MIT PensionConnect

Forgot password
Logging into your PensionConnect Account (Forgot Password)

Overview of steps to reset your password:
1. Go to https://mitpension.ehr.com/ and click “Get Started”
2. Enter username (email) and click “Forgot Password”
3. Confirm your email by entering the authentication code sent to your email address
4. Enter your telephone number for text/voice authentication
5. Authenticate your identity either
   • by having an authentication code sent to your cell phone via text message and entering the code, or
   • by having a voice call placed to the phone number on record by pressing # to authenticate
6. Enter password to use for login
Logging into your PensionConnect Account (Forgot Password)

Enter your email address and click “Forgot password?”

![Sign In Form]

Username
mittestingess@mit.edu

Password

Remember this device (not recommended for public devices)

Sign In

Forgot password?
Logging into your PensionConnect Account (Forgot Password)

Enter the authentication code sent to you via email.

Confirm Your Email

Check your email and enter the verification code that was sent to m*******@mailinator.com

Enter Code

Enter Code

Cancel Resend Code

Verification didn’t arrive?
Check your inbox and junk folder for an email from no-reply@mail-auth.willistowerswatson.com. Contact us for additional help.
Logging into your PensionConnect Account (Forgot Password)

Choose “Send Code” or “Call Me”:
- **Send Code** — sends a 6-digit numeric code via text message to the phone number showing
- **Call Me** — places a voice call to the user. Follow the voice prompts to complete verification.
Logging into your PensionConnect Account (Forgot Password)

Enter the code received via text message.
Logging into your PensionConnect Account (Forgot Password)

Set your new password and click “Save.”
Online authorization

After resetting your password, you will be taken to the Online Authorization page. To continue to PensionConnect, click “Accept” in the lower-right corner.

You will now have access to PensionConnect.
The MIT Pension Service Center is available to assist with registration or login questions at 855-464-8736 (855-4MITPEN) between 9:00am and 7:00pm Eastern Time, Monday through Friday, for help:

The MIT Pension Service Center can help you:

- Understand the secure login and authentication process, and why it’s important for your data security
- Unlock your account after too many unsuccessful login attempts
- Reset your account if you want to change the associated phone number
- Change the email address associated with your account
The following vendors are used to authenticate your identity

Microsoft Azure Active Directory B2C — identity management
https://azure.microsoft.com/en-us/services/active-directory-b2c/

IDology — knowledge-based authentication service
https://www.idology.com/dynamic-kba/

Google reCAPTCHA — spam, bot and unwanted traffic detection
https://www.google.com/recaptcha/intro/v3.html