

Login Help - FAQ's

Frequently Asked Questions



Question 1: How do I login to the website?

Question 2: I need to create my user name and password, but forgot my PIN.

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Question 1: How do I login to the website?

Initial Login - If you are logging in for the first time, you will need to establish a user name and password. On the [Retirement Account Sign In](#) screen, select the link at top to create a user name and password and follow the instructions.

After initial login - On the [Retirement Account Sign In](#) screen, enter your user name and password.

Question 2: I need to create my user name and password, but forgot my PIN. How can I find out what my PIN is?

You will need to request a new PIN by calling the BPAline voice system to request a new PIN number at **800-530-1272 (toll-free)**

- Once you have called the voice system, enter your Social Security Number
- When prompted enter your PIN, press"00" (zero zero) followed by the pound sign (#) to request a new PIN.
- You will receive a letter containing your new PIN number by mail in 4 to 5 business days.

Question 3: My account is locked. How can I unlock my account?

To unlock your account, please contact customer service at BPA (Benefits Plan Administrators) by calling **866-401-5272 (toll-free)**. From the main menu, select option 3 then option 3 again. Customer Service Representatives are available Monday through Friday, 8:30 am to 6:00 pm EST.

Question 4: I have received the message "your session has expired", what does this mean?

For security reasons, the system will expire your session after a specified time of inactivity. You will need to login again to access your account.

Question 5: I have a question about my account or would like to schedule a meeting, who do I contact?

Contact Suncoast Trust & Investment Services, located at Suncoast Schools Federal Credit Union, Monday through Friday, 8:30 am to 5:00 pm EST. Please call **866-300-9382** (*toll-free*) or email us at trustandinvest@suncoastfcu.org.

Question 6: What is the recommended browser for this website?

To access our online systems, Microsoft Internet Explorer (version 7.0 or above) or Netscape Navigator (version 6.0 or above) is required. For best results, please use the Internet Explorer 6.0 (or newer) Web browser with all of the latest security patches and 128 bit encryption. If you are having trouble, please update your Web browser to the newest version.

Question 7: Why does my Password/PIN need to be secure?

Your Password/PIN should be secured to protect your account from unauthorized access. For security purposes, the system will automatically lock your account if someone does attempt to login to your account too many times with an incorrect password. This helps to prevent unauthorized access to the account by someone trying many combinations of passwords.

Question 8: I have a user name and password but have forgotten one of them. How can I access my account?

On the [Retirement Account Sign In](#) login screen, select the appropriate link and follow the instructions provided:

- [Forgot Your Password?](#)
 - [Forgot Your User name?](#)
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