



## Account Log in Troubleshooting Guide

### 1. Keep Your Browser Updated and Use Supported Browsers

- Keep your web browser up to date to ensure websites load properly. For the best experience, we recommend using **Google Chrome** or **Microsoft Edge**. Safari is more proprietary and may not perform as reliably with websites that are not owned or optimized by Apple.

### 2. Avoid Using Public/Shared Computers or Restricted Connections

- If you cannot access your account and are using an employer's WIFI network, try disconnecting from that network and use your mobile device's WIFI or cellular data instead. Employer-managed VPNs, firewalls, or security software may block access to certain websites or account features.

### 3. Clear your Browser Cache

- Cached website data can cause login pages to load incorrectly. Clear your browser's cache by selecting "All Time" and restart your system after. This removes outdated data that may prevent the login page from loading properly.

### 4. Review Extension/Add-on Settings and Be Aware of Security Software

- If pages aren't loading, check your browser's extensions or add-ons. Updates to ad-blocking tools or security software can sometimes affect login pages.

### 5. Remove Blocks to Receive Authentication Codes

- Keeping your phone number up to date is essential to ensure you receive all Multi-Factor Authentication (MFA) notifications. If you are not receiving authentication codes, please confirm that messages from our MFA system are not being blocked on your device. It may also be helpful to review your network settings and restart your phone, as this often resolves issues with delayed or missing codes.

### 6. Restart and Reconnect

- Restart your device to clear temporary system errors. Checking your internet connection and restarting your router/devices often resolve connectivity problems.

### 7. Use Another Device

- If issues persist, try accessing the site from a different device to determine whether the problem is device specific.

### 8. The My Retirement app offers another convenient way to access your account.

- Download the app in either your Google Play or Apple Store.
- Look for this icon.

