## My Retirement Plan (MRP) website What happens if I forget my password?



If you have forgotten your MRP password, you can reset it easily using the self-service option. Follow the steps below to reset your password online:

1.	Click on the self-serve "Forgot your password?" link on the MRP login screen.	Member ID: Password:	<ul> <li>Forgot your password?</li> <li>Need help?</li> </ul>
2.	Enter your Member ID. If you do not know your Member ID, you can locate it on your Member Statement*. Enter your Member ID, complete the Captcha, and click 'Next' to proceed.	Member ID Captcha	Get Another? Enter the characters you see in the image.
3.	When prompted, answer the challenge questions you created when you first accessed the MRP site. Once completed, click 'Save' to proceed.	Question 1: Answer 1: Question 2: Answer 2: Question 3: Answer 3:	What is your mother's maiden name? What was the name of your first pet? What is your spouse's middle name?
4.	After you answer the challenge questions, a temporary particle Success You have answered your challenge questions correctly. Your new password is	TEMPOF	vill be provided.
5.	Return to the MRP login screen <b>nspensions.hroffice.com</b> Log in with your Member ID and temporary password. Create a new permanent password and ensure it is securely recorded for future reference.	Member ID: Password:	<ul><li>Forgot your password?</li><li>Need help?</li></ul>

\* If you cannot locate your Member Statement and do not recall your Member ID, please contact us.