New Philadelphia City Schools – 403B Plan

FREQUENTLY ASKED QUESTIONS

- **How do I login?**

  Go to http://www.yourplanaccess.com/retire. If you are a participant, you will need to enter your Social Security Number (without dashes) as your User Id and the last four digits of your Social Security Number as your password. You should then click "Participant".

  For the general login, you will need to enter 999883333 as your User ID and 3333 as your password. You should then click "Participant".

- **How do I change my password?**

  If you are a participant, you are able to change your password. After you login, you will be able to create a new password by clicking "Personal Profile" and then click on "Password Change". You will be prompted to enter a new User Id and password. Read the box for the criteria needed to establish a password. Click "Submit" to make the necessary changes.

- **How do I change my beneficiary?**

  If you are a participant, you are able to change the beneficiary of your retirement plan account, click on "Personal Profile" and then click "Beneficiaries". This will display current beneficiaries on the account. Click "New Beneficiary" and complete the fields to change or revise your beneficiary information. Once you have completed the necessary information, click on "Update Beneficiaries" to submit the changes.

- **How do I view the Summary Plan Description and any other forms?**

  To view forms, click on "Tools" on the top of the screen and then select "Forms". The Summary Plan Description and all other forms are available.

- **How often is my balance updated?**

  For all participants, the balance is updated quarterly for those vendors that provide statements.

- **Who do I contact if I have trouble viewing the webpage?**

  If you have any difficulties viewing the web or need copies of forms, please contact:

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