

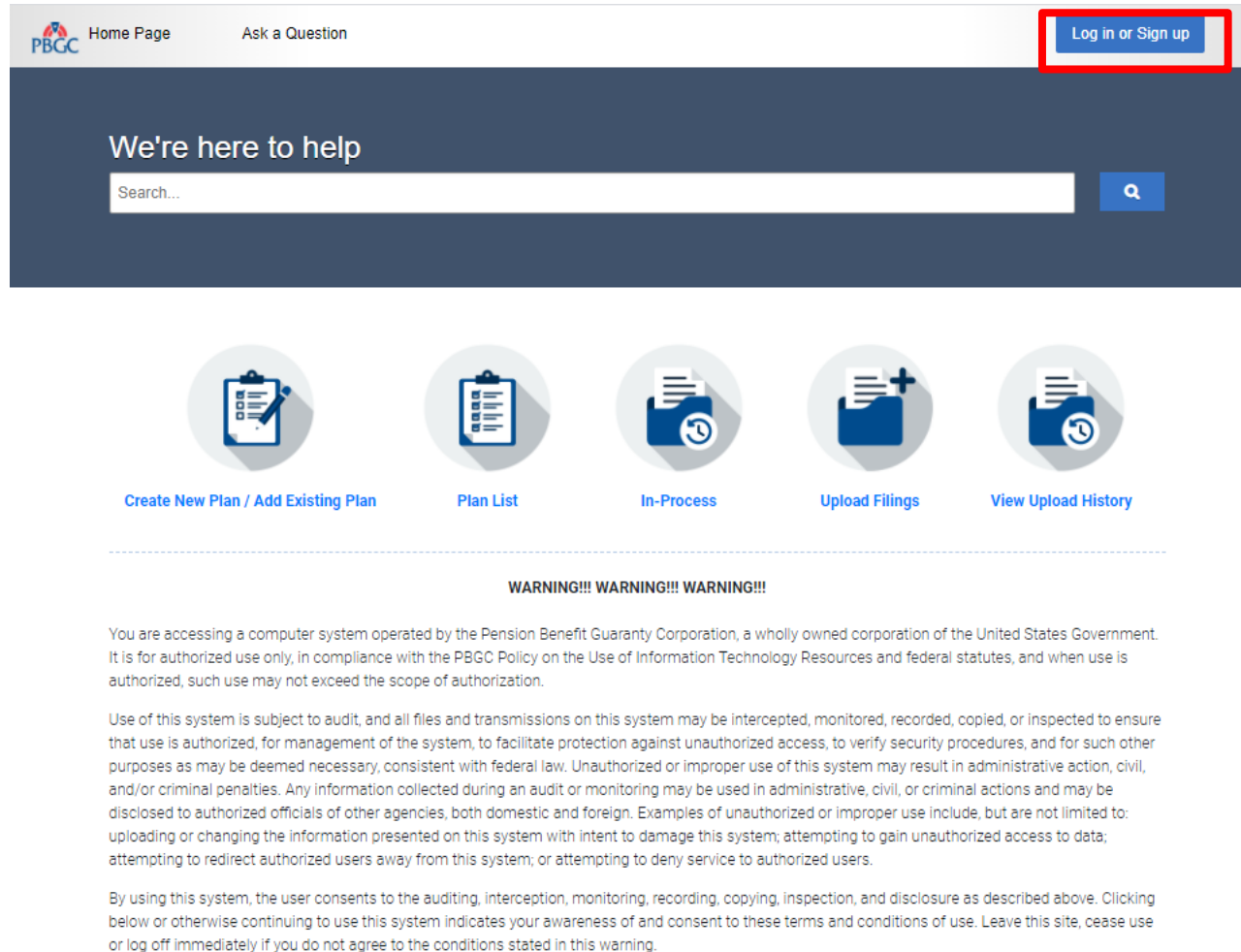
How To Log into My PAA (Existing/Migrated User) My Plan Administration Account (My PAA)

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, there is a navigation bar with the PBGC logo, "Home Page", "Ask a Question", and a "Log in or Sign up" button highlighted with a red box. Below the navigation bar is a dark blue section with the text "We're here to help" and a search bar. Underneath the search bar are five circular icons representing different functions: "Create New Plan / Add Existing Plan", "Plan List", "In-Process", "Upload Filings", and "View Upload History". Below these icons is 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." It also includes a paragraph about the system being subject to audit and a paragraph about user consent to auditing, interception, monitoring, recording, copying, inspection, and disclosure.

Home Page Ask a Question Log in or Sign up

We're here to help

Search...

Create New Plan / Add Existing Plan Plan List In-Process Upload Filings View Upload History

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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

Log in or Sign up

We're here to help

Search...



Create New Plan / Add Existing

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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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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 Account Assistance page, illustrating the password reset process.

Left Screenshot: The page is titled "Account Assistance". It features two main sections:

- Request your username:** A section where users can request their username by entering their email address. A red arrow points to the "Email Address" input field.
- Reset your password:** A section where users can reset their password by entering their username. The username "TEST123" is entered. A red box highlights the "RESET MY PASSWORD" button.

Right Screenshot: The page is titled "Account Assistance". It features the same "Request your username" and "Reset your password" sections. An "Information" modal is open, displaying the following text:

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.

The "OK" button in the modal is highlighted with a red box. A red arrow points from the "RESET MY PASSWORD" button in the left screenshot to the "OK" button in the right screenshot's modal.

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.

PBGC Support Account Password Assistance

p

pbgc_premiums_itc@mailfg.custhelp.com

To

Retention Policy 7 Year Retention (Default) (7 years)

Expires 01/10/2028

Reply


Reply All

Forward

...

Sat 01/09/2021 7:51 AM

CAUTION: This email originated from outside of the PBGC organization and was not from another government agency. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the Service Desk with questions or concerns.



Support Account Password Assistance

You recently requested to reset your password. If you receive an expired session message, please copy and paste the entire link into your browser. Some email clients remove trailing characters from the link.

Click the following link to continue to a page where you can enter your new password [Reset my password](#)


Please note that this link will expire 24 hours from the time it was sent.

Premium Customer Service Center

pbgc_premiums@custhelp.com

1200 K St NW

Washington, DC 20005




Protecting America's Pensions

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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

Progress bar

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 the PBGC My PAA Rules of Behavior (ROB) page. The page is titled "Rules of Behavior" and contains the following sections:

- Account Termination**

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.

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.

At the bottom of the page, there are 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.

Request to review/update My PAA Account Information

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

CONTINUE **EDIT**


Contact Information

First Name * JANE


How to Log into Existing/Migrated My PAA Account


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.

 Home Page

Ask a Question

Search... 

dav 

Account Settings

Your password has been changed.

Account

Email Address *
test123@pbgc.gov

Username *
TEST123

[Change your password](#)

Contact Information

First Name *
JANEY

Last Name *
SMITH

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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