

Retirement Access Participant Updated Log-in Experience

We want participants to enjoy the ease and convenience of a digital world, and not have to worry about cyber security.

Follow these steps to update your account

First Time going to Retirement Access – Register

- Go to <https://retirementaccess.massmutual.com>
- Select register for online access
- Select **NO** when asked “Did your employer provide you with a username and password?”
- Provide the information requested on the screen and hit next.
- Follow the prompts on the screen to create an account entering your email address, creating a password and verifying your email (*click the eyeball icon to view your password*).
- Add a phone number for verification purposes.

.. MassMutual

Please provide us with the following to find your account:

I am .

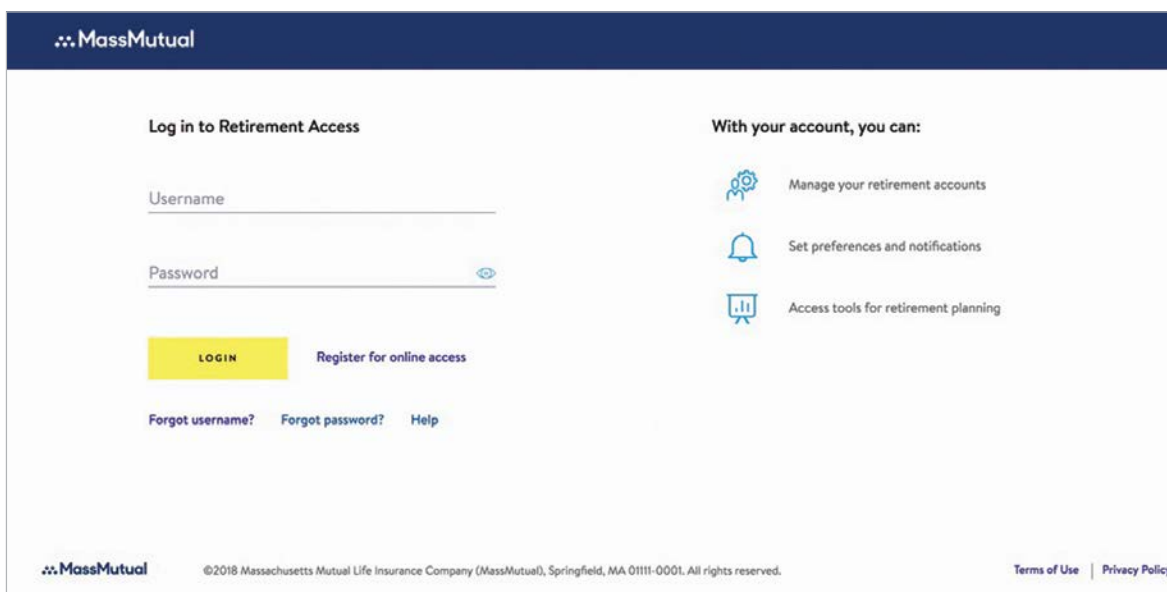
My name is

Last name and I was born on .

My Social Security number is .

Already Have a Retirement Access Account – Log In

- If you have logged in to Retirement Access before, simply go to <https://retirementaccess.massmutual.com> or use your bookmarked URL for the Retirement Access website.
- Enter your current username into the username field (it may ask for email address) and current password and select **Login** (click the eyeball icon to view your password).
- Follow the prompts on the screen to upgrade your account to add new, secure credentials (email address and password) and verify your email.
- Add a phone number for verification purposes.



The screenshot shows the MassMutual Retirement Access login interface. At the top left is the MassMutual logo. The main heading is "Log in to Retirement Access". Below this are two input fields: "Username" and "Password". The password field has an "eyeball" icon to toggle visibility. A yellow "LOGIN" button is positioned to the left of a blue "Register for online access" link. Below the login fields are three links: "Forgot username?", "Forgot password?", and "Help". To the right of the login fields, under the heading "With your account, you can:", there are three icons with corresponding text: a gear icon for "Manage your retirement accounts", a bell icon for "Set preferences and notifications", and a bar chart icon for "Access tools for retirement planning". At the bottom of the page, there is a footer with the MassMutual logo, copyright information: "©2018 Massachusetts Mutual Life Insurance Company (MassMutual), Springfield, MA 01111-0001. All rights reserved.", and links for "Terms of Use" and "Privacy Policy".

Forgot Your Password?

If you can't remember your current username and password, click [Forgot username](#) or [Forgot password](#) and follow the prompts to create your account. You will need to provide additional information including your name, DOB and SSN.

Need Help?

Call **1-888-357-0053**

Monday – Friday 8 a.m. - 8 p.m. ET