# How To Create an Account in My PAA (New Users) My Plan Administration Account (My PAA)

Last Updated:
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Home Page

▸ To get started with filing, you must register for a My PAA account (i.e., create a security key, username and password). Your account will be used for all of your premium filing activities for all of your plans.

▸ To set up your account, click on the blue "Log in or Sign up" button in top righthand corner of the "Home" page.

▸ On the log in pop-up page, click the "Create an Account" link.
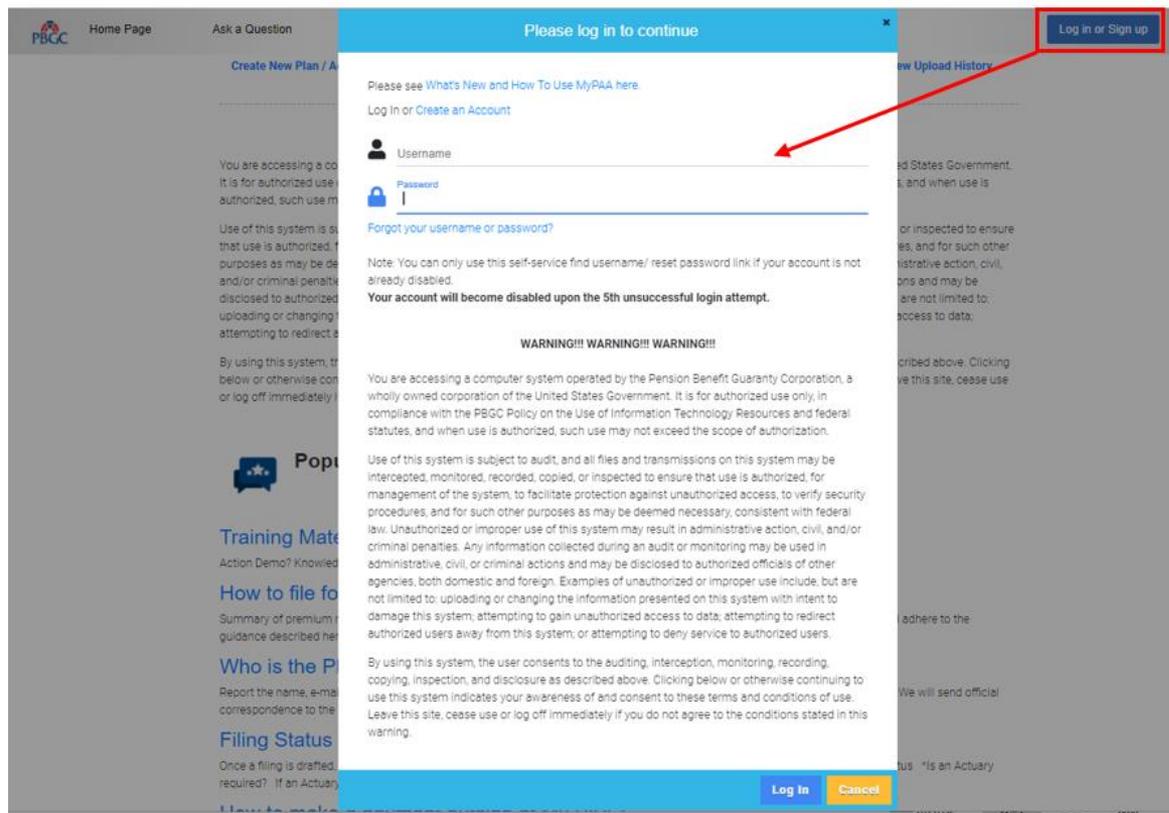
How to Create an Account

Create an Account Pop-Up

▸ Enter your personal information

▸ Please ensure you fill out all the required fields on the "Create an Account" page. These fields will be identified with a red asterisk (*).

Ref	Parameter Description
1	**Email Address** – It is important that a valid email address provided because My PAA will use this email address to communicate with you once your account is set up
2	**Username** – cannot use a username that is already being used by another user
3	**Password** – Password must meet all requirements; must contain at least 13 characters, 1 lower-case character, 1 number, 1 special character, and 1 upper-case character
4	**Re-Enter Password** – Passwords must match
5	**First Name** – Required
6	**Last Name** – Required
7	**Office Phone Number** – Must enter 10 digits
8	**Extension** – Up to 6 digits allowed. This field is not required

Please log in to continue

Please see What's New and How To Use MyPAA here.

Create an Account or Log In

Email Address * ①

Username * ②

Password * ③
Must be at least 13 characters

Re-enter the 'Password' * ④

First Name * ⑤

Last Name * ⑥

Office Phone ⑦

Extension ⑧

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Create an Account Pop-Up

▸ Finally, select a Secret Question and enter your Secret Answer twice. Your Secret Question and Answer will be used throughout the filing process, so be sure to securely remember them.

▸ Once all the required fields have been provided and information validated, click the "Create an Account" button.

Ref	Parameter Description
9	**Secret Question**– Choose one question from the available dropdown; What is your pet's name? In what city were you born? From what high school did you graduate? What is your mother's maiden name?
10	**Secret Answer**
11	**Re-enter the Secret Answer** – Secret answers must match above

Extension

Secret Question * ⑨

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Secret Answer * ⑩

Re-enter the Secret Answer * ⑪

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.

WARNING!!! WARNING!!! WARNING!!!

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.

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.

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.
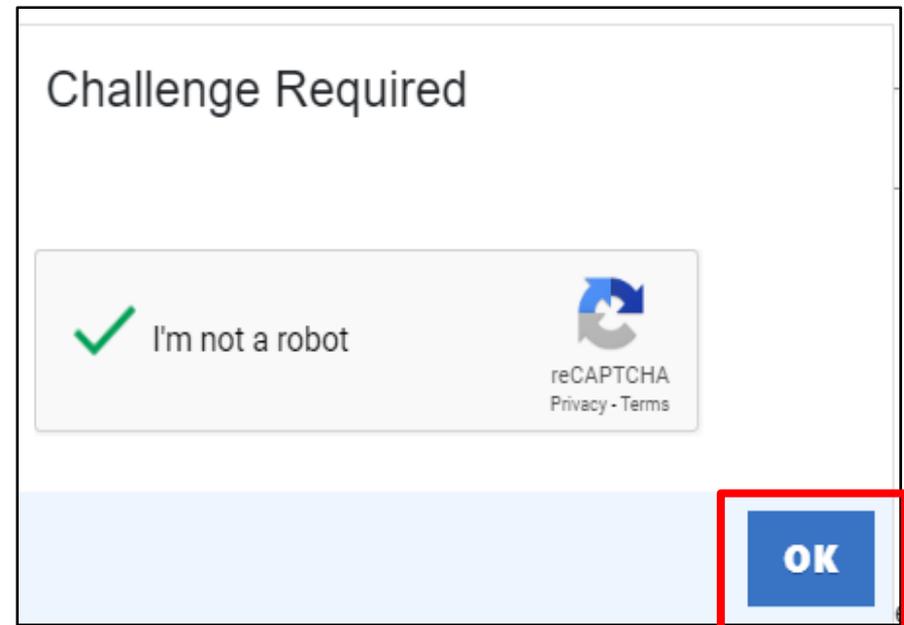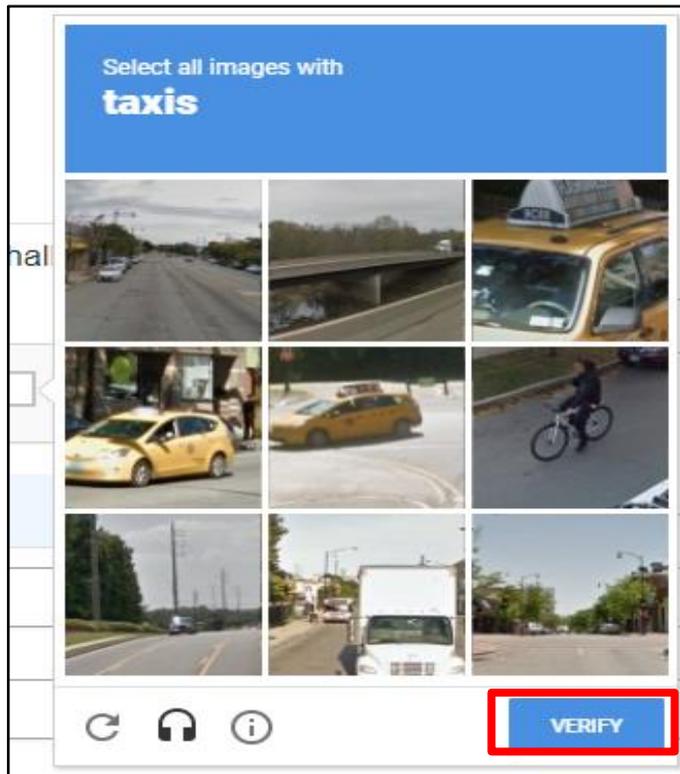
Create an Account **Cancel**

How to Create an Account

Captcha

▸ Captcha will be required upon account creation.

– Check the "I'm not a robot" check box, then you will be tasked to verify.

– There may be different types of verification (e.g., selecting pictures, entering text, etc.)

– Perform the task required and then click the "VERIFY" button. Once the task has been successfully completed then you may proceed by clicking the "OK" button.

Rules of Behavior (ROB)

▸ Once CAPTCHA has been verified 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"

– You will not be taken back to home screen of My PAA.

– Your account will be created; however, you may not be able to enter or use My PAA for any premium-related task until the ROB has been Accepted.

– The next time you enter your credentials to log in you will be prompted with ROB again, and that must be accepted if user wants to enter application.

Rules of Behavior

The My PAA password usage rules are:

1. Passwords or any other authentication mechanism must never be shared or stored in any place that is easily accessible by anyone other than the authorized user.
2. Passwords should not be changed more than once per day, except for temporary passwords or as otherwise required by the PBGC.
3. Passwords should be changed at least once every three years and include a minimum of one changed character.
4. Passwords may not be reused for at least 15 generations.
5. Passwords must meet the minimum complexity requirements as defined below:
   Passwords must be a minimum of 13 characters in length.
   Passwords must contain at least one character from each of the categories below:
   Uppercase letters (A, B, C, ..., Z)
   Lowercase letters (a, b, c, ..., z)
   Special characters (!, @, #, $, %, ^, &, *, etc.)
   Numbers (0, 1, 2, ..., 9)

The above rules are based on Enterprise Cybersecurity (ECD) standards. The standards take precedence in the event of a conflict between the standards and the above rules.

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.

☐ I acknowledge receipt of, and agree to comply with the My PAA RoB.

DO NOT ACCEPT   ACCEPT

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How to Create an Account

Confirm My PAA Account Information

▸ After you have accepted the Rules of Behavior (ROB), then a pop-up will appear to confirm your Account Information.
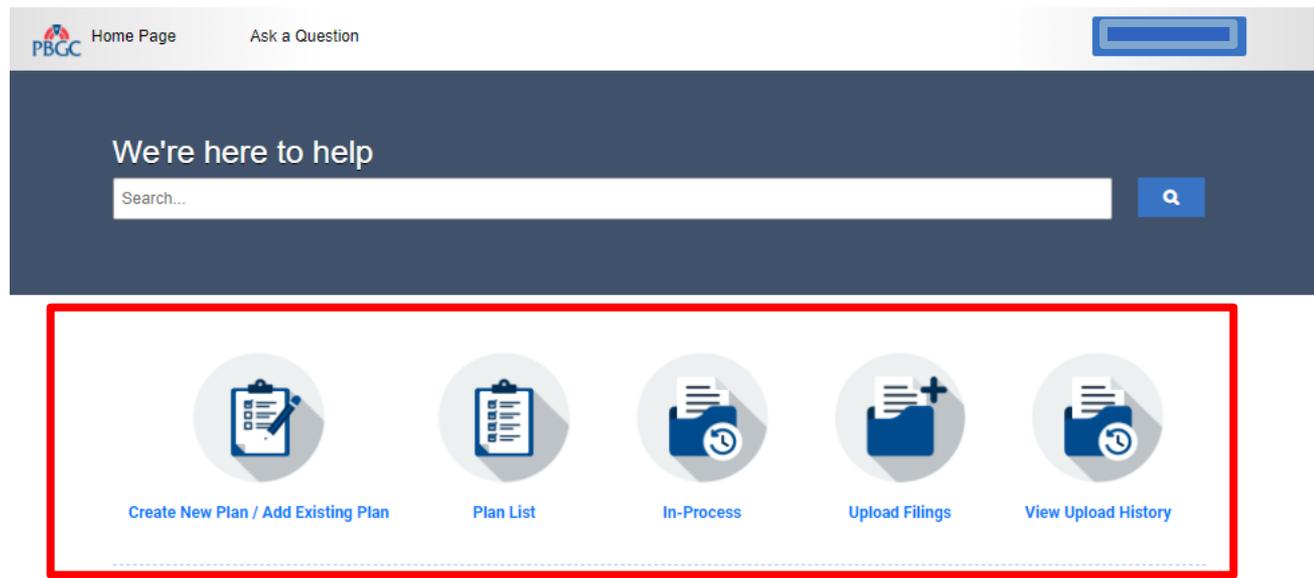
How to Create an Account

Account Settings Page

▸ If you click "Edit" from the Review/Update My PAA Account Information pop-up.

– You will be redirected to the Account Settings Page where you will be able to change any information, including your Secret Question and/or Answer, if it is incorrect.

▸ You will be able to edit the following details pertaining to your My PAA Account:

– Email Address

– Username

– Password

– First and Last Name

– Office Phone

– Extension (optional)

– Secret Question & Answer

▸ Once you save your changes a confirmation will appear at the top of the page.

How to Create an Account

Home Page

▸ If you click "Continue" from the Review/Update My PAA Account Information pop-up, then you will automatically be logged into your My PAA account, and redirected to the Home Page. You will be able to proceed with any premium-related task.