**UFCWTRUST**
Working For Your Benefit

# PARTIPANT ACCOUNT
# (MEMBER SELF-SERVICE) OR MSS
# *Reset Password / Retrieve Username*
# TUTORIAL

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## Summary

This step-by-step tutorial provides instructions to help you solve common problems signing in to your account, such as forgetting a password or username.  There are options to *retrieve your username* or *reset a password* directly from the Login page.

## How to Retrieve Your Username

If you cannot remember the username that you created during registration, follow these steps to retrieve it.

**HINT**: If you have not previously provided an email address when you set up your account, you *will not be able* to use this feature.  Please contact the Trust Fund Office (TFO) at (800) 552-2400.
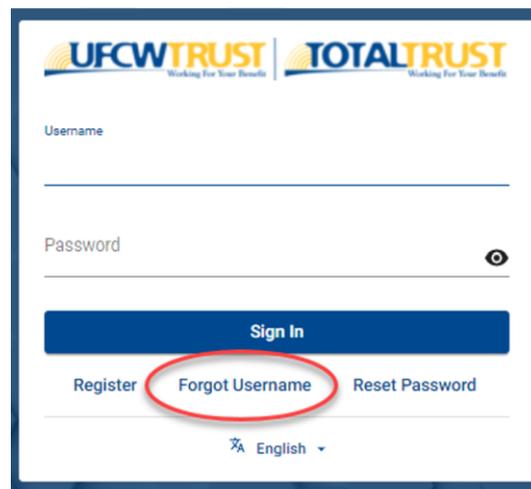
**To access the Login page:**

1. Open a web browser and go to www.ufcwtrust.com.
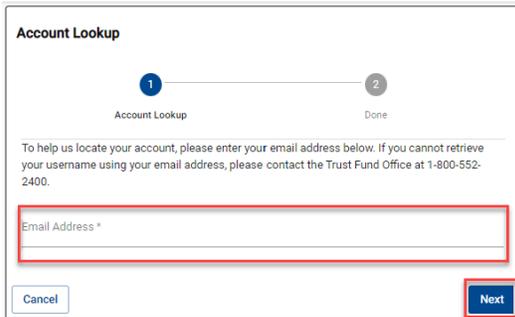2. Select A**ccess Your Account > Participant Login**.



The Login page is displayed.

3. At the bottom of the Login page, click **Forgot Username**.

The Account Lookup page is displayed. The specific page that displays depends on whether your email address is unique or shared with a dependent.

a. If your email address is not shared with other members or dependents, enter your email address in the provided field.



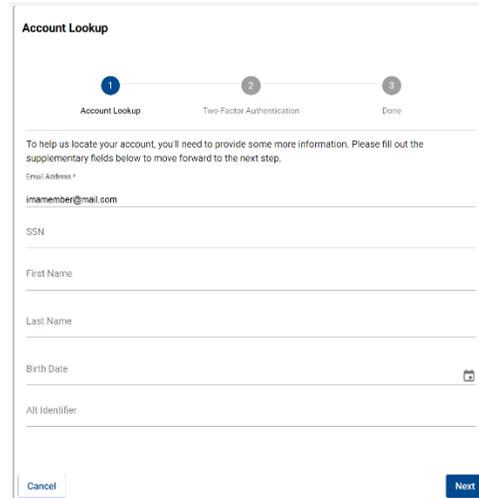b. If your email address is shared with others, OR if the system does not recognize your email, you will need to provide more details about your account.
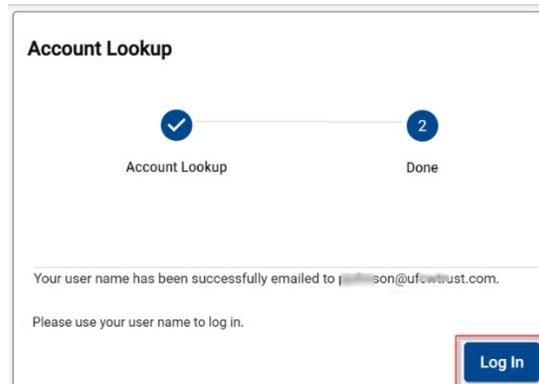


If you cannot provide enough information, call (800) 552-2400.

4. Click **Next**.
   The Account Lookup page is displayed.
5. Click **Log In**. You are brought back to the Login page.



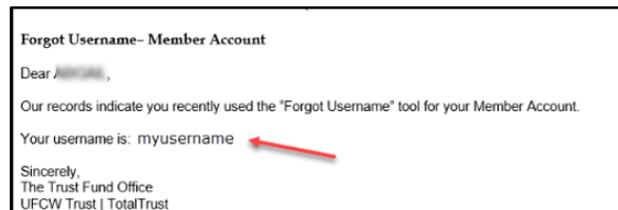6. Your **username** will be sent to the email address you provided.
7. Retrieve your username from the email.

# How to Reset Your Password

A password can be reset for any reason, such as if you were locked out, you have forgotten your password, or you just want to change your password. To reset your password, you will be asked to provide the answers to the security questions that were set up during registration. Or, if you cannot remember your answers, you can choose to have your password sent by email.

| Password Guidelines | Be sure your new password meets these guidelines:<br>• A password cannot be reset to the same password as one of the previous **3** passwords.<br>• The password is case sensitive and must have a:<br>   ✓ Minimum of **8** characters<br>   ✓ Maximum of **20** characters<br>   ✓ Minimum of **3** alphanumeric characters<br>   ✓ Minimum of **1** numeric character<br>   ✓ Minimum of **1** upper case (capital) letter.<br>A password with less than the minimum number of numeric characters is rejected. |
| --- | --- |

To reset your password, you will need to first access the Login page.

| **To reset your password:** | |
| --- | --- |
| 1. Open a web browser and go to www.ufcwtrust.com. The UFCW Trust website is opened.<br>2. From the menu bar, select A**ccess Your Account > Participant Login**. The Login page is displayed. |  |
| 3. At the bottom of the Login page, click **Reset Password**. You will now be on the Reset Password page. |  |

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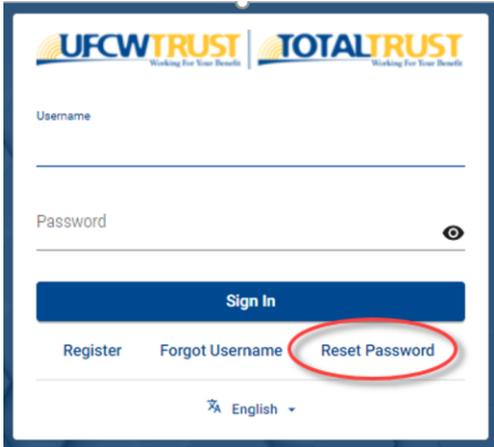
4. On the Reset Password page, enter your **username** in the Username field.
5. Click **Next**.

   You are presented with the 3 security questions that you set up during registration.

**Password Reset**

① Account Lookup

Username *
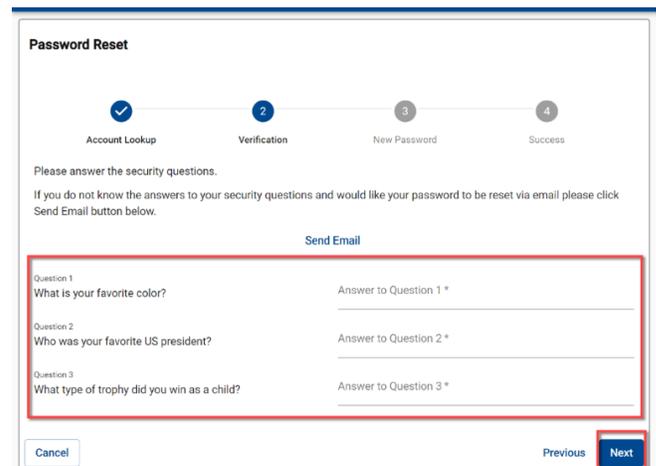usernameTest1

Cancel          Next
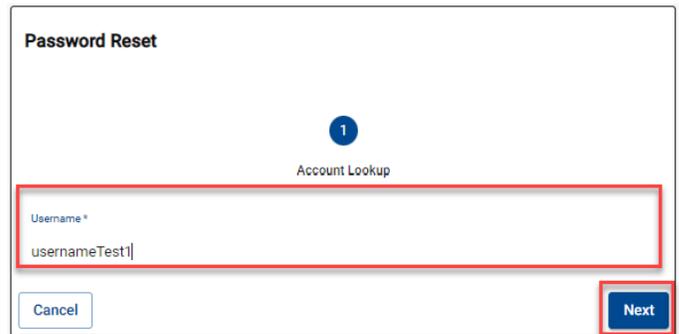
6. Answer **all 3 questions**. Note that the answer field is <u>not</u> case-sensitive.

   **HINT:** If you would like your password to be reset via email, click the **Send Email** link in the center of the page.

   You must have provided an email address when you first setup your account, otherwise you will need to contact the TFO if you cannot remember your security answers, (800) 552-2400.

7. Click **Next**.
   You are prompted to enter a new password.

**Password Reset**

✓ Account Lookup   ② Verification   ③ New Password   ④ Success

Please answer the security questions.
If you do not know the answers to your security questions and would like your password to be reset via email please click Send Email button below.

**Send Email**

Question 1
What is your favorite color?                    Answer to Question 1 *

Question 2
Who was your favorite US president?             Answer to Question 2 *

Question 3
What type of trophy did you win as a child?     Answer to Question 3 *

Cancel                                    Previous   Next

8. Enter a **new password** in the Password field, and again in the Confirm Password field.
9. Click **Next**. Your password has been reset.
10. Click **Complete**.
    You are brought back to the Login page.

**Password Reset**

✓ Account Lookup   ✓ Verification   ③ New Password   ④ Success

Please update your password.

- Password must have a minimum of 8 characters
- Password must have a maximum of 20 characters
- Password must have a minimum of 3 alphabetic characters
- Password must have a minimum of 1 numeric characters
- Password must have a minimum of 1 capital letters
- Password cannot be set to any of the previous 3 passwords

Password *                                          👁

Confirm Password *                                  👁

Cancel                                    Previous   Next