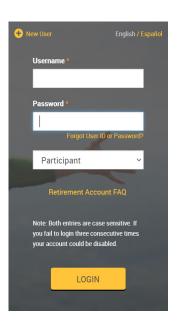# Account Access & Multi-Factor Authentication

Trust Point's online web access is a comprehensive, contemporary web solution that makes it easy to manage your retirement account online. Viewable on a desktop, tablet, or mobile phone, this responsive web account boasts user-friendly navigation and a progressive dashboard keeping users well-informed.

The online web access uses Multi-Factor Authentication (MFA) to enhance the safety and security of your account. What is MFA? It is an added a layer of security, beyond your regular password, that significantly reduces the risk of hackers accessing your accounts.
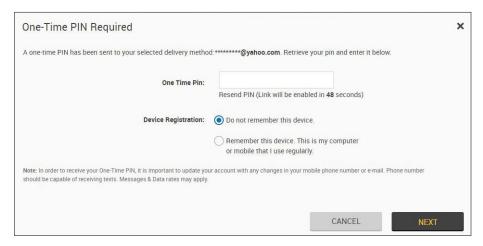
## To access your account online:

1. Visit https://www.accountplanaccess.net/trustpoint/default.aspx
2. Enter your username and password, then select "Participant." Click "LOGIN."

   Default Login Information: The first time you access your account, you will use default information. The default username is your social security number, with no spaces or dashes, and the password will be the last four digits of your social security number. You will be asked to answer three security questions and change your password.

3. Multi-Factor Authentication: A One-Time PIN will be sent to you via the cell phone number or email established in your account. For this to work accurately, you must keep your email and/or cell phone number up-to-date in your retirement account. You will have five minutes to enter the PIN and click, "Next."

**One-Time PIN Required** ✕

A one-time PIN has been sent to your selected delivery method: *********@yahoo.com. Retrieve your pin and enter it below.

One Time Pin: [            ]
Resend PIN (Link will be enabled in **48** seconds)

Device Registration: ⦿ Do not remember this device.

◯ Remember this device. This is my computer or mobile that I use regularly.

Note: In order to receive your One-Time PIN, it is important to update your account with any changes in your mobile phone number or e-mail. Phone number should be capable of receiving texts. Messages & Data rates may apply.

CANCEL    NEXT

4. Your final step before accessing your account is to answer a security verification question, which you previously established.

## Forgot your login information?

Use the link on the login page to request a username/password reminder. If you do not receive the reminder, please have your employer ask us to reset it.

## Locked Out?

Call our Retirement Plan Services team at 800-458-9111 or email retirementplanservices@trustpointinc.com for assistance.

ooll Sprint LTE    3:56 PM    68%

From: OTP Administrator ›    OA
To: ********@yahoo.com    Hide

**Your retirement account one-time PIN**
Today at 3:53 PM

Use the following one-time PIN to verify your identity. This code will only be valid for 5 minutes.

Your one-time PIN is: dFTQ4Z
The information contained in this message is proprietary and/or confidential. If you are not the intended recipient, please: (i) delete the message and all copies; (ii) do not disclose, distribute or use the message in any manner; and (iii) notify the sender immediately. In addition, please be aware that any message addressed to our domain is subject to archiving and review by persons other than the intended recipient. Thank you.

⊕ New User    English / Español

**Username** *
[            ]

**Password** *
[            ]
Forgot User ID or Password?

Participant ▾

Retirement Account FAQ

Note: Both entries are case sensitive. If you fail to login three consecutive times your account could be disabled.

LOGIN

▲ TRUSTPOINT