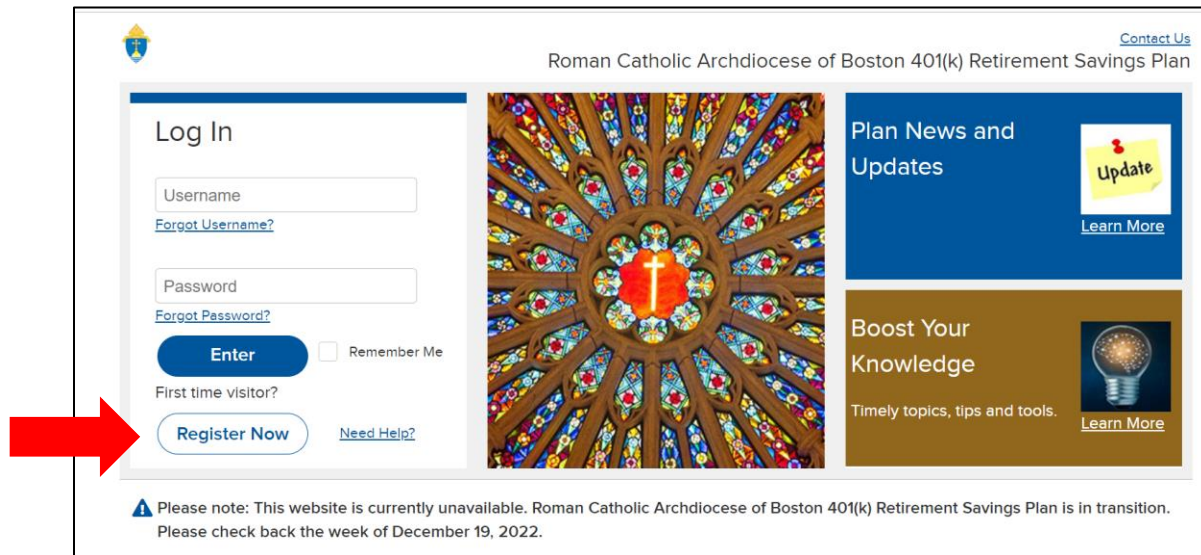


Instructions on Setting up Credentials for rcab.voya.com

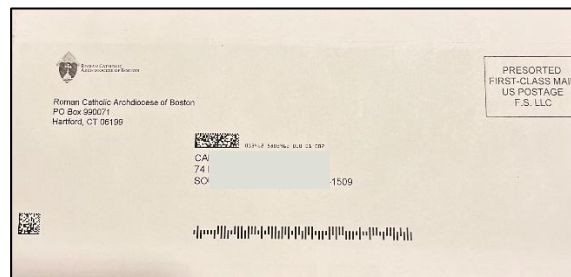
Type rcab.voya.com into your internet browser. You should see the screen below. Click **Register Now** to set up your credentials.



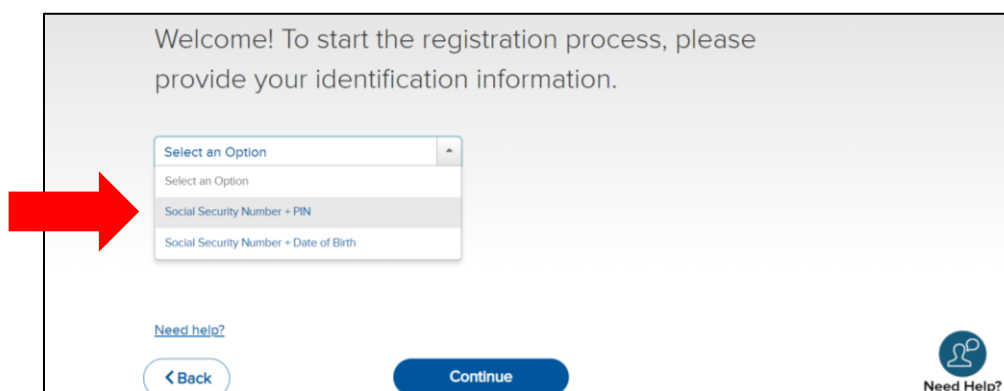
The screenshot shows the login page for the Roman Catholic Archdiocese of Boston 401(k) Retirement Savings Plan. It features a 'Log In' section with fields for Username and Password, and links for 'Forgot Username?' and 'Forgot Password?'. There is an 'Enter' button and a 'Remember Me' checkbox. Below this is a 'First time visitor?' section with a 'Register Now' button (highlighted by a red arrow) and a 'Need Help?' link. To the right of the login section is a large image of a stained glass window. Further right are two promotional boxes: 'Plan News and Updates' with an 'Update' button and 'Learn More' link, and 'Boost Your Knowledge' with a lightbulb icon and 'Learn More' link. At the bottom, a blue banner contains a warning: 'Please note: This website is currently unavailable. Roman Catholic Archdiocese of Boston 401(k) Retirement Savings Plan is in transition. Please check back the week of December 19, 2022.'

How to Register with a PIN (recommended)

For your security, Voya mailed a Personal Identification Number (PIN) to the home address on file in the payroll system. (The envelope is plain, with the Archdiocese logo and a Hartford, CT, PO Box, which is Voya's address.) **Note:** You will need your PIN to make automated transactions or to speak to a Voya customer service associate, so retain it in a safe place.



Choose the drop-down option with Social Security Number + PIN and click Continue. (If you did not receive a PIN, use the instructions starting on page 3, below).



The screenshot shows the registration process screen. It starts with a welcome message: 'Welcome! To start the registration process, please provide your identification information.' Below this is a drop-down menu labeled 'Select an Option'. The menu is open, showing three options: 'Select an Option', 'Social Security Number + PIN' (highlighted by a red arrow), and 'Social Security Number + Date of Birth'. At the bottom of the screen, there is a 'Need help?' link, a '< Back' button, a 'Continue' button, and a 'Need Help?' icon with a person silhouette.

Enter your SSN and your PIN on the next screen. You will then create your profile by providing the requested information. Your Password will need to meet certain criteria, which will appear once you click into that field. Click the “I agree” box and then **Continue**.

Let's Create a Secure Password

- ✓ Minimum of 8 Characters
- ✓ Uppercase letter (A-Z)
- ✓ Lowercase letter (a-z)
- ✓ Number (0-9)
- ✓ Special Character (! @ # \$...)



Now, please provide the information below to create your new profile.

First Name Last Name

Username

Password Confirm Password

Email Mobile

[Why do we ask for your email?](#) [Why do we ask for your mobile number?](#)

☐ I agree to the [Terms of Use](#) and [Privacy Notice](#) [Having trouble? Call 1.855.817.8664](#)

Continue

The Voya portal will ask to verify your mobile number (unless you click “I’d prefer to use my email.”) Enter the code texted to you by Voya and click **Verify**.

Next, let's verify your mobile number.

Keep in mind - we will use this for username and password recovery, device validation and account alerts.

Mobile (Preferred) [I'd prefer to use my email](#)

By providing your mobile number and clicking the "Send Verification Code" button below, you (i) consent to Voya sending one text message (which contains a verification code) using an automatic telephone dialing system to the mobile number you provided, and (ii) agree to the [SMS/Text Message Terms & Conditions](#) and [Privacy Policy](#). Message and data rates may apply. Reply **STOP** to cancel and **HELP** for assistance.

[+ Do you use a Financial Aggregation Service?](#)

< Back **Send Verification Code**

We have just sent a verification code to XXX-XX41.

Please enter the code below to verify your identity.

4110- [Send me a new code.](#)

[+ Tips](#)

Verify

If you are using a device that is not a shared or public device and would like to register it, which enables Voya to more easily verify that you are the person accessing your account, click the button next to “Yes, please register my device” and then click Continue. You will then see screens to set up preferences on how you would like to receive communications. To access your account, use your new credentials to log in.

Would you like to register your device?

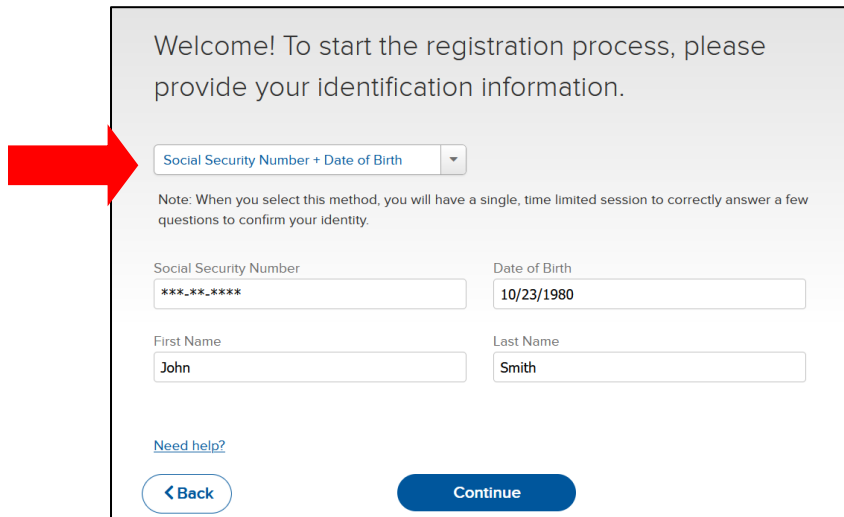
☒ **Yes, please register my device**
I trust this device and wish to avoid receiving and entering a verification code every time I login.

☐ **No, do not register my device**
I am on a shared device and/or I prefer to confirm my identity every time I login by receiving and entering a verification code.

Continue

How to Register Without a PIN

Type **rcab.voya.com** into your internet browser. You should see the screen on page 1, above. Click **Register Now** to set up your credentials. Then choose **Social Security Number + Date of Birth** from the drop-down menu.



Welcome! To start the registration process, please provide your identification information.

Social Security Number + Date of Birth ▼

Note: When you select this method, you will have a single, time limited session to correctly answer a few questions to confirm your identity.

Social Security Number: ***-**-****

Date of Birth: 10/23/1980

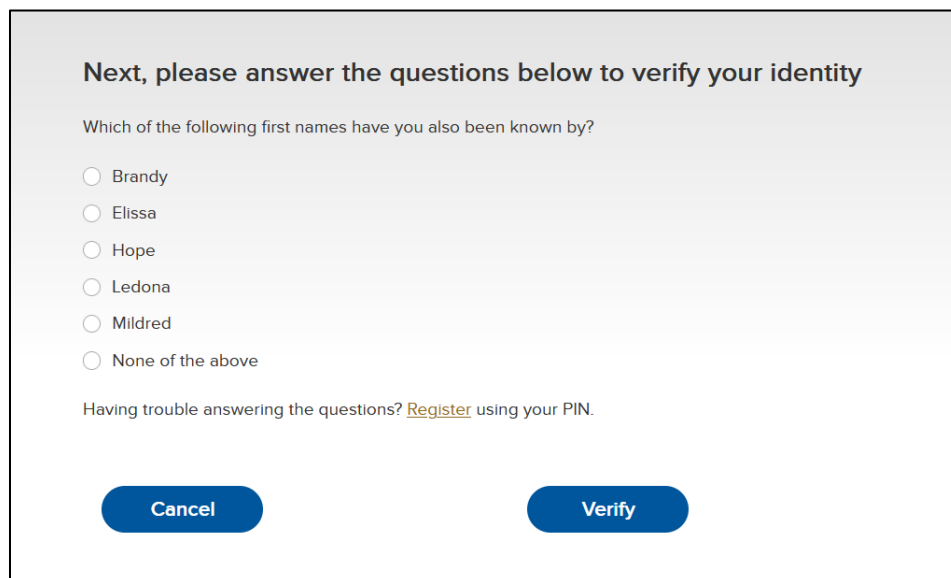
First Name: John

Last Name: Smith

[Need help?](#)

[< Back](#) [Continue](#)

The Voya portal then uses data from Lexis-Nexis to ask you to validate certain information about yourself, primarily other names you have used and places you have lived (or not lived). There will be 4-5 screens with questions about you (see sample below). Carefully read each question (making sure to note if you are being asked if the data is true or not true) before clicking **Verify**; if you make a mistake on any screen, the system will not let you proceed further and you will need to call Voya Customer Service at (855) 817-1664. Note: if you exit the system before finishing all screens, you will not be able to return later to complete the series of questions and will need to call Voya Customer Service.



Next, please answer the questions below to verify your identity

Which of the following first names have you also been known by?

- ☐ Brandy
- ☐ Elissa
- ☐ Hope
- ☐ Ledona
- ☐ Mildred
- ☐ None of the above

Having trouble answering the questions? [Register](#) using your PIN.

[Cancel](#) [Verify](#)

Once complete, you will be asked to register your device, set up preferences, etc., as noted above.

For help with logging in, please contact Voya at (855) 817-1664. To obtain additional information about the 401(k) Plan, please contact the Archdiocese of Boston Benefits Department at benefits@rcab.org or (617) 746-5640.