

# How to Log In

To log into the application, please complete the following steps:

**1 Enter your Username**

Click "Continue."

**2 Enter your PIN**

Click "Login."

**3 If you are a new user,**

you may be asked to provide basic personal information, including address, phone and email options.

**4 If you are a returning user,**

you may be asked to review existing profile information, including contact methods, and indicate your primary address, email, and phone preferences. NOTE: It is possible that some returning users may be treated like first-time users if they choose "Forgot User ID or PIN" or if our protocols identify a need for additional screening.

**5 Next,**

you may be challenged to verify your identity via the One-Time Passcode (OTP) process.

**6 Screen prompts**

will walk you through the process to deliver an OTP that will be sent via phone, text (SMS), or email. You may select the delivery method, and you must remain in the application (do not log out, do not close browser) while waiting for an OTP to be sent. Passcodes are sent in "real time," and you should enter the received passcode immediately into the application you are trying to access.

**7 If you cannot receive an OTP**

via a real-time method, an OTP may be sent via U.S. Mail. Please keep in mind that it may take several days for you to receive the passcode. You will have 12 days from the generation date to receive and input the code.

**8 Once your identity is verified,**

you may be prompted to reset your PIN. You may also be asked if you'd like us to remember the device you are on to make future logins easier. Select "Yes" if you are logging on from a device you use frequently. Select "No" if you are logging on from a public device, or one you do not plan on using in the future. Once you have successfully logged into your account, you will be directed to the Main Menu.

**9 If your identity cannot be verified,**

you will be directed back to your employer for further assistance.