

# Accessing Your Account on the Web Site



Deferred  
Compensation  
Program



In order to access your account, you need a Personal Identification Number<sup>1</sup> (PIN) and a Username. Upon enrolling in the Commonwealth of Pennsylvania Deferred Compensation Program (Program), a PIN will be mailed to you, normally within two weeks. Once you log in to the Web site, you will be prompted to personalize both your PIN and Username.

## To obtain a replacement PIN by phone

- Call KeyTalk<sup>®</sup> toll free at **(866) SERS457** (866-737-7457).
- Choose **option 1** and wait for a representative.
- Once a representative answers, **you may request a temporary PIN**. You will receive a PIN that must be used within 24 hours. Otherwise, you may request to have a new PIN mailed to you (which takes seven to 10 business days).

## To obtain a replacement PIN via the Web site

- Visit **www.sers457.com**<sup>2</sup> and click on the **“Forgot your PIN?”** link in the login box.
- Enter your Username and follow the prompts to log in to your account.

## If you have your PIN but don't have a Username

- Go to the Web site at **www.sers457.com**.
- Click on the **“Don't have a Username? Register here”** link in the login box. You will be led through a series of screens to set up a Username, verification question and a PIN of your choice before you are taken to your account.
- In the future, from the opening page of the Web site, enter your Username and PIN in the login box to access your account.
- If you forget your Username or PIN there are links above the login box on the home page to help you retrieve them.

## If you don't have a Username or PIN

- Go to the Web site at **www.sers457.com**.
- Click on the **“Forgot your PIN?”** link in the login box.
- Click on the **“Order PIN”** box on the right. Your PIN will be mailed to you within seven to 10 business days. Once you have a PIN, you can log in using the instructions for having a PIN but no Username.

## The Web Site Is Open 24/7<sup>2</sup>

### Visit anytime for:

- **Online File Cabinet<sup>®</sup>**: Instead of sending your paper statements by mail, we'll e-mail you when statements are ready. You'll link from the e-mail to our secure Web site where you can view or print from the Online File Cabinet.
- **DreamTracker<sup>SM</sup>**: Estimate your retirement savings nest egg and analyze whether you are on schedule to meet your retirement income needs.
- **Balance Check and Statement-on-Demand**: Check in anytime to see the most up-to-date information about your account.
- **Paycheck Comparison**: View the effects of retirement plan contributions on your take-home pay.
- **Virtual Classroom**: This robust, online learning tool provides comprehensive information on a variety of retirement-related topics.



**Great-West**  
RETIREMENT SERVICES<sup>®</sup>

<sup>1</sup> The account owner is responsible for keeping the assigned PIN confidential. Please contact Great-West Retirement Services<sup>®</sup> immediately if you suspect any unauthorized use.

<sup>2</sup> Access to KeyTalk and the Web site may be limited or unavailable during periods of peak demand, market volatility, systems upgrades/maintenance or other reasons.

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Questions? Need to enroll? Visit the Web site at **www.sers457.com** or call **(866) SERS457**.