

Welcome to the new Pentegra OnLine Participant Pension Portal!

Accessing Your Account:

Visit <https://www.pentegra.com/> and click the second Login button, for Pentegra's portal for Pension Participants



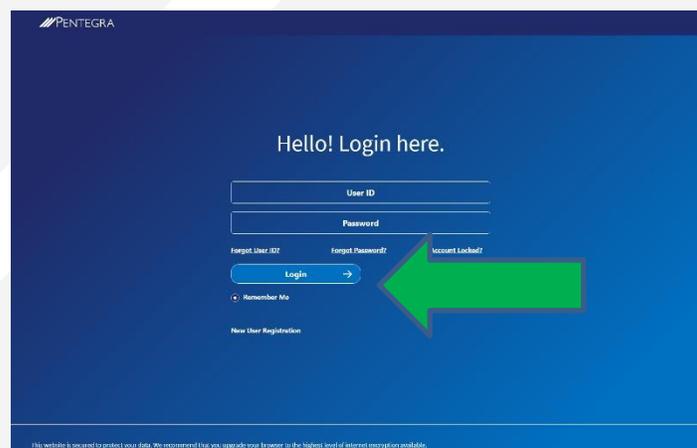
Clicking the Login button for Pentegra's portal for Pension Participants will bring you to the login page <https://my.pentegra.com/login>. **If you already have an account, you can enter your credentials you previously setup for the Pension Portal.**

If you are visiting the Pension Portal for the first time, you'll need to Register your account:

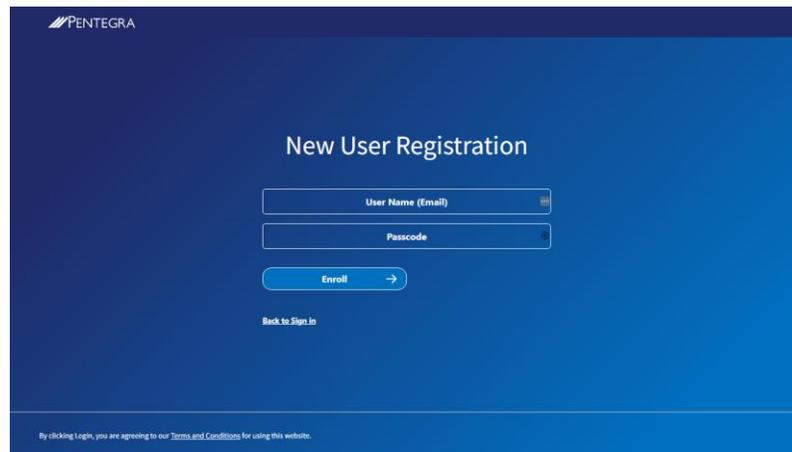
Your **User ID** is your email address on file with your employer

Your **passcode** was separately emailed to you by Pentegra

1. Clicking the Login button for Pentegra's portal for Pension Participants will bring you to the login page <https://my.pentegra.com/login>, click on **New User Registration**

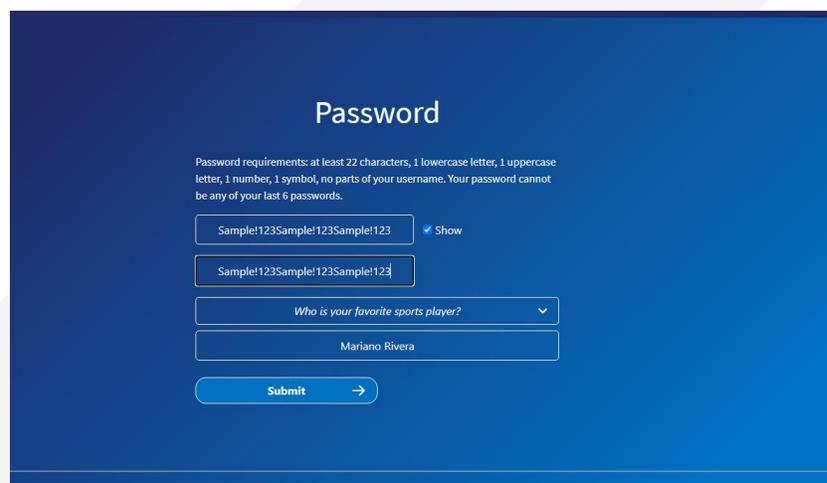


2. You'll be asked to input your **email address** and the **passcode**, then click Enroll



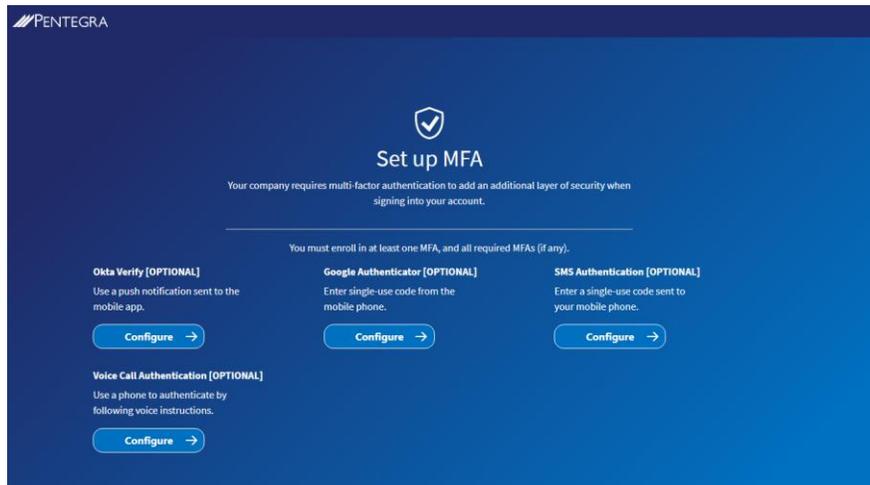
The screenshot shows the 'New User Registration' page. At the top left is the PENTEGRA logo. The title 'New User Registration' is centered. Below the title are two input fields: 'User Name (Email)' and 'Passcode'. Below these fields is a blue 'Enroll' button with a right-pointing arrow. At the bottom left, there is a link that says 'Back to Sign In'. At the very bottom, there is a small line of text: 'By clicking Login, you are agreeing to our Terms and Conditions for using this website.'

3. Next, you'll be asked to create your password plus secret question and answer, according to the requirements and choices on the screen. **Make sure your secret question and answer are something you can easily remember**, as you'll need to input them when using our self-service features such as Forgot Password? and Account Locked?

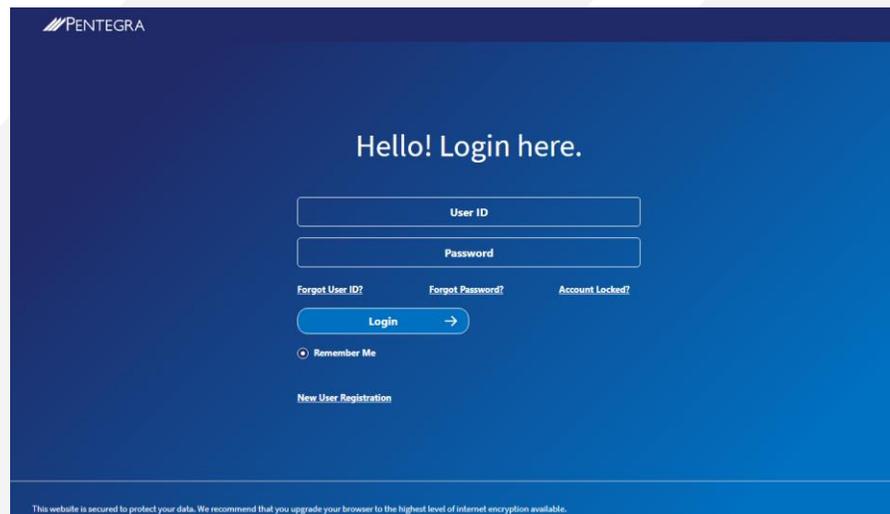


The screenshot shows the 'Password' creation page. The title 'Password' is centered. Below the title is a paragraph of password requirements: 'Password requirements: at least 22 characters, 1 lowercase letter, 1 uppercase letter, 1 number, 1 symbol, no parts of your username. Your password cannot be any of your last 6 passwords.' Below this are two password input fields, both containing the text 'Sample!123Sample!123Sample!123'. The first field has a 'Show' button with a blue eye icon. Below the password fields is a dropdown menu with the text 'Who is your favorite sports player?' and a downward arrow. Below the dropdown is an input field containing the text 'Mariano Rivera'. At the bottom is a blue 'Submit' button with a right-pointing arrow.

4. You'll then setup and confirm the Multi-Factor Authentication (MFA) options to use with your account
 - You can choose any combination of the available choices
 - We recommend you have your cell phone handy, as some of the options work best with a mobile phone (iPhone or Android) using different apps
 - If you choose the SMS option (text message), input your phone number without dashes
 - By setting up your MFA preferences, we can keep your account secure and it allows you to unlock your account or reset your password if the need arises in the future



5. You're now ready to log into your account!
 - Login using the user ID and the password you just created



6. After entering your new login credentials and authenticating your account, you'll be brought to your Pentegra OnLine Participant Pension Portal home page

A few things to keep in mind as you start navigating the new Pension Portal:

- The new site is designed to accommodate the latest encryption available
 - Chrome, Edge and Firefox will work, Internet Explorer will not
- Your passcode is only used at registration
 - After registering you'll use your user ID and password (these are your login credentials)
 - Your login credentials for the new site allow you to access all plans with a single login
- You can view information on the site, any requests for changes must be submitted to Pentegra and approved by your employer, including beneficiary changes and address updates
- You can complete benefit estimates on the site. When you are ready to retire, your employer will need to submit an authorized termination notice to Pentegra so a final benefit commencement package can be processed and mailed to your home address.
- Please contact Pentegra's Participant Care Center to change your email address. You can call Pentegra's Participant Care Center at 866-633-4015, Monday – Friday, 9am-5pm ET.

If it's been awhile since you've accessed your account in the Pension Portal:

- Your credentials remain the same as the last time you accessed your account. If you never setup your account, please follow the steps to Register your account, first, following the steps above.
- You can use the Forgot Password and Account Locked links on the login page. You'll be sent an email from websolutions@pentegra.com to the email address we have on file. Once you correctly enter the answer to your security questions, you'll be able to access your account.
- If you have a different mobile device that when you originally registered, you may need to re-log into your authenticator app (if you used an authenticator app for multi-factor authentication).
- If you cannot access your account using our self-service tools or you do not remember the answer to your security question, please contact our Participant Care Center so they can assist you with resetting your account. You can call Pentegra's Participant Care Center at 866-633-4015, Monday – Friday, 9am-5pm ET.