



**Picture
success.**

Multi-Factor Authentication

An overview of how to access the JULY Participant Web utilizing One-Time PIN authentication.

Select Preferred Device



- On the initial login, the participant is prompted to select the preferred delivery method.
- Options include email, text message, voice call, and the Google Authenticator app.
- Once a phone number is selected, the participant selects a text message or voice call.
- Click NEXT to send the One-Time PIN to the selected device.

One-Time PIN Required ✕

Please select the preferred delivery method of your One-Time PIN below and continue to the next step.

Select Delivery Method:

Receive PIN by text Receive PIN by voice call

Note: In order to receive your One-Time PIN, it is important to update your account with any changes to your mobile phone number or e-mail. Message and data rates may apply. [Click here to view the One-Time PIN User Guide.](#)

Google Authenticator



- Participants with no email or phone number are defaulted to Google Authenticator.
- Google Authenticator is a mobile app that can be downloaded for iOS or Android.
- The participant uses the mobile device's camera for the QR code or types the key.
- Once added, One-Time PINs will be directly sent to the Google Authenticator app.

One-Time PIN Required

i Google Authenticator is a mobile app you can install on your mobile device (iOS or Android). Once you download the mobile app, you can add your account by pointing your mobile device's camera at the QR code show below. You can also manually enter the Secret Key shown below.

Note: A One-Time PIN is required to access this account. If there are currently no other devices available in your account to receive a PIN, please contact your plan sponsor to add an email or phone number to your account.

[Click here to view the One-Time PIN User Guide.](#)

Secret Key

GEZDMMJRGQZTSNBXGQ2TEMJZGA4TCMBRGUYDSNJR



[Generate another Key](#)

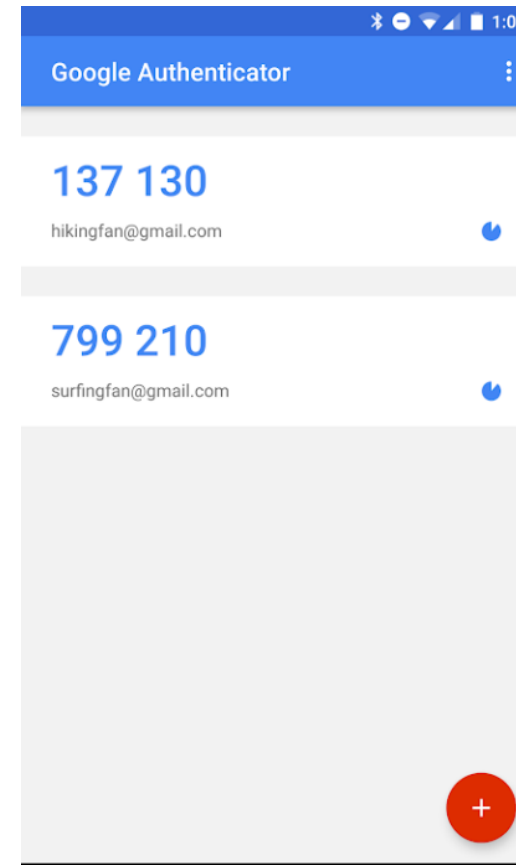
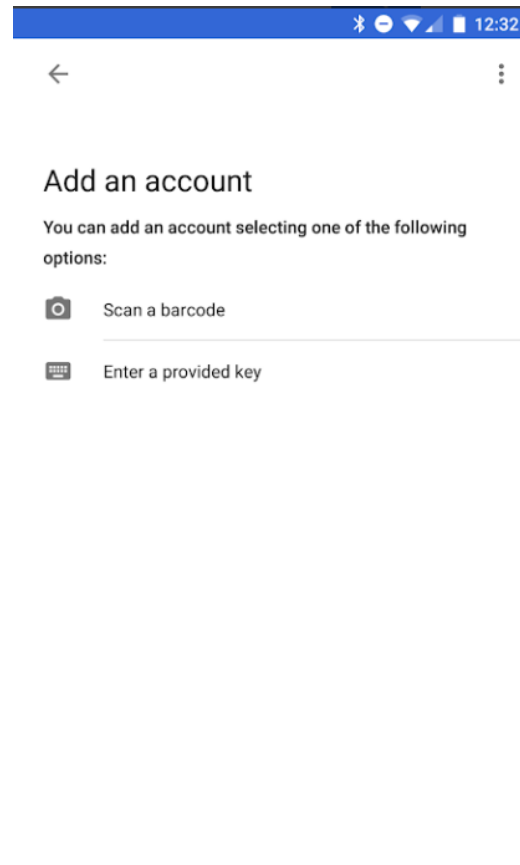
CANCEL

NEXT

Google Authenticator



- Add the account by scanning the barcode or typing the key.
- The one-time PIN will be delivered to the Google Authenticator app.



One-Time PIN Sent



- This message displays allowing entry of the One-Time PIN and communicating where it was sent.
- The PIN is valid for 5 minutes, and the OTP message will communicate this as well.
- Remember this device will remember the device for 30 days.

One-Time PIN Required ✕

A one-time PIN has been sent to your selected delivery method: (254)7**-***2. To change your preferred method of delivery, browse to the Personal Info & Security section under the Profile menu after logging into the site.

One-Time PIN:
[Resend PIN](#)

Device Registration: Do not remember this device.
 Remember this device: This is my computer or device that I use regularly to access this account.

Note: In order to receive your One-Time PIN, it is important to update your account with any changes to your mobile phone number or e-mail. Message and data rates may apply. [Click here to view the One-Time PIN User Guide.](#)

Resend One-Time PIN



- The Resend PIN link is unavailable for 1 minute with a countdown showing.
- After 1 minute, the Resend PIN link is available to request another PIN.

One-Time PIN Required ✕

A one-time PIN has been sent to your selected delivery method: (254)7**-***2. To change your preferred method of delivery, browse to the Personal Info & Security section under the Profile menu after logging into the site.

One-Time PIN:

[Resend PIN](#)

Device Registration:

Do not remember this device.

Remember this device: This is my computer or device that I use regularly to access this account.

Note: In order to receive your One-Time PIN, it is important to update your account with any changes to your mobile phone number or e-mail. Message and data rates may apply. [Click here to view the One-Time PIN User Guide.](#)

Sample Messages



Sample Email Message

 July Business Services
One-time PIN for Your Retirement Account

To  Participant Email

Phish Alert

Enter this one-time PIN to access your retirement account. This PIN will only be valid for the next 5 minutes. Your one-time PIN is: 802662


Sample SMS Text Message



Enter this one-time PIN to access your retirement account: 548918 This PIN will only be valid for the next 5 minutes.

Update Preferred Delivery Method



- Select the  icon on the top right to access the Personal Info & Security screen.
- Under Email and One-Time PIN, the preferred device can be updated.

> General

> Email & One-Time PIN

> Security Questions

> Status

Please confirm that your email and phone information is accurate and then select where you would like your One-Time PIN to be sent.

Select One-Time PIN Delivery Method

Primary phone ▼

Receive PIN by text

Receive PIN by voice call

One-Time PIN for Transactions



- The following transactions will require a One-Time PIN to be entered if the participant was using a remembered device and did not enter a PIN when logging into the website.

Updating Email and Phone Preferences

Modify Beneficiary Elections

Password Changes

Online Loans

Online Distributions

Need Assistance?



Participant Services Team

- Have questions about the One-Time PIN process?
- The JULY Participant Services Team is here to help!
- Contact them with your questions at:
 - Phone: 888.333.5859, option 1
 - Chat: LiveChat available on the participant website
 - Email: psateam@julyservices.com