

# How to set up your account on Fidelity NetBenefits®

Use these instructions to help you set up your account. Simply log on to Fidelity NetBenefits® at [www.fidelity.com](https://www.fidelity.com). If you need help setting up your account call the Fidelity Retirement Benefits Line at 1-800-343-3343.

## New User Registration

Verify your identity:

- 1 Enter the last 4 digits of your Social Security number
- 2 Enter your first name, last name, and date of birth
- 3 Click the Next button

## New User Registration

Your username can be your Social Security number, but to better protect your account, we strongly recommend that you create a unique username.

### 4 Username Standards

- Use 6 to 15 letters and/or numbers
- If your username is between 9 and 11 characters in length, it must contain at least two letters
- Do not use one entire piece of personally identifiable information such as your Social Security number, telephone number, or date of birth. Instead, alter or disguise it (e.g., Jane212Smith)
- Do not use 5 or more instances of a single number or letter, or easily recognized sequences (e.g., 12345 or 11111)
- Do not use symbols, punctuation marks, or spaces (e.g., #, @, /, \*, -)

## Password

Your password protects your account from unauthorized users.

### 5 Password Standards

- Use 6 to 12 letters and/or numbers
- Do not use one entire piece of personally identifiable information such as your Social Security number, telephone number, or date of birth. Instead, alter or disguise it (e.g., Jane212Smith)
- Do not use 5 or more instances of a single number or letter, or easily recognized sequences (e.g., 12345 or 11111)
- Do not use symbols, punctuation marks, or spaces (e.g., #, @, /, \*, -)

The screenshot shows the 'Fidelity NetBenefits' logo at the top. Below it is the 'Register Now' heading. A 'Welcome!' message follows, stating that users can register here for online and phone access. A note mentions that existing users of Fidelity.com, NetBenefits, or eWorkplace do not need to register again. The 'Verify Your Identity' section states 'All fields are required.' and contains four input fields: 'Last 4 Digits of Your SSN' (with '1290' entered), 'First Name' (with 'Maria' entered), 'Last Name' (with 'Lopez' entered), and 'Date of Birth' (with 'January' selected from a dropdown, '29' entered, and '1954' entered). A 'Next' button is at the bottom right. Red circled numbers 1, 2, and 3 are overlaid on the SSN field, the Name/DOB fields, and the Next button respectively. A 'Cancel' link is at the bottom left.

The screenshot shows the 'Fidelity.com' logo at the top. Below it is the 'Register Now' heading. A progress bar shows 'Verify Your Identity' as complete, 'Register' as the current step, and 'Confirmation' as next. The 'Create a New Username' section explains that the username can be the Social Security number but recommends a unique one. It offers two options: 'Use my Social Security number' (selected) and 'Create Username'. The 'Create Username' option shows 'Enter New Username' with '665X3MY22' entered and a 'Check Availability' button. A red circled number 4 is overlaid on the 'Create Username' option. To the right, 'Username Standards' are listed: 6-15 letters/numbers; 9-11 characters must have 2 letters; no full PII (SSN, phone, DOB); no 5+ instances of a single number/letter or easy sequences; no symbols/punctuation/spaces. Examples include 'ASlater90201', '21555laterA', and '212slater90210'.

The screenshot shows the 'Create Your New Password' heading. It states 'All fields are required.' and has two input fields: 'Password' and 'Re-type New Password', both containing masked characters. A red circled number 5 is overlaid on the 'Password' field. To the right, 'Password Standards' are listed: 6-12 letters/numbers; no full PII; no 5+ instances of a single number/letter or easy sequences; no symbols/punctuation/spaces. Examples include 'ASlater90201', '21555laterA', and '212slater90210'.

For illustrative purposes only.

## Create a Security Question

### 6 Security Answer Standards

- Answers must be between 3 and 31 characters
- Select a question that you can easily answer
- Answers are not case sensitive
- Do not use symbols, punctuation marks, or spaces (e.g., #, @, /, \*, -)

## Provide Your Phone Number and E-mail Address

7 Fidelity uses the contact information you provide to send you important communications about your benefits, as well as timely service-related and legal notifications, including messages about education and new service offerings.

Please be assured that this information is used only to communicate with you regarding your benefits with Fidelity and will not be shared with any other parties. Fidelity Investments has always been committed to maintaining the confidentiality, integrity, and security of personal information entrusted to us by current and prospective customers.

### 8 Click Submit

## New User Registration Confirmation

### 9 You have successfully registered

If you have other accounts you access via Fidelity.com, NetBenefits, or eWorkplace®, your new log in information applies to these accounts, as well as to accessing your account by phone.

## Begin using NetBenefits

### 10 Log in with your new account username and password.

- Enroll in your plan
- Check your account balances
- Change how much you set aside to save from your paycheck
- Make changes to your investments
- Use tools to help you plan for your retirement

This screenshot shows the 'Create Your Security Question' form on the Fidelity website. It includes a dropdown menu for selecting a security question, a text field for the answer, and checkboxes for providing a phone number and email address. The form is marked with a green circle containing the number 6. At the bottom, there is a 'Submit' button and a 'Cancel' link. The Fidelity logo and copyright information are visible at the bottom of the page.

This screenshot shows the 'Register Now' confirmation page on the Fidelity website. It displays the user's new username and phone equivalent, along with a note about updating the application with new log-in information. The page is marked with a green circle containing the number 9. The Fidelity logo and copyright information are visible at the bottom of the page.

This screenshot shows the Fidelity NetBenefits login page. It includes a 'Log In' section with fields for username and password, and a 'New User?' section with links for registration and help. The page is marked with a green circle containing the number 10. The Fidelity logo and copyright information are visible at the bottom of the page.

For illustrative purposes only.

Turn here®

