



Your account online – easier to access and protected by the latest security

What's this all about?

The following changes will help make your online account experience more secure and user-friendly:

Easier Login

- The same username and password if you have multiple accounts with Voya
- No more security questions to remember
- Immediate password reset by text or email

Latest Protection

- Stronger password set-up with eight character minimum and special characters requirement

When you login to your account after this update, simply follow the prompts to create your new password and to tell us where to email or text password reset information if you happen to forget it.

How does this impact access by phone?

When calling the toll-free service line, you will continue to access the automated system or Service Center using the same credentials you use today. For example, you may continue to use your Social Security Number and Personal Identification Number (PIN).

How does this impact mobile access?

The username and password you create for website access will also apply to the Voya Retire mobile app. Download the “Voya Retire” app from the App StoreSM, Google Play, Amazon Apps or visit mobile.voyaplans.com



Available for iPhone®
and Android™ devices



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