ANYTIME ACCESS

Website Access

Access your account anytime:

1. Go to **www.MaineSTART.org**
2. Select Login
3. Select Plan Participant
4. Enter your **User Name** and **Password**

First-time users:

User Name: Your full Social Security Number (SSN), no dashes.
Password: Your date of birth (MMDDYYYY). Once logged in, you will be required to update your User Name and Password.

Interactive Voice Response

Access your account anytime by speaking your request.

1. Dial: **888.401.5629**
2. Say 1 to be directed to the Interactive Voice Response Menu
3. Enter your **Social Security Number (SSN)**
4. Enter your **Personal Identification Number (PIN)**.
5. Or, say 2 for all other options

First-time users:

PIN: Your default PIN is your date of birth (MMDDYYYY). Once logged in, you will be required to change your PIN.

> **Note:** Website and telephone transfer requests made by 4 PM ET will be processed on that business day.
> Requests received after 4 PM ET will be processed on the next business day.

Top Web Features

- Rebalance your portfolio

- Transfer money between investment options

- Change your future contribution allocation

- Update your personal information

- Link to investment information

- View and download transaction history

- Balances viewable by funds or contribution source

- View a summarized description of your plan's details

- Monitor your retirement goals

- Data download to Quicken™

- Request eStatements

Top Web Tips

- Forgot your Password? To reset your login, visit the website and select **Forgot Password?** Enter your SSN and answer the security question.

- Use your mouse to click buttons instead of the Enter key.

- Use the website navigation instead of your browser's Back and Forward buttons.

- For your security always use the Logout link to end your visit to the website.