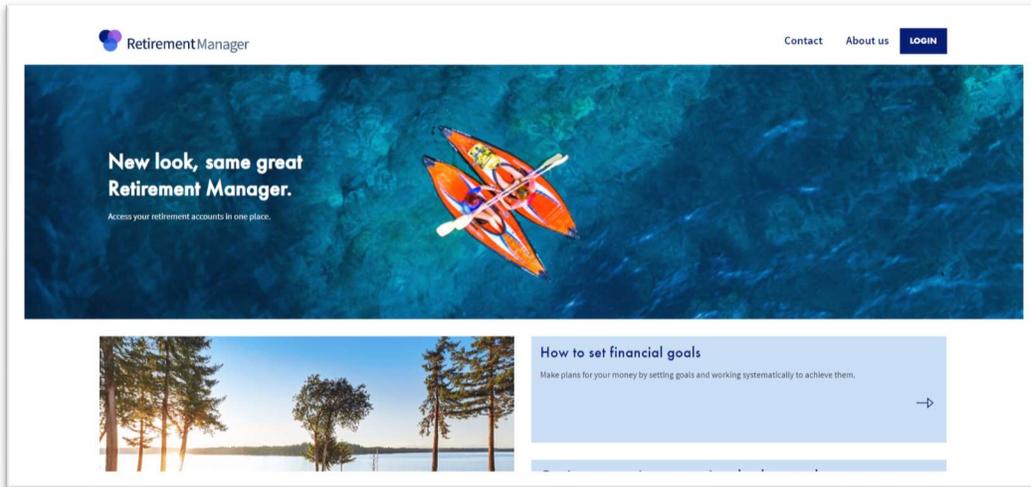
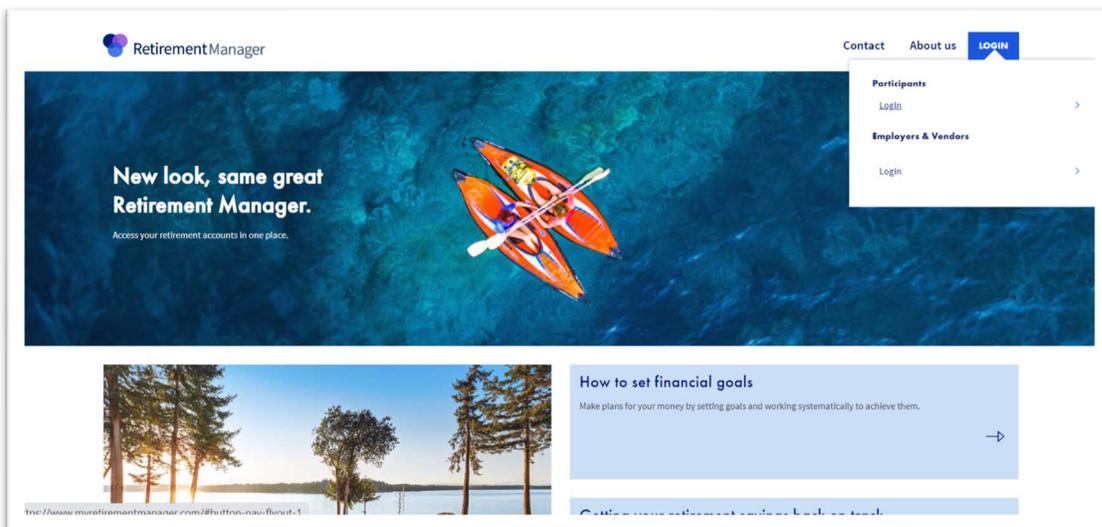


## Multi-factor authentication registration Existing Retirement Manager Plan Administrator user

- Login to [www.myretirementmanager.com](http://www.myretirementmanager.com) and click the login button



- Click the "Login" link under "Employers and Vendors"



- Enter your current username and password and click "Sign In"

**Retirement Manager**

### Sign in

Username  
SPOCLARK3

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

Remember Me

**SIGN IN**

[Post Registration Activation](#)

- A pop-up window will appear to register for multi-factor authentication. Click “Yes”

**Retirement Manager**

**Strengthen your security and keep your information safe**

Keeping your retirement account secure is our top priority. That's why we're transitioning all our participants to multi-factor authentication. Multi-factor authentication is a secure way to verify your identity and keep your information safe. Please follow the next few steps to update and confirm your security contact information.

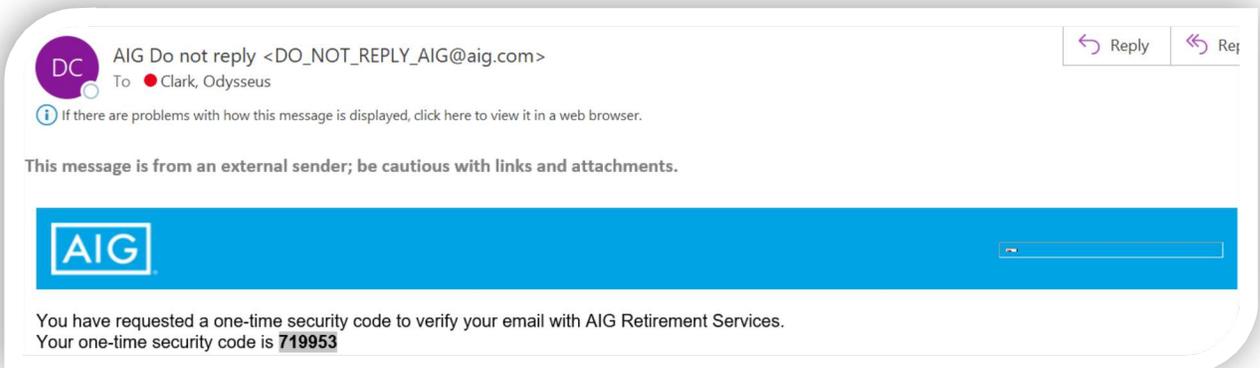
**YES** **NO**

- You will be prompted to create a new security profile. Enter a newly created username and password. Your email address is pre-filled based on the email address on file in Retirement Manager.  
Click the “Continue” button

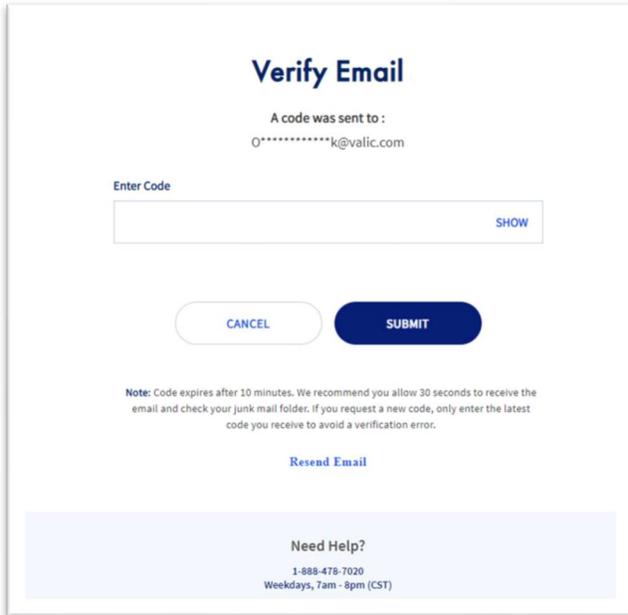
The screenshot shows a web form titled "Create Profile" with a dark blue header. The header contains five navigation tabs: "Create Profile", "Verify Email", "Enter Phone Number", "Verify Phone Number", and "Success & Log". The main content area is white and contains the following elements:

- Create Profile** (Section Header)
- Please provide the username and password you want to use to login to your account
- Username** (Text label above an empty input field)
- Email Address** (Text label above an input field containing "Odysseus.Clark@valic.com")
- Password** (Text label above an input field with a "SHOW" link to its right)
- Confirm Password** (Text label above an input field with a "SHOW" link to its right)
- CANCEL** (Text button)
- CONTINUE** (Text button)

- You will receive an automated email AIG Do Not Reply <DO\_NOT\_REPLY\_AIG.com> containing an auto generated one time security code.



- Enter the code from the email and click “Submit”



**Verify Email**

A code was sent to :  
0\*\*\*\*\*k@valic.com

Enter Code

[SHOW](#)

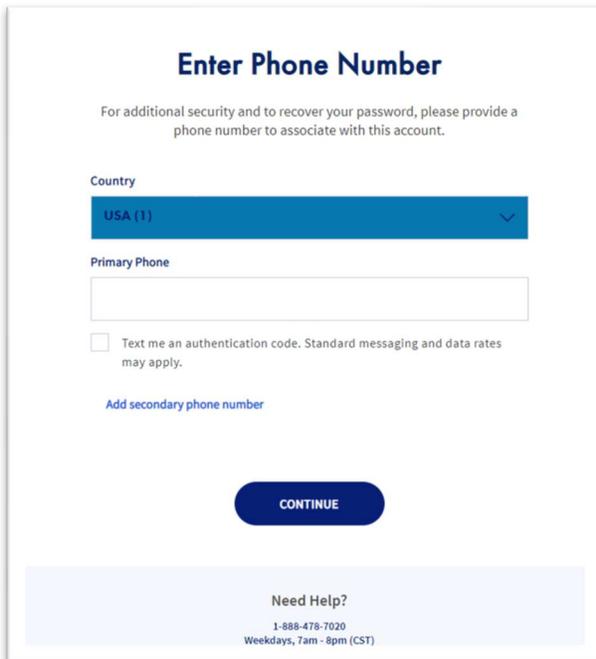
[CANCEL](#) [SUBMIT](#)

**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](#)

**Need Help?**  
1-888-478-7020  
Weekdays, 7am - 8pm (CST)

- You will be prompted to enter your phone to receive an authentication code. Check the box if you wish to receive the code via text message.



**Enter Phone Number**

For additional security and to recover your password, please provide a phone number to associate with this account.

Country

[USA \(1\)](#)

Primary Phone

Text me an authentication code. Standard messaging and data rates may apply.

[Add secondary phone number](#)

[CONTINUE](#)

**Need Help?**  
1-888-478-7020  
Weekdays, 7am - 8pm (CST)

- Enter the code and click “Submit”

## Verify Phone Number

A code was sent to :  
\*\*\*\*\*8661

Enter Code

SHOW

[CANCEL](#) [SUBMIT](#)

**Use a Different Phone Number**  
**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 SMS OTP](#)

**Need Help?**  
1-888-478-7020  
Weekdays, 7am - 8pm (CST)

- You will receive a notification that your new profile was created successfully



## You have successfully created your profile!

[CONTINUE](#)

You will be redirected in five seconds.

**Need Help?**  
1-888-478-7020  
Weekdays, 7am - 8pm (CST)

- You will be directed to the Retirement Manager sign in page where you will enter your newly created username and password.

The screenshot shows the Retirement Manager sign-in interface. At the top left, the text "Retirement Manager" is displayed. The main heading is "Sign in". Below this, there are two input fields: "Username" with the placeholder text "SPOCLARK30!" and "Password" with a masked password "\*\*\*\*\*". A "Forgot password" link is located to the right of the password field. Below the password field is a "SHOW" button. A "Remember Me" checkbox is present below the password field. A dark blue "SIGN IN" button is centered below the form. Below the button is a link for "Post Registration Activation". At the bottom left, there are links for "Security | Privacy | Accessibility". At the bottom right, the AIG logo and "AIG Retirement Services" are displayed. A small disclaimer at the very bottom states: "AIG Retirement Services represents AIG member companies - The Variable Annuity Life Insurance Company (VALIC), Houston, TX and its subsidiaries, VALIC Financial Advisors, Inc. (VFA) and VALIC Retirement Services Company (VRSCO). All are members of American International Group, Inc. (AIG)."

- After clicking "Sign In" you will be prompted to select one of 3 methods to verify your identity and click submit.

The screenshot shows the "Verify Your Identity" page. The heading is "Verify Your Identity" with the instruction "Please select your preferred method." Below this, there are three selectable options, each in a box with a circular icon: "Text Message" (with a speech bubble icon), "Email" (with an envelope icon), and "Phone Call" (with a telephone handset icon). Below these options is a "Remember This Device" checkbox. A note below the checkbox reads: "Note: for your security, we recommend using this feature on a personal device." At the bottom, there are two buttons: "CANCEL" and "SUBMIT". At the bottom left, there are links for "Security | Privacy | Accessibility". At the bottom right, the AIG logo and "AIG Retirement Services" are displayed.

- You will receive an authentication code based on the method to verify identity is selected. Enter the code and click submit.

The screenshot shows a web interface for "Retirement Manager". The main heading is "Verification Text". Below this, it states "A code was sent to:" followed by a masked code "\*\*\*\*\*8661". There is an input field labeled "Enter Code" with a "SHOW" link on the right. Below the input field are two buttons: "CANCEL" and "SUBMIT". A note below the buttons reads: "Choose a different verification method. Note: Code expires after 10 minutes. We recommend you allow 30 seconds to receive the text. If you request a new code, only enter the latest code you receive to avoid a verification error." Below the note is a link "Resend SMS OTP". At the bottom left, there is a footer with "Security | Privacy | Accessibility". At the bottom right, there is the "AIG" logo and the text "AIG Retirement Services".

- After clicking "Submit" the user will be taken to their plan sponsor homepage.