember Me

[First time visitor?](#)

Register Now [Need Help?](#)

Be financially confident to and through retirement with Voya

Tips and Tools

[Welcome to your new account experience](#)
Check out the new features and fresh look of your Voya account experience. Whether you want to brush up on your budgeting skills, check your retirement balance or track progress on your goals, enjoy an effortless experience that adjusts with you. Watch a video for a quick rundown of what you can expect.

[Keep your retirement funds in one place](#)
Make sure your retirement plan follows your career trajectory. You may have a few accounts from previous employers and managing them all can be challenging. Consider a direct transfer of your account balances into an IRA where your money will continue to grow tax-deferred all in one place.

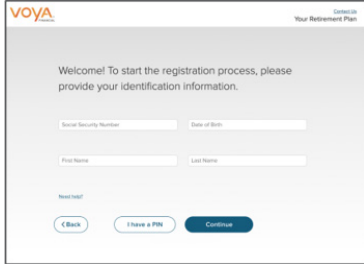
[Need help accessing your account?](#)
Do you have a question about online access to your account or using this website? Call 800-584-6001 and speak to a Customer Service Associate any weekday (excluding stock market holidays) from 8:00 a.m. to 9:00 p.m. EST.

When registering, you will follow one of two scenarios based on the specifics of your employer's Plan:

Scenario 1

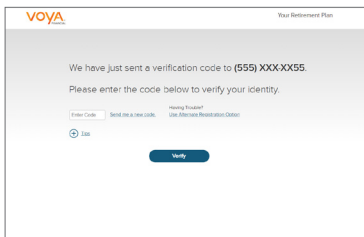
On the *Welcome* screen, enter your Social Security number, date of birth, first and last name, then click *Continue*.

- If you already have a PIN, simply click *I have a PIN*.



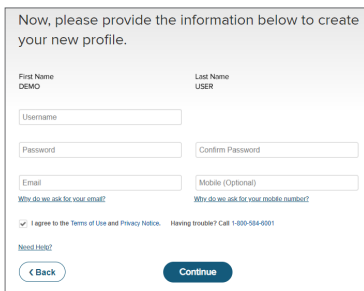
The screenshot shows the 'Welcome! To start the registration process, please provide your identification information.' screen. It features input fields for Social Security Number, Date of Birth, First Name, and Last Name. Below these fields are three buttons: 'Back', 'I have a PIN', and 'Continue'.

You will receive a code through the most convenient method you have on file with Voya (text or email). Enter the code and click *Verify*.



The screenshot shows a screen with the message: 'We have just sent a verification code to (555) XXXXX55. Please enter the code below to verify your identity.' There are three links: 'Enter Code', 'Send me a new code', and 'Use Alternate Registration Option'. A 'Verify' button is at the bottom.

Create a unique username and password for ongoing access to the website and click *Continue*. Your unique login credentials will also be used for the Voya Retire mobile app.

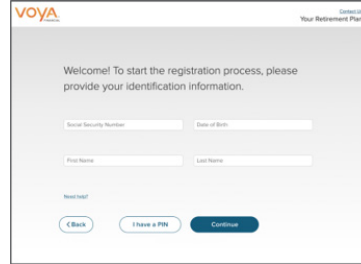


The screenshot shows the 'Now, please provide the information below to create your new profile.' screen. It includes fields for First Name (DEMO), Last Name (USER), Username, Password, Confirm Password, and Email. There are also fields for 'Why do we ask for your email?' and 'Why do we ask for your mobile number?'. A 'Continue' button is at the bottom.

Scenario 2

On the *Welcome* screen, enter your Social Security number, date of birth, first and last name, then click *Continue*.

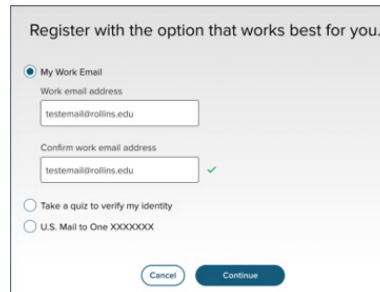
- If you already have a PIN, simply click *I have a PIN*.



This screenshot is identical to the one for Scenario 1, showing the 'Welcome! To start the registration process, please provide your identification information.' screen with input fields for Social Security Number, Date of Birth, First Name, and Last Name, and 'Back', 'I have a PIN', and 'Continue' buttons.

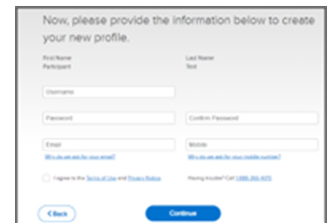
Select your preferred registration option:

1. If you are an active employee and your employer allows the use of their work domain as a registration method, an option for work email will be available. Select this to have a code sent to your work email address.
2. You can take a quiz and answer some additional questions to confirm your identity and proceed with registration. **Note:** If you are unable to confirm your identity by answering the questions, you will need to request a code through one of the other options available.
3. If you prefer to have a PIN mailed to your address of record, select *U.S. Mail*. It may take 5-7 days to receive your PIN.



The screenshot shows the 'Register with the option that works best for you.' screen. It has three radio button options: 'My Work Email' (selected), 'Take a quiz to verify my identity', and 'U.S. Mail to One XXXXXXXX'. The 'My Work Email' option includes fields for 'Work email address' and 'Confirm work email address', both containing 'testemail@rollins.edu'. 'Cancel' and 'Continue' buttons are at the bottom.

Once you have received and entered your code or have confirmed your identity via the quiz, create a unique username and password for ongoing access to the website and click *Continue*. Your unique login credentials will also be used for the Voya Retire mobile app.



This screenshot is identical to the one for Scenario 1, showing the 'Now, please provide the information below to create your new profile.' screen with fields for First Name, Last Name, Username, Password, Confirm Password, and Email, and a 'Continue' button.



Need help?

If you have questions, please call 800.584.6001 and press "0" to speak with a customer service associate. Associates are available weekdays from 8 a.m. to 8 p.m. ET (excluding stock market holidays).