

# Accessing your Voya account



Already have a plan account with Voya?

Follow these steps to access your Plan account.

**If you have previously registered another employer's plan with Voya:**

- Go to <http://www.voyaretirementplans.com/>
- Click **Register Now**

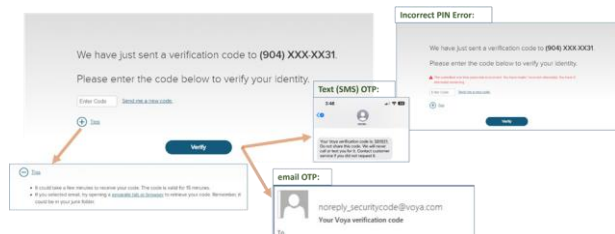
Enter the required information on the registration screen then, click **Continue**

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If you have registered for another Voya account, you will receive a one-time passcode (OTP) sent to your security method on file (email or text message).

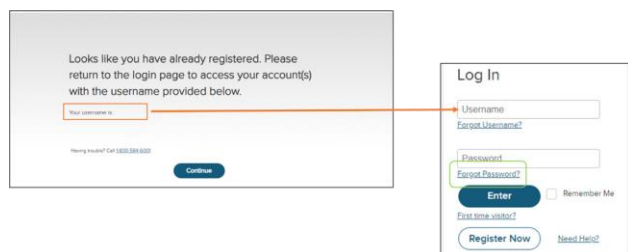
Once received, enter the OTP in the **Enter Code** box and click **Verify**



If you already have a username file, it will be provided.

Click **Continue** to return to the log in page, then enter your username and password.

If you forgot or don't know your password, click **Forgot Password?** to retrieve it and log into your account.

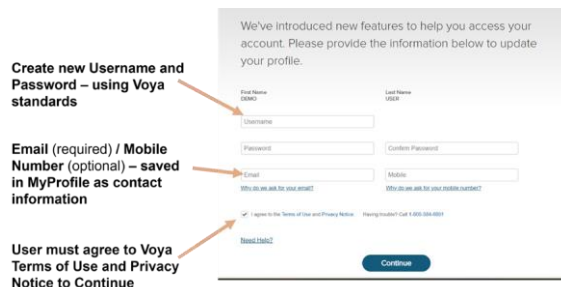


If a username is not found but you do have a cell phone number or email address on file, an OTP will be sent to the security method you select.

After you enter the OTP and click **Verify**, you will be asked to create a username and password and enter your preferred email address and mobile number for your contact information and paperless election (if selected).

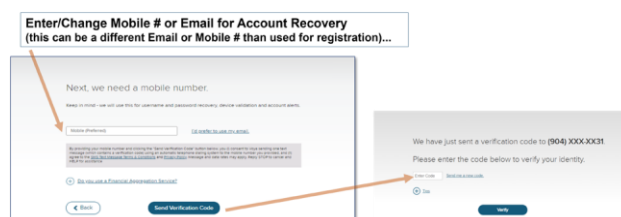
These are the details you will use to access your account online and through the **Voya Retire®** mobile app.

After you've entered your information, click **Continue**.



After you click **Continue** on the previous screen, you will be asked to enter a mobile phone number (or email address) for the future recovery of your username and/or password.

Click **Send Verification Code** and enter the OTP that was sent to you then click **Verify** to complete your registration.



## Need help?

If you have questions, please call **1-800-584-6001** and press "0" to speak with a customer service associate. Associates are available weekdays from 8 a.m. to 9 p.m. ET (excluding stock market holidays).



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