

## Trustmark Online Solutions Website: Security questions and answers setup process

1. When you navigate to [Trustmark Online Solutions Website](#) this is the web page that will appear.

The screenshot shows the Trustmark Voluntary Benefit Solutions, Inc. Online Login page. The page has a header with the company logo and contact information. The main content area contains a login form with fields for User ID and Password, a Reset Password link, and a Login button. Below the form is a link to Change Your Password. At the bottom, there is a privacy policy statement and a legal notice.

Trustmark Voluntary Benefit Solutions, Inc.  
Online Login  
Trustmark Voluntary Benefit Solutions, Inc.  
1.800.514.3446

Trustmark Voluntary Benefit Solutions, Inc.  
Online Login

User ID:  [Reset Password](#)

Password:

[Change Your Password](#) ☐

Trustmark Voluntary Benefit Solutions, Inc. is committed to protecting the privacy of your information. We employ SSL encryption technology, the standard for data encryption on the Internet. To ensure that your data is protected please use the latest version of [Microsoft Internet Explorer](#) with 128-bit strength encryption.

**LEGAL NOTICE:** By Using This Web Site, You Agree To Be Bound By The [Member Service Terms And Conditions](#) Set Forth [Herein](#).

2. Enter your current User ID, Password and Click on the “Login” button
3. Once you’ve completed the log in, the screen shot below shows the popup message box that appears.

The screenshot shows the Trustmark Voluntary Benefit Solutions, Inc. Online Login page with a popup message box. The popup message box contains a warning icon and the text "Security questions need to be setup." with an OK button.

Trustmark Voluntary Benefit Solutions, Inc.  
Online Login  
Trustmark Vol. Benefit Solutions, Inc.  
1.800.514.3446

Trustmark Voluntary Benefit Solutions, Inc.  
Online Login

User ID:  [Reset Password](#)

Password:

Message from webpage

Security questions need to be setup.

OK

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4. After clicking “OK” this is the web page that will appear. On this form you will need to select three different questions from the questions list and provide answers for each of those questions. **Note: answers are not case sensitive.**

**View / Update Your Settings**  
Question responses are case insensitive

Select Report Option

Adobe PDF

▼

ID

Select Security Question

What was the name of the company where you had your first job?

▼

← Select Question #1 and Provide an Answer → Answer

Select Security Question

What was the name of the company where you had your first job?

▼

← Select Question #2 and Provide an Answer → Answer

Select Security Question

What was the name of the company where you had your first job?

▼

← Select Question #3 and Provide an Answer → Answer

Email Address

5. Click on “Save” and you will receive a popup stating that the information has been saved and the Authorized Applications page will appear. **Note: If you exit without saving, everytime you log in you will be prompted to setup these questions.**

## Trustmark Online Solutions Website: Password reset process

(Note: Steps 4 through 7 are the same steps when your password expires on a monthly basis)

1. On the Login page is a link called "Reset Password". Enter your UserID and click on the "Reset Password" link.

Trustmark Voluntary Benefit Solutions, Inc.  
Online Login  
Trustmark Voluntary Benefit Solutions, Inc.  
1-800-514-3446

Trustmark Voluntary Benefit Solutions, Inc.  
Online Login

User ID  [Reset Password](#) ←

Password

☐ Change Your Password

Trustmark Voluntary Benefit Solutions, Inc. is committed to protecting the privacy of your information. We employ SSL encryption technology, the standard for data encryption on the Internet. To ensure that your data is protected please use the latest version of [Microsoft Internet Explorer](#) with 128-bit strength encryption.

**LEGAL NOTICE:** By Using This Web Site, You Agree To Be Bound By The [Member Service Terms And Conditions](#) Set Forth [Herein](#).

2. The screen shot below shows the page that appears. The security question is chosen at random, from your list. Type in the correct response and click on "Send Email".

Trustmark Voluntary Benefit Solutions, Inc.  
Email Password  
Trustmark Voluntary Benefit Solutions, Inc.  
1-800-514-3446

The question displayed here is one of your 3 setup questions chosen at random.

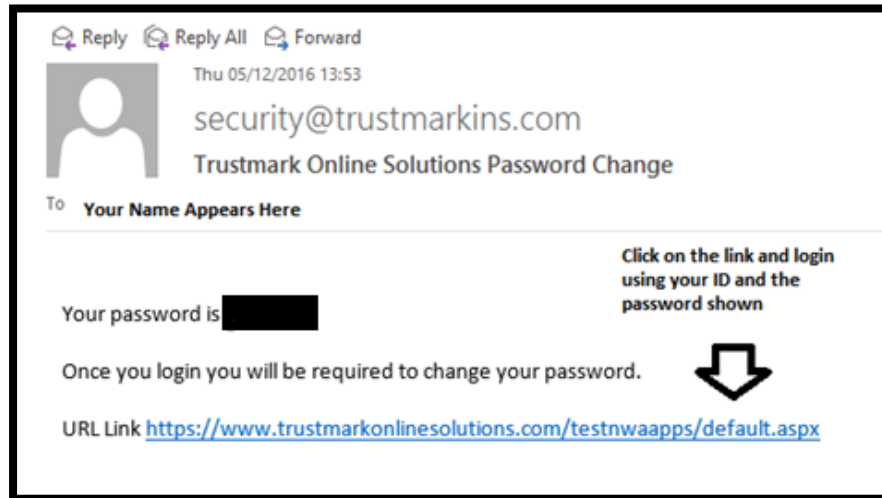
**Email My Password**  
Question responses are case insensitive

What was the first name of your favorite childhood friend?

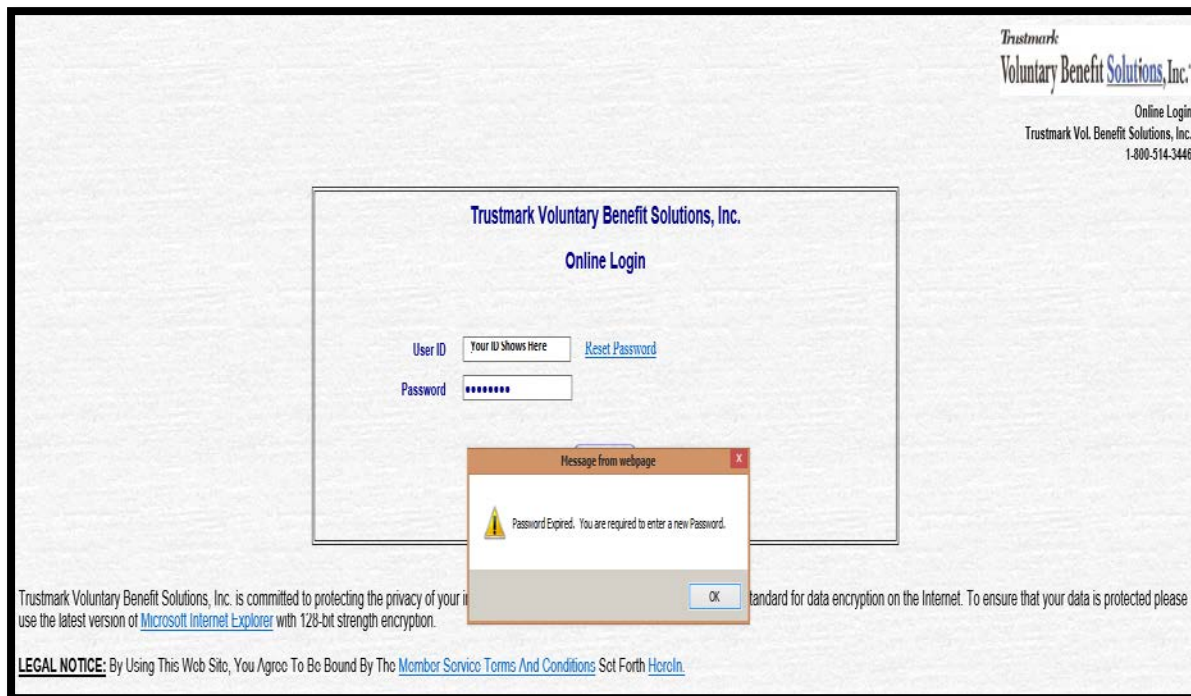
After clicking on "Send Email" you will receive an email with your current password. When you login with that password you will be required to enter a new password.

Provide the correct response and click on "Send Email" button. Your response does not need to be case sensitive.

3. You will receive an email similar to the one shown below with a temporary password you can use to log in.



4. After clicking on the link in the email you will automatically navigate to the Login page. Enter your UserID and your current password as shown in the email. Click on the "Login" button and the popup message below will appear.





5. After clicking OK for the popup message the web page shown below will appear. This page is used to setup your new password. The information in the lower-left part of the page describes the guidelines for entering a new password. A password will not be accepted until the “Password Validity” fields shows “Fair”, “Good” or “Excellent” based on the outlined criteria. The goal should be to enter a password that is “Good” or “Excellent”, but “Fair” will be accepted.

The screenshot shows the 'Change Password' web page. In the top right corner, the Trustmark Voluntary Benefit Solutions, Inc. logo is displayed, along with the text 'Change Password', 'Trustmark Vol. Benefit Solutions, Inc.', and the phone number '1-800-514-3446'. The main form area contains the following fields and labels:

- User ID:** A text box containing 'Your ID Shows Here'.
- New Password:** A text box with masked characters (dots).
- Verify Password:** An empty text box.
- Password Validity:** Labeled as 'Invalid' in red text.
- Passwords Match:** Labeled as 'Mismatch' in red text.
- Change Password:** A blue button.

Below the form, a list of password requirements is provided:

- Minimum 8 characters in length
- Contains 3 or 4 of the following items:
  - Uppercase Letters
  - Lowercase Letters
  - Numbers
  - Symbols
- Validity Rating of Fair or Better

6. Once the password is validated, you will need to reenter the password into the “Verify Password” field. The “Passwords Match” field will indicate when the two passwords match. Only then can you click on the “Change Password” button.

The screenshot shows the 'Change Password' web page after successful validation. The fields and labels are as follows:

- User ID:** A text box containing 'Your ID Shows Here'.
- New Password:** A text box with masked characters (dots).
- Verify Password:** A text box with masked characters (dots).
- Password Validity:** Labeled as 'Excellent' in green text.
- Passwords Match:** Labeled as 'Match' in green text.
- Change Password:** A blue button.

The password requirements list remains the same as in the previous screenshot:

- Minimum 8 characters in length
- Contains 3 or 4 of the following items:
  - Uppercase Letters
  - Lowercase Letters
  - Numbers
  - Symbols
- Validity Rating of Fair or Better

7. You will receive the popup message shown below. Once you click OK, you will be taken back to the Login page where you will have to enter your UserID and the new password that you just setup.

Trustmark  
Voluntary Benefit Solutions, Inc.  
Change Password  
Trustmark Vol. Benefit Solutions, Inc.  
1-800-514-3446

Change Password

User ID: Your ID Shows Here

Now Password:  Password Validity: Invalid

Verify Password:  Passwords Match: Mismatch

Message from webpage

New Password Accepted And Saved.

OK

- Minimum 8 characters in length
- Contains 3 or 4 of the following:
  - Uppercase Letters
  - Lowercase Letters
  - Numbers
  - Symbols
- Validity Rating of Fair or Better