Multi-Factor Authentication
Frequently Asked Questions

Question	Response
General	
Why are these changes being made?	We are focused on making sure your personal information is secure. As a result, we are making upgrades to keep pace with new security threats.
What is multi-factor authentication?	Multi-factor authentication uses two pieces of information to verify your identity – something you know, like your Password, and something you have, like your phone, tablet, or laptop, to verify that it's you trying to access your account.
I can't access the site with my current User Name and Password. What do I do?	As of September 27, 2022, even if you've used the RTX Pension Service Center previously, you will be required to register as a first-time user and create new login credentials. **Please note:** This change only applies to your credentials for logging into the RTX Pension Service Center.
How do I know this isn't a scam or phishing attempt?	You can: • Verify with your employer • Call the RTX Pension Service Center by dialing 1-800-243-8135 and following the prompt for Savings & Retirement • Log on to RTX Pension Service Center at **www.rtxpensioncenter.com** to confirm
Web Registration	
What is a Web Registration Key and how do I get one if I need one?	If you do not answer the validation questions correctly during registration, you will need a Registration Key to proceed. A Registration Key is a randomly assigned code that is generated and mailed to you. You can request one during registration. Log in to the RTX Pension Service Center portal (**www.rtxpensioncenter.com**), select **Register as a first-time user** and follow the online instructions. **Note:** When you request a new Registration Key, any previously issued Key becomes invalid. A registration key will expire 20 days after initial mailing date.
Why do I have to wait for the Registration Key *to be sent to me by mail*? Can it be sent to me via text or email?	To make sure your initial registration is as secure as possible, we cannot send your Registration Key to an email address or mobile phone number. You can provide your current email address and mobile phone number as part of the registration process for future use.
I have a Registration Key, but it does not work. What should I do?	As a first step, try re-entering the code. The code must be an exact match to proceed and must be used before it expires. Otherwise, you can request a new Registration Key by accessing the RTX Pension Service Center portal (**www.rtxpensioncenter.com**) by selecting **Register as a first-time user** and following the online instructions. Remember, if you request a new Registration Key, previously issued Keys are invalid.
Why do you need my email address?	The email address you provide during registration is a means of secure communication related to site access or connection authorization.

What will my mobile phone number be used for?	Text messaging to your mobile phone is a means of secure communication related to site access or connection authorization. Entering a mobile phone number is not required.
What if I don't have a mobile phone?	Entering your mobile phone number is optional.
Can I use an international mobile phone number?	At this time, text options apply to US text messaging capabilities only.

Single Sign-On (SSO)

Can I complete registration via single sign-on (SSO)?	Once the security upgrade is in place, log on to *Your Gateway* and access the RTX Pension Service Center under the Savings & Retirement navigation. You will see registration instructions once you connect via single sign-on (SSO).
If I access RTX Pension Service Center via single sign-on (SSO), why do I have to register?	The registration process establishes an account and gathers secure contact information for future login recovery purposes.

Interactive Voice Response (IVR) & Service Center Access

Will anything be different when I call the RTX Pension Service Center?	The RTX Pension Service Center Interactive Voice Response (IVR) System will require you to create a new Personal Identification Number (PIN). Your existing PIN will not work after September 27, 2022.
If I am on the RTX Pension Service Center website, how do I create or update my IVR PIN?	Once you register on RTX Pension Service Center, you can create your IVR PIN by selecting Profile icon > Login & Recovery > Reset My Interactive Voice Response (IVR) PIN. If you do not create your PIN through RTX Pension Service Center, the first time you call the IVR you'll be prompted to request a temporary PIN. Once you receive your temporary PIN, you can enter it through the IVR and follow the instructions to create your new PIN. **Note:** Temporary IVR PINs that are emailed or texted to you have a 10-minute expiration period. Temporary IVR PINs that are sent to you by mail expire in 20 days.
What is the purpose of a temporary PIN?	A temporary PIN is used to confirm your identity after the authentication upgrade or if you forget your IVR PIN.
How do I obtain a temporary PIN?	If you registered on the web, you can access Reset My Interactive Voice Response (IVR) PIN under Profile > Login & Recovery. This will allow you to set the IVR PIN you use to access the RTX Pension Service Center IVR. You can also request a temporary PIN through the IVR. If you have registered on the web you can choose from the following delivery options: - Email to the address you used for web registration - Text to the mobile phone number you provided at registration - Email to your Corporate email address on file - Postal mail to the mailing address on file If you have not registered for the web, the last two options are available.

After this upgrade, if I lock myself out or forget my IVR PIN how do I access the IVR?	You can always access the Reset My Interactive Voice Response (IVR) PIN under Profile > Login & Recovery on **www.rtxpensioncenter.com**. Or you may request a temporary PIN via the IVR. Delivery methods are outlined under **How do I obtain a temporary PIN**?
Troubleshooting & Maintenance	
My new User Name is not working. What should I do?	Verify that you are correctly entering the User Name you created during first-time user registration. If the issue persists you can use the self-service link **Forgot My User Name** on the RTX Pension Service Center login page. If you are not able to access the site, please call 1-800-243-8135 and follow the prompts for Savings & Retirement to reach the RTX Pension Service Center. Representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday, except holidays.
My new Password is not working. What should I do?	Verify that you are correctly entering the Password you created during first-time user registration. If the issue persists you can use the self-service **link Forgot My Password** on the RTX Pension Service Center login page. If you are not able to access the site, please call 1-800-243-8135 and follow the prompts for Savings & Retirement to reach the RTX Pension Service Center. Representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday, except holidays.
I am locked out. What should I do?	Access self-service links for **Forgot My User Name** or **Forgot My Password** on the RTX Pension Service Center login page. If you are not able to access the site, please call 1-800-243-8135 and follow the prompts for Savings & Retirement to reach the RTX Pension Service Center. Representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday, except holidays.
Can I change my Password?	Yes, you can update your Password after you successfully log in to RTX Pension Service Center and access your Profile. The Change My Password option is available under the Login & Recovery tab.
Can I change my User Name?	The User Name you select at registration cannot be altered.
I have a foreign address that does not use a ZIP Code. How do I proceed?	For additional assistance, please call 1-800-243-8135 and follow the prompts for Savings & Retirement to reach the RTX Pension Service Center. Representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday, except holidays.
Will my Password expire?	Your Password will expire periodically. At that time, you will be asked to update your Password.
Can I update my email address?	Yes, you can update your email address after you successfully log in to RTX Pension Service Center and access your Profile.

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Can I change my mobile phone number?	Yes, you can update your mobile phone number after you successfully log in to RTX Pension Service Center and access your Profile.
Authorizing Future Access After First Login	
What does it mean to save a connection? Why would I save a connection?	During the registration process, and any time you access RTX Pension Service Center using an unrecognized connection (device, browser, VPN, IP address), you will be asked to authorize your connection, as an additional security feature. If you plan to use this connection to access RTX Pension Service Center in the future, you can save the connection to expedite the login process. Every time you log in to the RTX Pension Service Center portal, the site will check to see if you are using a saved connection. If you are not using a saved connection, you will be required to authorize the current connection before you can access the site.
What does it mean to authorize a connection?	As an additional security measure, you will be asked to supply an authorization code (which can be delivered by mail, email, or text) or to answer security questions before proceeding to the site. For security purposes, authorization codes expire after a period of time.
Why do I have to authorize a connection?	Authorizing a connection is an additional security factor in a multi-factor authentication solution. It is a security feature.
Why am I being asked to authorize my connection when I already did this months ago?	As a security measure, you will be asked to re-authorize connections after a period of time.
Can I authorize more than one connection?	Yes, you can authorize more than one connection. For example, you can choose to authorize your home computer and your mobile phone.
Can I keep using the same code you sent me previously every time I have to authorize a connection?	No, the authorization code will expire. You cannot reuse codes.
Does it cost me money to use my phone to authenticate?	By selecting text to your mobile phone number, you consent to receiving a text message containing an authorization code to validate your account. Message and data rates may apply.
Do I have to do this every time I log in?	A check against saved connections is performed at each login.