



Voya

# Account access when you need it



## Online account access

New users will have to register for online access. After registration is complete, you can access your account by going to [voyaretirementplans.com](http://voyaretirementplans.com) or by visiting [voya.com](http://voya.com).



### New User Online Registration

1. Go to [voyaretirementplans.com](http://voyaretirementplans.com).
2. When the login page appears select "Register Now."
3. There are two options for registering. The first option is with SSN + PIN (recommended, [go to step 5 if you choose this option](#)) or SSN and Date of birth (you will need to answer additional questions, [go to step 6 if choosing this option](#)).
4. [To register with option 1, enter your SSN and PIN.](#) Your PIN was sent to you via US Mail when your account was opened. You can request a new PIN be sent to you via U.S. Mail based on your contact information on your Select Advantage application. Note: when requesting a new PIN you should receive that within 5 to 7 business days via US Mail. Once received enter your SSN with your new PIN and select continue.
5. To register with option 2 [enter your social security number, date of birth and first and last name.](#) You will then be required to answer 3 questions to verify your identity.
6. [Create a username and password.](#) You will also have to enter your email and [check I agree](#) before you can continue.
7. [Enter a mobile number or recovery email](#) you would like to use to verify your account.
8. A one-time [password code is sent](#) via the chosen delivery method. Please enter the code and click verify.
9. Choose to [register your device](#), or not. Note: if you choose not to register the device you will need to enter a verification code sent via text/email every time you login.
10. Choose [mail delivery preferences.](#) Go paperless with one click or select not now.



### Customer Service

For customer support and/or help setting up your online access, please call 1-800-584-6001.



### Additional Support

Please contact our office if you have any trouble or would like assistance.

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