FAQs for the Printers Updated Plan Sponsor User Website

We are excited to announce that our plan sponsor user website has been updated to use a modernized look and a more user-friendly interface. The below list of frequently-asked questions is intended to provide you with guidance as you familiarize yourself with the updated site.

Q: **How do I change the password for my employer-level user account if I ever wish to do so?**
A: You will be logging into the same underlying system that has supported your plan for years. You will receive the same services from us that you are accustomed to receiving but we are significantly improving your web experience with a more informative, more modern presentation. <u>There is no reason to change your existing password as a result of this change to the user website</u>. However, you may change your password at any time if you wish to do so. To do so, click *Tools→Password Change* from the menu at the top of the page.

Q: **How do I log out of my account?**
A: Click the “arrow” icon ( ) in the top-right corner of the page.

Q: **How is the payroll portal (Data Validation Center) accessed on the updated site?**
A: The Data Validation Center (DVC) is accessed under *Tools→Payroll Import (DVC)*.

Q: **How do I view a plan-level breakdown of total assets (by investment or by money source)?**
A: Click *Plan→Plan Balance* at the top of the page. By default, that *Plan Summary* page will show the plan-level asset allocation by investment. To view plan assets by money source, click the *Source* link at the top of that *Plan Summary* page.

Q: **Where can I view the current balance in the plan’s forfeiture/suspense account?**
A: Click *Plan→Plan Balance* at the top of the page. On the *Plan Summary* page, click the *View balance in suspense* link at top of the page.

Q: **Where can I view a listing of all of the plan’s investment options and performance history?**
A: Click *Plan→Investment Information* from the menu at the top of the page.

Q: **Where can I view a listing of transactions that have occurred within the plan?**
A: Click *Transactions→Transaction History* at the top of the page and enter the different filters for your transactions query.

Q: Is it possible to view a listing of all participant transactions and requests that have been submitted on the plan participant user site?
A: It is. To do so, click *Transactions→Web/VRU Requests* at the top of the page and enter the different filters for the types of participant transactions that you would like to view.

Q: Where can I view and generate plan-level reports?
A: Plan-level reports can be viewed by clicking *Forms & Reports→Reports* from the top of the page. For your convenience, a number of "On-Demand Reports" are available. To access/generate an On-Demand Report, select "On-Demand Reports" from the "Select report group" drop-down on the page.

Q: Where can I view the different administrative forms (e.g., distribution request forms, beneficiary form, etc.) that are used for the plan?
A: Go to *Forms & Reports→Forms*. Don't see a form that you use for the plan but that you would like added to this page? Ask us to add it and we'll be happy to do so!

Q: How do I access/view the account of a particular employee/participant?
A: Click *Employee Search* from the menu at the top of the page, search for the employee on the *Employee Listing* page that appears, click *Submit* at the bottom of the page, and click the employee's Social Security Number in the column on the left.

Q: If I have questions about web navigation, how can I get help?

- Send an email to info@diversifiedfa.com
- Call 800-307-0376