

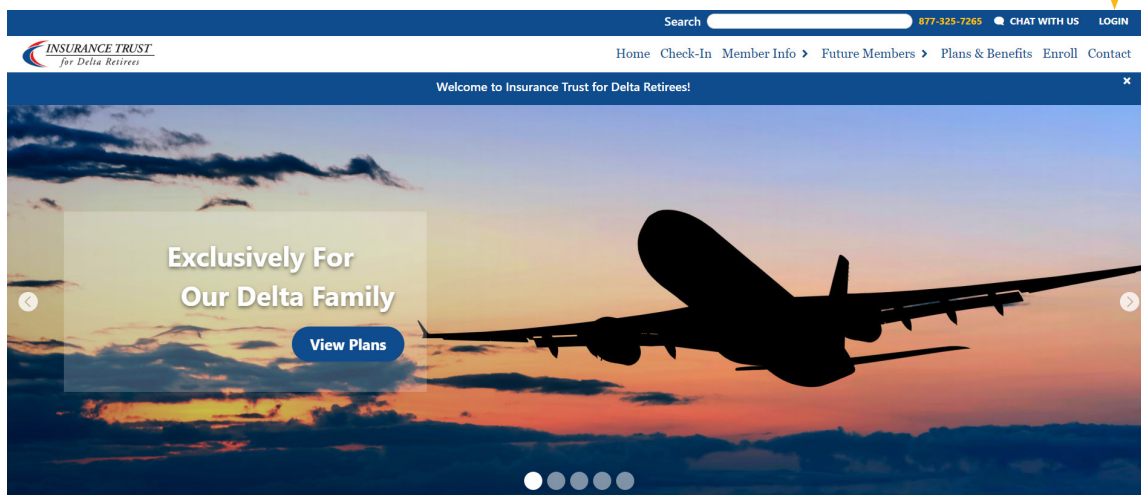
# Welcome to Your Account

Managing your account is easy. You can enroll in coverage, update contact/personal information, add a secondary address, view current billing/payment status, access links to the Trust's insurance carriers with single sign-on (SSO), arrange electronic payment and much more!

## Setting up Your Account

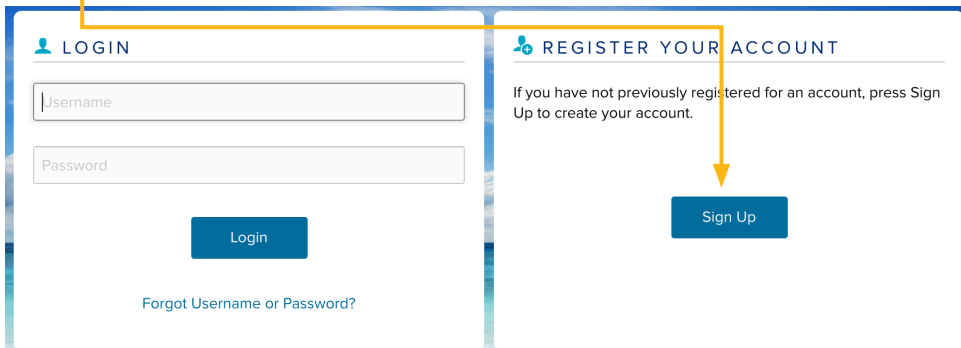
1 Visit **itdr.com**

2 Click on the **LOGIN** tab on the top right of the homepage heading.



3 On the Your Account webpage Click on the **"Sign up"** link under **Register Your Account**.

4 Complete the required fields under **Account Registration**.



**LOGIN**

Username

Password

Login

[Forgot Username or Password?](#)

**REGISTER YOUR ACCOUNT**

If you have not previously registered for an account, press Sign Up to create your account.

Sign Up

Note your username and password for your next visit.

Username: \_\_\_\_\_

Password: \_\_\_\_\_

# Enhanced Online Security

To maintain the security of your identity, a dual-authentication security measure is used. You will need to provide an email address and mobile number to provide a code for the purposes of verification.

To get started, you will need to enter your email address and mobile number. **Verification will not be required every time you login.**

## ENTER VERIFICATION INFORMATION

In an effort to maintain the security of your identity, MFA (Multi-Factor Authentication), a dual-authentication security measure, is being used. The MFA protocol requires the use of an e-mail address and mobile number to provide a code when necessary for the purposes of verification.

To get started, enter your email address and mobile number below.

### EMAIL VERIFICATION

Type of Email Address: ☐ Personal ☐ Work

Email Address: \*

### TEXT MESSAGE VERIFICATION

Type of Mobile Number: ☐ Personal ☐ Work

Country/Region:

United States

Mobile Phone Number: \*

You will then be asked to select how you would like to receive your verification code.

## SELECT VERIFICATION DELIVERY METHOD

You will receive a verification code via email or text message. Please choose your preferred delivery method below and click the 'Continue' button.

If the email address and/or mobile phone number listed below is no longer accurate, click support button below to update it.

Email Address: ☐ am\*\*\*\*\*@\*\*rcer.com (Work)

Text Message: ☐ \*\*\*-\*\*\*-6442 (Personal)

*Note: Standard text message rates apply. Please contact your wireless carrier for details.*

☐ Click here to update your verification email address or phone number for future logins.  
You will be directed to update your information upon submitting your current verification code.

Continue

Support

Once your verification code is received you will need to enter the code. This will complete your registration and allow you to login to **Your Account**.

## ENTER VERIFICATION CODE

We've sent a message with a one-time verification code to the delivery mode previously requested. Once you receive the message, enter the verification code below and click the 'Submit' button.

Please note that it can take a few minutes to receive the verification. Verification code expires in 10 minutes.

Verification Code: \*

Submit

# What can you do on Your Account?

Click on the **View Coverage Details** link to view even more options.

Click **Your Profile** to update your password, email address or security questions and answers.

The screenshot shows the 'Your Account' web portal. At the top, there's a navigation bar with 'Home', 'Your Profile', 'Forms', and 'Sign Out'. Below this is a header section with the 'INSURANCE TRUST for Delta Retirees' logo, a 'Retiree Service Center 1-877-325-7265' contact number, and a 'LIVE CHAT' button. The main content area is titled 'HELLO MEMBER' and 'CERTIFICATES'. It features three main sections: 'YOUR ITDR BENEFITS', 'SINGLE SIGN-ON', and 'GO PAPERLESS!'. The 'YOUR ITDR BENEFITS' section includes a 'Coverage For: Member' status, a 'Certificate: 30999-0000000' number, and a 'Status: Active' label. It also lists 'Payment Due Date' and 'Payment Amount Due: \$0.00'. Below this are links for 'View Coverage Details', 'View Plan Comparison', and 'View Cost Estimator', along with buttons for 'Enroll/Update' and 'Set Up Autopay'. The 'SINGLE SIGN-ON' section has a 'Click Here' button. The 'GO PAPERLESS!' section has a 'Click Here' button and a 'Single Sign-on to your Insurance Carrier portals.' link. Callout boxes with arrows point to these specific elements: 'View Coverage Details', 'Your Profile' in the navigation bar, 'Go Paperless! Update communication preference.', 'Single Sign-on to your Insurance Carrier portals.', 'Cost Estimator', 'Enroll/Update', and 'Plan Comparison'.

**YOUR ITDR BENEFITS**  
Coverage For: Member  
Certificate: 30999-0000000  
Status: Active  
Payment Due Date:  
Payment Amount Due: \$0.00  
View Coverage Details  
View Plan Comparison  
View Cost Estimator  
Enroll/Update  
Set Up Autopay

**SINGLE SIGN-ON**  
Securely access all of your established online insurance plan portals from here in My Account with no additional log-in information!  
Click Here

**GO PAPERLESS!**  
Receive your ITDR Plan Documents and other communications electronically  
Click Here  
Single Sign-on to your Insurance Carrier portals.

**Go Paperless!**  
Update communication preference.

Click on **Plan Comparison** to view a side-by-side overview of the plan benefits.

Click on **Cost Estimator** to compare estimated out of pocket expenses.

Click **Enroll/Update** to enroll in coverage or make Annual Enrollment elections.

# What can you do on Your Account?

Click **Services** to Access Your Insurance Trust Provider Accounts through single sign-on, update communication preferences and request a duplicate Premium Notice.

Click **Billing Information** link to review your current billing information and options to update to Auto-pay.

Click **Contact Information** to review and/or update your current contact information.

**Certificate Information**

Certificate: 30999-0000000  
Effective Date: 01/01/2013  
Status: Active  
Payment Due Date:  
Payment Amount Due: \$0.00

**Quick Help**

Why hasn't my latest payment been applied to my certificate?

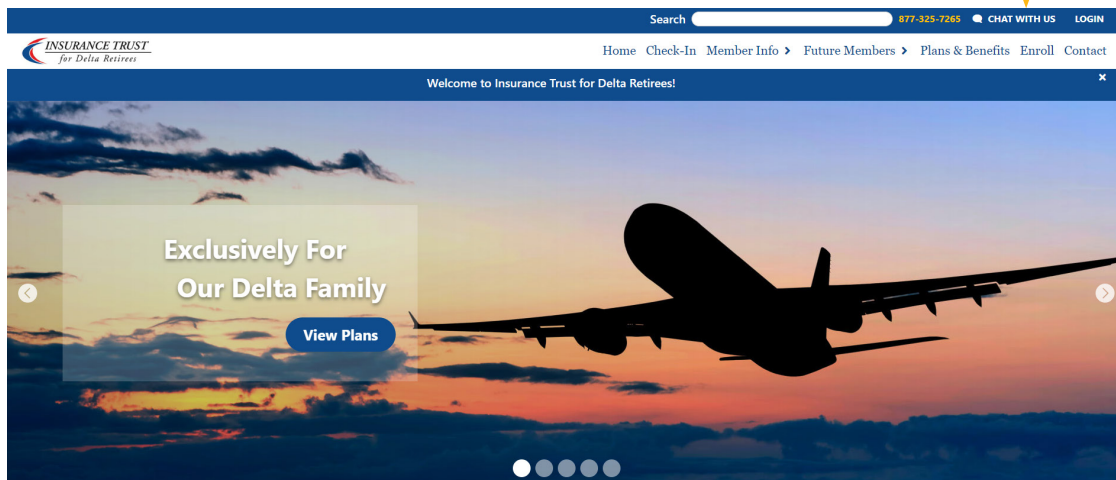
What is the difference between the Certificate of Coverage? while using this

## Forgot your username or password?

Call the Retiree Service Center at **1-877-325-7265**, **Option 1**, for assistance.

Or you can have your password reset via **Live Chat** with a Retiree Service Center representative.

Click the **Live Chat** link is on the top right of the **itdr.com** Home Screen.



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## For assistance with Your Account:

CALL **1-877-325-7265**, Option 1, 7:30 a.m. to 8:00 p.m. CT, Monday—Friday

EMAIL [thetrust.service@mercer.com](mailto:thetrust.service@mercer.com) (response within 48 hours, weekdays)