

# How to open and access your IRA account online

## New User Online Registration

New users can access their account by going to [voyaretirementplans.com](https://voyaretirementplans.com) (skip to step 3 if choosing this option) or by visiting [voya.com](https://voya.com). You will need to register the first time you visit.

- 1 On the home page, click “Login To Your Account.”
- 2 On the login page, click “Select an account” and choose “Select Advantage IRA.”
- 3 When the login page appears select “Register Now.”
- 4 There are two options for registering. The first option is with SSN + PIN (recommended, go to step 5 if you choose this option) or SSN and Date of birth (you will need to answer additional questions, go to step 6 if choosing this option).
- 5 To register with option 1, enter your SSN and PIN. Your PIN was sent to you via US Mail when your account was opened. You can request a new PIN be sent to you via U.S. Mail based on your contact information on your Select Advantage application. Note: when requesting a new PIN you should receive that within 5 to 7 business days via US Mail. Once received enter your SSN with your new PIN and select continue.
- 6 To register with option 2 enter your social security number, date of birth and first and last name. You will then be required to answer 3 questions to verify your identity.
- 7 Create a username and password. You will also have to enter your email and check I agree before you can continue.
- 8 Enter a mobile number or recovery email you would like to use to verify your account.
- 9 A one-time password code is sent via the chosen delivery method. Please enter the code and click verify.
- 10 Choose to register your device, or not. Note: if you choose not to register the device you will need to enter a verification code sent via text/email every time you login.
- 11 Choose mail delivery preferences. Go paperless with one click or select not now.

## Important information about procedures for opening a new account

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

When you open an account, we will ask you for your name, address, social security number and other information that will allow us to identify you. We may also ask for documentation or other information that will allow us to verify your identity. Please assist us in supporting the U.S. government’s efforts to deter terrorists and other criminals from using the U.S. financial system.



### Need help?

Feel free to direct any questions to our Customer Contact Center at **800-584-6001**.

For financial professionals with service-related questions, please call the Advisor Service Center at **800-344-6860**.

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