

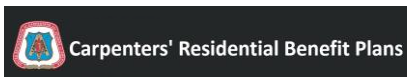
Registration for Online Access to Member Account Information Carpenters' Residential Benefit Plans

Your Plan Administration Office is pleased to provide you with a new, modern, secure portal to access your personal health and pension plan information.

The **four steps** to register for this new portal are below.

[Click this link to access the new portal.](#) If you have already registered for the new portal, you will not have to do so again.

Step 1: Once on the login page, **click on “Create Account”.**



Access your benefits.

Check your benefits 24/7, no need to call the administration office. Login with your email and password to continue.

<input type="text" value="someone@example.com"/>	
<input type="password" value="Password"/>	
<input type="button" value="Log In"/>	<input type="button" value="Create Account"/>

Step 2: Enter your information in the required fields. The information from each field **must match the personal information on our records exactly.** Please ensure that you include the space in the postal code of your home mailing address (the example below uses the postal code “A1A 1A1” to illustrate the correct format). Your account username will be the email address that you enter. Once you have entered your information in the required fields, click “Next.”

The logo for Carpenters' Residential Benefit Plans, featuring a stylized 'C' with a hammer and a square, followed by the text 'Carpenters' Residential Benefit Plans'.
Registration: Create Your Account

Email <input type="text" value="YOUR_EMAIL@DOMAIN.CA"/>	Confirm Email <input type="text" value="YOUR_EMAIL@DOMAIN.CA"/>	Get access to your benefits information anytime. Membership is FREE for members.
First Name <input type="text" value="SAMPLE"/>	Last Name <input type="text" value="RECORD"/>	
Enter last 4 digits of SSN/SIN <input type="text" value="7777"/>	Date of Birth <input type="text" value="01/04/1980"/>	Need Help? Click here to learn how to create your MemberXG account.
ZIP Code/Postal Code (Postal code format A1A 1A1 capitalized) <input type="text" value="A1A 1A1"/>	Mobile Phone (optional) <input type="text" value="(123) 456-7890"/>	
<input type="button" value="Next"/>		

Step 3: Create and confirm your password. Your password must contain a minimum of 12 characters. You can click the “eye” icon on the right side of the bar where you are typing in the password to view and verify what you entered. Choose a password expiration date, **agree to the Terms of Use and Privacy Policy**, and click the “Finish” button to continue.

Registration: Create your password

Enter password Confirm password

..... ✓

..... ✓

Passwords must be at least 12 characters. Passphrases are encouraged for your security and ease. Special characters, spaces, and numbers may be included. Cannot reuse passwords used within the last 365 days.

Password Expiration

180 days ✓

I agree to the [Terms of Use and Privacy Policy](#)

Finish Previous

Step 4: After the registration is complete, your session will return to the login page. **Enter your email and password.**

An access code will be sent to your email when you first log in. Copy and paste or type this access code into the Member Portal window to gain access to your online account. **The access code will expire in 10 minutes.** You can request another code to be resent if you are unable to enter the code within the required time.

Carpenters' Residential Benefit Plans

Need an account? [Create Account](#)

Access your benefits.

Check your benefits 24/7, no need to call the administration office. Login with your email and password to continue.

your_email@domain.ca ✓

..... ✓

Log In Create Account

[Can't access your account?](#)

To verify your identity, enter the access code that we have sent to your email address.

Enter Access Code:

Do not navigate from the MemberXG to collect your access code. Navigating away from the MemberXG will result in a new code being sent. Please open a new tab to retrieve your access code.

Verify and Log In Back

[Need a new access code?](#)

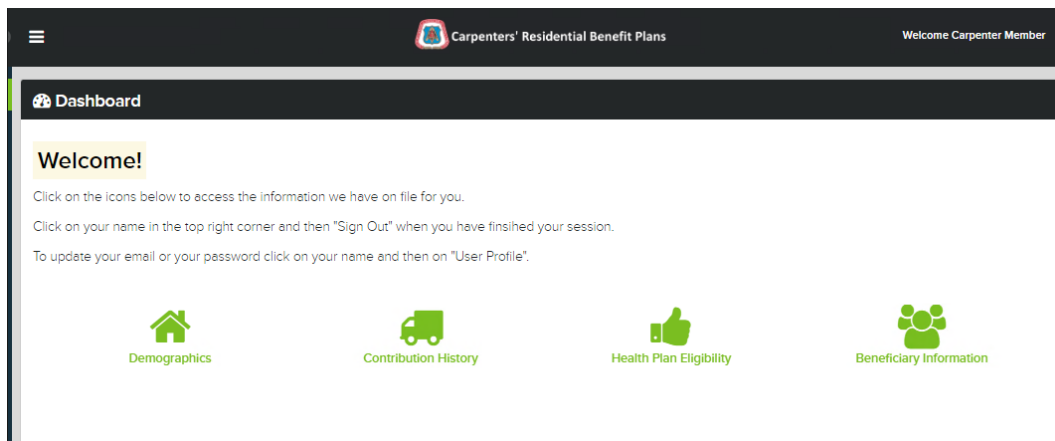
Login
 ✓ We have emailed you an access code to access your account. Please copy it from your email.

The access code is part of the web security practices in place to keep your information secure. You will receive an access code the first time you access the Member Portal for each device you use to log in or if you change your account.

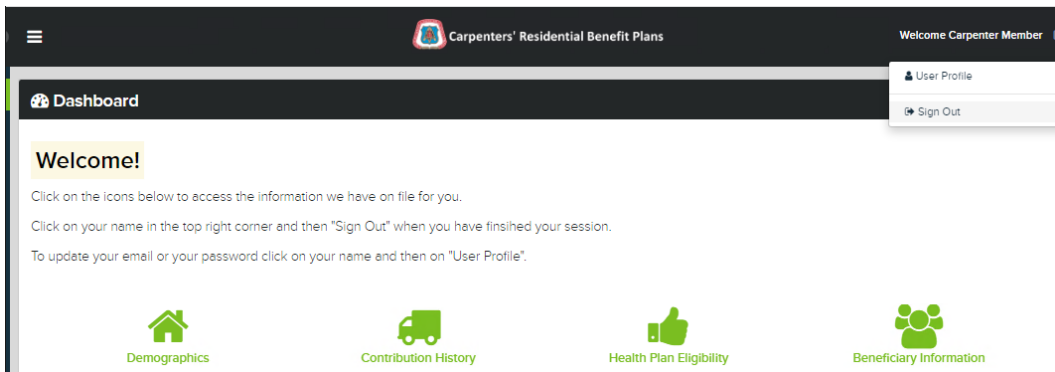
Once you enter your access code, your registration is complete! Please check out the rest of this document to learn more about your new portal.

You will have access to these four pages of information. To learn about these four information pages, see the document "[Carpenters MemberXG Tutorial.](#)"

1. Demographics
2. Contribution History
3. Health Plan Eligibility
4. Beneficiary Information



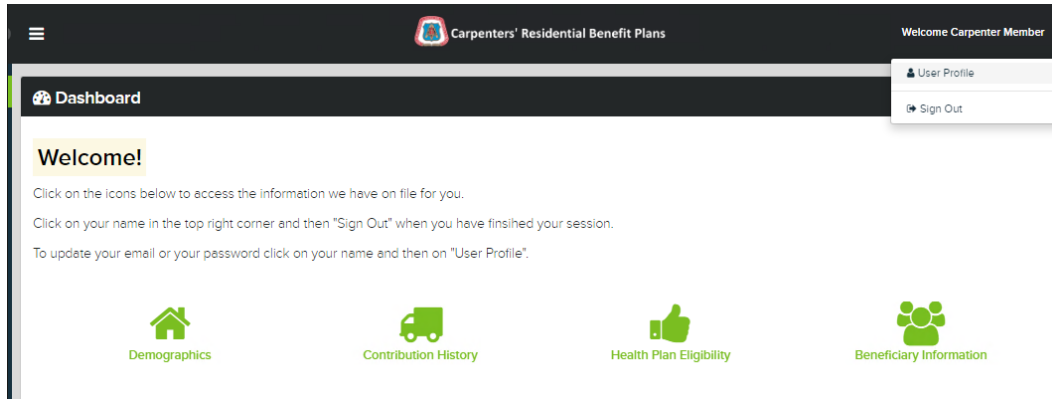
When you are ready to log out, click on your name in the top right corner, click "Sign Out" and close your browser window.



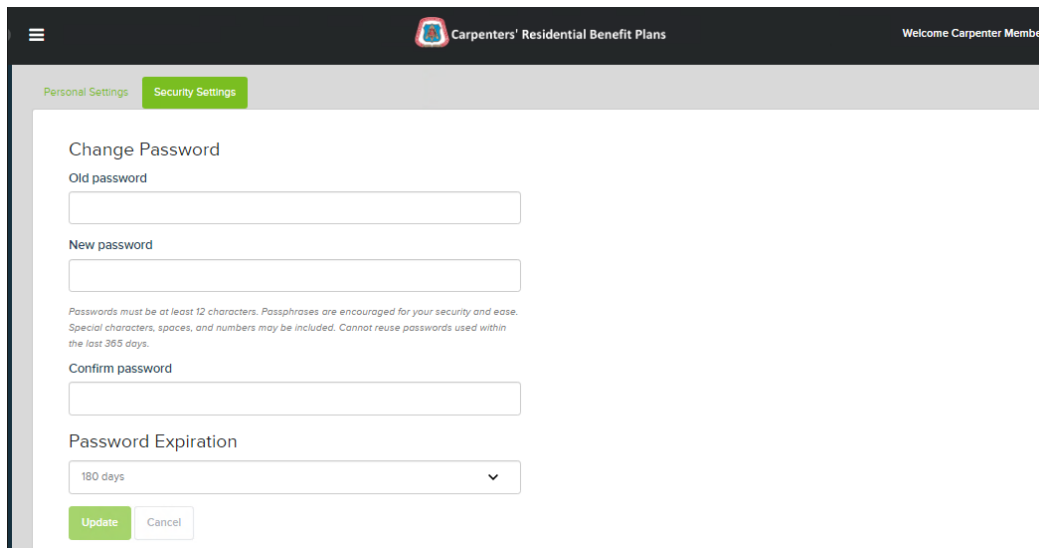
If you have an issue after logging into your account, you can click on "Can't access your account." You must enter the same information as when you registered to reset your account.

The screenshot shows the 'Can't Access your Account' form. At the top, there is a navigation bar with the site logo and name 'Carpenters' Residential Benefit Plans' on the left, and links for 'Already registered?' and 'Log In' on the right. The form title is 'Can't Access your Account'. There are two radio button options: 'I forgot my password' (which is selected) and 'I forgot my login (email)'. Below the first option is an 'Email Address' input field containing the text 'your_email@domain.ca'. At the bottom of the form is a green 'Next' button.

To change your password, click on your name in the top right corner and click "User Profile."



You can change your password in the Security Settings tab:



If you require assistance or have questions regarding your access, please contact the Plan Administration Office staff at 1-800-263-3564 or by email at benefits@carpentersresidential.ca. Our full contact listing is on this page: carpentersresidential.ca/administration-office/.