How to Retrieve Username and/or Reset Password
My Plan Administration Account (My PAA)

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How to Retrieve Username/Reset Password

Home Page

- If you have forgotten your username and/or password, from the Home Page click on the blue “Log in or Sign up” button in top righthand corner.
- Then click on the “Forgot your username or password?” link in the login pop-up screen, below the login fields.
How to Retrieve Username/Reset Password

- **Account Assistance Page**
  - If you have forgotten your username, you can simply retrieve it by entering the email address associated with your My PAA account and clicking on the “Email My Username” button.
  - If you have forgotten your password, you can reset it by entering your username and clicking on the “Reset My Password” button.
How to Retrieve Username/Reset Password

Information

- Once you have read the informational pop-up, click on the “OK” button to continue.
  - It is important to enter the correct email address and/or username associated with your account. If not, you may not receive the email with your account information and/or the necessary information to reset your password.
  - You may not receive the email address if your account is disabled. You can confirm your account status by emailing pbgc_premiums@custhelp.com for further assistance.
Forgot Username Email

- If you have entered the correct email address on the previous page, you will receive an automated email from the PBGC My PAA Premium Support team.
- You will be provided with both your Username and the Email Address associated with your account.
- You will also be able to start the process of resetting your password, if need be, by clicking on the “Account Assistance” link.
- If you need further assistance please email the PBGC Premium Customer Service Center, pbgc_premiums@custhelp.com.
Forgot Password Email

- If you have entered the correct username on the previous page, you will receive an email from PBGC My PAA Premium Support team. Similar to the one shown to the right.
- Click on the “Reset my password” link to complete the process back in My PAA.
- Be sure to click on the link in the email within 24 hours **from the time it was sent**. Otherwise, you will have to repeat this process over again.
- If you need further assistance please email the PBGC Premium Customer Service Center, pbgc_premiums@custhelp.com.
Reset Your Password Page

- Once you click on the link from the reset password email, it will direct you to the “Reset your password” page in My PAA.
- Enter the new password and be sure to meet all the requirements listed to the right of the password field.
  - Note: you may not use one of your previous 10 passwords.
- Verify your new password, then click on the “Submit” button.
Once your password has been updated you will see a green banner on the Account Settings Page. The following message will display: “Your password has been changed.”

You will automatically be logged into your My PAA account once your password has updated, so you will be able to proceed with any premium-related task from the Home Page.