

Enhancements to the Participant Website Login Process

Good news! Effective April 22, 2017, BPAS will launch enhanced user ID and password reset functionality for our participant website *and* incorporate device recognition (and notification) as an added measure.

What will happen when I login?

Enter your user ID and password as before (they remain the same). You will then be asked to:

- **Answer your Password Hint Question.** This will save the device you are logging in from. You will receive an email confirming you are logging in from a 'new' device
- **Confirm your email address.** Adding an email address was optional before, it is now required
- **Confirm your preferences for delivery of statements and notifications** (*"Go Green" elections*).

What if I've forgotten my user ID or password?

- **If we already have an email address on file for you:**
 - Select "Forgot User Name or Password" from the Login Screen and follow the prompts.
 - You'll need to answer your previously provided security question.
 - Once you've correctly answered the question, you'll receive an email with either your user name or a temporary password (based on what you requested above).
 - Follow the instructions in the email to login to your account.
- **If we do NOT have an email address on file for you:**
 - Please call BPAS Customer Service at 866-401-5272 for assistance.

What other benefits will this upgrade provide?

In addition to letting participants "self correct" in the case of a forgotten user ID or password, this upgrade will allow devices to be tracked separately. So, if there's a login to your account from a different device in the future, you'll receive an email notification as an added security measure.

What if I need additional assistance?

Please call BPAS Customer Service at 866-401-5272 Monday through Friday between 8 am and 8 pm (ET) for assistance.

Watch for additional participant website enhancements to roll out later this year.

The logo for Roadways TO RETIREMENT features the word "Roadways" in a large, blue, sans-serif font. Above the "y" in "Roadways" is a stylized graphic of a road with a white dashed line curving upwards and to the right. Below "Roadways" are the words "TO RETIREMENT" in a smaller, blue, all-caps, sans-serif font.



Questions? Let's talk. Call 1-866-401-5272 or visit bpas.com