



Setting up your retirement account access

You have multiple options for setting up your account access, outlined below.

Accessing the Retirement Benefits Website directly. (Preferred Approach)

In order to maintain online access to your retirement account(s) information, you need to complete the registration process through the new Retirement Benefits website. It is the only way to ensure you have online access to your accounts. If you do not know your Worklife password to access through Worklife as described in the Alternative Access Method section below, you will need to complete the following:

Step 1: Request a Registration Key.

- Go to <https://boeingbenefitsconnection.benefitcenter.com/opglobal>.
- Select "Register as first-time user"
- Follow the online instructions to request a Registration Key. The Registration Key will be mailed to your address of record; allow 5-7 business days for receipt.

NOTE: Registration keys expire 15 days from when the letters are dated, so take action to register immediately upon receiving yours.

Step 2: After receiving your Registration Key, register your account.

- Go to <https://boeingbenefitsconnection.benefitcenter.com/opglobal>.
- Select "Register as first-time user".
- Follow the online instructions to register using your Registration Key. You will create a:
 - Unique user ID and website password.
 - Logon recovery information. Your email and security questions are required to complete the logon recovery. A 10-digit mobile phone number is optional.

Device Authorization will be required each time you access Retirement Benefits from a new browser, new device and any time your web browsing history is cleared.

Step 3: Create a telephone password.

- After registering, log in to your account and click "Personal Information," then click "Reset Password (Telephone)."

Creating a telephone password allows you to access the Boeing Retirement Service Center by telephone. If you do not create a telephone password you will be prompted to request a Temporary Password the first time you call the Boeing Retirement Service Center. It will be mailed to your address of record. You will not have full access to your account until you receive your password.

Please note, your Worklife password is different than your Retirement Benefits password. Using your Retirement Benefits password to access Worklife may result in being locked out of the Worklife system after three attempts with the incorrect password

Calling the Boeing Retirement Service Center directly at 833-787-2772.

You may now call the Boeing Retirement Service Center directly. A password is not required to speak with a representative. However, a telephone password is required to access your personal account information. If you do not create a telephone password online before the first time you call the Boeing Retirement Service Center, you will be prompted to request a Temporary Password and it will be mailed to your address of record. You will not have full telephonic access to your account until you receive your Temporary Password (or set up your own telephone password through the online system).

Managing Your Account.

Once you've registered online or set up your telephone password, you can manage your Boeing retirement benefits online or by phone.

- **Online:** Go to the Retirement Benefits website at <https://boeingbenefitsconnection.benefitcenter.com/opglobal>. Enter the username and website password you created during the registration process.
- **By Phone:** Call the Boeing Retirement Service Center at 1-833-787-2772. When prompted, enter the requested login credentials and your telephone password. Request "Pension" or "Savings" to be connected with a representative.

Retirement Representatives are available Monday through Friday, from 9 a.m. to 9 p.m. U.S. Eastern time (6 a.m. to 6 p.m. Pacific, 7 a.m. to 7 p.m. Mountain, 8 a.m. to 8 p.m. Central), excluding holidays. Hearing impaired callers should use the relay service offered through their telephone service provider.

Alternative Access Method.

Using Boeing Worklife Online

1. Go to Boeing Worklife at <https://boeing.service-now.com/worklife>.
2. Select "Worklife from home" on the right half of the page. Then enter your BEMSID and Worklife (formerly TotalAccess) password.
3. On the Worklife Home page click on the red notifications bell next to your name and select Retirement Benefits. Or beginning June 26, look for the link in the Quick Access box.
4. Once on the Retirement Benefits website, select "Register as a first-time user". You do not need a registration key for this method. Follow the steps to create your:
 - Unique user ID and website password
 - Logon recovery information. Your email and security questions are required to complete the logon recovery. A 10-digit mobile phone number is optional.
5. Follow the Step 3 instructions above to create a telephone password.

Device Authorization will be required each time you access Retirement Benefits from a new browser, new device and any time your web browsing history is cleared.

Need to Access Health and Insurance Information or the Boeing Discount Program?

Instructions for accessing Boeing Service Center for Health and Insurance as well as the Boeing Discount Program can be [found here](#).