


How To Log into My PAA (Existing/Migrated User) My Plan Administration Account (My PAA)

Last Updated:
March 19th, 2021

How to Log into Existing/Migrated My PAA Account

Home Page

- ▶ PBGC migrated all information for existing users from the old My PAA site to our redesigned site.
 - Migrated information includes username, account details, associated plan information, all submitted filings (2014-present), etc.
- ▶ For security purposes, PBGC did not migrate the associated password for your My PAA account.
- ▶ To log in and access your account you will need to reset your password.
- ▶ Click on the blue “Log in or Sign up” button in top righthand corner of the “Home” page.



The screenshot shows the PBGC Home Page. At the top left is the PBGC logo. To its right are the links "Home Page" and "Ask a Question". In the top right corner, a blue button labeled "Log in or Sign up" is highlighted with a red rectangular border. Below the navigation bar is a dark blue header with the text "We're here to help" and a search bar with a magnifying glass icon. Underneath are five circular icons representing different actions: "Create New Plan / Add Existing Plan", "Plan List", "In-Process", "Upload Filings", and "View Upload History". Below these icons is a dashed horizontal line, followed by a "WARNING!!! WARNING!!! WARNING!!!" section. The warning text states: "You are accessing a computer system operated by the Pension Benefit Guaranty Corporation, a wholly owned corporation of the United States Government. It is for authorized use only, in compliance with the PBGC Policy on the Use of Information Technology Resources and federal statutes, and when use is authorized, such use may not exceed the scope of authorization." Below the warning is a paragraph of terms and conditions: "Use of this system is subject to audit, and all files and transmissions on this system may be intercepted, monitored, recorded, copied, or inspected to ensure that use is authorized, for management of the system, to facilitate protection against unauthorized access, to verify security procedures, and for such other purposes as may be deemed necessary, consistent with federal law. Unauthorized or improper use of this system may result in administrative action, civil, and/or criminal penalties. Any information collected during an audit or monitoring may be used in administrative, civil, or criminal actions and may be disclosed to authorized officials of other agencies, both domestic and foreign. Examples of unauthorized or improper use include, but are not limited to: uploading or changing the information presented on this system with intent to damage this system; attempting to gain unauthorized access to data; attempting to redirect authorized users away from this system; or attempting to deny service to authorized users." At the bottom of the warning section is another paragraph: "By using this system, the user consents to the auditing, interception, monitoring, recording, copying, inspection, and disclosure as described above. Clicking below or otherwise continuing to use this system indicates your awareness of and consent to these terms and conditions of use. Leave this site, cease use or log off immediately if you do not agree to the conditions stated in this warning."

How to Log into Existing/Migrated My PAA Account

Login Pop-Up

- ▶ Click on “Forgot your username or password?” link below the Password field.

Home Page Ask a Question Please log in to continue x Log in or Sign up

Please see [What's New and How To Use MyPAA here.](#)

Log In or [Create an Account](#)

Username

Password

[Forgot your username or password?](#)

Note: You can only use this self-service find username/ reset password link if your account is not already disabled.

Your account will become disabled upon the 5th unsuccessful login attempt.

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Use of this system is subject to audit, and all files and transmissions on this system may be intercepted, monitored, recorded, copied, or inspected to ensure that use is authorized, for management of the system, to facilitate protection against unauthorized access, to verify security procedures, and for such other purposes as may be deemed necessary, consistent with federal law. Unauthorized or improper use of this system may result in administrative action, civil, and/or criminal penalties. Any information collected during an audit or monitoring may be used in administrative, civil, or criminal actions and may be disclosed to authorized officials of other agencies, both domestic and foreign. Examples of unauthorized or improper use include, but are not limited to: uploading or changing the information presented on this system with intent to damage this system; attempting to gain unauthorized access to data; attempting to

View Upload History

How to Log into Existing/Migrated My PAA Account

Reset Your Password

- ▶ Enter your existing username in the “Reset your password” section.
 - If you don’t remember your username, enter the email address associated with your My PAA account. You should receive an automated email from My PAA shortly providing you with your username.

The image displays two side-by-side screenshots of the PBGC website's Account Assistance section. The left screenshot shows the 'Request your username' and 'Reset your password' forms. The right screenshot shows the same forms with an 'Information' modal box open, displaying a message about password reset and a list of troubleshooting steps. A red arrow points from the 'RESET MY PASSWORD' button in the left screenshot to the 'OK' button in the modal box in the right screenshot.

Account Assistance

Request your username

If the email address you enter is in our system, we'll send you your username. If you don't have a username or don't remember your email address, enter your email address instead.

Email Address

EMAIL MY USERNAME

Reset your password

We'll email you a link to a page where you can create a new password.

Username
TEST123

RESET MY PASSWORD

Account Assistance

Information

We just sent you an email to reset your password.

If you don't receive this email:

- Your account may be disabled.
- The username may not be valid.
- The email address you are checking may be different than the email address on file for the username you entered.

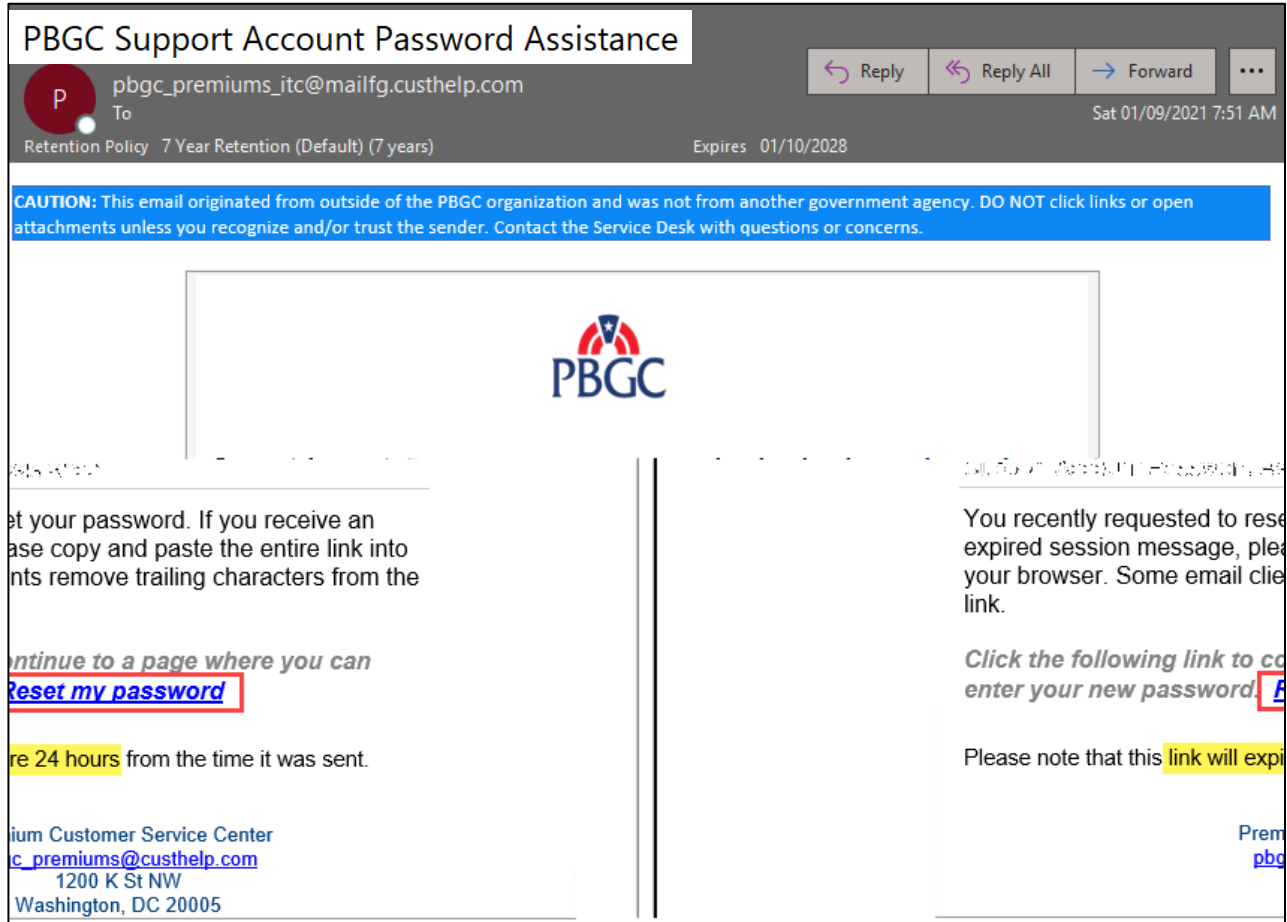
Contact our support team for help.

OK

How to Log into Existing/Migrated My PAA Account

Reset Password Email

- ▶ My PAA will send an automated email to your account's associated email address providing you with instructions on how to reset your password.
 - As noted on the pop-up on the last slide, you may not receive an email if your account is disabled, username is invalid, or email address you are check may be different than the email address on file for the username you entered.



How to Log into Existing/Migrated My PAA Account

Reset Password Page

- ▶ Once you click on the “Reset my password” link from the email you will be automatically redirected to the Reset Your Password Page in My PAA
- ▶ Enter your password, meeting the criteria listed in the gray box to the right of the “Password” field.
- ▶ Re-enter your password to verify your new password, then click the “Submit” button.

Home Page Ask a Question Search... Log in or Sign up

Reset your password

Password *

Must be at least 13 characters

Password is too short

- ✗ Must contain at least 13 characters
- ✗ Must contain at least 1 lower-case character
- ✗ Must contain at least 1 number or special character
- ✗ Must contain at least 1 upper-case character

Verify Password *

Submit

How to Log into Existing/Migrated My PAA Account

Rules of Behavior (ROB)

- ▶ Once you submit your new password you will be logged into your My PAA account and you will be prompted with the ROB. You must read the ROB, check the acknowledgement checkbox, and then click the “Accept” button at the bottom of the ROB.
- ▶ If you click “Do Not Accept”
 - Your password has been updated; however, you will be logged out of your My PAA account and may not proceed with any My PAA premium-related task until the ROB has been accepted.
 - The next time you attempt to log into My PAA you will be prompted with ROB again, and that must be accepted if user wants to enter application.

The screenshot shows a web browser window displaying the PBGC My PAA Rules of Behavior (ROB) page. The page is titled "Rules of Behavior" and contains the following sections:

- Account Termination:** Users must click the "Deactivate My Account" as soon as practicable to terminate My PAA access no longer needed by the user. User accounts are disabled automatically when the user does not access the MY PAA after two years of inactivity.
- Security Breaches:** A security breach is any event or suspected event or vulnerability that affects the user community and could pose a threat to the integrity, availability, or confidentiality of the My PAA. Examples of security breaches include passwords that have been compromised, sensitive information that has been improperly disclosed, or the MY PAA has been misused. Users must report any suspected or known security breaches immediately by calling our toll-free practitioner number, 1-800-736-2444, and selecting the appropriate menu option, OR contact the PBGC Problem Resolution Officer for Practitioners: Pension Benefit Guaranty Corporation, Problem Resolution Officer (Employers & Practitioners), 1200 K Street, NW, Suite 610 Washington, DC 20005-4026, 1-800-736-2444 Ext. 4136, FODIncidentResponseTeam@pbgc.gov
- Acknowledgment:** I have read the My PAA RoB provided above and fully understand the security requirements of the My PAA and its information. I further understand that violation of these RoB that leads to unauthorized use may be grounds for disabling the user account and subject to criminal and civil penalties.

At the bottom of the page, there is a checkbox labeled "I acknowledge receipt of, and agree to comply with the My PAA RoB." and two buttons: "DO NOT ACCEPT" and "ACCEPT". The "ACCEPT" button is highlighted with a red box.

How to Log into Existing/Migrated My PAA Account

Account Settings Page

- ▶ You will be prompted with a summary of your My PAA account information. You can review and choose to continue or edit the information displayed.

The screenshot displays the PBGC website's account settings page. A modal window titled "Request to review/update My PAA Account Information" is centered on the screen. The modal contains the following text:

This is a request for you to review the accuracy of your My PAA account information

- If the information shown on the screen is correct, click the "Continue" button.
- If the information needs to be updated, click the "Edit" button to make the necessary changes, and then click the "Save Changes" button

Required fields are marked with an asterisk(*)

*First Name: JANE

*Last Name: SMITH

*Office Phone: (901) 455-2956 Ext.

*Email: @pbgc.gov

At the bottom of the modal, there are two buttons: a yellow "CONTINUE" button and a blue "EDIT" button, both of which are highlighted with a red rectangular box. The background of the page is dimmed, showing navigation links like "Home Page" and "Ask a Question", and a search bar with the text "dav". Below the modal, the text "Contact Information" is visible, followed by a form field for "First Name *" with the value "JANE".

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Account Settings Page

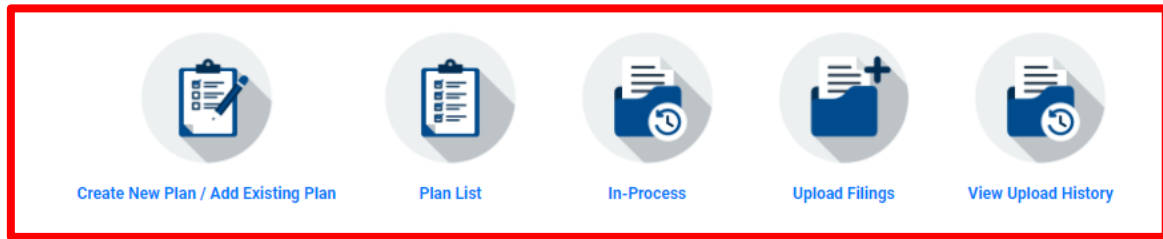
- ▶ The Account Settings Page will confirm that your My PAA password has been updated, as well as provide you the opportunity to update any information relating to your account.

The screenshot shows the PBGC website's Account Settings page. At the top, there is a navigation bar with the PBGC logo, links for 'Home Page' and 'Ask a Question', a search bar, and a user profile dropdown labeled 'dav'. Below the navigation bar is a dark blue header with the text 'Account Settings' in white. A green message box with a red border contains the text 'Your password has been changed.' Below this, the page is divided into two sections: 'Account' and 'Contact Information'. The 'Account' section includes fields for 'Email Address *' (test123@pbgc.gov), 'Username *' (TEST123), and a link to 'Change your password'. The 'Contact Information' section includes fields for 'First Name *' (JANEY), 'Last Name *' (SMITH), and 'Office Phone *' ((112) 233-4455).

How to Log into Existing/Migrated My PAA Account

Home Page

- ▶ Once you have confirmed all the associated information to your My PAA account, you will be able to proceed with any premium-related task. Simply click on the Home Page to get started.
 - For further assistance with any other premium-related task within My PAA please refer to our other Online Demonstrations.



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