How to set up your Principal® individual account login

FOLLOW THESE STEPS.

1 Go to Principal.com.

- Click "**Log in**" in the upper right corner.
- Click "**New user? Register here**," then "**Individuals.**"
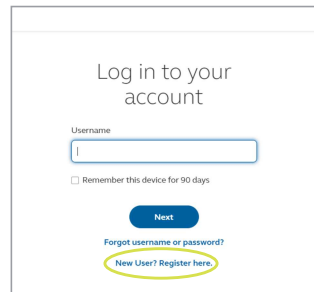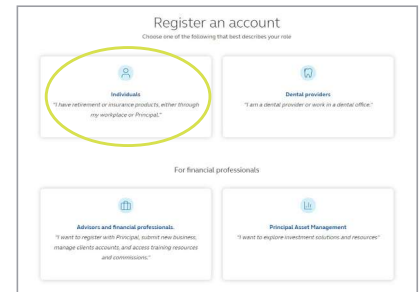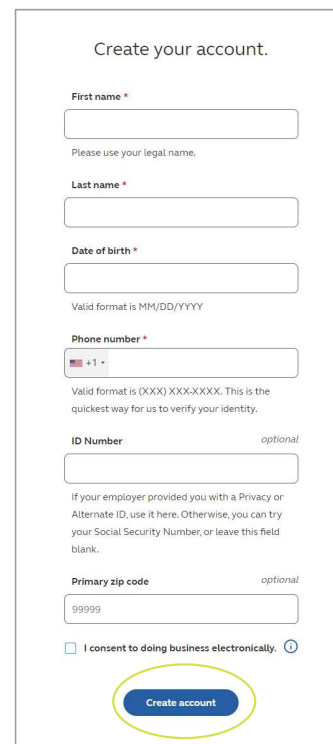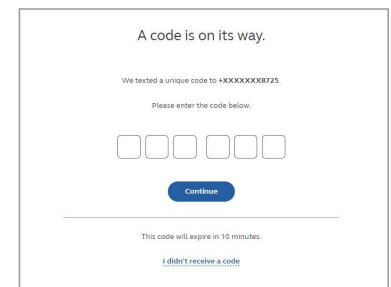
2 Enter your personal information.

- That includes first name, last name, date of birth, phone number, and your ID number (either your Social Security Number or a number provided by your employer) **or** zip code. (We will use the phone number in Step 4 to text or call you to verify your identity.)

3 Click the box "I consent to doing business electronically."

- Then click "**Create account**."

4 Verify your identity.

- If your phone number matches our records, you'll receive a one-time code via text. If not, you'll be asked to verify your identity by uploading a copy of a government-issued photo ID (driver's license, passport) and a selfie.

Steps continued on next page

Log in to your account

Username

☐ Remember this device for 90 days

Next

Forgot username or password?

New User? Register here.

Register an account

Choose one of the following that best describes your role

Individuals
"I have retirement or insurance products, either through my workplace or Principal."

Dental providers
"I am a dental provider or work in a dental office."

For financial professionals

Advisors and financial professionals.
"I want to register with Principal, submit new business, manage clients accounts, and access training resources and commissions."

Principal Asset Management
"I want to explore investment solutions and resources."

Create your account.

First name *

Please use your legal name.

Last name *

Date of birth *

Valid format is MM/DD/YYYY

Phone number *

🇺🇸 +1 ▾

Valid format is (XXX) XXX-XXXX. This is the quickest way for us to verify your identity.

ID Number   *optional*

If your employer provided you with a Privacy or Alternate ID, use it here. Otherwise, you can try your Social Security Number, or leave this field blank.

Primary zip code   *optional*

99999

☐ I consent to doing business electronically. ⓘ

Create account

A code is on its way.

We texted a unique code to +XXXXXXX8725.

Please enter the code below.

Continue

This code will expire in 10 minutes.

I didn't receive a code

(5) Once your identity has been verified **through either the one-time code or document upload:** Create a username and password, and provide an email address.

- Click "**Continue**."

Choose a username and password.

Create a unique username *

Username must be 8-32 characters and include at least 2 numbers. No special characters or spaces, please.

Enter a unique password *

Password must be 8-64 characters and have at least 1 number and 1 letter. It cannot include your username. Most special characters are accepted.

Confirm your password *

Email address *

We'll also need an email address.

Confirm your email address *

Continue

(6) **Select and answer three customer service security questions.**

- If we ever need to verify your identity we'll use these questions.

Set your customer service questions.

If you call our customer service number, our representatives will ask you to answer one of these questions over the phone to confirm your identity.

Question one *

Select a question

Answer one (2-character minimum) *

Question two *

Select a question

Answer two (2-character minimum) *

Question three *

Select a question

Answer three (2-character minimum) *

Continue

(7) **Next, set up multi-factor authentication (MFA) for your account.** MFA is a security step used to confirm your identity each time you log in. You may use an authenticator app such as Google Authenticator or a phone text or call. Follow the on-screen prompts to make your selection.

(8) **Type in the code that is sent to you, and follow any directions on screen to complete log in.**

Note: Every time you log in or if you forget your password, you will be asked for a verification code to confirm it's really you. The first time you log in, you choose how you receive verification codes. Options include a phone text or call, or authenticator app.

WE'RE HERE TO HELP.
Call us at +1-800-986-3343, Monday-Friday, 7 a.m.-7 p.m. CT, to answer your questions.