

## **EMJAY RETIREMENT SERVICES ACCOUNT ACCESS INFORMATION**

**Website Address:** [www.gwrs.com/emjay](http://www.gwrs.com/emjay)

**Voice Response System:** (888) 365-2926

**J Website Enrollment for New Participant - [www.gwrs.com/emjay](http://www.gwrs.com/emjay)**

Step 1 - Participants will receive a PIN number in the mail to access the website.

Step 2 - Click on "Don't have a Username? Register here."

Step 3 - Enter Social Security Number and PIN

Step 4 - Follow prompts to create a Username

**J Forgot your Username and/or PIN?**

Step 1 - Call the Voice Response System at (888) 365-2926

Step 2 - Enter \*0 and Social Security Number

Step 3 - Wait for Customer Service Representative and ask for a temporary PIN

Step 4 - Access account online and click "Don't have a Username? Register here."

Step 5 - Follow prompts to create a Username and PIN

**J How to make Investment Changes Online**

**Easy way to have New Contributions and Existing Dollars invested the same way**

Step 1 - Login to account online - [www.gwrs.com/emjay](http://www.gwrs.com/emjay)

Step 2 - Click on "Change Account" (along left side of the screen)

Step 3 - Click on "Rebalancer"

Step 4 - Select the frequency (Once, Quarterly, Semi-Annually, Annually) and click "Continue to the Next Step"

Step 5 - Enter investment allocation percentages (make sure they add to 100%)

Step 6 - Check the "Direct Future Contributions" button if you want new contributions to be invested the same way as existing assets

Step 7 - Review transaction information and Click "Continue" (there may be two screens)

Step 8 - Click "Submit"

**J How to get Specific Forms (Salary Deferral Change Request, Beneficiary, Rollover, etc.)**

Step 1 - Click on "Change Account" (along left side of the screen)

Step 2 - Click on "Forms"

Step 3 - Select the Appropriate Form

**J Customer Service Representative (888) 365-2926**

Representatives are available M-F 7:00 a.m. - 7:00 p.m. CT.

Participants are able to inquire about loan status, vested balances, new pin number and other general account information.