

# Account Access Guide

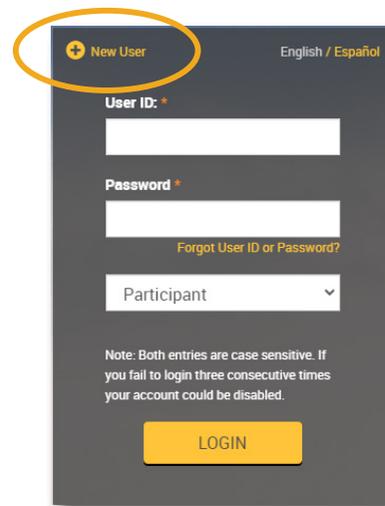
Please follow the instructions in this Account Access Guide if:

- You are enrolling in your employer's retirement plan for the very first time, **OR**
- You are already enrolled in your employer's retirement plan but you are accessing your account on this user site for the very first time.

As part of your initial account access, you'll be guided through a series of steps to create a comprehensive retirement savings strategy, including your investment selections, your contribution/savings rate, and your account's beneficiaries.

**Step 1** Go to [www.trpc401k.com](http://www.trpc401k.com)

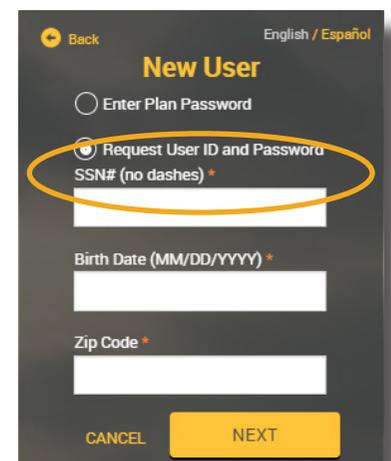
**Step 2** Click **New User** in the top left corner of the log-in tile.



A screenshot of a mobile application login screen. At the top left, there is a yellow button with a plus sign and the text "New User", which is circled in yellow. At the top right, it says "English / Español". Below this are three input fields: "User ID: \*", "Password \*", and a dropdown menu labeled "Participant". A link "Forgot User ID or Password?" is located below the password field. At the bottom, there is a yellow "LOGIN" button. A note at the bottom of the screen reads: "Note: Both entries are case sensitive. If you fail to login three consecutive times your account could be disabled."

**Step 3** Select the **Request User ID and Password** option on the New User tile (**please do not select Enter Plan Password**). Enter your Social Security Number (no dashes), your Birth Date (MM/DD/YYYY), and Zip Code, and select **Next**. You will then be asked to verify your Birth Date and Zip Code.

**Important Note:** to initiate your enrollment, for security purposes the Zip Code that you enter must match the Zip Code that was provided to us by your employer. If you attempt to enter a Zip Code and receive an error message, please do not enter that same Zip Code a second time or your account will be locked. Instead, please verify the Zip Code that was provided to us by your employer before you try again.



A screenshot of the "New User" screen in the mobile application. At the top left is a "Back" button with a left arrow. At the top right is "English / Español". The title "New User" is centered. There are two radio button options: "Enter Plan Password" (unselected) and "Request User ID and Password" (selected and circled in yellow). Below the selected option is a text input field for "SSN# (no dashes) \*". Below that are input fields for "Birth Date (MM/DD/YYYY) \*" and "Zip Code \*". At the bottom, there are two buttons: "CANCEL" and "NEXT".

## Step 4

Once logged in, you will be asked to answer three Security Questions, provide your phone number and email address, and change your Username and Password. To expand a section on the **Enrollment Steps** page, please select the > symbol to the left of the section.

Enrollment steps

Overall Progress: 0% Complete

Items marked with an asterisk (\*) must be completed before you proceed to the next step.

- > Your Personal Information
- > Email
- > Username Information
- > Security Question

RESET NEXT

## Step 5

On the **Enrollment Selections** page, select **iJoin® Goal-Based Retirement Income** and follow the steps to complete your comprehensive retirement savings strategy.

Enrollment Selections

iJoin Goal-Based Retirement Income

You will be taken to iJoin's personalized enrollment experience for a goal-based approach to creating your saving strategy.

You can find the Participant Fee Disclosure and Summary Plan Description Under: **Forms & Reports > Reports > Create Reports > Report Group: Annual Notices and Plan Documents**

If you would like a paper copy of the Notices and Summary Plan Description or to opt out of electronic delivery of future notices, please contact our Client Services Team at (888) 673-5440 or by emailing: [clientservices@trpcweb.com](mailto:clientservices@trpcweb.com).

By clicking "NEXT" you confirm that you have read the required notices.

BACK RESET NEXT

## Questions

If you have questions about completing your initial account access or navigating the user site, please call TRPC Client Services at 888-673-5440, Monday through Friday between 8am-8pm ET.