How to Update
My Personal Information

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Important Information — Read This First!

Why Should I Update My Personal Information?

You should update your personal information if you:

- Change your name
- Have a new address
- Get a new phone number
- Change email addresses
- Would like to change your contact information

About This Guide

This "How to…" guide describes the most important steps needed to complete certain transactions using the PlanConnect® web site. Note that the web site may have changed since this guide was issued. If you have any questions about the guide or need additional assistance, please contact PlanConnect® using the contact information listed on the last page.

The examples appearing in the guide are for illustrative purposes only; the information you will see will differ.

Updating Your Personal Information
## Step 1: Connect to PlanConnect®

Go to the PlanConnect® Web Site

1. Open your web browser and go to
   www.planconnect.com.[1]

2. Click on **LOG INTO YOUR ACCOUNT**.

3. The log-in window will open.

## Log In to Your Account

1. Enter your User ID.
   If this is the first time you're logging in, you will be
   using your Social Security number.

2. Enter your Password.
   If this is the first time you're logging in, use your
   date of birth in mmddyyyy order.
   (e.g., July 20, 1987 would be 07201987.)

3. In the drop-down menu labeled "Select Role,"
   verify **PARTICIPANT** is selected.

4. Click on the **LOGIN** button.

1 This application is written to work with Firefox 2.0+, Internet Explorer 6.0+ and Safari 3.0+. While this application should work with browsers from Firefox or Internet Explorer that are within this version range, there may be versions designed specifically for AOL or Macintosh which may encounter problems with some JavaScript used in this site. Problems experienced with these browsers should be considered bugs in these browsers. You may contact your browser distributor about the problem. AOL subscribers may opt to use Internet Explorer or Firefox directly instead of going through the AOL browser. New devices such as wireless telephones, personal digital assistants, etc which are Internet accessible may not have browsers capable of properly navigating this site.
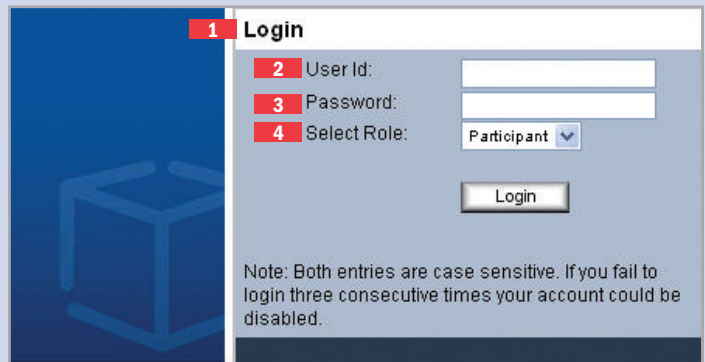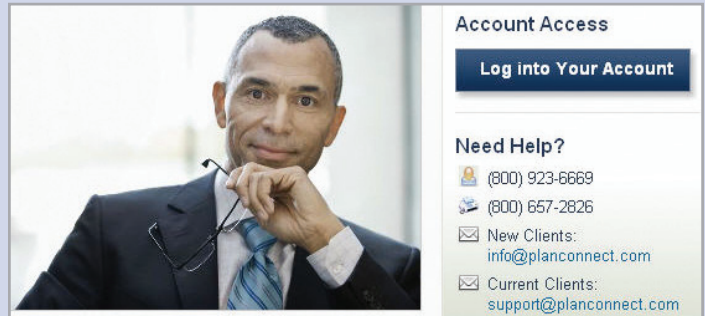
Step 2: Access Your Personal Information

1. Click on **MY PROFILE**.

2. From the drop-down menu that appears, select **PERSONAL INFORMATION**. The "Edit Personal Information" window will open.
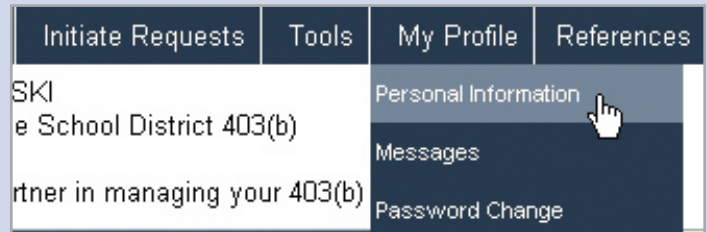
Step 3: Enter the New Information

1. Update the screen with your new information.

2. Click **SUBMIT**.

3. If there is an error, click **RESET**.

Step 4: Look for a Confirmation

1. You will receive a confirmation by e-mail (if an active email address is on file) within an hour after your request has been received.

Need Additional Help?

Need help updating your personal information? Call us at 800-923-6669 9:00 am – 5:00 pm Eastern Time.

To Contact PlanConnect®

Find us on the web at:	**Email us at:**	**Call us at:**
www.planconnect.com	support@planconnect.com	800-923-6669

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