# Quick and Easy Access to Your Account

DCP
Virginia Retirement System

**Account Access** and **MissionSquare Retirement's Self-Service Phone Line** are two great resources that allow you to access and manage your retirement account 24 hours a day, seven days a week. Simply log into the secure Account Access website or call MissionSquare's Self-Service Phone Line to access the automated voice-response system.

# ACCOUNT ACCESS

Use your secure web portal to log into and manage your accounts. Visit **www.varetire.org/dcplans**, then click on your plan to log in. You'll see summary information for all of your accounts on your personalized dashboard. Click View Account for more details on each account.

## Login Account Instructions

Here are a few tips to keep in mind when you register to access and manage your account online.

### How to Create a New User ID and Password:

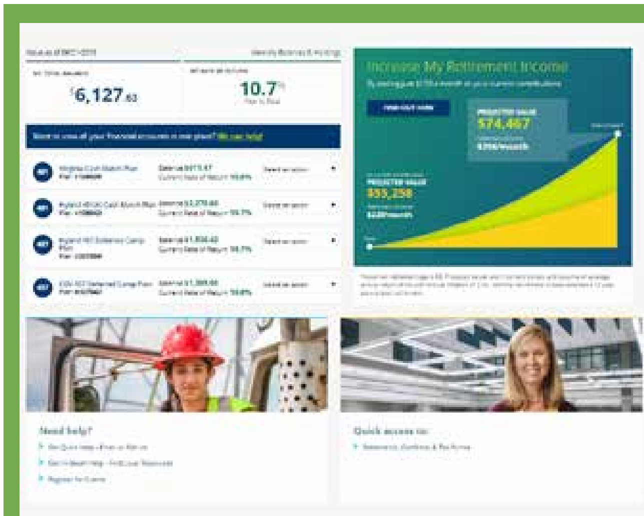
1. **Click "Set Up Your Online Access" in the account log-in box in the upper-right corner of the screen.** Follow the prompts to enter your information — this sets up online access to your account.
2. **User ID:** Your user ID must be 6-32 characters in length and is not case-sensitive.

   It must meet two of the following three options:
   - At least one number (e.g., 1, 2, 6)
   - At least one special character from the following five characters: @, _, -, *, or .
   - At least one alphabetical character (e.g., b, c, z or B, C, Z)
3. **Password:** Your password must be 10-24 characters in length and is case-sensitive.

   It must contain all of the following:
   - At least one number (e.g., 1, 2, 6)
   - At least one special character from the following five characters: @, _, -, *, or .
   - At least one lowercase alphabetical character (e.g., b, c, z)
   - At least one uppercase alphabetical character (e.g., B, C, Z)

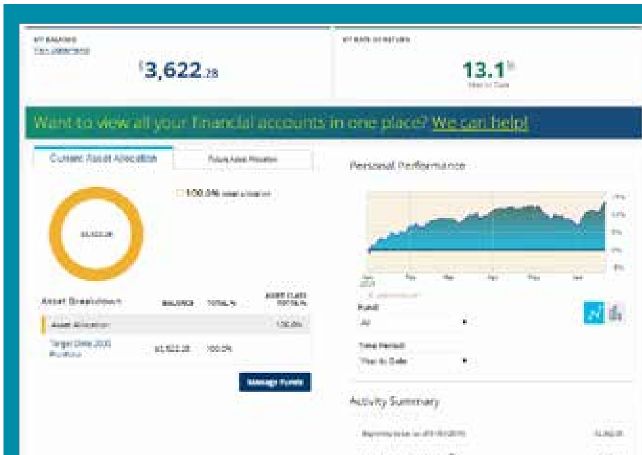
### Other Important Reminders:

- To reset your password, select the "Forgot User ID or Password?" link in the log-in box. Once you provide some of your personal information to verify your identity, you can create your new password immediately.
- Please review the Web Policy link at the bottom of your plan website (you may select your plan's site at **www.varetire.org/dcplans**) for more about accessing the website and online documents, internet privacy and other information to optimize your online experience.
- Make sure that cookies are enabled — you can find this information under the Internet Options setting in your browser.



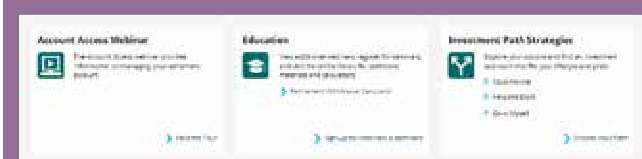

## Overview

- Pick an account to view details
- Review summary balance and return info for your accounts
- Create fund comparisons for multiple funds
- Access your Brokerage account
- Review up-to-date share price and performance information




## Access My Accounts

- Adjust your contributions
- Manage investment selections
- Review your personal information
- Update your designated beneficiary(s)




## Learning & Tools

- Watch the Account Access webinar
- View the Education section
- Explore Investment Path Strategies


## Messages & Alerts

- View action items and messages
- Send an email to MissionSquare
- Set up text access
- Adjust statement and document delivery options
- Set balance and account alert preferences

# MISSIONSQUARE'S SELF-SERVICE PHONE LINE

**(Automated Voice-Response System for VRS Participants)**

Call **VRS-DC-PLAN1 (877-327-5261)** for 24/7 secure access to your account by phone.

- Press * for Spanish.
- To access your account, enter your Social Security Number (SSN), followed by your Personal Identification Number (PIN).
- For new users, your PIN is the last four digits of your SSN. Follow the prompts to create a new 6-digit PIN.
- Upon authentication, account-specific details and timely alerts are automatically provided.

# MISSIONSQUARE'S PARTICIPANT SERVICES

**(Live Representatives)**

Call **VRS-DC-PLAN1 (877-327-5261)**

- Press 1, then 0 to talk to an Participant Services Representative Service Associate.
- Available Monday – Friday from 8:30 a.m. to 9:00 p.m. ET.

Virginia Retirement System

## Phone menu

### Press 1: Account Balance or General Question

**Press 1: Hear account information**

- Press 1: Account balance details *(by fund or source)*
  - Press 1: By fund
  - Press 2: By source
- Press 2: Statements
  - Press 1: Summary of your account
  - Press 2: Copy of last quarterly statement
  - Press 3: Year-to-date statement
- Press 3: Account changes
- Press 8: Access a different plan *(for multiple plans)*

**Press 2: Hear contact information**

- General fax information
- General correspondence address
- Hours of operation
- VRS website address

**Press 3: Make PIN changes**

- Follow prompts for PIN changes
- Press * for PIN rules

**Press 0: Speak with a representative**

### Press 2: Register or Request a Meeting With a Local Defined Contribution Plans Retirement Specialist

Defined Contribution Plans Retirement Specialists are available Monday – Friday from 8:30 a.m. to 5:00 p.m. ET.

### Press 9: Repeat Menu Options

### SHORTCUTS

- To return to the previous menu, press *
- To skip ahead or scroll forward, press # until you hear the option you want
- To switch to a different plan, press 8
- To contact an Participant Services Representative during normal business hours, press 0

51545-0621-C2806