

FORGOT/RESET PASSWORD

OVERVIEW

NetXInvestor is enabled for users to reset their password directly through the website. The following guide will outline the steps for online access users to do password resets on the NetXInvestor platform.

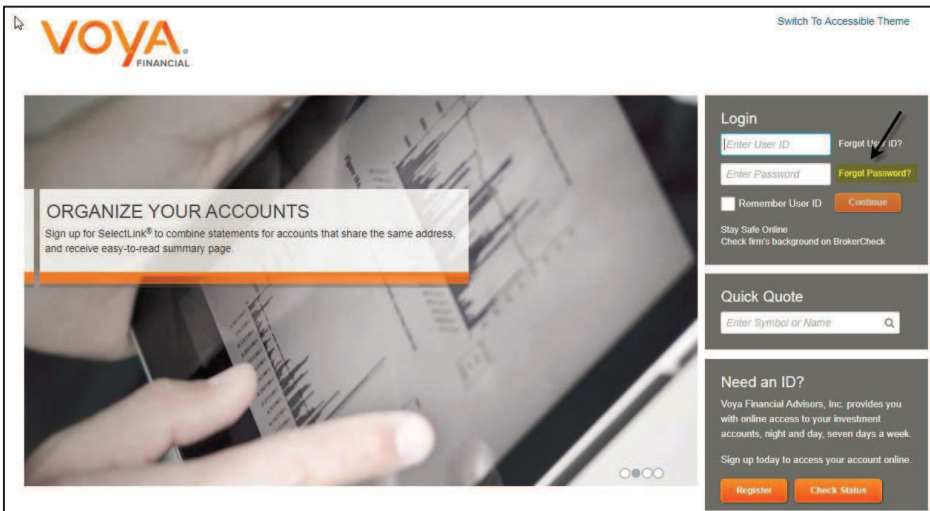
Please Note:

If using the netxinvestor.com link, please type **3Z1** in the Financial Org # box located above the user ID box.

After one failed attempt, please use the FORGOT/RESET PASSWORD instructions below to limit the chances of getting locked out. The system will restrict a user's access after three failed attempts to log in. At this time a call will need to be made to the Voya Financial Advisors Resource Center to have the user ID unlocked.

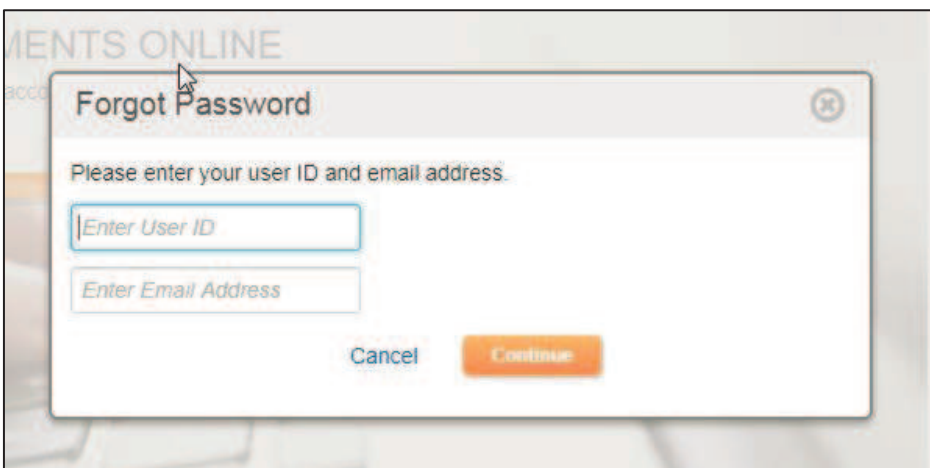
STEP 1

On the myvovaira.voya.com home page click **Forgot Password**



STEP 2

After clicking **Forgot Password**, a screen will display to enter user ID and registered email address.



STEP 3

After completing verification in step 2 you will be prompted to answer challenge questions to reset your password. After completion click **Continue**

Please Note:

The system will restrict a user's access after three failed attempts to answer the security questions. At this time a call will need to be made to the Voya Financial Advisors Resource Center to have the user ID unlocked.

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Security Questions

1 For your security please answer your personal questions.

What was the make and model of your first car? (Ex: Ford Mustang)

Enter Security Answer Hide Responses

What is your favorite book?

Enter Security Answer

What is your favorite movie?

Enter Security Answer

Remember My Device

2 Would you like to access your accounts from this device in the future without the need to answer a security question?

Check "No" if you are using a public device

Yes No

NOTE: Your device will be remembered for 120 days.

Cancel Continue

STEP 4

On the next screen enter a new password and confirm the new password in the fields and click **Continue**
Please note the requirement below for the new password. (Also found to the right of the screen)

- Cannot contain VOYA FINANCIAL ADVISORS, INC. ID
- Must contain a minimum of 8 and a maximum of 12 characters
- Cannot contain any special characters. For example, #@\$!&*
- Cannot contain any repeating characters. For example, AA-BB-CC-11-22-33
- Must contain at least one alpha and one numeric character. For example, 1redcar2
- Cannot contain your first, last or middle name

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Reset Password

Enter a new password using the Password Rules.

New Password

Enter Password

Confirm New Password

Enter Password

To create an acceptable password your password must :

1. not contain VOYA FINANCIAL ADVISORS, INC. ID
2. contain a minimum of 8 and a maximum of 12 characters
3. not contain any special characters. For example, AA-BB-CC
4. contain at least one alpha and one numeric character. For example, 1redcar2
5. not contain your first, last or middle name

Cancel Continue

WHO DO I CONTACT WITH QUESTIONS?

Your financial advisor or your Voya Financial Advisors Resource Center at (800)356-2906