



Logging in with Multi-Factor Authentication (MFA)

Online Enrollment English / Español

Guide to Logging in with MFA

Username *

Password *

I do not know my Username/Password

Participant

Save Username

Note: The password is case sensitive. If you fail to login three consecutive times your account could be disabled.

LOGIN

Your retirement account website requires two layers of authentication to login. Use this guide to setup MFA for the first time.

Visit <https://retirementplanconsultants.info> and click **Account Access**.

Type in your **Username** and **Password**, or follow the instructions provided in your welcome letter.

Select Role: Participant or Sponsor

Click the **Login** button

Select your One-Time PIN (OTP) device.

Devices listed are based upon your account profile.

Once a device is selected, future OTPs will be sent to that device.

One-Time PIN Required

Additional authentication is necessary to continue the login process. Select the delivery method of your One-Time PIN below and continue to the next step.

Select Delivery Method:

*****@wealthfirm.info

*****@wealthfirm.info

(402)8***.****6

Use Google Authenticator

Click here to update your account with any changes in your mobile phone number or e-mail. Phone number changes may apply.

CANCEL NEXT



Codes may be received via:

- Email
- SMS Text Message
- Google Authenticator App*

Enter your One-Time PIN (OTP) code to verify your identity.

Users may select **Remember this Device**, which will allow login from the same trusted device for 90 days without a OTP.

One-Time PIN Required

Additional authentication is necessary to continue the login process. A One-Time PIN has been sent to the email address you have on file: *****@wealthfirm.info. Retrieve your pin and enter it below.

One Time Pin: [input field]

Resend PIN

Device Registration:

Do not remember this device.

Remember this device. This is my computer or mobile that I use regularly.

Note: In order to receive your One-Time PIN, it is important to update your account with any changes in your mobile phone number or e-mail. Phone number changes may apply.

CANCEL NEXT

* Google Authenticator available on the App Store or Google Play Store. For more information, visit <https://support.google.com/accounts/answer/1066447?co=GENIE.Platform%3DiOS&hl=en&oco=1>



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Frequently Asked Questions

What happens if I do not have an email or phone number on file?

As a condition of login, a device must be able to be associated with your account to receive a OTP. Users with no email or phone number capable of receiving OTPs must contact their employer to setup the missing information.

How do I change my email address, phone number or selected OTP device?

On the account website, go to *Manage Your Account > Edit Personal Information*.

Do I have to enter a OTP every time I log in?

Users may select Remember this Device when logging in, which will allow login from the same trusted device for 90 days without a OTP. However, select transactions on the website require a OTP, even if it was bypassed at login.

Which transactions require OTP?

If OTP is bypassed at login, a OTP will be required in order to do any of the following transactions on the website:

- Password changes
- Changes to security questions
- Personal information changes
- Beneficiary changes
- Loans* **
- Withdrawals* **
- Termination Distributions* **

*OTP is always required for a participant initiated disbursement request, even if the user has already authenticated during the session.

**Functionality may not yet be enabled for your retirement plan.

How long is the OTP valid?

The OTP is only valid for 5 minutes. If you do not enter the OTP within that time frame, you will need to request a new one.

Why is there a timer on the OTP entry form?

In some cases it may take up to a minute to receive an OTP. The timer prevents the request of another OTP until sufficient time has elapsed to ensure the user would have received the first OTP. If an OTP is requested to be resent, the first code will no longer be valid.

Who do I contact if I have other questions or trouble logging in?

You may contact your employer or Retirement Plan Consultants at 877-800-1114 or admin@retirementplanconsultants.net.