

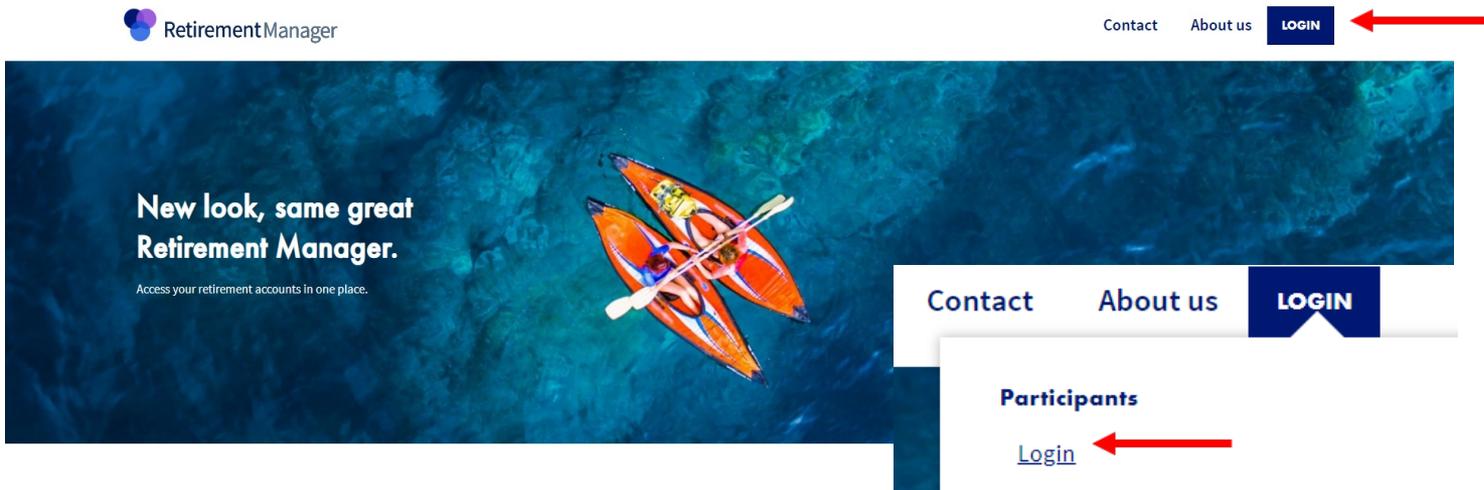
Multi-factor Authentication for Retirement Manager Participants

Contents:

Participant Features / Experience

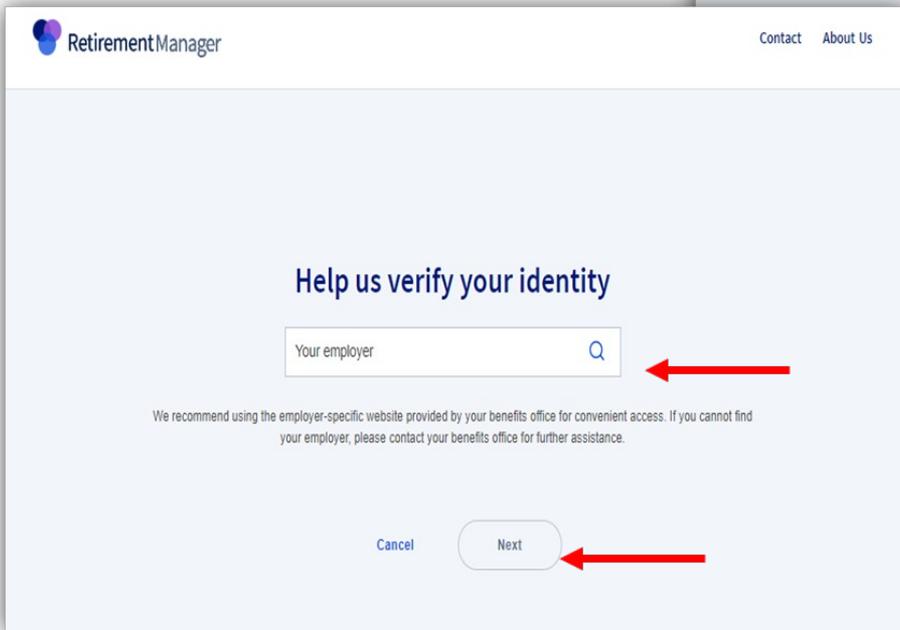
- New End User Registration - Initial registration for New RM Participants

- Access UTRM via www.myretirementmanager.com
- Click the Login button
- Click the Login link under “Participants”



Getting Started

- Click on the First-time User/Get Started
- Enter “UT [space]” to find employer
- Click Next



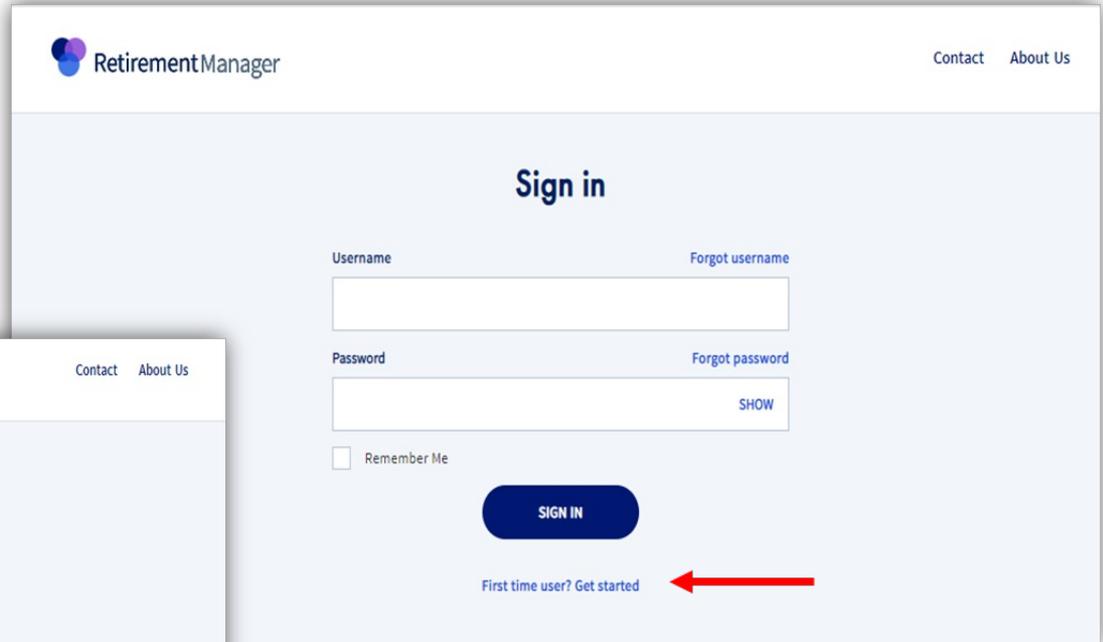
RetirementManager Contact About Us

Help us verify your identity

Your employer

We recommend using the employer-specific website provided by your benefits office for convenient access. If you cannot find your employer, please contact your benefits office for further assistance.

[Cancel](#)



RetirementManager Contact About Us

Sign in

Username [Forgot username](#)

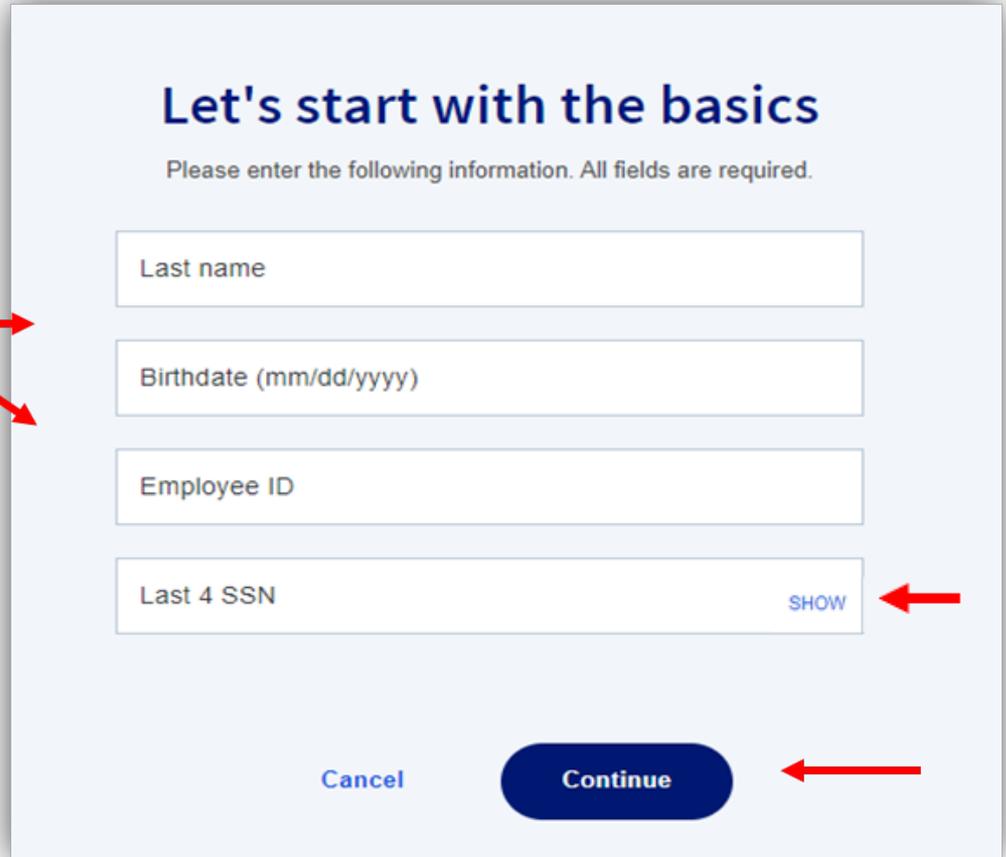
Password [Forgot password](#)

Remember Me

[First time user? Get started](#)

Identifying Information

- Enter Basic Client Information
 - Last Name
 - Birthdate
 - Employee ID
 - Last 4 of SSN
- Users can click on "Show" to view SSN entry
- Click Continue



Let's start with the basics

Please enter the following information. All fields are required.

Last name

Birthdate (mm/dd/yyyy)

Employee ID

Last 4 SSN [SHOW](#)

Cancel **Continue**

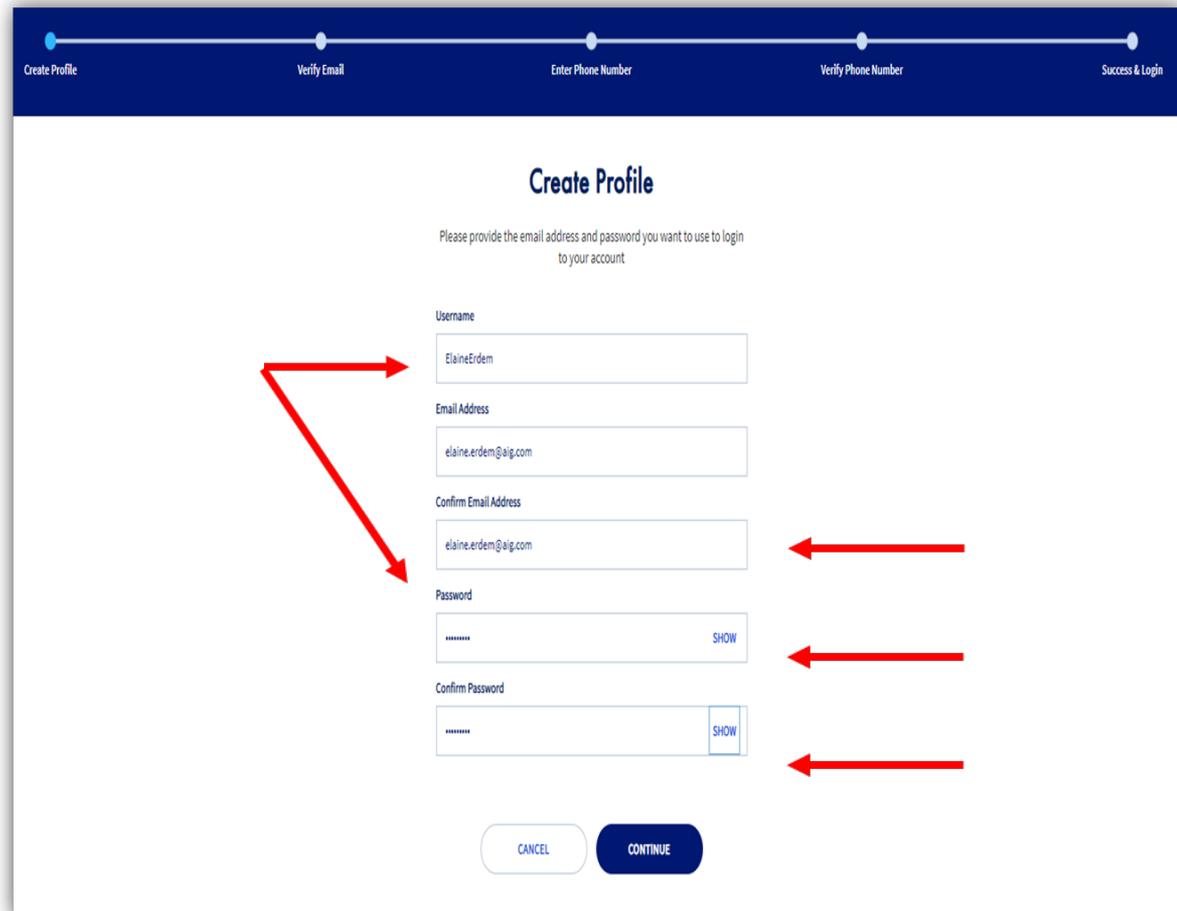
The screenshot shows a light blue form titled "Let's start with the basics" with the instruction "Please enter the following information. All fields are required." There are four input fields: "Last name", "Birthdate (mm/dd/yyyy)", "Employee ID", and "Last 4 SSN". The "Last 4 SSN" field has a "SHOW" link to its right. At the bottom, there are two buttons: "Cancel" and "Continue". Red arrows point from the text on the left to the "Last 4 SSN" field and the "Continue" button.

Enter Create Profile Information

- Username (include alpha and numeric)
- Email Address (This email address is where the verification code will be sent to)
- Password

Users can click on "Show" to view password entry

Click Continue



Create Profile

Please provide the email address and password you want to use to login to your account

Username
ElaineErdem

Email Address
elaine.erdem@aig.com

Confirm Email Address
elaine.erdem@aig.com

Password
..... [SHOW](#)

Confirm Password
..... [SHOW](#)

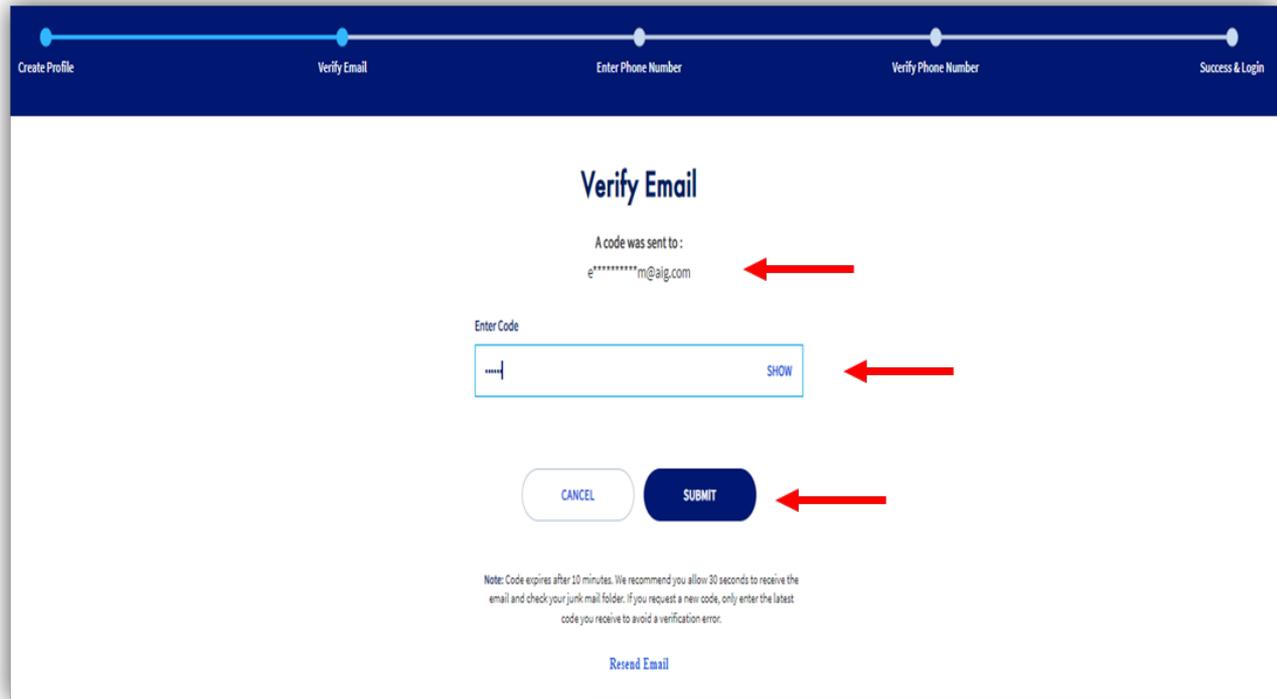
[CANCEL](#) [CONTINUE](#)

Email Verification

- Verification Email sent to address shown at the top of the page (Email address is the same one user set up on "Create Profile Screen)
- Enter code provided in Email
- Users can click on "Show" to view code entry
- Click Submit

Additional Options

- Code Expires after 10 minutes
- New codes can be requested after 30 seconds
- For codes not received click [Resend Email](#)




Your request for registration/email verification has been received. To confirm this operation, enter the passcode : **527646**

Please do not reply directly to this email. If you have questions regarding this mail, please call 1-866-294-7950.

Note: Code expires after 10 minutes. We recommend you allow 30 seconds to receive the email and check your junk mail folder. If you request a new code, only enter the latest code you receive to avoid a verification error.

[Resend Email](#)

Enter Primary Phone details

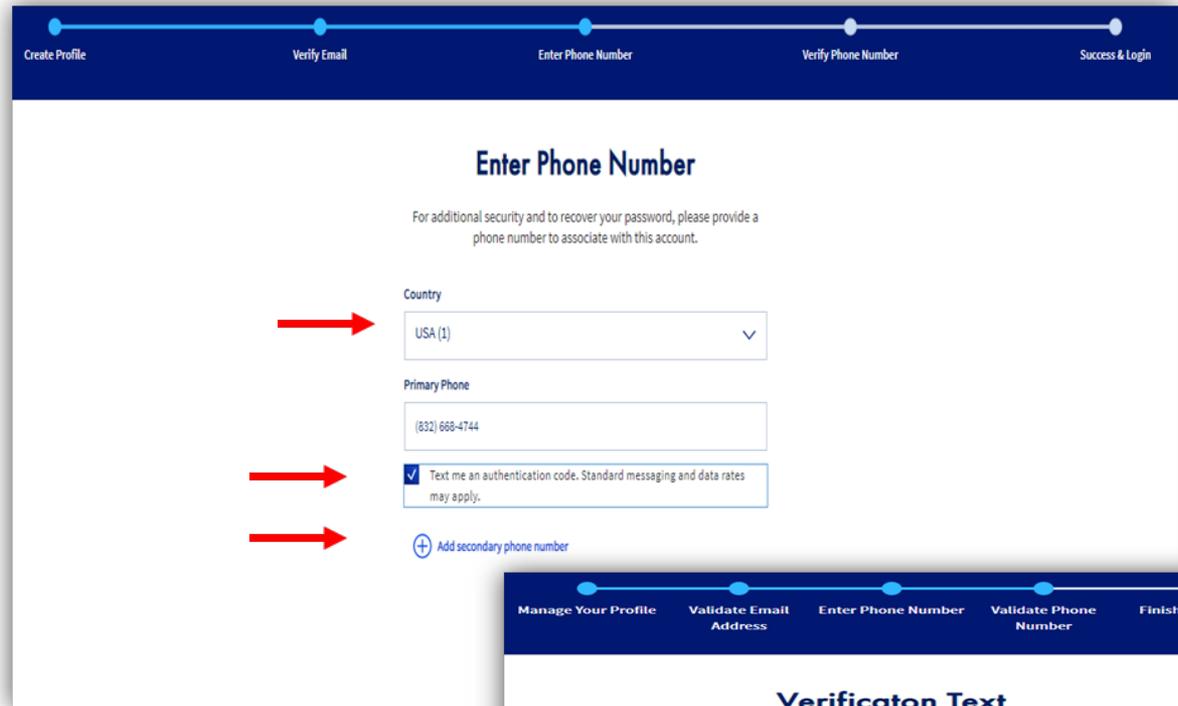
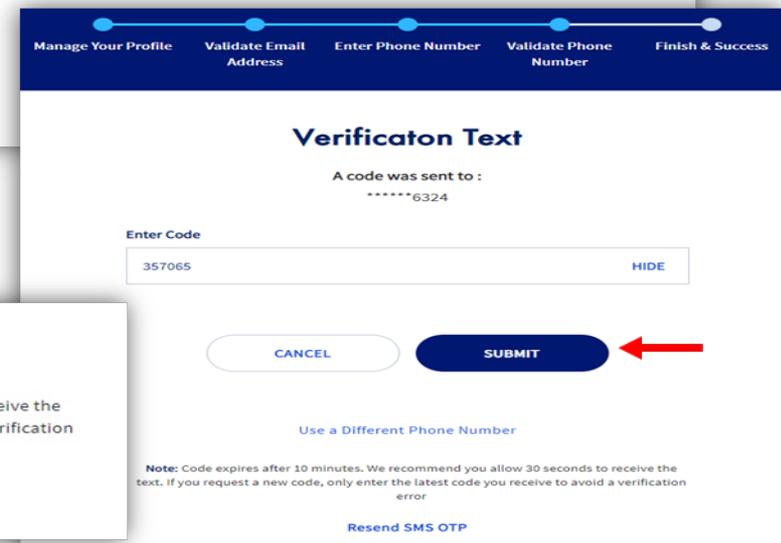
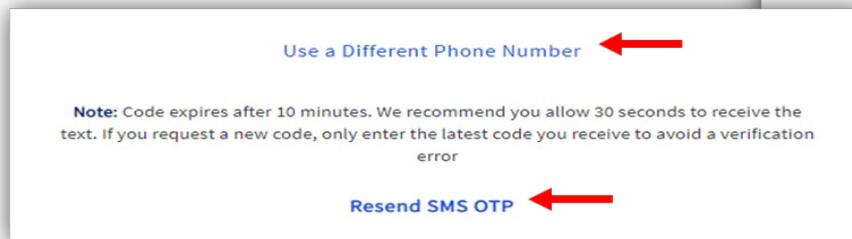
- Country; Primary Phone #
- Confirm text authorization – if unselected a phone call w/code is sent
- To add additional phone # click: + add secondary phone number
- Click Continue

Once verification text is received

- Enter code
- Click Submit

Additional options

- User can request to use a different phone number
- Code Expires after 10 minutes
- User can opt to request a new code after 30 seconds
- For codes not received click Resend SMS OTP

Success/Completed:

- Success Page Confirms Registration is complete
- User can click continue to proceed and log in –or- after 5 seconds they will be automatically redirected to log in with new credentials

